

## Electricity Retailer Performance Report

Retailer: Electricity Generation and Retail Corporation trading as Synergy



Reporting Period: 2015/16

Customers			
Indicator No.	Description	Basis of Reporting	Comments - please advise here any explanatory notes relating to the performance
		Number	
CCR 1	Total number of residential accounts held by contestable customers	292	
CCR 2	Total number of residential accounts held by non-contestable customers	982323	
CCR 3	Total number of residential accounts	982615	
CCR 4	Total number of business customer accounts held by contestable customers	6261	
CCR 5	Total number of business customer accounts held by non-contestable customers	92978	
CCR 6	Total number of business customer accounts	99239	
CCR 7	Total number of pre-payment meter customers	16	
CCR 8	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	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 of Conduct	0	
CCR 10	Total number of pre-payment meter customers who have reverted to a standard meter	0	

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Affordability and Access				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 11	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	5398		
CCR 12	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		0.55%	
CCR 13	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	627		
CCR 14	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		0.06%	
CCR 15	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	868		The increase in customers receiving their bills outside the prescribed time frame is due to a number of customers failing to open an account when they move into a premise, self-read customers not returning readings to Western Power on time, and restricted access to the meter.
CCR 16	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		0.09%	
CCR 17	Total number of residential customer accounts that are subject to an instalment plan	45343		2015/16 was a more financially difficult year for residential customers with increasing demands on their disposable income due to decline in economic conditions.
CCR 18	Percentage of residential customer accounts that are subject to an instalment plan		4.61%	

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CCR 19	Total number of residential customer accounts that have been granted additional time to pay	107167		2015/16 was a financially difficult year for residential customers with increasing demands on their disposable income due to decline in economic conditions. During the year Synergy increased the number of staff trained to identify hardship, enabling more agents to assess the customer's financial situation and offer relevant assistance.
CCR 20	Percentage of residential customer accounts that have been granted additional time to pay a bill		10.91%	
CCR 21	Total number of residential customer accounts that have been placed on a shortened billing cycle	0		
CCR 22	Percentage of residential customer accounts that have been placed on a shortened billing cycle			

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Affordability and Access				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 23	Total number of business customer accounts that have been issued with a bill outside the prescribed timeframes	967		Improvements (24%) compared to last year were due to specialist resources being assigned to monitor and resolve bills at risk of being issued late.
CCR 24	Percentage of business customer accounts that have been issued with a bill outside the prescribed timeframes		0.97%	
CCR 25	Total number of business customer accounts that are subject to an instalment plan	1400		2015/16 was a more financially difficult year for business customers due to economic downturn.
CCR 26	Percentage of business customer accounts that are subject to an instalment plan		1.41%	
CCR 27	Total number of business customer accounts that have been granted additional time to pay a bill	6986		2015/16 was a more financially difficult year for business customers due to economic downturn.
CCR 28	Percentage of business customer accounts that have been granted additional time to pay a bill		7.04%	
CCR 29	Total number of business customer accounts that have been placed on a shortened billing cycle	0		
CCR 30	Percentage of business customer accounts that have been placed on a shortened billing cycle			Formula doesn't generate for zero
CCR 31	Total number of residential customer accounts that have lodged security deposits in relation to the residential customer account	0		
CCR 32	Percentage of residential customer accounts that have lodged security deposits in relation to the residential customer account			Formula doesn't generate for zero
CCR 33	Total number of business customer accounts that have lodged security deposits in relation to the business customer account	0		
CCR 34	Percentage of business customer accounts that have lodged security deposits in relation to the business customer account			Formula doesn't generate for zero

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CCR 35	Total number of residential customer accounts that have had direct debit plans terminated	11742		<p>At end of FY2014/15 Synergy offered customers experiencing payment problems direct debit by instalment.</p> <p>Further, Synergy has been actively promoting flexible direct debit to all residential customers.</p> <p>The increase in residential customers using direct debit, results in a higher number of terminations.</p> <p>In addition the economic downturn has resulted in more residential customers defaulting on their direct debit payments.</p>
CCR 36	Percentage of residential customer accounts that have had direct debit plans terminated		1.19%	
CCR 37	Total number of business customer accounts that have had direct debit plans terminated	485		<p>Synergy has been actively promoting flexible direct debit to business customers.</p> <p>The increase in business customers using direct debit, results in a higher number of terminations.</p> <p>In addition the economic downturn has resulted in more business customers defaulting on their direct debit payments.</p>
CCR 38	Percentage of business customer accounts that have had direct debit plans terminated		0.49%	
CCR 39	The number of pre-payment meter customers who have informed the retailer that the customer is experiencing payment difficulties or financial hardship	0		

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Disconnections for Non-Payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 40	Total number of residential customer accounts that have been disconnected for failure to pay a bill	8069		Although the economic downturn has resulted in more residential customers defaulting of their electricity debt Synergy managed to maintain its residential disconnections at 2014/15 levels.
CCR 41	Percentage of residential customer accounts that have been disconnected for failure to pay a bill		0.82%	
CCR 42	Total number of business customer accounts that have been disconnected for failure to pay a bill	616		
CCR 43	Percentage of business customer accounts that have been disconnected for failure to pay a bill		0.62%	
CCR 44	Total number of residential customer disconnections involving customers that were previously the subject of an instalment plan	3678		
CCR 45	Percentage of residential customer disconnections involving customers that were previously the subject of an instalment plan		45.58%	
CCR 46	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	1254		
CCR 47	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		15.54%	
CCR 48	Total number of residential customer accounts that have been disconnected while the subject of a concession	2662		
CCR 49	Percentage of residential customer accounts that have been disconnected while the subject of a concession		32.99%	
CCR 50	The number of instances where a pre-payment meter customer has been disconnected	0		Western Power's pre-payment meters do not record this data as per Code of Conduct clause 9.12.
CCR 51	Percentage of pre-payment customer disconnections			Forumula doesn't generate for zero

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CCR 52	The number of instances where a pre-payment meter customer has not received electricity other than being disconnected	0		Western Power's pre-payment meters do not record this data as per Code of Conduct clause 9.12.
CCR 53	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		Western Power's pre-payment meters do not record this data as per Code of Conduct clause 9.12.

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Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 54	Total number of residential customer accounts that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected	5665		
CCR 55	Percentage of disconnected residential customer accounts that the retailer has requested to be reconnected within 7 days of requesting disconnection		70.2%	
CCR 56	Total number of business customer accounts that the retailer has requested to be reconnected within 7 days of requesting the business customer account be disconnected	344		
CCR 57	Percentage of disconnected business customer accounts that the retailer has requested to be reconnected within 7 days of requesting disconnection		55.8%	
CCR 58	Total number of reconnections within 7 days involving residential customer accounts that were previously the subject of an instalment plan	3541		One of the major reasons for the higher reconnection rate is due to Synergy disconnecting more quickly than historically. For example if a customer was disconnected after 6 months some customers would be at the end of their lease agreements and have moved on. However, if disconnection occurs whilst there was an active lease, a customer is more likely to be reconnected within 7 days if they still resided at the property.
CCR 59	Percentage of disconnections reconnected within 7 days involving residential customer accounts that were previously the subject of an instalment plan		43.88%	
CCR 60	Total number of reconnections within 7 days involving residential customer accounts that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year	1001		



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CCR 61	Percentage of disconnections reconnected within 7 days involving residential customer accounts that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year		12.41%	
CCR 62	Total number of reconnections within 7 days involving residential customer accounts that, immediately prior to disconnection, were the subject of a concession	2042		
CCR 63	Percentage of disconnections reconnected within 7 days involving residential customer accounts that, immediately prior to disconnection, were the subject of a concession		25.31%	

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Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 64	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	6121		
CCR 65	Percentage 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		75.9%	
CCR 66	Total number of residential customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	153		There are a number of reasons why a premise may not be re-energised within the prescribed timeframe. Some of the reasons outside of WP control include meter access issues (locked gates), disconnections from the pole instead of the meter and unsafe situations such as aggressive dogs / customers or a remote main switch left on.
CCR 67	Percentage of residential customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe		2.5%	
CCR 68	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	397		
CCR 69	Percentage of total disconnected business customer accounts that the retailer has requested to be reconnected		64.4%	

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CCR 70	Total number of business customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	10		<p>There are a number of reasons why a premise may not be re-energised within the prescribed timeframe. Some of the reasons outside of WP control include meter access issues (locked gates), disconnections from the pole instead of the meter and unsafe situations such as aggressive dogs / customers or a remote main switch left on.</p>
CCR 71	Percentage of business customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe		2.5%	

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Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 72	Total number of complaints received from residential customers, other than complaints received from pre-payment meter customers	1879		The decrease in complaints from last year is attributed to the implementation of the "agent empowerment" project. The agents are now able to resolve customer issues during the call using a variety of tools such as an increased delegated financial authority and increased customer service skills.
CCR 73	Total number of complaints received from business customers, other than complaints received from pre-payment meter customers	204		
CCR 74	Total number of the residential customer complaints that relate to billing/credit complaints	1694		
CCR 75	Percentage of the residential customer complaints that relate to billing/credit complaints		90.2%	
CCR 76	Total number of the business customer complaints that relate to billing/credit complaints	176		
CCR 77	Percentage of the business customer complaints that relate to billing/credit complaints		86.3%	
CCR 78	Total number of the residential customer complaints that relate to transfer complaints	7		
CCR 79	Percentage of the residential customer complaints that relate to transfer complaints		0.4%	
CCR 80	Total number of the business customer complaints that relate to transfer complaints	4		
CCR 81	Percentage of the business customer complaints that relate to transfer complaints		2.0%	
CCR 82	Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	131		
CCR 83	Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)		7.0%	

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CCR 84	Total number of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	20		
CCR 85	Percentage of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)		9.8%	

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Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 86	Total number of the residential customer complaints that relate to other complaints	47		
CCR 87	Percentage of the residential customer complaints that relate to other complaints		2.5%	
CCR 88	Total number of the business customer complaints that relate to other complaints	4		
CCR 89	Percentage of the business customer complaints that relate to other complaints		2.0%	
CCR 90	Number of customer complaints from residential customers concluded within 15 business days	1852		
CCR 91	Percentage of customer complaints from residential customers concluded within 15 business days		98.6%	
CCR 92	Total number of customer complaints from residential customers concluded within 20 business days	1852		
CCR 93	Percentage of customer complaints from residential customers concluded within 20 business days		98.6%	
CCR 94	Total number of complaints from business customers concluded within 15 business days	202		
CCR 95	Percentage of complaints from business customers concluded within 15 business days		99.0%	
CCR 96	Total number of complaints from business customers concluded within 20 business days	202		
CCR 97	Percentage of complaints from business customers concluded within 20 business days		99.0%	
CCR 98	Total number of complaints relating to a pre-payment meter customer	0		
CCR 99	Total number of complaints relating to a pre-payment meter customer concluded within 15 business days	0		
CCR 100	Percentage of complaints relating to a pre-payment meter customer concluded within 15 business days			Forumula doesn't generate for zero
CCR 101	Total number of complaints relating to a pre-payment meter customer concluded within 20 business days			
CCR 102	Percentage of complaints relating to a pre-payment meter customer concluded within 20 business days			Forumula doesn't generate for zero

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Compensation Payments				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
CCR 103	Total number of payments made to customers under clause 14.1 of the Code of Conduct	6		
CCR 104	The amount paid to customers under clause 14.1 of the Code of Conduct		\$1,860	A number of customers have been provided with credits of \$100 per day instead of \$60 per day regulated amount.
CCR 105	Total number of payments to customers under clause 14.2 of the Code of Conduct	14		
CCR 106	Total amount paid to customers under clause 14.2 of the Code of Conduct		\$1,830	The amount of compensation payments Synergy has paid to customers has decreased due to system changes implemented in September last year. The enhancements were made to the move in and promise to pay transactions in SAP. This process is now automated resulting in agents no longer having to issue service notifications manually. The escalation service team are now able to authorise urgent reconnections when required.
CCR 107	Total number of payments made to customers under clause 14.3 of the Code of Conduct	0		
CCR 108	Total amount paid to customers under clause 14.3 of the Code of Conduct		\$0	

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Call Centre Performance				
Indicator No.	Description	Basis of Reporting		Comment
		Number	Percentage	
CCR 109	Total number of telephone calls to a call centre of the retailer	1058008		
CCR 110	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	793428		
CCR 111	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		75.0%	
CCR 112	Average duration (in seconds) before a call is answered by a call centre operator	35.0		<p>Average duration has increased due to the WA state government budget decision resulted in changes to eligibility criteria for cost of living assistance program, which impacted customer concession entitlements from 1 July 2015. This resulted in significant call volume increases during the period July - - September 2015 period.</p> <p>Additionally back office work was transitioned to our strategic partner beginning in April 16 and resulted in a loss of experienced staff to back of house transactions and required significant recruitment to backfill into the Residential Call Centre, the less experienced staff took longer to resolve calls which increased wait times and abandoned rates. Synergy has acted to increase the number of staff trained to take calls including recruitment and returned to normal service levels.</p>



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CCR 113	Number of the calls that are unanswered	22956		<p>Average duration has increased due to the WA state government budget decision resulted in changes to eligibility criteria for cost of living assistance program, which impacted customer concession entitlements from 1 July 2015. This resulted in significant call volume increases during the period July - - September 2015 period.</p> <p>Additionally back office work was transitioned to our strategic partner beginning in April 16 and resulted in a loss of experienced staff to back of house transactions and required significant recruitment to backfill into the Residential Call Centre, the less experienced staff took longer to resolve calls which increased wait times and abandoned rates. Synergy has acted to increase the number of staff trained to take calls including recruitment and returned to normal service levels.</p>
CCR 114	Percentage of the calls that are unanswered		2.2%	