

# 2023

## Electricity Performance Reporting Datasheets – Retail

Retailer: Wesfarmers Kleenheat Gas Pty Ltd  
Reporting period: 2022-2023

Customer Numbers		
Indicator No.	Description	Basis of Reporting
		Number
CCR1	Total number of residential customers who are contestable customers	N/A
CCR2	Total number of residential customers who are non-contestable customers	N/A
CCR3	Total number of residential customers	N/A
CCR4	Total number of business customers that are contestable customers	105
CCR5	Total number of business customers that are non-contestable customers	0
CCR6	Total number of business customers	105
CCR7	Total number of pre-payment meter customers	N/A
CCR8	Total number of pre-payment meter customers who have reverted to a standard meter within 3 months of meter installation or entering into a contract for the whole reporting year	N/A
CCR9	Not used	
CCR10	Total number of pre-payment meter customers who have reverted to a standard meter for the whole reporting year	N/A

Billing and Payment			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
CCR11	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer	N/A	
CCR12	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer		N/A
CCR13	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor	N/A	
CCR14	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor		N/A
CCR15	Not used		
CCR16	Not used		
CCR17	Total number of residential customers who are subject to an instalment plan	N/A	
CCR18	Percentage of residential accounts who are subject to an instalment plan		N/A
CCR19	Total number of residential customers who have been granted additional time to pay a bill	N/A	
CCR20	Percentage of residential customers who have been granted additional time to pay a bill		N/A
CCR21	Not used		
CCR22	Not used		
CCR23	Total number of business customers that have been issued with a bill outside the prescribed maximum timeframe	0	
CCR24	Percentage of business customers that have been issued with a bill outside the prescribed maximum timeframe		0.00%
CCR25	Total number of business customers that are subject to an instalment plan	13	
CCR26	Percentage of business customers that are subject to an instalment plan		12.4%

Billing and Payment			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
CCR27	Total number of business customers that have been granted additional time to pay a bill	0	
CCR28	Percentage of business customers that have been granted additional time to pay a bill		0.00%
CCR29	Not used		
CCR30	Not used		
CCR31	Total number of residential customers who have lodged security deposits in relation to their residential customer account	N/A	
CCR32	Percentage of residential customers who have lodged security deposits in relation to their business customer account		N/A
CCR33	Total number of business customers that have lodged security deposits in relation to their business customer account	0	
CCR34	Percentage of business customers that have lodged security deposits in relation to their business customer account		0.00%
CCR35	Total number of residential customers who have had their direct debit plans terminated	N/A	
CCR36	Percentage of residential customers who have had their direct debit plans terminated		N/A
CCR37	Total number of business customers that have had their direct debit plans terminated	0	
CCR38	Percentage of business customers that have had their direct debit plans terminated		0.00%
CCR39	The number of pre-payment meter customers who have informed the retailer that the customer is experiencing payment difficulties or financial hardship	N/A	
CCR117	Total number of residential customers using Centrelink's Centrepay to pay their energy bill debt as at 30 June	N/A	

Disconnections for Non-Payment			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
CCR40	Total number of residential customer disconnections for failure to pay a bill.	N/A	
CCR41	Percentage of residential customer disconnections for failure to pay a bill.		N/A
CCR42	Total number of business customer disconnections for failure to pay a bill.	1	
CCR43	Percentage of business customer disconnections for failure to pay a bill.		1.0%
CCR44	Total number of residential customer disconnections involving customers who were the subject of an instalment plan.	N/A	
CCR45	Percentage of residential customer disconnections involving customers who were the subject of an instalment plan.		N/A
CCR46	Total number of residential customer disconnections involving customers who were disconnected on at least 1 other occasion during the reporting year or the previous reporting year.	N/A	
CCR47	Percentage of residential customer disconnections involving customers who were disconnected on at least 1 other occasion during the reporting year or the previous reporting year.		N/A
CCR48	Total number of residential customer disconnections involving customers who were the subject of a concession.	N/A	
CCR49	Percentage of residential customer disconnections involving customers who were the subject of a concession.		N/A
CCR50	Total number of pre-payment meter customer disconnections.	N/A	
CCR51	Percentage of pre-payment meter customer disconnections.		N/A
CCR52	Not used.		
CCR53	Total number of pre-payment meter customer disconnections involving pre-payment meter customers who the retailer identifies have been disconnected 2 or more times in any 1 month period for longer than 120 minutes on each occasion.	N/A	

Reconnections			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
CCR54	Total number of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	N/A	
CCR55	Percentage of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		N/A
CCR56	Total number of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	1	
CCR57	Percentage of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		100.0%
CCR58	Total number of residential customer reconnections within 7 days involving customers who were the subject of an instalment plan.	N/A	
CCR59	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of an instalment plan.		N/A
CCR60	Total number of residential customer reconnections within 7 days involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year.	N/A	
CCR61	Percentage of residential customer disconnections reconnected within 7 days involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year.		N/A
CCR62	Total number of residential customer reconnections within 7 days involving customers who were the subject of a concession.	N/A	
CCR63	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of a concession.		N/A
CCR64	Total number of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	N/A	
CCR65	Percentage of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).		N/A
CCR66	Total number of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	N/A	
CCR67	Percentage of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.		N/A
CCR68	Total number of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	1	
CCR69	Percentage of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).		100.0%
CCR70	Total number of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	0	
CCR71	Percentage of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.		0.00%

Complaints			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
CCR72	Total number of complaints received from residential customers, other than complaints received from pre-payment meter customers.	N/A	
CCR73	Total number of complaints received from business customers, other than complaints received from pre-payment meter customers.	0	
CCR74	Total number of residential customer complaints that are billing/credit complaints.	N/A	
CCR75	Percentage of residential customer complaints that are billing/credit complaints.		N/A
CCR76	Total number of business customer complaints that are billing/credit complaints.	0	
CCR77	Percentage of business customer complaints that are billing/credit complaints.		0.00%
CCR78	Total number of residential customer complaints that are transfer complaints.	N/A	
CCR79	Percentage of residential customer complaints that are transfer complaints.		N/A
CCR80	Total number of business customer complaints that are transfer complaints.	0	
CCR81	Percentage of business customer complaints that are transfer complaints.		0.00%
CCR82	Total number of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).	N/A	
CCR83	Percentage of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).		N/A
CCR84	Total number of business customer complaints that are marketing complaints (including complaints made directly to a retailer).	0	
CCR85	Percentage of business customer complaints that are marketing complaints (including complaints made directly to a retailer).		0.00%
CCR86	Total number of residential customer complaints that are other complaints.	N/A	
CCR87	Percentage of residential customer complaints that are other complaints.		N/A
CCR88	Total number of business customer complaints that are other complaints.	0	
CCR89	Percentage of business customer complaints that are other complaints.		0.00%
CCR90	Total number of residential customer complaints concluded within 15 business days.	N/A	
CCR91	Percentage of residential customer complaints concluded within 15 business days.		N/A
CCR92	Total number of residential customer complaints concluded within 20 business days.	N/A	
CCR93	Percentage of residential customer complaints concluded within 20 business days.		N/A
CCR94	Total number of business customer complaints concluded within 15 business days.	0	
CCR95	Percentage of business customer complaints concluded within 15 business days.		0.00%
CCR96	Total number of business customer complaints concluded within 20 business days.	0	
CCR97	Percentage of business customer complaints concluded within 20 business days.		0.00%
CCR98	Total number of pre-payment meter customer complaints.	N/A	
CCR99	Total number of pre-payment meter customer complaints concluded within 15 business days.	N/A	
CCR100	Percentage of pre-payment meter customer complaints concluded within 15 business days.		N/A
CCR101	Total number of pre-payment meter customer complaints concluded within 20 business days.	N/A	
CCR102	Percentage of pre-payment meter customer complaints concluded within 20 business days.		N/A

Compensation Payments			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
CCR103	Total number of payments made to customers under clause 14.1 of the Code of Conduct.	0	
CCR104	Total amount paid to customers under clause 14.1 of the Code of Conduct.		\$0
CCR105	Total number of payments made to customers under clause 14.2 of the Code of Conduct.	0	
CCR106	Total amount paid to customers under clause 14.2 of the Code of Conduct.		\$0
CCR107	Total number of payments made to customers under clause 14.3 of the Code of Conduct.	0	
CCR108	Total amount paid to customers under clause 14.3 of the Code of Conduct.		\$0

Call Centre Performance			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
CCR109	Total number of telephone calls to a call centre of the retailer.	42	
CCR110	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	35	
CCR111	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		83.3%
CCR112	Average duration (in seconds) before a call is answered by a call centre operator.	31	
CCR113	Total number of telephone calls to a call centre that are unanswered.	1	
CCR114	Percentage of telephone calls to a call centre that are unanswered.		2.4%

Energy Bill Debt			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
CCR115	Total number of residential customers (excluding hardship customers) repaying an energy bill debt as at 30 June.	N/A	
CCR116	Total number of business customers repaying an energy bill debt as at 30 June.	0	
CCR117	[Indicator CCR 117 moved to 'Billing and Payment' section].		
CCR118	Average amount of energy bill debt for residential customers (excluding hardship customers) as at 30 June.		N/A
CCR119	Average amount of energy bill debt for business customers as at 30 June.		\$0
CCR122	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$500 but less than \$1,500 as at 30 June.	N/A	
CCR123	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$1,500 but less than \$2,500 as at 30 June.	N/A	
CCR124	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$2,500 as at 30 June.	N/A	
CCR125	Total number of residential customers (excluding hardship customers) who were subject to an instalment plan as at 30 June.	N/A	
CCR126	Total number of residential customers (excluding hardship customers) who, during the reporting year, had their instalment plan cancelled by the retailer for non- payment.	N/A	
CCR127	Total number of residential customers (excluding hardship customers) who, during the reporting year, successfully completed their instalment plan.	N/A	

Hardship Customers			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
CCR120	Total number of residential customers on a retailer's hardship program as at 30 June.	N/A	
CCR121	Average energy bill debt of hardship customers as at 30 June.		N/A
CCR128	Total number of hardship customers who are the subject of a concession as at 30 June.	N/A	
CCR129	Total number of residential customers denied access to the retailer's hardship program during the reporting year.	N/A	
CCR130	Average energy bill debt (as at the time of entering the hardship program) for those hardship customers who entered the hardship program during the reporting year.		N/A
CCR131	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was between \$0 and \$500.	N/A	
CCR132	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was over \$500 but less than \$1,500.	N/A	
CCR133	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was over \$1,500 but less than \$2,500.	N/A	
CCR134	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was \$2,500 or more.	N/A	
CCR135	Total number of hardship customers who were subject to an instalment plan (excluding those who make their payment plan payments using Centrepay) as at 30 June.	N/A	
CCR136	Total number of hardship customers using Centrepay as at 30 June.	N/A	
CCR137	Total number of residential customers who exited the hardship program during the reporting year.	N/A	
CCR138	Total number of residential customers who exited the hardship program during the reporting year, because they successfully completed the hardship program or exited the program by agreement with the retailer.	N/A	
CCR139	Total number of residential customers who exited the hardship program during the reporting year, because they were excluded or removed from the hardship program for non-compliance.	N/A	
CCR140	Total number of residential customers who exited the hardship program during the reporting year, because they switched, transferred or left the retailer.	N/A	
CCR141	Total number of residential customers who successfully completed the hardship program, or exited by agreement with the retailer, during the reporting year or the previous reporting year, and who were subsequently disconnected during the reporting year for non-payment.	N/A	
CCR142	Total number of residential customers who successfully completed the hardship program, or exited the program by agreement with the retailer, during the reporting year or the previous reporting year, and who were reconnected within 7 days of disconnection for non-payment.	N/A	