

Gas Retailer Performance Report

Retailer: Kleenheat (GTL10)

Reporting Period: 2015/16

| Customers and Customer Information | | | |
|------------------------------------|--|--------------------|----------|
| Indicator No. | Description | Basis of Reporting | Comments |
| | | Number | |
| R 1 | Total number of residential customer accounts | 87648 | |
| R 2 | Total number of residential customer accounts covered by the Gas Moratorium (Alinta Energy and Kleenheat only) | 87646 | |
| R 3 | Total number of business customer accounts | 1554 | |
| R 4 | Total number of business customer accounts covered by the Gas Moratorium (Alinta Energy and Kleenheat only) | 735 | |

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| Affordability | | | | |
|---------------|---|--------------------|------------|---|
| Indicator No. | Description | Basis of Reporting | | Comments |
| | | Number | Percentage | |
| R 5 | 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 | 195 | | These instances relate to customer accounts where there has been special meter reads or first/final invoices for various reasons. |
| R 6 | Percentage of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer | | 0.2% | |
| R 7 | 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 | 4625 | | |
| R 8 | Percentage of residential customer accounts that have been issued with a bill outside the prescribed timeframes prescribed and where the delay is due to the retailer not receiving the billing data from the distributor | | 5.3% | |
| R 9 | 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 actions of the customer | 0 | | |
| R 10 | Percentage of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer | | | |
| R 11 | Total number of residential customer accounts that are subject to an instalment plan | 2291 | | |
| R 12 | Percentage of residential customer accounts that are subject to an instalment plan | | 2.6% | |
| R 13 | Total number of residential customer accounts that have been granted additional time to pay a bill | 679 | | |
| R 14 | Percentage of residential customer accounts that have been granted additional time to pay a bill | | 0.8% | |
| R 15 | Total number of residential customer accounts that have been placed on a shortened billing cycle | 0 | | |
| R 16 | Percentage of residential customer accounts that have been placed on a shortened billing cycle | | | |

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| Affordability (continued) | | | | |
|---------------------------|--|--------------------|------------|----------|
| Indicator No. | Description | Basis of Reporting | | Comments |
| | | Number | Percentage | |
| R 17 | Total number of business customer accounts that have been issued with a bill outside the prescribed timeframes | 58 | | |
| R 18 | Percentage of business customer accounts that have been issued with a bill outside the prescribed timeframes | | 3.7% | |
| R 19 | Total number of business customer accounts that are subject to an instalment plan | 99 | | |
| R 20 | Percentage of business customer accounts that are subject to an instalment plan | | 6.4% | |
| R 21 | Total number of business customer accounts that have been granted additional time to pay a bill | 11 | | |
| R 22 | Percentage of business customer accounts that have been granted additional time to pay a bill | | 0.7% | |
| R 23 | Total number of business customer accounts that have been placed on a shortened billing cycle | 0 | | |
| R 24 | Percentage of business customer accounts that have been placed on a shortened billing cycle | | | |
| R 25 | Total number of residential customer accounts that have lodged security deposits in relation to the residential customer account | 0 | | |
| R 26 | Percentage of residential customer accounts that have lodged security deposits in relation to the residential customer account | | | |
| R 27 | Total number of business customer accounts that have lodged security deposits in relation to the business customer account | 4 | | |
| R 28 | Percentage of business customer accounts that have lodged security deposits in relation to the business customer account | | 0.3% | |
| R 29 | Total number of residential customer accounts that have had direct debit plans terminated | 0 | | |
| R 30 | Percentage of residential customer accounts that have had direct debit plans terminated | | | |
| R 31 | Total number of business customer accounts that have had direct debit plans terminated | 0 | | |
| R 32 | Percentage of business customer accounts that have had direct debit plans terminated | | | |

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| Disconnections for Non-Payment | | | | |
|--------------------------------|--|--------------------|------------|----------|
| Indicator No. | Description | Basis of Reporting | | Comments |
| | | Number | Percentage | |
| R 33 | Total number of residential customer accounts disconnected for failure to pay a bill | 1600 | | |
| R 34 | Percentage of residential customer accounts disconnected for failure to pay a bill | | 1.8% | |
| R 35 | Total number of business customer accounts disconnected for failure to pay a bill | 42 | | |
| R 36 | Percentage of business customer accounts disconnected for failure to pay a bill | | 2.7% | |
| R 37 | Total number of residential customer accounts disconnected that were previously the subject of an instalment payment plan | 536 | | |
| R 38 | Percentage of residential customer accounts disconnected that were previously the subject of an instalment payment plan | | 33.5% | |
| R 39 | Total number of residential customer accounts disconnected at the same supply address at least 1 other occasion during this or the previous reporting year | 163 | | |
| R 40 | Percentage of residential customer accounts disconnected at the same supply address at least 1 other occasion during this or the previous reporting year | | 10.2% | |
| R 41 | Total number of disconnections involving residential customer accounts that were the subject of a concession at the time of disconnection | | | |
| R 42 | Percentage of disconnections involving residential customer accounts that were the subject of a concession at the time of disconnection | | | |

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| Reconnections | | | | |
|---------------|--|--------------------|------------|----------|
| Indicator No. | Description | Basis of Reporting | | Comments |
| | | Number | Percentage | |
| R 41 | Total number of residential customer accounts that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected | 629 | | |
| R 42 | Percentage of disconnected residential customer accounts that the retailer has requested to be reconnected within 7 days of requesting disconnection | | 39.3% | |
| R 43 | Total number of business customer accounts that the retailer has requested to be reconnected within 7 days of requesting the business customer account be disconnected | 29 | | |
| R 44 | Percentage of disconnected business customer accounts that the retailer has requested to be reconnected within 7 days of requesting disconnection | | 69.0% | |
| R 45 | Total number of reconnections within 7 days involving residential customer accounts that were previously the subject of an instalment plan | 728 | | |
| R 46 | Percentage of disconnections reconnected within 7 days involving residential customer accounts that were previously the subject of an instalment plan | | 45.5% | |
| R 47 | Total number of reconnections within 7 days involving residential customer accounts that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year | 126 | | |
| R 48 | Percentage of disconnections reconnected within 7 days involving residential customer accounts that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year | | 7.9% | |
| R 49 | Total number of reconnections within 7 days involving residential customer accounts that, immediately prior to disconnection, were the subject of a concession | | | |
| R 50 | Percentage of disconnections reconnected within 7 days involving residential customer accounts that, immediately prior to disconnection, were the subject of a concession | | | |

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| Reconnections (continued) | | | | |
|---------------------------|--|--------------------|------------|----------|
| Indicator No. | Description | Basis of Reporting | | Comments |
| | | Number | Percentage | |
| R 51 | Total number of residential customer accounts 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 | 757 | | |
| R 52 | Percentage of residential customer accounts 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 | | 47.3% | |
| R 53 | Total number of residential customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe | 1 | | |
| R 54 | Percentage of residential customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe | | 0.1% | |
| R 55 | Total number of business customer accounts 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 | 0 | | |
| R 56 | Percentage of total disconnected business customer accounts that the retailer has requested to be reconnected | | | |
| R 57 | Total number of business customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe | 0 | | |
| R 58 | Percentage of business customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe | | | |

Gas Retailer Performance Report

| Complaints | | | | |
|---------------|--|--------------------|------------|----------|
| Indicator No. | Description | Basis of Reporting | | Comments |
| | | Number | Percentage | |
| R 59 | Total number of complaints received from residential customers | 290 | | |
| R 60 | Total number of complaints received from business customers | 5 | | |
| R 61 | Total number of the residential customer complaints that relate to billing/credit complaints | 204 | | |
| R 62 | Percentage of the residential customer complaints that relate to billing/credit complaints | | 70.3% | |
| R 63 | Total number of the business customer complaints that relate to billing/credit complaints | 3 | | |
| R 64 | Percentage of the business customer complaints that relate to billing/credit complaints | | 60.0% | |
| R 65 | Total number of the residential customer complaints that relate to transfer complaints | 19 | | |
| R 66 | Percentage of the residential customer complaints that relate to transfer complaints | | 6.6% | |
| R 67 | Total number of the business customer complaints that relate to transfer complaints | 1 | | |
| R 68 | Percentage of the business customer complaints that relate to transfer complaints | | 20.0% | |
| R 69 | Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer) | 2 | | |
| R 70 | Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer) | | 0.7% | |
| R 71 | Total number of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer) | 0 | | |
| R 72 | Percentage of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer) | | | |
| R 73 | Total number of the residential customer complaints that relate to other complaints | 65 | | |
| R 74 | Percentage of the residential customer complaints that relate to other complaints | | 22.4% | |

Gas Retailer Performance Report

| Complaints (continued) | | | | |
|------------------------|--|--------------------|------------|---|
| Indicator No. | Description | Basis of Reporting | | Comments |
| | | Number | Percentage | |
| R 75 | Total number of the business customer complaints that relate to other complaints | 1 | | |
| R 76 | Percentage of the business customer complaints that relate to other complaints | | 20.0% | |
| R 77 | Number of customer complaints from residential customers concluded within 15 business days | 284 | | |
| R 78 | Percentage of customer complaints from residential customers concluded within 15 business days | | 97.9% | |
| R 79 | Total number of customer complaints from residential customers concluded within 20 business days | 0 | | Six complaints not resolved within 20 business days due to inability to contact customer and complaints now resolved. |
| R 80 | Percentage of customer complaints from residential customers concluded within 20 business days | | | |
| R 81 | Total number of complaints from business customers concluded within 15 business days | 5 | | |
| R 82 | Percentage of complaints from business customers concluded within 15 business days | | 100.0% | |
| R 83 | Total number of complaints from business customers concluded within 20 business days | 0 | | |
| R 84 | Percentage of complaints from business customers concluded within 20 business days | | | |

Gas Retailer Performance Report

| 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 | 222505 | | |
| R 86 | Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds | 161563 | | |
| R 87 | Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds | | 72.6% | |
| R 88 | Average duration (in seconds) before a call is answered by a call centre operator | 25.0 | | |
| R 89 | Total number of telephone calls that are unanswered | 5748 | | |
| R 90 | Percentage of calls that are unanswered | | 2.6% | |