

# 2024

## Gas Performance Reporting Datasheets – Distribution Indicators

Retailer: Wesfarmers Kleenheat Gas Pty Ltd  
Reporting period: 2023-2024

Customers and customer connections		
Indicator No.	Description	Basis of Reporting Number
D 1	New connections provided	7
D 2	New connections that were not provided on or before the agreed date	0
D 4	Total reconnections provided	10
D 5	Total reconnections not provided within the prescribed timeframe	0
D 7	Connections on the distribution system(s)	1,236

Gas consumption		
Indicator No.	Description	Basis of Reporting Number
D 8	Gas consumption - residential connections.	10,205
D 9	Gas consumption - non-residential connections.	67
D 10	Unaccounted for gas.	413

Leaks – Repairs to mains:		
Indicator No.	Description	Basis of Reporting Number
D 11	High pressure	0
	Medium pressure	17
	Low pressure	0

Leaks – Repairs to connections:		
Indicator No.	Description	Basis of Reporting Number
D 12	High pressure	0
	Medium pressure	0
	Low pressure	0

## Leaks – Repairs to meters:

Indicator No.	Description	Basis of Reporting
		Number
D 13	High pressure	0
	Medium pressure	26
	Low pressure	0

## Network reliability

Indicator No.	Description	Basis of Reporting
		Number
D 14	Customer connections that have been interrupted for more than 12 hours continuously during the reporting year	0
D 15	Customer connections that have been affected by 5 or more unplanned interruptions during the reporting year	0
D 16	Average time that gas has been supplied to customer premises during the reporting year	100%

## Complaints

Indicator No.	Description	Basis of Reporting
		Number
D 17	Total number of complaints received	3
D 18	Administrative process or customer service complaints	0
D 19	Other complaints	0
D 20	Connection and augmentation complaints	0
D 21	Reliability of supply complaints	2
D 22	Quality of supply complaints	0
D 23	Network charges and costs complaints	1
D 24	Complaints from customers concluded within 15 business days	3
D 26	Complaints from customers concluded within 20 business days	0

## Call centre performance

Indicator No.	Description	Basis of Reporting
		Number
D 28	Calls to a call centre of the distributor	196,071
D 29	Calls to a call centre answered by an operator within 30 seconds	152,727
D 31	Average duration before a call is answered by operator	27.6
D 32	Calls that are unanswered	4,110



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Distribution mains installed and in-service: Cast iron		
Indicator No.	Description	Basis of Reporting
		Number
D 34	High pressure	0
	Medium pressure	0
	Low pressure	0

Distribution mains installed and in-service: Unprotected steel		
Indicator No.	Description	Basis of Reporting
		Number
D 35	High pressure	0
	Medium pressure	0
	Low pressure	0

Distribution mains installed and in-service: Protected steel		
Indicator No.	Description	Basis of Reporting
		Number
D 36	High pressure	0
	Medium pressure	0
	Low pressure	0

Distribution mains installed and in-service: PVC		
Indicator No.	Description	Basis of Reporting
		Number
D 37	High pressure	0
	Medium pressure	8.9
	Low pressure	0

Distribution mains installed and in-service: Polyethylene		
Indicator No.	Description	Basis of Reporting
		Number
D 38	High pressure	0
	Medium pressure	35.2
	Low pressure	0

Distribution mains installed and in-service: Other		
Indicator No.	Description	Basis of Reporting
		Number
D 39	High pressure	0
	Medium pressure	0
	Low pressure	0
D 40	Service connections per kilometre of gas mains	28



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