

2024

Gas Performance Reporting Datasheets – Retail

Retailer: Wesfarmers Kleenheat Gas Pty Ltd

Reporting period: 2023-2024

Customer Numbers		
Indicator No.	Description	Basis of Reporting
		Number
R 1	Residential customers as of June 30.	220,975
R 2	Residential customers covered by the Gas Market Moratorium as of June 30.	220,097
R 3	Business customers as of June 30.	2,474
R 4	Business customers covered by the Gas Market Moratorium as of June 30.	1,471

Billing and Payment		
Indicator No.	Description	Basis of Reporting
		Number
R 5	Residential customers issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.	3
R 7	Residential customers 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.	21
R 11	Residential customers subject to an instalment plan.	5,956
R 13	Residential customers granted additional time to pay a bill.	852
R 17	Business customers issued with a bill outside the prescribed maximum timeframe.	1
R 19	Business customers subject to an instalment plan.	211
R 21	Business customers granted additional time to pay a bill.	17
R 25	Residential customers who have lodged security deposits for their residential customer account.	0
R 27	Business customers that have lodged security deposits for their business customer account.	0
R 29	Residential customers whose direct debit plans were terminated.	0
R 31	Business customers whose direct debit plans were terminated.	0
R 93	Residential customers using Centrelink's Centrepay to pay their energy bills as of June 30.	1,662
R 91	Residential customers repaying an energy bill debt as of 30 June (excluding hardship customers).	1,082
R 92	Business customers repaying an energy bill debt as of 30 June.	12
R 94	Mean energy bill debt for residential customers as of June 30 (excluding hardship customers).	\$124.13
R 95	Mean energy bill debt for business customers as of June 30.	\$295.00
R 98	Residential customers with energy bill debt between \$500 and \$1500 as of June 30 (excluding hardship customers).	31
R 99	Residential customers with energy bill debt between \$1,500 and \$2,500 as of 30 June (excluding hardship customers).	6
R 100	Residential customers with energy bill debt exceeding \$2,500 as of 30 June (excluding hardship customers).	2

Billing and Payment		
Indicator No.	Description	Basis of Reporting
		Number
R 101	Residential customers subject to an instalment plan as of 30 June (excluding hardship customers).	608
R 102	Residential customers whose instalment plan was cancelled by the retailer for non-payment (excluding hardship customers).	819
R 103	Residential customers who successfully completed their instalment plan (excluding hardship customers).	1702

Hardship customers		
Indicator No.	Description	Basis of Reporting
		Number
R 96	Residential customers on a hardship program as of 30 June.	681
R 97	Mean energy bill debt of hardship customers as of June 30.	\$503.63
R 104	Hardship customers with a concession as of June 30.	
R 105	Residential customers denied access to a hardship program during the reporting year.	0
R 106	Mean energy bill debt at the point a customer enters a hardship program.	\$187.73
R 107	Customers who entered a hardship program with an energy bill debt less than \$500.	1,016
R 108	Customers who entered a hardship program with an energy bill debt between \$500 and \$1500.	111
R 109	Customers who entered a hardship program with an energy bill debt between \$1500 and \$2500.	19
R 110	Customers who entered a hardship program with an energy bill debt exceeding \$2500.	3
R 111	Hardship customers subject to an instalment plan as of 30 June (excluding those using Centrepay).	425
R 112	Hardship customers using Centrepay as of 30 June.	254
R 113	Residential customers who exited a hardship program.	1,862
R 114	Residential customers who exited a hardship program because they successfully completed it or by agreement with the retailer.	1,000
R 115	Residential customers who exited a hardship program because they were excluded/removed from it for non-compliance.	918
R 116	Residential customers who exited a hardship program because they left the retailer.	274
R 117	Residential customers who exited a hardship program during the reporting year or previous reporting year because they successfully completed it, or by agreement with the retailer, but who were subsequently disconnected during the current reporting year for non-payment.	29
R 118	Residential customers who exited a hardship program during the reporting year or previous reporting year because they successfully completed it, or by agreement with the retailer, but who were subsequently disconnected during the current reporting year for non-payment and reconnected within 7 days.	25

Disconnections for non-payment		
Indicator No.	Description	Basis of Reporting
		Number
R 33	Residential customer disconnections for failure to pay a bill.	1,777
R 35	Business customer disconnections for failure to pay a bill.	72
R 37	Residential customer disconnections involving customers subject to an instalment plan.	723
R 39	Residential customer disconnections involving customers disconnected on at least one other occasion during the reporting year or previous reporting year.	324
R 41	Residential customer disconnections involving customers who had a concession.	

Reconnections		
Indicator No.	Description	Basis of Reporting
		Number
R 42	Residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	997
R 43	Business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	40
R 45	Residential customer reconnections within 7 days involving customers who were the subject of an instalment plan.	512
R 47	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.	156
R 49	Residential customer reconnections within 7 days involving customers who were the subject of a concession.	
R 51	Residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	1,166
R 53	Residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	4
R 55	Business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	42
R 57	Business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	0

Complaints		
Indicator No.	Description	Basis of Reporting
		Number
R 59	Complaints received from residential customers.	495
R 60	Complaints received from business customers.	33
R 61	Residential customer complaints - about billing/credit only.	345
R 63	Business customer complaints - about billing/credit only.	27
R 65	Residential customer complaints - transfer-related only.	22
R 67	Business customer complaints - transfer-related only.	0
R 69	Residential customer complaints - about marketing (including complaints made directly to a retailer).	3
R 71	Business customer complaints - about marketing (including complaints made directly to a retailer).	0
R 73	Residential customer complaints - all other types of complaint.	125
R 75	Business customer complaints - all other types of complaint.	6
R 77	Residential customer complaints concluded within 15 business days.	478
R 79	Residential customer complaints concluded within 20 business days.	8
R 81	Business customer complaints concluded within 15 business days.	27
R 83	Business customer complaints concluded within 20 business days.	1

Call centre performance		
Indicator No.	Description	Basis of Reporting Number
R 85	Call attempts to retailer call centre.	196,071
R 86	Calls to a call centre answered by operator within 30 seconds.	152,727
R 88	Mean duration before a call is answered by an operator.	27.6
R 89	Calls to a call centre that go unanswered.	4,110



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