

Electricity retail licence performance reporting handbook

April 2023

Economic Regulation Authority

WESTERN AUSTRALIA

D259609

Economic Regulation Authority

4th Floor Albert Facey House
469 Wellington Street, Perth

Mail to:

Perth BC, PO Box 8469
PERTH WA 6849

T: 08 6557 7900

F: 08 6557 7999

E: info@erawa.com.au

W: www.erawa.com.au

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

We can deliver this report in an alternative format for those with a vision impairment.

© 2023 Economic Regulation Authority. All rights reserved. This material may be reproduced in whole or in part provided the source is acknowledged

Contents

1.	Background	1
2.	Purpose of this Handbook	1
3.	Retail Datasheet	1
3.1	Completing the Retail Datasheet.....	2
3.2	Submission of completed Retail Datasheet to the ERA	3
4.	Performance reporting indicators	4
4.1	Customer numbers	5
4.2	Billing and payment	7
4.3	Disconnections for non-payment.....	10
4.4	Reconnections	13
4.5	Complaints.....	16
4.6	Compensation payments.....	19
4.7	Call centre performance	20
4.8	Energy bill debt and instalment plans for non-hardship customers	22
4.9	Hardship customers.....	24

1. Background

The Economic Regulation Authority is responsible for administering the electricity licensing scheme under Part 2 of the *Electricity Industry Act 2004*.

Electricity licences contain terms and conditions, including a requirement for licensees to provide to the ERA specified information on matters relevant to the licence. Clause 4.5 of electricity retail licences and electricity integrated regional licences states:

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

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

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

2. Purpose of this Handbook

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

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

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

Licensees should familiarise themselves with the [Code of Conduct for the Supply of Electricity to Small Use Customers](#) (Code of Conduct) to fully understand the reporting context.

3. Retail Datasheet

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

The Retail Datasheet has nine worksheets:

- Customer numbers
- Billing and payment
- Disconnections for non-payment
- Reconnections
- Complaints
- Compensation payments

- Call centre performance
- Energy bill debt and payment plans for non-hardship customers
- Hardship customers.

3.1 Completing the Retail Datasheet

The Retail Datasheet contains tables in the format shown in Table 1 below.¹

Table 1: Example datasheet format

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 40	Total number of residential customer disconnections for failure to pay a bill			
CCR 41	Percentage of residential customer disconnections for failure to pay a bill			

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

Only enter data into the cells that are not shaded.

Referring to the example in Table 1:

- The 'indicator number' column contains the unique reference number for the indicator.²
- The 'description' column provides a short explanation of what the indicator is intended to measure.
- The 'basis of reporting' column contains data entry cells for:
 - number³
 - or
 - percentage⁴

In some worksheets,⁵ the percentage column is replaced with a value (\$) column.

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

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

¹ Some worksheets replace the Percentage column with a Value (\$) column to report dollar amounts.

² In this example the indicator is in the 'Disconnections for non-payment' worksheet.

³ Section 4 provides more information on how to complete the 'number' column.

⁴ This is automatically calculated from numerical data entered into other cells.

⁵ For example, the 'Compensation payments' worksheet.

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

3.2 Submission of completed Retail Datasheet to the ERA

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

Compliance with clause 4.5 of the licence is only achieved when an electronic copy of the completed Retail Datasheet has been received by the ERA.

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

4. Performance reporting indicators

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

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

Explanatory note: For example, if the retailer supplied electricity to residential customers but did not place any residential customers on a payment plan, the data for indicator CCR 17 should be '0'.

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

Explanatory note: For example, if the retailer did not supply electricity to residential customers, indicator CCR 17 should be marked 'n/a'.

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

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

Reporting basis: point in time vs whole reporting year

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

Reporting basis: per customer vs per incident

Some indicators require reporting to be on a per customer basis whereas others are on a per incident basis. For example, indicator CCR 17 (Total number of residential customers who are subject to a payment plan) should be reported on a per customer basis. This means that if a customer was placed on a payment plan more than once during a reporting year, the customer should only be counted once. Indicator CCR 40 (Total number of residential customer disconnections for failure to pay a bill) should be reported on a per incident basis. This means that if a customer is disconnected more than once during the reporting year, each disconnection should be recorded separately.

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

4.1 Customer numbers

4.1.1 Purpose

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

4.1.2 Reported indicators

Table 2: Customers

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

Reporting conventions

The total number of customers for each indicator in Table 2 is the number of active accounts on 30 June except for CCR 8 and CCR 10 which record data for the whole reporting year.

4.1.3 Definitions

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

Contestable residential/business customer means a *residential/business customer* who is not a *non-contestable residential/business customer*.

Explanatory note: Customer accounts that include more than one exit point are contestable if consumption at one or more exit points is more than 50 MWh per year; even if consumption at one or more other exit points is less than 50 MWh per year.

Customer means an account for a person who consumes less than 160MWh of electricity per year. It does not include *pre-payment meter customers*.

Explanatory notes:

- An account usually has a unique account or reference number against which a bill is issued.

- An account may cover more than one supply address. For example, where a customer receives a single bill including charges for several supply addresses (itemised on the bill). This means that, for some retailers, the number of accounts (customers) may be less than the number of supply addresses.
- A person whose account includes more than one supply address is not a customer for the purposes of this report if the total consumption for all supply addresses included in the account is more than 160 MWh of electricity per year.

Non-contestable residential/business customer means a *residential/business customer* connected to the South West Interconnected System (SWIS)⁶ who consumes less than 50 MWh of electricity per year.⁷

Explanatory note: Customer accounts that include more than one exit point are non-contestable if consumption at each exit point is less than 50 MWh per year; even if the total consumption for all exit points is more than 50 MWh per year.

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

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

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

Explanatory note: Customers who are supplied on a combined residential/non-residential tariff are deemed to be business customers.

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

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

4.2 Billing and payment

4.2.1 Purpose

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

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

4.2.2 Reported indicators

Table 3: Billing and Payment

No.	Indicator
CCR 11	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.
CCR 12	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.
CCR 13	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor.
CCR 14	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor.
CCR 15	Not used.
CCR 16	Not used.
CCR 17	Total number of residential customers who are subject to a payment plan. ⁸
CCR 18	Percentage of residential customers who are subject to a payment plan. ⁹
CCR 19	Total number of residential customers who have been granted additional time to pay a bill.
CCR 20	Percentage of residential customers who have been granted additional time to pay a bill.
CCR 21	Not used.
CCR 22	Not used.
CCR 23	Total number of business customers that have been issued with a bill outside the prescribed maximum timeframe.

⁸ This includes residential customers who have been subject to an payment plan during the reporting year.

⁹ This includes residential customers who have been subject to an payment plan during the reporting year.

No.	Indicator
CCR 24	Percentage of business customers that have been issued with a bill outside the prescribed maximum timeframe.
CCR 25	Total number of business customers that are subject to a payment plan. ¹⁰
CCR 26	Percentage of business customers that are subject to a payment plan. ¹¹
CCR 27	Total number of business customers that have been granted additional time to pay a bill.
CCR 28	Percentage of business customers that have been granted additional time to pay a bill.
CCR 29	Not used.
CCR 30	Not used.
CCR 31	Total number of residential customers who have lodged security deposits in relation to their residential customer account.
CCR 32	Percentage of residential customers who have lodged security deposits in relation to their residential customer account.
CCR 33	Total number of business customers that have lodged security deposits in relation to their business customer account.
CCR 34	Percentage of business customers that have lodged security deposits in relation to their business customer account.
CCR 35	Total number of residential customers who have had their direct debit plans terminated.
CCR 36	Percentage of residential customers who have had their direct debit plans terminated.
CCR 37	Total number of business customers that have had their direct debit plans terminated.
CCR 38	Percentage of business customers that have had their direct debit plans terminated.
CCR 39	Total number of pre-payment meter customers who have informed the retailer that the customer is experiencing payment problems or financial hardship.
CCR 117	Total number of residential customers using Centrelink's Centrepay to pay their energy bills as at 30 June. ¹²

Reporting conventions

With the exception of CCR 117, the number of customers for each indicator in Table 3 is for the whole of the reporting year.

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

¹⁰ This includes business customers that have been subject to a payment plan during the reporting year.

¹¹ This includes business customers that have been subject to a payment plan during the reporting year.

¹² This indicator has been moved from the 'Energy bill debt and payment plans for non-hardship customer' section as it applies to all residential customers.

The percentage values in Table 3 are calculated by taking the total number of customers who meet each of the criteria and dividing them by the total number of customers in the relevant category (residential or business) expressed as a percentage. For example: $CCR18 = 100 \times CCR17 / CCR3$.

4.2.3 Definitions

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

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

Financial hardship has the same meaning as that in clause 3 of the *Code of Conduct*.

Payment plan has the same meaning as that in clause 4 of the *Code of Conduct*.

Payment problems has the same meaning as that in clause 3 of the *Code of Conduct*.

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

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

4.3 Disconnections for non-payment

4.3.1 Purpose

To report on the number of:

- disconnections for failure to pay a bill
- disconnections that involve specific groups of customers, such as customers on a payment plan¹³
- pre-payment meter customer disconnections.

4.3.2 Reported indicators

Table 4: Disconnections for non-payment

No.	Indicator
CCR 40	Total number of residential customer disconnections for failure to pay a bill.
CCR 41	Percentage of residential customer disconnections for failure to pay a bill.
CCR 42	Total number of business customer disconnections for failure to pay a bill.
CCR 43	Percentage of business customer disconnections for failure to pay a bill.
CCR 44	Total number of residential customer disconnections involving customers who were the subject of a payment plan.
CCR 45	Percentage of residential customer disconnections involving customers who were the subject of a payment plan.
CCR 46	Total number of residential customer disconnections involving customers who were disconnected on at least 1 other occasion during the reporting year or the previous reporting year.
CCR 47	Percentage of residential customer disconnections involving customers who were disconnected on at least 1 other occasion during the reporting year or the previous reporting year.
CCR 48	Total number of residential customer disconnections involving customers who were the subject of a concession.
CCR 49	Percentage of residential customer disconnections involving customers who were the subject of a concession.
CCR 50	Total number of pre-payment meter customer disconnections.
CCR 51	Percentage of pre-payment meter customer disconnections.
CCR 52	Not used.
CCR 53	Total number of pre-payment meter customer disconnections involving pre-payment meter customers who the retailer identifies have been disconnected 2 or more times in any 1 month period for longer than 120 minutes on each occasion.

¹³ Compared to the total number of disconnections performed by the retailer.

Reporting conventions

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

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

A disconnection event can count towards more than one disconnection indicator. For example, the disconnection of a residential customer who was disconnected within the previous reporting year, and who was receiving a concession at the time of disconnection will be recorded as a disconnection against indicators CCR 40, CCR 46, and CCR 48.

The percentage of disconnections involving specific groups of customers (CCR 45, CCR 47, CCR 49 and CCR 51) is calculated by using the total number of disconnections for the retailer as the denominator. The example below explains how to calculate the percentages for these indicators.

Worked example

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

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

- 500 residential disconnections involving 400 residential customers.
- 40 business customer disconnections involving 35 business customers.
- 80 pre-payment meter customer disconnections involving 30 pre-payment meter customers.

Calculation of disconnection indicators:

- $CCR\ 41 = 100 \times 500 / 100,000 = 0.5\%$
- $CCR\ 43 = 100 \times 40 / 5,000 = 0.8\%$
- $CCR\ 51 = 100 \times 80 / 500 = 16.0\%$

Additional residential disconnection indicators:

Of the 500 residential customer disconnections in the reporting year:

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

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

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

4.3.3 Definitions

Concession has the same meaning as that in clause 3 of the *Code of Conduct*.

De-energise means the removal of the supply voltage from the meter at the *customer's* premises, while leaving the premises connected to the distribution network. Premises that are vacant at the time of de-energisation should be excluded. In the case of *pre-payment meters*

this definition is modified to cover the removal of supply voltage from the output of the *pre-payment meter*.

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

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

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

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

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

4.4 Reconnections

4.4.1 Purpose

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

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

4.4.2 Reported indicators

Table 5: Reconnections

No.	Indicator
CCR 54	Total number of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.
CCR 55	Percentage of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.
CCR 56	Total number of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.
CCR 57	Percentage of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.
CCR 58	Total number of residential customer reconnections within 7 days involving customers who were the subject of a payment plan.
CCR 59	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of a payment plan.
CCR 60	Total number of residential customer reconnections within 7 days involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year.
CCR 61	Percentage of residential customer disconnections reconnected within 7 days involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year.
CCR 62	Total number of residential customer reconnections within 7 days involving customers who were the subject of a concession.
CCR 63	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of a concession.
CCR 64	Total number of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).

No.	Indicator
CCR 65	Percentage of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).
CCR 66	Total number of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.
CCR 67	Percentage of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.
CCR 68	Total number of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).
CCR 69	Percentage of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).
CCR 70	Total number of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.
CCR 71	Percentage of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.

Reporting conventions

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

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

A reconnection event can count towards more than one reconnection indicator. For example, the reconnection of a residential customer within 7 days who was receiving a concession at the time of reconnection will be recorded as a reconnection against indicators CCR 54, CCR 62, and CCR 64.

The percentage of reconnections involving specific groups of customers (CCR 58, CCR 60 and CCR 62) is calculated by using the total number of reconnections for the retailer as the denominator. The example below explains how to calculate the percentages for these indicators.

Worked example

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

Number of residential customer reconnections within 7 days = 250

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

Number of business customer reconnections within 7 days = 15

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

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

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

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

Calculation of reconnection indicators:

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

4.4.3 Definitions

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

Explanatory notes:

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

Reconnections involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year means the *reconnection* of a *residential customer* who is included in indicator CCR 46.

Reconnections involving customers who were the subject of a concession means the *reconnection* of a *residential customer* who is included in indicator CCR 48.

Explanatory note: Indicator CCR 48 includes disconnections involving residential customers who were receiving a concession at the time of disconnection.

Reconnections involving customers who were the subject of a payment plan means the *reconnection* of a *residential customer* who is included in indicator CCR 44.

Explanatory note: Indicator CCR 44 includes disconnections involving residential customers who were at the time of disconnection, or were within the reporting year, or the previous reporting year, on a payment plan.

Reconnected within the prescribed timeframe means the retailer forwarded the request for *reconnection* within the applicable time period specified in clause 52(3) of the *Code of Conduct*.

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

4.5 Complaints

4.5.1 Purpose

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

4.5.2 Reported indicators

Table 6: Complaints

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

No.	Indicator
CCR 92	Total number of residential customer complaints concluded within 20 business days.
CCR 93	Percentage of residential customer complaints concluded within 20 business days.
CCR 94	Total number of business customer complaints concluded within 15 business days.
CCR 95	Percentage of business customer complaints concluded within 15 business days.
CCR 96	Total number of business customer complaints concluded within 20 business days.
CCR 97	Percentage of business customer complaints concluded within 20 business days.
CCR 98	Total number of pre-payment meter customer complaints.
CCR 99	Total number of pre-payment meter customer complaints concluded within 15 business days.
CCR 100	Percentage of pre-payment meter customer complaints concluded within 15 business days.
CCR 101	Total number of pre-payment meter customer complaints concluded within 20 business days.
CCR 102	Percentage of pre-payment meter customer complaints concluded within 20 business days.

Reporting conventions

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

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

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

4.5.3 Definitions

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

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

Explanatory notes:

- Complaints may be received via a variety of media, including telephone, mail, facsimile, email or in person.
- For reporting purposes, complaints must include complaints resolved at the first point of contact. [This reporting requirement is mandatory from the 2019/20 reporting year onwards. In the 2018/19 reporting year, retailers that have not recorded complaints resolved at the first point of contact during the year must use the 'Comments' cell for indicator CCR 72 to explain that the total number of complaints does not include complaints resolved at the first point of contact].

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

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

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

4.6 Compensation payments

4.6.1 Purpose

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

4.6.2 Reported indicators

Table 7: Compensation payments

No.	Indicator
CCR 103	Total number of payments made to customers under clause 94 of the Code of Conduct.
CCR 104	Total amount paid to customers under clause 94 of the Code of Conduct.
CCR 105	Total number of payments made to customers under clause 95 of the Code of Conduct.
CCR 106	Total amount paid to customers under clause 95 of the Code of Conduct.
CCR 107	Total number of payments made to customers under clause 96 of the Code of Conduct.
CCR 108	Total amount paid to customers under clause 96 of the Code of Conduct.

Reporting conventions

The number and amount of payments made for each indicator in Table 7 is for the whole of the reporting year.

If more than one payment is made to a customer during the reporting year then each payment should be recorded separately.

Payments that have been claimed by customers during the reporting year but have not been paid as at 30 June should be excluded for that reporting year.

4.7 Call centre performance

4.7.1 Purpose

To report on the level of service provided to customers who contact the retailer by telephone.¹⁴

4.7.2 Reported indicators

Table 8: Call centre performance

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

Reporting conventions

The number of calls, or duration of calls, for each indicator in Table 8 is for the whole of the reporting year.

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

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

Explanatory notes:

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

Worked example

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

Total calls to the 13 number = 467,450

Number of calls to the call centre = 265,328¹⁵

¹⁴ Reporting against these indicators is mandatory for retailers who operate a call centre that is capable of automatically recording some or all of the responsiveness indicators. Retailers who have other systems to handle customer calls may report on a voluntary basis those responsiveness indicators that they record.

¹⁵ Calls where the customer has selected an option indicating they wish to speak with a call centre operator.

Number of calls answered within 30 seconds = 221,846

Number of calls that were unanswered = 4,921

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

Calculation of indicators:

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

4.7.3 Definitions

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

Telephone calls that are unanswered means calls where the customer has terminated the call before it was answered by a call centre operator (in the case of an IVR¹⁶ system, this does not include calls that are terminated by the customer prior to selecting an option indicating they wish to speak with a call centre operator).

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

Total number of telephone calls to a call centre means the total number of calls received by the call centre (in the case of an IVR system the measurement only includes the calls where the customer has selected an option indicating they wish to speak with a call centre operator).^{17 18}

¹⁶ Interactive Voice Response is equipment that allows a call centre telephone system to detect voice and keypad tone signals and then respond with pre-recorded or dynamically generated audio to further direct callers to the service they require.

¹⁷ This indicator excludes all calls that do not require operator attention, including IVR calls where the customer does not select an option indicating they wish to speak with a call centre operator, and calls that were terminated **before** an option to speak with a call centre operator was selected.

¹⁸ Calls to third parties, such as contractors acting on behalf of the retailer, should not be included. However, calls received by a contractor that is providing all or part of the retailer's customer service operations, for example an outsourced call centre, should be included.

4.8 Energy bill debt and payment plans for non-hardship customers

4.8.1 Purpose

To report on:

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

4.8.2 Reported indicators

Table 9: Energy bill debt and payment plans for non-hardship customers

No.	Indicator
CCR 115	Total number of residential customers (excluding hardship customers) repaying an energy bill debt as at 30 June.
CCR 116	Total number of business customers repaying an energy bill debt as at 30 June.
CCR 117	<i>[Indicator CCR 117 moved to 'Billing and payment' section].</i>
CCR 118	Average amount of energy bill debt for residential customers (excluding hardship customers) as at 30 June.
CCR 119	Average amount of energy bill debt for business customers as at 30 June.
CCR 122	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$500 but less than \$1,500 as at 30 June.
CCR 123	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$1,500 but less than \$2,500 as at 30 June.
CCR 124	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$2,500 as at 30 June.
CCR 125	Total number of residential customers (excluding hardship customers) who were subject to a payment plan as at 30 June.
CCR 126	Total number of residential customers (excluding hardship customers) who, during the reporting year, had their payment plan cancelled by the retailer for non-payment.
CCR 127	Total number of residential customers (excluding hardship customers) who, during the reporting year, successfully completed their payment plan.

Reporting conventions

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

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

4.8.3 Definitions

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

Hardship customer means a *residential customer* who, after being assessed as being in financial hardship under clause 40(1) of the *Code of Conduct*, has been offered assistance under clause 40(3)(b) of the *Code of Conduct*.

Payment plan has the same meaning as that in clause 4 of the *Code of Conduct*.

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

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

4.9 Hardship customers

4.9.1 Purpose

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

4.9.2 Reported indicators

Table 10: Hardship customers

No.	Indicator
CCR 120	Total number of residential customers on a retailer's hardship program as at 30 June.
CCR 121	Average energy bill debt of hardship customers as at 30 June.
CCR 128	Total number of hardship customers who are the subject of a concession as at 30 June.
CCR 129	Total number of residential customers denied access to the retailer's hardship program during the reporting year.
CCR 130	Average energy bill debt (as at the time of entering the hardship program) for those hardship customers who entered the hardship program during the reporting year.
CCR 131	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was between \$0 and \$500.
CCR 132	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was over \$500 but less than \$1,500.
CCR 133	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was over \$1,500 but less than \$2,500.
CCR 134	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was \$2,500 or more.
CCR 135	Total number of hardship customers who were subject to a payment plan (excluding those who make their payment plan payments using Centrepay) as at 30 June.
CCR 136	Total number of hardship customers using Centrepay as at 30 June.
CCR 137	Total number of residential customers who exited the hardship program during the reporting year.
CCR 138	Total number of residential customers who exited the hardship program during the reporting year, because they successfully completed the hardship program or exited the program by agreement with the retailer.
CCR 139	Total number of residential customers who exited the hardship program during the reporting year, because they were excluded or removed from the hardship program for non-compliance.

No.	Indicator
CCR 140	Total number of residential customers who exited the hardship program during the reporting year, because they switched, transferred or left the retailer.
CCR 141	Total number of residential customers who successfully completed the hardship program, or exited by agreement with the retailer, during the reporting year or the previous reporting year, and who were subsequently disconnected during the reporting year for non-payment.
CCR 142	Total number of residential customers who successfully completed the hardship program, or exited the program by agreement with the retailer, during the reporting year or the previous reporting year, and who were reconnected within 7 days of disconnection for non-payment.

Reporting conventions

Table 10 specifies for each indicator whether the data must be reported as at 30 June or for the whole of the reporting year.

The indicators in Table 10 are measured on a per customer basis. This means that if a customer satisfies an indicator criterion more than once during a reporting year the customer is only counted once.

4.9.3 Definitions

Centrepay has the same meaning as in section 4.2.3.

Concession has the same meaning as that in clause 3 of the *Code of Conduct*.

Customer on a retailer's hardship program or hardship customer means a *residential customer* who, after being assessed as being in financial hardship under clause 40(1) of the *Code of Conduct*, has been offered assistance under clause 40(3)(b) of the *Code of Conduct*.

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

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

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

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