## 2022

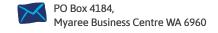
## **Gas Performance Reporting Datasheets - Distribution Indicators**

Retailer: Wesfarmers Kleenheat Gas Pty Ltd

Reporting period: 2021 - 2022

Customer	stomers and Customer Connections			
Indicator	Description	Basis of Reporting		
No.	Description	Number	Percentage	
D1	Total number of new connections provided	20		
D 2	Total number of new connections that were not provided on or before the agreed date	0		
D 3	Percentage of new connections that were not provided on or before the agreed date		0.00%	
D 4	Total number of reconnections provided	0		
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		0.00%	
D 7	Total number of connections on the distribution system(s)	1185		

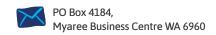






Gas Consump	otion Comments of the Comments			
Indicator No.	Description	Basis of Reporting Number		
D 8	Gas consumption - residential connections (GJ)	8727.0		
D 9	Gas consumption - non-residential connections (GJ)	63.0		
D 10	Unaccounted for gas (GJ)	437.0		



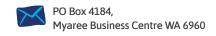




Leaks			
Basis of Reporting		eporting	
Indicator No.	Description	Number	Percentage
D 11	Number of leak repairs to HP, MP and LP mains	REFER TABLE 1	
D 12	Number of leak repairs to HP, MP and LP connections	REFER TABLE 1	
D 13	Number of leak repairs to HP, MP and LP meters	REFER T	ABLE 1

Table 1 - Number of Leak Repairs				
	No. of Leak repairs			
	Low Pressure	Medium Pressure	High Pressure	
Mains		3		
Connections		6		
Meters		26		
Totals	0	35	0	

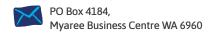






Network I	rk Reliability			
Indicator	Description	Basis of Reporting		
No.	Description	Number	Percentage	
D 14	Number of customer connections that have been interrupted for more than 12 hours continuously during the reporting year	0		
D 15	Number of customer connections that have been affected by 5 or more unplanned interruptions during the reporting year	0		
D 16	The average percentage of time that gas has been supplied to customer premises during the reporting year		99.999	

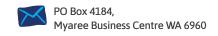






Complaint	S		
Indicator	Description	Basis of Reporting	
No.	Description	Number	Percentage
D 17	Total number of complaints received	1	
D 18	Number of the complaints that relate to administrative process or customer service complaints	1	
D 19	Number of other complaints	0	
D 20	Number of connection and augmentation complaints	0	
D 21	Number of reliability of supply complaints	0	
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	1	
D 25	Percentage of complaints from customers concluded within 15 business days		100%
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%

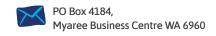






Call Centi	Centre Performance			
Indicator	Description	Basis of Reporting		
No.	Description	Number	Percentage	
D 28	Total number of telephone calls to a call centre of the distributor	204,465		
D 29	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	169,559		
D 30	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		82.9%	
D 31	Average duration (in seconds) before a call is answered by a call centre operator	16		
D 32	Total number of the calls that are unanswered	2,399		
D 33	Percentage of the calls that are unanswered		1.2%	







Distribution Mains Installed and In Service			
	Length of in-service distribution mains by operating pressure (km)		
	Low Pressure	Medium Pressure	High Pressure
Cast Iron			
Unprotected Steel			
Protected Steel			
PVC		8.9	
Polyethylene (PE)		33.9	
Other			
Totals	0.0	42.8	0.0
Number of service connection	ns per km of gas mains	27.7	



