

Gas Compliance Manual Datasheet - 2017/18 Retail Indicators

IMPORTANT NOTICE FOR GAS TRADING LICENSEES

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

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

2018 Gas Performance Reporting Datasheets - Retail

Retailer: *Electricity Generation and Retail Corporation trading as Synergy*

Reporting Period: 2017/18

Customers and Customer Information			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
R 1	Total number of residential customers.	0	Not applicable to Synergy
R 2	Total number of residential customers covered by the Gas Market Moratorium (this is residential customers on ATCO's distribution network who consume less than 0.18TJ of gas per year).	-	Not applicable to Synergy
R 3	Total number of business customers.	173	
R 4	Total number of business customers covered by the Gas Market Moratorium (this is business customers on ATCO's distribution network who consume less than 0.18TJ of gas per year).		

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Affordability				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 5	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.	0		Not applicable to Synergy
R 6	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.			Not applicable to Synergy
R 7	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.	0		Not applicable to Synergy
R 8	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.			Not applicable to Synergy
R 9	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.	0		Not applicable to Synergy
R 10	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.			Not applicable to Synergy
R 11	Total number of residential customers that are subject to an instalment plan.	0		Not applicable to Synergy
R 12	Percentage of residential customers that are subject to an instalment plan.			Not applicable to Synergy
R 13	Total number of residential customers that have been granted additional time to pay a bill.	0		Not applicable to Synergy
R 14	Percentage of residential customers that have been granted additional time to pay a bill.			Not applicable to Synergy
R 15	Total number of residential customers that have been placed on a shortened billing cycle.	0		Not applicable to Synergy
R 16	Percentage of residential customers that have been placed on a shortened billing cycle.			Not applicable to Synergy
R 17	Total number of business customers that have been issued with a bill outside the prescribed timeframes.	0		

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R 18	Percentage of business customers that have been issued with a bill outside the prescribed timeframes.			
R 19	Total number of business customers that are subject to an instalment plan.	13		
R 20	Percentage of business customers that are subject to an instalment plan.		7.5%	
R 21	Total number of business customers that have been granted additional time to pay a bill.	31		
R 22	Percentage of business customers that have been granted additional time to pay a bill.		17.9%	
R 23	Total number of business customers that have been placed on a shortened billing cycle.	0		
R 24	Percentage of business customers that have been placed on a shortened billing cycle.			
R 25	Total number of residential customers that have lodged security deposits in relation to their residential customer account.	0		
R 26	Percentage of residential customers that have lodged security deposits in relation to their residential customer account.			
R 27	Total number of business customers that have lodged security deposits in relation to their business customer account.	0		
R 28	Percentage of business customers that have lodged security deposits in relation to their business customer account.			
R 29	Total number of residential customers that have had their direct debit plans terminated.	0		Not applicable to Synergy
R 30	Percentage of residential customers that have had their direct debit plans terminated.			Not applicable to Synergy
R 31	Total number of business customers that have had their direct debit plans terminated.	1		
R 32	Percentage of business customers that have had their direct debit plans terminated.		0.6%	

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.

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Disconnections for Non-Payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 33	Total number of residential customers that have been disconnected for failure to pay a bill.	0		Not applicable to Synergy
R 34	Percentage of residential customers that have been disconnected for failure to pay a bill.			Not applicable to Synergy
R 35	Total number of business customers that have been disconnected for failure to pay a bill.	0		
R 36	Percentage of business customers that have been disconnected for failure to pay a bill.			
R 37	Total number of residential customer disconnections involving customers that were previously the subject of an instalment plan.	0		Not applicable to Synergy
R 38	Percentage of residential customer disconnections involving customers that were previously the subject of an instalment plan.			Not applicable to Synergy
R 39	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.	0		Not applicable to Synergy
R 40	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.			Not applicable to Synergy
R 41	Total number of residential customers that have been disconnected while the subject of a concession.	0		Not applicable to Synergy
R 41A*	Percentage of residential customers that have been disconnected while the subject of a concession.			Not applicable to Synergy

* This appeared as indicator R 42 in the 2017 Gas Trading Licence Performance Reporting Handbook & Datasheets.

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Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 42*	Total number of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer be disconnected.	0		Not applicable to Synergy
R 42A	Percentage of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected.			Not applicable to Synergy
R 43	Total number of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected.	0		
R 44	Percentage of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected.			
R 45	Total number of reconnections within 7 days involving residential customers that were previously the subject of an instalment plan.	0		Not applicable to Synergy
R 46	Percentage of disconnections reconnected within 7 days involving residential customers that were previously the subject of an instalment plan.			Not applicable to Synergy
R 47	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.	0		Not applicable to Synergy
R 48	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.			Not applicable to Synergy
R 49	Total number of reconnections within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession.	0		Not applicable to Synergy
R 50	Percentage of disconnections reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession.			Not applicable to Synergy
R 51	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.	0		Not applicable to Synergy
R 52	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.			Not applicable to Synergy

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R 53	Total number of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe.	0		Not applicable to Synergy
R 54	Percentage of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe.			Not applicable to Synergy
R 55	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.	0		
R 56	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			
R 57	Total number of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe.	0		
R 58	Percentage of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe.			

* This appeared as indicator R 41 in the 2017 Gas Trading Licence Performance Reporting Handbook & Datasheets.

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.

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Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 59	Total number of complaints received from residential customers.			Not applicable to Synergy
R 60	Total number of complaints received from business customers.	0		
R 61	Total number of the residential customer complaints that relate to billing/credit complaints.			Not applicable to Synergy
R 62	Percentage of the residential customer complaints that relate to billing/credit complaints.			Not applicable to Synergy
R 63	Total number of the business customer complaints that relate to billing/credit complaints.	0		
R 64	Percentage of the business customer complaints that relate to billing/credit complaints.			
R 65	Total number of the residential customer complaints that relate to transfer complaints.			Not applicable to Synergy
R 66	Percentage of the residential customer complaints that relate to transfer complaints.			Not applicable to Synergy
R 67	Total number of the business customer complaints that relate to transfer complaints.	0		
R 68	Percentage of the business customer complaints that relate to transfer complaints.			
R 69	Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer).			Not applicable to Synergy
R 70	Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer).			Not applicable to Synergy
R 71	Total number of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer).	0		
R 72	Percentage of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer).			
R 73	Total number of the residential customer complaints that relate to other complaints.			Not applicable to Synergy
R 74	Percentage of the residential customer complaints that relate to other complaints.			Not applicable to Synergy
R 75	Total number of the business customer complaints that relate to other complaints.	0		
R 76	Percentage of the business customer complaints that relate to other complaints.			

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R 77	Total number of complaints from residential customers concluded within 15 business days.			Not applicable to Synergy
R 78	Percentage of complaints from residential customers concluded within 15 business days.			Not applicable to Synergy
R 79	Total number of complaints from residential customers concluded within 20 business days.			Not applicable to Synergy
R 80	Percentage of complaints from residential customers concluded within 20 business days.			Not applicable to Synergy
R 81	Total number of complaints from business customers concluded within 15 business days.	0		
R 82	Percentage of complaints from business customers concluded within 15 business days.			
R 83	Total number of complaints from business customers concluded within 20 business days.	0		
R 84	Percentage of complaints from business customers concluded within 20 business days.			

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Call Centre Performance				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 85	Total number of telephone calls to a call centre of the retailer.	0		Synergy's small use gas customers are not managed by the Synergy contact centre but by the business sales team
R 86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	0		
R 87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.			
R 88	Average duration (in seconds) before a call is answered by a call centre operator.	0		
R 89	Total number of telephone calls that are unanswered	0		
R 90	Percentage of calls that are unanswered			

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 percentage.

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Energy Bill Debt Indicators				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
R 91	Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June			Not applicable to Synergy
R 92	Total number of business customers repaying an energy bill debt as at 30 June	10		
R 93	Number of residential electricity and gas customers using Centrelink's Centrepay to pay their energy bills as at 30 June			Not applicable to Synergy
R 94	Average amount of energy bill debt for residential electricity and gas customers (excluding hardship program customers), as at 30 June			Not applicable to Synergy
R 95	Average amount of energy bill debt for business electricity and gas customers as at 30 June		\$902	
R 98	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.			Not applicable to Synergy
R 99	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.			Not applicable to Synergy
R 100	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$2,500 as at 30 June.			Not applicable to Synergy
R 101	Total number of residential customers (excluding hardship program customers) on an instalment plan, as at 30 June.			Not applicable to Synergy
R 102	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.			Not applicable to Synergy
R 103	Total number of residential customers (excluding hardship program customers) who, during the reporting year, successfully completed their instalment plan.			Not applicable to Synergy

Note: Indicators R 96 & R 97 are hardship program indicators.
Do not enter data into cells that are shaded grey. Those cells are not applicable.

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Programs				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
R 96	Number of residential electricity and gas customers on a retailer's hardship program as at 30 June			Not applicable to Synergy
R 97	Average energy bill debt of electricity and gas hardship program customers, as at 30 June			Not applicable to Synergy
R 104	Total number of residential hardship program customers who are also energy concessions customers, as at 30 June.			Not applicable to Synergy
R 105	Total number of residential customers denied access to the hardship program during the reporting year.			Not applicable to Synergy
R 106	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.			Not applicable to Synergy
R 107	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.			Not applicable to Synergy
R 108	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.			Not applicable to Synergy
R 109	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.			Not applicable to Synergy
R 110	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.			Not applicable to Synergy
R 111	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.			Not applicable to Synergy
R 112	Total number of residential hardship program customers using Centrepay, as at 30 June.			Not applicable to Synergy
R 113	Total number of residential customers who exited the hardship program during the reporting year.			Not applicable to Synergy

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R 114	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.			Not applicable to Synergy
R 115	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).			Not applicable to Synergy
R 116	Total number of residential customers who exited the hardship program during the reporting year, who switched, transferred or left the retailer.			Not applicable to Synergy
R 117	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.			Not applicable to Synergy
R 118	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.			Not applicable to Synergy

Note: Indicators R 98 - R 103 are energy bill debt indicators.
Do not enter data into cells that are shaded grey. Those cells are not applicable.