
**GAS TRADING LICENCE PERFORMANCE REPORT
2010/2011**

Published 1 October 2011

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1. EXECUTIVE SUMMARY

In August 2006 the Minister for Energy permitted 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 Compendium of Gas Licence Obligations (**Gas Customer 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.

- customer accounts;
- affordability;
- disconnections;
- reconnections;
- complaints;
- security deposits;
- service standard payments; and
- contact centre performance.

As at 30 June 2011 Synergy had 119 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 small 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 2010/2011 Synergy received one complaint relating to billing issues.

2. AFFORDABILITY & ACCESS

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

Gas Customer 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 Gas Customer Code)	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 Gas Customer Code) 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 the retailer requested to be reconnected, other than pursuant to clause 8.1(1)(b) or clause 8.1(1)(c) who were not reconnected within timeframes	0	0
13.2(1)(a)(ix)	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)(x)	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

Gas Customer Code reference	Affordability	Number of customers	Percentage
13.2(1)(a)(xi)	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)(xii)	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)(xiii)	Total number of, and percentage of residential customers who have lodged security deposits	0	0
13.2(1)(a)(xiv)	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)

Gas Customer Code Reference	Affordability	Number of Customers	Percentage
13.2(1)(b)	Total number of non-residential small use customers	119	100%
13.2(1)(b)(i)	Total number of, and percentage of non-residential customers who are subject to an instalment plan	14	11.8%
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 Gas Customer 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 Gas Customer Code for failure to pay a bill	2	1.7%
13.2(1)(a)(v)	Total number the retailer requested to be reconnected, other than pursuant to clause 8.1(1)(b) or clause 8.1(1)(c) who were not reconnected within timeframes	0	0
13.2(1)(b)(vi)	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	1	0.8%

Gas Customer Code Reference	Affordability	Number of Customers	Percentage
13.2(1)(b)(vii)	Total number of, and percentage of non-residential customers who have lodged security deposits	0	0.00%
13.2(1)(b)(viii)	Total number of, and percentage of non-residential customers who have had direct debit plans terminated	0	0.00%

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)

Gas Customer 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	

Gas Customer Code Reference	Complaints	Number of Complaints	Percentage
13.3(1)(d)	The time taken for the appropriate procedures for dealing with the other complaint to be concluded	0	0

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

Gas Customer Code Reference	Complaints	Number of Complaints	Percentage
13.3(1)(a)	Total number of complaints received from non-residential customers	1	100%
13.3(1)(b)(i)	The percentage of total complaints from non-residential customers that relate to billing/credit complaints	1	100%
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	0.00%
13.3(1)(b)(iv)	The percentage of total complaints from non-residential customers that relate to other complaints	0	0.00%
13.3(1)(c)	The action taken by a retailer to address a complaint	Refer text	NA
13.3(1)(d)	The time taken for the appropriate procedures for dealing with the other complaint to be concluded	NA	NA
13.3(1)(f)	The percentage of complaints from non-residential customers resolved within 15 business days and 20 business days	0	0

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

Gas Customer Code Reference	Call Centre Performance	Number of calls / duration	Percentage
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