



Kleenheat

Kleenheat Trading and Distribution Licence
Annual Report 2015/16

Background

This annual report has been prepared by Wesfarmers Kleenheat Gas Pty Ltd (**Kleenheat**) as required under section 13.1 of The Compendium of Gas Customer Licence Obligations (**Compendium**); which requires licenced retailers and distributors prepare and publish an annual report based on record keeping obligations under Part 13 of the Compendium.

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

Its business includes retailing natural gas and electricity, and production, distribution and retailing Liquefied Petroleum Gas (**LPG**) and Liquefied Natural Gas (**LNG**).

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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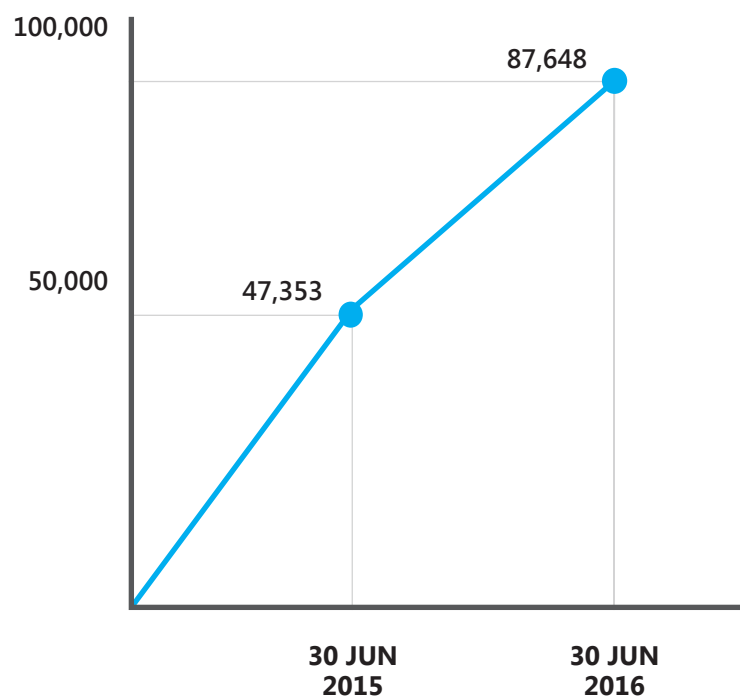
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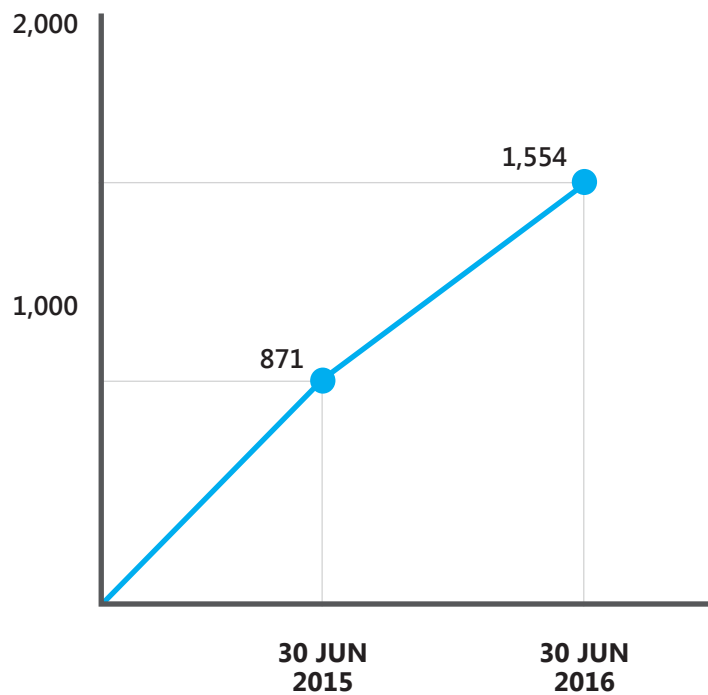
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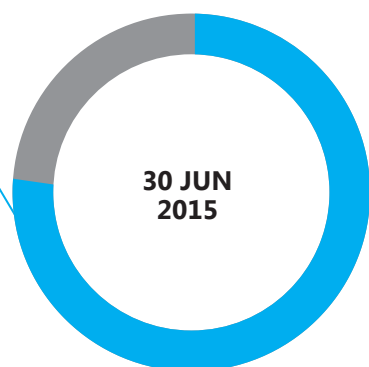
Residential Customers



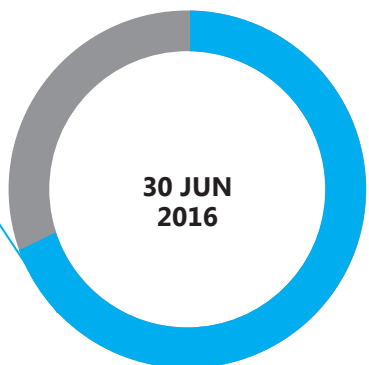
Business Customers



76.6%

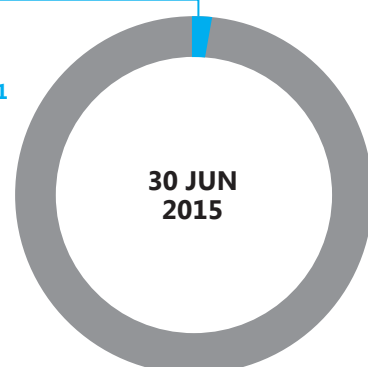


72.6%

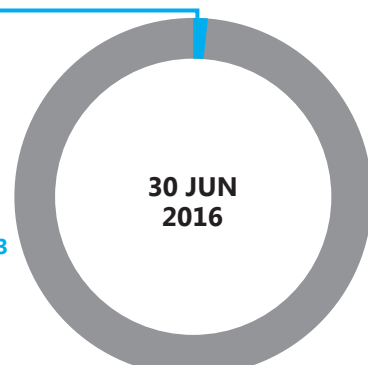


Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds

Total complaints: 243
Complaints/100 customers: 0.51



Total complaints: 290
Complaints/100 customers: 0.33



Total number and percentage of complaints received from residential customers

1. Customer and Customer Information*

Indicator No.	Description	No.
R1	Total number of residential accounts	87,648
R2	Total number of residential customer accounts covered by the Gas Moratorium (Alinta Energy and Kleenheat only)	87,646
R3	Total number of non-residential accounts	1,554
R4	Total number of non-residential customer accounts covered by the Gas Moratorium (Alinta Energy and Kleenheat only)	735

2. Affordability*

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

Indicator No.	Description	No.	%
R5/R6	have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer ¹	195	0.2
R7/R8	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	4,625	5.3
R9/R10	have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer	0	-
R11/R12	are subject to an instalment plan	2,291	2.6
R13/R14	have been granted additional time to pay a bill	679	0.8
R15/R16	have been placed on a shortened billing cycle	0	-
R25/R26	have lodged security deposits in relation to the residential customer account	0	0
R29/R30	have had direct debit plans terminated	0	-

¹ These instances relate to customer accounts where there has been special meter reads or first/ final invoices for various reasons.

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

Indicator No.	Description	No.	%
R17/R18	have been issued with a bill outside the prescribed timeframes	58	3.7
R19/R20	are subject to an instalment plan	99	6.4
R21/R22	have been granted additional time to pay a bill	11	0.7
R23/R24	have been placed on a shortened billing cycle	0	-
R27/R28	have lodged security deposits in relation to the business customer account	4	0.3
R31/R32	have had direct debit plans terminated	0	-

* Customer numbers based on active customer accounts, as opposed to number of customer sign ups, as at 30 June 2016.

3. Disconnections for Non-Payment

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

Indicator No.	Description	No.	%
R33/34	have been disconnected for failure to pay a bill	1,600	1.8
R37/38	have been disconnected that were previously the subject of an instalment payment plan	536	33.5
R39/40	have been disconnected at the same supply address at least 1 other occasion during this or the previous reporting year	163	10.2
R41/42	disconnections involving residential customer accounts that were the subject of a concession at the time of disconnection	0	-

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

Indicator No.	Description	No.	%
R35/36	have been disconnected for failure to pay a bill	42	2.7

4. Reconnections

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

Indicator No.	Description	No.	%
R41/42	reconnected within 7 days of requesting the residential customer account be disconnected	629	39.3
R45/46	reconnected within 7 days involving residential customer accounts that were previously the subject of an instalment plan	728	45.5
R47/48	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	126	7.9
R49/50	reconnected within 7 days involving residential customer accounts that, immediately prior to disconnection, were the subject of a concession	0	-
R51/52	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	47.3
R53/54	reconnected that were not reconnected within the prescribed timeframe	1	0.1

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

Indicator No.	Description	No.	%
R43/44	requested to be reconnected within 7 days of requesting the business customer account be disconnected	29	69
R55/56	requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected	0	-
R57/58	requested to be reconnected that were not reconnected within the prescribed timeframe	0	-

5. Complaints

The total number of, and percentage of, complaints:

Indicator No.	Description	No.	%
R59	Total number of complaints	290	-
R61/62	complaints that relate to billing/credit complaints	204	70.3
R65/66	complaints that relate to transfer complaints	19	6.6
R69/70	complaints that relate to marketing complaints (including complaints made directly to a retailer)	2	0.7
R73/74	complaints that relate to other complaints	65	22.4
R77/78	residential customer complaints concluded within 15 business days	284	97.9
R79/80	residential customer complaints concluded within 20 business days ²	0	-

² Six complaints not resolved within 20 business days due to inability to contact customer and complaints now resolved.

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

Indicator No.	Description	No.	%
R60	Total number of complaints received from business customers	5	-
R63/R64	complaints that relate to billing/credit complaints	3	60
R67/R68	complaints that relate to transfer complaints	1	20
R71/R72	complaints that relate to marketing complaints (including complaints made directly to a retailer)	0	-
R75/R76	complaints that relate to other complaints	1	20
R81/R82	business customers complaints concluded within 15 business days	5	100
R83/R84	business customers complaints concluded within 20 business days	0	-

6. Call Center Performance

The total number of, and percentage of, telephone calls:

Indicator No.	Description	No.	%
R85	Total number of telephone calls to a call centre of the retailer	222,505	-
R86/R87	Total number of calls to a call centre answered by a call centre operator within 30 seconds	161,563	72.6
R88	Average duration (in seconds) before a call is answered by a call centre operator	25	-
R89/R90	Total number of calls that are unanswered	5,748	2.6

7. Customers and Customers

Indicator No.	Description	No.	%
D1	Total number of connections provided	24	-
D2/D3	Total number of connections that were not provided on or before the agreed date	0	-
D4	Total number of reconnections provided	8	-
D5/D6	Reconnections that were not provided within the prescribed timeframe	0	-
D7	Total number of connections on the distributor's network	674	-

8. Complaints

Indicator No.	Description	No.	%
D15	Total number of complaints received	1	-
D16	Number of the complaints that relate to administrative process or customer service complaints	0	-
D17	Number of other complaints	0	-
D18	Number of connection and augmentation complaints	0	-
D19	Number of reliability of supply complaints	0	-
D20	Number of quality of supply complaints	0	-
D21	Number of network charges and costs complaints	1	-
D22/D23	Complaints from customers concluded within 15 business days	1	100
D24/D25	Complaints from customers concluded within 20 business days	0	-

9. Call Center Performance

Indicator No.	Description	No.	%
D26	Total number of telephone calls to a call centre of the distributor	222,505	-
D27/D28	Total number of calls to a call centre answered by a call centre operator within 30 seconds	161,563	72.6
D29	Average duration (in seconds) before a call is answered by a call centre operator	25	-
D30/31	Total number of calls that are unanswered	5,748	2.6

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