



Economic Regulation Authority

# Performance indicators and definitions handbook

For gas retailers

April 2025

## Acknowledgement of Country

At the ERA we value our cultural diversity and respect the traditional custodians of the land and waters on which we live and work.

We acknowledge their continuing connection to culture and community, their traditions, and stories. We commit to listening, continuously improving our performance, and building a brighter future together.

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# 1. Introduction

## 1.1 Purpose of the handbook

This handbook explains performance indicators that Western Australian gas retail licence holders must report against annually to the Economic Regulation Authority as a condition of their licence. Its intended audience is gas retail licence holders.

The handbook is amended from time to time to assist licensees to understand reporting obligations. Changes over time are summarised in the version history (section-6) which was included for the first time in 2024. Further information for retailers about their reporting obligations is in the [Gas Compliance Reporting Manual](#).

Licensees may also familiarise themselves with the [Compendium of Gas Customer Licence Obligations](#) to understand the reporting context. The Compendium that took effect on 1 July 2024 is the relevant version for the 2024/25 reporting year.

## 1.2 Reporting obligations

The ERA administers the licensing scheme under Part 2A of the *Energy Coordination Act 1994*. Gas trading licences issued under the scheme impose certain obligations on licence holders, including the type and format of information that must be provided to the ERA as the regulator.

Licensees report performance data using a spreadsheet on the ERA website: '[Gas Trading Licence Performance Reporting Datasheet](#)' (datasheet). The handbook is a reference for licensees when completing the datasheet.

Licensees provide information on 75 indicators across the following reporting categories:

1. [Customer numbers](#)
2. [Billing and payment](#)
3. [Hardship customers](#)
4. [Disconnections for non-payment](#)
5. [Reconnections](#)
6. [Complaints](#)
7. [Call centre performance](#)

The ERA derives a further 39 indicators using the information provided in the datasheet.

The ERA publishes this data in an annual performance report, which is accessed by a range of stakeholders. The data is used to monitor trends in gas retailer performance, identify challenges facing energy consumers, and to monitor broader changes in Western Australia's gas market.

## 2. Definitions and terms used

**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.

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

**Call centre** means a dedicated facility for receiving and transmitting telephone calls in relation to customer service operations of the distributor.

**Centrepay** is the financial management platform offered by Services Australia.

**Compendium** means the Compendium of Gas Customer Licence Obligations that took effect on 1 July 2024.

**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.

**Concession** has the same meaning as in clause 3 of the Compendium.

**Customer** means an account for a person who consumes less than 1 terajoule of gas per year.

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

**Disconnection** means to remove the gas supply from 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 subject to a payment plan** means the disconnection of a residential customer who was, at the time of disconnection within the reporting year or previous reporting year, on an payment plan.

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

**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 (for example, where a customer changes retailer) should not be counted as energy bill debt.

**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 contact 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.

**Hardship customer** means a residential customer who, after being assessed as being in financial hardship under clause 34 of the Compendium, has been assisted under clause 35(3)(b) of the Compendium.

**Interactive voice response (IVR)** means a phone system that detects voice or keypad inputs and can respond with recorded or dynamically generated audio to direct callers.

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

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

**Payment plan** has the same meaning as in clause 4 of the Compendium.

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

**Previous reporting year** means the 12-month period ending 30 June before commencement of the current reporting year.

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

**Reconnection within the prescribed timeframe** means the retailer forwarded the request for reconnection within the applicable period specified in clause 47(3) of the Compendium.

**Reconnections involving customers who were reconnected on at least one other occasion during the reporting year, or the previous reporting year** means the reconnection of a residential customer who is included in indicator R39.

**Reconnections involving customers who were the subject of a concession** means the reconnection of a residential customer who is included in indicator R41.

**Reconnections involving customers who were the subject of a payment plan** means the reconnection of a residential customer who is included in indicator R37.

**Reporting year** means the 12-month period ending 30 June.

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

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

### 3. Completing and submitting the datasheet

The datasheets have been amended in 2025 to simplify annual performance reporting.

#### Main points

Only edit yellow shaded cells on the datasheet.

Pay attention to the reporting unit column when entering data. Previously, derived indicators were displayed prominently, but these have been removed to simplify the form. If you have previously used an automated process or script to fill the datasheet, you will need to update your process.

**If data is available:** enter the data.

**Where an indicator is applicable but there are no instances to report:** enter '0'.

**Leaving blank cells:** If the activity is not applicable, such as where a licensee does not supply gas to a certain category of customer, leave the cell blank. It is no longer necessary to insert 'N/A' when the indicator is not relevant to the licensee.

**If the data is unavailable:** leave the input cell blank and add a comment to explain.

**Comment field:** Use these cells to clarify any data. For example, where data has changed significantly between reporting periods or to advise that cells have been left blank deliberately. Licensees must add an explanation when the data shows a **variance of more than 10% from the previous year**.

#### Step 1 – Enter preliminary information

Use the dropdown boxes to enter the reporting year and the relevant licence holder. Add the details of who the ERA may contact to clarify any information.

The screenshot shows the 'Gas Retail Performance Reporting Form' with the ERA logo. The form includes fields for 'Reporting year' and 'Licence holder' with dropdown menus. Below these are fields for 'Contact person name', 'Position', 'Email address', and 'Phone number'. A second screenshot shows the 'Reporting year' dropdown menu open, displaying 'FY2024-25' as the selected option.

#### Step 2 – Enter information about the reporting year into the datasheet

Enter data into the 'Data input' column for each of the indicators.

Description	Indicator	Unit	Data Input	Comments
Residential customers as of June 30	R 1	Number of	123,456	
Residential customers covered by the Gas Market Moratorium as of June 30	R 2	Number of		
Business customers as of June 30	R 3	Number of		
Business customers covered by the Gas Market Moratorium as of June 30	R 4	Number of		

**Reporting basis: point in time vs whole reporting year**

Some indicators are based on a moment in time (for example, 30 June) whereas others cover the whole reporting year. This is marked in the description field of each indicator.

**Reporting basis: number-of-customers vs number-of-incidents**

Some indicators require reporting to be on a number-of-customers basis whereas others are on a number-of-incidents basis. For example, indicator R11 (Total number of residential customers who are subject to a payment plan) should be reported on a number-of-customers 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 R33 (Total number of residential customer disconnections for failure to pay a bill) should be reported on a number-of-incidents basis. This means that if a customer is disconnected more than once during the reporting year, each disconnection should be recorded separately.

**Step 3 – Submit datasheet to the ERA**

The completed datasheet for the reporting year must be submitted no later than 31 August 2025 to: [licensing@erawa.com.au](mailto:licensing@erawa.com.au).

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

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## 4. Full indicator list

This section includes the full set of collected indicators on the datasheet.

**Table 1: Complete set of collected indicators.**

Reporting category	Description	Indicator	Unit
<b>1 Customer numbers</b>			
Customer numbers	Residential customers as of June 30	<b>R1</b>	Number of
Customer numbers	Residential customers covered by the Gas Market Moratorium as of June 30	<b>R2</b>	Number of
Customer numbers	Business customers as of June 30	<b>R3</b>	Number of
Customer numbers	Business customers covered by the Gas Market Moratorium as of June 30	<b>R4</b>	Number of
<b>2 Billing and payment</b>			
Billing and payment	Residential customers issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.	<b>R5</b>	Number of
Billing and payment	Residential customers 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.	<b>R7</b>	Number of
Billing and payment	Residential customers subject to a payment plan.	<b>R11</b>	Number of
Billing and payment	Residential customers granted additional time to pay a bill.	<b>R13</b>	Number of
Billing and payment	Business customers issued with a bill outside the prescribed maximum timeframe.	<b>R17</b>	Number of
Billing and payment	Business customers subject to a payment plan.	<b>R19</b>	Number of
Billing and payment	Business customers granted additional time to pay a bill.	<b>R21</b>	Number of
Billing and payment	Residential customers who have lodged security deposits for their residential customer account.	<b>R25</b>	Number of
Billing and payment	Business customers that have lodged security deposits for their business customer account.	<b>R27</b>	Number of
Billing and payment	Residential customers whose direct debit plans were terminated	<b>R29</b>	Number of

Billing and payment	Business customers whose direct debit plans were terminated	<b>R31</b>	Number of
Billing and payment	Residential customers repaying an energy bill debt as of 30 June (excluding hardship customers)	<b>R91</b>	Number of
Billing and payment	Business customers repaying an energy bill debt as of 30 June	<b>R92</b>	Number of
Billing and payment	Residential customers using Centrelink's Centrepay to pay their energy bills as at 30 June	<b>R93</b>	Number of
Billing and payment	Mean energy bill debt for residential customers as of June 30 (excluding hardship customers)	<b>R94</b>	Dollars
Billing and payment	Mean energy bill debt for business customers as of June 30	<b>R95</b>	Dollars
Billing and payment	Residential customers with energy bill debt between \$500 and \$1500 as of June 30 (excluding hardship customers)	<b>R98</b>	Number of
Billing and payment	Residential customers with energy bill debt between \$1,500 and \$2,500 as of 30 June (excluding hardship customers)	<b>R99</b>	Number of
Billing and payment	Residential customers with energy bill debt exceeding \$2,500 as of 30 June (excluding hardship customers)	<b>R100</b>	Number of
Billing and payment	Residential customers subject to a payment plan as of 30 June (excluding hardship customers)	<b>R101</b>	Number of
Billing and payment	Residential customers whose payment plan was cancelled by the retailer for non-payment (excluding hardship customers)	<b>R102</b>	Number of
Billing and payment	Residential customers who successfully completed their payment plan (excluding hardship customers)	<b>R103</b>	Number of
<b>3</b>	<b>Hardship customers</b>		
Hardship customers	Residential customers on a hardship program as of 30 June	<b>R96</b>	Number of
Hardship customers	Mean energy bill debt of hardship customers as of June 30	<b>R97</b>	Dollars
Hardship customers	Hardship customers with a concession as of June 30	<b>R104</b>	Number of
Hardship customers	Residential customers denied access to a hardship program during the reporting year	<b>R105</b>	Number of
Hardship customers	Mean energy bill debt at the point a customer enters a hardship program	<b>R106</b>	Dollars
Hardship customers	Customers who entered a hardship program with an energy bill debt less than \$500	<b>R107</b>	Number of

Hardship customers	Customers who entered a hardship program with an energy bill debt between \$500 and \$1500	<b>R108</b>	Number of
Hardship customers	Customers who entered a hardship program with an energy bill debt between \$1500 and \$2500	<b>R109</b>	Number of
Hardship customers	Customers who entered a hardship program with an energy bill debt exceeding \$2500	<b>R110</b>	Number of
Hardship customers	Hardship customers subject to a payment plan as of 30 June (excluding those using Centrepay)	<b>R111</b>	Number of
Hardship customers	Hardship customers using Centrepay as of 30 June	<b>R112</b>	Number of
Hardship customers	Residential customers who exited a hardship program	<b>R113</b>	Number of
Hardship customers	Residential customers who exited a hardship program because they successfully completed it or by agreement with the retailer	<b>R114</b>	Number of
Hardship customers	Residential customers who exited a hardship program because they were excluded/removed from it for non-compliance	<b>R115</b>	Number of
Hardship customers	Residential customers who exited a hardship program because they left the retailer	<b>R116</b>	Number of
Hardship customers	Residential customers who exited a hardship program during the reporting year or previous reporting year because they successfully completed it, or by agreement with the retailer, but who were subsequently disconnected during the current reporting year for non-payment	<b>R117</b>	Number of
Hardship customers	Residential customers who exited a hardship program during the reporting year or previous reporting year because they successfully completed it, or by agreement with the retailer, but who were subsequently disconnected during the current reporting year for non-payment and reconnected within 7 days	<b>R118</b>	Number of
<b>4</b>	<b>Disconnections for non-payment</b>		
Disconnections for non-payment	Residential customer disconnections for failure to pay a bill.	<b>R33</b>	Number of
Disconnections for non-payment	Business customer disconnections for failure to pay a bill.	<b>R35</b>	Number of
Disconnections for non-payment	Residential customer disconnections involving customers subject to a payment plan	<b>R37</b>	Number of
Disconnections for non-payment	Residential customer disconnections involving customers disconnected on at least one other occasion during the reporting year or previous reporting year.	<b>R39</b>	Number of
Disconnections for non-payment	Residential customer disconnections involving customers who had a concession	<b>R41</b>	Number of

5 Reconnections			
Reconnections	Residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected	<b>R42</b>	Number of
Reconnections	Business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected	<b>R43</b>	Number of
Reconnections	Residential customer reconnections within 7 days involving customers who were the subject of a payment plan	<b>R45</b>	Number of
Reconnections	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	<b>R47</b>	Number of
Reconnections	Residential customer reconnections within 7 days involving customers who were the subject of a concession	<b>R49</b>	Number of
Reconnections	Residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days)	<b>R51</b>	Number of
Reconnections	Residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe	<b>R53</b>	Number of
Reconnections	Business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days)	<b>R55</b>	Number of
Reconnections	Business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe	<b>R57</b>	Number of
6 Complaints			
Complaints	Complaints received from residential customers	<b>R59</b>	Number of
Complaints	Complaints received from business customers	<b>R60</b>	Number of
Complaints	Residential customer complaints - about billing/credit only	<b>R61</b>	Number of
Complaints	Business customer complaints - about billing/credit only	<b>R63</b>	Number of
Complaints	Residential customer complaints – about transfers only	<b>R65</b>	Number of
Complaints	Business customer complaints - transfer-related only	<b>R67</b>	Number of
Complaints	Residential customer complaints - about marketing (including complaints made directly to a retailer)	<b>R69</b>	Number of
Complaints	Business customer complaints - about marketing (including complaints made directly to a retailer)	<b>R71</b>	Number of

Complaints	Residential customer complaints - all other types of complaint	<b>R73</b>	Number of
Complaints	Business customer complaints - all other types of complaint	<b>R75</b>	Number of
Complaints	Residential customer complaints concluded within 15 business days	<b>R77</b>	Number of
Complaints	Residential customer complaints concluded within 20 business days	<b>R79</b>	Number of
Complaints	Business customer complaints concluded within 15 business days	<b>R81</b>	Number of
Complaints	Business customer complaints concluded within 20 business days	<b>R83</b>	Number of
<b>7 Call centre performance</b>			
Call centre performance	Call attempts to retailer call centre	<b>R85</b>	Number of
Call centre performance	Calls to a call centre answered by operator within 30 seconds	<b>R86</b>	Number of
Call centre performance	Mean duration before a call is answered by an operator	<b>R88</b>	Seconds
Call centre performance	Calls to a call centre that go unanswered	<b>R89</b>	Number of

## 5. Reporting conventions and examples

This section details reporting conventions for each category and provides some examples of how indicators are calculated.

Some indicators are cumulative and cover the whole reporting period whereas some measure a point in time, such as June 30 at the end of a reporting year or the amount of money owing when a customer entered a payment plan. Previously, differences like this in the reporting point were shown by colour codes on the spreadsheet. To make the datasheet more accessible, the colour coding has been removed and the reporting points are now included in the indicator description itself.

### 5.1 Hardship customers

- Indicators in this category are measured on a per customer basis. If a customer satisfies a criterion more than once during a reporting year, the customer should only be counted once.
- This reporting category includes indicators that must be reported across three timeframes: on 30 June at the end of the reporting year, at specific points that customers enter hardship schemes, and across the whole reporting year.

### 5.2 Customer numbers

- Customers for each indicator in this category are the number of active accounts on 30 June.
- The customers in R2 and R4 are subsets of the customers in R1 and R3, respectively.
- 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 one terajoule of gas per year.

### 5.3 Billing and payment

- Indicators in this category are measured on a per customer basis. This means that if a customer satisfies an indicator criterion (for example, being placed on a payment plan) more than once during a reporting year, the customer is only counted once. If a customer was on a payment plan during the reporting year but was no longer a customer of the retailer on 30 June, the customer should still be counted.
- The handbook specifies for each indicator whether the data must be reported as of 30 June or for the whole of the reporting year.

### 5.4 Disconnections for non-payment

- Disconnections for indicators in this category are for the whole reporting year.
- If a customer is disconnected more than once during the reporting year, each disconnection event should be recorded separately.
- A disconnection event can also 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 R33, R39 and R41.

## 5.5 Reconnections

- Disconnections for indicators in this category are for the whole reporting year.
- If a customer is reconnected more than once during the reporting year, each reconnection event should be recorded separately.
- A reconnection event can also count towards more than one 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 against indicators R42, R49, and R51.

## 5.6 Complaints

- Complaints for each indicator in this category are for the whole reporting year.
- Complaints may be made via a variety of media including calls, mail, fax, email, or in person.
- For reporting, complaints must include complaints resolved at the first point of contact.
- If a customer makes more than one complaint during the reporting year, 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 two complaints should be recorded.

## 5.7 Call centre performance

$$\text{Average duration before a call is answered} = \frac{\sum \text{answer wait times}}{\text{total number of calls answered}}$$

- Call centre indicators exclude calls that do not require operator attention, including interactive voice response 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. [Example 1](#) shows how these indicators should be calculated.
- For non-IVR systems, calls that are unanswered includes calls terminated by a customer before being answered by a call centre operator. For IVR systems, it includes calls terminated by a customer after they have selected an option indicating they wish to speak to an operator.
- 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 distributor's customer service operations, for example an outsourced call centre, should be included.
- For IVR systems, a call wait period commences when a customer selects an option to indicate they wish to speak to an operator.

**Example 1: Calculation of call centre performance indicators.**

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:

- Calls to the 1300 number = 467,450
- Calls to the call centre = 265,328
- Calls answered within 30 seconds = 221,846
- Calls that were unanswered = 4,921
- $\Sigma$  wait times of answered calls, mins = 217,006

Calculation of indicators:

- R85 = 265,328
- R86 = 221,846
- $R88 = \frac{60 \times 217,006}{265,328 - 4,921} = 50$  seconds
- R89 = 4,921

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## 6. Version history

Version date	Changes
April 2024	<ul style="list-style-type: none"> <li>• Terms updated to reflect new datasheet, where all worksheets have been condensed into a single user entry form and derived indicators removed from immediate view.</li> <li>• Definitions sections across reporting categories condensed into single section and duplicates removed.</li> <li>• Version history section added.</li> <li>• Individual sections covering different reporting categories combined into single indicator table.</li> <li>• Reporting conventions from different sections combined into single reporting convention section with examples.</li> </ul>
April 2025	<ul style="list-style-type: none"> <li>• Derived indicators removed to match the datasheet.</li> <li>• Calculation examples for removed derived indicators deleted.</li> <li>• Minor wording edits to clarify the reporting basis by customer or by incident.</li> <li>• To align with the latest version of the Compendium, “instalment plan” has been updated to “payment plan”.</li> <li>• Updated reporting deadline to 31 August 2025.</li> </ul>