

Company name: **Electricity Generation and Retail Corporation trading as Synergy**  
Electricity Compliance Manual Datasheet - Retail Indicators

**IMPORTANT NOTICE FOR ELECTRICITY RETAIL LICENSEES**

Licensees should refer to the Electricity Retail Performance Reporting Handbook for information on the definitions of electricity retail indicators, listed in these datasheets.

## Electricity Retailer Performance Report

Customers				
Indicator No.	Reference	Description	Basis of Reporting	Comments
			Number	
CCR 1	Code of Conduct clause 13.6(a)	Total number of residential accounts held by contestable customers	315	
CCR 2	Code of Conduct clause 13.6(b)	Total number of residential accounts held by non-contestable customers	912885	
CCR 3	Licence clause 16.1	Total number of residential accounts	913200	
CCR 4	Code of Conduct clause 13.6(c)	Total number of business customer accounts held by contestable customers	6767	
CCR 5	Code of Conduct clause 13.6(d)	Total number of business customer accounts held by non-contestable customers	92641	
CCR 6	Licence clause 16.1	Total number of business customer accounts	99408	
CCR 7	Code of Conduct clause 13.7(1)(a)	Total number of pre-payment meter customers	16	
CCR 8	Code of Conduct clause 13.7(1)(f)	Total number of pre-payment meter customers who have reverted to a standard meter within 3 months of meter installation or entering into a contract	0	
CCR 9	Code of Conduct clause 13.7(1)(g)	Total number of pre-payment meter customers who have reverted to a standard meter in the 3 month period immediately following the expiry of the period referred to in subclause 13.7(1)(f) {of the Code}	0	
CCR 10	Code of Conduct clause 13.7(1)(h)	Total number of pre-payment meter customers who have reverted to a standard meter	0	

## Electricity Retailer Performance Report

Affordability and Access					
Indicator No.	Reference	Description	Basis of Reporting		Comments
			Number	Percentage	
CCR 11	Code of Conduct clause 13.2(a)(i)	Total number of residential customer accounts 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	3720		
CCR 12	Code of Conduct clause 13.2(a)(i)	Percentage of residential customer accounts 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		0.41%	
CCR 13	Code of Conduct clause 13.2(a)(i)	Total number of residential customer accounts 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	5035		
CCR 14	Code of Conduct clause 13.2(a)(i)	Percentage of residential customer accounts 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		0.55%	
CCR 15	Code of Conduct clause 13.2(a)(i)	Total number of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer	0		
CCR 16	Code of Conduct clause 13.2(a)(i)	Percentage of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer			Formula doesn't generate for 0%
CCR 17	Code of Conduct clause 13.2(a)(ii)	Total number of residential customer accounts that are subject to an instalment plan	32190		
CCR 18	Code of Conduct clause 13.2(a)(ii)	Percentage of residential customer accounts that are subject to an instalment plan		3.52%	
CCR 19	Code of Conduct clause 13.2(a)(iii)	Total number of residential customer accounts that have been granted additional time to pay	80264		
CCR 20	Code of Conduct clause 13.2(a)(iii)	Percentage of residential customer accounts that have been granted additional time to pay a bill		8.79%	
CCR 21	Code of Conduct clause 13.2(a)(iv)	Total number of residential customer accounts that have been placed on a shortened billing cycle	0		
CCR 22	Code of Conduct clause 13.2(a)(iv)	Percentage of residential customer accounts that have been placed on a shortened billing cycle			Formula doesn't generate for 0%

## Electricity Retailer Performance Report

Affordability and Access					
Indicator No.	Reference	Description	Basis of Reporting		Comments
			Number	Percentage	
CCR 23	Code of Conduct clause 13.2(b)(i)	Total number of business customer accounts that have been issued with a bill outside the prescribed timeframes	1749		
CCR 24	Code of Conduct clause 13.2(b)(i)	Percentage of business customer accounts that have been issued with a bill outside the prescribed timeframes		0.18%	
CCR 25	Code of Conduct clause 13.2(b)(ii)	Total number of business customer accounts that are subject to an instalment plan	1013		
CCR 26	Code of Conduct clause 13.2(b)(ii)	Percentage of business customer accounts that are subject to an instalment plan		1.02%	
CCR 27	Code of Conduct clause 13.2(b)(iii)	Total number of business customer accounts that have been granted additional time to pay a bill	5158		
CCR 28	Code of Conduct clause 13.2(b)(iii)	Percentage of business customer accounts that have been granted additional time to pay a bill		5.19%	
CCR 29	Code of Conduct clause 13.2(b)(iv)	Total number of business customer accounts that have been placed on a shortened billing cycle	0		
CCR 30	Code of Conduct clause 13.2(b)(iv)	Percentage of business customer accounts that have been placed on a shortened billing cycle			Formula doesn't generate for 0%
CCR 31	Code of Conduct clause 13.2(a)(xiv)	Total number of residential customer accounts that have lodged security deposits in relation to the residential customer account	0		
CCR 32	Code of Conduct clause 13.2(a)(xiv)	Percentage of residential customer accounts that have lodged security deposits in relation to the residential customer account			Formula doesn't generate for 0%
CCR 33	Code of Conduct clause 13.2(b)(viii)	Total number of business customer accounts that have lodged security deposits in relation to the business customer account	0		
CCR 34	Code of Conduct clause 13.2(b)(viii)	Percentage of business customer accounts that have lodged security deposits in relation to the business customer account			
CCR 35	Code of Conduct clause 13.2(a)(xv)	Total number of residential customer accounts that have had direct debit plans terminated	5707		
CCR 36	Code of Conduct clause 13.2(a)(xv)	Percentage of residential customer accounts that have had direct debit plans terminated		0.62%	
CCR 37	Code of Conduct clause 13.2(b)(ix)	Total number of business customer accounts that have had direct debit plans terminated	206		
CCR 38	Code of Conduct clause 13.2(b)(ix)	Percentage of business customer accounts that have had direct debit plans terminated		0.21%	
CCR 39	Code of Conduct clause 13.7(1)(k)	The number of pre-payment meter customers who have informed the retailer that the customer is experiencing payment difficulties or financial hardship	0		

## Electricity Retailer Performance Report

Disconnections for Non-Payment					
Indicator No.	Reference	Description	Basis of Reporting		Comments
			Number	Percentage	
CCR 40	Code of Conduct clause 13.2(a)(v)	Total number of residential customer accounts that have been disconnected for failure to pay a bill	8103		
CCR 41	Code of Conduct clause 13.2(a)(v)	Percentage of residential customer accounts that have been disconnected for failure to pay a bill		0.89%	
CCR 42	Code of Conduct clause 13.2(b)(v)	Total number of business customer accounts that have been disconnected for failure to pay a bill	565		
CCR 43	Code of Conduct clause 13.2(b)(v)	Percentage of business customer accounts that have been disconnected for failure to pay a bill		0.57%	
CCR 44	Code of Conduct clause 13.2(a)(vi)	Total number of residential customer accounts that have been disconnected that were previously the subject of an instalment plan	2559		
CCR 45	Code of Conduct clause 13.2(a)(vi)	Percentage of residential customer accounts that have been disconnected that were previously the subject of an instalment plan		31.58%	
CCR 46	Code of Conduct clause 13.2(a)(vii)	Total number of residential customer accounts that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year	1284		
CCR 47	Code of Conduct clause 13.2(a)(vii)	Percentage of residential customer accounts that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year		15.85%	
CCR 48	Code of Conduct clause 13.2(a)(viii)	Total number of residential customer accounts that have been disconnected while the subject of a concession	2237		
CCR 49	Code of Conduct clause 13.2(a)(viii)	Percentage of residential customer accounts that have been disconnected while the subject of a concession		15.85%	
CCR 50	Code of Conduct clause 13.7(1)(i)(i)	The number of instances where a pre-payment meter customer has been disconnected	0		
CCR 51	Code of Conduct clause 13.7(1)(i)(ii)	The number of instances where a pre-payment meter customer has not received electricity other than being disconnected	0		
CCR 52	Code of Conduct clause 13.7(1)(l)	The number of pre-payment meter customers who the retailer identifies have been disconnected 2 or more times in any 1 month period for longer than 120 minutes on each occasion	0		

## Electricity Retailer Performance Report

Reconnections					
Indicator No.	Reference	Description	Basis of Reporting		Comments
			Number	Percentage	
CCR 53	Code of Conduct clause 13.2(a)(ix)	Total number of residential customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name within 7 days of requesting the residential customer account to be disconnected	5280		
CCR 54	Code of Conduct clause 13.2(a)(ix)	Percentage of residential customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name within 7 days of requesting the residential customer account to be disconnected		65.16%	
CCR 55	Code of Conduct clause 13.2(b)(vi)	Total number of business customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name within 7 days of requesting the business customer account be disconnected	256		
CCR 56	Code of Conduct clause 13.2(b)(vi)	Percentage of business customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name within 7 days of requesting the business customer account be disconnected		45.23%	
CCR 57	Code of Conduct clause 13.2(a)(xi)	Total number of residential customer accounts that have been reconnected that were previously the subject of an instalment plan	2388		
CCR 58	Code of Conduct clause 13.2(1)(a)(xi)	Percentage of residential customer accounts that have been reconnected that were previously the subject of an instalment plan		29.47%	
CCR 59	Code of Conduct clause 13.2(a)(xii)	Total number of residential customer accounts that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year	1006		
CCR 60	Code of Conduct clause 13.2(a)(xii)	Percentage of residential customer accounts that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year		12.42%	
CCR 61	Code of Conduct clause 13.2(a)(xiii)	Total number of residential customer accounts that have been reconnected and that, immediately prior to disconnection, were the subject of a concession	1626		
CCR 62	Code of Conduct clause 13.2(a)(xiii)	Percentage of residential customer accounts that have been reconnected and that, immediately prior to disconnection, were the subject of a concession			Formula didn't generate 21.62%

## Electricity Retailer Performance Report

Reconnections					
Indicator No.	Reference	Description	Basis of Reporting		Comments
			Number	Percentage	
CCR 63	Licence clause 16.1	Total number of residential customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected	5962		
CCR 64	Code of Conduct clause 13.2(a)(x)	Total number of residential customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	20		
CCR 65	Code of Conduct clause 13.2(a)(x)	Percentage of residential customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe		0.00%	
CCR 66	Licence clause 16.1	Total number of business customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected	322		
CCR 67	Code of Conduct clause 13.2(b)(vii)	Total number of business customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	6		
CCR 68	Code of Conduct clause 13.2(b)(vii)	Percentage of business customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe		0.00%	

## Electricity Retailer Performance Report

Complaints					
Indicator No.	Reference	Description	Basis of Reporting		Comments
			Number	Percentage	
CCR 69	Code of Conduct clause 13.3(1)(a)	Total number of complaints received from residential customers, other than complaints received from pre-payment meter customers	2694		
CCR 70	Code of Conduct clause 13.3(1)(a)	Total number of complaints received from business customers, other than complaints received from pre-payment meter customers	349		
CCR 71	Code of Conduct clause 13.3(1)(b)(i)	Total number of the residential customer complaints that relate to billing/credit complaints	2391		
CCR 72	Code of Conduct clause 13.3(1)(b)(i)	Total number of the business customer complaints that relate to billing/credit complaints	301		
CCR 73	Code of Conduct clause 13.3(1)(b)(ii)	Total number of the residential customer complaints that relate to transfer complaints	24		
CCR 74	Code of Conduct clause 13.3(1)(b)(ii)	Total number of the business customer complaints that relate to transfer complaints	7		
CCR 75	Code of Conduct clause 13.3(1)(b)(iii)	Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	227		
CCR 76	Code of Conduct clause 13.3(1)(b)(iii)	Total number of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	34		
CCR 77	Code of Conduct clause 13.3(1)(b)(iv)	Total number of the residential customer complaints that relate to other complaints	52		
CCR 78	Code of Conduct clause 13.3(1)(b)(iv)	Total number of the business customer complaints that relate to other complaints	7		
CCR 79	Code of Conduct clause 13.3(1)(e)	Total number of customer complaints from residential customers concluded within 15 business days	2539		
CCR 80	Code of Conduct clause 13.3(1)(e)	Percentage of customer complaints from residential customers concluded within 15 business days		94.25%	



## Electricity Retailer Performance Report

Complaints					
Indicator No.	Reference	Description	Basis of Reporting		Comments
			Number	Percentage	
CCR 81	Code of Conduct clause 13.3(1)(e)	Total number of customer complaints from residential customers concluded within 20 business days	2539		
CCR 82	Code of Conduct clause 13.3(1)(e)	Percentage of customer complaints from residential customers concluded within 20 business days		94.25%	
CCR 83	Code of Conduct clause 13.3(1)(f)	Total number of complaints from business customers concluded within 15 business days	313		
CCR 84	Code of Conduct clause 13.3(1)(f)	Percentage of complaints from business customers concluded within 15 business days		89.68%	
CCR 85	Code of Conduct clause 13.3(1)(f)	Total number of complaints from business customers concluded within 20 business days	313		
CCR 86	Code of Conduct clause 13.3(1)(f)	Percentage of complaints from business customers concluded within 20 business days		89.68%	
CCR 87	Code of Conduct clause 13.7(1)(b)	Total number of complaints relating to a pre-payment meter customer	0		
CCR 88	Code of Conduct clause 13.7(1)(e)	Total number of complaints relating to a pre-payment meter customer concluded within 15 business days	0		
CCR 89	Code of Conduct clause 13.7(1)(e)	Percentage of complaints relating to a pre-payment meter customer concluded within 15 business days			Formula doesn't generate for 0%
CCR 90	Code of Conduct clause 13.7(1)(e)	Total number of complaints relating to a pre-payment meter customer concluded within 20 business days	0		
CCR 91	Code of Conduct clause 13.7(1)(e)	Percentage of complaints relating to a pre-payment meter customer concluded within 20 business days			Formula doesn't generate for 0%

## Electricity Retailer Performance Report

Compensation Payments					
Indicator No.	Reference	Description	Basis of Reporting		Comments
			Number	Value (\$)	
CCR 92	Code of Conduct clause 13.4(a)	Total number of payments made to customers under clause 14.1 {of the Code of Conduct}	12		
CCR 93	Code of Conduct clause 13.4(a)	The amount paid to customers under clause 14.1 {of the Code of Conduct}		\$2,136	
CCR 94	Code of Conduct clause 13.4(b)	Total number of payments to customers under clause 14.2 {of the Code of Conduct}	51		
CCR 95	Code of Conduct clause 13.4(b)	Total amount paid to customers under clause 14.2 {of the Code of Conduct}		\$6,800	
CCR 96	Code of Conduct clause 13.4(c)	Total number of payments made to customers under clause 14.3 {of the Code of Conduct}	4		
CCR 97	Code of Conduct clause 13.4(c)	Total amount paid to customers under clause 14.3 {of the Code of Conduct}		\$100	

## Electricity Retailer Performance Report

Call Centre Performance					
Indicator No.	Reference	Description	Basis of Reporting		Comment
			Number	Percentage	
CCR 98	Code of Conduct clause 13.5(a)	Total number of telephone calls to a call centre of the retailer	1132395		
CCR 99	Code of Conduct clause 13.5(b)	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	926020		
CCR 100	Code of Conduct clause 13.5(c)	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		81.8%	
CCR 101	Code of Conduct clause 13.5(d)	Average duration (in seconds) before a call is answered by a call centre operator	17.8		
CCR 102	Code of Conduct clause 13.5(e)	Number of the calls that are unanswered	12541		
CCR 103	Code of Conduct clause 13.5(e)	Percentage of the calls that are unanswered		1.1%	