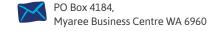
### 2020

# Gas Performance Reporting Datasheets - Retail

Retailer: Wesfarmers Kleenheat Gas Pty Ltd

Reporting period: 2019-2020

Customer numbers					
Indicator No.	Description	Basis of Reporting Number	Comments		
R1	Total number of residential customers.	201,102	NG 200,297, LPG Retic 805		
R2	Total number of residential customers covered by the Gas Market Moratorium (this is residential customers on ATCO's distribution network who consume less than 0.18TJ of gas per year).	200,293			
R3	Total number of business customers.	2,620	1 LPG Retic		
R4	Total number of business customers covered by the Gas Market Moratorium (this is business customers on ATCO's distribution network who consume less than 0.18TJ of gas per year).	1,660			





#### **Billing and payment Basis of Reporting Indicator No. Description Comments Number Percentage** Total number of residential customers who Change in billing process has have been issued with a bill outside the R5 facilitated a reduction on prior years 25 prescribed maximum timeframe and where the figures NIL LPG Retic customers. delay is due to fault on the part of the retailer. Percentage of residential customers who have been issued with a bill outside the prescribed 0% R6 maximum timeframe and where the delay is due to fault on the part of the retailer. Total number of residential customers who have been issued with a bill outside the R7 prescribed maximum timeframe and where the 4 NIL LPG Retic Customers. delay is due to the retailer not receiving the billing data from the distributor. Percentage of residential customers who have been issued with a bill outside the prescribed R8 maximum timeframe and where the delay is 0% due to the retailer not receiving the billing data from the distributor. R9 Not used. R10 Not used. There has been a lower number of residential customers with overdue Total number of residential customers who are R11 6,976 subject to an instalment plan. arrears requiring instalment plans in FY20. 6933 + 43retic. Percentage of residential customers who are R12 3.5% subject to an instalment plan. There has been a lower number of Total number of residential customers who residential customers with overdue R13 have been granted additional time to pay a 1,178 arrears requiring payment extensions bill. in FY20. Percentage of residential customers who have R14 0.6% been granted additional time to pay a bill. R15 Not used. R16 Not used. Total number of business customers that have R17 been issued with a bill outside the prescribed 13 NIL LPG Retic Customers. maximum timeframe.



maximum timeframe.

subject to an instalment plan.

subject to an instalment plan.

R18

R19

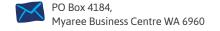
R20

Percentage of business customers that have

been issued with a bill outside the prescribed

Total number of business customers that are

Percentage of business customers that are



329



as a result of COVID-19.

The increase in business customers

seeking instalment plans was directly

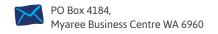
0.5%

12.6%

### **Billing and payment**

L. P N	S 100	Basis of Reporting		
Indicator No.	Description	Number	Percentage	Comments
R21	Total number of business customers that have been granted additional time to pay a bill.	56		
R22	Percentage of business customers that have been granted additional time to pay a bill.		2.1%	
R23	Not used.			
R24	Not used.			
R25	Total number of residential customers who have lodged security deposits in relation to their residential customer account.	N/A		Kleenheat does not require residential customers to lodge security deposits.
R26	Percentage of residential customers who have lodged security deposits in relation to their residential customer account.			
R27	Total number of business customers that have lodged security deposits in relation to their business customer account.	11		Higher vs FY19 due to a higher number of credit applications with increased risk of default.
R28	Percentage of business customers that have lodged security deposits in relation to their business customer account.		0.4%	
R29	Total number of residential customers who have had their direct debit plans terminated.	N/A		Kleenheat does not terminate direct debit plans.
R30	Percentage of residential customers who have had their direct debit plans terminated.			
R31	Total number of business customers that have had their direct debit plans terminated.	N/A		Kleenheat does not terminate direct debit plans.
R32	Percentage of business customers that have had their direct debit plans terminated.			
R33	Total number of residential customers using Centrelink's Centrepay to pay their energy bills at at 30 June.	1,084		There has been a lower number of residential customers with overdue arrears requiring payment from Centerlink to pay their bills in FY20.

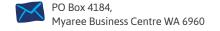






#### **Energy bill debt Basis of Reporting Indicator No.** Description **Comments** Value (\$) Number FY19 was high due to a backlog of collection activities as a result of increased churn and delinguency. Accounts had to be reset to the beginning of the collections cycle in instances where customers with Total number of residential customers arrears received new invoices with a R91 (excluding hardship customers) repaying an 1,708 new due date prior to disconnection, energy bill debt as at 30 June. as such accounts could not be disconnected based on the previous due date as it is considered a type 2 breach, resulting in a higher number of customers repaying an energy bill debt. The increase in the number of Total number of business customers repaying customers repaying an energy bill R92 75 an energy bill debt as at 30 June. debt is driven by customers being affected by COVID-19. Despite the lower number of customers repaying an energy bill debt as at 30 June, the average energy bill debt is driven by the Average amount of energy bill debt for impact from COVID-19 and the R94 residential customers (excluding hardship \$134 suspension of disconnections. As a customers) as at 30 June. result accounts reportable for this indicator are carrying more invoices (FY20: 1.63 invoice per account vs FY19: 1.47 invoice per account) and more debt on a per account basis. The higher energy bill debt is driven Average amount of energy bill debt for R95 \$998 by customers being affected by business customers as at 30 June. COVID-19. Total number of residential customers (excluding hardship customers) with energy **R98** 39 bill debt that is over \$500 but less than \$1,500 as at 30 June Total number of residential customers (excluding hardship customers) with energy R99 1 bill debt that is over \$1,500 but less than \$2,500 as at 30 June. Total number of residential customers R100 (excluding hardship customers) with energy bill 0 debt that is over \$2,500 as at 30 June. Lower vs FY19 due to a lower number of customers requesting instalment Total number of residential customers plans and an improved hardship R101 (excluding hardship customers) who were 1.263 process resulting in an increase in subject to an instalment plan as at 30 June. hardship customers identified during the year.







#### **Energy bill debt Basis of Reporting Indicator No. Description Comments Number** Value (\$) Lower vs FY19 due to a lower number Total number of residential customers of customers requesting instalment (excluding hardship customers) who, during plans and an improved hardship R102 2,420 the reporting year, had their instalment plan process resulting in an increase in cancelled by the retailer for non-payment. hardship customers identified during the year. Lower vs FY19 due to a lower number Total number of residential customers of customers requesting instalment (excluding hardship customers) who, during the plans and an improved hardship

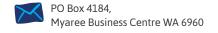
reporting year, successfully completed their

instalment plan.

2,280



R103





process resulting in an increase in

the year.

hardship customers identified during

#### **Disconnections for non-payment Basis of Reporting Indicator No. Description Comments Number** Percentage First half saw increased disconnections driven by more efficient disconnection process Total number of residential customer developed during FY20 (prior to a **R33** 1,910 disconnections for failure to pay a bill. suspension of disconnections), last quarter lower due to a suspension of disconnections as a result of COVID-19. 1 LPG Retic Customer. Percentage of residential customer R34 0.9% disconnections for failure to pay a bill. Higher vs FY19 due to a slight increase in delinquency and a more efficient disconnection process Total number of business customer R35 37 developed during FY20 (prior to a disconnections for failure to pay a bill. suspension of disconnections as a result of COVID-19). NIL LPG Retic Customers. Percentage of business customer R36 1.4% disconnections for failure to pay a bill. Total number of residential customer Lower due to a suspension of R37 1.073 disconnections involving customers who were disconnections as a result of COVID-19. NIL LPG Retic Customers. the subject of an instalment plan. Percentage of residential customer R38 disconnections involving customers who were 56.2% the subject of an instalment plan. Total number of residential customer disconnections involving customers who were Lower due to a suspension of 588 R39 disconnected on at least 1 other occasion disconnections as a result of COVID-19. NIL LPG Retic Customers. during the reporting year or the previous reporting year. Percentage of residential customer disconnections involving customers who were R40 disconnected on at least 1 other occasion 30.8% during the reporting year or the previous reporting year. Total number of residential customer ERA do not require gas retailers to disconnections involving customers who were R41 N/A report on concession.



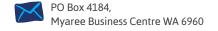
the subject of a concession.

the subject of a concession.

**R41A** 

Percentage of residential customer

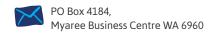
disconnections involving customers who were





Reconnections					
Indicator No.	Description	Basis of Reporting		Comments	
indicator No.	Description	Number Per	Percentage	Comments	
R42	Total number of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	841		Lower due to a suspension of disconnections as a result of COVID-19. NIL LPG Retic Customers.	
R42A	Percentage of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		44%		
R43	Total number of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	10		NIL LPG Retic Customers.	
R44	Percentage of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		27%		
R45	Total number of residential customer reconnections within 7 days involving customers who were the subject of an instalment plan.	631		Lower due to a suspension of disconnections as a result of COVID-19.	
R46	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of an instalment plan.		33%		
R47	Total number of residential customer reconnections within 7 days involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year.	253		NIL LPG Retic Customers.	
R48	Percentage of residential customer disconnections reconnected within 7 days involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year.		13.2%		
R49	Total number of residential customer reconnections within 7 days involving customers who were the subject of a concession.	N/A		ERA do not require gas retailers to report on concession.	
R50	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of a concession.				
R51	Total number of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	1,007		NIL LPG Retic Customers.	

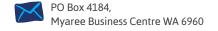






#### Reconnections **Basis of Reporting Indicator No. Description Comments Number Percentage** Percentage of residential customer reconnections requested by the retailer after R52 requesting the customer be disconnected 52.7% (including those who were reconnected within 7 days). Total number of residential customer reconnections requested by the retailer that **R53** 0 NIL LPG Retic Customers. were not reconnected within the prescribed timeframe. Percentage of residential customer reconnections requested by the retailer that **R54** were not reconnected within the prescribed timeframe. Total number of business customer reconnections requested by the retailer after **R55** requesting the customer be disconnected 12 NIL LPG Retic Customers. (including those who were reconnected within 7 days). Percentage of business customer reconnections requested by the retailer after **R56** 32.4% requesting the customer be disconnected (including those who were reconnected within 7 days). Total number of business customer reconnections requested by the retailer that 0 **R57** NIL LPG Retic Customers. were not reconnected within the prescribed timeframe. Percentage of business customer reconnections requested by the retailer that **R58** were not reconnected within the prescribed timeframe.

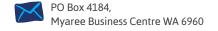






#### **Hardship customers Basis of Reporting Indicator No. Description Comments** Value (\$) **Number** Higher vs FY19 due to an improved hardship process and the impact from Total number of residential customers on a **R96** 548 COVID-19 resulting in an increase in retailer's hardship program as at 30 June. hardship customers identified. Two LPG retic customers. FY19 was high due to a backlog of collection activities as a result of increased churn and delinquency. Accounts had to be reset to the beginning of the collections cycle in instances where customers with arrears received new invoices with a new due date prior to disconnection, Average energy bill debt of hardship customers R97 \$227 as at 30 June. as such the accounts could not be disconnected based on the previous due date as it is considered a type 2 breach, causing debt to aged further. Due to the high energy bill debt in FY19, the FY20 figure was not significantly higher despite the impact from COVID-19. ERA do not require gas retailers to Total number of hardship customers who are R104 N/A the subject of a concession as at 30 June. report on concession. Total number of residential customers denied Kleenheat do not deny access to the R105 access to the retailer's hardship program 0 hardship program. during the reporting year. Average energy bill debt (as at the time of Lower vs FY19 due to an improved hardship process resulting in earlier entering the hardship program) for those \$262 R106 hardship customers who entered the hardship identification of hardship customers program during the reporting year. with lower debt balances. Total number of hardship customers who Higher vs FY19 due to an improved entered the hardship program during the hardship process and the impact from R107 reporting year, with an energy bill debt (as at 715 COVID-19 resulting in an increase in the time of entering the hardship program) hardship customers identified. that was between \$0 and \$500. Total number of hardship customers who Higher vs FY19 due to an improved entered the hardship program during the hardship process and the impact from R108 reporting year, with an energy bill debt (as at 114 COVID-19 resulting in an increase in the time of entering the hardship program) hardship customers identified. that was over \$500 but less than \$1,500. Total number of hardship customers who entered the hardship program during the R109 reporting year, with an energy bill debt (as at 4 the time of entering the hardship program) that was over \$1,500 but less than \$2,500. Total number of hardship customers who entered the hardship program during the 0 R110 reporting year, with an energy bill debt (as at the time of entering the hardship program) that was \$2,500 or more.



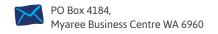




## Hardship customers

Basis		Basis of F	Renorting		
Indicator No.	Description	Number Value (\$		Comments	
R111	Total number of hardship customers who were subject to an instalment plan (excluding those who make their payment plan payments using Centrepay) as at 30 June.	211		Higher vs FY19 due to an improved hardship process and the impact from COVID-19 resulting in an increase in hardship customers identified.	
R112	Total number of hardship customers using Centrepay as at 30 June.	120			
R113	Total number of residential customers who exited the hardship program during the reporting year.	928		Higher vs FY19 due to an improved hardship process and the impact from COVID-19 resulting in an increase in hardship customers identified.	
R114	Total number of residential customers who exited the hardship program during the reporting year, because they successfully completed the hardship program or exited the program by agreement with the retailer.	327		Higher vs FY19 due to an improved hardship process and the impact from COVID-19 resulting in an increase in hardship customers identified.	
R115	Total number of residential customers who exited the hardship program during the reporting year, because they were excluded or removed from the hardship program for noncompliance.	316		Higher vs FY19 due to an improved hardship process and the impact from COVID-19 resulting in an increase in hardship customers identified.	
R116	Total number of residential customers who exited the hardship program during the reporting year, because they switched, transferred or left the retailer.	285		Higher vs FY19 due to an improved hardship process and the impact from COVID-19 resulting in an increase in hardship customers identified.	
R117	Total number of residential customers who successfully completed the hardship program, or exited by agreement with the retailer, during the reporting year or the previous reporting year, and who were subsequently disconnected during the reporting year for non-payment.	28		Higher vs FY19 due to an improved hardship process resulting in an increase in hardship customers identified.	
R118	Total number of residential customers who successfully completed the hardship program, or exited the program by agreement with the retailer, during the reporting year or the previous reporting year, and who were reconnected within 7 days of disconnection for non-payment.	20		Higher vs FY19 due to an improved hardship process resulting in an increase in hardship customers identified.	

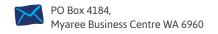






Complaints					
Indicates No.	Description	Basis of Reporting		Community	
Indicator No.	Description	Number	Percentage	Comments	
R59	Total number of complaints received from residential customers.	469		Kleenheat's complaint numbers continued to reduce as a result of training to our frontline staff to clearly identify a complaints vs feedback or enquiry. Billing again was the main area of complaint at 66.1%.	
R60	Total number of complaints received from business customers.	9			
R61	Total number of residential customer complaints that are billing/credit complaints.	310			
R62	Percentage of residential customer complaints that are billing/credit complaints.		66.1%		
R63	Total number of business customer complaints that are billing/credit complaints.	6			
R64	Percentage of business customer complaints that are billing/credit complaints.		66.7%		
R65	Total number of residential customer complaints that are transfer complaints.	35			
R66	Percentage of residential customer complaints that are transfer complaints.		7.5%		
R67	Total number of business customer complaints that are transfer complaints.	1			
R68	Percentage of business customer complaints that are transfer complaints.		11.1%		
R69	Total number of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).	10			
R70	Percentage of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).		2.1%		
R71	Total number of business customer complaints that are marketing complaints (including complaints made directly to a retailer).	0			
R72	Percentage of business customer complaints that are marketing complaints (including complaints made directly to a retailer).				
R73	Total number of residential customer complaints that are other complaints.	114			
R74	Percentage of residential customer complaints that are other complaints.		24.3%		
R75	Total number of business customer complaints that are other complaints.	2			
R76	Percentage of business customer complaints that are other complaints.		22.2%		
R77	Total number of residential customer complaints concluded within 15 business days.	429			







Complaints				
Indicator No.	Paradiation .	Basis of Reporting		Comments
	Description	Number	Percentage	Comments
R78	Percentage of residential customer complaints concluded within 15 business days.		91.5%	
R79	Total number of residential customer complaints concluded within 20 business days.	13		
R80	Percentage of residential customer complaints concluded within 20 business days.		2.8%	
R81	Total number of business customer complaints concluded within 15 business days.	6		
R82	Percentage of business customer complaints concluded within 15 business days.		66.7%	
R83	Total number of business customer complaints concluded within 20 business days.	0		
R84	Percentage of business customer complaints concluded within 20 business days.			







### Call centre performance

Indicates No.	Description	Basis of Reporting		
Indicator No.	Description	Number	Percentage	Comments
R85	Total number of telephone calls to a call centre of the retailer.	246,101		NG = 148,427, LPG = 97,674
R86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	196,019		NG = 112,453, LPG = 83,566
R87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		79.6%	NG = 76.18%, LPG = 86.95%
R88	Average duration (in seconds) before a call is answered by a call centre operator.	20		NG = 25 secs, LPG = 16 secs
R89	Total number of telephone calls to a call centre that are unanswered.	5,940		NG = 2,855, LPG = 3,085
R90	Percentage of telephone calls to a call centre that are unanswered.		2.4%	NG = 1.92%, LPG = 3.16%



