

Energy Coordination Act 1994

# Gas Trading Licence Performance Reporting Handbook

April 2018

Economic Regulation Authority



WESTERN AUSTRALIA

## Economic Regulation Authority

4<sup>th</sup> 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:** [records@erawa.com.au](mailto:records@erawa.com.au)

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

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

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

© 2018 Economic Regulation Authority. All rights reserved. This material may be reproduced in whole or in part provided the source is acknowledged.

## Contents

<b>1</b>	<b>Background</b>	<b>2</b>
<b>2</b>	<b>Purpose of this Handbook</b>	<b>2</b>
<b>3</b>	<b>Performance Reporting Tools</b>	<b>2</b>
<b>4</b>	<b>Completing the Retail Datasheet</b>	<b>3</b>
<b>5</b>	<b>Submission of Completed Datasheets to the ERA</b>	<b>4</b>
<b>6</b>	<b>Customers</b>	<b>5</b>
<b>7</b>	<b>Affordability</b>	<b>6</b>
<b>8</b>	<b>Disconnections for Non-Payment</b>	<b>9</b>
<b>9</b>	<b>Reconnections</b>	<b>11</b>
<b>10</b>	<b>Complaints</b>	<b>14</b>
<b>11</b>	<b>Call Centre Performance</b>	<b>16</b>
<b>12</b>	<b>Energy Bill Debt Indicators</b>	<b>18</b>
<b>13</b>	<b>Hardship Programs</b>	<b>20</b>

## 1 Background

The Economic Regulation Authority (**ERA**) is responsible for administering the gas licensing scheme under Part 2A of the *Energy Coordination Act 1994 (Act)*. A business licensed by the ERA is required to comply with obligations prescribed by the Act and its associated regulations and codes.

Under section 11M of the Act, the ERA may determine licence terms and conditions, including requiring a licensee to provide to the ERA specified information in relation to the licence. Clause 23.1 of gas trading licences states:

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

## 2 Purpose of this Handbook

This Handbook sets out the non-financial performance data licensees must provide to the ERA for the year ending 30 June 2018.

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

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

The ERA recommends that the licensee familiarises themselves with the Gas Compendium<sup>1</sup> and the **2007 SCORRR Report**,<sup>2</sup> in order to obtain a fuller understanding of the reporting context.

## 3 Performance Reporting Tools

The ERA has issued a Microsoft Excel workbook called the 2018 Performance Reporting Datasheets – Gas Trading (**Retail Datasheet**). The Retail Datasheet can be found on the ERA's website.<sup>3</sup>

The Retail Datasheet has eight sections:

- Customers and Customer Information;
- Affordability;

<sup>1</sup> *Compendium of Gas Customer Licence Obligations*, which is available on the ERA website: <https://www.erawa.com.au/gas/gas-licensing/compendium-of-gas-customer-licence-obligations>

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

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

- Disconnections for Non-Payment;
- Reconnections;
- Complaints;
- Call Centre Performance;
- Energy Bill Debt Indicators; and
- Hardship Programs.

## 4 Completing the Retail Datasheet

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

**Table 1: Example datasheet format**

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 7	Total number of business customer accounts that have been issued with a bill outside the prescribed timeframes			
R 8	Percentage of business customer accounts that have been issued with a bill outside the prescribed timeframes			

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

Only enter data into the cells that are not shaded.

Referring to the example in Table 1:

- The Indicator No. column contains the unique reference number for the indicator. In this case the indicator is in the Customers and Customer Information table.
- The description provides a short form explanation of what the indicator is intended to measure.
- The basis of reporting offers two options:
  - Number (this is used to enter any numerical value).
  - Percentage, *if* it is not generated by the cell (in most cases, this is automatically generated from numerical data entered into other cells)
- The data entry cells have been formatted to align with the required degree of accuracy, (i.e. number of decimal places) appropriate for each indicator.

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

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

## 5 Submission of Completed Datasheets to the ERA

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

- AGL Sales Pty Limited (t/a **AGL**)
- Alinta Sales Pty Ltd (t/a **Alinta Energy**)
- Amanda Energy Pty Ltd
- Electricity Generation and Retail Corporation (t/a **Synergy**)
- Esperance Gas Distribution Company Pty Ltd
- IPower Pty Ltd and IPower2 Pty Ltd (t/a **Simply Energy**)
- Origin Energy Retail Limited (t/a **Origin**)
- Perth Energy Pty Ltd
- Wesfarmers Kleenheat Gas Pty Ltd (t/a **Kleenheat**)

The completed Retail Datasheet for the year ending 30 June 2018 is to be lodged with the ERA by 1 October 2018. It should be sent by email to: [records@erawa.com.au](mailto:records@erawa.com.au)

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

- by post to: PO Box 8469, PERTH BC WA 6849; or
- by hand to: Level 4, Albert Facey House, 469 Wellington Street, PERTH WA 6000.

It is important to note that compliance with clause 23.1 of the licence will not be achieved until an electronic copy of the completed Retail Datasheet has been received by the ERA.

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

## 6 Customers

### Purpose

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

### Reported Indicators

The total number of customers for each indicator in the below table is the number of active accounts on 30 June 2018.

No.	Indicator
R 1	Total number of residential customers.
R 2	Total number of residential customers covered by the Gas Market Moratorium (this is residential customers on ATCO's distribution network who consume less than 0.18TJ of gas per year). <sup>4</sup>
R 3	Total number of business customers.
R 4	Total number of business customers covered by the Gas Market Moratorium (this is business customers on ATCO's distribution network who consume less than 0.18TJ of gas per year). <sup>5</sup>

### Definitions

**Business customer** means a customer who is not a residential customer.<sup>6</sup>

**Customer** means a small use customer account.<sup>7</sup>

**Residential customer** means a customer who receives a domestic/residential tariff.

**Small use customer** means a customer who consumes less than 1 terajoule of gas per annum.

#### Notes:

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

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

<sup>4</sup> This indicator is only applicable to retailers, other than Synergy, who supply gas in supply areas that are subject to the [Gas Market Moratorium](#), which prevents Synergy from supplying gas to customers who consume less than 0.18TJ of gas per year.

<sup>5</sup> This indicator is only applicable to retailers, other than Synergy, who supply gas in supply areas that are subject to the [Gas Market Moratorium](#), which prevents Synergy from supplying gas to customers who consume less than 0.18TJ of gas per year.

<sup>6</sup> A customer account may include billing for more than one supply address. This means that, for some retailers, the number of accounts may be less than the number of supply addresses.

<sup>7</sup> A customer account may include billing for more than one supply address. This means that, for some retailers, the number of accounts may be less than the number of supply addresses.

## 7 Affordability

### Purpose

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

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

### Reported Indicators

The total number and percentage of customers for each indicator in the below table is for the whole of the reporting year.

No.	Indicator
R 5	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer.
R 6	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer.
R 7	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor.
R 8	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor.
R 9	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer.
R 10	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer.
R 11	Total number of residential customers that are subject to an instalment plan. <sup>8</sup>
R 12	Percentage of residential customers that are subject to an instalment plan. <sup>9</sup>
R 13	Total number of residential customers that have been granted additional time to pay a bill.
R 14	Percentage of residential customers that have been granted additional time to pay a bill.
R 15	Total number of residential customers that have been placed on a shortened billing cycle.
R 16	Percentage of residential customers that have been placed on a shortened billing cycle.
R 17	Total number of business customers that have been issued with a bill outside the prescribed timeframes.
R 18	Percentage of business customers that have been issued with a bill outside the prescribed timeframes.

<sup>8</sup> This includes residential customers that have been subject to an instalment plan during the reporting year.

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

R 19	Total number of business customers that are subject to an instalment plan. <sup>10</sup>
R 20	Percentage of business customers that are subject to an instalment plan. <sup>11</sup>
R 21	Total number of business customers that have been granted additional time to pay a bill.
R 22	Percentage of business customers that have been granted additional time to pay a bill.
R 23	Total number of business customers that have been placed on a shortened billing cycle.
R 24	Percentage of business customers that have been placed on a shortened billing cycle.
R 25	Total number of residential customers that have lodged security deposits in relation to their residential customer account.
R 26	Percentage of residential customers that have lodged security deposits in relation to their residential customer account.
R 27	Total number of business customers that have lodged security deposits in relation to their business customer account.
R 28	Percentage of business customers that have lodged security deposits in relation to their business customer account.
R 29	Total number of residential customers that have had their direct debit plans terminated.
R 30	Percentage of residential customers that have had their direct debit plans terminated.
R31	Total number of business customers that have had their direct debit plans terminated.
R32	Percentage of business customers that have had their direct debit plans terminated.

## Definitions

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

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

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

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

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

### Notes:

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

*The percentage values in the above table are calculated by taking the total number of customers who meet each of the criteria and dividing them by the total number of customers in the relevant category (residential or business) expressed as a percentage. For example:*

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

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

$$R12 = 100 \times R11 / R1$$

*The reader is referred to the notes on page 47 of the 2007 SCNRRR Report for further definitional information related to instalment plans and direct debit terminations.*

## 8 Disconnections for Non-Payment

### Purpose

To report on:

- the proportion of the retailer's customers who have been disconnected for failure to pay a bill; and
- the proportion of the total disconnections that involve specific groups of customers such as customers on an instalment plan, or customers who are in receipt of a concession.

### Reported Indicators

The total number and percentage of customers, or the number of instances, for each indicator in the below table is for the whole of the reporting year.

No.	Indicator
R 33	Total number of residential customers that have been disconnected for failure to pay a bill.
R 34	Percentage of residential customers that have been disconnected for failure to pay a bill.
R 35	Total number of business customers that have been disconnected for failure to pay a bill.
R 36	Percentage of business customers that have been disconnected for failure to pay a bill.
R 37	Total number of residential customer disconnections involving customers that were previously the subject of an instalment plan.
R 38	Percentage of residential customer disconnections involving customers that were previously the subject of an instalment plan.
R 39	Total number of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year.
R 40	Percentage of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year.
R 41	Total number of residential customers that have been disconnected while the subject of a concession.
R 41A <sup>12</sup>	Percentage of residential customers that have been disconnected while the subject of a concession.

### Definitions

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

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

**Disconnection** means to remove the gas supply from a customer's supply address for failure to pay a bill.

<sup>12</sup> This appeared as indicator R 42 in the 2017 Gas Trading Licence Performance Reporting Handbook & Datasheets.

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

**Previous reporting year** means the reporting year immediately preceding the reporting year covered by the performance report, i.e. 2016/17 for the performance report covering the 2017/18 reporting year.

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

**Notes:**

*If a customer account is the subject of more than one disconnection during the reporting period then each disconnection should be recorded separately. The purpose of the indicators is to measure the number of disconnection events rather than the number of customer accounts that have been disconnected.*

*It is possible for a customer disconnection to count towards more than one disconnection indicator, e.g., a residential customer who has been disconnected within the previous 24 months, and who was receiving a concession at the time of disconnection will be recorded as a disconnection against indicators R31, R37 and R39.*

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

**Worked example**

As at 30 June 2014, Retailer A has 100,000 residential customers, 5,000 business customers and 500 pre-payment meter customers.

During the 2013/14 reporting year the disconnections for failure to pay a bill involved:

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

Calculation of disconnection indicators:

- $R32 = 100 \times 500 / 100,000 = 0.5\%$
- $R34 = 100 \times 40 / 5,000 = 0.8\%$

Additional residential disconnection indicators:

Of the 500 residential customer disconnections in 2013/14:

- 180 disconnections involved customers who were on instalment plans at the time they were disconnected;
- 150 disconnections involved customers who had been disconnected on at least one other occasion during 2012/13 or 2013/14; 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:

- $R36 = 180 / 500 = 36.0\%$
- $R38 = 150 / 500 = 30.0\%$
- $R40 = 275 / 500 = 55.0\%$

## 9 Reconnections

### Purpose

To report on:

- the proportion of the retailer's customers who have been reconnected within 7 days after being disconnected for failure to pay a bill;
- the proportion of the retailer's customers that the retailer has requested to be reconnected after being disconnected for failure to pay a bill during the reporting year (including those who were reconnected within 7 days);
- the proportion of the reconnections within 7 days after being disconnected that involve specific groups of residential customers, such as instalment plan customers and customers who are in receipt of a concession; and
- the proportion of customers that the retailer has requested to be reconnected within the prescribed timeframes.

### Reported Indicators

The total number and percentage of customers for the indicators in the below table is for the whole of the reporting year.

No.	Indicator
R 42 <sup>13</sup>	Total number of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer be disconnected.
R 42A	Percentage of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected.
R 43	Total number of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected.
R 44	Percentage of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected.
R 45	Total number of reconnections within 7 days involving residential customers that were previously the subject of an instalment plan.
R 46	Percentage of disconnections reconnected within 7 days involving residential customers that were previously the subject of an instalment plan.
R 47	Total number of reconnections within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year.
R 48	Percentage of disconnections reconnected within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year.
R 49	Total number of reconnections within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession.
R 50	Percentage of disconnections reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession.

<sup>13</sup> This appeared as indicator R 41 in the 2017 Gas Trading Licence Performance Reporting Handbook & Datasheets.

R 51	Total number of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected.
R 52	Percentage of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected.
R 53	Total number of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe.
R 54	Percentage of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe.
R 55	Total number of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected.
R 56	Percentage of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected.
R 57	Total number of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe.
R 58	Percentage of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe.

## Definitions

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

**Reconnection of a customer that has been reconnected on at least 1 other occasion during the reporting year or the previous reporting year** means the reconnection of a customer who is included in indicator R39.

**Reconnection of a customer that, immediately prior to disconnection, was the subject of a concession** means the reconnection of a customer who is included in indicator R41.

**Reconnection of a customer that was previously the subject of an instalment plan** means the reconnection of a residential customer who is included in indicator R37.

**Reconnection within the prescribed timeframe** means the reconnection occurred within the applicable time period specified in clause 8.1(2) of the Gas Compendium.

### Notes:

*Indicators R53 (residential customers) and R55 (business customers) remove the 7 day threshold to capture all reconnections that were requested by the retailer following the disconnection of the customer during the reporting year, including those reconnections that were completed within 7 days.*

**Worked example**

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

Number of residential customer reconnections within 7 days = 250.

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

Number of business customer reconnections within 7 days = 15

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

Number of customer reconnections involving customers on instalment plans = 60

Number of customer reconnections involving customers previously disconnected = 30

Number of customer reconnections involving customers on concessions = 125

Calculation of reconnection indicators:

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

## 10 Complaints

### Purpose

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

### Reported Indicators

The total number and percentage of complaints for each indicator in the below table is for the whole of the reporting year.

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

R 80	Percentage of complaints from residential customers concluded within 20 business days.
R 81	Total number of complaints from business customers concluded within 15 business days.
R 82	Percentage of complaints from business customers concluded within 15 business days.
R 83	Total number of complaints from business customers concluded within 20 business days.
R 84	Percentage of complaints from business customers concluded within 20 business days.

## Definitions

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

**Complaint** means an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.<sup>14</sup>

Notes:

- *Complaints may be received via a variety of media, including telephone, mail, facsimile, email or in person.*
- *More than one complaint can be made per customer contact. If a customer makes a complaint about a billing matter and a transfer matter in the same communication, then 2 complaints should be recorded.*

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

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

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

<sup>14</sup> The reader is referred to the detailed discussion of complaints, with examples, in Appendix 1 of the 2007 SCORRR Report. The Report draws on the guidelines for complaints handling in Standard AS/NZS 10002-2014 Customer satisfaction – Guidelines for complaints handling in organisations.

## 11 Call Centre Performance

### Purpose

To report on the level of service provided to customers who contact the retailer by telephone.<sup>15</sup>

### Reported Indicators

The number and percentage of calls, or duration of calls, for each indicator in the below table is for the whole of the reporting year.

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

### Definitions

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

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

**Telephone calls to a call centre answered by a call centre operator within 30 seconds** means the number of calls to call centre operators that were answered within 30 seconds (in the case of an IVR<sup>16</sup> system the measurement period commences at the time that the customer selects an option indicating they wish to speak with a call centre operator).

**Total number of telephone calls to a call centre** means the total number of calls received by the call centre operators (in the case of an IVR system the measurement only includes

<sup>15</sup> Reporting against these indicators is mandatory for retailers who operate a call centre that is capable of automatically recording some or all of the responsiveness indicators. Retailers who have other systems to handle customer calls may report on those responsiveness indicators that they record on a voluntary basis.

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

the calls where the customer has selected an option indicating they wish to speak with a call centre operator).<sup>17 18</sup>

## Calculations

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

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

Note:

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

### Worked example

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

Total calls to the 13 number = 467,450

Number of calls to the call centre = 265,328<sup>1</sup>

Number of calls answered within 30 seconds = 221,846

Number of calls that were unanswered = 4,921

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

Calculation of indicators:

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

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

<sup>18</sup> Calls to third parties, such as contractors acting on behalf of the distributor, are not to be included. However, calls received by a contractor that is providing all or part of the retailer’s customer service operations, i.e., an outsourced call centre, are to be included.

## 12 Energy Bill Debt Indicators

### Purpose

To report on the affordability of energy.

### Reported indicators

Indicators R 98 – R 103 are new for the 2017-2018 reporting year.

No.	Indicator
R 91	Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June.
R 92	Total number of business customers repaying an energy bill debt as at 30 June.
R 93	Number of residential customers using Centrelink's Centrepay to pay their energy bills as at 30 June.
R 94	Average amount of energy bill debt for residential customers (excluding hardship program customers), as at 30 June.
R 95	Average amount of energy bill debt for business customers as at 30 June.
R 98	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$500 but less than \$1,500 as at 30 June.
R 99	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$1,500 but less than \$2,500 as at 30 June.
R 100	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$2,500 as at 30 June.
R 101	Total number of residential customers (excluding hardship program customers) on an instalment plan, as at 30 June.
R 102	Total number of residential customers (excluding hardship program customers) who, during the reporting year, had their instalment plan cancelled by the retailer for non-payment.
R 103	Total number of residential customers (excluding hardship program customers) who, during the reporting year, successfully completed their instalment plan.

### Definitions

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

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

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

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

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

## 13 Hardship Programs

### Purpose

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

### Reported Indicators

Indicators R 104 – R 118 are new for the 2017-2018 reporting year.

No.	Indicator
R 96	Number of residential customers on a retailer's hardship program as at 30 June.
R 97	Average energy bill debt of residential hardship program customers, as at 30 June.
R 104	Total number of residential hardship program customers who are also energy concessions customers, as at 30 June.
R 105	Total number of residential customers denied access to the hardship program during the reporting year.
R 106	Average energy bill debt (as at the time of entering the hardship program) for those residential hardship program customers who entered the hardship program during the reporting year.
R 107	Total number of residential hardship program customers who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was between \$0 and \$500.
R 108	Total number of residential hardship program customers who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was over \$500 but less than \$1,500.
R 109	Total number of residential hardship program customers who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was over \$1,500 but less than \$2,500.
R 110	Total number of residential hardship program customers who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was \$2,500 or more.
R 111	Total number of residential hardship program customers using an instalment plan (excluding those who make their payment plan payments using Centrepay), as at 30 June.
R 112	Total number of residential hardship program customers using Centrepay, as at 30 June.
R 113	Total number of residential customers who exited the hardship program during the reporting year.
R 114	Total number of residential customers who exited the hardship program during the reporting year, who successfully completed the hardship program or exited the program by agreement with the retailer.
R 115	Total number of residential customers who exited the hardship program during the reporting year, who were excluded or removed from the program for non-compliance (for example, where the customer did not make the required payments, or where they failed to contact the retailer. This should also include those hardship program customers who leave the program because they feel they are not able to meet the program requirements or payments requested by the retailer).

R 116	Total number of residential customers who exited the hardship program during the reporting year, who switched, transferred or left the retailer.
R 117	Total number of residential customers disconnected for non-payment of a bill during the reporting year, who successfully completed the hardship program, or exited by agreement with the retailer, in the reporting year or in the previous reporting year.
R 118	Total number of residential customers who successfully completed the hardship program or exited the program by agreement with the retailer in the reporting year or in the previous reporting year, who were reconnected in the same name and at the same address within seven days of disconnection for non-payment.

## Definitions

**Energy concessions customer** means a residential customer who is in receipt of a concession, rebate, subsidy or grant related to the supply of gas.

**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 program 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.

**On a retailer's hardship program** occurs when, after being assessed as being in financial hardship under clause 6.1 of the Gas Compendium, a residential customer has been offered assistance under clause 6.3(1)(b) of the Gas Compendium.

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

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