



# Gas Trading Licence Performance Reporting Handbook

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**Economic Regulation Authority**

WESTERN AUSTRALIA

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## Economic Regulation Authority

4th Floor Albert Facey House  
469 Wellington Street, Perth

**Mail to:**

Perth BC, PO Box 8469  
PERTH WA 6849

**T:** 08 6557 7900

**F:** 08 6557 7999

**E:** [info@erawa.com.au](mailto:info@erawa.com.au)

**W:** [www.erawa.com.au](http://www.erawa.com.au)

National Relay Service TTY: 13 36 77  
(to assist people with hearing and voice impairment)

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## 1. Background

The Economic Regulation Authority is responsible for administering the gas licensing scheme under Part 2A of the *Energy Coordination Act 1994*.

Gas licences contain terms and conditions, including a requirement for licensees to provide to the ERA specified information on matters relevant to the licence. Clause 23.1 of gas trading licences states:

The licensee must provide to the Authority any information that the Authority may require in connection with its functions under the Act in the time, manner and form specified by the Authority.

The ERA publishes an annual performance report using the data provided by licensees. Licensees must also publish the data on their website.

## 2. Purpose of this Handbook

This Handbook sets out the non-financial performance data licensees must provide to the ERA, including the date by which it must be submitted.

To be able to interpret and compare the data, there must be a shared understanding amongst stakeholders of the information that must be reported, including the definitions that apply to the performance indicators and how the information should be presented. Accordingly, this Handbook informs gas trading licensees about:

- the performance indicators that retailers are required to provide data for
- the definitions to be applied to the performance indicators
- how to calculate the performance data (where applicable)
- how and when the data is to be provided to the ERA.

Licensees should familiarise themselves with the [Compendium of Gas Customer Licence Obligations](#) (Compendium) and the 2007 SCONRRR Report<sup>1</sup> to fully understand the reporting context.

## 3. Retail Datasheet

The ERA has published a Microsoft Excel workbook called the '[Gas Performance Reporting Datasheets – Trading](#)' (Retail Datasheet).

The Retail Datasheet has eight worksheets:

- Customer numbers
- Billing and payment
- Disconnections for non-payment
- Reconnections
- Complaints
- Call centre performance

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<sup>1</sup> Utility Regulators Forum, Steering Committee on National Regulatory Reporting Requirements – Retail Working Group, May 2007, *National Energy Retail Performance Indicators* ([online](#)) [accessed 17 April 2019]

- Energy bill debt and instalment plans for non-hardship customers
- Hardship customers.

### 3.1 Completing the Retail Datasheet

The Retail Datasheet contains tables in the format shown in Table 1 below.<sup>2</sup>

**Table 1: Example datasheet format**

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 17	Total number of business customers that have been issued with a bill outside the prescribed maximum timeframe			
R 18	Percentage of business customers that have been issued with a bill outside the prescribed maximum timeframe			

When completing the tables in the Retail Datasheet the structure of the data entry cells should not be modified by inserting, deleting or re-ordering rows/columns. A number of cells contain values that are calculated from data that has been entered into other cells. These cells have been shaded yellow.

Only enter data into the cells that are not shaded.

Referring to the example in Table 1:

- The 'indicator number' column contains the unique reference number for the indicator.<sup>3</sup>
- The 'description' column provides a short form explanation of what the indicator is intended to measure.
- The 'basis of reporting' column contains data entry cells for:
  - number<sup>4</sup>
  - or
  - percentage<sup>5</sup>

In some worksheets,<sup>6</sup> the percentage column is replaced with a value (\$) column.

The data entry cells have been formatted to align with the required degree of accuracy (that is, the number of decimal places) for each indicator.

- The 'comments' column allows licensees to add explanatory notes, for example where there has been significant change in values from previous reporting periods, or where

<sup>2</sup> Some worksheets replace the Percentage column with a Value (\$) column to report dollar amounts.

<sup>3</sup> In this example the indicator is in the 'Billing and payment' worksheet.

<sup>4</sup> Section 4 provides more information on how to complete the 'number' column.

<sup>5</sup> This is automatically calculated from numerical data entered into other cells.

<sup>6</sup> For example, the 'Hardship customers' worksheet.

the licensee feels that additional information will assist the reader to understand the data.

## **3.2 Submission of completed Retail Datasheet to the ERA**

The completed Retail Datasheet for the year ending 30 June must be submitted to the ERA no later than 30 September. It should be sent by email to: [licensing@erawa.com.au](mailto:licensing@erawa.com.au).

Compliance with clause 23.1 of the licence is only achieved when an electronic copy of the completed Retail Datasheet has been received by the ERA.

After the ERA has reviewed a licensee's Retail Datasheet and the licensee has addressed any comments the ERA may have, the ERA will instruct the licensee to publish the datasheet on the licensee's website by a date specified by the ERA, in accordance with clause 13.3 of the Compendium.

## 4. Performance reporting indicators

Retailers should complete the 'number' column in each worksheet as follows:

- **If data is available:** enter the data.
- **If the activity did not occur:** enter '0'.

*Explanatory note:* For example, if the retailer supplied gas to residential customers but did not place any residential customers on an instalment plan, the data for indicator R 11 should be '0'.

- **If the activity is not applicable:** enter 'n/a'.

*Explanatory note:* For example, if the retailer did not supply gas to residential customers, indicator R 11 should be marked 'n/a'.

- **If the data is unavailable:** leave the data cell blank and add a comment in the 'comments' cell explaining why the data cannot be provided.

If the data shows a change of more than 10% compared to last year's data, the retailer should include the likely reason(s) for the change in the 'comments' column.

### **Reporting basis: point in time vs whole reporting year**

Some indicators are based on a point in time (i.e. 30 June) whereas others cover the whole reporting year. The basis of reporting can be found under the 'Reporting conventions' heading of each section.

### **Reporting basis: per customer vs per incident**

Some indicators require reporting to be on a per customer basis whereas others are on a per incident basis. For example, indicator R 11 (Total number of residential customers who are subject to an instalment plan) should be reported on a per customer basis. This means that if a customer was placed on an instalment plan more than once during a reporting year, the customer should only be counted once. Indicator R 33 (Total number of residential customer disconnections for failure to pay a bill) should be reported on a per incident basis. This means that if a customer is disconnected more than once during the reporting year, each disconnection should be recorded separately.

The basis of reporting can be found under the 'Reporting conventions' heading of each section.

## 4.1 Customer numbers

### 4.1.1 Purpose

To report on the number of small use customers that are supplied by a retailer. The number of customers is also used as a normaliser for other performance indicators.

### 4.1.2 Reported indicators

**Table 2: Customers**

Indicator No.	Description
R 1	Total number of residential customers.
R 2	Total number of residential customers covered by the Gas Market Moratorium (this is residential customers on ATCO's distribution network who consume less than 0.18TJ of gas per year). <sup>7</sup>
R 3	Total number of business customers.
R 4	Total number of business customers covered by the Gas Market Moratorium (this is business customers on ATCO's distribution network who consume less than 0.18TJ of gas per year). <sup>8</sup>

### Reporting conventions

The total number of customers for each indicator in Table 2 is the number of active accounts on 30 June.

The customers in R2 / R4 are a sub-set of the total customers in R1 / R3.

### 4.1.3 Definitions

**Business customer** means a *customer* who is not a *residential customer*.

**Customer** means an account for a person who consumes less than 1 terajoule of gas per year.

#### Explanatory notes:

- An account usually has a unique account or reference number against which a bill is issued.
- An account may cover more than one supply address. For example, where a customer receives a single bill including charges for several supply addresses (itemised on the bill).

This means that, for some retailers, the number of accounts (customers) may be less than the number of supply addresses.

<sup>7</sup> This indicator is only applicable to retailers, other than Synergy, who supply gas in supply areas that are subject to the [Gas Market Moratorium](#), which prevents Synergy from supplying gas to customers who consume less than 0.18TJ of gas per year.

<sup>8</sup> This indicator is only applicable to retailers, other than Synergy, who supply gas in supply areas that are subject to the [Gas Market Moratorium](#), which prevents Synergy from supplying gas to customers who consume less than 0.18TJ of gas per year.



- A person whose account includes more than one supply address is not a customer for the purposes of this report if the total consumption for all supply addresses included in the account is more than 1 terajoule of gas per year.

**Residential customer** means a *customer* who consumes gas solely for domestic use.

## 4.2 Billing and payment

### 4.2.1 Purpose

To report on the proportion of the retailer's customers who:

- received bills outside of the maximum timeframes prescribed in the Compendium
- have entered into an instalment plan to pay account arrears and for continued consumption
- have been granted more time to pay a bill
- have had a direct debit plan terminated as a result of payment defaults
- have lodged security deposits to secure supply.

### 4.2.2 Reported indicators

**Table 3: Billing and Payment**

No.	Indicator
R 5	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.
R 6	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.
R 7	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.
R 8	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.
R 9	Not used.
R 10	Not used.
R 11	Total number of residential customers who are subject to an instalment plan. <sup>9</sup>
R 12	Percentage of residential customers who are subject to an instalment plan. <sup>10</sup>
R 13	Total number of residential customers who have been granted additional time to pay a bill.
R 14	Percentage of residential customers who have been granted additional time to pay a bill.
R 15	Not used.
R 16	Not used.

<sup>9</sup> This includes residential customers who have been subject to an instalment plan during the reporting year.

<sup>10</sup> This includes residential customers who have been subject to an instalment plan during the reporting year.

No.	Indicator
R 17	Total number of business customers that have been issued with a bill outside the prescribed maximum timeframe.
R 18	Percentage of business customers that have been issued with a bill outside the prescribed maximum timeframe.
R 19	Total number of business customers that are subject to an instalment plan. <sup>11</sup>
R 20	Percentage of business customers that are subject to an instalment plan. <sup>12</sup>
R 21	Total number of business customers that have been granted additional time to pay a bill.
R 22	Percentage of business customers that have been granted additional time to pay a bill.
R 23	Not used.
R 24	Not used.
R 25	Total number of residential customers who have lodged security deposits in relation to their residential customer account.
R 26	Percentage of residential customers who have lodged security deposits in relation to their residential customer account.
R 27	Total number of business customers that have lodged security deposits in relation to their business customer account.
R 28	Percentage of business customers that have lodged security deposits in relation to their business customer account.
R 29	Total number of residential customers who have had their direct debit plans terminated.
R 30	Percentage of residential customers who have had their direct debit plans terminated.
R 31	Total number of business customers that have had their direct debit plans terminated.
R 32	Percentage of business customers that have had their direct debit plans terminated.
R 93	Total number of residential customers using Centrelink's Centrepay to pay their energy bills as at 30 June. <sup>13</sup>

### Reporting conventions

With the exception of R 93, the number of customers for each indicator in Table 3 is for the whole of the reporting year.

The indicators in Table 3 are measured on a per customer basis. This means that if a customer satisfies an indicator criterion (for example, being placed on an instalment plan) more than once during a reporting year the customer is only counted once. If a customer was on an instalment plan during the reporting year, but was no longer a customer of the retailer at 30 June, the customer should still be counted.

<sup>11</sup> This includes business customers that have been subject to an instalment plan during the reporting year.

<sup>12</sup> This includes business customers that have been subject to an instalment plan during the reporting year.

<sup>13</sup> This indicator has been moved from the 'Energy bill debt and instalment plans for non-hardship customer' section as it applies to all residential customers.

The percentage values in Table 3 are calculated by taking the total number of customers who meet each of the criteria and dividing them by the total number of customers in the relevant category (residential or business) expressed as a percentage. For example:  $R12 = 100 \times R11 / R1$ .

### 4.2.3 Definitions

**Centrepay** is a service offered by Centrelink that allows *customers* to pay their energy bills by having an amount deducted from their Centrelink payments and paid directly to the retailer.

**Direct debit plans terminated** means direct debit plans terminated as a result of a default or non-payment in 2 or more successive payment periods. This includes terminations due to administrative oversight and mismanagement by the customer resulting in non-payment.

**Instalment plan** has the same meaning as that in clause 1.3 of the *Compendium*.

**Reporting year** means a year commencing on 1 July and ending on 30 June.

**Security deposit** means the lodgement of a deposit (refundable advance) to secure connection, or *reconnection*, to a gas supply.

**Note:** Page 47 of the 2007 SCONRRR Report includes more information about the definitions for instalment plans and direct debit terminations.

## 4.3 Disconnections for non-payment

### 4.3.1 Purpose

To report on the number of:

- disconnections for failure to pay a bill
- disconnections that involve specific groups of customers, such as customers on an instalment plan.<sup>14</sup>

### 4.3.2 Reported indicators

**Table 4: Disconnections for non-payment**

No.	Indicator
R 33	Total number of residential customer disconnections for failure to pay a bill.
R 34	Percentage of residential customer disconnections for failure to pay a bill.
R 35	Total number of business customer disconnections for failure to pay a bill.
R 36	Percentage of business customer disconnections for failure to pay a bill.
R 37	Total number of residential customer disconnections involving customers who were the subject of an instalment plan.
R 38	Percentage of residential customer disconnections involving customers who were the subject of an instalment plan.
R 39	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.
R 40	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.
R 41	Total number of residential customer disconnections involving customers who were the subject of a concession.
R 41A	Percentage of residential customer disconnections involving customers who were the subject of a concession.

### Reporting conventions

The number of disconnections for each indicator in Table 4 is for the whole of the reporting year.

If a customer is disconnected more than once during the reporting year then each disconnection should be recorded separately. The purpose of the indicators is to measure the number of disconnection events rather than the number of customers who have been disconnected.

<sup>14</sup> Compared to the total number of disconnections performed by the retailer.

A disconnection event can count towards more than one disconnection indicator. For example, the disconnection of a residential customer who was disconnected within the previous reporting year, and who was receiving a concession at the time of disconnection will be recorded as a disconnection against indicators R33, R39 and R41.

The percentage of disconnections involving specific groups of customers (R 38, R 40 and R 41A) is calculated by using the total number of disconnections for the retailer as the denominator. The example below explains how to calculate the percentages for these indicators.

#### Worked example

As at 30 June in the reporting year, Retailer A has 100,000 residential customers and 5,000 business customers.

During the reporting year the disconnections for failure to pay a bill involved:

- 500 residential disconnections involving 400 residential customers.
- 40 business customer disconnections involving 35 business customers.

Calculation of disconnection indicators:

- $R\ 34 = 100 \times 500 / 100,000 = 0.5\%$
- $R\ 36 = 100 \times 40 / 5,000 = 0.8\%$

Additional residential disconnection indicators:

Of the 500 residential customer disconnections in the reporting year:

- 180 disconnections involved customers who were on instalment plans at the time they were disconnected;
- 150 disconnections involved customers who had been disconnected on at least one other occasion during the previous reporting year or the reporting year; and
- 275 disconnections involved customers who were receiving a concession when they were disconnected.

This gives the following values for the additional residential disconnection indicators:

- $R\ 38 = 180 / 500 = 36.0\%$
- $R\ 40 = 150 / 500 = 30.0\%$
- $R\ 41A = 275 / 500 = 55.0\%$

### 4.3.3 Definitions

**Concession** has the same meaning as that in clause 1.3 of the *Compendium*.

**Disconnection** means to remove the gas supply from a *customer's* supply address for failure to pay a bill. Premises that are vacant at the time of disconnection should be excluded.

**Disconnections involving customers who were the subject of a concession** means the *disconnection* of a *residential customer* who was receiving a *concession* at the time of *disconnection*.

**Disconnections involving customers who were the subject of an instalment plan** means the *disconnection* of a *residential customer* who was at the time of disconnection, or who was within the *reporting year*, or the *previous reporting year*, on an *instalment plan*.

**Previous reporting year** means the reporting year immediately preceding the reporting year covered by the performance report, i.e. 2017/18 for the performance report covering the 2018/19 reporting year.

**Reporting year** means a year commencing on 1 July and ending on 30 June.

**Note:** The notes on pages 48 and 49 of the 2007 SCNRRR Report provide more information about the definitions for disconnections.

## 4.4 Reconnections

### 4.4.1 Purpose

To report on the number of reconnections requested by the retailer:

- within 7 days of requesting the customer be disconnected for failure to pay a bill
- after requesting the customer be disconnected for failure to pay a bill (including those who were reconnected within 7 days)
- within 7 days of requesting the customer be disconnected that involve specific groups of residential customers, such as customers who are in receipt of a concession
- that were not reconnected within the prescribed timeframes.

### 4.4.2 Reported indicators

**Table 5: Reconnections**

No.	Indicator
R 42	Total number of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.
R 42A	Percentage of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.
R 43	Total number of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.
R 44	Percentage of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.
R 45	Total number of residential customer reconnections within 7 days involving customers who were the subject of an instalment plan.
R 46	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of an instalment plan.
R 47	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.
R 48	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.
R 49	Total number of residential customer reconnections within 7 days involving customers who were the subject of a concession.
R 50	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of a concession.
R 51	Total number of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).



No.	Indicator
R 52	Percentage of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).
R 53	Total number of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.
R 54	Percentage of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.
R 55	Total number of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).
R 56	Percentage of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).
R 57	Total number of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.
R 58	Percentage of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.

### Reporting conventions

The number of reconnections for the indicators in Table 5 is for the whole of the reporting year.

If a customer is reconnected more than once during the reporting year then each reconnection should be recorded separately. The purpose of the indicators is to measure the number of reconnection events rather than the number of customers who have been reconnected.

A reconnection event can count towards more than one reconnection indicator. For example, the reconnection of a residential customer within 7 days who was receiving a concession at the time of reconnection will be recorded as a reconnection against indicators R 42, R 49, and R 51.

The percentage of reconnections involving specific groups of customers (R 45, R 47 and R 49) is calculated by using the total number of reconnections for the retailer as the denominator. The example below explains how to calculate the percentages for these indicators.

#### Worked example

This example continues the worked example from the previous section involving Retailer A. The reconnection data is:

Number of residential customer reconnections within 7 days = 250.

Number of residential customer reconnections (R51) = 420 (10 were late (R54))

Number of business customer reconnections within 7 days = 15

Number of business customer reconnections (R55) = 30 (1 was late (R57))

Number of customer reconnections (within 7 days) involving customers on instalment plans = 60

Number of customer reconnections (within 7 days) involving customers previously disconnected = 30

Number of customer reconnections (within 7 days) involving customers on concessions = 125

Calculation of reconnection indicators:

- $R42 = 100 \times 250 / 500 = 50.0\%$
- $R44 = 100 \times 15 / 40 = 37.5\%$
- $R46 = 100 \times 60 / 500 = 12.0\%$
- $R48 = 100 \times 30 / 500 = 6.0\%$
- $R50 = 100 \times 125 / 500 = 25\%$
- $R54 = 100 \times 10 / 420 = 2.4\%$
- $R58 = 100 \times 1 / 30 = 3.3\%$

### 4.4.3 Definitions

**Reconnection** means the restoration of a gas supply at the *customer's* supply address in the same [account] name following *disconnection*.

*Explanatory notes:*

- This only includes reconnections that occurred at the same supply address and in the same [account] name as the disconnection. It does not include reconnections at the same supply address but in a different name; or reconnections in the same name at a different supply address.
- A reconnection must be reported for the reporting year it took place; even if the associated disconnection took place in the previous reporting year.
- Only reconnections following a disconnection for failure to pay a bill should be included.

**Reconnections involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year** means the *reconnection* of a *residential customer* who is included in indicator R39.

**Reconnections involving customers who were the subject of a concession** means the *reconnection* of a *residential customer* who is included in indicator R41.

*Explanatory note:* Indicator R 41 includes disconnections involving residential customers who were receiving a concession at the time of disconnection.

**Reconnections involving customers who were the subject of an instalment plan** means the *reconnection* of a *residential customer* who is included in indicator R37.

*Explanatory note:* Indicator R 37 includes disconnections involving residential customers who were at the time of disconnection, or were within the reporting year, or the previous reporting year, on an instalment plan.

**Reconnection within the prescribed timeframe** means the retailer forwarded the request for *reconnection* within the applicable time period specified in clause 8.1(2) of the *Compendium*.

## 4.5 Complaints

### 4.5.1 Purpose

To report on the level of satisfaction with the retailer's service and to provide information about the number of customer complaints about specified complaint categories, and the retailer's complaint resolution performance.

### 4.5.2 Reported indicators

**Table 6: Complaints**

No.	Indicator
R 59	Total number of complaints received from residential customers.
R 60	Total number of complaints received from business customers.
R 61	Total number of residential customer complaints that are billing/credit complaints.
R 62	Percentage of residential customer complaints that are billing/credit complaints.
R 63	Total number of business customer complaints that are billing/credit complaints.
R 64	Percentage of business customer complaints that are billing/credit complaints.
R 65	Total number of residential customer complaints that are transfer complaints.
R 66	Percentage of residential customer complaints that are transfer complaints.
R 67	Total number of business customer complaints that are transfer complaints.
R 68	Percentage of business customer complaints that are transfer complaints.
R 69	Total number of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).
R 70	Percentage of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).
R 71	Total number of business customer complaints that are marketing complaints (including complaints made directly to a retailer).
R 72	Percentage of business customer complaints that are marketing complaints (including complaints made directly to a retailer).
R 73	Total number of residential customer complaints that are other complaints.
R 74	Percentage of residential customer complaints that are other complaints.
R 75	Total number of business customer complaints that are other complaints.
R 76	Percentage of business customer complaints that are other complaints.
R 77	Total number of residential customer complaints concluded within 15 business days.
R 78	Percentage of residential customer complaints concluded within 15 business days.
R 79	Total number of residential customer complaints concluded within 20 business days.

No.	Indicator
R 80	Percentage of residential customer complaints concluded within 20 business days.
R 81	Total number of business customer complaints concluded within 15 business days.
R 82	Percentage of business customer complaints concluded within 15 business days.
R 83	Total number of business customer complaints concluded within 20 business days.
R 84	Percentage of business customer complaints concluded within 20 business days.

### Reporting conventions

The number of complaints for each indicator in Table 6 is for the whole of the reporting year.

If a customer makes more than one complaint during the reporting year then each complaint should be recorded separately.

More than one complaint can be made per customer contact. If a customer makes a complaint about a billing matter and a transfer matter in the same communication, then 2 complaints should be recorded.

### 4.5.3 Definitions

**Billing/credit complaints** includes *complaints* about billing errors, incorrect billing of fees and charges, failure to receive relevant government rebates, high billing, credit collection, *disconnection* and *reconnection*.

**Complaint** means an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.<sup>15</sup>

*Explanatory notes:*

- Complaints may be received via a variety of media, including telephone, mail, facsimile, email or in person.
- For reporting purposes, complaints must include complaints resolved at the first point of contact. [This reporting requirement is mandatory from the 2019/20 reporting year onwards. In the 2018/19 reporting year, retailers that have not recorded complaints resolved at the first point of contact during the year must use the 'Comments' cell for indicator R 59 to explain that the total number of complaints does not include complaints resolved at the first point of contact].

**Marketing complaints** includes *complaints* about advertising campaigns, contract terms, sales techniques and misleading conduct.

**Other complaints** includes *complaints* about poor service, privacy considerations, failure to respond to complaints, the complaints handling process itself, and health and safety issues.

**Transfer complaints** includes *complaints* about failure to transfer a customer within a certain time period, disruption of supply due to transfer and billing problems directly associated with the transfer (for example, delay in billing, double billing).

<sup>15</sup> A detailed discussion of complaints, with examples, is in Appendix 1 of the 2007 SCONRRR Report.

## 4.6 Call centre performance

### 4.6.1 Purpose

To report on the level of service provided to customers who contact the retailer by telephone.<sup>16</sup>

### 4.6.2 Reported indicators

**Table 7: Call centre performance**

No.	Indicator
R 85	Total number of telephone calls to a call centre of the retailer.
R 86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.
R 87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.
R 88	Average duration (in seconds) before a call is answered by a call centre operator.
R 89	Total number of telephone calls to a call centre that are unanswered.
R 90	Percentage of telephone calls to a call centre that are unanswered.

### Reporting conventions

The number of calls, or duration of calls, for each indicator in Table 7 is for the whole of the reporting year.

The ‘average duration before a call is answered by a call centre operator’ is calculated as follows:

$$\Sigma(\text{answer wait times}) / \text{total number of calls answered by an operator}$$

*Explanatory notes:*

- This measure only includes calls that are answered by call centre staff.
- For IVR systems, the measurement period commences at the time that the customer selects an option indicating they wish to speak to a call centre operator.
- For non-IVR systems, the measurement period commences when the call is received by the switchboard.
- Calls that are unanswered are excluded from the calculation of this indicator.

### Worked example

Retailer A operates a single call centre with integrated IVR technology with a single 13 number for customers to call. During the reporting year the following call data was recorded:

Total calls to the 13 number = 467,450

Number of calls to the call centre = 265,328<sup>17</sup>

Number of calls answered within 30 seconds = 221,846

<sup>16</sup> Reporting against these indicators is mandatory for retailers who operate a call centre that is capable of automatically recording some or all of the responsiveness indicators. Retailers who have other systems to handle customer calls may report on a voluntary basis those responsiveness indicators that they record.

<sup>17</sup> Calls where the customer has selected an option indicating they wish to speak with a call centre operator.

Number of calls that were unanswered = 4,921

Sum of wait times for answered calls = 217,006 minutes

Calculation of indicators:

- $R85 = 265,328$
- $R86 = 221,846$
- $R87 = 100 \times 221,846 / 265,328 = 83.6\%$
- $R88 = 60 \times 217,006 / (265,328 - 4,921) \text{ seconds} = 50 \text{ seconds}$
- $R89 = 4,921$
- $R90 = 100 \times 4,921 / 265,328 = 1.9\%$

### 4.6.3 Definitions

**Call centre** means a dedicated facility that has the purpose of receiving and transmitting telephone calls in relation to customer service operations of the retailer, consisting of call centre staff (operators) and one or more information technology and communications systems that are designed to handle customer service calls and record call centre performance information.

**Telephone calls that are unanswered** means calls where the customer has terminated the call before it was answered by a call centre operator (in the case of an IVR<sup>18</sup> system, this does not include calls that are terminated by the customer prior to selecting an option indicating they wish to speak with a call centre operator).

**Telephone calls to a call centre answered by a call centre operator within 30 seconds** means the number of calls to call centre operators that were answered within 30 seconds (in the case of an IVR system the measurement period commences at the time that the customer selects an option indicating they wish to speak with a call centre operator).

**Total number of telephone calls to a call centre** means the total number of calls received by the call centre (in the case of an IVR system the measurement only includes the calls where the customer has selected an option indicating they wish to speak with a call centre operator).<sup>19 20</sup>

<sup>18</sup> Interactive Voice Response is equipment that allows a call centre telephone system to detect voice and keypad tone signals and then respond with pre-recorded or dynamically generated audio to further direct callers to the service they require.

<sup>19</sup> This indicator excludes all calls that do not require operator attention, including IVR calls where the customer does not select an option indicating they wish to speak with a call centre operator, and calls that were terminated **before** an option to speak with a call centre operator was selected.

<sup>20</sup> Calls to third parties, such as contractors acting on behalf of the retailer, should not be included. However, calls received by a contractor that is providing all or part of the retailer's customer service operations, for example, an outsourced call centre, should be included.

## 4.7 Energy bill debt and instalment plans for non-hardship customers

### 4.7.1 Purpose

To report on:

- the energy bill debt of non-hardship customers
- the use of instalment plans by non-hardship customers.

### 4.7.2 Reported indicators

**Table 8: Energy bill debt and instalment plans for non-hardship customers**

No.	Indicator
R 91	Total number of residential customers (excluding hardship customers) repaying an energy bill debt as at 30 June.
R 92	Total number of business customers repaying an energy bill debt as at 30 June.
R 93	<i>[Indicator R 93 moved to 'Billing and payment' section].</i>
R 94	Average amount of energy bill debt for residential customers (excluding hardship customers) as at 30 June.
R 95	Average amount of energy bill debt for business customers as at 30 June.
R 98	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.
R 99	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.
R 100	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$2,500 as at 30 June.
R 101	Total number of residential customers (excluding hardship customers) who were subject to an instalment plan as at 30 June.
R 102	Total number of residential customers (excluding hardship customers) who, during the reporting year, had their instalment plan cancelled by the retailer for non-payment.
R 103	Total number of residential customers (excluding hardship customers) who, during the reporting year, successfully completed their instalment plan.

### Reporting conventions

Table 8 specifies for each indicator whether the data must be reported as at 30 June or for the whole of the reporting year.

The indicators in Table 8 are measured on a per customer basis. This means that if a customer satisfies an indicator criterion more than once during a reporting year the customer is only counted once.

### 4.7.3 Definitions

**Energy bill debt** is the dollar amount owed to the retailer for the sale and supply of gas, excluding other services, which has been outstanding to the retailer for a period of 90 calendar days or more. An amount owing after the final bill has been issued by a retailer to a customer on termination of a customer contract (for example, where a *customer* changes retailer) should not be counted as energy bill debt.

**Hardship customer** means a *residential customer* who, after being assessed as being in financial hardship under clause 6.1 of the *Compendium*, has been offered assistance under clause 6.3(1)(b) of the *Compendium*.

**Instalment plan** has the same meaning as that in clause 1.3 of the *Compendium*.

**Instalment plan cancelled by the retailer for non-payment** is when the retailer cancels or terminates the *instalment plan* as a result of the *customer* failing to make or pay instalments agreed to under the plan.

**Successfully completed their instalment plan** is when a *customer* has made or paid all instalments agreed to under the *instalment plan*, including instances where on completion the *customer* agrees to a new *instalment plan*.



## 4.8 Hardship customers

### 4.8.1 Purpose

To report on retailers' use of hardship programs to keep customers connected and the effectiveness of retailers' hardship programs.

### 4.8.2 Reported indicators

**Table 9: Hardship customers**

No.	Indicator
R 96	Total number of residential customers on a retailer's hardship program as at 30 June.
R 97	Average energy bill debt of hardship customers as at 30 June.
R 104	Total number of hardship customers who are the subject of a concession as at 30 June.
R 105	Total number of residential customers denied access to the retailer's hardship program during the reporting year.
R 106	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.
R 107	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.
R 108	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.
R 109	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.
R 110	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.
R 111	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.
R 112	Total number of hardship customers using Centrepay as at 30 June.
R 113	Total number of residential customers who exited the hardship program during the reporting year.
R 114	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.
R 115	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.
R 116	Total number of residential customers who exited the hardship program during the reporting year, because they switched, transferred or left the retailer.

No.	Indicator
R 117	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.
R 118	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.

### Reporting conventions

Table 9 specifies for each indicator whether the data must be reported as at 30 June or for the whole of the reporting year.

The indicators in Table 9 are measured on a per customer basis. This means that if a customer satisfies an indicator criterion more than once during a reporting year the customer is only counted once.

### 4.8.3 Definitions

**Centrepay** has the same meaning as in section 4.2.3.

**Concession** has the same meaning as that in clause 1.3 of the *Compendium*.

**Customer on a retailer's hardship program or hardship customer** means a *residential customer* who, after being assessed as being in financial hardship under clause 6.1 of the *Compendium*, has been offered assistance under clause 6.3(1)(b) of the *Compendium*.

**Excluded or removed from the hardship program for non-compliance** is where a *customer* exits the hardship program at the behest of the retailer for failing to adhere to the program requirements. This may include instances where the *hardship customer* fails to make contact with the retailer or make agreed payments towards their energy account. Customers who leave the hardship program because they feel they are unable to continue to meet the program requirements or payments requested by the retailer should be reported here.

**Reconnect** has the same meaning as 'reconnection' in section 4.4.3.

**Successfully completed the hardship program or exited by agreement with the retailer** is where a *customer* has completed or exited the hardship program and is returned, by agreement with the retailer, to the normal billing and collection cycles (including where the *customer* agrees to a new *instalment plan*).

**Switched, transferred or left the retailer** includes *customers* who exited the hardship program because they are no longer a *customer* of that retailer. This includes *customers* who have transferred or switched to another retailer and those who have changed retailers through moving premises etc.