



Trading and Distribution Licence
Annual Report 2013/14

Background

This annual report has been prepared by Wesfarmers Kleenheat Gas Pty Ltd (“Kleenheat Gas”) as required under section 13.15 of The Compendium of Gas Customers Licence Obligations (“Compendium”); which requires licenced retailers and distributors to prepare and publish an annual report based on record keeping obligations under Part 13 of the Compendium.

Kleenheat Gas is part of Wesfarmers Chemicals, Energy and Fertilisers, one of eight divisions of Wesfarmers Limited.

Its business includes retailing and distributing natural gas and Liquefied Petroleum Gas (“LPG”) and the distribution of Liquefied Natural Gas.

This report relates to its gas operations in Western Australia, covered by its trading and distribution licence obligations.

The trading licence covers the supply of natural gas to residential and small use business customers between Geraldton and Busselton, including the Perth Metropolitan area via the Mid-West/South-West Gas Distribution System (GDS) and the supply of LPG to residential and small use business customers via Kleenheat’s owned and operate LPG distribution systems in Oyster Harbour (Albany) and Margaret River. The distribution licence covers Kleenheat’s LPG distribution systems in Oyster Harbour (Albany), Margaret River and Leinster.

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Gas Trading Licence Reportable Information

1. Customer and Customer Information*

Indicator No	Description	No
R1	Total number of residential accounts	21,697
R3	Total number of non-residential accounts	232

* customer numbers based on active customer accounts, as opposed to number of customer sign ups, as at 30 June 2014.

2. Affordability and Access*

The total number of, and percentage of, its residential customers who:

	Description	No	%
R5/R6	accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer	220	1.0
R7/R8	Total number of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor	2106	9.7
R9/R10	are subject to an instalment plan	372	1.7
R11/R12	have been granted additional time to pay a bill	102	0.5
R13/R14	have been placed on a shortened billing cycle	0	-
R23/R24	have lodged security deposits in relation to the residential customer account	0	-
R27/R28	have had direct debit plans terminated	0	-

The total number of, and percentage of, its business customers who:

Indicator No	Description	No	%
R15/R16	that have been issued with a bill outside the prescribed timeframes	36	0.2
R17/R18	are subject to an instalment plan	3	0.0
R19/R20	have been granted additional time to pay a bill	17	0.1
R21/R22	have been placed on a shortened billing cycle	0	-
R25/R26	have lodged security deposits in relation to the business customer account	0	-
R29/R30	have had direct debit plans terminated	0	-

3. Disconnection for Non-Payment

The total number of, and percentage of, its residential customers who:

Indicator No	Description	No	%
R31/R32	have been disconnected for failure to pay a bill	229	1.1
R35/R36	have been disconnected that were previously the subject of an instalment plan	24	0.1
R37/R38	have been disconnected at the same supply address on at least 1 other occasion during the reporting year or the previous reporting year	29	0.1
R39/R40	have been disconnected while the subject of a concession	0	-

The total number of, and percentage of, its business customers who:

Indicator No	Description	No	%
R33/R34	have been disconnected for failure to pay a bill	1	0.4

4. Reconnections

The total number of, and percentage of, its residential customers who:

Indicator No	Description	No	%
R41/R42	that the retailer has requested to be reconnected at the same supply address and in the same name within 7 days of requesting the residential customer account to be disconnected	101	44.1
R45/R46	that have been reconnected that were previously the subject of an instalment plan	8	3.5
R47/R48	that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year	18	7.9
R49/R50	that have been reconnected and whom, immediately prior to disconnection, were the subject of a concession	0	-
R52/R53	that the retailer has requested to be reconnected, that were not reconnected within the prescribed timeframe	3	2.2
R51	that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected	138	

4. Reconnections

The total number of, and percentage of, its business customers who:

Indicator No	Description	No	%
R43/R44	that the retailer has requested to be reconnected at the same supply address and in the same name within 7 days of requesting the business customer account be disconnected	0	-
R55	that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	0	-
R54	that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected	1	

5. Complaints

The total number of, and percentage of, complaints:

Indicator No	Complaints	No	%
R57	received from residential customers	197	
R58	received from business customers	0	
R59	that relate to billing/credit complaints	70	
R60	that relate to transfer complaints	13	
R61	that relate to marketing complaints (including complaints made directly to a retailer)	48	
R62	that relate to other complaints	66	
R63/R64	from residential customers concluded within 15 business days	194	98.5
R65/R66	from residential customers concluded within 20 business days	194	98.5
R67/R68	from business customers concluded within 15 business days	0	-
R69/R70	from business customers concluded within 20 business days	0	-

6. Call Center Performance

Indicator No	Description	No	%
R71	Total number of telephone calls to a call centre of the retailer	235,698	
R72/R73	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	183,437	78
R74	Average duration (in seconds) before a call is answered by a call centre operator	21	
R75/R76	Total number of telephone calls that are unanswered	5,300	2.2

Gas Distribution Licence Reportable Information

7. Connections

Indicator No	Description	No
D1	Total number of connections provided	15
D2	Total number of connections not provided on or before the agreed date	0
D3	Total number of reconnections provided	2
D4	Total number of connections provided not provided within the prescribed timeframe	0

8. Customer Complaints

Indicator No	Complaints	No	%
D15	Total number of complaints received	0	
D16	Number of the complaints that relate to administrative process or customer service complaints	0	
D17	Number of the complaints that relate to other complaints	0	
D22/23	Number of complaints from customers concluded within 15 days	-	-
D24/D25	Number of complaints from customers concluded within 20 days	-	-

9. Call Center Performance

Indicator No	Description	No	%
D26	Total number of telephone calls to a call centre of the distributor	235698	
D27/D28	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	183437	78
D29	Average duration (in seconds) before a call is answered by a call centre operator	21	
D30/D31	Total number of telephone calls that are unanswered	5300	2.2

10. Supporting Information

Indicator No	Description	No
D5	Total number of delivery points on Kleenheat's network	956

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