

Schedule 2 Compendium of Gas Customer Licence Obligations (Compendium)
 Part 13 Record Keeping and Reporting – 2013/2014
 Division 2 – Record keeping obligations particular to retailers

13.2 Affordability and access – residential customers

Clause	2013/2014 Number	2013/2014 Percentage
A retailer must keep a record of –	-	-
(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 the circumstances where the delay is due to fault on the part of the retailer, and due to the retailer not receiving the required metering data from the distributor in accordance with clause 4.1(b)(ii);	-	-
on the part of the retailer	N/A	N/A
due to the retailer not receiving the required metering data from the distributor in accordance with clause 4.1(b)(ii)	N/A	N/A
(ii) are subject to an instalment plan under Part 6;	N/A	N/A
(iii) have been granted additional time to pay a bill under Part 6;	N/A	N/A
(iv) have been placed on a shortened billing cycle under Part 6;	N/A	N/A
(v) have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	N/A	N/A
(vi) have been disconnected under subclause (v) that were previously the subject of an instalment plan;	N/A	N/A
(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;	N/A	N/A
(viii) have been disconnected under subclause (v) while the subject of a concession;	N/A	N/A
(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);	N/A	N/A
(x) the retailer has requested to be reconnected pursuant to clause 8.1(1)(a) that were not reconnected within the prescribed timeframe;	N/A	N/A
(xi) have been reconnected pursuant to subclause (ix) that were previously the subject of an instalment plan;	N/A	N/A
(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;	N/A	N/A
(xiii) have been reconnected pursuant to subclause (ix) and that, immediately prior to disconnection, were the subject of a concession;	N/A	N/A
(xiv) have lodged security deposits in relation to the residential customer account; and	N/A	N/A
(xv) have had direct debit plans terminated.	N/A	N/A

Note: Synergy is currently not permitted to supply gas to residential small use gas customers who consume < 180GJ/a.

13.2 Affordability and access – business customers

Clause	2013/2014 Number	2013/2014 Percentage
(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;	0	N/A
(ii) are subject to an instalment plan under Part 6;	0	N/A
(iii) have been granted additional time to pay a bill under Part 6;	0	N/A
(iv) have been placed on a shortened billing cycle under Part 6;	0	N/A
(v) have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	0	N/A
(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 clause 7.1 to 7.3;	0	N/A
(vii) the retailer has requested to be reconnected pursuant to clause 8.1(1)(a) that were not reconnected within the prescribed timeframe;	0	N/A
(viii) have lodged security deposits in relation to the business customer account; and	0	N/A
(ix) have had direct debit plans terminated.	0	N/A
(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).	N/A	-

13.3 Customer complaints

Clause	2013/2014 Number	2013/2014 Percentage
(1) A retailer must keep a record of –	-	-
(a) the total number of complaints received from residential customers and business customers; and	0	N/A
(b) the number of the complaints in subclause (1)(a) that relate to –	-	-
(i) billing/credit complaints;	0	N/A
(ii) transfer complaints;	0	N/A
(iii) marketing complaints (including complaints made directly to a retailer); and	0	N/A
(iv) other complaints.	0	N/A
(e) the percentage of complaints from residential customers concluded within 15 business days and 20 business days; and	-	N/A
(f) the percentage of complaints from business customers concluded within 15 business days and 20 business days.	-	N/A

Note: Synergy is currently not permitted to supply gas to residential small use gas customers who consume < 180GJ/a.

13.5 Call Centre Performance

Clause	2013/2014 Number	2013/2014 Percentage
A retailer must keep a record of –	-	-
(a) the total number of telephone calls to a call centre of the retailer;	N/A	N/A
(b) the number of telephone calls to a call centre answered by a call centre operator within 30 seconds;	N/A	N/A
(c) the percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds;	N/A	N/A
(d) the average duration (in seconds) before a call is answered by a call centre operator; and	N/A	N/A
(e) the percentage of the calls in subclause (a) that are unanswered.	N/A	N/A

Note: Synergy currently does not operate a call centre for gas customers.

13.6 Supporting information

Clause	2013/2014 Number	2013/2014 Percentage
A retailer must keep a record of the total number of –	-	-
(a) residential accounts held by customers; and	N/A	N/A
(b) business customer accounts held by customers.	79	-