

Company name: **Origin Energy Retail Limited**  
Gas Compliance Manual Datasheet - 2015/16 Retail Indicators

### **IMPORTANT NOTICE FOR GAS TRADING LICENSEES**

Licensees should refer to the Gas Trading Licence Performance Reporting Handbook for information on the definitions of gas retail indicators, listed in these Datasheets.

## 2017 Gas Reporting Datasheets - Trading

Retailer: Origin Energy Retail Limited

Reporting Period: 2016/17

Customers and Customer Information			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
R 1	Total number of residential customers	Nil	
R 2	Total number of residential customers covered by the Gas Moratorium (Alinta Energy and Kleenheat only)	Nil	
R 3	Total number of business customers	Nil	
R 4	Total number of business customers covered by the Gas Moratorium (Alinta Energy and Kleenheat only)	Nil	

**2017 Gas Performance Reporting Datasheets - Trading**

<b>Affordability</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comments</b>
		<b>Number</b>	<b>Percentage</b>	
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	Nil	NA	
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	Nil	NA	
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	Nil	NA	
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	Nil	NA	
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	Nil	NA	
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	Nil	NA	
R 11	Total number of residential customers that are subject to an instalment plan	Nil	NA	
R 12	Percentage of residential customers that are subject to an instalment plan	Nil	NA	
R 13	Total number of residential customers that have been granted additional time to pay a bill	Nil	NA	
R 14	Percentage of residential customers that have been granted additional time to pay a bill	Nil	NA	
R 15	Total number of residential customers that have been placed on a shortened billing cycle	Nil	NA	
R 16	Percentage of residential customers that have been placed on a shortened billing cycle	Nil	NA	
R 17	Total number of business customers that have been issued with a bill outside the prescribed timeframes	Nil	NA	
R 18	Percentage of business customers that have been issued with a bill outside the prescribed timeframes	Nil	NA	
R 19	Total number of business customers that are subject to an instalment plan	Nil	NA	
R 20	Percentage of business customers that are subject to an instalment plan	Nil	NA	
R 21	Total number of business customers that have been granted additional time to pay a bill	Nil	NA	
R 22	Percentage of business customers that have been granted additional time to pay a bill	Nil	NA	
R 23	Total number of business customers that have been placed on a shortened billing cycle	Nil	NA	
R 24	Percentage of business customers that have been placed on a shortened billing cycle	Nil	NA	
R 25	Total number of residential customers that have lodged security deposits in relation to their residential account	Nil	NA	
R 26	Percentage of residential customers that have lodged security deposits in relation to their residential account	Nil	NA	
R 27	Total number of business customers that have lodged security deposits in relation to their business customer account	Nil	NA	
R 28	Percentage of business customers that have lodged security deposits in relation to their business customer account	Nil	NA	
R 29	Total number of residential customers that have had their direct debit plans terminated	Nil	NA	
R 30	Percentage of residential customers that have had their direct debit plans terminated	Nil	NA	
R 31	Total number of business customers that have had their direct debit plans terminated	Nil	NA	
R 32	Percentage of business customers that have had their direct debit plans terminated	Nil	NA	

**2017 Gas Performance Reporting Datasheets - Trading**

<b>Disconnections for Non-Payment</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comments</b>
		<b>Number</b>	<b>Percentage</b>	
R 33	Total number of residential customers that have been disconnected for failure to pay a bill	Nil	NA	
R 34	Percentage of residential customers that have been disconnected for failure to pay a bill	Nil	NA	
R 35	Total number of business customers that have been disconnected for failure to pay a bill	Nil	NA	
R 36	Percentage of business customers that have been disconnected for failure to pay a bill	Nil	NA	
R 37	Total number of residential customer disconnections involving customers that were previously the subject of an instalment plan	Nil	NA	
R 38	Percentage of residential customer disconnections involving customers that were previously the subject of an instalment plan	Nil	NA	
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	Nil	NA	
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	Nil	NA	
R 41	Total number of residential customers that have been disconnected while the subject of a concession	Nil	NA	
R 42	Percentage of residential customers that have been disconnected while the subject of a concession	Nil	NA	

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<b>Reconnections</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comments</b>
		<b>Number</b>	<b>Percentage</b>	
R 41	Total number of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer be disconnected	Nil	NA	
R 42	Percentage of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected	Nil	NA	
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	Nil	NA	
R 44	Percentage of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected	Nil	NA	
R 45	Total number of reconnections within 7 days involving residential customers that were previously the subject of an instalment plan	Nil	NA	
R 46	Percentage of disconnections reconnected within 7 days involving residential customers that were previously the subject of an instalment plan	Nil	NA	
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	Nil	NA	
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	Nil	NA	
R 49	Total number of reconnections within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession	Nil	NA	
R 50	Percentage of disconnections reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession	Nil	NA	
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	Nil	NA	
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	Nil	NA	
R 53	Total number of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	Nil	NA	
R 54	Percentage of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	Nil	NA	
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	Nil	NA	
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	Nil	NA	
R 57	Total number of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	Nil	NA	
R 58	Percentage of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	Nil	NA	

**2017 Gas Performance Reporting Datasheets - Trading**

<b>Complaints</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comments</b>
		<b>Number</b>	<b>Percentage</b>	
R 59	Total number of complaints received from residential customers	Nil	NA	
R 60	Total number of complaints received from business customers	Nil	NA	
R 61	Total number of the residential customer complaints that relate to billing/credit complaints	Nil	NA	
R 62	Percentage of the residential customer complaints that relate to billing/credit complaints	Nil	NA	
R 63	Total number of the business customer complaints that relate to billing/credit complaints	Nil	NA	
R 64	Percentage of the business customer complaints that relate to billing/credit complaints	Nil	NA	
R 65	Total number of the residential customer complaints that relate to transfer complaints	Nil	NA	
R 66	Percentage of the residential customer complaints that relate to transfer complaints	Nil	NA	
R 67	Total number of the business customer complaints that relate to transfer complaints	Nil	NA	
R 68	Percentage of the business customer complaints that relate to transfer complaints	Nil	NA	
R 69	Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	Nil	NA	
R 70	Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	Nil	NA	
R 71	Total number of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	Nil	NA	
R 72	Percentage of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	Nil	NA	
R 73	Total number of the residential customer complaints that relate to other complaints	Nil	NA	
R 74	Percentage of the residential customer complaints that relate to other complaints	Nil	NA	
R 75	Total number of the business customer complaints that relate to other complaints	Nil	NA	
R 76	Percentage of the business customer complaints that relate to other complaints	Nil	NA	
R 77	Total number of complaints from residential customers concluded within 15 business days	Nil	NA	
R 78	Percentage of complaints from residential customers concluded within 15 business days	Nil	NA	
R 79	Total number of complaints from residential customers concluded within 20 business days	Nil	NA	
R 80	Percentage of complaints from residential customers concluded within 20 business days	Nil	NA	
R 81	Total number of complaints from business customers concluded within 15 business days	Nil	NA	
R 82	Percentage of complaints from business customers concluded within 15 business days	Nil	NA	
R 83	Total number of complaints from business customers concluded within 20 business days	Nil	NA	
R 84	Percentage of complaints from business customers concluded within 20 business days	Nil	NA	

**2017 Gas Performance Reporting Datasheets - Trading**

<b>Call Centre Performance</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comments</b>
		<b>Number</b>	<b>Percentage</b>	
R 85	Total number of telephone calls to a call centre of the retailer	Nil	NA	
R 86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	Nil	NA	
R 87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds	Nil	NA	
R 88	Average duration (in seconds) before a call is answered by a call centre operator	Nil	NA	
R 89	Total number of telephone calls that are unanswered	Nil	NA	
R 90	Percentage of calls that are unanswered	Nil	NA	

**2017 Gas Performance Reporting Datasheets - Trading**

<b>Energy Bill Debt Indicators</b>			
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>	<b>Comments</b>
		<b>Number</b>	
R 91	Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June	Nil	
R 92	Total number of business customers repaying an energy bill debt as at 30 June	Nil	
R 93	Number of residential electricity and gas customers using Centrelink's Centrepay to pay their energy bills as at 30 June	Nil	
R 94	Average amount of energy bill debt for residential electricity and gas customers (excluding hardship program customers), as at 30 June	Nil	
R 95	Average amount of energy bill debt for business electricity and gas customers as at 30 June	Nil	



**2017 Gas Performance Reporting Datasheets - Trading**

<b>Hardship Programs</b>			
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>	<b>Comments</b>
		<b>Number</b>	
R 96	Number of residential electricity and gas customers on a retailer's hardship program as at 30 June	Nil	
R 97	Average energy bill debt of electricity and gas hardship program customers, as at 30 June	Nil	