

Electricity Compliance Manual Datasheet - 2017/18 Retail Indicators

**IMPORTANT NOTICE FOR ELECTRICITY RETAIL LICENSEES**

Licensees should refer to the *2018 Electricity Retail Licence Performance Reporting Handbook* for information on the definitions of electricity retail indicators, listed in these Datasheets. The Handbook is available on the ERA website (see link below)

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

## 2018 Electricity Performance Reporting Datasheets - Retail

Retailer: *Electricity Generation and Retail Corporation trading as Synergy*  
 Reporting Period: 2017/18

Customers			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
CCR 1	Total number of residential customers that are contestable customers.	517	
CCR 2	Total number of residential customers that are non-contestable customers.	996,455	
CCR 3	Total number of residential customers.	996,972	
CCR 4	Total number of business customers that are contestable customers.	5,481	
CCR 5	Total number of business customers that are non-contestable customers.	86,618	
CCR 6	Total number of business customers.	92,099	
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	Not used.		
CCR 10	Total number of pre-payment meter customers who have reverted to a standard meter.	0	

Note: 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.

## 2018 Electricity Performance Reporting Datasheets - Retail

Affordability				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 11	Total number of residential customers 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.	634		Synergy has automated a number of bill printing exception procedures which has reduced the number of late bills
CCR 12	Percentage of residential customers 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.		0.1%	
CCR 13	Total number of residential customers 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.	303		Synergy has automated a number of bill printing exception procedures which has reduced the number of late bills
CCR 14	Percentage of residential customers 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.		0.0%	
CCR 15	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer.	264		Synergy has automated a number of bill printing exception procedures which has reduced the number of late bills
CCR 16	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer.		0.0%	
CCR 17	Total number of residential customers that are subject to an instalment plan.	66,317		
CCR 18	Percentage of residential accounts that are subject to an instalment plan.		6.7%	
CCR 19	Total number of residential customers that have been granted additional time to pay a bill.	123,654		
CCR 20	Percentage of residential customers that have been granted additional time to pay a bill.		12.4%	
CCR 21	Total number of residential customers that have been placed on a shortened billing cycle.	0		
CCR 22	Percentage of residential customers that have been placed on a shortened billing cycle.			

## 2018 Electricity Performance Reporting Datasheets - Retail

CCR 23	Total number of business customers that have been issued with a bill outside the prescribed timeframes.	325		Synergy has automated a number of bill printing exception procedures which has reduced the number of late bills
CCR 24	Percentage of business customers that have been issued with a bill outside the prescribed timeframes.		0.4%	
CCR 25	Total number of business customers that are subject to an instalment plan.	1,583		
CCR 26	Percentage of business customers that are subject to an instalment plan.		1.7%	
CCR 27	Total number of business customers that have been granted additional time to pay a bill.	7,934		
CCR 28	Percentage of business customers that have been granted additional time to pay a bill.		8.6%	
CCR 29	Total number of business customers that have been placed on a shortened billing cycle.	0		
CCR 30	Percentage of business customers that have been placed on a shortened billing cycle.			
CCR 31	Total number of residential customers that have lodged security deposits in relation to their residential customer account.	0		
CCR 32	Percentage of residential customers that have lodged security deposits in relation to their residential customer account.			
CCR 33	Total number of business customers that have lodged security deposits in relation to their business customer account.	0		
CCR 34	Percentage of business customers that have lodged security deposits in relation to their business customer account.			
CCR 35	Total number of residential customers that have had their direct debit plans terminated.	11,423		
CCR 36	Percentage of residential customers that have had their direct debit plans terminated.		1.1%	
CCR 37	Total number of business customers that have had their direct debit plans terminated.	532		
CCR 38	Percentage of business customers that have had their direct debit plans terminated.		0.6%	
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		

## 2018 Electricity Performance Reporting Datasheets - Retail

Disconnections for Non-Payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 40	Total number of residential customers that have been disconnected for failure to pay a bill.	17,800		
CCR 41	Percentage of residential customers that have been disconnected for failure to pay a bill.		1.8%	
CCR 42	Total number of business customers that have been disconnected for failure to pay a bill.	1,026		
CCR 43	Percentage of business customers that have been disconnected for failure to pay a bill.		1.1%	
CCR 44	Total number of residential customer disconnections involving customers that were previously the subject of an instalment plan.	14,139		
CCR 45	Percentage of residential customer disconnections involving customers that were previously the subject of an instalment plan.		79.4%	
CCR 46	Total number of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year.	4,897		
CCR 47	Percentage of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year.		27.5%	
CCR 48	Total number of residential customers that have been disconnected while the subject of a concession.	6,206		
CCR 49	Percentage of residential customers that have been disconnected while the subject of a concession.		34.9%	
CCR 50	The number of instances where a pre-payment meter customer has been disconnected.	391		
CCR 51	Percentage of pre-payment meter customer disconnections.		2443.8%	
CCR 52	Not used.			
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.	15		

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Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 54	Total number of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer be disconnected.	7,281		
CCR 55	Percentage of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected.		40.9%	
CCR 56	Total number of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected.	334		
CCR 57	Percentage of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected.		32.6%	
CCR 58	Total number of reconnections within 7 days involving residential customers that were previously the subject of an instalment plan.	6,592		
CCR 59	Percentage of disconnections reconnected within 7 days involving residential customers that were previously the subject of an instalment plan.		37.03%	
CCR 60	Total number of reconnections within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year.	1,970		
CCR 61	Percentage of disconnections reconnected within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year.		11.07%	
CCR 62	Total number of reconnections within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession.	2,493		
CCR 63	Percentage of disconnections reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession.		14.01%	
CCR 64	Total number of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected.	7,730		

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CCR 65	Percentage of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected.		43.4%	
CCR 66	Total number of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe.	112		
CCR 67	Percentage of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe.		1.4%	
CCR 68	Total number of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	360		
CCR 69	Percentage of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected.		35.1%	
CCR 70	Total number of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe.	7		
CCR 71	Percentage of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe.		1.9%	

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## 2018 Electricity Performance Reporting Datasheets - Retail

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.	2,183		An increase in disconnections for failure to open an account following the deemed contract notice performed increased the complaints recorded.
CCR 73	Total number of complaints received from business customers, other than complaints received from pre-payment meter customers.	306		An increase in disconnections for failure to open an account following the deemed contract notice performed increased the complaints recorded.
CCR 74	Total number of the residential customer complaints that relate to billing/credit complaints.	1,576		An increase in disconnections for failure to open an account following the deemed contract notice performed increased the complaints recorded.
CCR 75	Percentage of the residential customer complaints that relate to billing/credit complaints.		72.2%	
CCR 76	Total number of the business customer complaints that relate to billing/credit complaints.	186		An increase in disconnections for failure to open an account following the deemed contract notice performed increased the complaints recorded.
CCR 77	Percentage of the business customer complaints that relate to billing/credit complaints.		60.8%	
CCR 78	Total number of the residential customer complaints that relate to transfer complaints.	1		
CCR 79	Percentage of the residential customer complaints that relate to transfer complaints.		0.0%	



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CCR 80	Total number of the business customer complaints that relate to transfer complaints.	0		
CCR 81	Percentage of the business customer complaints that relate to transfer complaints.			
CCR 82	Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer).	8		
CCR 83	Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer).		0.4%	
CCR 84	Total number of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer).	1		
CCR 85	Percentage of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer).		0.3%	
CCR 86	Total number of the residential customer complaints that relate to other complaints.	598		
CCR 87	Percentage of the residential customer complaints that relate to other complaints.		27.4%	
CCR 88	Total number of the business customer complaints that relate to other complaints.	119		
CCR 89	Percentage of the business customer complaints that relate to other complaints.		38.9%	
CCR 90	Total number of complaints from residential customers concluded within 15 business days.	1,911		
CCR 91	Percentage of complaints from residential customers concluded within 15 business days.		87.5%	
CCR 92	Total number of complaints from residential customers concluded within 20 business days.	2,004		
CCR 93	Percentage of complaints from residential customers concluded within 20 business days.		91.8%	
CCR 94	Total number of complaints from business customers concluded within 15 business days.	255		
CCR 95	Percentage of complaints from business customers concluded within 15 business days.		83.3%	
CCR 96	Total number of complaints from business customers concluded within 20 business days.	279		

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CCR 97	Percentage of complaints from business customers concluded within 20 business days.		91.2%	
CCR 98	Total number of complaints from pre-payment meter customers.	0		
CCR 99	Total number of complaints from pre-payment meter customers concluded within 15 business days.	0		
CCR 100	Percentage of complaints from pre-payment meter customers concluded within 15 business days.			
CCR 101	Total number of complaints from pre-payment meter customers concluded within 20 business days.	0		
CCR 102	Percentage of complaints from pre-payment meter customers concluded within 20 business days.			

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## 2018 Electricity Performance Reporting Datasheets - Retail

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.	3		
CCR 104	The total amount paid to customers under clause 14.1 of the Code of Conduct.		\$180	
CCR 105	Total number of payments made to customers under clause 14.2 of the Code of Conduct.	21		
CCR 106	Total amount paid to customers under clause 14.2 of the Code of Conduct.		\$10,200	There was a reduction in the numbers affected by wrongful disconnections, however there were two customers who were disconnected for extended periods of time increasing the value of the payment
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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**2018**  
**Electricity Performance Reporting Datasheets - Retail**

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.	1,060,903		
CCR 110	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	800,309		
CCR 111	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		75.4%	
CCR 112	Average duration (in seconds) before a call is answered by a call centre operator.	28		
CCR 113	Number of the calls that are unanswered.	16,431		
CCR 114	Percentage of the calls that are unanswered.		1.5%	

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## 2018 Electricity Performance Reporting Datasheets - Retail

Energy Bill Debt Indicators				
Indicator No.	Description	Basis of Reporting		Comment
		Number	Value (\$)	
CCR 115	Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June.	10,669		
CCR 116	Total number of business customers repaying an energy bill debt as at 30 June.	1,739		
CCR 117	Total number of residential customers using Centrelink's Centrepay to pay their energy bills as at 30 June.	20,273		
CCR 118	Average amount of energy bill debt for residential customers (excluding hardship program customers), as at 30 June.		\$396	
CCR 119	Average amount of energy bill debt for business customers as at 30 June.		\$1,094	
CCR 122	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$500 but less than \$1,500 as at 30 June.	1,038		
CCR 123	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$1,500 but less than \$2,500 as at 30 June.	165		
CCR 124	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$2,500 as at 30 June.	161		
CCR 125	Total number of residential customers (excluding hardship program customers) on an instalment plan, as at 30 June.	4,853		
CCR 126	Total number of residential customers (excluding hardship program customers) who, during the reporting year, had their instalment plan cancelled by the retailer for non-payment.	28,912		
CCR 127	Total number of residential customers (excluding hardship program customers) who, during the reporting year, successfully completed their instalment plan.	28,249		

Note: Indicators CCR 120 & 121 are hardship program indicators.  
Do not enter data into cells that are shaded grey. Those cells are not applicable.

## 2018 Electricity Performance Reporting Datasheets - Retail

Hardship Programs				
Indicator No.	Description	Basis of Reporting		Comment
		Number	Value (\$)	
CCR 120	Total number of residential customers on a retailer's hardship program as at 30 June.	30,640		
CCR 121	Average energy bill debt of residential hardship program customers, as at 30 June.		\$461	
CCR 128	Total number of residential hardship program customers who are also energy concessions customers, as at 30 June.	16,307		
CCR 129	Total number of residential customers denied access to the hardship program during the reporting year.	2,936		
CCR 130	Average energy bill debt (as at the time of entering the hardship program) for those residential hardship program customers who entered the hardship program during the reporting year.		\$513	
CCR 131	Total number of residential hardship program customers who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was between \$0 and \$500.	11,000		
CCR 132	Total number of residential hardship program customers who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was over \$500 but less than \$1,500.	4,179		
CCR 133	Total number of residential hardship program customers who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was over \$1,500 but less than \$2,500.	968		
CCR 134	Total number of residential hardship program customers who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was \$2,500 or more.	983		
CCR 135	Total number of residential hardship program customers using an instalment plan (excluding those who make their payment plan payments using Centrepay), as at 30 June.	10,013		
CCR 136	Total number of residential hardship program customers using Centrepay, as at 30 June.	5,582		
CCR 137	Total number of residential customers who exited the hardship program during the reporting year.	18,670		
CCR 138	Total number of residential customers who exited the hardship program during the reporting year, who successfully completed the hardship program or exited the program by agreement with the retailer.	17,132		

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CCR 139	Total number of residential customers who exited the hardship program during the reporting year, who were excluded or removed from the program for non-compliance (for example, where the customer did not make the required payments, or where they failed to contact the retailer. This should also include those hardship program customers who leave the program because they feel they are not able to meet the program requirements or payments requested by the retailer).	1,682		
CCR 140	Total number of residential customers who exited the hardship program during the reporting year, who switched, transferred or left the retailer.	0		
CCR 141	Total number of residential customers disconnected for non-payment of a bill during the reporting year, who successfully completed the hardship program, or exited by agreement with the retailer, in the reporting year or in the previous reporting year.	1,076		
CCR 142	Total number of residential customers who successfully completed the hardship program or exited the program by agreement with the retailer in the reporting year or in the previous reporting year, who were reconnected in the same name and at the same address within seven days of disconnection for non-payment.	461		

Note: Indicators CCR 122-127 are energy bill debt indicators.  
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