

Code of Conduct for the Supply of Electricity to Small Use Customers 2012
 Part 13 Record Keeping and Reporting
 Division 2 – Record keeping obligations particular to retailers

13.2 Affordability and access

Clause	2012/2013 Number	2012/2013 Percentage
(a) the total number of, and percentage of, its residential customer accounts that –	-	-
(i) have been issued with a bill outside the timeframes prescribed in clause 4.1, categorised according to circumstances where the delay is due to fault on the part of the retailer; due to the retailer not receiving the required metering data from the distributor in accordance with clause 4.1(b)(ii); and due to the actions of the customer in accordance with clause 4.1(b)(iii);	-	-
on the part of the retailer;	12231	1.37%
due to the retailer not receiving the required metering data from the distributor in accordance with clause 4.1(b)(ii);	7474	0.84%
and due to the actions of the customer in accordance with clause 4.1(b)(iii)	2944	0.33%
(ii) are subject to an instalment plan under Part 6;	29098	3.25%
(iii) have been granted additional time to pay a bill under Part 6;	87601	9.79%
(iv) have been placed on a shortened billing cycle under Part 6;	0	0%
(v) have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	6322	0.71%
(vi) have been disconnected under subclause (v) that were previously the subject of an instalment plan;	2193	0.25%
(vii) have been disconnected under subclause (v) and that have been disconnected pursuant to clauses 7.1 and 7.3 at the same supply address on at least 1 other occasion during the reporting year or the previous reporting year;	1170	0.13%
(viii) have been disconnected under subclause (v) while the subject of a concession;	1853	0.21%
(ix) the retailer has requested to be reconnected, pursuant to clause 8.1(1)(a), at the same supply address and in the same name within 7 days of requesting the residential customer account to be disconnected under subclause (v);	4022	63.62%
(x) the retailer has requested to be reconnected pursuant to clause 8.1(1)(a) that were not reconnected within the prescribed timeframe;	66	1.64%
(xi) have been reconnected pursuant to subclause (ix) that were previously the subject of an instalment plan;	1984	31.38%
(xii) have been reconnected pursuant to subclause (ix) and that have also been reconnected pursuant to subclause (ix) on at least 1 other occasion during the reporting year or the previous reporting year;	1033	16.34%
(xiii) have been reconnected pursuant to subclause (ix) and that, immediately prior to disconnection, were the subject of a concession;	1467	23.20%

Clause	2012/2013 Number	2012/2013 Percentage
(xiv) have lodged security deposits in relation to the residential customer account; and	0	0%
(xv) have had direct debit plans terminated.	5093	0.57%
(b) the total number of, and percentage of, its business customer accounts that –		
(i) have been issued with a bill outside the timeframes prescribed in clause 4.1;	6397	6.50%
(ii) are subject to an instalment plan under Part 6;	907	0.92%
(iii) have been granted additional time to pay a bill under Part 6;	6296	6.40%
(iv) have been placed on a shortened billing cycle under Part 6;	0	0%
(v) have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	450	0.46%
(vi) the retailer has requested to be reconnected, pursuant to clause 8.1(1)(a), at the same supply address and in the same name within 7 days of requesting the business customer account to be disconnected under clauses 7.1 to 7.3;	193	42.89%
(vii) the retailer has requested to be reconnected pursuant to clause 8.1(1)(a) that were not reconnected within the prescribed timeframe;	4	2.07%
(viii) have lodged security deposits in relation to the business customer account; and	0	0%
(ix) have had direct debit plans terminated.	169	0.17%
(c) the actions it undertook, and the responses from the distributor to those actions, to obtain metering data where the retailer has issued a bill outside of the time frame set out in clause 4.1(b).	<p>Reporting is generated each day and accounts over 90 days are allocated to a specialist team to rectify and bill these accounts. The standard operating procedures for unbilled accounts has been reviewed and updated. Additionally change requests have been implemented to streamline the reporting process and SAP system enhancement.</p> <p>Synergy is negotiating the metering service level agreement with Western Power to ensure energy data is delivered for self reader customers within a shorter time frame in order to comply with the metering code 2012.</p>	

13.3 Customer complaints

Clause	2012/2013 Number	2012/2013 Percentage
(1) A retailer must keep a record of –	-	
(a) the total number of complaints received from residential customers and business customers, other than complaints received under clause 13.7(1)(b); and	-	-
Residential	3635	-
Business	425	-
(b) the number of the complaints in subclause (1)(a) that relate to –	-	-
(i) billing/credit complaints;	-	-
Residential	3048	-
Business	390	-
(ii) transfer complaints;		-

Clause	2012/2013 Number	2012/2013 Percentage
Residential	0	-
Business	0	-
(iii) marketing complaints (including complaints made directly to a retailer); and		-
Residential	497	-
Business	21	-
(iv) other complaints.	-	-
Residential	90	-
Business	14	-
(e) the percentage of complaints from residential customers concluded within 15 business days and 20 business days; and	-	-
15 days	-	99.92%
20 days	-	99.92%
(f) the percentage of complaints from business customers concluded within 15 business days and 20 business days.	-	-
15 days	-	100%
20 days	-	100%

13.4 Compensation payments

Clause	2012/2013 Number	2012/2013 Total amount
A retailer must keep a record of payments, including the total number of payments and the amount paid to the customer for each payment made under –	-	-
(a) Clause 14.1;	16	\$1640
(b) clause 14.2; and	40	\$11361
(c) clause 14.3.	0	\$0

13.5 Call Centre Performance

Clause	2012/2013 Number	2012/2013 Percentage
A retailer must keep a record of –	-	-
(a) the total number of telephone calls to a call centre of the retailer;	1223000	-
(b) the number of telephone calls to a call centre answered by a call centre operator within 30 seconds;	976809	-
(c) the percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds;	-	79.9%
(d) the average duration (in seconds) before a call is answered by a call centre operator; and	22.8	-

Clause	2012/2013 Number	2012/2013 Percentage
(e) the percentage of the calls in subclause (a) that are unanswered.	-	2.1%

13.6 Supporting information

Clause	2012/2013 Number
A retailer must keep a record of the total number of –	-
(a) residential accounts held by contestable customers;	333
(b) residential accounts held by non-contestable customers;	894209
(c) business customer accounts held by contestable customers; and	7173
(d) business customer accounts held by non-contestable customers.	91216

13.7 Pre-payment meters

Clause	2012/2013 Number	2012/2013 Percentage
(1) A retailer must keep a record of –	-	-
(a) the total number of pre-payment meter customers;	17	-
(b) the total number of complaints, other than those complaints specified in clause 13.13(1)(a), relating to a pre-payment meter customer;	0	-
(e) the percentage of complaints from pre-payment meter customers other than those complaints specified in clause 13.13(1)(a) concluded within 15 business days and 20 business days;	-	N/A
(f) the total number of customers who have reverted to a standard meter within 3 months of the later of the installation of the pre-payment meter or the date that the customer agrees to enter into a pre-payment meter contract;	0	-
(g) the total number of customers who have reverted to a standard meter in the 3 month period immediately following the expiry of the period referred to in subclause (f);	0	-
(h) the total number of customers who have reverted to a standard meter;	0	-
(i) the number of instances where a pre-payment meter customer has –	-	-
(i) been disconnected; or	0	-
(ii) not received electricity other than being disconnected;	0	-
(k) the number of pre-payment meter customers who have informed the retailer in writing, by telephone or by electronic means that the pre-payment meter customer is experiencing payment difficulties or financial hardship; and	0	-
(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	-