

Electricity Industry Act 2004

# Electricity Retail Licence Performance Reporting Handbook

April 2017

Economic Regulation Authority



WESTERN AUSTRALIA

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## 1 Background

The Economic Regulation Authority (**ERA**) is responsible for administering the electricity licensing scheme under Part 2 of the *Electricity Industry Act 2004 (Act)*. A business licensed by the ERA is required to comply with a range of obligations prescribed by the Act and its associated regulations and codes.

Under section 11/Schedule 1 of the Act, the ERA may determine licence terms and conditions, including requiring a licensee to provide to the ERA specified information in relation to the licence. Clause 16.1 of electricity retail licences and electricity integrated regional licences states:

The licensee must provide to the Authority, in the manner and form prescribed by the Authority, specified information on any matter relevant to the operation or enforcement of the licence, the operation of the licensing scheme provided for in Part 2 of the Act, or the performance of the Authority's functions under that Part.

The obligation to provide performance data only applies to the holders of electricity retail licences and electricity integrated regional licences who supply electricity to small use customers (customers who consume less than 160MWh of electricity per year).

## 2 Purpose of this Handbook

This Handbook sets out the non-financial performance data licensees must provide to the ERA for the year ending 30 June 2017.

It is important that there is a shared understanding amongst all stakeholders of the information that must be reported by electricity retail licensees, including the definitions that apply to the performance indicators and the ERA's expectations on how the information should be presented. Consistent with this objective, this Handbook informs electricity retail licensees about:

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

The ERA recommends that licensees familiarise themselves with the *Code of Conduct for the Supply of Electricity to Small Use Customers 2016 (Code of Conduct)*<sup>1</sup> and the **2007 SCONRRR Report**<sup>2</sup> in order to obtain a fuller understanding of the reporting context.

## 3 Performance Reporting Tools

The ERA has issued a Microsoft Excel workbook called the *2017 Electricity Reporting Datasheets – Retail (Retail Datasheet)*. The Retail Datasheet can be found on the ERA's website.<sup>3</sup>

<sup>1</sup> The Code of Conduct is available on the ERA website:

<https://www.erawa.com.au/electricity/electricity-licensing/code-of-conduct-for-the-supply-of-electricity-to-small-use-customers>

<sup>2</sup> *National Energy Retail Performance Indicators, Utility Regulators Forum, Steering Committee on National Regulatory Reporting Requirements – Retail Working Group, May 2007*. A copy can be obtained on the ERA [website](#).

<sup>3</sup> <https://www.erawa.com.au/electricity/electricity-licensing/regulatory-guidelines>

The Retail Datasheet has nine worksheets:

- Customers;
- Affordability and Access;
- Disconnections for Non-Payment;
- Reconnections;
- Complaints;
- Compensation Payments;
- Call Centre Performance;
- Energy Bill Debt Indicators; and
- Hardship Programs.

## 4 Completing the Retail Datasheet

The Retail Datasheet contains a series of tables in the format shown in Table 1 below.<sup>4</sup>

**Table 1: Example datasheet format**

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 40	Total number of residential customer accounts that have been disconnected for failure to pay a bill			
CCR 41	Percentage of residential customer accounts that have been disconnected for failure to pay a bill			

When completing the tables in the Retail Datasheet it is important that the structure of the data entry cells is not 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 for identification purposes.

Only enter data into the cells that are not shaded.

Referring to the example in Table 1:

- The Indicator No. column contains the unique reference number for the indicator. In this example the indicator is in the Disconnections for Non-Payment worksheet.
- The description column provides a short explanation of what the indicator is intended to measure.

<sup>4</sup> Note that the Compensation Payments worksheet replaces the Percentage column with a Value (\$) column to report dollar amounts paid in compensation.

- The basis of reporting column offers 2 of the following 3 options (depending on the category):
  - Number (this is used to enter any numerical value other than a percentage or a dollar value).
  - Percentage (this is automatically calculated from numerical data entered into other cells)
  - Value (\$).
- The data entry cells have been formatted to align with the required degree of accuracy, (i.e. number of decimal places) appropriate for each indicator.

If it is not possible to provide the required data for an indicator then the cell should be left blank and a comment added in the 'Comments' cell to explain why the data cannot be provided.

The 'Comments' cell should also be used to add explanatory notes, for example where there has been significant change in values from previous reporting periods, or where the licensee feels that additional information will assist the reader to understand the data.

## 5 Submission of Completed Retail Datasheets to the ERA

It is mandatory for the following electricity retail licensees to lodge a completed Retail Datasheet:

- AER Retail Pty Ltd
- Amanda Energy Pty Ltd
- A-Star Electricity Pty Ltd
- Alinta Sales Pty Ltd (t/a Alinta Energy)
- Change Energy Pty Ltd
- Clear Energy Pty Ltd
- Electricity Generation and Retail Corporation (t/a Synergy)
- Perth Energy Pty Ltd
- Regional Power Corporation (t/a Horizon Power)
- Rottneest Island Authority
- Wesfarmers Kleenheat Gas Pty Ltd (t/a Kleenheat)

The completed Retail Datasheet for the year ending 30 June 2017 is to be lodged with the ERA by 2 October 2017. It should be sent by email to: [records@erawa.com.au](mailto:records@erawa.com.au).

The Retail Datasheet can also be submitted on a USB memory stick or CD-ROM:

by post to: PO Box 8469, PERTH BC WA 6849; or

by hand to: Level 4, Albert Facey House, 469 Wellington Street, PERTH WA 6000.

It is important to note that compliance with clause 16.1 of the licence will not be achieved until an electronic copy of the completed Retail Datasheet has been received by the ERA.

## 6 Customers

### 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.

### Reported Indicators

No.	Indicator
CCR 1	Total number of residential customers that are contestable customers
CCR 2	Total number of residential customers that are non-contestable customers
CCR 3	Total number of residential customers
CCR 4	Total number of business customers that are contestable customers
CCR 5	Total number of business customers that are non-contestable customers
CCR 6	Total number of business customers
CCR 7	Total number of pre-payment meter customers
CCR 8	Total number of pre-payment meter customers that have reverted to a standard meter within 3 months of meter installation or entering into a contract
CCR 9	Not used
CCR 10	Total number of pre-payment meter customers who have reverted to a standard meter

### Definitions

**Customer** means a small use customer account.<sup>5</sup>

**Contestable residential/business customer** means:

- a residential/business customer connected to the South West Interconnected System (**SWIS**)<sup>6</sup> who consumes between 50MWh<sup>7</sup> and 160MWh of electricity per year; or
- A residential/business customer who consumes less than 160MWh of electricity per year in any area of the state outside the SWIS.

**Non-contestable residential/business customer** means a residential/business customer connected to the SWIS who consumes less than 50MWh of electricity per year.

**Business customer** means a customer that is not a residential customer.<sup>8</sup>

**Pre-payment meter** means a meter that requires the customer to pay for electricity prior to consumption.

<sup>5</sup> A customer account may include billing for more than one supply address. This means that, for some retailers, the number of customer accounts may be less than the number of supply addresses.

<sup>6</sup> The SWIS is the geographic area from Kalbarri to Albany and Perth to Kalgoorlie. The distribution and transmission systems that supply this area are collectively known as the South West Interconnected Network (**SWIN**).

<sup>7</sup> The amount of electricity transferred at an exit point on the SWIS is prescribed in the *Electricity Corporations (Prescribed Customers) Order 2007*. Currently the Order prescribes a threshold amount of 50MWh, but this may vary in future.

<sup>8</sup> Ibid. footnote 6

**Pre-payment meter customer** means a customer who has a pre-payment meter operating at the supply address.

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

**Notes:**

*Accounts that are supplied on a combined residential/non-residential tariff are deemed to be business accounts.*

*The total number of customers in any of the categories in the above table is the number of active accounts on 30 June 2017.*

## 7 Affordability and Access

### Purpose

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

- received bills outside of the timeframes prescribed in the Code of Conduct;
- have entered into an instalment payment arrangement to pay account arrears and for continued consumption;
- have been granted more time to pay a bill;
- have had a direct debit plan/facility terminated as a result of payment defaults;
- have been placed on a shortened billing cycle; or
- have lodged security deposits to secure supply.

### Reported Indicators

No.	Indicator
CCR 11	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer
CCR 12	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer
CCR 13	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor
CCR 14	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor
CCR 15	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer
CCR 16	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer
CCR 17	Total number of residential customers that are subject to an instalment plan
CCR 18	Percentage of residential customers that are subject to an instalment plan
CCR 19	Total number of residential customers that have been granted additional time to pay a bill
CCR 20	Percentage of residential customers that have been granted additional time to pay a bill
CCR 21	Total number of residential customers that have been placed on a shortened billing cycle
CCR 22	Percentage of residential customers that have been placed on a shortened billing cycle
CCR 23	Total number of business customers that have been issued with a bill outside the prescribed timeframes
CCR 24	Percentage of business customers that have been issued with a bill outside the prescribed timeframes
CCR 25	Total number of business customers that are subject to an instalment plan

CCR 26	Percentage of business customers that are subject to an instalment plan
CCR 27	Total number of business customers that have been granted additional time to pay a bill
CCR 28	Percentage of business customers that have been granted additional time to pay a bill
CCR 29	Total number of business customers that have been placed on a shortened billing cycle
CCR 30	Percentage of business customers that have been placed on a shortened billing cycle
CCR 31	Total number of residential customers that have lodged security deposits in relation to their residential account
CCR 32	Percentage of residential customers that have lodged security deposits in relation to their residential account
CCR 33	Total number of business customers that have lodged security deposits in relation to their business customer account
CCR 34	Percentage of business customers that have lodged security deposits in relation to their business customer account
CCR 35	Total number of residential customers that have had their direct debit plans terminated
CCR 36	Percentage of residential customers that have had their direct debit plans terminated
CCR 37	Total number of business customers that have had their direct debit plans terminated
CCR 38	Percentage of business customers that have had their direct debit plans terminated
CCR 39	The number of pre-payment meter customers who have informed the retailer that the customer is experiencing payment difficulties or financial hardship

## Definitions

**Direct debit plan termination** means a direct debit plan 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, and the termination of Centrepay payments.

**Instalment plan** means an arrangement between a retailer and a customer to assist the customer to remain connected, reduce its arrears and minimise the risk of the customer getting into further debt where for the customer to pays in arrears or in advance and continued usage on its account according to an agreed payment schedule (generally involving payment of at least 3 instalments) taking into account the customer's capacity to pay. It does not include customers using a payment plan as a matter of convenience or for flexible budgeting purposes.

**Shortened billing cycle** means a billing interval that is shorter than the standard recurrent interval between bills for a customer account of that type.

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

**Notes:**

*Each of the affordability indicators are measured on a per customer basis. This means that if a customer satisfies an indicator criterion (e.g. being placed on an instalment plan) more than once during a reporting year then the customer is only counted once.*

*The percentage values in the above table 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:*

$$CCR18 = 100 \times CCR17/CCR3$$

*The terms budget instalment plan, instalment payment plan and instalment plan all have the same meaning for the purposes of interpreting the definition of instalment plan in this Handbook.*

*Refer to the notes on page 47 of the 2007 SCNRRR Report for further definitional information related to instalment payment plans and direct debit terminations.*

## 8 Disconnections for Non-Payment

### Purpose

To report on:

- the proportion of the retailer's customers who have been disconnected for failure to pay a bill;
- the proportion of the total disconnections that involve specific groups of customers such as customers on an instalment plan; and
- the number of pre-payment meter customer disconnections.

### Reported Indicators

No.	Indicator
CCR 40	Total number of residential customers that have been disconnected for failure to pay a bill
CCR 41	Percentage of residential customers that have been disconnected for failure to pay a bill
CCR 42	Total number of business customers that have been disconnected for failure to pay a bill
CCR 43	Percentage of business customers that have been disconnected for failure to pay a bill
CCR 44	Total number of residential customer disconnections involving customers that were previously the subject of an instalment plan
CCR 45	Percentage of residential customer disconnections involving customers that were previously the subject of an instalment plan
CCR 46	Total number of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year
CCR 47	Percentage of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year
CCR 48	Total number of residential customers that have been disconnected while the subject of a concession
CCR 49	Percentage of residential customers that have been disconnected while the subject of a concession
CCR 50	The number of instances where a pre-payment meter customer has been disconnected
CCR 51	Percentage of pre-payment meter customer disconnections
CCR 52	Not used
CCR 53	The number of 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

## Definitions

**Concession** means a concession, rebate, subsidy or grant related to the supply of electricity available to residential customers only.

**De-energise** means the removal of the supply voltage from the meter at the customer's premises, while leaving the premises connected to the distribution network. In the case of pre-payment meters this definition is modified to cover the removal of supply voltage from the output of the **pre-payment meter**.

**Disconnection** means to de-energise a customer's supply address for failure to pay a bill.

**Disconnections involving residential accounts that were previously the subject of an instalment plan** means the disconnection of a residential customer who is, or who was within the reporting year, or the previous reporting year, on an instalment plan.

**Disconnected while the subject of a concession** means the disconnection of a residential customer who was receiving a concession at the time of disconnection.

**Previous reporting year** means the reporting year immediately preceding the reporting year covered by the performance report, i.e. 2015/16 for the performance report covering the 2016/17 reporting year.

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

### Notes:

*If a customer account is the subject of more than one disconnection during the reporting period 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 customer accounts that have been disconnected.*

*It is possible for a customer disconnection to count towards more than one disconnection indicator, e.g., a residential customer who has been disconnected within the previous 24 months, and who was receiving a concession at the time of disconnection will be recorded as a disconnection against indicators CCR41, CCR47, and CCR49.*

*The reader is referred to the notes on pages 48 and 49 of the 2007 SCONRRR Report for further definitional information related to disconnections.*

### Worked example

As at 30 June in the reporting year, Retailer A has 100,000 residential customers, 5,000 business customers and 500 pre-payment meter 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.
- 80 pre-payment meter customer disconnections involving 30 pre-payment meter customers.

Calculation of disconnection indicators:

- $CCR\ 41 = 100 \times 500 / 100,000 = 0.5\%$
- $CCR\ 43 = 100 \times 40 / 5,000 = 0.8\%$

- $CCR\ 51 = 100 \times 80 / 500 = 16.0\%$

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:

- $CCR\ 45 = 180 / 500 = 36.0\%$
- $CCR\ 47 = 150 / 500 = 30.0\%$
- $CCR\ 49 = 275 / 500 = 55.0\%$

## 9 Reconnections

### Purpose

To report on:

- the proportion of the retailer's customers that the retailer has requested to be reconnected within 7 days after being disconnected for failure to pay a bill;
- the total proportion of the retailer's customers that the retailer has requested to be reconnected after being disconnected for failure to pay a bill during the reporting year (including those who were reconnected within 7 days);
- the proportion of the reconnections within 7 days after being disconnected that involve specific groups of residential customers, such as customers who are in receipt of a concession; and
- the proportion of customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframes.

### Reported Indicators

No.	Indicator
CCR 54	Total number of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer be disconnected
CCR 55	Percentage of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected
CCR 56	Total number of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected
CCR 57	Percentage of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected
CCR 58	Total number of reconnections within 7 days involving residential customers that were previously the subject of an instalment plan
CCR 59	Percentage of disconnections reconnected within 7 days involving residential customers that were previously the subject of an instalment plan
CCR 60	Total number of reconnections within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year
CCR 61	Percentage of disconnections reconnected within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year
CCR 62	Total number of reconnections within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession
CCR 63	Percentage of disconnections reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession
CCR 64	Total number of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected
CCR 65	Percentage of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected

CCR 66	Total number of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe
CCR 67	Percentage of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe
CCR 68	Total number of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected
CCR 69	Percentage of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected
CCR 70	Total number of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe
CCR 71	Percentage of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe

## Definitions

**Reconnection** means to re-energise the customer's supply address in the same [account] name following disconnection.

**Reconnection of a customer that was previously the subject of an instalment plan** means the reconnection of a residential customer who is included in indicator CCR 44.

**Reconnection of a customer that has been reconnected on at least 1 other occasion during the reporting year or the previous reporting year** means the reconnection of a customer who is included in indicator CCR 46.

**Reconnection of a customer that, immediately prior to disconnection, was the subject of a concession** means the reconnection of a customer who is included in indicator CCR 48.

**Reconnected within the prescribed timeframe** means the retailer forwarded the request for reconnection within the applicable time period specified in Part 8.1(2) of the Code of Conduct.

**Re-energise** means to restore the supply voltage to the meter at the premises.

### Notes:

*Indicators CCR 64 (residential customers) and 65 (business customers) remove the 7 day threshold to capture all reconnections that were requested by the retailer following the disconnection of the customer during the reporting year, including those reconnections that were completed within 7 days.*

#### Worked example

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

Number of residential customer reconnections within 7 days = 250

Number of residential customer reconnections (CCR 64) = 420 (10 were late (CCR 66))

Number of business customer reconnections within 7 days = 15

Number of business customer reconnections (CCR 68) = 30 (1 was late (CCR 70))

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

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

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

Calculation of reconnection indicators:

- $CCR\ 55 = 100 \times 250 / 500 = 50.0\%$
- $CCR\ 57 = 100 \times 15 / 40 = 37.5\%$
- $CCR\ 59 = 100 \times 60 / 500 = 12.0\%$
- $CCR\ 61 = 100 \times 30 / 500 = 6.0\%$
- $CCR\ 63 = 100 \times 125 / 500 = 25.0\%$
- $CCR\ 65 = 100 \times 420 / 500 = 84.0\%$
- $CCR\ 67 = 100 \times 10 / 420 = 2.4\%$
- $CCR\ 69 = 100 \times 30 / 40 = 75.0\%$
- $CCR\ 71 = 100 \times 1 / 30 = 3.3\%$

## 10 Complaints

### Purpose

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

### Reported Indicators

No.	Indicator
CCR 72	Total number of complaints received from residential customers, other than complaints received from pre-payment meter customers
CCR 73	Total number of complaints received from business customers, other than complaints received from pre-payment meter customers
CCR 74	Total number of the residential customer complaints that relate to billing/credit complaints
CCR 75	Percentage of the residential customer complaints that relate to billing/credit complaints
CCR 76	Total number of the business customer complaints that relate to billing/credit complaints
CCR 77	Percentage of the business customer complaints that relate to billing/credit complaints
CCR 78	Total number of the residential customer complaints that relate to transfer complaints
CCR 79	Percentage of the residential customer complaints that relate to transfer complaints
CCR 80	Total number of the business customer complaints that relate to transfer complaints
CCR 81	Percentage of the business customer complaints that relate to transfer complaints
CCR 82	Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)
CCR 83	Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)
CCR 84	Total number of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)
CCR 85	Percentage of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)
CCR 86	Total number of the residential customer complaints that relate to other complaints
CCR 87	Percentage of the residential customer complaints that relate to other complaints
CCR 88	Total number of the business customer complaints that relate to other complaints
CCR 89	Percentage of the business customer complaints that relate to other complaints
CCR 90	Total number of complaints from residential customers concluded within 15 business days
CCR 91	Percentage of complaints from residential customers concluded within 15 business days
CCR 92	Total number of complaints from residential customers concluded within 20 business days
CCR 93	Percentage of complaints from residential customers concluded within 20 business days

CCR 94	Total number of complaints from business customers concluded within 15 business days
CCR 95	Percentage of complaints from business customers concluded within 15 business days
CCR 96	Total number of complaints from business customers concluded within 20 business days
CCR 97	Percentage of complaints from business customers concluded within 20 business days
CCR 98	Total number of complaints from pre-payment meter customers
CCR 99	Total number of complaints from pre-payment meter customers concluded within 15 business days
CCR 100	Percentage of complaints from pre-payment meter customers concluded within 15 business days
CCR 101	Total number of complaints from pre-payment meter customers concluded within 20 business days
CCR 102	Percentage of complaints from pre-payment meter customers concluded within 20 business days

## Definitions

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

**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>9</sup>

Notes:

- *Complaints may be received via a variety of media, including telephone, mail, facsimile, email or in person.*
- *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.*

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

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

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

<sup>9</sup> The reader is referred to the detailed discussion of complaints, with examples, in Appendix 1 of the 2007 SCONRRR Report. The Report draws on the guidelines for complaints handling in Standard AS ISO 10002-2014 Customer satisfaction – Guidelines for complaints handling in organisations.

## 11 Compensation Payments

### Purpose

To report on the number of payments and the amounts paid by retailers for failing to meet specified standards of service to customers.

### Reported Indicators

No.	Indicator
CCR 103	Total number of payments made to customers under clause 14.1 of the Code of Conduct
CCR 104	The total amount paid to customers under clause 14.1 of the Code of Conduct
CCR 105	Total number of payments made to customers under clause 14.2 of the Code of Conduct
CCR 106	Total amount paid to customers under clause 14.2 of the Code of Conduct
CCR 107	Total number of payments made to customers under clause 14.3 of the Code of Conduct
CCR 108	Total amount paid to customers under clause 14.3 of the Code of Conduct

### Notes:

*Payments that have been claimed by customers during the 2016/17 reporting year but have not been paid as at 30 June 2017 should be excluded.*

## 12 Call Centre Performance

### Purpose

To report on the level of service provided to customers who contact the retailer by telephone.<sup>10</sup>

### Reported Indicators

No.	Indicator
CCR 109	Total number of telephone calls to a call centre of the retailer
CCR 110	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds
CCR 111	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds
CCR 112	Average duration (in seconds) before a call is answered by a call centre operator
CCR 113	Number of the calls that are unanswered
CCR 114	Percentage of the calls that are unanswered

### 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.

**Call that is unanswered** means where the customer has terminated the call before it was answered by a call centre operator (in the case of an IVR system, calls that are terminated by the customer prior to selecting an option indicating they wish to speak with a call centre operator are not included).

**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<sup>11</sup> 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 operators (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>12 13</sup>

<sup>10</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>11</sup> Interactive Voice Response – 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>12</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>13</sup> Calls to third parties, such as contractors acting on behalf of the distributor, are not to be included. However, calls received by a contractor that is providing all or part of the retailer's customer service operations, i.e., an outsourced call centre, are to be included.

## Calculations

The “average duration before call answered by operator” is calculated as:

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

Note:

- *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>14</sup>

Number of calls answered within 30 seconds = 221,846

Number of calls that were unanswered = 4,921

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

Calculation of indicators:

- CCR 109 = 265,328
- CCR 110 = 221,846
- CCR 111 =  $100 \times 221,846 / 265,328 = 83.6\%$
- CCR 112 =  $60 \times 217,006 / (265,328 - 4,921)$  seconds = 50 seconds
- CCR 113 = 4,921
- CCR 114 =  $100 \times 4,921 / 265,328 = 1.9\%$

<sup>14</sup> Calls where the customer has selected an option indicating they wish to speak with a call centre operator.

## 13 Energy Bill Debt Indicators

### Purpose

To report on the affordability of energy (particularly for customers on low incomes).

### Reported Indicators

No.	Indicator
CCR 115	Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June
CCR 116	Total number of business customers repaying an energy bill debt as at 30 June
CCR 117	Number of residential customers using Centrelink's Centrepay to pay their energy bills as at 30 June
CCR 118	Average amount of energy bill debt for residential customers (excluding hardship program customers), as at 30 June
CCR 119	Average amount of energy bill debt for business customers as at 30 June

### 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.

**Energy bill debt** is the dollar amount owed to the retailer for the sale and supply of electricity, 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 (e.g. where a customer changes retailer) should not be counted as energy bill debt.

## 14 Hardship Programs

### Purpose

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

### Reported Indicators

No.	Indicator
CCR 120	Number of residential customers on a retailer's hardship program as at 30 June
CCR 121	Average energy bill debt of residential hardship program customers, as at 30 June

### Definitions

**On a retailer's hardship program** occurs when, after being assessed as being in financial hardship under clause 6.1 of the Code of Conduct, a residential customer has been offered assistance under clause 6.3(b) of the Code of Conduct.

**Energy bill debt** is the dollar amount owed to the retailer for the sale and supply of electricity, 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 (e.g. where a customer changes retailer) should not be counted as energy bill debt.