

# 2025

## Electricity Performance Reporting Datasheets – Retail

Retailer: Wesfarmers Kleenheat Gas Pty Ltd  
Reporting period: 2024-2025

Customer Numbers		
Indicator No.	Description	Basis of Reporting
		Number
CCR 1	Contestable residential customers as of June 30.	
CCR 2	Non-contestable residential customers as of June 30.	
CCR 4	Contestable business customers as of June 30.	7
CCR 5	Non-contestable business customers as of June 30.	
CCR 7	Pre-payment meter customers total as of June 30.	
CCR 8	Pre-payment meter customers who have reverted to a standard meter within 3 months of meter installation or entering into a contract.	
CCR 10	Pre-payment meter customers who have reverted to a standard meter.	

Billing and Payment		
Indicator No.	Description	Basis of Reporting
		Number
CCR 11	Residential customers issued a bill outside the maximum timeframe and where the delay is the fault of the retailer.	
CCR 13	Residential customers issued a bill outside the maximum timeframe and where the delay is because the retailer did not receive billing data from the distributor.	
CCR 17	Residential customers subject to a payment plan.	
CCR 19	Residential customers granted additional time to pay a bill.	
CCR 23	Business customers issued a bill outside the maximum timeframe.	0
CCR 25	Business customers subject to a payment plan.	4
CCR 27	Business customers granted additional time to pay a bill.	0
CCR 31	Residential customers who have lodged security deposits for their account.	
CCR 33	Business customers who have lodged security deposits for their account.	0
CCR 35	Residential customers who have had their direct debit plans terminated.	
CCR 37	Business customers who have had their direct debit plans terminated.	0
CCR 39	Pre-payment meter customers who have informed the retailer they are experiencing payment problems or financial hardship.	
CCR 117	Residential customers using Centrepay to pay their energy bill debt as of June 30.	

Disconnections for non-payment		
Indicator No.	Description	Basis of Reporting
		Number
CCR 40	Residential customer disconnections for failure to pay a bill	
CCR 42	Business customer disconnections for failure to pay a bill	7
CCR 44	Residential customer disconnections of customers subject to a payment plan	
CCR 46	Residential customer disconnections where customer was disconnected on at least one other occasion during the reporting year or previous reporting year	
CCR 48	Residential customer disconnections where customer had a concession	
CCR 50	Pre-payment meter customer disconnections	
CCR 53	Pre-payment meter customer disconnections where the customer has been disconnected for longer than two hours at least twice in any one month	

Reconnections		
Indicator No.	Description	Basis of Reporting
		Number
CCR 54	Residential customer reconnections requested by retailer within seven days of requesting the disconnection.	
CCR 56	Business customer reconnections requested by retailer within seven days of requesting the disconnection.	4
CCR 58	Residential customer reconnections within seven days where customer was subject to a payment plan.	
CCR 60	Residential customer reconnections within seven days where customer was reconnected on at least one other occasion during the reporting year or the previous reporting year.	
CCR 62	Residential customer reconnections within seven days where customer had a concession.	
CCR 64	Residential customer reconnections requested by retailer after requesting the customer be disconnected (including those reconnected within 7 days).	
CCR 66	Residential customer reconnections requested by retailer that were not reconnected within the prescribed timeframe.	
CCR 68	Business customer reconnections requested by retailer after requesting the customer be disconnected (including those reconnected within 7 days).	8
CCR 70	Business customer reconnections requested by retailer that were not reconnected within the prescribed timeframe	0

Complaints		
Indicator No.	Description	Basis of Reporting
		Number
CCR 72	Complaints received from residential customers, other than those received from pre-payment meter customers.	
CCR 73	Complaints received from business customers, other than those received from pre-payment meter customers.	1
CCR 74	Residential customer complaints about billing/credit.	
CCR 76	Business customer complaints about billing/credit.	1
CCR 78	Residential customer complaints about transfers.	
CCR 80	Business customer complaints about transfers.	0
CCR 82	Residential customer complaints about marketing (including those directly to retailer).	
CCR 84	Business customer complaints about marketing (including those directly to a retailer).	0
CCR 86	Residential customer complaints about all other matters	



Building 161, Car Park 12,  
Murdoch University, Murdoch WA 6150



PO Box 4184,  
Myaree Business Centre WA 6960



P 13 21 80  
[kleenheat.com.au](http://kleenheat.com.au)



Complaints		
Indicator No.	Description	Basis of Reporting
		Number
CCR 88	Business customer complaints about all other matters	0
CCR 90	Residential customer complaints concluded within 15 business days	
CCR 92	Residential customer complaints concluded within 20 business days	
CCR 94	Business customer complaints concluded within 15 business days	0
CCR 96	Business customer complaints concluded within 20 business days	0
CCR 98	Pre-payment meter customer complaints	
CCR 100	Pre-payment meter customer complaints concluded within 15 business days	
CCR 102	Pre-payment meter customer complaints concluded within 20 business days	

Compensation payments		
Indicator No.	Description	Basis of Reporting
		Number
CCR 103	Number of payments made to customers under clause 94 of the Code of Conduct	0
CCR 104	Total sum paid to customers under clause 94 of the Code of Conduct	\$0.00
CCR 105	Number of payments made to customers under clause 95 of the Code of Conduct	0
CCR 106	Total sum paid to customers under clause 95 of the Code of Conduct	\$0.00
CCR 107	Number of payments made to customers under clause 96 of the Code of Conduct	0
CCR 108	Total sum paid to customers under clause 96 of the Code of Conduct	\$0.00

Call centre performance		
Indicator No.	Description	Basis of Reporting
		Number
CCR 109	Calls attempts to a retailer call centre	7
CCR 110	Calls to retailer call centre answered by operator within 30 seconds	6
CCR 112	Mean duration for call centre operator to answer call	61
CCR 113	Calls to a call centre that go unanswered	0



Building 161, Car Park 12,  
Murdoch University, Murdoch WA 6150



PO Box 4184,  
Myaree Business Centre WA 6960



P 13 21 80  
[kleenheat.com.au](http://kleenheat.com.au)



Energy bill debt		
Indicator No.	Description	Basis of Reporting
		Number
CCR 115	Residential customers repaying bill debt as of 30 June (excluding hardship customers)	
CCR 116	Business customers repaying bill debt as of 30 June (excluding hardship customers)	0
CCR 118	Mean bill debt for residential customers as of 30 June (excluding hardship customers)	
CCR 119	Mean bill debt for business customers as of 30 June (excluding hardship customers)	\$0.00
CCR 122	Residential customers with bill debt between \$500 and \$1,500 as of 30 June (excluding hardship customers)	
CCR 123	Residential customers with bill debt between \$1,500 and \$2,500 as of 30 June (excluding hardship customers)	
CCR 124	Residential customers with bill debt exceeding \$2,500 as of 30 June (excluding hardship customers)	
CCR 125	Residential customers subject to a payment plan as of 30 June (excluding hardship customers)	
CCR 126	Residential customers who had their payment plan cancelled by the retailer for non-payment (excluding hardship customers)	
CCR 127	Residential customers who successfully completed their payment plan (excluding hardship customers)	

Hardship customers		
Indicator No.	Description	Basis of Reporting
		Number
CCR 120	Residential customers on a hardship program as at 30 June	
CCR 121	Mean bill debt of hardship customers as of June 30	
CCR 128	Total number of hardship customers who are the subject of a concession as at 30 June	
CCR 129	Residential customers denied access to a retailer hardship program	
CCR 130	Mean bill debt for customers at the time of entering hardship program	
CCR 131	Customers who entered a hardship program with bill debt up to \$500 at the time	
CCR 132	Customers who entered a hardship program with bill debt between \$500 and \$1500 at the time	
CCR 133	Customers who entered a hardship program with bill debt between \$1,500 and \$2,500 at the time	
CCR 134	Customers who entered a hardship program with bill debt exceeding \$2,500 at the time	
CCR 135	Hardship customers subject to a payment plan as of June 30 (excluding those using Centrepay)	
CCR 136	Hardship customers using Centrepay for bill debt	
CCR 137	Residential customers who exited a hardship program	
CCR 138	Residential customers who exited a hardship program because they successfully completed it or by agreement with the retailer	
CCR 139	Residential customers who exited a hardship program because they were removed from it for non-compliance	
CCR 140	Residential customers who exited a hardship program because they left the retailer	
CCR 141	Residential customers who completed a hardship program or exited by agreement with the retailer, during the reporting year or previous reporting year, who were then disconnected during the reporting year for non-payment	
CCR 142	Residential customers who completed a hardship program or exited by agreement with the retailer, during the reporting year or previous reporting year, who were then disconnected during the reporting year for non-payment but reconnected within seven days	

Vulnerable Customers		
Indicator No.	Description	Basis of Reporting Number
CCR 143	Vulnerable customers as of 30 June	
CCR 144	Vulnerable customers who were the account holder as of 30 June	
CCR 145	Vulnerable customers named on another person's account as of 30 June	
CCR 146	Vulnerable customers on the 9-month disconnection moratorium as of 30 June	
CCR 147	Mean bill debt of vulnerable customers on the 9-month disconnection moratorium when they exit the moratorium	
CCR 148	Vulnerable customers with a pre-payment at any time during reporting year	
CCR 149	Pre-payment meters reverted to standard meters by retailer as requested by vulnerable customers who were on the 9-month disconnection moratorium during the reporting year	



Building 161, Car Park 12,  
Murdoch University, Murdoch WA 6150



PO Box 4184,  
Myaree Business Centre WA 6960



P 13 21 80  
[kleenheat.com.au](http://kleenheat.com.au)

