

2017 Gas Performance Reporting Datasheets - Distribution

Distributor: Wesfarmers Kleenheat Gas Pty Ltd (GDL9)

Reporting Period: 2016/17

Customers and Customer Connections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 1	Total number of connections provided	48		
D 2	Total number of connections that were not provided on or before the agreed date	1		
D 3	Percentage of connections that were not provided on or before the agreed date		2.1%	
D 4	Total number of reconnections provided	6		
D 5	Total number of reconnections that were not provided within the prescribed timeframe	0		
D 6	Percentage of reconnections that were not provided within the prescribed timeframe		0.0%	
D 7	Total number of connections on the distributor's network	1006		

Gas Consumption				
Indicator No.	Description	Basis of Reporting		Comments
		Number		
D 8	Gas consumption - residential connections (GJ)	8531.2		
D 9	Gas consumption - non-residential connections (GJ)	0.0		
D 10	Unaccounted for gas (GJ)	511.9		

Leaks				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 11	Number of leak repairs to HP, MP and LP mains	REFER TABLE 1		
D 12	Number of leak repairs to HP, MP and LP connections	REFER TABLE 1		
D 13	Number of leak repairs to HP, MP and LP meters	REFER TABLE 1		

Table 1 - Number of Leak Repairs				
	No. of Leak repairs			Comments
	Low Pressure	Medium Pressure	High Pressure	
Mains		11		
Connections		25		
Meters		1		
Totals	0	37	0	

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Network Reliability				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 14	Number of customer connections that have been interrupted for more than 12 hours continuously during the reporting year	14		
D 15	Number of customer connections that have been affected by 5 or more unplanned interruptions during the reporting year	0		
D 16	The average percentage of time that gas has been supplied to		99.990	

Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 17	Total number of complaints received	4		
D 18	Number of the complaints that relate to administrative process or customer service complaints	0		
D 19	Number of other complaints	0		
D 20	Number of connection and augmentation complaints	2		
D 21	Number of reliability of supply complaints	2		
D 22	Number of quality of supply complaints	0		
D 23	Number of network charges and costs complaints	0		
D 24	Number of complaints from customers concluded within 15 business days	3		
D 25	Percentage of complaints from customers concluded within 15 business days		75.0%	
D 26	Number of complaints from customers concluded within 20 business days	0		
D 27	Percentage of complaints from customers concluded within 20 business days		0.0%	

Call Centre Performance				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 28	Total number of telephone calls to a call centre of the distributor	285,887		
D 29	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	207,630		
D 30	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		72.63%	
D 31	Average duration (in seconds) before a call is answered by a call centre operator	32.0		
D 32	Total number of the calls that are unanswered	9,160		
D 33	Percentage of the calls that are unanswered		3.20%	

Distribution Mains Installed and In Service				
	Length of in-service distribution mains by operating pressure (km)			Comments
	Low Pressure	Medium Pressure	High Pressure	
Cast Iron				
Unprotected Steel				
Protected Steel				
PVC		9.0		
Polyethylene (PE)		28.9		
Other				
Totals	0.0	37.9	0.0	
Number of service connections per km of gas mains		19.26		