

**GAS TRADING LICENCE PERFORMANCE REPORT  
2009/2010**



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## 1. EXECUTIVE SUMMARY

In August 2006 the Minister for Energy permitted Synergy to enable Synergy to supply gas to customers who consume between 180 GJ and less than 1 TJ (**small business customers**) on and from 1 July 2007.

Clause 13.15 of the Gas Customer Service Code 2008 (**Code**) requires Synergy, as a condition of its gas trading licence, to prepare a report setting out the following information by no later than 1 October each year. This is the first such report.

- Affordability and access.
- Customer complaints.
- Call centre performance.
- Customer accounts.

As at 30 June 2010 Synergy had 112 small business customers. Synergy is currently not permitted to sell gas to a customer who consumes less than 180 GJ per year. Therefore the information contained in this report relates solely to business customers and not residential customers.

Synergy's interaction with its gas customers is managed by a team of business managers who develop individual relationships with gas customers. Consequently there is no contact centre interactions with business customers supplied with gas.

During the reporting period 2009/2010 Synergy received fourteen complaints relating to billing/credit management issues and other matters.

## 2. AFFORDABILITY & ACCESS

During 2009/10 there were no reported requests from customers for changes to the agreed payment terms. However, there was one direct debit arrangement cancelled due to the required payment being dishonoured on two occasions.

**Table 1 - Affordability and access: residential customers ( $\leq$  1TJ)**

Code reference	Affordability	Number of customers	Percentage
13.2(1)(a)	Total number of residential customers	0	0
13.2(1)(a)(i)	Total number of, and percentage of its residential customers who are subject to an instalment plan	0	0
13.2(1)(a)(ii)	Total number of, and percentage of residential customers who have been granted additional time to pay their bill under Part 6 (of the Code of Conduct )	0	0
13.2(1)(a)(iii)	Total number of, and percentage of residential customers who have been placed on a shortened billing cycle	0	0
13.2(1)(a)(iv)	Total number of, and percentage of residential customers who have been disconnected in accordance with clauses 7.1 to 7.3 (of the Code of Conduct) for failure to pay a bill	0	0
13.2(1)(a)(v)	Total number of, and percentage of residential customers who have been disconnected who were previously the subject of an instalment plan	0	0
13.2(1)(a)(vi)	Total number of, and percentage of residential customers who have been disconnected at the same supply address within the past 24 months	0	0
13.2(1)(a)(vii)	Total number of, and percentage of residential customers who have been disconnected while receiving a concession	0	0
13.2(1)(a)(viii)	Total number of, and percentage of residential customers who have been reconnected at the same supply address in the same name within 7 days of having been disconnected	0	0
13.2(1)(a)(ix)	Total number of, and percentage of residential customers who have been reconnected in the same name who were previously the subject of an instalment plan	0	0

Code reference	Affordability	Number of customers	Percentage
13.2(1)(a)(x)	Total number of, and percentage of residential customers who have been reconnected in the same name and at the same supply address within the past 24 months	0	0
13.2(1)(a)(xi)	Total number of, and percentage of residential customers who have been reconnected and who, immediately prior to disconnection, was receiving a concession	0	0
13.2(1)(a)(xii)	Total number of, and percentage of residential customers who have lodged security deposits	0	0
13.2(1)(a)(xiii)	Total number of, and percentage of residential customers who have had direct debit plans terminated	0	0

**Table 2 - Affordability and access: non-residential customers ( $\leq$  1TJ)**

Code Reference	Affordability	Number of Customers	Percentage
13.2(1)(b)	Total number of non-residential small use customers	112	100%
13.2(1)(b)(i)	Total number of, and percentage of non-residential customers who are subject to an instalment plan	0	0.00%
13.2(1)(b)(ii)	Total number of, and percentage of non-residential customers who have been granted additional time to pay their bill under Part 6 of the Code	0	0.00%
13.2(1)(b)(iii)	Total number of, and percentage of non-residential customers who have been placed on a shortened billing cycle	0	0.00%
13.2(1)(b)(iv)	Total number of, and percentage of non-residential customers who have been disconnected in accordance with clauses 7.1 to 7.3 of the Code for failure to pay a bill	0	0.00%
13.2(1)(b)(v)	Total number of, and percentage of non-residential customers who have been reconnected at the same supply address in the same name within 7 days of having been disconnected	0	0.00%
13.2(1)(b)(vi)	Total number of, and percentage of non-residential customers who have lodged security deposits	0	0.00%
13.2(1)(b)(vii)	Total number of, and percentage of non-residential customers who have had direct debit plans terminated	1	0.90%

### 3. CUSTOMER COMPLAINTS

To provide a satisfactory conclusion to customer disputes, Synergy's internal dispute resolution process typically involves the following steps:

1. Complaint received via pro-forma letter, email or phone.
2. Synergy acknowledges complaint and if required, seeks further clarification / information from the customer.
3. Synergy commences complaint investigation and initiates action which may involve third party involvement such as Western Power for meter testing.
4. Synergy liaises with the customer providing results of investigation and confirming resolution.
5. Conclude complaint.

**Table 3 - Complaints: residential customers (<1Tj)**

Code Reference	Complaints	Number of Complaints	Percentage
13.3(1)(a)	Total number of complaints received from residential customers	0	0
13.3(1)(b)(i)	The percentage of total complaints from residential customers that relate to billing/credit complaints	0	0
13.3(1)(b)(ii)	The percentage of total complaints from residential customers that relate to transfer complaints	0	0
13.3(1)(b)(iii)	The percentage of total complaints from residential customers that relate to marketing complaints (including complaints made directly to a marketer)	0	0
13.3(1)(b)(iv)	The percentage of total complaints from residential customers that relate to other complaints	0	0
13.3(1)(c)	The action taken by a retailer to address a complaint	NA	NA
13.3(1)(d)	The time taken for the appropriate procedures for dealing with the complaint to be concluded	NA	NA

**Table 4 – Complaints: non residential customers (<1Tj)**

<b>Code Reference</b>	<b>Complaints</b>	<b>Number of Complaints</b>	<b>Percentage</b>
13.3(1)(a)	Total number of complaints received from non-residential customers	14	100%
13.3(1)(b)(i)	The percentage of total complaints from non-residential customers that relate to billing/credit complaints	8	57.1%
13.3(1)(b)(ii)	The percentage of total complaints from non-residential customers that relate to transfer complaints	0	0.00%
13.3(1)(b)(iii)	The percentage of total complaints from non-residential customers that relate to marketing complaints	0	
13.3(1)(b)(iv)	The percentage of total complaints from non-residential customers that relate to other complaints	6	42.9%
13.3(1)(c)	The action taken by a retailer to address a complaint	Refer earlier text	NA
13.3(1)(d)	The time taken for the appropriate procedures for dealing with the complaint to be concluded	On average 8 days	NA

#### 4. CALL CENTRE PERFORMANCE

Synergy's call centre does not take customer calls from gas customers. Synergy's business managers are responsible for interactions with the non-residential gas customers.

**Table 5 – Call Centre Performance**

<b>Code Reference</b>	<b>Call Centre Performance</b>	<b>Number of calls / duration</b>	<b>Percentage</b>
13.5(a)	Total number of telephone calls to an operator	N/A	N/A
13.5(b)	Number of and percentage of telephone calls to an operator responded to within 30 seconds	N/A	N/A
13.5(c)	Average duration (in seconds) before call answered by operator	N/A	N/A
13.5(d)	Percentage of calls that were unanswered	N/A	N/A