

# 2021

## Gas Performance Reporting Datasheets - Retail

Retailer: Wesfarmers Kleenheat Gas Pty Ltd

Reporting period: 2020-2021

Customer numbers			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
R 1	Total number of residential customers.	210,088	
R 2	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).	210,074	
R 3	Total number of business customers.	2,535	
R 4	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).	1,532	



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Billing and payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 5	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.	3		
R 6	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.		0.0%	
R 7	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor.	406		"ATCO send SCH read late = 2 ATCO send SCH read late, reading day changed = 404 "
R 8	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor.		0.2%	
R 9	Not used.			
R 10	Not used.			
R 11	Total number of residential customers who are subject to an instalment plan.	5,163		Lower vs FY20 due to the ongoing suspension of disconnections since March 2020 as a result of COVID-19. Disconnections have traditionally been a major trigger for customer engagement and payment arrangement creations.
R 12	Percentage of residential customers who are subject to an instalment plan.		2.5%	
R 13	Total number of residential customers who have been granted additional time to pay a bill.	836		Lower vs FY20 due to the ongoing suspension of disconnections since March 2020 as a result of COVID-19. Disconnections have traditionally been a major trigger for customer engagement and payment extension creations.
R 14	Percentage of residential customers who have been granted additional time to pay a bill.		0.4%	
R 15	Not used.			
R 16	Not used.			
R 17	Total number of business customers that have been issued with a bill outside the prescribed maximum timeframe.	2		"ATCO send SCH read late, reading day changed = 1 ATCO sent the read late = 1"

Billing and payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 18	Percentage of business customers that have been issued with a bill outside the prescribed maximum timeframe.		0.1%	
R 19	Total number of business customers that are subject to an instalment plan.	169		Higher in FY20 is a result of extended COVID lockdowns. Kleenheat business customers' ability to pay was not as significantly affected in FY21.
R 20	Percentage of business customers that are subject to an instalment plan.		6.7%	
R 21	Total number of business customers that have been granted additional time to pay a bill.	18		Higher in FY20 is a result of extended COVID lockdowns. Kleenheat business customers' ability to pay was not as significantly affected in FY21.
R 22	Percentage of business customers that have been granted additional time to pay a bill.		0.7%	
R 23	Not used.			
R 24	Not used.			
R 25	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.
R 26	Percentage of residential customers who have lodged security deposits in relation to their residential customer account.		0.0%	
R 27	Total number of business customers that have lodged security deposits in relation to their business customer account.	16		
R 28	Percentage of business customers that have lodged security deposits in relation to their business customer account.		0.6%	
R 29	Total number of residential customers who have had their direct debit plans terminated.	N/A		Kleenheat does not terminate direct debit plans.
R 30	Percentage of residential customers who have had their direct debit plans terminated.		0.0%	
R 31	Total number of business customers that have had their direct debit plans terminated.	N/A		Kleenheat does not terminate direct debit plans.
R 32	Percentage of business customers that have had their direct debit plans terminated.		0.0%	
R 93	Total number of residential customers using Centrelink's Centrepay to pay their energy bills at at 30 June.	1,292		

Energy bill debt				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
R 91	Total number of residential customers (excluding hardship customers) repaying an energy bill debt as at 30 June	2,778		Higher vs FY20 due to the ongoing suspension of disconnections since March 2020. As a result there is a high number of accounts reportable for this indicator with an energy bill debt.
R 92	Total number of business customers repaying an energy bill debt as at 30 June	39		Higher in FY20 was driven by the suspension of commercial disconnections and the effects of extended COVID lockdowns. Kleenheat business customers' ability to pay was not as significantly affected in FY21, resulting in a lower number of customers reportable for this indicator repaying an energy bill debt.
R 93	[Indicator R 93 moved to 'Billing and payment' section].			
R 94	Average amount of energy bill debt for residential customers (excluding hardship customers) as at 30 June.		\$298	The higher average energy bill debt in FY21 was driven by the impact from COVID-19 and the suspension of disconnections. As a result accounts reportable for this indicator are carrying more invoices (FY21: 2.44 invoice per account vs FY20: 1.63 invoice per account) and higher average debt per account.
R 95	Average amount of energy bill debt for business customers as at 30 June.		\$715	Higher in FY20 was driven by the suspension of commercial disconnections and the effects of extended COVID lockdowns. Kleenheat business customers' ability to pay was not as significantly affected in FY21, resulting in a lower average energy bill debt.
R 98	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$500 but less than \$1,500 as at 30 June.	488		Higher vs FY20 due to the ongoing suspension of disconnections since March 2020. As a result there is a high number of accounts reportable for this indicator with an energy bill debt.
R 99	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$1,500 but less than \$2,500 as at 30 June.	27		Higher vs FY20 due to the ongoing suspension of disconnections since March 2020. As a result there is a high number of accounts reportable for this indicator with an energy bill debt.
R 100	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$2,500 as at 30 June.	2		

Energy bill debt				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
R 101	Total number of residential customers (excluding hardship customers) who were subject to an instalment plan as at 30 June.	949		Lower vs FY20 due to the ongoing suspension of disconnections since March 2020 as a result of COVID-19. Disconnections has traditionally been a major trigger for customer engagement and payment arrangements.
R 102	Total number of residential customers (excluding hardship customers) who, during the reporting year, had their instalment plan cancelled by the retailer for non-payment.	1,554		Lower vs FY20 due to the ongoing suspension of disconnections since March 2020 as a result of COVID-19. Disconnections has traditionally been a major trigger for customer engagement and payment arrangements.
R 103	Total number of residential customers (excluding hardship customers) who, during the reporting year, successfully completed their instalment plan.	1,661		



Disconnections for non-payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 33	Total number of residential customer disconnections for failure to pay a bill.	0		No residential disconnections for failure to pay a bill in FY21 due to the ongoing suspension of residential disconnections since March 2020 as a result of COVID-19.
R 34	Percentage of residential customer disconnections for failure to pay a bill.			
R 35	Total number of business customer disconnections for failure to pay a bill.	22		Lower vs FY21 due to the suspension of commercial disconnections until January 2021 as a result of COVID-19.
R 36	Percentage of business customer disconnections for failure to pay a bill.		0.9%	
R 37	Total number of residential customer disconnections involving customers who were the subject of an instalment plan.	0		No residential disconnections for failure to pay a bill in FY21 due to the ongoing suspension of residential disconnections since March 2020 as a result of COVID-19.
R 38	Percentage of residential customer disconnections involving customers who were the subject of an instalment plan.			
R 39	Total number of residential customer disconnections involving customers who were disconnected on at least 1 other occasion during the reporting year or the previous reporting year.	0		No residential disconnections for failure to pay a bill in FY21 due to the ongoing suspension of residential disconnections since March 2020 as a result of COVID-19.
R 40	Percentage of residential customer disconnections involving customers who were disconnected on at least 1 other occasion during the reporting year or the previous reporting year.			
R 41	Total number of residential customer disconnections involving customers who were the subject of a concession.	N/A		ERA do not require gas retailers to report on concession
R 41A	Percentage of residential customer disconnections involving customers who were the subject of a concession.			

Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 42	Total number of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	0		No residential reconnections for failure to pay a bill in FY21 due to the ongoing suspension of residential disconnections since March 2020 as a result of COVID-19.
R 42A	Percentage of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.			
R 43	Total number of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	2		Lower vs FY21 due to the suspension of commercial disconnections until January 2021 as a result of COVID-19.
R 44	Percentage of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		9.1%	
R 45	Total number of residential customer reconnections within 7 days involving customers who were the subject of an instalment plan.	0		No residential reconnections for failure to pay a bill in FY21 due to the ongoing suspension of residential disconnections since March 2020 as a result of COVID-19.
R 46	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of an instalment plan.			
R 47	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.	0		No residential reconnections for failure to pay a bill in FY21 due to the ongoing suspension of residential disconnections since March 2020 as a result of COVID-19.
R 48	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.			
R 49	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
R 50	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of a concession.			
R 51	Total number of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	0		No residential reconnections for failure to pay a bill in FY21 due to the ongoing suspension of residential disconnections since March 2020 as a result of COVID-19.

Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 52	Percentage of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).			
R 53	Total number of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	0		
R 54	Percentage of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.			
R 55	Total number of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	3		Lower vs FY21 due to the suspension of commercial disconnections until January 2021 as a result of COVID-19.
R 56	Percentage of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).		13.6%	
R 57	Total number of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	0		
R 58	Percentage of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.			



Hardship customers				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
R 96	Total number of residential customers on a retailer's hardship program as at 30 June.	735		Higher vs FY20 due to a lower number of customers exiting the hardship program in FY21.
R 97	Average energy bill debt of hardship customers as at 30 June.		\$461	Higher vs FY20 driven by the impact from COVID-19 and the ongoing suspension of disconnections since March 2020.
R 104	Total number of hardship customers who are the subject of a concession as at 30 June.	N/A		ERA do not require gas retailers to report on concession.
R 105	Total number of residential customers denied access to the retailer's hardship program during the reporting year.	0		Kleenheat do not deny access to the hardship program.
R 106	Average energy bill debt (as at the time of entering the hardship program) for those hardship customers who entered the hardship program during the reporting year.		\$286	Comparable vs FY20.
R 107	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was between \$0 and \$500.	347		Lower vs FY20 due to the ongoing suspension of disconnections since March 2020 as a result of COVID-19. Disconnections has traditionally been a major trigger for customer engagement and hardship identification.
R 108	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was over \$500 but less than \$1,500.	82		Lower vs FY20 due to the ongoing suspension of disconnections since March 2020 as a result of COVID-19. Disconnections has traditionally been a major trigger for customer engagement and hardship identification.
R 109	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was over \$1,500 but less than \$2,500.	6		
R 110	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was \$2,500 or more.	0		
R 111	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.	204		Comparable vs FY20.

Hardship customers				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
R 112	Total number of hardship customers using Centrepay as at 30 June.	215		Higher vs FY20 due to improved process for assisting customers with setting up centrepay.
R 113	Total number of residential customers who exited the hardship program during the reporting year.	857		Lower vs FY21 due to a lower number of accounts exiting hardship as a result of churn.
R 114	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.	367		Marginally higher vs FY20 due to a higher number of customers fulfilling their payment arrangement obligations.
R 115	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 non-compliance.	394		Higher vs FY20 due to higher number of customers experiencing financial difficulties.
R 116	Total number of residential customers who exited the hardship program during the reporting year, because they switched, transferred or left the retailer.	96		Lower vs FY2 due to a lower number of accounts exiting hardship as a result of churn.
R 117	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.	0		No residential disconnections for failure to pay a bill in FY21 due to the ongoing suspension of residential disconnections since March 2020 as a result of COVID-19.
R 118	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.	0		No residential reconnections for failure to pay a bill in FY21 due to the ongoing suspension of residential disconnections since March 2020 as a result of COVID-19.

Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 59	Total number of complaints received from residential customers.	224		FY21 reduction in complaint numbers due to the disconnection moratorium.
R 60	Total number of complaints received from business customers.	15		
R 61	Total number of residential customer complaints that are billing/credit complaints.	135		
R 62	Percentage of residential customer complaints that are billing/credit complaints.		60.3%	
R 63	Total number of business customer complaints that are billing/credit complaints.	8		
R 64	Percentage of business customer complaints that are billing/credit complaints.		53.3%	
R 65	Total number of residential customer complaints that are transfer complaints.	12		
R 66	Percentage of residential customer complaints that are transfer complaints.		5.4%	
R 67	Total number of business customer complaints that are transfer complaints.	0		
R 68	Percentage of business customer complaints that are transfer complaints.			
R 69	Total number of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).	1		
R 70	Percentage of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).		0.4%	
R 71	Total number of business customer complaints that are marketing complaints (including complaints made directly to a retailer).	0		
R 72	Percentage of business customer complaints that are marketing complaints (including complaints made directly to a retailer).			
R 73	Total number of residential customer complaints that are other complaints.	76		
R 74	Percentage of residential customer complaints that are other complaints.		33.9%	
R 75	Total number of business customer complaints that are other complaints.	7		

Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 76	Percentage of business customer complaints that are other complaints.		46.7%	
R 77	Total number of residential customer complaints concluded within 15 business days.	208		
R 78	Percentage of residential customer complaints concluded within 15 business days.		92.9%	
R 79	Total number of residential customer complaints concluded within 20 business days.	3		
R 80	Percentage of residential customer complaints concluded within 20 business days.		1.3%	
R 81	Total number of business customer complaints concluded within 15 business days.	9		
R 82	Percentage of business customer complaints concluded within 15 business days.		60.0%	
R 83	Total number of business customer complaints concluded within 20 business days.	3		
R 84	Percentage of business customer complaints concluded within 20 business days.		20.0%	



## Call centre performance

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 85	Total number of telephone calls to a call centre of the retailer.	195,480		NG = 114,541; LPG = 80,939
R 86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	164,659		NG = 89,340; LPG = 75,319
R 87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		84.2%	
R 88	Average duration (in seconds) before a call is answered by a call centre operator.	19		NG = 27; LPG = 7
R 89	Total number of telephone calls to a call centre that are unanswered.	2,929		NG = 1,869; LPG = 1,060
R 90	Percentage of telephone calls to a call centre that are unanswered.		1.5%	

