

Electricity Retail Performance Reporting Form

Reporting year	FY2023-24
Licence holder	Synergy (ERL1)

Reporting category	Description	Indicator	Unit	Data input
Customer numbers	Contestable residential customers as of June 30	CCR 1	Number of	773.0
	Non-contestable residential customers as of June 30	CCR 2	Number of	1,032,448.0
	Contestable business customers as of June 30	CCR 4	Number of	6,862.0
	Non-contestable business customers as of June 30	CCR 5	Number of	86,303.0
	Pre-payment meter customers total as of June 30	CCR 7	Number of	11.0
	Pre-payment meter customers who have reverted to a standard meter within 3 months of meter installation or entering into a contract	CCR 8	Number of	0.0
	Pre-payment meter customers who have reverted to a standard meter	CCR 10	Number of	0.0
	Billing and payment	Residential customers issued a bill outside the maximum timeframe and where the delay is the fault of the retailer	CCR 11	Number of
Residential customers issued a bill outside the maximum timeframe and where the delay is because the retailer did not receive billing data from the distributor		CCR 13	Number of	1,246.0
Residential customers subject to a payment plan		CCR 17	Number of	58,145.0
Residential customers granted additional time to pay a bill		CCR 19	Number of	93,038.0
Business customers issued a bill outside the maximum timeframe		CCR 23	Number of	50.0
Business customers subject to a payment plan		CCR 25	Number of	1,239.0
Business customers granted additional time to pay a bill		CCR 27	Number of	9,541.0
Residential customers who have lodged security deposits for their account		CCR 31	Number of	0.0
Business customers who have lodged security deposits for their account		CCR 33	Number of	0.0
Residential customers who have had their direct debit plans terminated		CCR 35	Number of	13,247.0
Business customers who have had their direct debit plans terminated		CCR 37	Number of	542.0
Pre-payment meter customers who have informed the retailer they are experiencing payment problems or financial hardship		CCR 39	Number of	0.0
Residential customers using Centrepay to pay their energy bill debt as of June 30		CCR 117	Number of	20,310.0
Disconnections for non-payment	Residential customer disconnections for failure to pay a bill	CCR 40	Number of	9,746.0
	Business customer disconnections for failure to pay a bill	CCR 42	Number of	836.0
	Residential customer disconnections of customers subject to a payment plan	CCR 44	Number of	7,292.0
	Residential customer disconnections where customer was disconnected on at least one other occasion during the reporting year or previous reporting year	CCR 46	Number of	2,470.0
	Residential customer disconnections where customer had a concession	CCR 48	Number of	3,541.0
	Pre-payment meter customer disconnections	CCR 50	Number of	252.0
	Pre-payment meter customer disconnections where the customer has been disconnected for longer than two hours at least twice in any one month	CCR 53	Number of	18.0
	Reconnections	Residential customer reconnections requested by retailer within seven days of requesting the disconnection	CCR 54	Number of
Business customer reconnections requested by retailer within seven days of requesting the disconnection		CCR 56	Number of	406.0
Residential customer reconnections within seven days where customer was subject to a payment plan		CCR 58	Number of	4,263.0
Residential customer reconnections within seven days where customer was reconnected on at least one other occasion during the reporting year or the previous reporting year		CCR 60	Number of	1,336.0
Residential customer reconnections within seven days where customer had a concession		CCR 62	Number of	1,937.0
Residential customer reconnections requested by retailer after requesting the customer be disconnected (including those reconnected within 7 days)		CCR 64	Number of	5,492.0
Residential customer reconnections requested by retailer that were not reconnected within the prescribed timeframe		CCR 66	Number of	0.0
Business customer reconnections requested by retailer after requesting the customer be disconnected (including those reconnected within 7 days)		CCR 68	Number of	428.0
Business customer reconnections requested by retailer that were not reconnected within the prescribed timeframe		CCR 70	Number of	0.0
Complaints	Complaints received from residential customers, other than those received from pre-payment meter customers	CCR 72	Number of	22,733.0
	Complaints received from business customers, other than those received from pre-payment meter customers	CCR 73	Number of	745.0
	Residential customer complaints about billing/credit	CCR 74	Number of	10,781.0
	Business customer complaints about billing/credit	CCR 76	Number of	312.0
	Residential customer complaints about transfers	CCR 78	Number of	0.0
	Business customer complaints about transfers	CCR 80	Number of	3.0
	Residential customer complaints about marketing (including those directly to retailer)	CCR 82	Number of	103.0
	Business customer complaints about marketing (including those directly to a retailer)	CCR 84	Number of	2.0
	Residential customer complaints about all other matters	CCR 86	Number of	11,849.0
	Business customer complaints about all other matters	CCR 88	Number of	428.0
	Residential customer complaints concluded within 15 business days	CCR 90	Number of	22,271.0
	Residential customer complaints concluded within 20 business days	CCR 92	Number of	22,350.0
	Business customer complaints concluded within 15 business days	CCR 94	Number of	677.0
	Business customer complaints concluded within 20 business days	CCR 96	Number of	683.0
	Pre-payment meter customer complaints	CCR 98	Number of	1.0
Pre-payment meter customer complaints concluded within 15 business days	CCR 100	Number of	1.0	

Compensation payments	Pre-payment meter customer complaints concluded within 20 business days	CCR 102	Number of	1.0
	Number of payments made to customers under clause 94 of the Code of Conduct	CCR 103	Number of	1.0
	Total sum paid to customers under clause 94 of the Code of Conduct	CCR 104	Dollars	\$60.00
	Number of payments made to customers under clause 95 of the Code of Conduct	CCR 105	Number of	7.0
	Total sum paid to customers under clause 95 of the Code of Conduct	CCR 106	Dollars	\$900.00
	Number of payments made to customers under clause 96 of the Code of Conduct	CCR 107	Number of	0.0
Call centre performance	Total sum paid to customers under clause 96 of the Code of Conduct	CCR 108	Dollars	\$0.00
	Calls attempts to a retailer call centre	CCR 109	Number of	701,066.0
	Calls to retailer call centre answered by operator within 30 seconds	CCR 110	Number of	418,694.0
Energy bill debt	Mean duration for call centre operator to answer call	CCR 112	Seconds	81.0
	Calls to a call centre that go unanswered	CCR 113	Number of	48,499.0
	Residential customers repaying bill debt as of 30 June (excluding hardship customers)	CCR 115	Number of	14,971.0
	Business customers repaying bill debt as of 30 June (excluding hardship customers)	CCR 116	Number of	944.0
Hardship customers	Mean bill debt for residential customers as of 30 June (excluding hardship customers)	CCR 118	Dollars	\$633.00
	Mean bill debt for business customers as of 30 June (excluding hardship customers)	CCR 119	Dollars	\$1,793.00
	Residential customers with bill debt between \$500 and \$1,500 as of 30 June (excluding hardship customers)	CCR 122	Number of	2,451.0
	Residential customers with bill debt between \$1,500 and \$2,500 as of 30 June (excluding hardship customers)	CCR 123	Number of	526.0
	Residential customers with bill debt exceeding \$2,500 as of 30 June (excluding hardship customers)	CCR 124	Number of	749.0
	Residential customers subject to a payment plan as of 30 June (excluding hardship customers)	CCR 125	Number of	5,634.0
	Residential customers who had their payment plan cancelled by the retailer for non-payment (excluding hardship customers)	CCR 126	Number of	17,563.0
	Residential customers who successfully completed their payment plan (excluding hardship customers)	CCR 127	Number of	20,000.0
	Residential customers on a hardship program as at 30 June	CCR 120	Number of	33,168.0
	Mean bill debt of hardship customers as of June 30	CCR 121	Dollars	\$1,389.00
	Total number of hardship customers who are the subject of a concession as at 30 June	CCR 128	Number of	18,003.0
	Residential customers denied access to a retailer hardship program	CCR 129	Number of	1,264.0
	Mean bill debt for customers at the time of entering hardship program	CCR 130	Dollars	\$1,202.00
Customers who entered a hardship program with bill debt up to \$500 at the time	CCR 131	Number of	5,629.0	
Customers who entered a hardship program with bill debt between \$500 and \$1500 at the time	CCR 132	Number of	4,014.0	
Customers who entered a hardship program with bill debt between \$1,500 and \$2,500 at the time	CCR 133	Number of	1,646.0	
Customers who entered a hardship program with bill debt exceeding \$2,500 at the time	CCR 134	Number of	2,348.0	
Hardship customers subject to a payment plan as of June 30 (excluding those using Centrepay)	CCR 135	Number of	15,193.0	
Hardship customers using Centrepay for bill debt	CCR 136	Number of	7,142.0	
Residential customers who exited a hardship program	CCR 137	Number of	25,253.0	
Residential customers who exited a hardship program because they successfully completed it or by agreement with the retailer	CCR 138	Number of	23,943.0	
Residential customers who exited a hardship program because they were removed from it for non-compliance	CCR 139	Number of	1,851.0	
Residential customers who exited a hardship program because they left the retailer	CCR 140	Number of	0.0	
Residential customers who completed a hardship program or exited by agreement with the retailer, during the reporting year or previous reporting year, who were then disconnected during the reporting year for non-payment	CCR 141	Number of	3,338.0	
Residential customers who completed a hardship program or exited by agreement with the retailer, during the reporting year or previous reporting year, who were then disconnected during the reporting year for non-payment but reconnected within seven days	CCR 142	Number of	1,122.0	
Vulnerable customers	Percentage of total registered vulnerable customers who were the account holder as of 30 June	CCR 144	Percentage of	98%
	Percentage of total registered vulnerable customers named on another person's account as of 30 June	CCR 145	Percentage of	2%
	Percentage of total registered vulnerable customers on the 9-month disconnection moratorium as of 30 June	CCR 146	Percentage of	51%
	Mean bill debt of vulnerable customers on the 9-month disconnection moratorium when they exit the moratorium	CCR 147	Dollars	\$1,810.00
	Percentage of total registered vulnerable customers with a pre-payment at any time during reporting year	CCR 148	Percentage of	0%
	Pre-payment meters reverted to standard meters by retailer as requested by vulnerable customers who were on the 9-month disconnection moratorium during the reporting year as a percentage of the total registered vulnerable customers	CCR 149	Percentage of	0%