

**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. The Handbook is available on the ERA website (see link below)

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

As per section 4 of the handbook, retailers should complete the 'number' column in each worksheet as follows:

**If the data is available:**

Enter the data

**If the activity did not occur:**

Enter '0'

*For example, if the retailer supplied gas to residential customers but did not place any residential customers on an instalment plan, the data for indicator R 11 should be '0'.*

**If the activity is not applicable:**

Enter 'n/a'

*For example, if the retailer did not supply gas to residential customers, indicator R 11 should be marked 'n/a'.*

**If the data is unavailable:**

Leave the data cell blank. 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.**

Some indicators are based on a date (i.e. 30 June). Some indicators are based on the whole of the reporting year. Each worksheet states whether the indicators on that worksheet are based on a date or the whole of the reporting year.

Some indicators require reporting to be on a per customer basis whereas others are on a per incident basis. For example, indicator R 11 (Total number of residential customers who are subject to an instalment plan) should be reported on a per customer basis. This means that if a customer was placed on an instalment plan more than once during a reporting year, the customer should only be counted once. Indicator R 33 (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, then each disconnection should be recorded separately.

## 2018/19 Gas Performance Reporting Datasheets - Retail

**Retailer:** Origin Energy Retail Limited

**Reporting Period:** 2018/19

**Note:** The total number of customers for each indicator is the number of active accounts on 30 June.

Customer numbers			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
R 1	Total number of residential customers.	14,626	
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).	14,624	
R 3	Total number of business customers.	236	
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).	223	

## 2018/19 Gas Performance Reporting Datasheets - Trading

**Note:** The total number of customers for each indicator is for the whole of the reporting year.  
Do not enter data into cells that are shaded grey or yellow. Grey cells are not applicable, and yellow cells contain a formula that will automatically calculate the data.

Billing and payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 5	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.	13		
R 6	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.		0.09%	
R 7	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.	5		
R 8	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.		0.03%	
R 9	Not used.			
R 10	Not used.			
R 11	Total number of residential customers who are subject to an instalment plan.	121		
R 12	Percentage of residential customers who are subject to an instalment plan.		0.83%	
R 13	Total number of residential customers who have been granted additional time to pay a bill.	340		
R 14	Percentage of residential customers who have been granted additional time to pay a bill.		2.32%	
R 15	Not used.			
R 16	Not used.			
R 17	Total number of business customers that have been issued with a bill outside the prescribed maximum timeframe.	0		
R 18	Percentage of business customers that have been issued with a bill outside the prescribed maximum timeframe.			
R 19	Total number of business customers that are subject to an instalment plan.	3		
R 20	Percentage of business customers that are subject to an instalment plan.		1.27%	
R 21	Total number of business customers that have been granted additional time to pay a bill.	17		
R 22	Percentage of business customers that have been granted additional time to pay a bill.		7.20%	
R 23	Not used.			
R 24	Not used.			
R 25	Total number of residential customers who have lodged security deposits in relation to their residential customer account.	1		
R 26	Percentage of residential customers who have lodged security deposits in relation to their residential customer account.		0.01%	
R 27	Total number of business customers that have lodged security deposits in relation to their business customer account.	0		
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 who have had their direct debit plans terminated.	154		Resubmitted for FY19
R 30	Percentage of residential customers who have had their direct debit plans terminated.		1.1%	Resubmitted for FY19
R 31	Total number of business customers that have had their direct debit plans terminated.	0		Resubmitted for FY19
R 32	Percentage of business customers that have had their direct debit plans terminated.			Resubmitted for FY19
R 93	Total number of residential customers using Centrelink's Centrepay to pay their energy bills at at 30 June.	48		

## 2018/19 Gas Performance Reporting Datasheets - Trading

**Note:** The number of disconnections for each indicator is for the whole of the reporting year.  
Do not enter data into cells that are shaded grey or yellow. Grey cells are not applicable, and yellow cells contain a formula that will automatically calculate the data.

Disconnections for non-payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 33	Total number of residential customer disconnections for failure to pay a bill.	48		
R 34	Percentage of residential customer disconnections for failure to pay a bill.		0.33%	
R 35	Total number of business customer disconnections for failure to pay a bill.	0		
R 36	Percentage of business customer disconnections for failure to pay a bill.			
R 37	Total number of residential customer disconnections involving customers who were the subject of an instalment plan.	11		
R 38	Percentage of residential customer disconnections involving customers who were the subject of an instalment plan.		22.92%	
R 39	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.	4		
R 40	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.		8.33%	
R 41	Total number of residential customer disconnections involving customers who were the subject of a concession.	14		
R 41A	Percentage of residential customer disconnections involving customers who were the subject of a concession.		29.17%	

## 2018/19 Gas Performance Reporting Datasheets - Trading

**Note:** The number of reconnections for each indicator is for the whole of the reporting year.

Do not enter data into cells that are shaded grey or yellow. Grey cells are not applicable, and yellow cells contain a formula that will automatically calculate the data.

Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 42	Total number of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	10		
R 42A	Percentage of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		20.83%	
R 43	Total number of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	0		
R 44	Percentage of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.			
R 45	Total number of residential customer reconnections within 7 days involving customers who were the subject of an instalment plan.	3		
R 46	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of an instalment plan.		6.25%	
R 47	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.	0		
R 48	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.			
R 49	Total number of residential customer reconnections within 7 days involving customers who were the subject of a concession.	2		
R 50	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of a concession.		4.17%	
R 51	Total number of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	15		
R 52	Percentage of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).		31.25%	
R 53	Total number of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	3		
R 54	Percentage of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.		20.00%	
R 55	Total number of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	0		
R 56	Percentage of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).			
R 57	Total number of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	0		
R 58	Percentage of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.			

## 2018/19 Gas Performance Reporting Datasheets - Trading

**Note:** The number of complaints for each indicator is for the whole of the reporting year.

Do not enter data into cells that are shaded grey or yellow. Grey cells are not applicable, and yellow cells contain a formula that will automatically calculate the data.

Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 59	Total number of complaints received from residential customers.	189		
R 60	Total number of complaints received from business customers.	5		
R 61	Total number of residential customer complaints that are billing/credit complaints.	39		
R 62	Percentage of residential customer complaints that are billing/credit complaints.		20.63%	
R 63	Total number of business customer complaints that are billing/credit complaints.	3		
R 64	Percentage of business customer complaints that are billing/credit complaints.		60.00%	
R 65	Total number of residential customer complaints that are transfer complaints.	30		
R 66	Percentage of residential customer complaints that are transfer complaints.		15.87%	
R 67	Total number of business customer complaints that are transfer complaints.	0		
R 68	Percentage of business customer complaints that are transfer complaints.			
R 69	Total number of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).	9		
R 70	Percentage of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).		4.76%	
R 71	Total number of business customer complaints that are marketing complaints (including complaints made directly to a retailer).	0		
R 72	Percentage of business customer complaints that are marketing complaints (including complaints made directly to a retailer).			
R 73	Total number of residential customer complaints that are other complaints.	111		
R 74	Percentage of residential customer complaints that are other complaints.		58.73%	
R 75	Total number of business customer complaints that are other complaints.	2		
R 76	Percentage of business customer complaints that are other complaints.		40.00%	
R 77	Total number of residential customer complaints concluded within 15 business days.	185		
R 78	Percentage of residential customer complaints concluded within 15 business days.		97.88%	
R 79	Total number of residential customer complaints concluded within 20 business days.	185		
R 80	Percentage of residential customer complaints concluded within 20 business days.		97.88%	
R 81	Total number of business customer complaints concluded within 15 business days.	5		
R 82	Percentage of business customer complaints concluded within 15 business days.		100.00%	
R 83	Total number of business customer complaints concluded within 20 business days.	5		
R 84	Percentage of business customer complaints concluded within 20 business days.		100.00%	

## 2018/19 Gas Performance Reporting Datasheets - Trading

**Note:** The number of calls, or duration of calls, for each indicator is for the whole of the reporting year.  
Do not enter data into cells that are shaded grey or yellow. Grey cells are not applicable, and yellow cells contain a formula that will automatically calculate the data.

Call centre performance				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 85	Total number of telephone calls to a call centre of the retailer.	34,319		Resubmitted for FY19
R 86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	26,757		Resubmitted for FY19
R 87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		77.97%	Resubmitted for FY19
R 88	Average duration (in seconds) before a call is answered by a call centre operator.	53		Resubmitted for FY19
R 89	Total number of telephone calls to a call centre that are unanswered.	2,125		Resubmitted for FY19
R 90	Percentage of telephone calls to a call centre that are unanswered.		6.19%	Resubmitted for FY19

## 2018/19 Gas Performance Reporting Datasheets - Trading

**Note:** Some of these indicators are based on 30 June, whereas others are for the whole of the reporting year. Please refer to each individual indicator.

Do not enter data into cells that are shaded grey; they are not applicable.

debt				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
R 91	Total number of residential customers (excluding hardship customers) repaying an energy bill debt as at 30 June	267		
R 92	Total number of business customers repaying an energy bill debt as at 30 June	7		
R 93	<i>[Indicator R 93 moved to 'Billing and payment' section].</i>			
R 94	Average amount of energy bill debt for residential customers (excluding hardship customers) as at 30 June.		\$190	
R 95	Average amount of energy bill debt for business customers as at 30 June.		\$298	
R 98	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.	17		
R 99	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.	2		
R 100	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$2,500 as at 30 June.	1		
R 101	Total number of residential customers (excluding hardship customers) who were subject to an instalment plan as at 30 June.	37		
R 102	Total number of residential customers (excluding hardship customers) who, during the reporting year, had their instalment plan cancelled by the retailer for non-payment.	197		
R 103	Total number of residential customers (excluding hardship customers) who, during the reporting year, successfully completed their instalment plan.	28		



## 2018/19 Gas Performance Reporting Datasheets - Trading

**Note:** Some of these indicators are based on 30 June, whereas others are for the whole of the reporting year. Please refer to each individual indicator. Do not enter data into cells that are shaded grey; they are not applicable.

Hardship customers				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
R 96	Total number of residential customers on a retailer's hardship program as at 30 June.	21		
R 97	Average energy bill debt of hardship customers as at 30 June.		\$138	
R 104	Total number of hardship customers who are the subject of a concession as at 30 June.	11		
R 105	Total number of residential customers denied access to the retailer's hardship program during the reporting year.	0		
R 106	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.		\$237	
R 107	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.	50		
R 108	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.	6		
R 109	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.	0		
R 110	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.	0		
R 111	Total number of hardship customers who were subject to an instalment plan (excluding those who make their payment plan payments using Centrepay) as at 30 June.	18		
R 112	Total number of hardship customers using Centrepay as at 30 June.	3		
R 113	Total number of residential customers who exited the hardship program during the reporting year.	35		
R 114	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.	4		
R 115	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.	29		
R 116	Total number of residential customers who exited the hardship program during the reporting year, because they switched, transferred or left the retailer.	2		
R 117	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.	0		
R 118	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.	0		