

2017 Gas Reporting Datasheets - Trading

Retailer: Wesfarmers Kleenheat Gas Pty Ltd (GTL10)

Reporting Period: 2016/17

Customers and Customer Information			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
R 1	Total number of residential customers	153,478	
R 2	Total number of residential customers covered by the Gas Moratorium (Alinta Energy and Kleenheat only)	153,475	
R 3	Total number of business customers	1,924	
R 4	Total number of business customers covered by the Gas Moratorium (Alinta Energy and Kleenheat only)	1,259	

2017 Gas Performance Reporting Datasheets - Trading

Affordability				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 5	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer	268		
R 6	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer		0.17%	
R 7	Total number of residential customers 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	61		
R 8	Percentage of residential customers 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		0.04%	
R 9	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer			
R 10	Percentage of residential customers 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 customers that are subject to an instalment plan	4,166		
R 12	Percentage of residential customers that are subject to an instalment plan		2.71%	
R 13	Total number of residential customers that have been granted additional time to pay a bill	2,197		
R 14	Percentage of residential customers that have been granted additional time to pay a bill		1.43%	
R 15	Total number of residential customers that have been placed on a shortened billing cycle			
R 16	Percentage of residential customers that have been placed on a shortened billing cycle			
R 17	Total number of business customers that have been issued with a bill outside the prescribed timeframes	149		
R 18	Percentage of business customers that have been issued with a bill outside the prescribed timeframes		7.74%	
R 19	Total number of business customers that are subject to an instalment plan	180		
R 20	Percentage of business customers that are subject to an instalment plan		9.36%	
R 21	Total number of business customers that have been granted additional time to pay a bill	21		
R 22	Percentage of business customers that have been granted additional time to pay a bill		1.09%	
R 23	Total number of business customers that have been placed on a shortened billing cycle			
R 24	Percentage of business customers that have been placed on a shortened billing cycle			
R 25	Total number of residential customers that have lodged security deposits in relation to their residential account			
R 26	Percentage of residential customers that have lodged security deposits in relation to their residential account			
R 27	Total number of business customers that have lodged security deposits in relation to their business customer account	6		
R 28	Percentage of business customers that have lodged security deposits in relation to their business customer account		0.31%	
R 29	Total number of residential customers that have had their direct debit plans terminated			
R 30	Percentage of residential customers that have had their direct debit plans terminated			
R 31	Total number of business customers that have had their direct debit plans terminated			
R 32	Percentage of business customers that have had their direct debit plans terminated			

2017 Gas Performance Reporting Datasheets - Trading

Disconnections for Non-Payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 33	Total number of residential customers that have been disconnected for failure to pay a bill	2121		
R 34	Percentage of residential customers that have been disconnected for failure to pay a bill		1.38%	
R 35	Total number of business customers that have been disconnected for failure to pay a bill	82		
R 36	Percentage of business customers that have been disconnected for failure to pay a bill		4.26%	
R 37	Total number of residential customer disconnections involving customers that were previously the subject of an instalment plan	885		
R 38	Percentage of residential customer disconnections involving customers that were previously the subject of an instalment plan		41.73%	
R 39	Total number of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year	575		
R 40	Percentage of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year		27.11%	
R 41	Total number of residential customers that have been disconnected while the subject of a concession			
R 42	Percentage of residential customers that have been disconnected while the subject of a concession			

2017 Gas Performance Reporting Datasheets - Trading

Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 41	Total number of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer be disconnected	1,095		
R 42	Percentage of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected		51.63%	
R 43	Total number of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected	70		
R 44	Percentage of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected		85.37%	
R 45	Total number of reconnections within 7 days involving residential customers that were previously the subject of an instalment plan	551		
R 46	Percentage of disconnections reconnected within 7 days involving residential customers that were previously the subject of an instalment plan		25.98%	
R 47	Total number of reconnections within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year	214		
R 48	Percentage of disconnections reconnected within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year		10.09%	
R 49	Total number of reconnections within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession			
R 50	Percentage of disconnections reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession			
R 51	Total number of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	1,317		
R 52	Percentage of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected		62.09%	
R 53	Total number of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	1		
R 54	Percentage of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe		0.08%	
R 55	Total number of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	77		
R 56	Percentage of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected		93.90%	
R 57	Total number of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe			
R 58	Percentage of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe			

2017 Gas Performance Reporting Datasheets - Trading

Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 59	Total number of complaints received from residential customers	716		A majority of the billing complaints related to customers' higher than usual bills due to the coldest winter reported in 20 years.
R 60	Total number of complaints received from business customers	16		
R 61	Total number of the residential customer complaints that relate to billing/credit complaints	464		
R 62	Percentage of the residential customer complaints that relate to billing/credit complaints		64.80%	
R 63	Total number of the business customer complaints that relate to billing/credit complaints	14		
R 64	Percentage of the business customer complaints that relate to billing/credit complaints		87.5%	
R 65	Total number of the residential customer complaints that relate to transfer complaints	8		
R 66	Percentage of the residential customer complaints that relate to transfer complaints		1.12%	
R 67	Total number of the business customer complaints that relate to transfer complaints			
R 68	Percentage of the business customer complaints that relate to transfer complaints			
R 69	Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	8		
R 70	Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)		1.12%	
R 71	Total number of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)			
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	236		
R 74	Percentage of the residential customer complaints that relate to other complaints		32.96%	
R 75	Total number of the business customer complaints that relate to other complaints	2		
R 76	Percentage of the business customer complaints that relate to other complaints		12.50%	
R 77	Total number of complaints from residential customers concluded within 15 business days	677		
R 78	Percentage of complaints from residential customers concluded within 15 business days		94.55%	
R 79	Total number of complaints from residential customers concluded within 20 business days	4		35 Residential complaints not resolved within 20 business days due to inability to contact customer and complaints now resolved.
R 80	Percentage of complaints from residential customers concluded within 20 business days		0.56%	
R 81	Total number of complaints from business customers concluded within 15 business days	15		
R 82	Percentage of complaints from business customers concluded within 15 business days		93.75%	
R 83	Total number of complaints from business customers concluded within 20 business days	0		The remaining one business complaint took longer than 20 Business Days to resolve due to customer correspondence.
R 84	Percentage of complaints from business customers concluded within 20 business days			

2017 Gas Performance Reporting Datasheets - Trading

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	285,887		
R 86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	207,630		
R 87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		72.63%	
R 88	Average duration (in seconds) before a call is answered by a call centre operator	32.0		
R 89	Total number of telephone calls that are unanswered	9,160		
R 90	Percentage of calls that are unanswered		3.20%	

Energy Bill Debt Indicators			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
R 91	Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June	3,063	
R 92	Total number of business customers repaying an energy bill debt as at 30 June	43	
R 93	Number of residential electricity and gas customers using Centrelink's Centrepay to pay their energy bills as at 30 June	924	
R 94	Average amount of energy bill debt for residential electricity and gas customers (excluding hardship program customers), as at 30 June	\$ 157	
R 95	Average amount of energy bill debt for business electricity and gas customers as at 30 June	\$ 377	

Hardship Programs			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
R 96	Number of residential electricity and gas customers on a retailer's hardship program as at 30 June	391	
R 97	Average energy bill debt of electricity and gas hardship program customers, as at 30 June	\$ 232	