



PUBLICATION

2009/10 Annual Performance Reports

ELECTRICITY RETAILERS AND GAS TRADING LICENSEES

The Economic Regulation Authority today approved the publication of the *2009/10 Annual Performance Report – Electricity Retailers (Electricity Report)* and the *2009/10 Annual Performance Report – Gas Trading Licences (Gas Report)*.

The Electricity Report is the fifth annual report examining the performance of electricity retailers who supply small use customers (who consume less than 160MWh of electricity per annum) in Western Australia.

The Gas Report is the fourth annual report examining the performance of gas trading licensees (gas retailers) who supply small use customers (who consume less than 1TJ of gas per annum) in Western Australia.

The purpose of the reports is to bring transparency to the performance of energy retailers in relation to:

- **Affordability:** information about the number of customers accessing special billing arrangements such as instalment plans, shortened billing cycles, providing customers with more time to pay their bill and the level of direct debit plan terminations.
- **Access:** information about the rates of customer disconnection for non-payment and reconnection of these customers, with particular attention being paid to customers on instalment plans, receiving a government funded concession and those who have been previously disconnected within the past 24 months.
- **Customer Service:** information about customer satisfaction with the service provided by their retailer, as measured by complaints and customer call centre responsiveness.

The Electricity Report also provides information about the number of compensation payments made by electricity retailers for failing to meet the service standards prescribed in the *Code of Conduct for the Supply of Electricity to Small Use Customers*.

The reports benchmark the performance of electricity retailers and gas retailers against similar businesses in other Australian energy markets in respect of: customer disconnection rates, reconnection rates, the level of customer complaints and call centre responsiveness.

A copy of the [Electricity Report](#) and the [Gas Report](#) is available on the Authority's website.

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