



2017 Annual Performance Report

Energy Retailers

January 2018

Economic Regulation Authority

WESTERN AUSTRALIA

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Executive summary

The ERA has been reporting data on energy retailer performance since 2007. This is the first time the annual report includes information about residential energy customer bill debt and the number of residential customers on retailer's hardship programs. The reported data presents a snapshot as at 30 June 2017.

More households having difficulty paying their energy bills

The number of residential electricity and gas customers that needed help with their bills increased in 2016-17.

The number of residential electricity and gas customers placed on an instalment plan or granted more time to pay a bill both reached six year highs.

The number of residential electricity customers on an instalment plan increased from 48,057 in 2015-16 to 64,219 in 2016-17, while the number of residential gas customers on a plan increased from 15,833 in 2015-16 to 17,054 in 2016-17.

Synergy reported residential customers on instalment plans increased from 45,343 to 61,551. It also reported the number of direct debit plans it terminated as a result of default increased from 11,742 to 18,258.

Disconnections reach a six-year high

The number of residential and business disconnections reached a six-year high in 2016-17.

Residential customers

There was a marked increase in total residential electricity disconnections, up from 9,774 in 2015-16 to 15,935 in 2016-17. Synergy's disconnections increased from 8,069 to 14,109. This is the highest number of disconnections reported by Synergy since the ERA began reporting.

The additional residential disconnection information provided by electricity retailers shows the correlation between the increase in customers seeking help to pay their bills and the rise in disconnections:

- 56.9 per cent were customers previously on an instalment plan, up from 43.9 per cent in 2015-16.
- 36.4 per cent were concession card holders, up from 29.4 per cent in 2015-16.
- 18.9 per cent were customers who had previously been disconnected within the past 24 months, up from 17.7 per cent in 2015-16.

There was a modest increase in total residential gas disconnections, up from 16,649 in 2015-16 to 17,097 in 2016-17. The increase was almost exclusively due to an increase in disconnections by Kleenheat.

The additional residential disconnection information provided by gas retailers shows that, in 2016-17:

- 13.2 per cent were customers previously on an instalment plan, up from 11.8 per cent in 2015-16.
- 26.4 per cent were customers previously disconnected within the past 24 months, up from 23.1 per cent in 2015-16.

Comparing the gas disconnection data with the electricity data for the past six years shows a much lower proportion of customers on instalment plans are disconnected each year, although the reasons for this disparity are not apparent.

The disconnection rate (expressed as disconnections per 100 customers) allows the level of disconnections for retailers with widely differing customer bases to be compared. This report uses this approach to compare the overall residential electricity and gas disconnection rates for Western Australian retailers with their peers in other jurisdictions.

Comparing the state-wide residential electricity and gas disconnection rates with those in other states shows that Western Australia had the highest disconnection rate for residential electricity customers (1.60 per 100 customers) and residential gas customers (2.41 per 100 customers). Prior to 2016-17, Western Australian retailers had the lowest electricity disconnection rate.

Business customers

Total electricity business disconnections increased from 767 in 2015-16 to 885 in 2016-17. The largest increase in disconnections was reported by Synergy, up from 616 in 2015-16 to 719 in 2016-17. Synergy explained the increase was due to more customers failing to contact them to negotiate an appropriate payment plan, leading to disconnection.

Total gas business disconnections increased from 244 in 2015-16 to 260 in 2016-17. Alinta Energy reported a 12.9 per cent decrease in disconnections, while Kleenheat recorded a 95.2 per cent increase (from 42 in 2015-16 to 82 in 2016-17). Kleenheat advised it had observed an increase in business customers experiencing payment difficulties in 2016-17.

Energy bill debt and hardship programs

The bill debt data separates residential customers on a retailer's hardship program from those not on a hardship program.

There were 22,852 residential electricity and 18,643 residential gas customers (excluding hardship program customers) repaying a bill debt in 2016-17. The average bill debt for these customers was \$384 (electricity) and \$65 (gas).

There were a further 10,179 residential electricity and 5,669 residential gas hardship program customers repaying a bill debt in 2016-17. The average bill debt for these customers was \$596 (electricity) and \$245 (gas).

The average amount of electricity and gas bill debt for hardship and non-hardship program customers in Western Australia was much less than in New South Wales and South Australia.¹ There may be many reasons for the differences in average debt, such as

¹ Refer to Table 20 and Table 24 for more information.

differences in the cost of energy in each market and in the retailer's regulatory obligations to assist customers in financial difficulties.

Competition in the natural gas market intensifies

The level of competition in the natural gas market supplied through the gas distribution networks operated ATCO Gas Australia increased in 2016-17.

Alinta Energy is still the largest retailer in the market, but Kleenheat further increased its share of the residential and business gas customers. By 30 June 2017, Kleenheat was supplying 21.7 per cent of residential customers, up from 12.5 per cent in 2015-16, and 19.7 per cent of business customers, up from 15.4 per cent in 2015-16.

The recent entry of AGL and Origin Energy Retail into the market is likely to further increase competition in future.

Decrease in residential electricity customers

There was a decrease in the total number of residential electricity customers in 2016-17, down from 1.131 million in 2015-16 to 1.112 million in 2016-17. This is the first year-on-year reduction in residential customers since the ERA commenced reporting in 2007. The reduction was due to a 2.8 per cent decrease in Synergy's residential customer base, down from 982,615 in 2015-16 to 954,898 in 2016-17. Synergy reported the decrease was due to a higher number of vacant properties than usual, possibly due to people leaving the State to pursue employment opportunities elsewhere.²

² The ERA notes that data from the Australian Bureau of Statistics (Catalogue 3101.0) show Western Australia's population grew by 21,400 during 2016-17. Also, Western Power, which provides network connections to Synergy, reported adding 25,569 new connections in 2016-17 (*2017 Annual Performance Report – Energy Distributors*, Economic Regulation Authority).

About this report

The Economic Regulation Authority (**ERA**) is the independent economic regulator in Western Australia responsible for administering the licensing schemes for energy retailers.³

The ERA reports on energy retailers' performance under its obligation to monitor and report to the Minister for Energy on the operation of the licensing schemes.⁴ This is the 11th annual report on retailer performance.

Performance reporting enhances transparency and accountability, and promotes integrity in the market. It also provides incentives for retailers to improve performance, and helps to identify emerging issues requiring further investigation.

Performance reporting obligations only apply to small use customers. Under the licensing legislation these are residential and business customers whose annual consumption is less than 160MWh of electricity (an annual bill of about \$56,000) or one terajoule of gas (an annual bill of between \$28,500 and \$43,000, depending on customer location).

The report is structured as follows:

- Energy retail market overview: the overall number of electricity and gas retailers, the number of those retailers that supply small use customers, and retailers' shares in the small use customer markets.
- Affordability: the assistance given to customers in temporary or longer-term financial difficulties (granting customers more time to pay and offering instalment plans) and customer billing (on-time billing and placing customers on a shortened billing cycle). The number of direct debit plan terminations due to default is also discussed.
- Energy bill debt and hardship programs: the number of customers who are repaying an energy bill debt and the average amount of that debt. It also looks at the number of customers on retailer hardship programs and the average debt of those customers.
- Disconnections and reconnections: the rates of customer disconnection for non-payment, and reconnection of these customers. Information is provided about disconnections involving customers who were on instalment plans, receiving a government funded concession or who had already been disconnected within the past 24 months.
- Complaints: satisfaction of customers with their retailer, measured by the number of complaints, and the effectiveness of retailers' complaint handling procedures.
- Call centre performance: ease of customer's contact with their retailer by telephone using three industry standard key responsiveness measures.
- Service standard payments by electricity retailers: the number of payments made by electricity retailers for late reconnection, wrongful disconnection and failing to provide a timely response to complaints.

³ The licensing scheme for electricity retailers is in Part 2 of the *Electricity Industry Act 2004* (**Electricity Act**) and the licensing scheme for gas retailers is in Part 2A of the *Energy Coordination Act 1994* (**Gas Act**).

⁴ Section 38 of the *Electricity Act* and section 11AA of the *Gas Act*.

Energy retail market overview

This section provides data on:

- the total number of electricity and gas retailers;⁵
- the number of retailers supplying small use electricity and gas customers; and
- retailers' share of the small use electricity and gas markets.

Energy retailers

Table 1 shows the number of licensed electricity and gas retailers.

Table 1: Number of licensed electricity and gas retailers as at 30 June 2017

Licensed retailers	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity						
All retailers	17	19	24	28	29	29
Retailers supplying small use customers	6	7	7	7	10	11
Gas	5	5	5	5	5	7

Electricity retail licensees that are licensed to supply small use customers are:

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

Holders of gas trading licences are:⁶

- AGL Sales Pty Ltd
- Electricity Generation and Retail Corporation (**Synergy**)
- Origin Energy Retail Limited
- Wesfarmers Kleenheat Gas Pty Ltd (**Kleenheat**)
- Alinta Sales Pty Ltd (**Alinta Energy**)
- Esperance Gas Distribution Company Pty Ltd (**EGDC**)
- Perth Energy Pty Ltd

⁵ This includes electricity retailers who only supply large use customers (whose annual consumption is greater than 160MWh).

⁶ Only gas retailers that supply small use customers need to be licensed.

The total number of licensed electricity retailers remained the same from 2015-16 to 2016-17. While NewRet Pty Ltd surrendered its licence, the ERA granted a licence to Change Energy Pty Ltd to sell electricity to small use customers.

Nine of the 11 electricity retailers supply customers through the South West Interconnected System (**SWIS**).⁷ The remaining retailers, Rottnest Island Authority and Horizon Power, supply customers through their own distribution networks outside the SWIS.⁸

The licensing scheme for gas retailers differs from that for electricity retailers. Only gas retailers that supply small use customers need a licence.

Two new gas retailers were granted a licence last year: AGL Sales and Origin Energy. However, this report does not include performance data for either retailer as they did not commence selling gas to customers until after 30 June 2017.

As at 30 June 2017, four retailers were licensed to supply both electricity and gas to small use customers: Alinta Energy, Perth Energy, Synergy and Kleenheat.

Customers

Throughout the rest of this report the term 'customer' means 'small use customer'.

Electricity customers

Table 2 shows the total number of electricity customers. In 2016-17, the overall number of electricity customers decreased by 1.8 per cent. This is the first decrease since the ERA commenced publishing performance data in 2007. The decrease is due to a 2.7 per cent decrease in residential customers, as shown in Table 3. Most of the reduction is due to a decrease in Synergy's customers, which is explained overleaf. Business customer numbers increased by 6.8 per cent.

Table 2: Total number of electricity customers

	Residential	Business	Total	Change from previous year
2011-12	928,841	97,131	1,025,972	0.4%
2012-13	930,593	107,986	1,038,579	1.2%
2013-14	950,598	110,865	1,061,463	2.2%
2014-15	973,016	110,790	1,083,806	2.1%
2015-16	1,021,551	110,286 ⁹	1,131,837 ¹⁰	4.4%
2016-17	994,271	117,755	1,112,026	-1.8%

⁷ The South West Interconnected System comprises the transmission and distribution networks operated by Western Power, which covers a geographic area from Kalbarri to Albany, and from Perth to Kalgoorlie.

⁸ Rottnest Island Authority is the exclusive retailer on Rottnest Island. Horizon Power is the only retailer currently supplying regional mainland areas of the State outside the SWIS.

⁹ Last year reported as 110,289 (see footnote 20).

¹⁰ Last year reported as 1,131,840 (see footnote 20).

Table 3 shows the number of customers supplied by each retailer in the past two years.

Table 3: Electricity residential and business customers by retailer

Retailer	Residential			Business			Total		
	2015-16	2016-17	Change from 2015-16	2015-16	2016-17	Change from 2015-16	2015-16	2016-17	Change from 2015-16
Alinta Energy	0	0	0.0%	2,428	2,775	14.3%	2,428	2,775	14.3%
A-Star ¹¹	0	0	0.0%	0	0	0.0%	0	0	0.0%
AER Retail	0	0	0.0%	21	23	9.5%	21	23	9.5%
Amanda Energy	0	0	0.0%	73 ¹²	95	30.1%	73 ¹³	95	30.1%
Change Energy	-	0	n/a	-	6	n/a	-	6	n/a
Clear Energy ¹⁴	0	0	0.0%	0	0	0.0%	0	0	0.0%
Horizon Power	38,936	39,373	1.1%	7,873	8,549	8.6%	46,809	47,922	2.4%
Kleenheat	0	0	0.0%	28	74	164.3%	28	74	164.3%
Perth Energy	0	0	0.0%	599	301	-49.7%	599	301	-49.7%
Rottnest Island Authority	0	0	0.0%	25	24	-4.0%	25	24	-4.0%
Synergy	982,615	954,898	-2.8%	99,239	105,908	6.7%	1,081,854	1,060,806	-1.9%
SWIS total	982,615	954,898	-2.8%	102,388	109,182	6.6%	1,085,003	1,064,080	-1.9%
Total	1,021,551	994,271	-2.7%	110,286¹⁵	117,755	6.8%	1,131,837¹⁶	1,112,026	-1.8%

Horizon Power and Synergy are the only retailers that supply residential electricity customers. Horizon Power increased its residential customer base in 2016-17 by 1.1 per cent, while Synergy's residential customer base decreased by 2.8 per cent. Synergy has attributed this decrease to the domestic economic climate, specifically people leaving Western Australian for employment opportunities elsewhere, which has led to a higher number of vacant properties than usual.¹⁷

¹¹ A-Star exited the business market in 2015-16. Its customers were transferred to AER Retail.

¹² Incorrectly reported as 76 in the 2016 Annual Performance Report.

¹³ Incorrectly reported as 76 in the 2016 Annual Performance Report.

¹⁴ Clear Energy has not supplied any customers since it was granted a licence to supply small use customers in 2010.

¹⁵ Last year reported as 110,289 (see footnote 20).

¹⁶ Last year reported as 1,131,840 (see footnote 20).

¹⁷ The ERA notes that data from the Australian Bureau of Statistics (Catalogue 3101.0) show Western Australia's population grew by 21,400 during 2016-17. Also, Western Power, which provides network

Synergy business customers increased in 2016-17, as did those of Horizon Power, AER Retail, Alinta Energy, Amanda Energy and Kleenheat.

In 2016-17, retailers in the SWIS supplied 96 per cent of residential, and 92.7 per cent of business customers in the State. Synergy was the largest supplier in the SWIS with 100 per cent of residential and 97 per cent of business customers.

Contestable electricity customers

In the SWIS, customers that have an annual consumption of less than 50MWh (**non-contestable customers**) cannot choose their retailer.¹⁸ Non-contestable customers can only be supplied by Synergy. Customers with an annual consumption above 50MWh (an annual bill of about \$15,300) can choose their retailer. As this report only covers small use customers, contestable customer data set out below only relates to those customers on the SWIS whose annual consumption is between 50MWh and 160MWh.

There is full retail contestability in the areas outside of the SWIS. In practice, customers in these areas do not have a choice of retailer. Rottnest Island Authority is the only retailer on Rottnest Island, and Horizon Power is currently the only retailer supplying small use customers in other mainland areas of the State.

Table 4 shows the number of contestable customers supplied by each retailer in the past two years.¹⁹

Table 4: Contestable electricity customers

Retailer	Residential			Business		
	2015-16	2016-17	Change from 2015-16	2015-16	2016-17	Change from 2015-16
Alinta Energy	0	0	0.0%	2,428	2,775	14.3%
AER Retail	0	0	0.0%	21	23	9.5%
Amanda Energy	0	0	0.0%	73 ²⁰	95	30.1%
Change Energy		0	n/a		6	n/a
Horizon Power	38,936	39,373	1.1%	7,873	8,549	8.6%
Kleenheat	0	0	0.0%	28	74	164.3%
Perth Energy	0	0	0.0%	599	301	-49.7%
Rottnest Island Authority	0	0	0.0%	25	24	-4.0%
Synergy	292	289	-1.0%	6,261	5,941	-5.1%
SWIS total	292	289	-1.0%	9,410	9,215	-2.1%
Total	39,228	39,662	1.1%	17,308	17,788	2.8%

connections to Synergy, reported adding 25,569 new connections in 2016-17 (2017 Annual Performance Report – Energy Distributors, Economic Regulation Authority).

¹⁸ The *Electricity Corporations (Prescribed Customers) Order 2007* sets the contestability threshold.

¹⁹ Table 47 and 49 in Appendix 1 contain data of contestable electricity customers over the past six years.

²⁰ Incorrectly reported as 76 in the 2016 Annual Performance Report.

In 2016-17, only 0.03 per cent (unchanged from 2015-16) of residential and 8.4 per cent (9.2 per cent in 2015-16) of business customers in the SWIS were contestable.

Electricity pre-payment meter customers

Pre-payment meter customers are required to pay for their electricity prior to consumption. The regulatory framework governing pre-payment services restricts the use of pre-payment meters to areas declared by the Minister for Energy.²¹

The deployment of pre-payment meters is currently restricted to customers located in Horizon Power's licence area²² and the Ninga Mia Aboriginal community in the Goldfields.²³

Table 5 shows the number of pre-payment customers supplied by Horizon Power and Synergy.

Table 5: Electricity pre-payment meter customers by retailer

	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Horizon Power	784	811	845	1,014	1,202	1,190
Synergy	17	17	16	16	16	14
Total	801	828	861	1,030	1,218	1,204

The number of pre-payment customers decreased by 14 in 2016-17, which represents a percentage decrease of 1.1 per cent.

Between 2010 and 2014, the growth in pre-payment customers slowed, because Horizon Power was unable to obtain pre-payment meters that were compliant with relevant regulatory requirements²⁴. In 2014-15, Horizon Power began installing compliant meters in the Mungallah Community in Carnarvon, which has now been completed. The number of meters increased in 2015-16 due to the completion of the AMI²⁵ meter replacement program.

Gas customers

Alinta Energy, Synergy and Kleenheat supply customers through the gas distribution networks operated by ATCO Gas Australia (**ATCO**). Kleenheat also supplies a small number of customers on two distribution networks it owns, in Albany (Oyster Harbour) and Margaret River. EGDC supplies customers through the distribution network operated by a related company.²⁶

Table 6 shows the total number of gas customers over the past six years.

²¹ These areas are published in the Government Gazette.

²² *Electricity Industry (Code of Conduct) (Pre-payment Meter Areas) Notice 2016*

²³ *Electricity Industry (Code of Conduct) (Pre-payment Meter Areas) Notice 2010*. Customers located in the Ninga Mia Aboriginal community are supplied by Synergy.

²⁴ Part 9 of the *Code of Conduct for the Supply of Electricity to Small Use Customers* specifies the functional requirements for pre-payment meters.

²⁵ Advanced metering infrastructure.

²⁶ Esperance Power Station operates the gas distribution network in Esperance.

Table 6: Total number of gas customers

	Residential	Business	Total	Change from previous year
2011-12	629,142	8,612	637,754	2.0%
2012-13	632,822	8,552	641,374	0.6%
2013-14	657,899	8,626	666,525	3.9%
2014-15	675,874	9,139	685,013	2.8%
2015-16	699,117	10,059	709,176	3.5%
2016-17	708,718	9,765	718,483	1.3%

In 2016-17, a 1.4 per cent increase in residential customers and a 2.9 per cent decrease in business customers combined to give an increase of 1.3 cent in total customers.

Table 7 shows the number of customers supplied by each retailer in the past two years.

Table 7: Gas residential and business customers by retailer

Retailer	Residential			Business			Total		
	2015-16	2016-17	Change from 2015-16	2015-16	2016-17	Change from 2015-16	2015-16	2016-17	Change from 2015-16
Alinta Energy	611,142	554,903	-9.2%	8,319	7,612	-8.5%	619,461	562,515	-9.2%
Synergy	0	0	0.0%	137	175	27.7%	137	175	27.7%
Kleenheat	87,648	153,478	75.1%	1,554	1,924	23.8%	89,202	155,402	74.2%
EGDC	327	337	3.1%	49	46	-6.1%	376	383	1.9%
Perth Energy	0	0	0.0%	0	8	n/a	0	8	n/a
Total	699,117	708,718	1.4%	10,059	9,765	-2.9%	709,176	718,483	1.3%

In 2016-17, Kleenheat increased its share of the residential and business markets. Kleenheat supplied 21.7 per cent (up from 12.5 per cent in 2015-16) of residential customers and 19.7 per cent (up from 15.4 per cent in 2015-16) of business customers.

Synergy and Perth Energy both increased their business customer base in 2016-17.

While Alinta Energy's share of the residential and business markets decreased in 2016-17, its share of these markets is still the largest of all retailers, at 78.3 per cent and 78.0 per cent respectively.

Table 8 compares the number of residential and business customers covered by the Gas Market Moratorium in the past two years.²⁷

²⁷ In the areas supplied by Alinta Energy, the Moratorium prevents Synergy from supplying customers who consume less than 0.18 terajoules of gas per annum (about \$6,200). The Moratorium does not apply to other retailers.

Table 8: Residential and business customers covered by the Gas Market Moratorium

Retailer	Residential			Business		
	2015-16	2016-17	Change from 2015-16	2015-16	2016-17	Change from 2015-16
Alinta Energy	611,002	553,780	-9.4%	6,766	6,186	-8.6%
Kleenheat	87,646	153,475	75.1%	735	1,259	71.3%
Total	698,648	707,255	1.2%	7,501	7,445	-0.7%

Comparing Table 8 with Table 7 shows that 99.8 per cent of residential customers and 76.2 per cent of business customers were covered by the Moratorium in 2016-17.

Affordability

The *Code of Conduct for the Supply of Electricity to Small Use Customers* (**electricity code**) and the *Compendium of Gas Customer Licence Obligations* (**gas compendium**)²⁸ require retailers to offer assistance to residential customers experiencing payment difficulties or financial hardship.

Payment difficulties are when the customer is unable to pay an outstanding amount because of a change in circumstances (i.e. loss of income, unexpected costs, etc.).

Financial hardship is where the customer is unable to pay an outstanding amount without affecting their ability to meet their basic living needs (rent or mortgage, groceries, other utilities etc.).

The electricity code and the gas compendium require retailers to offer residential customers in payment difficulties or financial hardship:

- additional time to pay a bill; and
- an interest-free and fee-free instalment plan to pay a bill or to pay arrears (including any disconnection or reconnection charges);²⁹

Retailers must ensure the instalment plan is fair and reasonable, taking into account the customer's capacity to pay and consumption history.

Retailers are also required to:

- give reasonable consideration to a request to reduce the customer's fees, charges or debt;
- advise customers about concessions and how to access them;
- advise customers about independent financial counselling services and other assistance services that are available; and
- advise customers of other financial assistance and grants schemes and how to access them.

Retailers must consider any reasonable request for alternative payment arrangements from a business customer who is experiencing payment difficulties. In practice, retailers offer their business customers most of the assistance options that are available to residential customers.

Retailers are also required to report on their on-time billing performance. The electricity code and the gas compendium regulate the minimum and maximum period of time between bills. A retailer may bill customers outside the regulated time limits with their consent. On-time billing is included in the affordability chapter because if customers are billed too infrequently, it can lead to higher bills. This can make it more difficult for customers to manage their finances.

Customers can enter into a direct debit arrangement to smooth the cost of their energy consumption over the year. Retailers are required to record the number of direct debit plans

²⁸ The gas compendium is contained in schedule 2 of all gas trading and distribution licences. A copy of these licences are available on the ERA website.

²⁹ Retailers are only required to offer an instalment plan to customers experiencing payment difficulties upon request.

they have terminated as a result of default or non-payment by a customer covering two or more successive payment periods. The number of direct debit terminations is seen as an indicator of financial stress among the customers who have these plans.

Granting customers more time to pay a bill

Granting the customer more time to pay all, or part of, a bill is used to address temporary financial difficulties, such as short-term cash flow problems.

Electricity customers granted more time to pay

Figure 1 shows the percentage of residential and business electricity customers granted more time to pay a bill.

Figure 1: Percentage of electricity customers granted more time to pay a bill

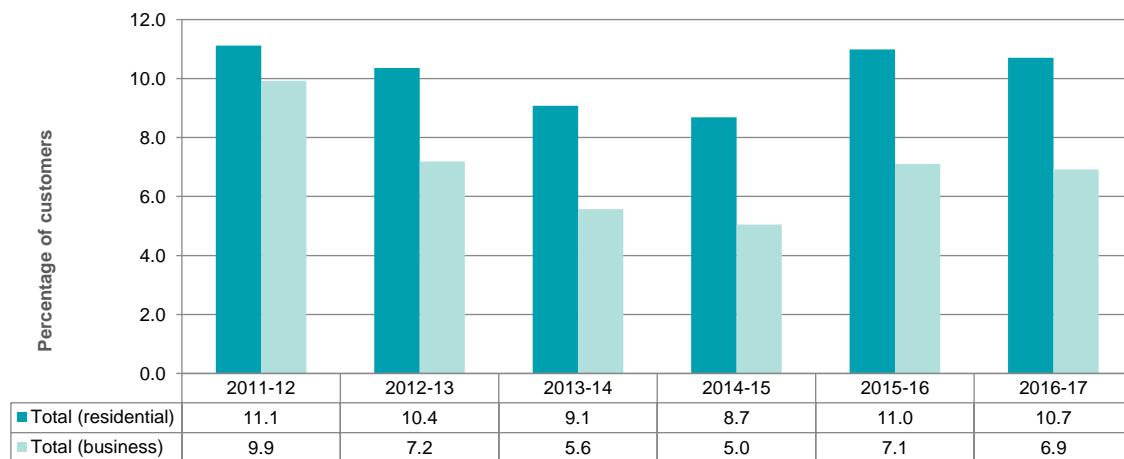
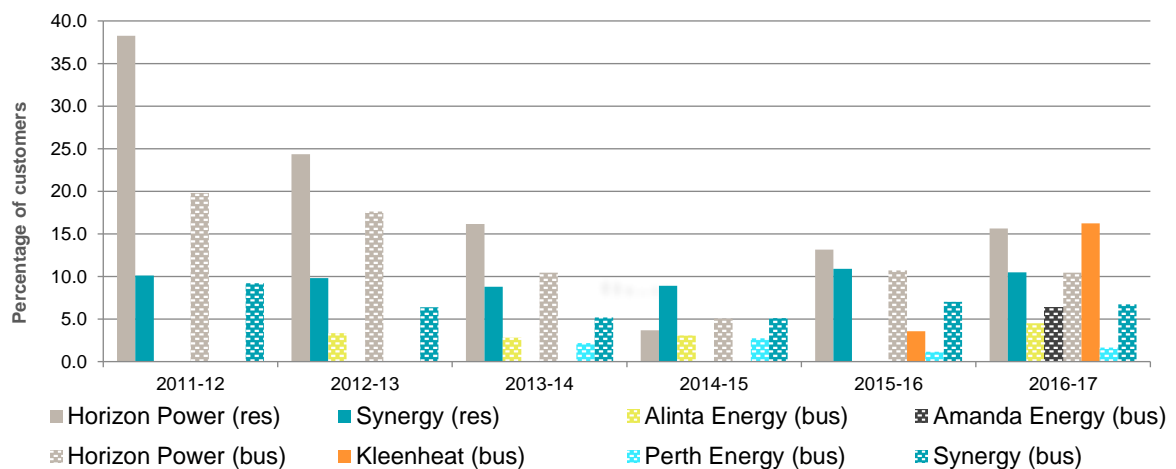


Figure 2 shows the percentage of residential and business electricity customers granted more time to pay a bill by each retailer.³⁰

Figure 2: Percentage of electricity customers granted more time to pay a bill by each retailer



³⁰ AER Retail, Change Energy and Rottneest Island Authority all reported '0' for this indicator.

Horizon Power attributed the increased percentage of residential customers who were granted additional time to pay between 2015-16 and 2016-17 to the payment extension capability available through Horizon Power's 'My Account' online facility.

Kleenheat reported a higher percentage of business customers granted more time to pay, increasing from 3.6 per cent in 2015-16 to 16.2 per cent in 2016-17. The increase is likely due to more requests from business customers.

Gas customers granted more time to pay

Table 9 shows the percentage of residential and business gas customers granted more time to pay a bill by each retailer.

Table 9: Percentage of gas customers granted more time to pay a bill by each retailer

Retailer	2012-13	2013-14	2014-15	2015-16	2016-17
Residential					
Alinta Energy	9.8	11.9	10.9	16.1	19.6
EGDC	6.8	3.2	4.3	0.0	0.9
Kleenheat	0.0	0.5	0.6	0.8	1.4
Total	9.7	11.5	10.1	14.2	15.7
Business					
Alinta Energy	9.0	15.8	13.0	20.0	22.3
EGDC	5.6	0.0	0.0	0.0	0.0
Kleenheat	0.0	7.3	4.0	0.1	1.1
Perth Energy	0.0	0.0	0.0	0.0	0.0
Synergy	92.2	0.0	17.8	67.9	20.0
Total	10.3	15.3	12.1	17.4	18.0

The percentage of Synergy's business customers granted more time to pay a bill decreased in 2016-17 to 20 per cent (down from 67.9 per cent in 2015-16). All other retailers experienced an increase in the percentage of their residential and business customers that were granted more time to pay.

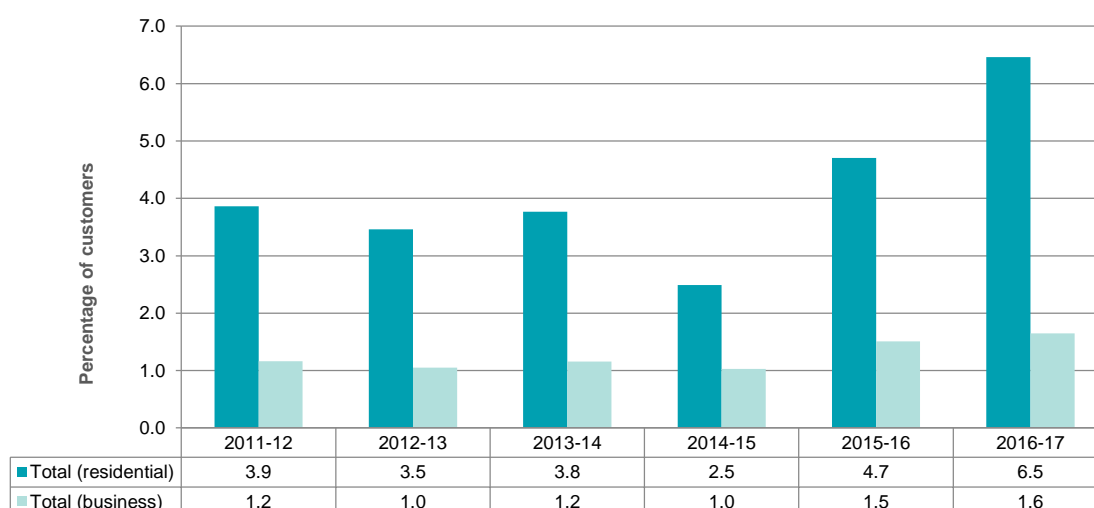
Alinta Energy provided the following explanation for the increase in percentage of residential customers being granted more time to pay their bill:

Alinta Energy continued outbound calling and other communication (e.g. SMS) to customers with overdue debt to encourage customers to make arrangements to pay accounts.

Instalment plans

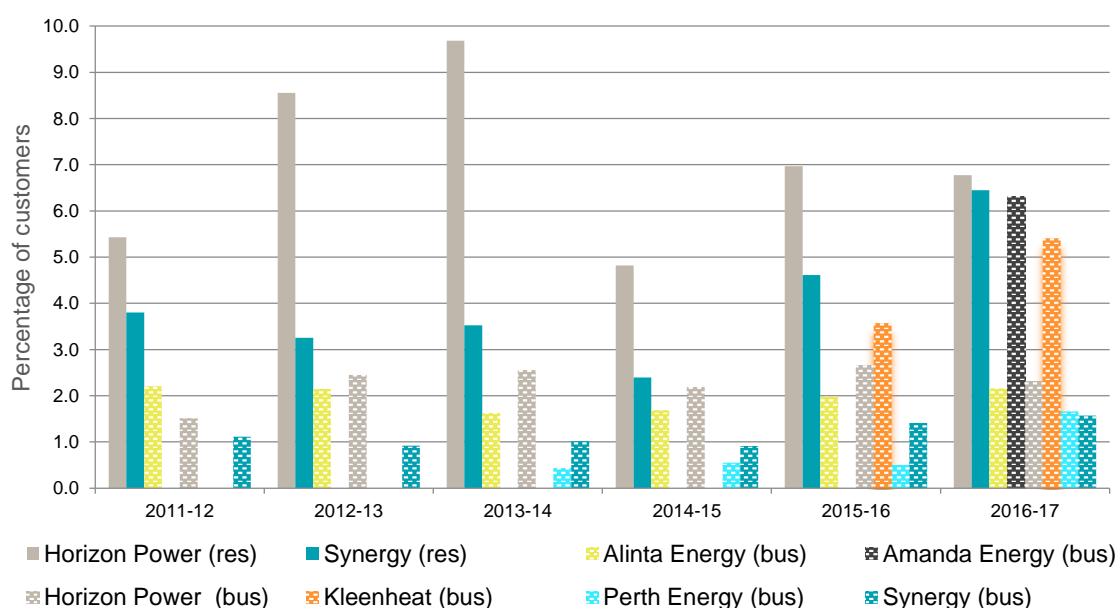
Electricity customers on instalment plans

Figure 3 shows the percentages of residential and business electricity customers on instalment plans.

Figure 3: Percentage of electricity residential and business customers on instalment plans

The percentage of residential and business customers on instalment plans were both at a six year high in 2016-17.

Figure 4 shows the percentage of residential and business electricity customers on instalment plans for each retailer.³¹

Figure 4: Percentage of electricity retailers' residential and business customers on instalment plans

Synergy reported an increase in the percentage of residential customers on instalment plans. The number of customers on instalment plans increased from 45,343 in 2015-16 to 61,551 in 2016-17 (equivalent to an increase in the percentage of customer on plans from 4.6 per cent to 6.4 per cent in 2016-17). The percentage of Synergy's business customers on an instalment plan also increased, from 1.4 per cent to 1.6 per cent. Synergy attributed the increases to an increase in the number of residential (and to a lesser extent business)

³¹ AER Retail, Change Energy and Rottneest Island Authority all reported '0' for this indicator.

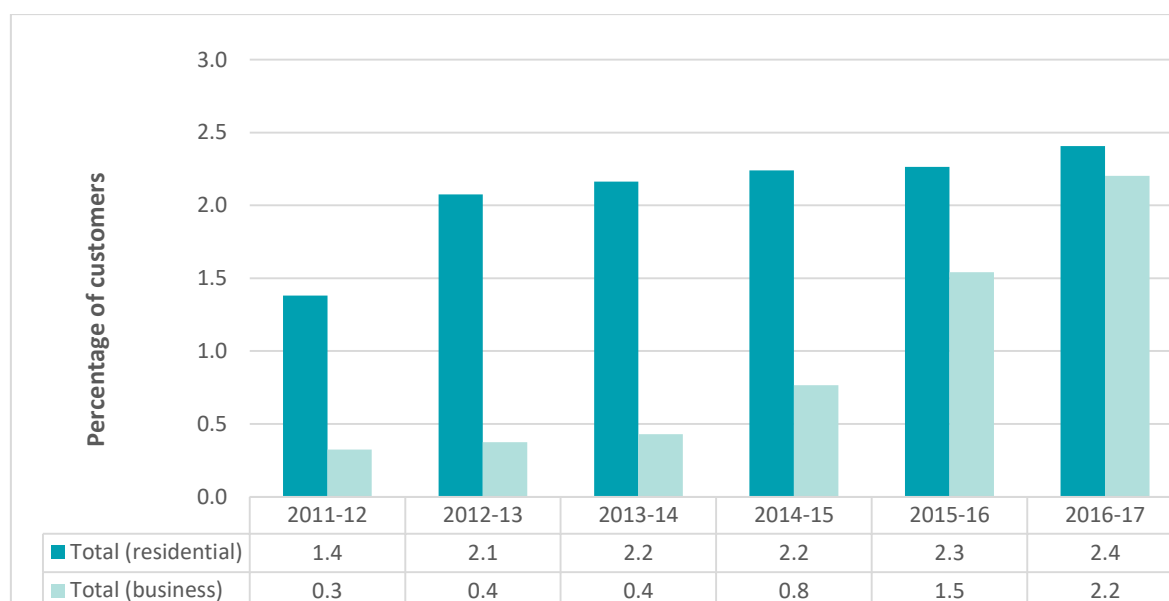
customers experiencing payment difficulties due to the domestic economic climate. Synergy also commented it has increased its support to residential customers experiencing payment difficulty and financial hardship.

The percentages for Amanda Energy, Kleenheat and Perth Energy are all based on six or less customers paying via an instalment plan. Refer to table 52 (residential customers) and 53 (business customers) in Appendix 1 for the number of customers on instalment plans.

Gas customers on instalment plans

Figure 5 shows the percentage of residential and business gas customers on instalment plans.

Figure 5: Percentage of gas residential and business customers on instalment plans



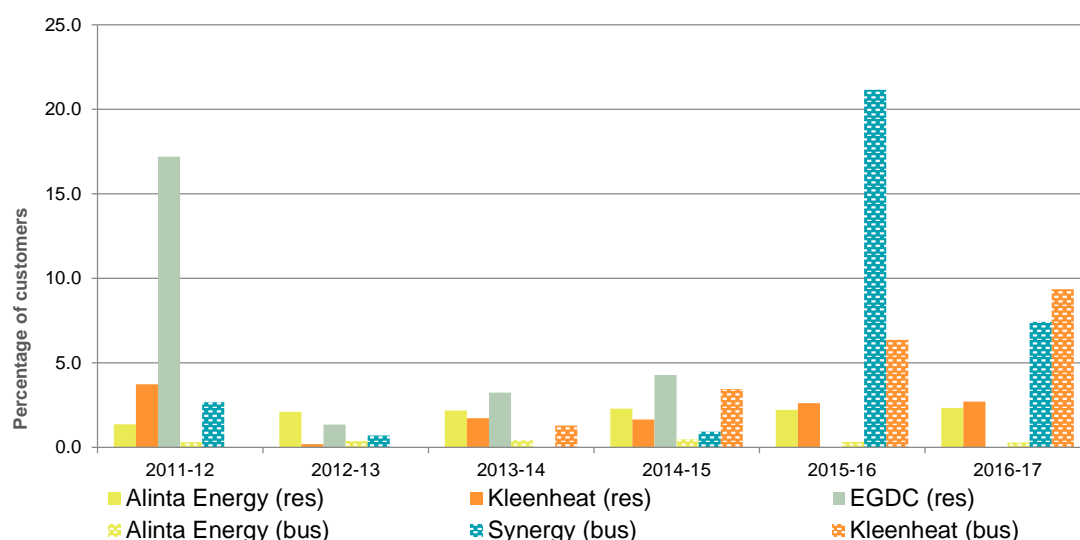
The percentage of business customers on an instalment plan increased from 1.5 per cent in 2015-16 to 2.2 percent in 2016-17. The percentage for residential customers increased only marginally, from 2.3 percent in 2015-16 to 2.4 per cent in 2016-17.

Figure 6 shows, for each retailer, the percentage of residential and business gas customers that are on an instalment plan.

The percentage of Kleenheat's business customers on an instalment plan increased from 6.4 per cent in 2015-16 to 9.4 per cent in 2016-17 (an increase from 99 customers to 180 customers). Kleenheat advised that this was a result of growth in their business customer base, combined with a desire of business customers to utilise instalment plans as a method of paying overdue invoices.

The percentage of Synergy business customers on an instalment plan decreased from 21.2 per cent to 7.4 per cent (a decrease from 29 customers to 13 customers). Synergy attributes the decrease to changes in customer payment behaviour.

The percentage of Alinta's business customers on an instalment plan remained stable between 2015-16 and 2016-17.

Figure 6: Percentage of gas retailers' residential & business customers on instalment plans

Customer billing

Electricity customer on-time billing

The electricity code prescribes a minimum and maximum interval between bills of one month and three months, respectively.

Retailers are required to report on the number of late bills issued to customers, and the proportion of late bills that resulted from a fault on the part of the retailer.

Table 10 shows the number and percentage of residential electricity customers that received bills outside the prescribed timeframes (due to a fault of the retailer).

Table 10: Residential electricity customers billed outside prescribed timeframes (due to the fault of the retailer)

Retailer	Number of customers					Percentage of customers				
	2012-13	2013-14	2014-15	2015-16	2016-17	2012-13	2013-14	2014-15	2015-16	2016-17
Horizon Power ³²	.33	516	108	124	6	0.0	1.4	0.3	0.3 ³⁴	0.0
Synergy	12,231	3,720	5,935	5,398	7,404	1.4	0.4	0.6	0.5	0.8
Total	12,231	4,236	6,043	5,522	7,410	1.3	0.4	0.6	0.5	0.7

³² Horizon Power advised that due to the vertically integrated nature of its business, it is difficult to understand if a delayed bill was the result of the retailer or distributor. An assumption of 10% has been made in alignment with billing exceptions.

³³ Horizon Power was not able to report separate values for residential and business customers. The total number of late bills issued in 2012-13 was 19,655.

³⁴ Incorrectly reported as 0.2 in the 2016 Annual Performance Report.

Table 11 shows the number and percentage of electricity business customers that received bills outside the prescribed timeframes, for any reason.³⁵

Table 11: Business electricity customers billed outside the prescribed timeframes

Retailer	Number of customers					Percentage of customers				
	2012-13	2013-14	2014-15	2015-16	2016-17	2012-13	2013-14	2014-15	2015-16	2016-17
Horizon Power	-	637	220	298	28	0.0	6.9	2.7	3.8	0.3
Synergy	6,397	1,749	1,273	967	13,260	6.5	1.8	1.3	1.0	12.5
Total	6,397	2,386	1,493	1,265	13,288	5.9	2.2	1.3	1.1	11.3

The large increase in the number of bills issued outside of prescribed timeframes by Synergy to business customers was predominately the result of more bills being issued for a period less than 30 days. This occurs when Synergy receives a meter reading from the network operator for a period of less than 30 days. Synergy's billing system automatically generates a bill within 24 hours of receipt of a meter reading.

The percentage of bills issued outside prescribed timeframes has reduced significantly for Horizon Power's residential and business customers. Horizon Power explained that:

Advanced Metering Infrastructure (AMI) now automatically sends accurate and timely meter readings for 99% of all Horizon Power customers. AMI has significantly reduced billing delays.

Gas customer on-time billing

The gas compendium prescribes a minimum and maximum interval between bills of one month and 105 days, respectively.

Alinta Energy and Kleenheat were the only gas retailers to issue bills outside the prescribed timeframes during 2016-17.

Table 12 shows the total number and percentage of gas residential customers that received bills outside the prescribed timeframes (due to the fault of the retailer).

Table 12: Residential gas customers billed outside prescribed timeframes (due to the fault of the retailer)

Retailer	Number of customers ³⁶					Percentage of customers				
	2012-13	2013-14	2014-15	2015-16	2016-17	2012-13	2013-14	2014-15	2015-16	2016-17
Alinta Energy	9,256	8,080	8,213	8,478	3,718	1.5	1.3	1.3	1.4	0.7
EGDC	0	0	0	0	0	0	0	0	0	0
Kleenheat	0	220	25	195	268	0.0	1.0	0.1	0.2	0.2

³⁵ The table does not include retailers that reported '0' for this indicator.

³⁶ The data provided by Alinta Energy relates to the number of bills, not the number of customers. The data for all other licensees is the number of customers that received one or more late bills during the year. The data has been retained because it provides useful information about on-time billing performance.

The number of residential customers that Alinta Energy reported received a bill outside of the timeframes (where the retailer was at fault) decreased from 8,478 in 2015-16 to 3,718 in 2016-17. Alinta Energy explained that the data for previous years includes all bills that were sent outside of the timeframes, not just those that were the fault of the retailer. Enhanced reporting now enables Alinta to identify where the delay is as a result of its own actions.

Table 13 shows the number and percentage of gas business customers that received bills outside of the prescribed timeframes, for any reason.

Table 13: Business gas customers billed outside the prescribed timeframes

Retailer	Number of customers ³⁷					Percentage of customers				
	2012-13	2013-14	2014-15	2015-16	2016-17	2012-13	2013-14	2014-15	2015-16	2016-17
Alinta Energy	271	365	343	394	244	3.2	4.4	4.2	4.7	3.2
EGDC	0	3	0	0	0	0.0	9.1 ³⁸	0.0	0.0	0.0
Kleenheat	0	36	66	58	149	0.0	15.5	7.6	3.7	7.7
Perth Energy	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0
Synergy	0	0	0	1	2	0.0	0.0	0.0	0.7	1.1

Security deposits

A security deposit is a refundable advance payment made by a customer to secure connection or reconnection to an electricity or gas supply. A security deposit provides a degree of insurance against default, particularly for those customers with a poor credit history.

Electricity and gas retailers did not require any residential customers to provide a security deposit in 2016-17.

In 2016-17, Kleenheat required six gas business customers to provide a security deposit, and Alinta Energy required one electricity business customer to provide a security deposit.

Termination of direct debit plans

Electricity direct debit terminations

Table 14 shows the number of electricity residential and business direct debit plans terminated by Horizon Power and Synergy due to default by the customer.

³⁷ The data provided by Alinta Energy relates to the number of bills, not the number of customers. The data for all other licensees is the number of customers that received one or more late bills during the year. The data has been retained because it provides useful information about on-time billing performance.

³⁸ Incorrectly reported as 9.0 in the 2016 Annual Performance Report.

Table 14: Direct debit plans terminated by electricity retailers

	Horizon Power		Synergy	
	Residential	Business	Residential	Business
2011-12	-	-	4,164	134
2012-13	27	1	5,093	169
2013-14	39	0	5,707	206
2014-15	17	1	7,968	315
2015-16	0	0	11,742	485
2016-17	0	0	18,258	770

Horizon Power did not terminate any direct debit plans in 2016-17.

Synergy speculated that more residential and business customers were placed on an instalment plan in 2016-17 as a result of the State's economic climate. This resulted in an increase in the number of direct debit plans and direct debit plan terminations.³⁹

Perth Energy terminated two direct debit plans for business customers in 2016-17.⁴⁰

Gas direct debit terminations

Table 15 shows the number of gas residential and business customer direct debit plans terminated by Alinta Energy and Synergy due to default by the customer.⁴¹

Table 15: Direct debit plans terminated by gas retailers

	Alinta Energy		Synergy	
	Residential	Business	Residential	Business
2011-12	512	2	-	0
2012-13	722	2	-	1
2013-14	238	1	-	0
2014-15	893	5	-	1
2015-16	1,128	3	-	1
2016-17	1,053	3	-	2

There was a 7.1 per cent decrease in residential direct debit plans terminated by Alinta Energy in 2016-17.⁴²

³⁹ In 2015-16, Synergy terminated 11,742 residential and 485 business direct debit plans.

⁴⁰ All other retailers reported '0' for these indicators.

⁴¹ EGDC, Kleenheat & Perth Energy all reported zero for this indicator.

⁴² Alinta terminated 1,128 direct debit plans in 2015-16.

Energy bill debt & hardship programs

The 2016-17 reporting year is the first time that the ERA has required retailers to report on energy bill debt and hardship program indicators. The Australian Energy Regulator (**AER**) has been requiring their licensees to report energy bill debt and hardship program data for a number of years. The Essential Services Commission of Victoria (**ESC**) has also been doing so in relation to hardship program data only. The data published by the AER and ESC provides stakeholders with information about those customers who are having difficulty paying their energy bills.

The purpose of the new performance indicators is to allow the ERA, as well as other stakeholders such as policy makers and consumer representative organisations, access to reliable data on the affordability of energy retailers' use of hardship programs to keep customers connected and the effectiveness of retailers' hardship programs.

For this year's report, the ERA has required retailers to report on five new indicators for energy bill debt and two new indicators for hardship programs as follows:

Energy bill debt:

- Number of residential customers (excluding hardship program customers) repaying an energy bill debt.
- Number of business customers repaying an energy bill debt.
- Number of residential customers using Centrepay to pay their energy bill.
- Average energy bill debt of residential customers (excluding hardship program customers).
- Average energy bill debt of business customers.

Hardship program:

- Number of customers on a retailer's hardship program.
- Average energy bill debt of hardship program customers.

Additional indicators for both categories will be introduced for the 2017-18 reporting year.

Where possible, the new indicators have been aligned with those used by the AER,⁴³ to permit comparison of Western Australian retailers' data with other jurisdictions. Caution should be applied when comparing data between jurisdictions, because of differences in the cost of energy in each jurisdiction and in the retailer's regulatory obligations to assist customers in financial difficulties.

Customers other than hardship program customers

Table 16 shows the total number of residential electricity and gas customers in Western Australian who are repaying an energy bill debt as at 30 June 2017. It also shows the rate of residential electricity and gas customers per 100 who are repaying an energy bill debt. The data in this table does not include those customers who are on a retailer's hardship program. This is reported on separately in table 22.

⁴³ Australian Energy Regulator.

Table 16: Residential customers repaying an energy bill debt (excluding hardship program customers)

	Residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June 2017	
	Total number	Per 100 customers
Electricity	22,852	2.3
Gas	18,643	2.6

Table 17 compares the rate per 100 residential electricity and gas customers in Western Australian who are repaying an energy bill debt with the rates in New South Wales and South Australia. The data does not include those customers who are on a retailer's hardship program. This is reported on separately in table 23.

Table 17: Jurisdictional comparison of residential customers (excluding hardship program customers) repaying an energy bill debt (per 100 customers)

State	Residential customers (excluding hardship customers) repaying an energy bill debt as at 30 June 2017 (per 100 customers)	
	Electricity	Gas
New South Wales	2.6	3.3
South Australia	3.3	3.2
Western Australia	2.3	2.6

The rate per 100 residential electricity and gas customers (excluding hardship customers) repaying an energy bill debt in Western Australia was the lowest of the three jurisdictions in 2016-17.

Table 18 shows the total number of and rate per 100 business electricity and gas customers in Western Australian who are repaying an energy bill debt.

Table 18: Business customers repaying an energy bill debt

	Business customers repaying an energy bill debt as at 30 June 2017	
	Total number	Per 100 customers
Electricity	2,171	1.8
Gas	327	3.3

Table 19 shows the average amount of electricity and gas bill debt of Western Australian residential customers who are not on a hardship program, as well as the average debt for electricity and gas business customers.

Table 19: Average energy bill debt of residential electricity and gas

	Average energy bill debt as at 30 June 2017	
	Residential customers (excluding hardship customers)	Business customers
Electricity	\$384	\$1,083
Gas	\$65	\$722

Table 20 compares the average energy bill debt of residential electricity and gas customers (excluding hardship program customers) in Western Australia with customers in New South Wales and South Australia.

Table 20: Jurisdictional comparison of average energy bill debt for residential customers (excluding hardship program customers)

State	Average energy bill debt of residential customers (excluding hardship program customers) as at 30 June 2017	
	Electricity	Gas
New South Wales	\$682	\$536
South Australia	\$938	\$426
Western Australia	\$384	\$65

The average bill debt for Western Australian residential electricity and gas customers (excluding hardship customers) was the lowest of the three jurisdictions in 2016-17. The average gas bill debt was substantially lower than that for South Australia and New South Wales.

Residential customers on a hardship program

Table 22 shows the total number of and rate of residential electricity and gas customers in Western Australia who are on a hardship program as at 30 June 2017.

Table 21: Residential customers on a hardship program

	Residential customers on a hardship program as at 30 June 2017	
	Total number	Per 100 customers
Electricity	10,179	1.0
Gas	5,669	0.8

In 2016-17, the rate of residential electricity customers who were on a hardship program was approximately 25 per cent higher than the rate of residential gas customers.

Table 23 compares the rate of Western Australian residential electricity and gas customers per 100 who are on a hardship program with the rates in New South Wales, South Australia and Victoria.

Table 22: Jurisdictional comparison of number of residential customers on a retailer's hardship program (per 100 customers)

State	Residential customers on a hardship program at 30 June 2017 (per 100 customers)	
	Electricity	Gas
New South Wales	0.8	0.5
South Australia	1.5	1.0
Western Australia	1.0	0.8

Table 24 compares the average electricity and gas bill debt of residential customers on a hardship program in Western Australia with customers in New South Wales, South Australia and Victoria that are on a hardship program.

Table 23: Jurisdictional comparison of average bill debt for residential customers on a hardship program

State	Average energy bill debt of residential customers on a hardship program as at 30 June 2017	
	Electricity	Gas
New South Wales	\$1,126	\$817
South Australia	\$1,407	\$648
Western Australia	\$596	\$245

The average bill debt for Western Australian residential electricity and gas customers (excluding hardship customers) was the lowest of the three jurisdictions in 2016-17. The average gas bill debt was substantially lower than that for South Australia and New South Wales.

Residential customers using Centrepay to pay their energy bill

Table 21 shows the total number of and rate of Western Australian residential electricity and gas customers per 100 who are using Centrepay. Centrepay allows Centrelink customers to have regular, automatic deductions taken from their Centrelink payments and put toward their energy bill. This indicator is considered to be useful in identifying customers who are vulnerable to accruing an energy bill debt.

Table 24: Residential customers using Centrelink's Centrepay to pay their energy bill

Retailer	Residential customers using Centrelink's Centrepay to pay their energy bills as at 30 June	
	Total number	Per 100 customers
Electricity		
Horizon Power	197	0.5
Synergy	19,059	2.0
Total	19,256	1.9
Gas		
Alinta Energy	13,492	2.4
EGDC	84	24.9
Kleenheat	924	0.6
Total	14,500	2.0

The rate of residential electricity customers per 100 that were using Centrepay to pay their electricity bill was quite similar to that of gas customers using Centrepay to pay their gas bill in 2016-17.

Disconnections and reconnections

Disconnections

Energy is an essential service. The electricity code and gas compendium require retailers to provide customers experiencing financial hardship or payment difficulties with adequate opportunity to enter into an arrangement to avoid disconnection. Retailers should only disconnect customers when all reasonable attempts to secure payment of an outstanding debt have been exhausted.

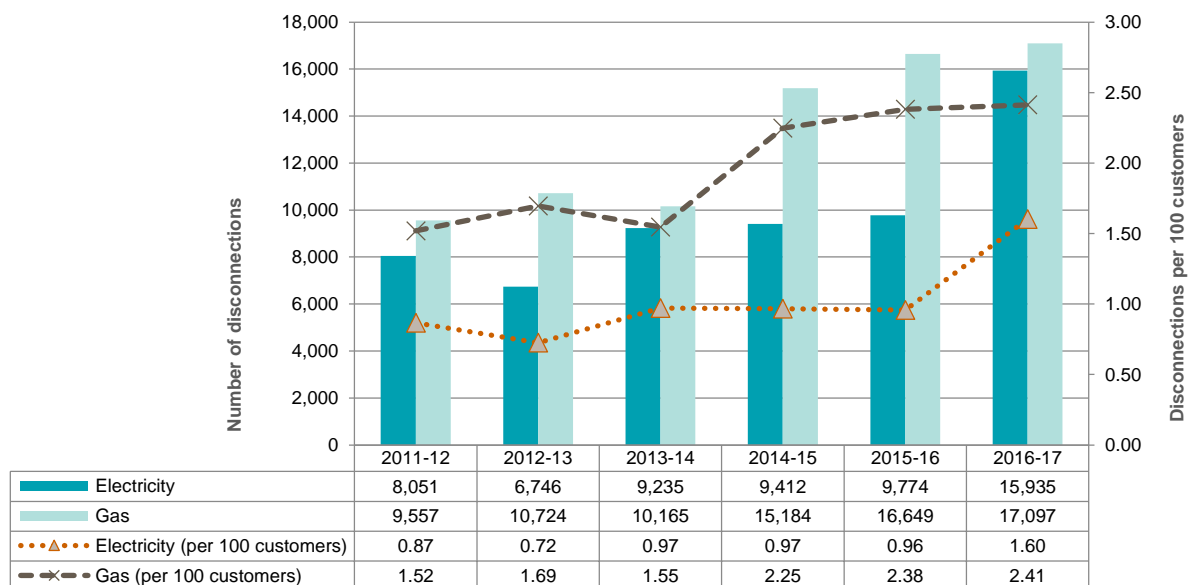
The disconnection data set out in this report only applies to disconnections that resulted from a customer's failure to pay a bill.

Residential customer disconnections are grouped into three categories – customers accessing a hardship program, in receipt of concession payments and have been previously disconnected within the past 24 months. This analysis provides some indication of how well retailers meet their obligations to help customers manage their debt and stay connected.

Residential customer disconnections

Figure 7 shows total residential electricity and gas disconnections.

Figure 7: Residential customer disconnections



The residential gas disconnection rate has been trending upwards since 2013-14. In 2016-17, it reached a six-year peak of 2.41 per 100 customers.

The residential electricity disconnection rate (per 100 customers) was stable between 2011-12 and 2015-16. In 2016-2017, the rate increased to 1.60, which equates to 15,935 disconnections.

Table 25 shows the residential disconnection rates for each retailer.

Table 25: Residential customer disconnection rates for each retailer (per 100 customers)

Retailer	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity						
Horizon Power	0.96	1.18	3.03	2.83	4.38	4.64
Synergy	0.86	0.71	0.89	0.89	0.82	1.48
Total	0.87	0.72	0.97	0.97	0.96	1.60
Gas						
Alinta Energy	1.52	1.72	1.56	2.31	2.46	2.70
Kleenheat	0.0	0.09	1.06	1.35	1.83	1.38
EGDC	0.0	1.69	1.94	4.29	1.53	1.78
Total	1.52	1.69	1.55	2.25	2.38	2.41

Table 25 shows most of the increase in the electricity disconnection rate is the result of Synergy's disconnection rate increasing from 0.82 in 2015-16 to 1.48 in 2016-17.⁴⁴ Synergy has identified a number of factors that have contributed to the increase in disconnections. This includes the current economic conditions in Western Australia, improved reporting that is being used to identify those customers who may have left a premise owing an unpaid account and a review of Synergy's debt portfolio, which has identified an increasing number of customers in arrears owing multiple debts going back between 12 and 18 months. Many of these customers were not responding to Synergy's requests for payment.

Horizon Power's disconnection rate per 100 customers also increased, from 4.38 in 2015-16 to 4.64 in 2016-17. Horizon Power linked the increase to economic conditions.

The overall disconnection rate for gas customers increased marginally from 2.38 in 2015-16 to 2.41 in 2016-17. This comprised increases in the rate of disconnections for Alinta Energy's and EGDC's customers, and a decrease in Kleenheat's rate of disconnections.

Table 26 compares the electricity and gas retailers' residential disconnections by category over the past two years.

Table 26: Residential disconnections by category

Retailer	Total disconnections		Customers previously on an instalment plan		Customers disconnected at the same supply address within the past 24 months		Concession card holders ⁴⁵	
	2015-16	2016-17	% of disconnections 2015-16	% of disconnections 2016-17	% of disconnections 2015-16	% of disconnections 2016-17	% of disconnections 2015-16	% of disconnections 2016-17
Electricity								
Horizon Power	1,705	1,826	36.2	39.9	27.9	53.8	12.6	24.7
Synergy	8,069	14,109	45.6	59.1	15.5	14.3	33.0	37.9
Total	9,774	15,935	43.9	56.9	17.7	18.9	29.4	36.4
Gas								
Alinta Energy	15,044	14,970	9.5	9.2	24.5	26.3	-	-
EGDC	5	6	0.0	0.0	0.0	16.7	-	-
Kleenheat	1,600	2,121	33.5	41.7	10.2	27.1	-	-
Total	16,649	17,097	11.8	13.2	23.1	26.4	-	-

⁴⁴ This is the highest residential disconnection rate for Synergy since the ERA commenced reporting in 2007.

⁴⁵ Because government subsidies and concessions are paid through electricity bills, the gas retailers do not know which customers are receiving a concession.

The percentage of Synergy disconnections involving customers that have previously been on an instalment plan increased from 45.6 per cent in 2015-16 to 59.1 per cent in 2016-17. Synergy advised that:

Synergy reviewed and implemented new payment plan guides for both residential and commercial customers in November 2016 to support customers experiencing payment difficulties. Many of those customers who agreed to payment plans subsequently failed to honour their commitments and were then disconnected at a later stage.

The percentage of disconnections for EGDC customers that have been disconnected more than once in the past 24 months increased from 0.0 per cent in 2015-16 to 16.7 per cent in 2016-17, but it should be noted that the 16.7 per cent represents the disconnection of one customer.

The percentage of Kleenheat's disconnections involving customers that have been disconnected more than once in the past 24 months increased. Kleenheat attributed the increase to current economic conditions, and growth in its customer base along with increased customer tenure.

Inter-jurisdictional comparison of residential electricity and gas disconnections

Table 27 compares the residential electricity disconnection rate for Western Australian retailers with the disconnection rates for retailers in New South Wales, South Australia and Victoria.

Table 27: Jurisdictional comparison of residential electricity disconnection rates (per 100 customers)

	New South Wales	South Australia	Victoria	Western Australia
2011-12	0.80	1.35	1.02	0.87
2012-13	0.83	1.50	1.07	0.72
2013-14	1.03	1.37	1.47	0.97
2014-15	1.06	1.36	1.45	0.97
2015-16	0.99	1.39	1.34	0.96
2016-17	0.89	1.43	1.16	1.60

The Western Australian residential disconnection rate was the highest of the four jurisdictions in 2016-17. This reverses the trend of Western Australia having the lowest disconnection rate in the previous four years.

Table 28 compares the residential gas disconnection rate for Western Australian retailers with the disconnection rates for New South Wales, South Australia and Victoria.⁴⁶

⁴⁶ 2013-14 was the first year that comparative data became available. The data for Victoria was provided by the Essential Service Commission, while the Australian Energy Regulator provided the data for New South Wales and South Australia.

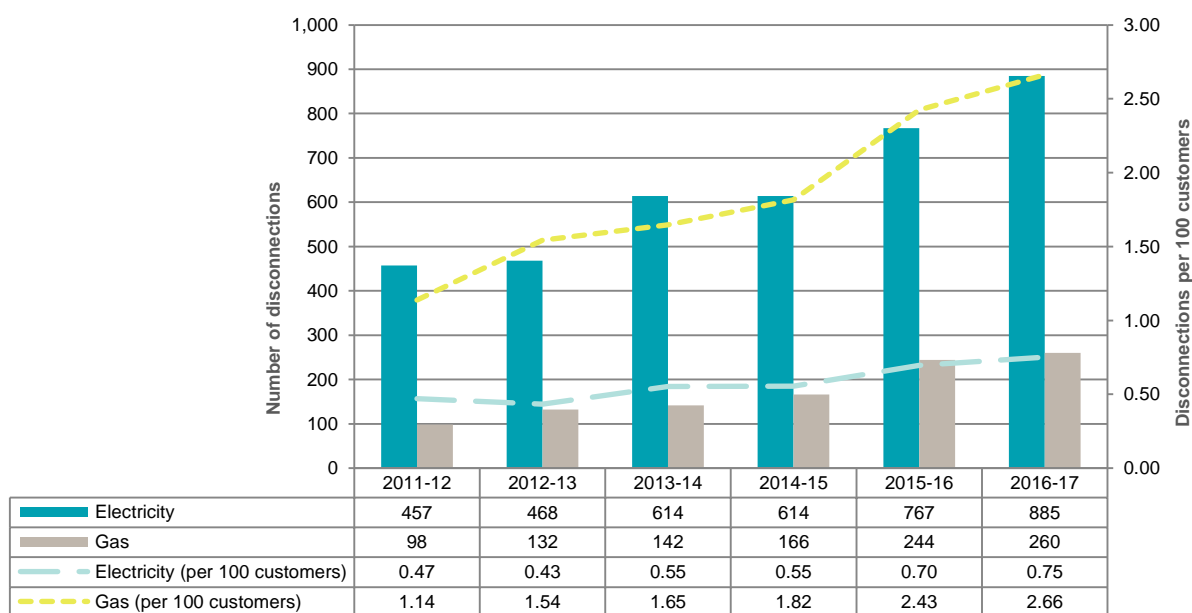
Table 28: Jurisdictional comparison of residential gas disconnection rates (per 100 customers)

	New South Wales	South Australia	Victoria	Western Australia
2013-14	0.39	0.86	1.31 ⁴⁷	1.55
2014-15	0.62	1.12	1.20	2.25
2015-16	0.51	1.23	1.28	2.38
2016-17	0.43	0.87	0.91	2.41

For the fourth consecutive year, the Western Australian residential disconnection rate was the highest of the four jurisdictions in 2016-17. Compared to 2015-16, the Western Australian disconnection rate increased, while the disconnection rates in the other three jurisdictions fell.

Business customer disconnections

Figure 8 shows the overall electricity and gas business customer disconnections.

Figure 8: Business customer disconnections

The electricity and gas business disconnection rates were both higher in 2016-17.

Table 29 shows the business customer disconnection rates by retailer.

⁴⁷ Incorrectly reported in previous ERA performance reports as 1.33.

Table 29: Business disconnection rates for each retailer (per 100 customers)⁴⁸

Retailer	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity						
Alinta Energy	0.69 ⁴⁹	0.81	0.36	0.39	0.86	0.58
Horizon Power	0.14 ⁵⁰	0.09	0.41	0.50	1.63	1.68
Kleenheat	-	-	-	-	0.00	2.70
Perth Energy	0.00	0.00	1.75	0.82	0.33	1.33
Synergy	0.50	0.46	0.57	0.56	0.62	0.68
Total	0.47	0.43	0.55	0.55	0.70	0.75
Gas						
Alinta Energy	1.15	1.58	1.70	1.89	2.42	2.33
Kleenheat	0.00	0.00	0.43	1.03	2.70	4.26
Synergy	0.89	0.00	0.00	2.80	0.73	0.57
Total	1.14	1.54	1.65	1.82⁵¹	2.43⁵²	2.66

Apart from Alinta Energy, electricity retailers experienced an increase in the disconnection rates for business customers in 2016-17. Synergy advised that it has observed increasing commercial debt levels, combined with customers not making contact with Synergy to discuss their account and negotiate an appropriate payment plan.

The gas disconnection rate per 100 customers for Alinta Energy's and Synergy's business customers decreased, while Kleenheat's gas disconnections for business customers increased from 2.7 in 2015-16 to 4.26 in 2016-17. Kleenheat advised that it has observed an increase in small businesses experiencing payment difficulties as a result of the current economic conditions. It also attributed some of the increase in its disconnection rate to the growth in its small business customer base.

Pre-payment meter disconnections

Part 9 of the electricity code requires pre-payment meters to incorporate functionality that is capable of informing the retailer of:

- the number of instances where a pre-payment meter customer has been disconnected (i.e. when the meter has run out of credit, including any applicable emergency credit available outside of normal business hours); and
- the duration of each disconnection.

The two measures of pre-payment meter disconnections are:

⁴⁸ AER Retail, Amanda Energy, Change Energy, Rottnest Island Authority, EGDC and Perth Energy all reported zero for these indicators.

⁴⁹ Incorrectly reported as 0.14 in the 2016 Annual Performance Report.

⁵⁰ Incorrectly reported as 0.15 in the 2016 Annual Performance Report.

⁵¹ Value has changed from 1.78 in last year's report to 1.82 because Synergy was previously not included in the table.

⁵² Value has changed from 2.42 in last year's report to 2.43 because Synergy was previously not included in the table.

- the total number of pre-payment meter disconnections per annum; and⁵³
- the number of pre-payment meter customers who have been disconnected two or more times in a month (where each disconnection is for longer than two hours).

Horizon Power is the only electricity retailer that is able to report on pre-payment customer disconnections.⁵⁴ Table 30 shows the number of disconnections for the four years since it installed meters with the required disconnection reporting functionality.

Table 30: Pre-payment meter customer self-disconnections⁵⁵

		Horizon Power	
	Pre-payment meter customers	Pre-payment meter self-disconnections	Customers self-disconnected two or more times per month (for more than two hours)
2013-14	845	56	7
2014-15	1,014	1,193	112
2015-16	1,202	3,172	659
2016-17	1,190	2,169	673

Horizon Power experienced a 31.6 per cent decrease in the number of disconnections of pre-payment meter customers in 2016-17. It attributed the decrease to pre-payment meter customers having a better understanding of their consumption needs over time. This has resulted in customers habitually topping up their prepayment meters, thereby avoiding disconnection.

⁵³ If a pre-payment meter is disconnected multiple times during the reporting year then each disconnection is counted in the total number of disconnections.

⁵⁴ Synergy is using legacy pre-payment meters that are not capable of providing the required disconnection data.

⁵⁵ Self-disconnection means an interruption to the supply of energy because a prepayment meter system has no credit (including emergency credit) available.

Reconnections

The two measures of customer reconnection (following disconnection for non-payment) are:⁵⁶

- reconnection within seven days of being disconnected; and
- reconnection without time limit.

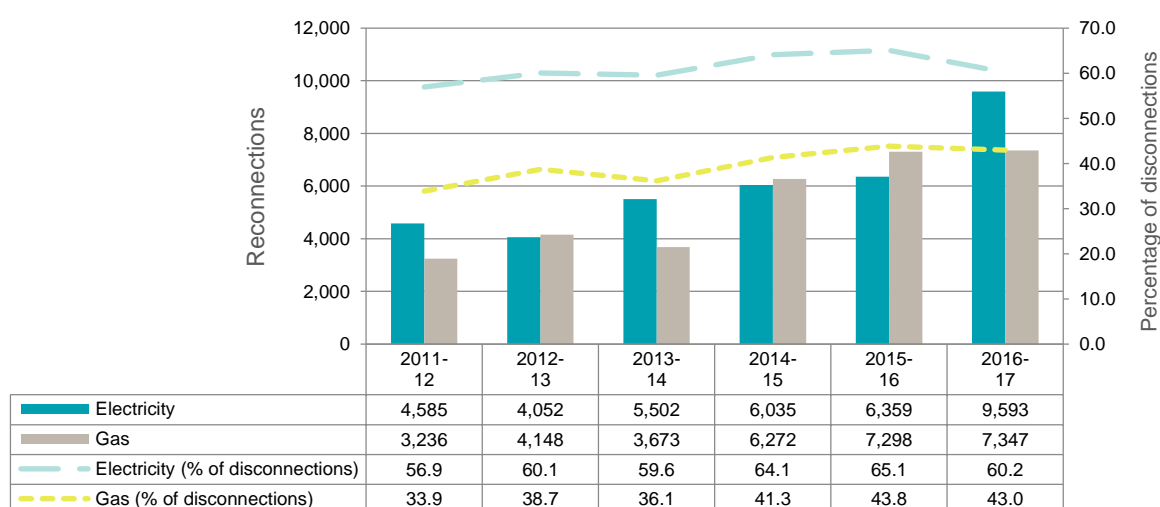
The seven day reconnection deadline is used because it is considered to include customers who were experiencing financial difficulties immediately prior to disconnection, or who could have avoided disconnection by engaging with the retailer earlier in the disconnection process. However, because the financial status of the customer at the time of disconnection is not recorded, it is not possible to separately report on how many of these disconnections there were. The ERA is introducing new performance measures to capture this information, commencing from 2017-18.

The total number of reconnections performed each year captures the customers who needed more time to arrange their reconnection, and also helps to identify the customers who were not reconnected at all.⁵⁷

Residential customer reconnections

Figure 9 shows the overall residential electricity and gas reconnections within seven days.

Figure 9: Residential customer disconnections reconnected within seven days



The number of residential electricity and gas customer reconnections within seven days increased to a six year high in 2016-17. The percentage of total disconnections that resulted in a reconnection, however, for both electricity and gas were lower in 2016-17, because the total number of disconnections increased by more than the increase in reconnections.

⁵⁶ This measure only applies to the reconnection of a customer in the same name and at the same address as the disconnection.

⁵⁷ A proportion of disconnections involve customers who reconnect in a different name at the same address, often because another member of the household takes over the account from the person who was disconnected. These reconnections do not show up in the reconnections data, even though supply has been restored to the premise.

The percentage of gas residential reconnections has been consistently lower than electricity reconnections. Gas retailers have suggested the difference is because some gas customers experiencing financial difficulties prioritise staying connected to electricity over restoring their gas supply.

Table 31 shows the percentage of residential electricity and gas reconnections within seven days for each retailer.

Table 31: Percentage of residential customer disconnections reconnected within seven days by retailer

Retailer	2011-12	2012-13	2013-15	2014-15	2015-16	2016-17
Electricity						
Horizon Power	16.8	7.1	19.6	21.3	40.7	52.5
Synergy	58.7	63.6	65.2	69.7	70.2	61.2
Total	56.9	60.1	59.6	64.1	65.1	60.2
Gas						
Alinta Energy	33.9	38.7	35.9	41.3	44.3	41.8
EGDC	0.0	0.0	66.7	33.3	60.0	0.0
Kleenheat	0.0	57.1	44.1	42.7	39.3	51.6
Total	33.9	38.7	36.1	41.3	43.8	43.0

Synergy had the highest percentage of reconnections within seven days of any gas or electricity retailer in 2016-17. This was despite its reconnection percentage decreasing from 70.2 per cent in 2015-16 to 61.2 per cent in 2016-17.

The percentage of reconnections by Horizon Power and Kleenheat were both higher than in 2015-16.

EGDC's reconnection rate fell from 60 per cent in 2015-16 to zero in 2016-17, but variations such as this are expected when only a small number of disconnections are involved (the percentage in 2015-16 was based on three disconnections).

Table 32 shows the overall percentage of residential electricity and gas reconnections (without time limit) for each retailer.⁵⁸

Compared to 2015-16, the percentage of overall residential electricity and gas reconnections (i.e. those customers reconnected sometime during the reporting year) both fell in 2016-17.

Comparing Table 31 with Table 32 shows that the large majority of electricity reconnections in 2016-17 were completed within seven days. The gap between the rates in the two tables is 2.9 per cent for electricity reconnections, compared to 22.5 per cent for gas reconnections.

⁵⁸ Retailers commenced reporting total reconnections from 2012-13.

Table 32: Percentage of residential customer disconnections reconnected (without time limit) by retailer

Retailer	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity						
Horizon Power	-	22.4	20.9	61.6	55.2	59.3
Synergy	-	69.5	73.6	83.0	75.9	63.6
Total	-	66.6	67.1	80.6	72.3	63.1
Gas						
Alinta Energy	-	75.4	63.9	68.1	70.1	66.0
EGDC	-	0.0	83.3	66.7	80.0	16.7
Kleenheat	-	57.1	60.3	53.2	47.3	62.1
Total	-	75.4	63.9	67.5	67.9	65.5

Table 33 compares each retailer's residential reconnections within seven days by category in 2015-16 and 2016-17.

Table 33: Residential customer disconnections reconnected within seven days by category

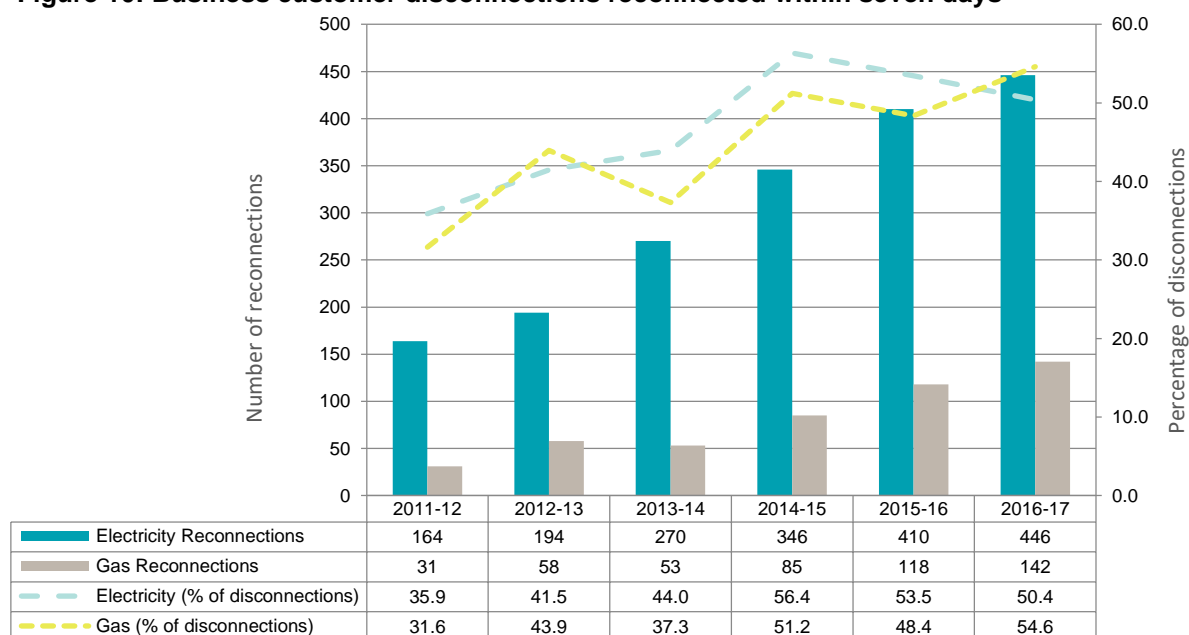
Retailer	Reconnections within 7 days		Customers previously on an instalment plan		Customers reconnected at the same supply address within the past 24 months		Concession card holders ⁵⁹	
	% of disconnections		% of disconnections		% of disconnections		% of disconnections	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Electricity								
Horizon Power	694	958	19.7	24.4	17.2	30.6	6.3	5.1
Synergy	5,665	8,635	43.9	46.6	12.4	9.4	25.3	24.6
Total	6,359	9,593	39.7	44.1	13.2	11.9	22.0	22.4
Gas								
Alinta Energy	6,666	6,252	4.9	4.8	9.2	9.4	-	-
EGDC	3	0	0.0	0.0	0.0	0.0	-	-
Kleenheat	629	1,095	45.5	26.0	7.9	10.1	-	-
Total	7,298	7,347	8.8	7.4	9.1	9.5	-	-

The percentage of reconnections in each of the three categories for each retailer in 2016-17 is broadly similar to that for 2015-16. The only notable exception is the percentage of reconnections by Kleenheat involving customers previously on an instalment plan, which fell from 45.5 per cent in 2015-16 to 26 per cent in 2016-17.

Business customer reconnections

Figure 10 shows the overall electricity and gas business customer reconnections within seven days.

⁵⁹ Because government subsidies and concessions are paid through electricity bills, the gas retailers do not know which customers are receiving a concession.

Figure 10: Business customer disconnections reconnected within seven days

The number of reconnections of electricity and gas business customers both increased in 2016-17. The increase in the number of electricity reconnections did not translate into an increase in the percentage of electricity reconnections, because the increase in the number of disconnections was higher than the increase in reconnections (refer to Figure 8).

Table 34 shows the percentage of electricity and gas business customer reconnections within seven days for each retailer.

The percentage of Horizon Power business customers who were reconnected within seven days was higher in 2016-17 (48.6 per cent, compared to 39.1 per cent in 2015-16). Horizon Power attributed the reduced reconnection times to the remote reconnection capabilities of its AMI meters.

Alinta Energy reconnected all 16 disconnected electricity business customers within seven days.

Table 34: Percentage of business customer disconnections reconnected within seven days by retailer

Retailer	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity						
Alinta Energy	90.0 ⁶⁰	9.1	71.4 ⁶¹	100.0	66.7	100.0
Horizon Power	9.1 ⁶²	0.0	13.2	12.2	39.1	48.6
Kleenheat					-	50.0
Perth Energy	0.0	0.0	100.0	100.0	100.0	100.0
Synergy	35.3	42.9	45.3	58.6	55.8	49.4
Total	35.9⁶³	41.5	44.0	56.4	53.5	50.4
Gas						
Alinta Energy	32.0	43.9	37.6	51.3	43.8	40.7
Kleenheat	-	-	0.0	33.3	69.0	85.4
Synergy	0.0	-	-	100.0	100.0	0.0
Total	32.0	43.9	37.3	51.2⁶⁴	48.4⁶⁵	54.6

Table 35 shows the percentage of electricity and gas business reconnections (without time limit) for each retailer.

Table 35: Percentage of business customer disconnections reconnected (without time limit) by retailer

Retailer	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity						
Alinta Energy	-	9.1	71.4	100.0	66.7	100.0
Horizon Power	-	0.0	39.5	31.7	60.9	66.7
Kleenheat					-	-
Perth Energy	-	0.0	100.0	100.0	100.0	100.0
Synergy	-	49.3	57.0	78.4	64.4	51.7
Total	-	47.6	56.4	75.7	64.0	55.1
Gas						
Alinta Energy	-	72.7	58.9	72.1	60.7	59.3
Kleenheat	-	-	100	33.3	69.0	93.9
Synergy	-	-	-	100.0	0.0	0.0
Total	-	72.7	59.2	70.5⁶⁶	61.9⁶⁷	70.0

The percentage of electricity reconnections was lower in 2016-17. This was due to an increase in the number of disconnections and a decrease in the number of reconnections.

⁶⁰ Incorrectly reported as 81.8 in the 2016 Annual Performance Report.

⁶¹ Incorrectly reported as 7.14 in the 2016 Annual Performance Report.

⁶² Incorrectly reported as 8.3 in the 2016 Annual Performance Report.

⁶³ Incorrectly reported as 35.7 in the 2016 Annual Performance Report.

⁶⁴ This value was previously reported as 50.3 (as Synergy was not included in the table).

⁶⁵ This value was previously reported as 48.1 (as Synergy was not included in the table).

⁶⁶ This value was previously reported as 69.9 (as Synergy was not included in the table).

⁶⁷ This value was previously reported as 62.1 (as Synergy was not included in the table).

While there was an increase in the number of gas disconnections and reconnections, the percentage of gas reconnections is higher because the increase in reconnections was greater than the increase in disconnections.⁶⁸

The percentage of Kleenheat's gas business customers who were reconnected increased from 69 per cent to 93.9 per cent between 2015-16 and 2016-17.

⁶⁸ Refer to Table 62 and Table 68.

Complaints

Both the electricity code and the gas compendium require retailers to have an internal process for handling complaints and resolving disputes that complies with Australian Standard AS/NZS 10002 – 2014 (Guidelines for complaint management in organisations).

AS/NZS 10002 – 2014 defines a complaint as: “*An expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.*”⁶⁹

Retailers are also required to comply with the ERA’s Customer Complaints Guidelines, which clarifies the distinction between queries, complaints and other customer communications.

Customer complaints are separated into four categories:

- Billing 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.
- Marketing complaints - includes advertising campaigns, contract terms, sales techniques and misleading conduct.
- 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).
- Other complaints - includes poor service, privacy considerations, failure to respond to complaints in a timely manner, health and safety issues, and any other matter not covered by the billing, marketing and transfer categories.

Retailers that supply pre-payment meter customers are required to separately record complaints about pre-payment meter services.

A key measure of the effectiveness of a retailer’s complaints handling process is how quickly a complaint is concluded.⁷⁰ Retailers report on the percentage of complaints that are concluded within 15 business days.

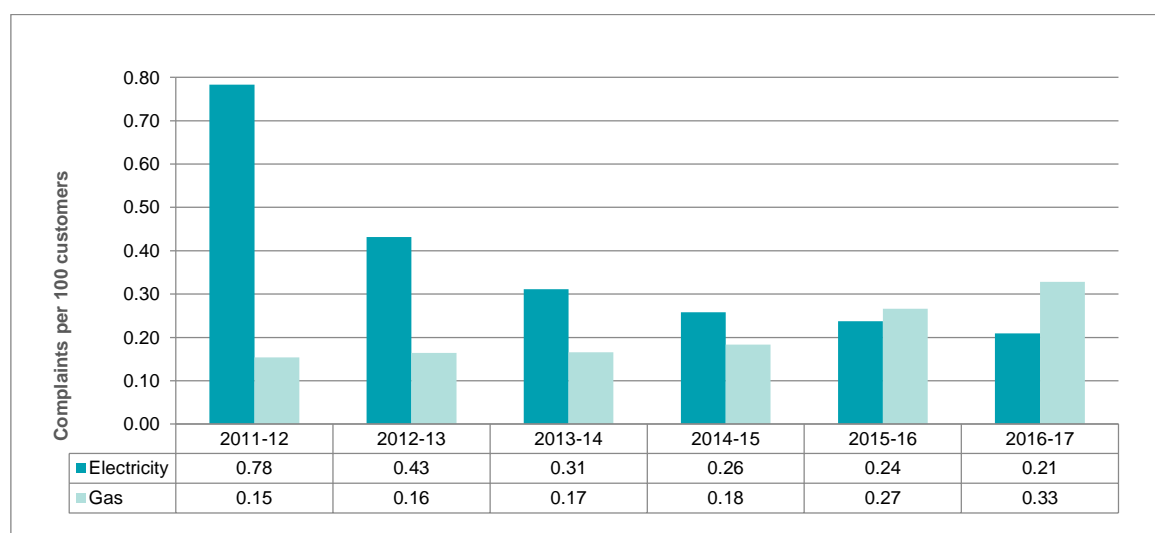
⁶⁹ The electricity code and the gas compendium have slightly modified this definition by adding the words “or services” immediately after “products” because energy retailers provide a service rather than a product to their customers.

⁷⁰ A complaint is concluded when all of the relevant parts of the retailer’s complaints handling process have been exercised in an attempt to resolve the complaint.

Residential complaints

Figure 11 shows the total complaints per 100 customers made to electricity and gas retailers by residential customers.

Figure 11: Total residential complaints (per 100 customers)



Residential complaints made to gas retailers increased in 2016-17 to 0.33 per 100 customers, up from 0.27 in 2015-16. The rate of complaints made to electricity retailers was slightly lower in 2016-17, which continues a trend for the past five years. The number of complaints received by retailers from residential electricity and gas customers can be found in Table 69 of Appendix 1.

Table 36 shows the residential complaints per 100 customers made to each electricity and gas retailer.

Table 36: Residential complaints by retailer (per 100 customers)

Retailer	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity						
Horizon Power	0.39	1.06	0.72	0.57	1.40	0.58
Synergy	0.80	0.41	0.30	0.24	0.19	0.19
Total	0.78	0.43	0.31	0.26	0.24	0.21
Gas						
Alinta Energy	0.15	0.16	0.14	0.16	0.26	0.29
EGDC	0.00	0.00	0.00	0.00	0.00	0.00
Kleenheat	0.37	0.54	0.91	0.51	0.33	0.47
Total	0.15	0.16	0.17	0.18	0.27	0.33

Synergy's residential complaints were unchanged at 0.19 per 100 customers in 2016-17. Synergy attributed the reduction in complaint numbers in 2015-16 to an initiative that empowers call centre staff to resolve issues that cause complaints, using a variety of tools that include having greater authority to resolve financial issues with customers.

Horizon Power's residential complaints were much lower in 2016-17, at 0.58 per 100 customers, compared to 1.40 per 100 customers in 2015-16. Horizon Power attributed the spike in 2015-16 to complaints about errors by a meter reader. Horizon Power reported that the reduction in complaints in 2016-17 was also due to its AMI processes, which have led to a reduction in customer dissatisfaction.

There was increase in the rate of complaints from Kleenheat's customers. Kleenheat commented that the majority of billing complaints related to customers' higher than usual bills due to the coldest winter reported in 20 years.

Table 37 compares the retailers' residential complaints by category over the past two years.

Table 37: Percentage of residential complaints by complaint category

Retailer	Percentage of complaints in each category							
	Billing complaints		Marketing complaints		Transfer complaints		Other complaints	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Electricity								
Horizon Power	74.0	82.1	0.0	0.0	0.0	0.0	26.0	17.9
Synergy	90.2	69.5	7.0	0.6	0.4	0.0	2.5	29.9
Gas								
Alinta Energy	80.1	73.6	6.9 ⁷¹	9.8	0.4	0.9	12.9 ⁷²	16.6
Kleenheat	70.3	64.8	0.7	1.1	6.6	1.1	22.4	33.0

Consistent with previous years, the majority of residential complaints received by electricity and gas retailers were about billing.

Synergy's percentage of complaints that are categorised as 'other' complaints increased from 2.5 per cent in 2015-16 to 29.9 per cent in 2016-17. Synergy advised that the change reflects improvements in its complaint categorisation. For example matters now reported with a greater level of granularity under the category of "other" include renewable energy buyback scheme, meter reading, meter reprogramming, move in (to a premise) and general customer service complaints.

Residential complaint conclusion

Table 38 compares the total number of and percentage of residential complaints concluded by each retailer within 15 business days, in 2015-16 and 2016-17.

⁷¹ Incorrectly reported as 7.0 in the 2016 Annual Performance Report.

⁷² Incorrectly reported as 13.0 in the 2016 Annual Performance Report

Table 38: Residential complaints concluded within 15 business days

Retailer	Complaints concluded within 15 days		% of complaints received	
	2015-16	2016-17	2015-16	2016-17
Electricity				
Horizon Power	316	154	57.9	67.2
Synergy	1,852	1,853	98.6	100.0
Gas				
Alinta Energy	1,114	1,517	71.0	94.3
Kleenheat	284	677	97.9	94.6

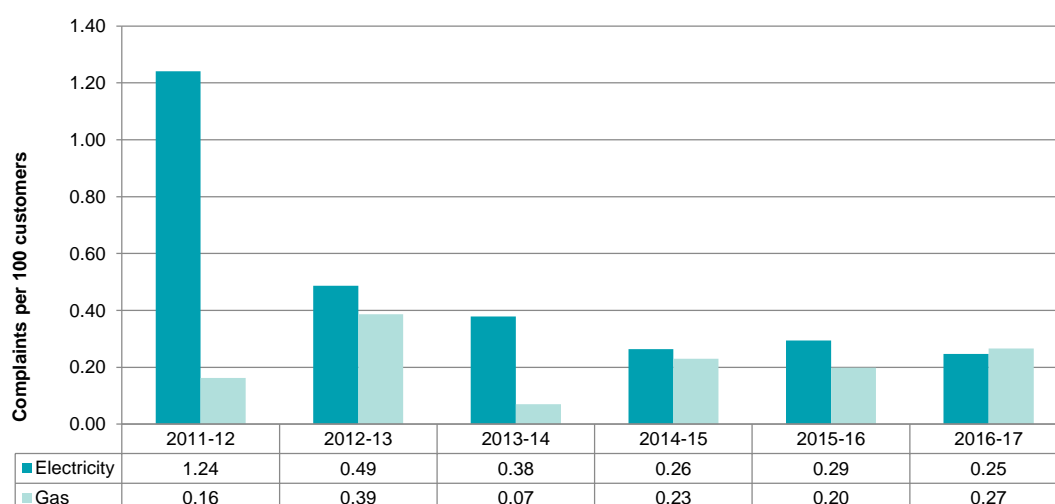
The percentage of complaints concluded within 15 business days by Alinta Energy increased from 71.0 per cent 2015-16 to 94.3 per cent in 2016-17. Alinta Energy provided the following explanation for this change:

The timely management of customer complaints is an extension of our improved customer service programme which ensures all customer comments expressing dissatisfaction about Alinta or its products, services or staff are captured and resolved in a timely manner. In addition, Alinta has worked closely with ATCO Gas to manage more complex issues around metering and investigations, which has enabled complaints to be managed in a more timely manner.

Horizon Power also experienced an increase in the percentage of complaints resolved within 15 business days.

Business complaints

Figure 12 shows the total complaints (per 100 customers) made to electricity and gas retailers by business customers.

Figure 12: Total business complaints (per 100 customers)

The rate of complaints made to electricity retailers decreased in 2016-17, whereas the rate of complaints made to gas retailers increased. The level of complaints for gas customers can be quite variable due to the low number of complaints involved (e.g. in 2015-16 there were a total of 20 complaints; in 2016-17 there were 26 complaints).

The number of complaints received by each retailer from business customers can be found in Table 72 in Appendix 1. Table 39 shows the rate of complaints per 100 business customers made to each retailer.⁷³

Table 39: Business complaints by retailer (per 100 customers)

Retailer	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity						
AER Retail					0.00	0.00
Alinta Energy	1.17 ⁷⁴	0.96	0.51	0.98	0.12	0.29
Amanda Energy						1.05
Change Energy						0.00
Horizon Power	0.05	1.08	0.58	0.30	1.46	0.40
Kleenheat					3.57	1.35
Perth Energy	1.47 ⁷⁵	0.58	0.00	0.27	0.17	2.33
Rottnest Island Authority	4.00 ⁷⁶	0.00	23.08	3.85	0.00	4.17
Synergy	1.35	0.43	0.35	0.24	0.21	0.23
Total	1.24	0.49	0.38	0.26	0.29	0.25
Gas						
Alinta Energy	0.17	0.39	0.07	0.26	0.18	0.12
EGDC	0.00	0.00	0.00	0.00	0.00	0.00
Kleenheat				0.00	0.32 ⁷⁷	0.83
Perth Energy	0.00	0.00	0.00	0.00	0.00	0.00
Synergy	0.00	0.00	0.00	0.00	0.00 ⁷⁸	0.57
Total	0.16	0.39	0.07	0.23	0.20	0.27

The rate of complaints received by Horizon Power from business customers was down in 2016-17, after a spike in 2015-16. The high number of complaints in 2015-16 was for similar reasons that caused the increase in residential customer complaints in the same year – meter reading problems in Broome, and customers linking the installation of new AMI meters to higher bills.

Rottnest Island Authority's rate of complaints has been highly variable over the past six years. This is because its relatively small customer base means a small change in the number of complaints translates to a large change in the number of complaints per 100 customers. For example, the rate of 4.17 in 2016-17 is the result of one business customer complaint.

⁷³ A-Star, AER Retail and Amanda Energy have been excluded from the table, because they did not receive any complaints.

⁷⁴ Incorrectly reported as 0.11 in the 2016 Annual Performance Report.

⁷⁵ Incorrectly reported as 0.14 in the 2016 Annual Performance Report.

⁷⁶ Incorrectly reported as 0.40 in the 2016 Annual Performance Report.

⁷⁷ Last year's report stated this figure was 0.00, which was accompanied by a footnote saying "Kleenheat received a single complaint in 2015-16". This appears to have been an error. The rate should have been 0.32 as Kleenheat reported 5 complaints from business gas customers in 2015-16.

⁷⁸ Last year's report stated this figure was 0.32. A rate of 0.0 should have appeared as Synergy did not receive any complaints from business gas customers in 2015-16.

Table 40 compares each category of the retailers' business complaints in 2014-15 and 2015-16.

Table 40: Percentage of business complaints by complaint category

Retailer	Percentage of complaints in each category							
	Billing complaints		Marketing complaints		Transfer complaints		Other complaints	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Electricity								
Alinta Energy	66.7	100.0	0.0	0.0	0.0	0.0	33.3	0.0
Amanda Energy		100.0		0.0		0.0		0.0
Horizon Power	73.0	73.5	0.0	0.0	0.0	0.0	27.0	26.5
Kleenheat	100.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0
Perth Energy	100.0	42.9	0.0	0.0	0.0	0.0	0.0	57.1
Rottnest Is. Authority	-	0.0	-	0.0	-	0.0	-	100.0
Synergy	86.3	59.4	9.8	0.4	2.0	1.3	2.0	38.9
Gas								
Alinta Energy	93.3	77.8	0.0	0.0	0.0	0.0	6.7	22.2
Kleenheat	60.0 ⁷⁹	87.5	0.0	0.0	20.0 ⁸⁰	0.0	20.0 ⁸¹	12.5
Synergy	-	100.0	-	0.0	-	0.0	-	0.0

Consistent with previous years, the majority of business complaints received by electricity and gas retailers were about billing.

⁷⁹ Incorrectly reported as 100.0 in the 2016 Annual Performance Report.

⁸⁰ Incorrectly reported as 0.0 in the 2016 Annual Performance Report.

⁸¹ Incorrectly reported as 0.0 in the 2016 Annual Performance Report.

Business complaint resolution

Table 41 compares the total number of and percentage of business complaints concluded by each retailer within 15 business days for the past two years.

Table 41: Business complaints concluded within 15 business days

Retailer	Complaints concluded within 15 days		% of complaints received	
	2015-16	2016-17	2015-16	2016-17
Electricity				
Alinta Energy	3	5	100.0	62.5
Amanda Energy		1		100.0
Horizon Power	47	16	40.9	47.1
Kleenheat	1	1	100.0	100.0
Perth Energy	1	0	100.0	0.0
Rottnest Island Authority	-	0	-	0.0
Synergy	202	239	99.0	100.0
Gas				
Alinta Energy	14	9	93.3	100.0
Kleenheat	5 ⁸²	15	100.0	93.8
Synergy	-	1	-	100.0

⁸² Incorrectly reported as 1 in the 2016 Annual Performance Report.

Call centre performance

A significant proportion of customers' interaction with their retailer is by telephone. Retailer's responsiveness to telephone calls from customers is an important measure of customer service.

Larger retailers operate call centres that employ multiple customer service agents to handle customer enquiries and complaints. These call centres may have sophisticated systems to monitor and report on key responsiveness indicators, specifically:

- Percentage of calls answered within 30 seconds.
- Average duration before a call is answered, measured in seconds.
- Percentage of unanswered calls.

Some call centres handle calls about gas and electricity retail services, as well as other services provided by the retailer, or a related business. Therefore, it may not always be possible for retailers to separately report on their performance for gas and electricity retail calls. In these circumstances the reported performance will be for all the calls handled by the call centre.

If the call centre uses Interactive Voice Response equipment⁸³ to handle calls, then the responsiveness measures only apply to those calls where the customer has selected an option to speak with an operator.

Smaller retailers offer a more simple telephone service, which is often based on the customer calling a switchboard operator, who connects them to the appropriate contact person. This type of telephone service is generally not capable of producing responsiveness data.

Electricity retailer call centre performance

Of the nine active electricity retailers covered by this report, AER Energy, Change Energy and Perth Energy do not operate call centres. Amanda Energy is not included in the table as their data includes calls from large use customers and small use customers, and it is not possible to separate out the small use customer calls.

The Rottnest Island Authority call centre handles calls for both retail and distribution customers, and also calls related to other areas of their business.

Table 42 shows the total volume of calls to electricity retailer call centres.

⁸³ Interactive Voice Response equipment 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.

Table 42: Volume of calls to electricity retailer call centres

Retailer	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Alinta Energy	2,426	2,728	2,828	3,342	2,997	1,412
Horizon Power ⁸⁴	82,587	103,301	99,347	95,203	108,497	83,761
Kleenheat					14	46
Rottneest Island Authority	5,840	6,173	4,850	5,250	1,955	814
Synergy	1,315,881	1,223,000	1,132,395	1,072,272	1,058,008	1,156,318
Total	1,406,734	1,335,202	1,239,420	1,176,067	1,171,471	1,242,351

The total volume of calls to electricity retailer call centres had been trending downward over the five years. This is in part a result of customers taking up the option of managing their energy account online. In 2016-17, however, there was an increase in total number of calls, which was due to an increase of 98,310 calls to Synergy's call centre. The increase in Synergy's call volume was because more residential customers were seeking a payment arrangement. A contributing factor to the increase was the colder than average 2016 winter resulting in higher energy bills. The softening economic climate has also led to an increase in residential customers experiencing financial hardship and contacting Synergy for assistance.

Alinta Energy reported a decrease of 52.9 per cent in the number of calls to its call centre. Alinta Energy provided the following comment regarding the reduction in calls:

Alinta has updated its call management system and now captures business customers via a dedicated call queue which then sees them separated into gas and electricity customers. This has resulted in an impact to several of the metrics for electricity. In addition, Alinta has established a dedicated team of business sales executives who each manage a portfolio of business customers directly, so this has reduced the volume of incoming calls via the call centre

The number of calls to Horizon Power's call centre decreased by 22.8 per cent in 2016-17. Horizon Power advised customer calls are down as a result of its AMI infrastructure providing timely and accurate billing. Horizon Power also considers that online and paperless billing has contributed to a reduction in customers' need to call.

Rottneest Island Authority's reported a large decrease in the number of calls for the second year in a row. As was the case with the reduction in 2015-16, Rottneest Island Authority has attributed this decrease to a number of initiatives to improve its service.⁸⁵

Figures 13, 14 and 15 show each electricity retailer's performance against the three key responsiveness measures.

⁸⁴ Horizon Power's call centre handles calls for both retail and distribution customers. Horizon Power has been able to separate retail calls from distribution calls since 2014. The data for 2011-12 and 2012-13 includes calls from retail and distribution customers.

⁸⁵ The initiatives include undertaking more preventative maintenance, and having an increased presence on the island (called "Island Office") during office hours. The office handles all minor maintenance works that previously had to be logged by the Authority's staff via the call centre.

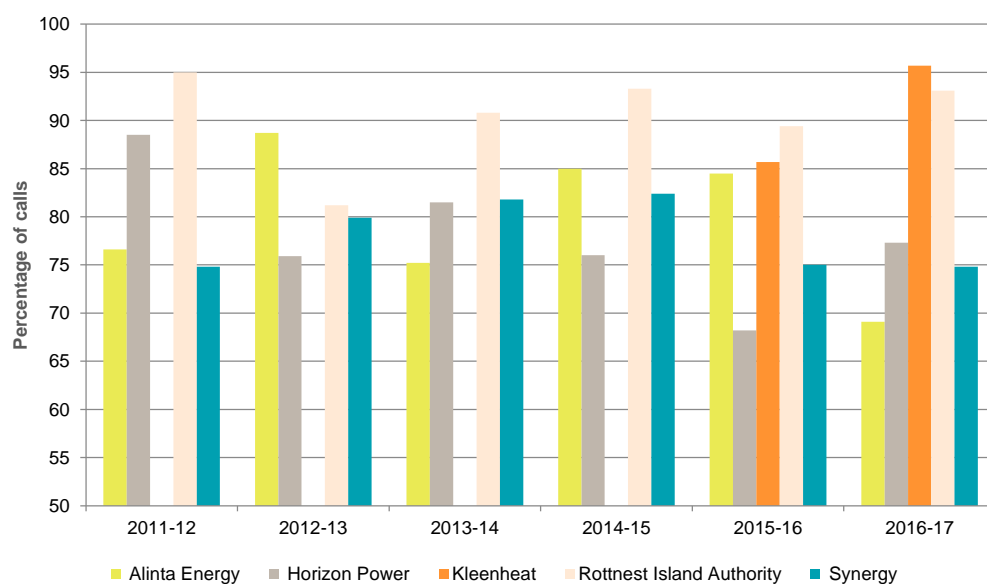
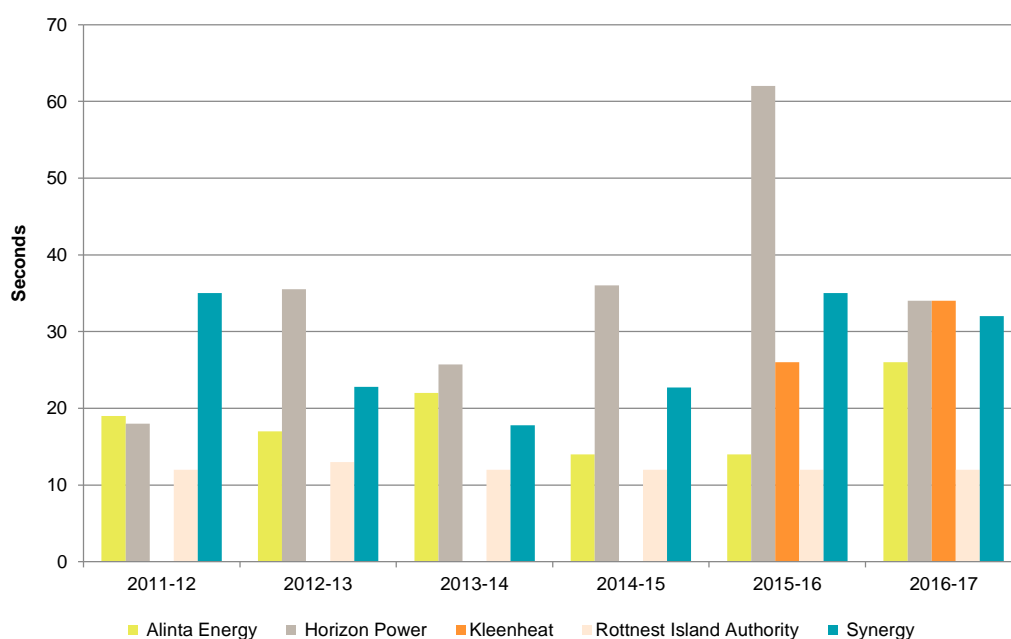
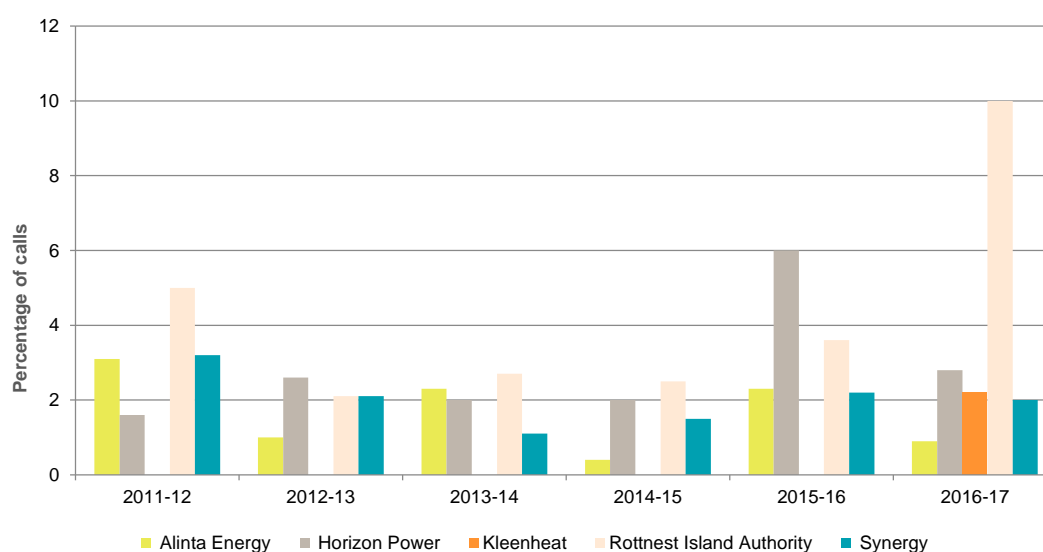
Figure 13: Percentage of electricity retail calls answered within 30 seconds**Figure 14: Average duration before a call is answered by electricity retail call centres**

Figure 15: Percentage of calls that are unanswered by electricity retailers

The percentage of calls answered within 30 seconds by each retailer's call centre was between 69.1 per cent and 95.7 per cent.

Alinta Energy was the only retailer that saw a notable increase in the average duration before a call is answered (26 seconds in 2016-17, up from 14 seconds in 2015-16) as well as a decrease in the percentage of calls answered within 30 seconds.

After a spike in 2015-16, the average duration before a call is answered by Horizon Power's call centre returned to a value close to the long-term average. The spike in 2015-16 coincided with an increase in complaints (see the discussion about Table 36 for more information).

Gas retailer call centre performance

Alinta Energy and Kleenheat are the only gas retailers that have call centres. Synergy and EGDC provide telephone support to their customers using telephone systems that do not record call statistics.

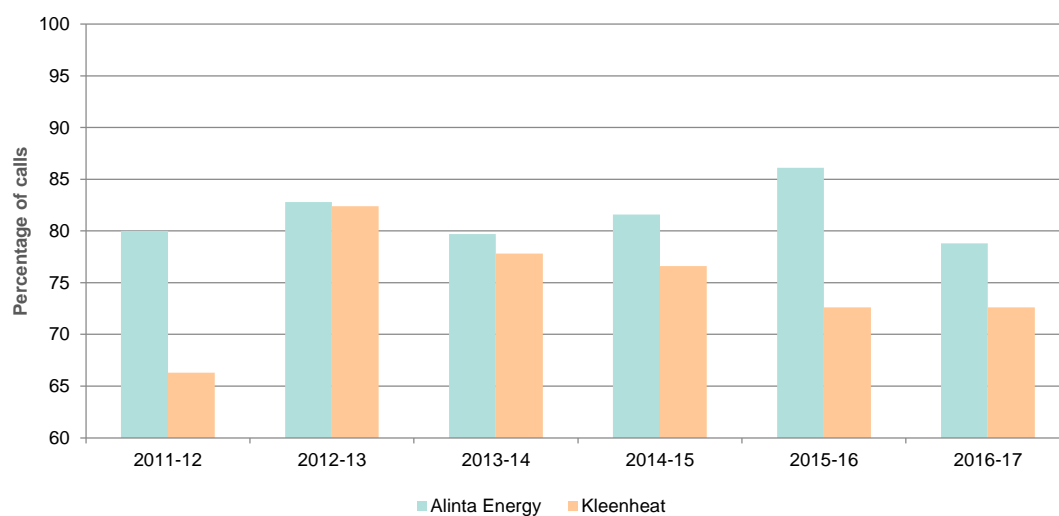
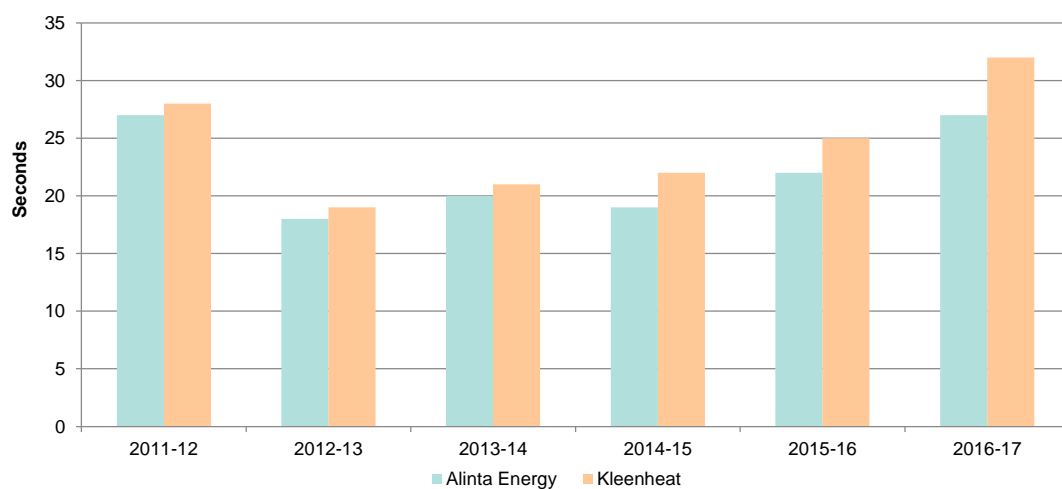
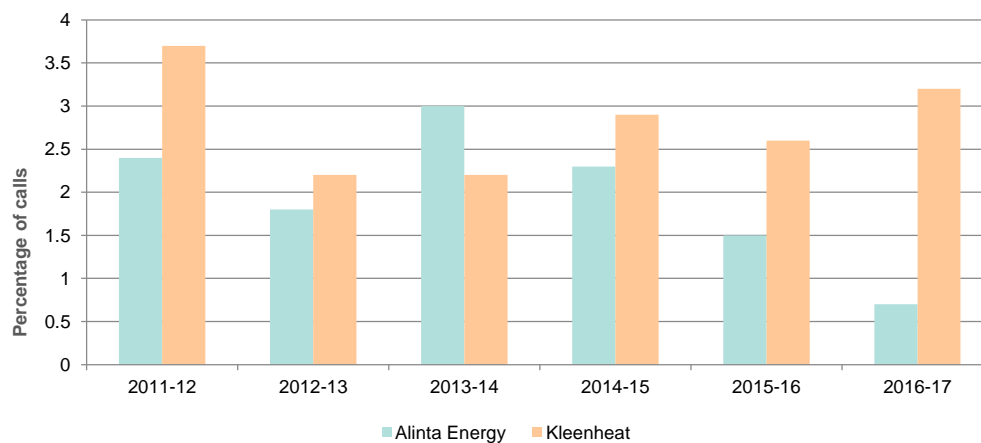
Table 43 shows the total volume of calls to the two gas retailer call centres.

Table 43: Volume of calls to gas retailer call centres

Retailer	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Alinta Energy	686,935	696,694	735,884	778,427	675,673	525,644
Kleenheat	214,280	220,710	235,698	233,363	222,505	285,887
Total	901,215	917,404	971,582	1,011,790	898,178	811,531

The total volume of calls to gas retailers' call centres fell to a six year low in 2016-17. The 28.5 per cent increase in calls to Kleenheat's call centre was more than offset by the 22.2 per cent decrease in calls to Alinta's call centre.

Figures 16, 17 and 18 show each gas retailer's performance against the three key responsiveness measures.

Figure 16: Percentage of gas retail calls answered within 30 seconds**Figure 17: Average duration before a call is answered by gas retail call centres****Figure 18: Percentage of calls that are unanswered by gas retailers**

The percentage of calls answered within 30 seconds by Kleenheat's call centre in 2016-17 was the same as in 2015-16. Alinta's percentage decreased from 86.1 per cent to 78.8 per cent.

The average duration before a call was answered increased for both Alinta Energy and Kleenheat.

The percentage of unanswered calls to Kleenheat's call centre increased from 2.6 per cent in 2015-16 to 3.2 per cent in 2016-17. The percentage for Alinta Energy's call centre decreased from 1.5 per cent to 0.7 per cent over the same period.

Service standard payments made by electricity retailers

The electricity code requires retailers to make service standard payments to customers for:⁸⁶

- requesting a customer reconnection (following disconnection for non-payment of a bill) after the prescribed timeframe, at a rate of \$60 per day up to a maximum of \$300 total;⁸⁷
- wrongful disconnection, at a rate of \$100 per day;⁸⁸ and
- failure to acknowledge or respond to a customer query or complaint within the prescribed timeframes at a rate of \$20 for each written query or complaint.⁸⁹

Horizon Power and Synergy were the only electricity retailers to make service standard payments in 2016-17.

Table 44 shows the number of service standard payments made by both retailers.

Table 44: Service standard payments made by electricity retailers

Retailer	Horizon Power			Synergy		
	Late reconnection	Wrongful disconnection	Untimely response to customer complaints	Late reconnection	Wrongful disconnection	Untimely response to customer complaints
2011-12	6	2	0	13	14	1
2012-13	5	4	0	16	40	0
2013-14	12	11	0	12	51	4
2014-15	10	16	0	5	31	1
2015-16	15	34	0	6	14	0
2016-17	3	78	0	7	33	2

Horizon Power advised the increase in payments for wrongful disconnection included the disconnection of 59 prepayment customers in March 2017. The customers were due to be disconnected on the morning of 21 March 2017 because their prepayment meters had no credit, but a system fault caused it to disconnect the customers after 3pm, which is outside the timeframes allowed under the electricity code.

⁸⁶ The retailer is only required to make payments for late reconnections and failure to acknowledge a complaint or query if the customer applies. Payments for wrongful disconnection must be made without application from the customer.

⁸⁷ Clause 14.1 of the electricity code requires a retailer to forward a reconnection request to the relevant distributor within a prescribed timeframe, depending on when the customer meeting specified conditions.

⁸⁸ Clause 14.2 of the electricity code.

⁸⁹ Clause 14.3 of the electricity code.

Appendix 1: Additional retailer performance information

Customers

Table 45: Number of electricity customers by retailer

Retailer	Residential customers						Retailer	Business customers					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17		2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
AER Retail					0	0	AER Retail					21	23
Alinta Energy	0	0	0	0	0	0	Alinta Energy	1,449	1,351	1,967	2,548	2,428	2,775
Amanda Energy					0	0	Amanda Energy					73 ⁹⁰	95
A-Star				0	0	0	A-Star				17	0	0
Change Energy						0	Change Energy						6
Clear Energy	0	0	0	0	0	0	Clear Energy	0	0	0	0	0	0
Horizon Power	34,037	36,051	37,398	38,299	38,936	39,373	Horizon Power	7,939	8,050	9,235	8,224	7,873	8,549
Kleenheat					0	0	Kleenheat					28	74
Perth Energy	0	0	0	0	0	0	Perth Energy	68	171	229	364	599	301
Rottneest Island Authority	0	0	0	0	0	0	Rottneest Island Authority	25	25	26	26	25	24
Synergy	894,804	894,542	913,200	934,717	982,615	954,898	Synergy	87,650	98,389	99,408	99,611	99,239	105,908
Total	928,841	930,593	950,598	973,016	1,021,551	994,271	Total	97,131	107,986	110,865	110,790	110,289	117,755

⁹⁰ Incorrectly reported as 76 in the 2016 Annual Performance Report.

Table 46: Number of gas customers by retailer

Retailer	Residential customers						Retailer	Business customers					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17		2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Alinta Energy	628,328	624,314	635,893	628,171	611,142	554,903	Alinta Energy	8,468	8,355	8,282	8,127	8,319	7,612
Synergy	0	0	0	0	0	0	Synergy	112	141	79	107	137	175
Kleenheat	535	8,212	21,697	47,353	87,648	153,478	Kleenheat	1	20	232	871	1,554	1,924
EGDC	279	296	309	350	327	337	EGDC	31	36	33	34	49	46
Perth Energy	0	0	0	0	0	0	Perth Energy	0	0	0	0	0	8
Total	629,142	632,822	657,899	675,874	699,117	708,718	Total	8,612	8,552	8,626	9,139	10,059	9,765

Table 47: Contestable and non-contestable residential electricity customers by retailer

Retailer	Contestable						Retailer	Non-contestable					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17		2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
AER Retail					0	0	AER Retail					0	0
Alinta Energy	0	0	0	0	0	0	Alinta Energy	0	0	0	0	0	0
Amanda Energy					0	0	Amanda Energy					0	0
A-Star				0	0	0	A-Star				0	0	0
Change Energy						0	Change Energy						0
Clear Energy	0	0	0	0	0	0	Clear Energy	0	0	0	0	0	0
Horizon Power	34,037	36,051	37,398	38,299	38,936	39,373	Horizon Power	0	0	0	0	0	0
Kleenheat					0	0	Kleenheat					0	0
Perth Energy	0	0	0	0	0	0	Perth Energy	0	0	0	0	0	0
Rottneest Island Authority	0	0	0	0	0	0	Rottneest Island Authority	22	0	0	0	0	0
Synergy	1,749	333	315	290	292	289	Synergy	893,055	894,209	912,885	934,427	982,323	954,609
Total	35,786	36,384	37,713	38,589	39,228	39,662	Total	893,077	894,209	912,885	934,427	982,323	954,609

Table 48: Customers covered by the Gas Moratorium in areas supplied through the ATCO distribution networks⁹¹

Retailer	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Residential						
Alinta Energy	628,084	624,122	635,701	628,007	611,002	553,780
Kleenheat	-	-	-	47,350	87,646	153,475
Total	628,084	624,122	635,701	675,357	698,648	707,255
Change from previous year	2.0%	-0.6%	1.9%	6.2%	3.4%	1.2%
Business						
Alinta Energy	6,496	6,541	6,361	6,342	6,766	6,186
Kleenheat	-	-	-	492	735	1,259
Total	6,496	6,541	6,361	6,834	7,501	7,445
Change from previous year	-0.3%	0.7%	-2.8%	7.4%	9.8%	-0.7%

⁹¹ Administrative error. There was a serious formatting error in the table last year. All data was incorrect.

Table 49: Contestable and non-contestable business electricity customers by retailer

Retailer	Contestable						Non-contestable					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
AER Retail					21	23					0	0
Alinta Energy	1,449	1,351	1,967	2,548	2,428	2,775	0	0	0	0	0	0
Amanda Energy					73 ⁹²	95					0	0
A-Star				17	0	0				0	0	0
Change Energy						6						0
Clear Energy	0	0	0	0	0	0	0	0	0	0	0	0
Horizon Power	7,939	8,050	9,235	8,224	7,873	8,549	0	0	0	0	0	0
Kleenheat					28	74					0	0
Perth Energy	68	171	229	364	599	301	0	0	0	0	0	0
Rottneest Island Authority	22 ⁹³	25	26	26	25	24	0	0	0	0	0	0
Synergy	7,849	7,173	6,767	5,947	6,261	5,941	79,801	91,216	92,641	93,664	92,978	99,967
Total	17,308	16,770⁹⁴	18,224⁹⁵	17,126⁹⁶	17,308⁹⁷	17,788	79,801⁹⁸	91,216⁹⁹	92,641¹⁰⁰	93,664¹⁰¹	92,978	99,967

⁹² Incorrectly reported as 76 in the 2016 Annual Performance Report.

⁹³ The Rottneest Island Authority informed the ERA that it had incorrectly reported customer numbers prior to 2011-12, which has resulted in significant changes to customer numbers from 2011-12 onwards.

⁹⁴ Incorrectly reported as 16,745 in the 2016 Annual Performance Report (it appears RIA had been omitted).

⁹⁵ Incorrectly reported as 18,198 in the 2016 Annual Performance Report (it appears RIA had been omitted).

⁹⁶ Incorrectly reported as 17,100 in the 2016 Annual Performance Report (it appears RIA had been omitted).

⁹⁷ Incorrectly reported as 17,311 in the 2016 Annual Performance Report as we included an incorrect number for Amanda Energy.

⁹⁸ Incorrectly reported as 79,823 in the 2016 Annual Performance Report (it appears RIA's contestable customers had been included).

⁹⁹ Incorrectly reported as 91,241 in the 2016 Annual Performance Report (it appears RIA's contestable customers had been included).

¹⁰⁰ Incorrectly reported as 92,667 in the 2016 Annual Performance Report (it appears RIA's contestable customers had been included).

¹⁰¹ Incorrectly reported as 93,690 in the 2016 Annual Performance Report (it appears RIA's contestable customers had been included).

Affordability

Table 50: Residential energy customers issued with a bill outside the prescribed timeframes (due to fault on the part of the retailer)

Retailer	Number						Percentage of customers					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
Horizon Power		- ¹⁰²	516	108	124	6	-	1.4	0.3	0.3	0.3	0.0
Synergy		12,231	3,720	5,935	5,398	7,404	1.4	0.4	0.6	0.5	0.5	0.8
Total		12,231	4,236	6,043	5,522	7,410	1.3	0.4	0.6	0.5	0.5	0.7
Gas												
Alinta Energy		9,256	8,080	8,213	8,478	3,718	1.5	1.3	1.3	1.4	1.4	0.7
EGDC		0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Kleenheat		0	220	25	195	268	0.0	1.0	0.1	0.2	0.2	0.2

¹⁰² Horizon Power was not able to report separate values for residential and business customers. The total number of late bills issued in 2012-13 was 19,655.

Table 51: Business energy customers issued with a bill outside the prescribed timeframes

Retailer	Number						Percentage of customers					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
AER Retail					0	0					0	0
Alinta Energy		0	0	0	0	0		0	0	0	0	0
Amanda Energy						0						0
A-Star				0	0	0				0	n/a	n/a
Change Energy						0						0
Horizon Power		103	637	220	298 ¹⁰⁴	28		-	6.9	2.7	3.8	0.3
Kleenheat					0	0					0	0
Perth Energy		0	0	0	0	0		0	0	0	0	0
Rottneest Island Authority		0	0	0	0	0		0	0	0	0	0
Synergy		6,397	1,749	1,273	967	13,260		6.5	1.8	1.3	1.0	12.5
Total		6,397	2,386	1,493	1,265	13,288		5.9	2.2	1.3	1.1	11.3
Gas												
Alinta Energy		271	365	343	394	244		3.2	4.4	4.2	4.7	3.2
EGDC		0	3	0	0	0		0.0	9.1 ¹⁰⁵	0.0	0.0	0.0
Kleenheat		0	36	66	58	149		0.0	15.5	7.6	3.7	7.7
Perth Energy		0	0	0	0	0		0.0	0.0	0.0	0.0	0.0
Synergy		0	0	0	1	2		0.0	0.0	0.0	0.7	1.1

¹⁰³ Horizon Power was not able to report separate values for residential and business customers. The total number of late bills issued in 2012-13 was 19,655.

¹⁰⁴ Incorrectly reported as 398 in the 2016 Annual Performance Report.

¹⁰⁵ Incorrectly reported as 9.0 in the 2016 Annual Performance Report.

Table 52: Residential energy customers on instalment plans

Retailer	Number						Percentage of customers					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
Horizon Power	1,848	3,084	3,622	1,846	2,714	2,668	5.4	8.6	9.7	4.8 ¹⁰⁶	7.0	6.8
Synergy	34,026	29,098	32,190	22,359	45,343	61,551	3.8	3.3	3.5	2.4	4.6	6.4
Total	35,874	32,182	35,812	24,205¹⁰⁷	48,057	64,219	3.9	3.6	3.8	2.5¹⁰⁸	4.7	6.5
Gas												
Alinta Energy	8,622	13,119	13,845	14,336	13,542	12,888	1.4	2.1	2.2	2.3	2.2	2.3
Kleenheat	20	16	372	784	2,291	4,166	3.7	0.2	1.7	1.7	2.6	2.7
EGDC	48	4	10	15	0	0	17.2	1.4	3.2	4.2	0.0	0.0
Total	8,690	13,139	14,227	15,135	15,833	17,054	1.4	2.1	2.2	2.2	2.3	2.4

¹⁰⁶ Incorrectly reported as 7.5 in the 2016 Annual Performance Report.

¹⁰⁷ Incorrectly reported as 25,230 in the 2016 Annual Performance Report. In 2016, Horizon Power provided a revised figure of 1,846 for the 2015 reporting year, which replaced 2,871. The total for 2015 was not updated in the 2016 report.

¹⁰⁸ Incorrectly reported as 2.6 in the 2016 Annual Performance Report.

Table 53: Business energy customers on instalment plans

Retailer	Number						Per 100 customers					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
AER Retail					0	0					0.0	0.0
Alinta Energy	32	29	32	43	48	60	2.2 ¹⁰⁹	2.1	1.6	1.7	2.0	2.2
Amanda Energy						6						6.3
Change Energy						0						0.0
Horizon Power	120	197	236	180	210	198	1.5 ¹¹⁰	2.4	2.6	2.2	2.7	2.3
Kleenheat					1	4					3.6	5.4
Perth Energy	0	0	1	2	3	5	0.0	0.0	0.4	0.5	0.5	1.7
Rottnest Island Authority	0	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Synergy	977	907	1,013	912	1,400	1,665	1.1	0.9	1.0	0.9	1.4	1.6
Total	1,129	1,133	1,282	1,137¹¹¹	1,661	1,938	1.2¹¹²	1.0	1.2	1.1	1.5	1.6
Gas												
Alinta Energy	25	31	34	39	27	22	0.3	0.4	0.4	0.5	0.3	0.3
EGDC	0	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Kleenheat	0	0	3	30	99	180	0.0	0.0	1.3	3.4	6.4	9.4
Perth Energy	0	0	0	0	0	0	0	0	0	0	0	0
Synergy	3	1	0	1	29	13	2.7	0.7	0.0	0.9	21.2	7.4
Total	28	32	37	70	155	215	0.3	0.4	0.4	0.8	1.5	2.2

¹⁰⁹ Incorrectly reported as 0.3 in the 2016 Annual Performance Report.¹¹⁰ Incorrectly reported as 2.8 in the 2016 Annual Performance Report.¹¹¹ Incorrectly reported as 1,219 in the 2016 Annual Performance Report. In 2016, Horizon Power provided a revised figure of 180 for the 2015 reporting year, which replaced 262. The total for 2015 was not updated in the 2016 report.¹¹² Incorrectly reported as 0.9 in the 2016 Annual Performance Report.

Table 54: Residential and business electricity customers who have been granted additional time to pay a bill

Retailer	Number						Per 100 customers					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Residential												
Horizon Power	13,022	8,781	6,040	1,408 ¹¹³	5,113	6,161	38.3	24.4	16.2	3.7 ¹¹⁴	13.1	15.6
Synergy	90,262	87,601	80,264	83,086	107,167	100,258	10.1	9.8	8.8	8.9	10.9	10.5
Total	103,284	96,382	86,304	84,494¹¹⁵	112,280	106,419	11.1	10.4	9.1	8.7¹¹⁶	11.0	10.7
Business												
AER Retail					0	0					0.0	0.0
Alinta Energy	0	45	55	78	0	125	0.0	3.3	2.8	3.1	0.0	4.5
Amanda Energy						6						6.3
Change Energy						0						0
Horizon Power	1,573	1,420	964	417	842	893	19.8	17.6	10.4	5.1	10.7	10.4
Kleenheat					1	12						16.2
Perth Energy	0	0	5	10	7	5	0.0	0.0	2.2	2.7 ¹¹⁷	1.2	1.7
Rottneest Island Authority	0	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Synergy	8,069	6,296	5,158	5,089	6,986	7,100	9.2	6.4	5.2	5.1	7.0	6.7
Total	9,642	7,761	6,182	5,594¹¹⁸	7,836¹¹⁹	8,141	10.1	7.2	5.6	5.9¹²⁰	7.1	6.9

¹¹³ Incorrectly reported as 8,147 in the 2016 Annual Performance Report. Horizon Power had reported 8,147 for the 2015 Annual Performance Report, but revised this figure in 2016 to 1,408. Horizon advised that the data reported up until the 2015 report included all instances of payment extensions, rather than the number of accounts.

¹¹⁴ Incorrectly reported as 21.3 in the 2016 Annual Performance Report. Refer to footnote 113 [against figure 1,408].

¹¹⁵ Incorrectly reported as 91,233 in the 2016 Annual Performance Report. Refer to footnote 113 [against figure 1,408].

¹¹⁶ Incorrectly reported as 9.4 in the 2016 Annual Performance Report. Refer to footnote 113 [against figure 1,408].

¹¹⁷ Incorrectly reported as 2.8 in the 2016 Annual Performance Report.

¹¹⁸ Incorrectly reported as 6,571 in the 2016 Annual Performance Report. In 2016, Horizon Power provided a revised figure of 417 for the 2015 reporting year, which replaced 1,394. The total for 2015 was not updated in the 2016 report.

¹¹⁹ Value has changed from 7,835 in last year's report as Kleenheat's data was not included in the table last year.

¹²⁰ Incorrectly reported as 5.0 in the 2016 Annual Performance Report. Refer to footnote 118 [against figure 5,594]

Table 55: Residential and business gas customers who have been granted additional time to pay a bill

Retailer	Number						Per 100 customers					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Residential												
Alinta Energy		61,204	75,523	68,166	98,585	108,831		9.8	11.9	10.9	16.1	19.6
EGDC		20	10	15	0	3		6.8	3.2	4.3	0.0	0.9
Kleenheat		0	102	284	679	2,197		0.0	0.5	0.6	0.8	1.4
Total		61,224	75,635	68,465	99,264	111,031		9.7	11.5	10.1	14.2	15.7
Business												
Alinta Energy		748	1,307	1,054	1,660	1,697		9.0	15.8	13.0	20.0	22.3
EGDC		2	0	0	0	0		5.6	0.0	0.0	0.0	0.0
Kleenheat		0	17	35	1	21		0.0	7.3	4.0	0.1	1.1
Perth Energy		0	0	0	0	0		0.0	0.0	0.0	0.0	0.0
Synergy		130	0	19	93	35		92.2	0.0	17.8	67.9	20.0
Total		880	1,324	1,108	1,754	1,753		10.3	15.3	12.1	17.4	18.0

Table 56: Residential and business energy customers with direct debit plans terminated as result of default

Retailer	2011-12		2012-13		2013-14		2014-15		2015-16		2016-17	
	Residential	Business	Residential	Business	Residential	Business	Residential	Business	Residential	Business	Residential	Business
Electricity												
Horizon Power	-	-	27	0	39	0	17	1	0	0	0	0
Synergy	4,164	134	5,093	169	5,707	206	7,968	315	11,742	485	18,258	770
Gas												
Alinta Energy	512	2	722	2	238	1	893	5	1,128	3	1,053	3
Kleenheat	-	-	-	-	-	-	0	0	0	0	0	0
Synergy	-	0	-	1	-	0	-	1	-	1	-	2

Table 57: Residential and business energy customers who have provided a security deposit

Retailer	2011-12		2012-13		2013-14		2014-15		2015-16		2016-17	
Electricity	Residential	Business	Residential	Business	Residential	Business	Residential	Business	Residential	Business	Residential	Business
AER Retail									0	0	0	0
Alinta Energy	0	0	0	0	0	0	0	0	0	0	0	1
Amanda Energy											0	0
Change Energy											0	0
Horizon Energy	0	0	0	0	0	0	0	0	0	0	0	0
Kleenheat									0	0	0	0
Perth Energy	0	0	0	0	0	0	0	0	0	0	0	0
Rottneest Island Authority	0	0	0	0	0	0	0	0	0	0	0	0
Synergy	0	0	0	0	0	0	0	0	0	0	0	0
Gas												
Alinta Energy	0	0	0	0	0	0	0	0	0	0	0	0
EGDC	0	0	0	0	0	0	0	0	0	0	0	0
Kleenheat							0	1	0	4	0	6
Perth Energy	0	0	0	0	0	0	0	0	0	0	0	0
Synergy	0	0	0	0	0	0	0	0	0	0	0	0

Disconnections and reconnections

Table 58: Residential energy customers disconnected for a failure to pay a bill

Retailer	Number						Per 100 customers					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
Horizon Power	328	424	1,132	1,084	1,705	1,826	0.96	1.18	3.03	2.83	4.38	4.64
Synergy	7,723	6,322	8,103	8,328	8,069	14,109	0.86	0.71	0.89	0.89	0.82	1.48
Total	8,051	6,746	9,235	9,412	9,774	15,935	0.87	0.72	0.97	0.97	0.96	1.60
Gas												
Alinta Energy	9,557	10,712	9,930	14,530	15,044	14,970	1.52	1.72	1.56	2.31	2.46	2.70
EGDC	0	5	6	15	5	6	0.00	1.69	1.94	4.29	1.53	1.78
Kleenheat	-	7	229	639	1,600	2,121	-	0.09	1.06	1.35	1.83	1.38
Total	9,557	10,724	10,165	15,184	16,649	17,097	1.52	1.69	1.55	2.25	2.38	2.41

Table 59: Additional residential electricity disconnection indicators

Retailer	Number						Percentage of disconnections					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Previously the subject of an instalment plan												
Horizon Power	135	169	489	375	617	729	41.2	39.9	43.2	34.6	36.2	39.9
Synergy	2,342	2,193	2,559	3,533	3,678	8,337	30.3	34.7	31.6	42.4	45.6	59.1
Total	2,447	2,362	3,048	3,908	4,295	9,066	30.4	35.0	33.0	41.5	43.9	56.9
Disconnected at the same supply address within the past 24 months												
Horizon Power	62	29	85	181	475	983	18.9	6.8	7.5	16.7	27.9	53.8
Synergy	1,546	1,170	1,284	1,397	1,254	2,022	20.0	18.5	15.8	16.8	15.5	14.3
Total	1,608	1,199	1,369	1,578	1,729	3,005	20.0	17.8	14.8	16.8	17.7	18.9

Retailer	Number						Percentage of disconnections					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Concession card holders												
Horizon Power	57	48	291	284	214	451	17.4	6.8	25.7	26.2	12.6	24.7
Synergy	2,369	1,853	2,237	2,595	2,662	5,354	30.7	29.3	27.6	31.2	33.0	37.9
Total	2,426	1,901	2,528	2,879	2,876	5,805	30.1	28.2	27.4	30.6	29.4	36.4

Table 60: Additional residential gas disconnection indicators

Retailer	Number						Percentage of disconnections					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Previously the subject of an instalment plan												
Alinta Energy	351	477	761	1786	1,425	1,375	3.7	4.5	7.7	12.3	9.5	9.2
Kleenheat	0	0	24	55	536	885	0.0	0.0	10.5	8.6	33.5	41.7
EGDC	0	0	0	3	0	0	0.0	0.0	0.0	20.0	0.0	0.0
Total	351	477	785¹²¹	1,844	1,961	2,260	3.7	4.5	7.7	12.1	11.8	13.2
Disconnected at the same supply address within the past 24 months												
Alinta Energy	1,960	2,806	2,510	2,990	3,685	3,943	20.5	26.2	25.3	20.6	24.5	26.3
Kleenheat	0	0	29	88	163	575	0.0	0.0	12.7	13.8	10.2	27.1
EGDC	0	0	0	2	0	1	0.0	0.0	0.0	13.3	0.0	16.7
Total	1,960	2,806	2,539	3,080	3,848	4,519	20.5	26.2	25.0	20.3	23.1	26.4

¹²¹ Incorrectly reported as 327 in the 2016 Annual Performance Report.

Table 61: Inter-jurisdictional comparison of residential electricity disconnections (per 100 customers)

	New South Wales	South Australia	Victoria	Western Australia
2011-12	0.80	1.35	1.02	0.87
2012-13	0.83	1.50	1.07	0.72
2013-14	1.03	1.37	1.47	0.97
2014-15	1.06	1.36	1.45	0.97
2015-16	0.99	1.39	1.34	0.96
2016-17	0.89	1.43	1.16	1.60

Table 62: Business energy customers disconnected for a failure to pay a bill

Retailer	Number						Per 100 customers					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
AER Retail					0	0					0.00	0.00
Alinta Energy	10	11	7	10	21	16	0.69 ¹²²	0.81	0.36	0.39	0.86	0.58
Amanda Energy						0						0.00
Change Energy						0						0.00
Horizon Power	11	7	38	41	128	144	0.14 ¹²³	0.09	0.41	0.50	1.63	1.68
Kleenheat					0	2					0.00	2.70
Perth Energy	0	0	4	3	2	4	0.00	0.00	1.75	0.82	0.33	1.33
Rottnest Island Authority	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
Synergy	436	450	565	560	616	719	0.50	0.46	0.57	0.56	0.62	0.68

¹²² Incorrectly reported as 0.14 in the 2016 Annual Performance Report.¹²³ Incorrectly reported as 0.15 in the 2016 Annual Performance Report.

Retailer	Number						Per 100 customers					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Total	457¹²⁴	468	614	614	767	885	0.47	0.43	0.55	0.55	0.70	0.75
Gas												
Alinta Energy	97	132	141	154	201	177	1.15	1.58	1.70	1.89	2.42	2.33
EGDC	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
Kleenheat	0	0	1	9	42	82	0.00	0.00	0.43	1.03	2.70	4.26
Perth Energy	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
Synergy	1	0	0	3	1	1	0.89	0.00	0.00	2.80	0.73	0.57
Total	98¹²⁵	132	142	166¹²⁶	244¹²⁷	260	1.14	1.54	1.65	1.82¹²⁸	2.43¹²⁹	2.66

¹²⁴ Incorrectly reported as 459 in the 2016 Annual Performance Report.

¹²⁵ This was previously reported as 97 (as Synergy as not included in the table).

¹²⁶ This was previously reported as 163 (as Synergy was not included in the table).

¹²⁷ This was previously reported as 243 (as Synergy was not included in the table).

¹²⁸ This was previously reported as 1.78 (as Synergy was not included in the table).

¹²⁹ This was previously reported as 2.42 (as Synergy was not included in the table).

Table 63: Residential energy customers reconnected at same supply address within seven days of disconnection

Retailer	Number						Percentage of disconnections					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
Horizon Power	55	30	222	231	694	958	16.8	7.1	19.6	21.3	40.7	52.5
Synergy	4,530	4,022	5,280	5,804	5,665	8,635	58.7	63.6	65.2	69.7	70.2	61.2
Total	4,585	4,055	5,502	6,035	6,359	9,593	56.9	60.1	59.6	64.1	65.1	60.2
Gas												
Alinta Energy	3,236	4,144	3,568	5,994	6,666	6,252	33.9	38.7	35.9	41.3	44.3	41.8
EGDC	0	0	4	5	3	0	0.0	0.0	66.7	33.3	60.0	0.0
Kleenheat	-	4	101	273	629	1,095	-	57.1	44.1	42.7	39.3	51.6
Total	3,236	4,148	3,673	6,272	7,298	7,347	33.9	38.7	36.1	41.3	43.8	43.0

Table 64: Total residential energy customers reconnected at same supply address after disconnection

Retailer	Number						Percentage of disconnections					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
Horizon Power	-	95	237	668	942	1,082	-	22.4	20.9	61.6	55.2	59.3
Synergy	-	4,396	5,962	6,916	6,121	8,968	-	69.5	73.6	83.0	75.9	63.6
Total	-	4,491	6,199	7,584	7,063	10,050	-	66.6	67.1	80.6	72.3	63.1
Gas												
Alinta Energy	-	8,082	6,350	9,897	10,545	9,878	-	75.4	63.9	68.1	70.1	66.0
Kleenheat	-	4	138	340	757	1,317	-	57.1	60.3	53.2	47.3	62.1
EGDC	-	0	5	10	4	1	-	0.0	83.3	66.7	80.0	16.7
Total	-	8,086	6,493	10,247	11,306	11,196	-	75.4	63.9	67.5	67.9	65.5

Table 65: Additional residential electricity reconnection indicators (for reconnections within 7 days)

Retailer	Number						Percentage of disconnections					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Previously the subject of an instalment plan												
Horizon Power	38	29	131	150 ¹³⁰	336	445	11.6	6.8	11.6	13.8	19.7	24.4
Synergy	2,073	1,984	2388	2,949	3,541	6,580	26.8	31.4	29.5	35.4	43.9	46.6
Total	2,111	2,013	2,519	3,099¹³¹	3,877	7,025	26.2	29.8	27.3	31.3	39.7	44.1
Reconnected at the same supply address within the past 24 months												
Horizon Power	13	6	14	39	294	559	4.0	1.4	1.2	3.6	17.2	30.6
Synergy	1,048	1,033	1,006	1,128	1,001	1,331	13.6	16.3	12.4	13.5	12.4	9.4
Total	1,061	1,039	1,020	1,167	1,295	1,890	13.2	15.4	11	12.4	13.2	11.9
Concession card holders												
Horizon Power	14	10	74	77	107	94	4.3	2.4	6.5	7.1	6.3	5.1
Synergy	1,565	1,567	1,626	2,138	2,042	3,473	20.3	23.2	20.1	25.7	25.3	24.6
Total	1,579	1,577	1,700	2,215	2,149	3,567	19.6	23.4	18.4	23.5	22.0	22.4

¹³⁰ Horizon Power has provided an updated value for this indicator, which was previously reported to be 1.

¹³¹ Incorrectly reported as 2,950 in the 2016 Annual Performance Report.

Table 66: Additional residential gas reconnection indicators (for reconnections within 7 days)

Retailer	Number						Percentage of disconnections					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Previously the subject of an instalment plan												
Alinta Energy	156	231	318	860	737	716	1.6	2.2	3.2	5.9	4.9	4.8
EGDC	0	0	1	0	0	0	-	0.0	16.7	0.0	0.0	0.0
Kleenheat	0	0	8	56	728	551	-	0.0	3.5	8.8	45.5	26.0
Total	156	231	327	916	1,465	1,267	1.6	2.2	3.2	6.0	8.8	7.4
Reconnected at the same supply address within the past 24 months												
Alinta Energy	491	825	700	839	1,384	1,410	5.1	7.7	7.0	5.8	9.2	9.4
EGDC	0	0	1	2	0	0	-	0.0	16.7	13.3	0.0	0.0
Kleenheat	0	0	18	45	126	214	-	0.0	7.9	7.0	7.9	10.1
Total	491	825	719	886	1,510	1,624	5.1	7.7	7.1	5.8	9.1	9.5

Table 67: Business energy customers reconnected at same supply address within seven days of disconnection

Retailer	Number						Percentage of disconnections					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
Alinta Energy	9	1	5	10	14	16	90.0 ¹³²	9.1	71.4 ¹³³	100.0	66.7	100.0
Horizon Power	1	0	5	5	50	70	9.1 ¹³⁴	0.0	13.2	12.2	39.1	48.6
Kleenheat					0	1					-	50.0
Perth Energy	0	0	4	3	2	4	-	-	100.0	100.0	100.0	100.0
Synergy	154	193	256	328	344	355	35.3	42.9	45.3	58.6	55.8	49.4
Total	164	194	270	346	410	446	35.9¹³⁵	41.5	44.0	56.4	53.5	50.4
Gas												
Alinta Energy	31	58	53	79	88	72	32.0	43.9	37.6	51.3	43.8	40.7
Kleenheat	-	-	0	3	29	70	-	-	0	33.3	69.0	85.4
Synergy	0	0	0	3	1	0	0.0	-	-	100.0	100.0	0.0
Total¹³⁶	31	58	53	85	118	142	32.0	43.9	37.3	51.2	48.4	54.6

¹³² Incorrectly reported as 81.8 in the 2016 Annual Performance Report.¹³³ Incorrectly reported as 7.14 in the 2016 Annual Performance Report.¹³⁴ Incorrectly reported as 8.3 in the 2016 Annual Performance Report.¹³⁵ Incorrectly reported as 35.7 in the 2016 Annual Performance Report.¹³⁶ Synergy was not included in the table in the 2016 Annual Performance Report so some totals have changed.

Table 68: Business energy customers reconnected at same supply address after disconnection

Retailer	Number						Percentage of disconnections					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
Alinta Energy		1	5	10	14	16		9.1	71.4	100.0	66.7	100.0
Horizon Power		0	15	13	78	96		0.0	39.5	31.7	60.9	66.7
Kleenheat					0	0					-	-
Perth Energy		0	4	3	2	4		-	100.0	100.0	100.0	100.0
Synergy		222	322	439	397	372		49.3	57.0	78.4	64.4	51.7
Total		223	346	465	491	488		47.6	56.4	75.7	64.0	55.1
Gas												
Alinta Energy		96	83	111	122	105		72.7	58.9	72.1	60.7	59.3
Kleenheat		0	1	3	29	77		-	100.0	33.3	69.0	93.9
Synergy		0	0	3	0	0		-	-	100.0	0.0	0.0
Total		96	84	117¹³⁷	151¹³⁸	182		72.7	59.2	70.5¹³⁹	61.9¹⁴⁰	70.0

¹³⁷ Last year reported as 114 (as Synergy was not included in the table).¹³⁸ Incorrectly reported as 88 in the 2016 Annual Performance Report.¹³⁹ Last year reported as 69.9 (as Synergy was not included in the table).¹⁴⁰ Last year reported as 62.1 (as Synergy was not included in the table).

Customer complaints

Table 69: Residential energy complaints

Retailer	Number						Per 100 customers					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
Horizon Power	133	382	268	219	546	229	0.39	1.06	0.72	0.57	1.40	0.58
Synergy	7,144	3,635	2,694	2,290	1,879	1,853	0.80	0.41	0.30	0.24	0.19	0.19
Total	7,277	4,017	2,962	2,509	2,425	2,082	0.78	0.43	0.31	0.26	0.24	0.21
Gas												
Alinta Energy	968	996	892	997	1,570	1,609	0.15	0.16	0.14	0.16	0.26	0.29
Kleenheat	2	44	197	243	290	716	0.37	0.54	0.91	0.51	0.33	0.47
EGDC	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
Total	970	1,040	1,089	1,240	1,860	2,325	0.15	0.16	0.17	0.18	0.27	0.33

Table 70: Residential electricity complaints by complaint category

Retailer	Billing (%)						Marketing (%)					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Horizon Power	63.2	88.7	83.6	68.5	74.0	82.1	0.0	0.0	0.4	0.0	0.0	0.0
Synergy	83.0	83.9	88.8	87.4	90.2	69.5	5.6	13.7	8.4	8.9	7.0	0.6
Retailer	Transfer (%)						Other (%)					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Horizon Power	0.0	0.0	1.1	0.0	0.0	0.0	36.8	11.3	14.9	31.5	26.0	17.9
Synergy	0.4	0.0	0.9	1.0	0.4	0.0	11.0	0.03	1.9	2.8	2.5	29.9

Table 71: Residential gas complaints by complaint category

Retailer	Billing (%)						Marketing (%)					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Alinta Energy	47.3	70.9	66.4	66.4	80.1	73.6	1.9	3.1	4.7	6.8	6.9 ¹⁴¹	9.8
Kleenheat	50.0	6.8	35.5	71.2	70.3	64.8	0.0	56.8	54.4	7.4	0.7	1.1
Retailer	Transfer (%)						Other (%)					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Alinta Energy	0.0	0.0	0.0	1.1	0.4	0.9	50.8	26.0	28.9	25.7	12.9 ¹⁴²	16.6
Kleenheat	0.0	11.4	6.6	4.5	6.6	1.1	50.0	25.0	33.5	16.9	22.4	33.0

¹⁴¹ Incorrectly reported as 7.0 in the 2016 Annual Performance Report.¹⁴² Incorrectly reported as 12.9 in the 2016 Annual Performance Report.

Table 72: Business energy complaints

Retailer	Number						Per 100 customers					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
AER Retail					0	0					0.00	0.00
Alinta Energy	17	13	10	25	3	8	1.17 ¹⁴³	0.96	0.51	0.98	0.12	0.29
Amanda Energy						1						1.05
Change Energy						0						0.00
Horizon Power	4	87	54	25	115	34	0.05	1.08	0.58	0.30	1.46	0.40
Kleenheat					1	1					3.57	1.35
Perth Energy	1	1	0	1	1	7	1.47 ¹⁴⁴	0.58	0.00	0.27	0.17	2.33
Rottneest Island Authority	1	0	6	1	0	1	4.00 ¹⁴⁵	0.00	23.08	3.85	0.00	4.17
Synergy	1,182	425	349	240	204	239	1.35	0.43	0.35	0.24	0.21	0.23
Total	1,205	526	419	292	324¹⁴⁶	291	1.24	0.49	0.38	0.26	0.29	0.25

¹⁴³ Incorrectly reported as 0.11 in the 2016 Annual Performance Report.¹⁴⁴ Incorrectly reported as 0.14 in the 2016 Annual Performance Report.¹⁴⁵ Incorrectly reported as 0.40 in the 2016 Annual Performance Report.¹⁴⁶ Incorrectly reported as 323 in the 2016 Annual Performance Report.

	Number	Per 100 customers		Number	Per 100 customers		Number	Per 100 customers		Number	Per 100 customers	
Gas												
Alinta Energy	14	33	6	21	15	9	0.17	0.39	0.07	0.26	0.18	0.12
EGDC	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
Kleenheat	0	0	0	0	5 ¹⁴⁷	16	0.00	0.00	0.00	0.00	0.32	0.83
Perth Energy	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
Synergy	0	0	0	0	0 ¹⁴⁸	1	0.00	0.00	0.00	0.00	0.00	0.57
Total	14	33	6	21	20	26	0.16	0.39	0.07	0.23	0.20	0.27

¹⁴⁷ Incorrectly reported as 0 in the 2016 Annual Performance Report.

¹⁴⁸ Incorrectly reported as 5 in the 2016 Annual Performance Report.

Table 73: Percentage of business electricity complaints by complaint category

Retailer	Billing (%)						Marketing (%)					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Alinta Energy	100.0	100.0	70.0	68.0	66.7	100.0	0.0	0.0	30.0	0.0	0.0	0.0
Amanda Energy						100.0						0.0
Horizon Power	50.0	86.2	92.6	72.0	73.0	73.5	0.0	0.0	0.0	0.0	0.0	0.0
Kleenheat					100.0	100.0					0.0	0.0
Perth Energy	100.0	100.0	-	100.0	100.0	42.9	0.0	0.0	-	0.0	0.0	0.0
Rottnest Island Authority	100.0	-	100.0	100.0	-	0.0	0.0	-	0.0	0.0	-	0.0
Synergy	83.0	91.8	91.8	68.0	86.3	59.4	5.6	4.9	9.8	9.2	9.8	0.4
Retailer	Transfer (%)						Other (%)					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Alinta Energy	0.0	0.0	0.0	4.0	0.0	0.0	0.0	0.0	0.0	28.0	33.3	0.0
Amanda Energy						0.0						0.0
Horizon Power	0.0	0.0	0.0	0.0	0.0	0.0	50.0	13.8	7.4	28.0	27.0	26.5
Kleenheat					0.0	0.0					0.0	0.0
Perth Energy	0.0	0.0	-	0.0	0.0	0.0	0.0	0.0	-	0.0	0.0	57.1
Rottnest Island Authority	0.0	-	0.0	0.0	-	0.0	0.0	-	0.0	0.0	-	100.0
Synergy	0.4	0.0	2.0	2.5	2.0	1.3	11.0	3.3	2.0	3.8	2.0	38.9

Table 74: Percentage of business gas complaints by complaint category

Retailer	Billing (%)						Marketing (%)					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Alinta Energy	71.4	56.7	83.3	60.0	93.3	77.8	21.4	3.3	16.7	5.0	0.0	0.0
Kleenheat	-	-	-	-	60.0	87.5	-	-	-	-	0.0	0.0
Synergy	-	-	-	-	-	100.0	-	-	-	-	-	0.0
Retailer	Transfer (%)						Other (%)					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Alinta Energy	0.0	0.0	0.0	0.0	0.0	0.0	7.1	40.0	0.0	35.0	6.7	22.2
Kleenheat	-	-	-	-	20.0	0.0	-	-	-	-	20.0	12.5
Synergy	-	-	-	-	-	0.0	-	-	-	-	-	0.0

Table 75: Complaints from residential energy customers concluded within 15 business days

Retailer	Number						Percentage of complaints					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
Horizon Power	133	205	165	162	316	154	100.0	53.7	61.6	74.0	57.9	67.2
Synergy	5,097	3,632	2,539	2,186	1,852	1,853	71.4	99.9	94.2	95.5	98.6	100.0
Gas												
Alinta Energy	948	874	805	960	1,114	1,517	97.9	87.8	90.2	96.29	71.0	94.3
Kleenheat	2	44	194	235	284	677	100.0	100.0	98.5	96.71	97.9	94.6

Table 76: Complaints from business energy customers concluded within 15 business days

Retailer	Number						Percentage of complaints					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
Alinta Energy	16	13	9	25	3	5	94.1	100.0	90.0	100.0	100.0	62.5
Amanda Energy						1						100.0
Horizon Power	4	39	34	15	47	16	100.0	44.8	63.0	60.0	40.9	47.1
Kleenheat					1	1						100.0
Perth Energy	1	1	-	1	1	0	100.0	100.0	-	100.0	100.0	0.0
Rottnest Island Authority	1	-	4	1	-	0	100.0	-	66.7	100.0	-	0.0
Synergy	720	425	313	230	202	239	60.9	71.4	89.7	95.8	99.0	100.0
Gas												
Alinta Energy	13	30	5	20	14	9	92.9	90.9	83.3	95.2	93.3	100.0
Kleenheat	-	-	-	-	5 ¹⁴⁹	15	-	-	-	-	100.0	93.8
Synergy	-	-	-	-	-	1	-	-	-	-	-	100.0

¹⁴⁹ Incorrectly reported as 1 in the 2016 Annual Performance Report.

Call centre performance

Table 77: Total number of calls received by energy retailer call centres¹⁵⁰

Retailer	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity						
Alinta Energy	2,462	2,728	2,828	3,342	2,997	1,412
Horizon Power	82,587	103,301	99,347	95,203	108,497	83,761
Kleenheat	-	-	-	-	14	46
Rottnest Island Authority	5,840	6,173	4,850	5,250	1,955	814
Synergy	1,315,881	1,223,000	1,132,395	1,072,272	1,058,008	1,156,318
Total	1,406,770	1,335,202	1,239,420	1,176,067	1,171,471	1,242,351
Gas						
Alinta Energy	686,935	696,694	735,884	778,427	675,673	525,644
Kleenheat	214,280	220,710	235,698	233,363	222,505	285,887
Total	901,215	917,404	971,582	1,011,790	898,178	811,531

¹⁵⁰ Change Energy is not included in table as it does not operate a call centre.

Table 78: Average duration before a call is answered and the percentage of calls that are answered within 30 seconds

Retailer	Average duration before a call is answered (seconds)						Percentage answered within 30 seconds					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity												
Alinta Energy	19.0	17.0	22.0	14.0	14.0	26.0	76.6	88.7	75.2	85.0	84.5	69.1
Horizon Power	18.0	35.5	25.7	36.0	62.0	34.0	88.5	75.9	81.5	76.0	68.2	77.3
Kleenheat	-	-	-	-	26.0	34.0	-	-	-	-	85.7	95.7
Rottnest Island Authority	12.0	13.0	12.0	12.0	12.0	12.0	95.0	81.2	90.8	93.3	89.4	93.1
Synergy	35.0	22.8	17.8	22.7	35.0	32.0	74.8	79.9	81.8	82.4	75.0	74.8
Gas												
Alinta Energy	27.0	18.0	20.0	19.0	22.0	27.0	80.0	82.8	79.7	81.6	86.1	78.8
Kleenheat	28.0	19.0	21.0	22.0	25.0	32.0	66.3	82.4	77.8	76.6	72.6	72.6

Table 79: Percentage of unanswered calls

Retailer	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity						
Alinta Energy	3.1	1.0	2.3	0.4	2.3 ¹⁵¹	0.9
Horizon Power	1.6	2.6	2.0	2.0	6.0	2.8 ¹⁵²
Kleenheat					-	2.2
Rottnest Island Authority	5.0	2.1	2.7	2.5	3.6	10.0 ¹⁵³
Synergy	3.2	2.1	1.1	1.5	2.2	2.0
Gas						
Alinta Energy	2.4	1.8	3.0	2.3	1.5	0.7
Kleenheat	3.7	2.2	2.2	2.9	2.6	3.2

¹⁵¹ Incorrectly reported as 2.6 in the 2016 Annual Performance Report.

¹⁵² Horizon Power advised customer calls are down as a result of AMI providing timely and accurate billing. Online and paperless billing has showed a significant reduction in customers' need to call. This figure includes 1,899 customers who hung up within 30 seconds.

¹⁵³ This figure includes 50 calls that were abandoned after 5 seconds.