

2018 Gas Performance Reporting Datasheets - Retail

Retailer: *Wesfarmers Kleenheat Gas Pty Ltd*

Reporting Period: 2017/18

| Customers and Customer Information | | | |
|------------------------------------|---|--------------------|----------|
| Indicator No. | Description | Basis of Reporting | Comments |
| | | Number | |
| R 1 | Total number of residential customers. | 196,274 | |
| R 2 | Total number of residential customers covered by the Gas Market Moratorium (this is residential customers on ATCO's distribution network who consume less than 0.18TJ of gas per year). | 195,508 | |
| R 3 | Total number of business customers. | 2,070 | |
| R 4 | 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 | |

2018 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. | 257 | | |
| 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. | | 0.13% | |
| 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. | 45 | | |
| 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. | | 0.02% | |
| 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. | 0 | | |
| 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. | 6,749 | | |
| R 12 | Percentage of residential customers that are subject to an instalment plan. | | 3.44% | |
| R 13 | Total number of residential customers that have been granted additional time to pay a bill. | 1,790 | | |
| R 14 | Percentage of residential customers that have been granted additional time to pay a bill. | | 0.91% | |
| R 15 | Total number of residential customers that have been placed on a shortened billing cycle. | 0 | | |
| 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. | 26 | | |
| R 18 | Percentage of business customers that have been issued with a bill outside the prescribed timeframes. | | 1.26% | |
| R 19 | Total number of business customers that are subject to an instalment plan. | 184 | | |
| R 20 | Percentage of business customers that are subject to an instalment plan. | | 8.89% | |
| R 21 | Total number of business customers that have been granted additional time to pay a bill. | 63 | | |
| R 22 | Percentage of business customers that have been granted additional time to pay a bill. | | 3.04% | |
| R 23 | Total number of business customers that have been placed on a shortened billing cycle. | 0 | | |
| 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 customer account. | 0 | | |
| R 26 | Percentage of residential customers that have lodged security deposits in relation to their residential customer account. | | | |
| R 27 | Total number of business customers that have lodged security deposits in relation to their business customer account. | 8 | | |
| R 28 | Percentage of business customers that have lodged security deposits in relation to their business customer account. | | 0.39% | |
| R 29 | Total number of residential customers that have had their direct debit plans terminated. | 0 | | |
| 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. | 0 | | |
| R 32 | Percentage of business customers that have had their direct debit plans terminated. | | | |

2018 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. | 1,744 | | |
| R 34 | Percentage of residential customers that have been disconnected for failure to pay a bill. | | 0.89% | |
| R 35 | Total number of business customers that have been disconnected for failure to pay a bill. | 30 | | |
| R 36 | Percentage of business customers that have been disconnected for failure to pay a bill. | | 1.45% | |
| R 37 | Total number of residential customer disconnections involving customers that were previously the subject of an instalment plan. | 979 | | |
| R 38 | Percentage of residential customer disconnections involving customers that were previously the subject of an instalment plan. | | 56.14% | |
| 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. | 574 | | |
| 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. | | 32.91% | |
| R 41 | Total number of residential customers that have been disconnected while the subject of a concession. | 0 | | |
| R 41A* | Percentage of residential customers that have been disconnected while the subject of a concession. | | | |

2018 Gas Performance Reporting Datasheets - Trading

| Reconnections | | | | |
|----------------------|---|---------------------------|-------------------|-----------------|
| Indicator No. | Description | Basis of Reporting | | Comments |
| | | Number | Percentage | |
| R 42* | Total number of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer be disconnected. | 1,133 | | |
| R 42A | Percentage of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected. | | 64.97% | |
| 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. | 16 | | |
| R 44 | Percentage of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected. | | 53.33% | |
| R 45 | Total number of reconnections within 7 days involving residential customers that were previously the subject of an instalment plan. | 624 | | |
| R 46 | Percentage of disconnections reconnected within 7 days involving residential customers that were previously the subject of an instalment plan. | | 35.78% | |
| 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. | 548 | | |
| 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. | | 31.42% | |
| R 49 | Total number of reconnections within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession. | 0 | | |
| 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. | 1,340 | | |
| 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. | | 76.83% | |
| R 53 | Total number of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe. | 2 | | |
| R 54 | Percentage of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe. | | 0.15% | |
| 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. | 17 | | |
| 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. | | 56.67% | |
| R 57 | Total number of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe. | 0 | | |
| R 58 | Percentage of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe. | | | |

2018 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. | 1,152 | | |
| R 60 | Total number of complaints received from business customers. | 11 | | |
| R 61 | Total number of the residential customer complaints that relate to billing/credit complaints. | 785 | | |
| R 62 | Percentage of the residential customer complaints that relate to billing/credit complaints. | | 68.14% | |
| R 63 | Total number of the business customer complaints that relate to billing/credit complaints. | 8 | | |
| R 64 | Percentage of the business customer complaints that relate to billing/credit complaints. | | 72.73% | |
| R 65 | Total number of the residential customer complaints that relate to transfer complaints. | 17 | | |
| R 66 | Percentage of the residential customer complaints that relate to transfer complaints. | | 1.48% | |
| 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. | | 9.09% | |
| R 69 | Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer). | 17 | | |
| R 70 | Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer). | | 1.48% | |
| 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. | 333 | | |
| R 74 | Percentage of the residential customer complaints that relate to other complaints. | | 28.91% | |
| 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. | | 18.18% | |
| R 77 | Total number of complaints from residential customers concluded within 15 business days. | 1,132 | | 16 residential complaints not resolved within 20 business days due to length of Ombudsman investigation or an inability to contact customer and complaints now resolved. |
| R 78 | Percentage of complaints from residential customers concluded within 15 business days. | | 98.26% | |
| R 79 | Total number of complaints from residential customers concluded within 20 business days. | 4 | | |
| R 80 | Percentage of complaints from residential customers concluded within 20 business days. | | 0.35% | |
| R 81 | Total number of complaints from business customers concluded within 15 business days. | 11 | | |
| R 82 | Percentage of complaints from business customers concluded within 15 business days. | | 100% | |
| 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. | | | |

2018 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. | 310,803 | | This figure includes all calls to Kleenheat's Contact Centre including LPG customer calls. |
| R 86 | Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds. | 247,929 | | |
| R 87 | Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds. | | 79.77% | |
| R 88 | Average duration (in seconds) before a call is answered by a call centre operator. | 18 | | |
| R 89 | Total number of telephone calls that are unanswered | 6,138 | | |
| R 90 | Percentage of calls that are unanswered | | 1.97% | |

2018 Gas Performance Reporting Datasheets - Trading

| Energy Bill Debt Indicators | | | | |
|------------------------------------|---|---------------------------|-------------------|-----------------|
| Indicator No. | Description | Basis of Reporting | | Comments |
| | | Number | Value (\$) | |
| R 91 | Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June | 1,497 | | |
| R 92 | Total number of business customers repaying an energy bill debt as at 30 June | 19 | | |
| R 93 | Number of residential electricity and gas customers using Centrelink's Centrepay to pay their energy bills as at 30 June | 1,368 | | |
| R 94 | Average amount of energy bill debt for residential electricity and gas customers (excluding hardship program customers), as at 30 June | | \$89 | |
| R 95 | Average amount of energy bill debt for business electricity and gas customers as at 30 June | | \$391 | |
| R 98 | 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 | | |
| R 99 | 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 | | |
| R 100 | Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$2,500 as at 30 June. | 0 | | |
| R 101 | Total number of residential customers (excluding hardship program customers) on an instalment plan, as at 30 June. | 3,072 | | |
| R 102 | 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 | | |
| R 103 | Total number of residential customers (excluding hardship program customers) who, during the reporting year, successfully completed their instalment plan. | 1,680 | | |

Note: Indicators R 96 & R 97 are hardship program indicators.

2018 Gas Performance Reporting Datasheets - Trading

| Hardship Programs | | | | |
|--------------------------|---|---------------------------|-------------------|-----------------|
| Indicator No. | Description | Basis of Reporting | | Comments |
| | | Number | Value (\$) | |
| R 96 | Number of residential electricity and gas customers on a retailer's hardship program as at 30 June | 790 | | |
| R 97 | Average energy bill debt of electricity and gas hardship program customers, as at 30 June | | \$140.00 | |
| 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. | | \$267.00 | |
| R 107 | Total number of residential hardship program customers 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 | Total number of residential hardship program customers 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 | Total number of residential hardship program customers 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 | Total number of residential hardship program customers 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 | Total number of residential hardship program customers using an instalment plan (excluding those who make their payment plan payments using Centrepay), as at 30 June. | 243 | | |
| R 112 | Total number of residential hardship program customers using Centrepay, as at 30 June. | 544 | | |
| R 113 | Total number of residential customers who exited the hardship program during the reporting year. | 462 | | |
| R 114 | Total number of residential customers 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 | Total number of residential customers 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 | Total number of residential customers who exited the hardship program during the reporting year, who switched, transferred or left the retailer. | 131 | | |
| R 117 | Total number of residential customers 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 | Total number of residential customers 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 | | |

Note: Indicators R 98 - R 103 are energy bill debt indicators.