

Kleenheat

Trading & Distribution Licences

Annual Report

2017/18



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 (**the 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 is part of Wesfarmers Chemicals, Energy and Fertilisers, a subsidiary 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 LPG distribution systems in Oyster Harbour (Albany) and Margaret River, owned and operated by Kleenheat.

The distribution licence covers Kleenheat's LPG distribution systems in Oyster Harbour (Albany), and Margaret River.

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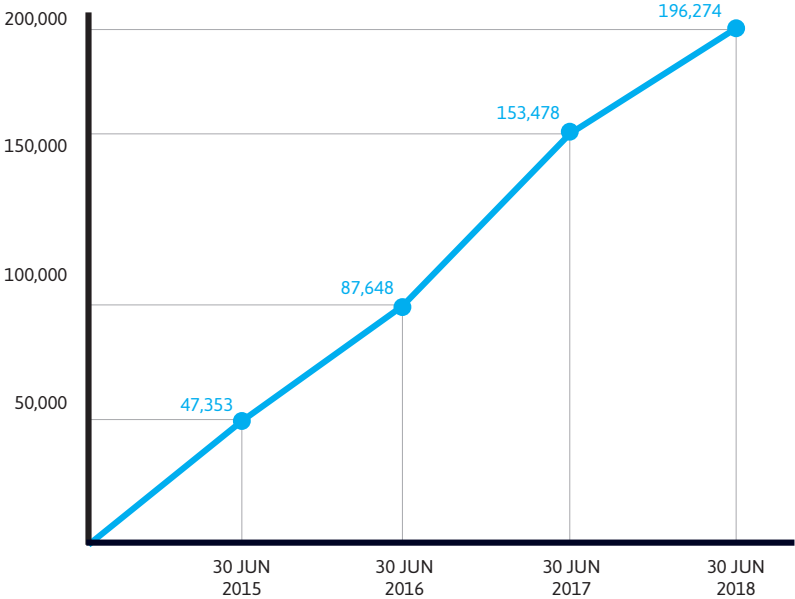
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Gas Distribution Licence Reportable Information

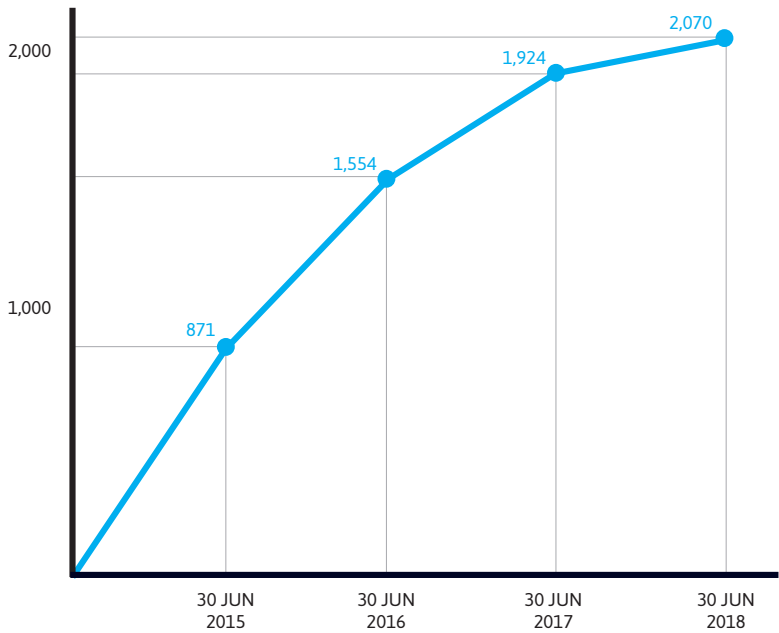
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Graphs

Residential Customers



Business Customers



1. Customer and Customer Information*

Indicator No.	Description	No.
R1	Total number of residential customers	196,274
R2	Total number of residential customers covered by the Gas Market Moratorium (this is residential customers on ATCO's distribution network who consume less than 018TJ of gas per year)	195,508
R3	Total number of business customers	2,070
R4	Total number of business customers covered by the Gas Market Moratorium (this is business customers on ATCO's distribution network who consume less than 0.18TJ of gas per year)	1,406

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 fault on the part of the retailer	257	0.13
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	45	0.02
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	6,749	3.44
R13/14	have been granted additional time to pay a bill	1,790	0.91
R15/16	have been placed on a shortened billing cycle	0	
R25/26	have lodged security deposits in relation to their residential account	0	
R29/30	have had their direct debit plans terminated	0	

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

Indicator No.	Description	No.	%
R17/18	have been issued with a bill outside the prescribed timeframes	26	1.26
R19/20	that are subject to an instalment plan	184	8.89
R21/22	have been granted additional time to pay a bill	63	3.04
R23/24	have been placed on a shortened billing cycle	0	
R27/28	have lodged security deposits in relation to their business customer account	8	0.39
R31/32	have had their direct debit plans terminated	0	

*customer numbers based on active customer accounts, as opposed to number of customer sign ups, as at 30 June 2018.

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	1,744	0.89
R37/38	have been disconnected that were previously the subject of an instalment plan	979	56.14
R39/40	have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year	574	32.91
R41/41A	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.	%
R35/36	have been disconnected for failure to pay a bill	30	1.45

4. Reconnections

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

Indicator No.	Description	No.	%
R42/42A	were reconnected within 7 days of requesting the residential customer account be disconnected	1,133	64.97
R45	reconnected within 7 days involving residential customer account that were previously the subject of an instalment plan	624	
R46	disconnected but were reconnected within 7 days involving residential customers that were previously the subject of an instalment plan		35.78
R47	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	548	
R48	were disconnected but were 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		31.42
R49	reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession	0	
R50	were disconnected but were reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession		0
R51/52	the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	1,340	76.83
R53/54	requested to be reconnected that were not reconnected within the prescribed timeframe	2	0.15

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 be disconnected	16	53.33
R55/56	requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	17	56.67
R57/58	requested to be reconnected that were not reconnected within the prescribed timeframe	0	

5. Complaints

The total number of, and percentage of, residential complaints:

Indicator No.	Description	No.	%
R59	Total number of complaints received from residential customers	1,152	
R61/62	that relate to billing/credit complaints	785	68.14
R65/66	that relate to transfer complaints	17	1.48
R69/70	that relate to marketing complaints (including complaints made directly to a retailer)	17	1.48
R73/74	that relate to other complaints	333	28.91
R77/78	concluded within 15 business days	1,132	98.26
R79/80	concluded within 20 business days*	4	0.35

*16 complaints not resolved within 20 business days due to length of Ombudsman investigation or an inability to contact customer and complaints now resolved.

The total number of, and percentage of, its business complaints:

Indicator No.	Description	No.	%
R60	Total number of complaints received from business customers	11	
R63/R64	that relate to billing/credit complaints	8	72.73
R67/68	that relate to transfer complaints	1	9.09
R71/72	that relate to marketing complaints (including complaints made directly to a retailer)	0	
R75/76	that relate to other complaints	2	18.18
R81/82	business customers' complaints concluded within 15 business days	11	100
R83/84	from concluded within 20 business days	0	

6. Call Centre Performance

Indicator No.	Description	No.	%
R85	Total number of telephone calls to a call centre of the retailer*	310,803	
R86/87	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	247,929	79.77
R88	Average duration (in seconds) before a call is answered by a call centre operator	18	
R89/90	Total number of telephone calls that are unanswered	6,138	1.97

*This figure includes all calls to Kleenheat's Contact Centre including LPG customer calls.

7. Energy Bill Debt Indicators

Indicator No.	Description	No.	\$
R91	Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June	1,497	
R92	Total number of business customers repaying an energy bill debt as at 30 June	19	
R93	Number of residential electricity and gas customers using Centrelink's Centrepay to pay their energy bills as at 30 June	1,368	
R94	Average amount of energy bill debt for residential electricity and gas customers (excluding hardship program customers), as at 30 June		89
R95	Average amount of energy bill debt for business electricity and gas customers as at 30 June		391
R98	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$500 but less than \$1,500 as at 30 June.	4	
R99	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$1,500 but less than \$2,500 as at 30 June.	0	
R100	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$2,500 as at 30 June.	0	
R101	Total number of residential customers (excluding hardship program customers) on an instalment plan, as at 30 June.	3,072	
R102	Total number of residential customers (excluding hardship program customers) who, during the reporting year, had their instalment plan cancelled by the retailer for non-payment.	2,983	
R103	Total number of residential customers (excluding hardship program customers) who, during the reporting year, successfully completed their instalment plan.	1,680	

8. Hardship Programs

Indicator No.	Description	No.	\$
R96	Number of residential electricity and gas customers on a retailer's hardship program as at 30 June	790	
R97	Average energy bill debt of electricity and gas hardship program customers, as at 30 June		140
R 104	Total number of residential hardship program customers who are also energy concessions customers, as at 30 June.	0	
R 105	Total number of residential customers denied access to the hardship program during the reporting year.	0	
R 106	Average energy bill debt (as at the time of entering the hardship program) for those residential hardship program customers who entered the hardship program during the reporting year.		267

Total number of residential hardship program customers:

Indicator No.	Description	No.	%
R 107	who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was between \$0 and \$500.	352	
R 108	who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was over \$500 but less than \$1,500.	58	
R 109	who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was over \$1,500 but less than \$2,500.	1	
R 110	who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was \$2,500 or more.	0	
R 111	using an instalment plan (excluding those who make their payment plan payments using Centrepay), as at 30 June.	243	
R 112	using Centrepay, as at 30 June.	544	
R 113	who exited the hardship program during the reporting year.	462	
R 114	who exited the hardship program during the reporting year, who successfully completed the hardship program or exited the program by agreement with the retailer.	31	
R 115	who exited the hardship program during the reporting year, who were excluded or removed from the program for non-compliance (for example, where the customer did not make the required payments, or where they failed to contact the retailer. This should also include those hardship program customers who leave the program because they feel they are not able to meet the program requirements or payments requested by the retailer).	355	
R 116	who exited the hardship program during the reporting year, who switched, transferred or left the retailer.	131	
R 117	disconnected for non-payment of a bill during the reporting year, who successfully completed the hardship program, or exited by agreement with the retailer, in the reporting year or in the previous reporting year.	8	
R 118	who successfully completed the hardship program or exited the program by agreement with the retailer in the reporting year or in the previous reporting year, who were reconnected in the same name and at the same address within seven days of disconnection for non-payment.	4	

9. Customers & Connections

Indicator No.	Description	No.	%
D1	Total number of connections provided	44	
D2/3	Total number of connections that were not provided on or before the agreed date	0	0
D4	Total number of reconnections provided	5	
D5/6	Reconnections that were not provided within the prescribed timeframe	0	0
D7	Total number of connections on the distributor's network	1048	

10. Complaints

Indicator No.	Description	No.	%
D17	Total number of complaints received	4	
D18	Number of the complaints that relate to administrative process or customer service complaints	0	
D19	Number of other complaints	0	
D20	Number of connection and augmentation complaints	0	
D21	Number of reliability of supply complaints	0	
D22	Number of quality of supply complaints	0	
D23	Number of network charges and costs complaints	4	
D24/25	Complaints from customers concluded within 15 business days	4	100
D26/27	Complaints from customers concluded within 20 business days	0	

11. Call Centre Performance

Indicator No.	Description	No.	%
D28	Total number of telephone calls to a call centre of the distributor*	310,803	
D29/30	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	247,929	79.77
D31	Average duration (in seconds) before a call is answered by a call centre operator	18	
D32/33	Total number of telephone calls that are unanswered	6,138	1.97

*This figure includes all calls to Kleenheat's Contact Centre including LPG customer calls.

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