

Annual Performance Report - Energy Retailers 2017/18

April 2019

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Contents

Executive summary	3
Electricity disconnections continue to rise	3
Higher residential electricity bill debt in regional areas	4
Increased competition in the residential gas market	4
Lower residential gas bill debt in the south-west	4
Greater coverage of bill debt and hardship programs	5
Introduction	6
Energy retail market overview	7
Energy retailers	7
Customers	8
Electricity customers	8
Contestable electricity customers	9
Electricity pre-payment meter customers	9
Gas customers	10
Affordability	12
Granting customers more time to pay a bill	13
Electricity customers granted more time to pay	13
Gas customers granted more time to pay	13
Instalment plans	14
Electricity customers on instalment plans	14
Gas customers on instalment plans	15
Customer billing	15
Electricity customer on-time billing	15
Gas customer on-time billing	16
Security deposits	17
Hardship programs and energy bill debt	18
Residential customers on a hardship program	18
Customers other than hardship program customers	20
Disconnections and reconnections	24
Disconnections	24
Residential customer disconnections	24
Inter-jurisdictional comparison of residential electricity and gas disconnections	26
Business customer disconnections	28
Pre-payment meter disconnections	29
Reconnections	31
Residential customer reconnections	31
Business customer reconnections	33

Complaints	35
Residential complaints.....	35
Residential complaint conclusion	37
Business complaints.....	38
Business complaint resolution.....	39
Call centre performance	41
Electricity retailer call centre performance	41
Gas retailer call centre performance	44
Service standard payments made by electricity retailers	46

List of appendices

Appendix 1 Additional retailer performance information	47
Appendix 2 List of hardship program and energy bill debt indicators	126
Appendix 3 List of Tables	128
Appendix 4 List of Figures	133

Executive summary

Each year, the Economic Regulation Authority publishes a report on the performance of electricity and gas retailers supplying small use customers in Western Australia. The report includes information on the size of the market, disconnections, reconnections, debt levels, complaints and call centre performance.

By measuring and reporting this information, the ERA hopes to encourage transparency and accountability, provide an incentive for retailers to improve performance, and identify emerging issues that may warrant further investigation.

Electricity disconnections continue to rise

The Western Australian residential electricity disconnection rate has more than doubled over the past two years, reaching a six-year high of 1.91 per cent. Western Australia now has the highest disconnection rate of the three jurisdictions that it can be compared to.¹

Western Australia's disconnection rate is high despite the fact that the average debt per customer is substantially lower than that of customers of eastern states retailers. This suggests that the debt threshold for disconnecting a customer in Western Australia is lower than in other jurisdictions.

In upcoming licence compliance audits, the ERA will pay particular attention to customers' access to, and the effectiveness of, retailers' hardship programs, including the way retailers balance their need to manage customer debt with their obligations to assist customers in payment difficulties or financial hardship to stay connected.

Synergy accounted for most of the increase in the overall disconnection rate: its disconnection rate increased by 118 per cent over the past two years, compared to an increase of 12.6 per cent in Horizon Power's disconnection rate.

The factors that likely contributed to the increase in the overall disconnection rate include:

- Changes by the State Government in December 2017 to the eligibility criteria for the hardship utility grant scheme. Those changes resulted in a substantial reduction in the number of grants paid to Synergy's customers.^{2 3}
- The doubling of the daily fixed charge component of the residential electricity tariff, announced in the 2017/18 State Budget. This added approximately \$170 per year to residential electricity customer bills.
- The general deterioration in economic conditions, by increasing the number of customers experiencing difficulty paying their bills.⁴

¹ New South Wales, South Australia and Victoria.

² Government of Western Australia media statement, 18 December 2017, 'Increased funding for Hardship Utility Grants Scheme', ([online](#)) [accessed 15 March 2019]. The changes include introducing a minimum debt threshold of \$300, and requiring utilities to offer flexible payment arrangements over a period of at least 180 days.

³ Mercer D., 23 July 2018, 'Payments plunge in crackdown on utility bill hardship scheme', *The West Australian* ([online](#)) [accessed 13 March 2019]. The article states the number of payments made under the scheme fell 10,697 in July 2017 to 606 in April 2018.

⁴ A common cause of residential bill debt is loss of income. Between June 2012 and June 2018, the Western Australian unemployment rate had almost doubled, to 6.1 per cent.

In addition, Synergy advised last year that its active management of its debt portfolio led to an increase in disconnections.⁵

Higher residential electricity bill debt in regional areas

The average bill debt of Horizon Power's residential customers was much higher than that of Synergy's customers in 2017/18.⁶ The reasons for this difference are difficult to determine with certainty, but it is likely that the combination of higher energy consumption and lower median household incomes will be a factor.

A 2017 report found that the average household electricity consumption in the Pilbara region was twice that for the metropolitan and south-west.⁷ In addition, a much higher proportion of Horizon customers use Centrepay to pay their energy bill, which suggests there are proportionately more low income households in regional areas.⁸

Increased competition in the residential gas market

In 2017/18, the number of retailers supplying residential natural gas customers in the south-west of the State increased to five, following the entry of AGL Sales, Origin Energy and Simply Energy.⁹ AGL Sales and Origin Energy have large customer bases in the eastern states gas markets.

The increased choice of gas retailers for residential customers has resulted in downward pressure on bills, through the discounts on offer.

Alinta Energy continued to dominate the Western Australian gas market, with 68.8 per cent market share, followed by Wesfarmers Kleenheat Gas, with 27.3 per cent, AGL with 2.9 per cent, and Origin with 1.0 per cent.¹⁰ 2017/18 was the fifth consecutive year that Kleenheat increased its market share.¹¹

Lower residential gas bill debt in the south-west

Five gas retailers and one electricity retailer supplied residential customers in the south-west of the State in 2017/18.

The average bill debt owed by residential electricity customers to Synergy was higher than the average residential debt owed to each of the five gas retailers, both for customers on a

⁵ Economic Regulation Authority, 2017 Annual Performance Report – Energy Retailers, Page 26 ([online](#)) [accessed 28 March 2019]. Synergy attributed the increase in disconnections in 2016/17 to a review of its debt portfolio, with a focus on identifying customers who were in arrears over a period of 12 and 18 months and not responding to requests for payment.

⁶ The average debt of Horizon Power's hardship program customers (\$946) was more than double that of Synergy's customers (\$461). The difference for customers not on a hardship program is smaller: Horizon Power (\$715) and Synergy (\$396).

⁷ Bankwest Curtin Economics Centre, December 2017, *The Price is Right? An Examination of the Cost of Living in Western Australia*, p. 91.

⁸ 7.9 per cent for Horizon customers and 2.0 per cent for Synergy customers.

⁹ This report does not include performance data for Simply Energy as they were licensed only for part of the reporting year.

¹⁰ Perth Energy did not supply any residential customers in 2017/18.

¹¹ See Table 45 for more information. Kleenheat commenced supplying natural gas in March 2013.

hardship program and customers not on a hardship program.¹² The ERA considers that the differences in the average electricity and gas bill debt aligns with households generally using more electricity than gas, as well as the price reductions resulting from the increased competition in the natural gas retail market.

Greater coverage of bill debt and hardship programs

In 2017/18, the ERA increased the number of energy bill debt and hardship program performance indicators included in this report.¹³ The new indicators will allow the ERA, as well as other stakeholders such as policy-makers and consumer representatives, access to reliable data on energy debt, retailer use of hardship programs to keep customers connected, and the effectiveness of hardship programs.

¹² In 2017/18, Synergy's average bill debt for hardship customers was \$461, and for non-hardship customers \$396. The average gas bill debt for hardship customers was between \$0 and \$312, and for non-hardship customers the range was \$89 to \$234.

¹³ See Appendix 2 for more details. The number of hardship indicators increased from two to 14, and the number of bill debt indicators increased from five to nine.

Introduction

The ERA is the independent economic regulator in Western Australia, responsible for administering the licensing schemes for energy retailers.¹⁴

The ERA reports on energy retailers' performance under its obligation to monitor and report to the Minister for Energy on the operation of the licensing schemes.¹⁵ This is the 12th annual report on retailer performance.¹⁶

Performance reporting enhances transparency and accountability, and promotes integrity in the market. It also provides incentives for retailers to improve performance and helps to identify emerging issues for further investigation.

Performance reporting obligations apply only to retailers with small use customers, as defined under the relevant licensing legislation. Small use customers are residential and business customers whose consumption is less than 160MWh of electricity or one terajoule of gas per year.¹⁷

The report is structured as follows:

- **Energy retail market overview:** the overall number of electricity and gas retailers, the number of those retailers that supply small use customers, and retailers' shares in small use customer markets.
- **Affordability:** the assistance given to customers in temporary or sustained financial difficulties (granting customers more time to pay and offering instalment plans) and customer billing (on-time billing and placing customers on a shortened billing cycle).
- **Hardship programs and energy bill debt:** the number of customers on retailer hardship programs and the average debt of those customers. The report also looks at the number of customers (excluding hardship program customers) who are repaying an energy bill debt and the average amount of that debt.
- **Disconnections and reconnections:** the rates of customer disconnection for non-payment, and reconnection of these customers. Information is provided about disconnections involving customers who were on instalment plans, receiving a government funded concession or who had already been disconnected within the past 24 months.
- **Complaints:** satisfaction of customers with their retailer, measured by the number of complaints and the effectiveness of retailers' complaint handling procedures.
- **Call centre performance:** ease of customer's contact with their retailer by telephone using three industry standard key responsiveness measures.
- **Service standard payments:** the number of payments made by electricity retailers for late reconnection, wrongful disconnection and failing to provide a timely response to complaints.

¹⁴ The licensing scheme for electricity retailers is in Part 2 of the *Electricity Industry Act 2004* (Electricity Act) and the licensing scheme for gas retailers is in Part 2A of the *Energy Coordination Act 1994* (Gas Act).

¹⁵ Section 38 of the Electricity Act and section 11AA of the Gas Act.

¹⁶ Prior to 2010/11, the ERA published separate reports on electricity retailers and gas retailers.

¹⁷ In 2017/18, consumption of 160 MWh of electricity per year would have been between \$40,000 and \$50,000. The level of competition in the gas market makes it difficult to determine an equivalent amount for a customer who consumes 1 terajoule of gas per year.

Energy retail market overview

This section provides data on:

- the total number of electricity and gas retailers¹⁸
- the number of retailers supplying small use electricity and gas customers
- retailers' share of the small use electricity and gas markets.

Energy retailers

Table 1 shows the number of licensed electricity and gas retailers.

Table 1: Number of licensed electricity and gas retailers as at 30 June 2018

Licensed retailers	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity						
All retailers	19	24	28	29	29	30
Retailers supplying small use customers	7	7	7	10	11	12
Gas						
	5	5	5	5	7	9

Electricity retail licensees that are licensed to supply small use customers are:

- AER Retail Pty Ltd
- Alinta Sales Pty Ltd
- Amanda Energy Pty Ltd
- A-Star Electricity Pty Ltd
- Change Energy Pty Ltd
- CleanTech Energy Pty Ltd
- Clear Energy Pty Ltd
- Electricity Generation and Retail Corporation (trading as Synergy)
- Perth Energy Pty Ltd
- Regional Power Corporation (trading as Horizon Power)
- Rottneest Island Authority
- Wesfarmers Kleenheat Gas Pty Ltd (Kleenheat).

Companies holding gas trading licences are:¹⁹

- AGL Sales Pty Limited (AGL)
- Alinta Energy
- Amanda Energy
- Synergy
- Esperance Gas Distribution Company Pty Ltd (EGDC)
- IPower 2 Pty Limited and IPower Pty Limited (trading as Simply Energy)
- Origin Energy Retail Limited

¹⁸ This includes electricity retailers who supply only large use customers (whose consumption is greater than 160MWh per year).

¹⁹ Only gas retailers that supply small use customers need to be licensed.

- Perth Energy
- Kleenheat.

In May 2018, CleanTech Energy's licence was amended to allow the supply of electricity to small use customers. Data for CleanTech Energy is not included in this report as it was licensed to supply small use customers for only part of the reporting year.

Ten of the 12 electricity retailers supply small use customers through the South West Interconnected System (SWIS).²⁰ The remaining retailers, Rottneest Island Authority and Horizon Power, supply customers through their own distribution networks outside the SWIS.²¹

The ERA granted two new gas retailers a licence in 2017/18: Amanda Energy and Simply Energy.²² This report does not include performance data for either retailer as they were licensed only for part of the reporting year.

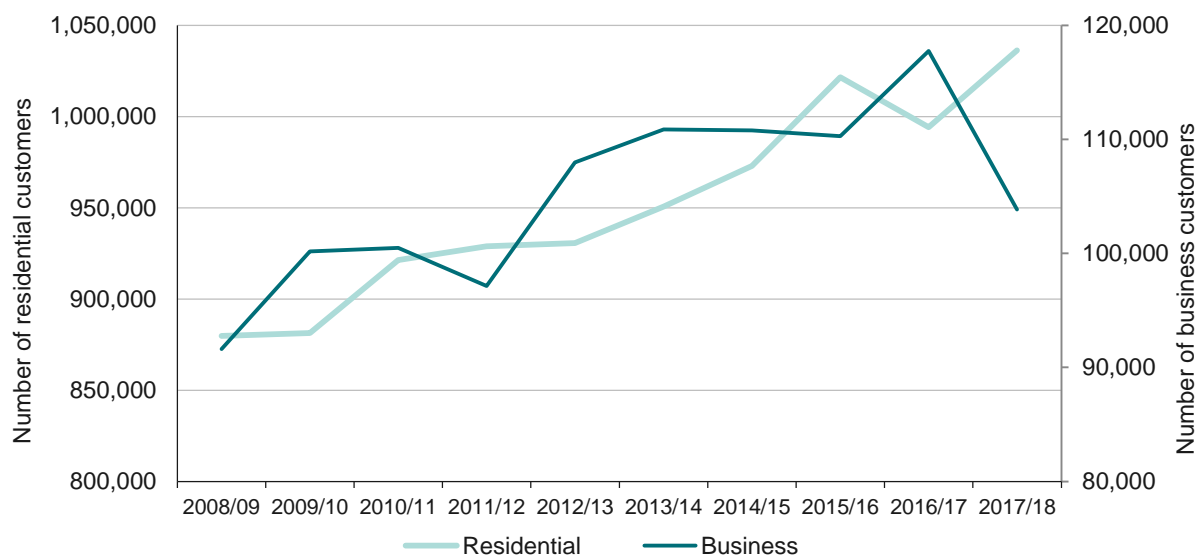
Customers

Throughout the rest of this report the term customer means small use customer.

Electricity customers

Figure 1 shows the number of residential electricity and business customers.

Figure 1: Number of residential and business electricity customers 2009-2018²³



In 2017/18, the number of residential electricity customers increased by 4.2 per cent and the number of electricity business customers decreased by 11.8 per cent.²⁴ The decrease in Synergy's business customer numbers accounted for most of the overall decrease in

²⁰ The SWIS comprises the transmission and distribution networks operated by Western Power, which covers a geographic area from Kalbarri to Albany, and from Perth to Kalgoorlie.

²¹ Rottneest Island Authority is the exclusive retailer on Rottneest Island. Horizon Power is the only retailer currently supplying small use customers in regional mainland areas of the State outside the SWIS.

²² Amanda Energy was granted a licence in October 2017 and Simply Energy in February 2018.

²³ The data for Figure 1 is in Table 42 (residential) and Table 43 (business) of Appendix 1.

²⁴ The percentage change for residential and business customer numbers for each retailer is shown in Table 45 of Appendix 1.

customers. Synergy attributed the decrease in its customer numbers to customers electing to change the structure of their accounts and customer churn to other retailers.²⁵

Contestable electricity customers

In the SWIS, customers that consume less than 50MWh per year (known as non-contestable customers) cannot choose their retailer.²⁶ Non-contestable customers can be supplied only by Synergy via Western Power's network. Almost all residential customers consume less than the 50MWh per year threshold.²⁷ Customers who consume more than 50MWh per year can choose their retailer. As this report covers only small use customers, the contestable customer data set out below relates only to those customers in the SWIS whose consumption is between 50MWh and 160MWh per year.

There is full retail contestability in the areas outside of the SWIS. In practice, however, customers in these areas do not have a choice of retailer. Rottneest Island Authority is the only retailer on Rottneest Island, and Horizon Power is currently the only retailer supplying small use customers in mainland areas of the State outside of the SWIS.

Table 2 shows the number of contestable customers supplied by each retailer in the SWIS in the past two years.²⁸

Table 2: Number of contestable electricity customers in the SWIS at 30 June 2017 and 2018

	Residential			Business		
	2016/17	2017/18	Change from 2016/17	2016/17	2017/18	Change from 2016/17
Alinta Energy	0	0	-	2,775	2,858	3.0%
AER Retail	0	0	-	23	12	-47.8%
Amanda Energy	0	0	-	95	138	45.3%
Change Energy	0	0	-	6	25	316.7%
Kleenheat	0	0	-	74	107	44.6%
Perth Energy	0	2	-	301	867	188.0%
Synergy	289	517	78.9%	5,941	5,481	-7.7%
Total	289	519	79.6%	9,215	9,488	3.0%

In 2017/18, only 0.05 per cent of residential and 9.87 per cent of business customers in the SWIS were contestable.

Electricity pre-payment meter customers

Pre-payment meter customers are required to pay for their electricity prior to consumption. The regulatory framework governing pre-payment services restricts the use of pre-payment

²⁵ Synergy provided the example of a customer that initially elects a single account for multiple sites but later changes it to individual accounts for individual sites.

²⁶ The *Electricity Corporations (Prescribed Customers) Order 2007* sets the contestability threshold.

²⁷ In 2017/18, only 519 of 996,974 residential customers in the SWIS consumed more than 50 MWh per year. 50MWh would have been equivalent to an average monthly consumption of 4,166 units and an average residential bill of \$2,270.10 (based on a 61 day billing period), or approximately \$13,600 per year.

²⁸ Table 46 (residential) and Table 47 (business) in Appendix 1 contain data on contestable electricity customers over the past six years.

meters to areas declared by the Minister for Energy.²⁹

The deployment of pre-payment meters is currently restricted to customers located in Horizon Power's licence area³⁰ and Synergy's customers in the Ninga Mia Aboriginal community in the Goldfields, connected to the SWIS.³¹

Table 3 shows the number of pre-payment customers supplied by Horizon Power and Synergy.

Table 3: Number of electricity pre-payment meter customers per retailer as at 30 June 2014 to 2018

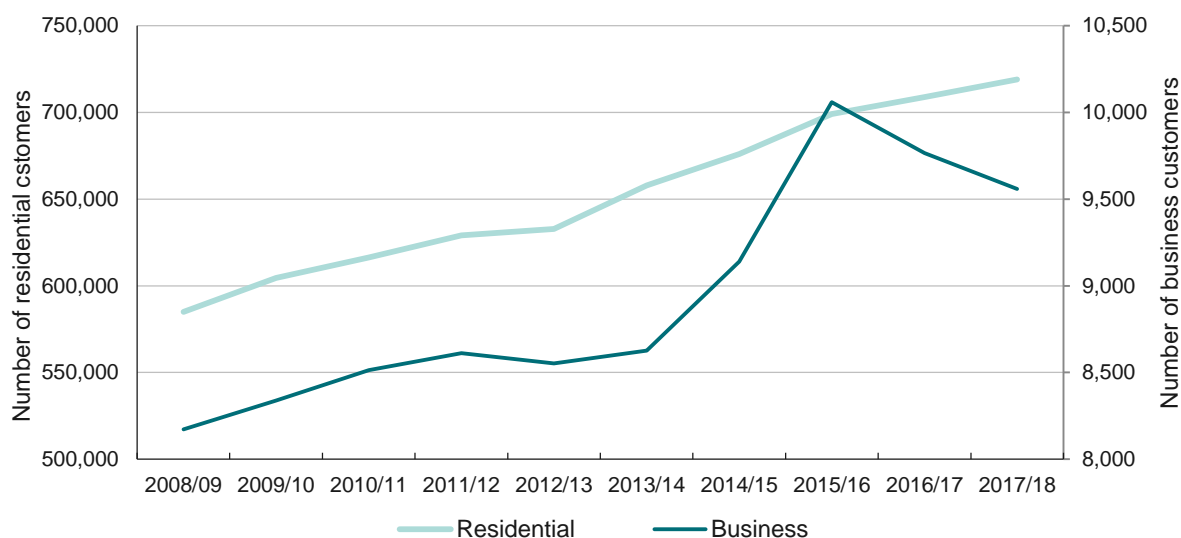
	2013/14	2014/15	2015/16	2016/17	2017/18
Horizon Power	845	1,014	1,202	1,190	1,221
Synergy	16	16	16	14	16
Total	861	1,030	1,218	1,204	1,237

Gas customers

AGL, Alinta Energy, Kleenheat, Origin, Perth Energy and Synergy supply customers through the gas distribution networks operated by ATCO Gas Australia. Kleenheat also supplies a small number of customers on two distribution networks it owns in Albany (Oyster Harbour) and Margaret River. EGDC supplies customers in Esperance through the distribution network operated by a related company.³²

Figure 2 shows the total number of residential gas and business customers.

Figure 2: Number of residential and business gas customers 2009 to 2018³³



This is the first time that this report has included data for new entrants AGL and Origin.

²⁹ These areas are published in the Government Gazette.

³⁰ *Electricity Industry (Code of Conduct) (Pre-payment Meter Areas) Notice 2016.*

³¹ *Electricity Industry (Code of Conduct) (Pre-payment Meter Areas) Notice 2010.*

³² Esperance Power Station operates the gas distribution network in Esperance.

³³ The data for Figure 2 is in Table 48 (residential) and Table 49 (business) of Appendix 1.

Table 4: Market share for residential gas customers per retailer 2014 to 2018 (percentage)

	2013/14	2014/15	2015/16	2016/17	2017/18
AGL	n/a	n/a	n/a	n/a	2.9
Alinta Energy	96.7	92.9	87.4	78.3	68.8
EGDC	0.05	0.05	0.05	0.05	0.0
Kleenheat	3.3	7.0	12.5	21.7	27.3
Origin	n/a	n/a	n/a	n/a	1.0
Perth Energy	0.0	0.0	0.0	0.0	0.0
Synergy	0.0	0.0	0.0	0.0	0.0

Table 5: Market share for business gas customers per retailer 2014 to 2018 (percentage)

	2013/14	2014/15	2015/16	2016/17	2017/18
AGL	n/a	n/a	n/a	n/a	6.1
Alinta Energy	96.0	88.9	82.7	78.0	68.0
EGDC	0.38	0.37	0.49	0.47	0.5
Kleenheat	2.7	9.5	15.4	19.7	21.7
Origin	n/a	n/a	n/a	n/a	0.8
Perth Energy	0.0	0.0	0.0	0.1	1.2
Synergy	0.9	1.2	1.4	1.8	1.8

In 2017/18, Kleenheat again increased its share of the residential gas and business markets.

While Alinta Energy's share of the residential gas and business markets decreased in 2017/18, it still has the largest share of both markets.

Affordability

The *Code of Conduct for the Supply of Electricity to Small Use Customers* and the *Compendium of Gas Customer Licence Obligations* require retailers to offer assistance to residential customers experiencing payment difficulties or financial hardship.³⁴

Payment difficulties exist when a customer is unable to pay an outstanding amount because of a change in personal circumstances (for instance, loss of income, unexpected costs) over a relatively short period.

Financial hardship may be caused by sustained exposure to factors that affect a customer's ability to manage their utility debt. The most prevalent factors include: loss of income, budget management issues caused by low or insecure income, separation or divorce, physical and mental health issues, loss of a loved one, and domestic violence. In these circumstances a customer is unable to pay an outstanding amount without affecting their capacity to meet their basic living needs (such as rent or mortgage, groceries or other utilities).

The electricity code and the gas compendium require retailers to offer residential customers in payment difficulties or financial hardship:

- Additional time to pay a bill.
- An interest-free and fee-free instalment plan to pay a bill or arrears (including any disconnection or reconnection charges).³⁵

Retailers must ensure the instalment plan is fair and reasonable, taking into account the customer's capacity to pay and their consumption history.

For customers in financial hardship, retailers are also required to:

- Give reasonable consideration to a request to reduce the customer's fees, charges or debt.
- Advise customers about concessions and how to access them.
- Advise customers about independent financial counselling services and other assistance services that are available.
- Advise customers of other financial assistance and grants schemes and how to access them.

Retailers must consider any reasonable request for alternative payment arrangements from a business customer who is experiencing payment difficulties.

Retailers are also required to report on their on-time billing performance. The electricity code and the gas compendium regulate the minimum and maximum period of time between bills. A retailer may send bills outside the regulated time limits only with the customer's consent. On-time billing is included in the affordability chapter because if customers are billed too infrequently, it can lead to higher bills (often referred to as bill shock), which may make it more difficult for customers to manage their energy bills.

³⁴ The gas compendium is contained in schedule 2 of all gas trading and distribution licences. A copy of these licences are available on the ERA website.

³⁵ Retailers are required to offer an instalment plan to customers experiencing payment difficulties only upon request.

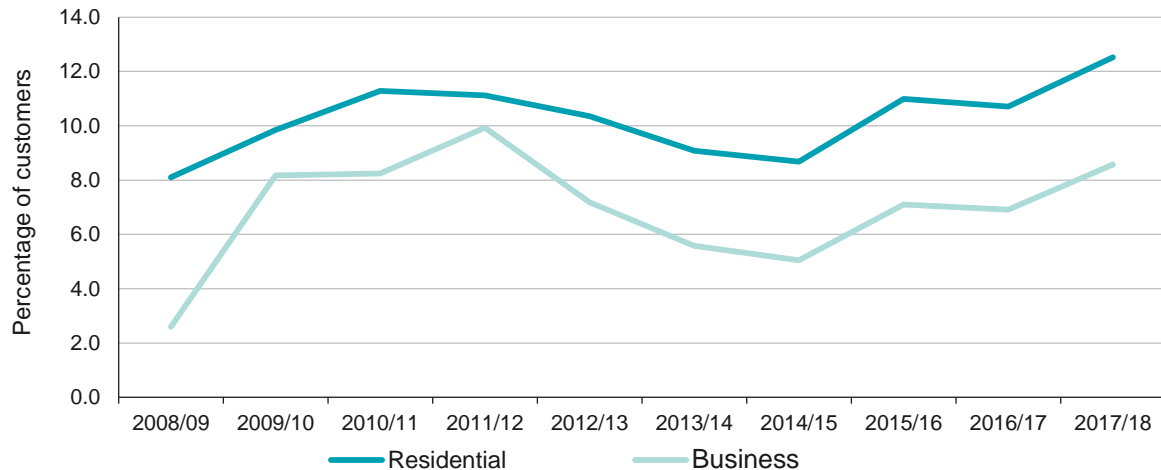
Granting customers more time to pay a bill

Granting a customer more time to pay all, or part of, a bill is used to address temporary financial difficulties, such as short-term cash flow problems.

Electricity customers granted more time to pay

Figure 3 shows the percentage of residential electricity and business customers granted more time to pay a bill.

Figure 3: Electricity customers granted more time to pay a bill 2009 to 2018 (percentage) ³⁶



The 10-year trend for electricity business customers granted more time to pay is similar to that of residential electricity customers.

Gas customers granted more time to pay

Table 6 shows the percentage of residential and business gas customers granted more time to pay a bill by each retailer over the past five years.³⁷

In 2017/18, the percentage of residential gas and business customers granted more time to pay a bill both decreased.

³⁶ The data for Figure 4 is in Table 59 of Appendix 1.

³⁷ Gas licensees did not start reporting on this indicator until 2012/13. Data for the five most recent years has been provided.

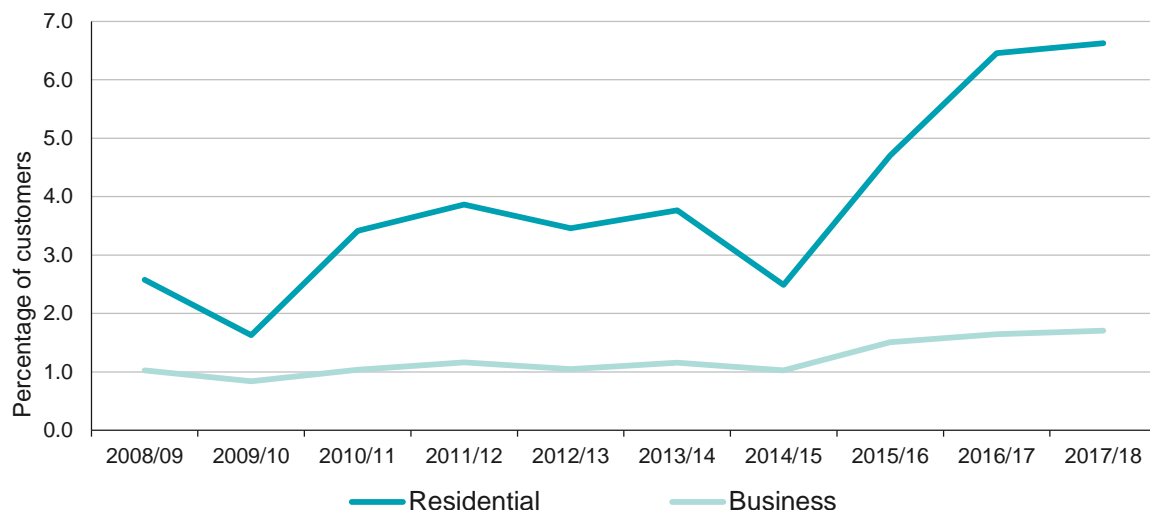
Table 6: Gas customers granted more time to pay a bill per retailer (percentage)³⁸

	2013/14	2014/15	2015/16	2016/17	2017/18
Residential					
AGL	n/a	n/a	n/a	n/a	3.0
Alinta Energy	11.9	10.9	16.1	19.6	18.6
EGDC	3.2	4.3	0.0	0.9	0.6
Kleenheat	0.5	0.6	0.8	1.4	0.9
Origin	n/a	n/a	n/a	n/a	0.5
Total	11.5	10.1	14.2	15.7	13.1
Business					
AGL	n/a	n/a	n/a	n/a	5.7
Alinta Energy	15.8	13.0	20.0	22.3	22.8
Kleenheat	7.3	4.0	0.1	1.1	3.0
Origin	n/a	n/a	n/a	n/a	1.3
Synergy	0.0	17.8	67.9	20.0	17.9
Total	15.3	12.1	17.4	18.0	16.9

Instalment plans

Electricity customers on instalment plans

Figure 4 shows the percentage of residential electricity and business customers who were on an instalment plan.

Figure 4: Residential electricity and business customers on instalment plans 2009 to 2018 (percentage)³⁹

The percentage of both residential electricity and business customers on instalment plans was at a 10-year high in 2017/18. The percentage of residential electricity customers on an instalment plan has been increasing since 2014/15 at a much faster rate than business

³⁸ Perth Energy reported zero for this indicator (both residential and business customers). EGDC reported zero for business customers.

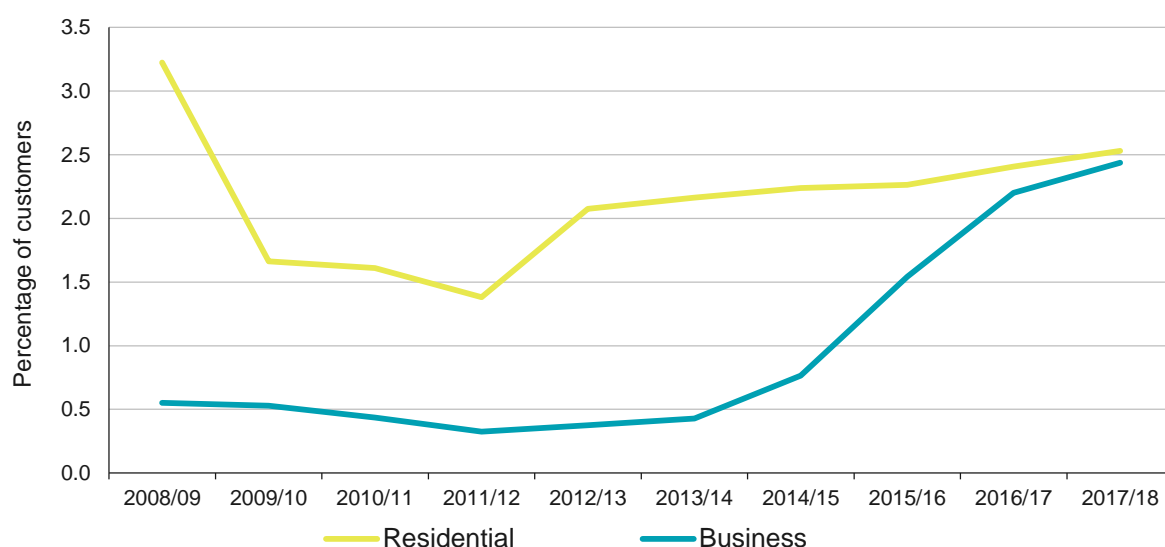
³⁹ The data for Figure 4 is in Table 56 (residential) and Table 58 (business) of Appendix 1.

customers. Retailers reported a number of possible causes for this, which included changes to the qualification rules for the State Government's Hardship Utility Grant Scheme (HUGS), deteriorating economic conditions and increased debt collection activities.⁴⁰

Gas customers on instalment plans

Figure 5 shows the percentage of residential gas and business customers on instalment plans.

Figure 5: Residential and business gas customers on instalment plans 2009 to 2018 (percentage)⁴¹



Customer billing

Electricity customer on-time billing

The electricity code prescribes a minimum interval of one month between bills, and a maximum interval of three months.

Retailers are required to report on the number of late bills issued to customers, and the proportion of late bills that resulted from a fault on the part of the retailer.

Table 7 shows the percentage of residential electricity customers that received bills outside the prescribed timeframes due to a fault of the retailer.

Table 7: Residential electricity customers billed outside prescribed timeframes due to the fault of the retailer 2014 to 2018 (percentage)

	2013/14	2014/15	2015/16	2016/17	2017/18
Horizon Power	1.4	0.3	0.3 ⁴²	0.0	0.0
Synergy	0.4	0.6	0.5	0.8	0.1
Total	0.4	0.6	0.5	0.7	0.1

⁴⁰ For HUGS, the retailer is now required to enter into a payment arrangement of at least 180 days with the customer to pay the outstanding debt. A grant application can be made only after 180 days has elapsed since the bill that the arrangement relates to was issued

⁴¹ The data for Figure 5 is in Table 56 and Table 58 of Appendix 1.

⁴² Incorrectly reported as 0.2 in the 2016 Annual Performance Report.

Table 8 shows the percentage of business electricity customers that received bills outside the prescribed timeframes, for any reason.

Table 8: Business electricity customers billed outside the prescribed timeframes 2014 to 2018 (percentage)⁴³

	2013/14	2014/15	2015/16	2016/17	2017/18
Horizon Power	6.9	2.7	3.8	0.3	0.0
Perth Energy	0.0	0.0	0.0	0.0	1.2
Synergy	1.8	1.3	1.0	12.5	0.4
Total	2.2	1.3	1.1	11.3	0.3

In 2016/17, Horizon Power's number of late bills for residential and business customers reduced as a result of its Advanced Metering Infrastructure (AMI) technology automatically sending meter readings for the large majority of customers, rather than data having to be collected manually. This reduction continued in 2017/18.

Synergy attributed its decrease in the number of late bills for residential and business customers to the automation of some bill printing procedures.

Perth Energy said that its 10 business customers who received late bills were unknown tenants due to change of entities (that were responsible for the premises). When Perth Energy identified the owner, it billed them.

Gas customer on-time billing

The gas compendium prescribes a minimum interval between bills of one month, and a maximum of 105 days.

Table 9 shows the percentage of residential gas customers that received bills outside the prescribed timeframes due to the fault of the retailer.

Table 9: Residential gas customers billed outside prescribed timeframes due to the fault of the retailer 2014 to 2018 (percentage)⁴⁴

	2013/14	2014/15	2015/16	2016/17	2017/18
AGL	n/a	n/a	n/a	n/a	0.1
Alinta Energy	-	-	-	-	0.5
Kleenheat	1.0	0.1	0.2	0.2	0.1
Origin	n/a	n/a	n/a	n/a	0.0

Data for Alinta Energy is not shown for 2013 to 2017 because Alinta Energy advised that the data provided during these years related to the number of bills, not the number of customers.

Table 10 shows the percentage of business gas customers that received bills outside of the prescribed timeframes, for any reason.

⁴³ The table does not include retailers that reported '0' for this indicator.

⁴⁴ EGDC reported zero for this indicator.

Table 10: Business gas customers billed outside the prescribed timeframes 2014 to 2018 (percentage)

	2013/14	2014/15	2015/16	2016/17	2017/18
AGL	n/a	n/a	n/a	n/a	2.2
Alinta Energy ⁴⁵	-	-	-	-	4.6
EGDC	9.1 ⁴⁶	0.0	0.0	0.0	0.0
Kleenheat	15.5	7.6	3.7	7.7	1.3
Origin	n/a	n/a	n/a	n/a	0.0
Perth Energy	0.0	0.0	0.0	0.0	0.9
Synergy	0.0	0.0	0.7	1.1	0.0

Security deposits

A security deposit is a refundable advance payment made by a customer to secure connection or reconnection to an electricity or gas supply. A security deposit provides a degree of insurance against default, particularly for customers with a poor credit history.

Electricity and gas retailers did not require any residential customers to provide a security deposit in 2017/18.

In 2017/18, Kleenheat required eight business gas customers to provide a security deposit, and Alinta Energy required two electricity business customers to provide a security deposit.

⁴⁵ The data provided by Alinta Energy up until 2016/17 relates to the number of bills, not the number of customers. Therefore it has not been included in the table.

⁴⁶ Incorrectly reported as 9.0 in the 2016 Annual Performance Report.

Hardship programs and energy bill debt

A new chapter on hardship programs and energy bill debt was included in last year's performance report following the introduction of new indicators in 2016/17. The ERA has expanded this chapter to include a second set of indicators that were introduced in 2017/18.

The purpose of the new performance indicators is to allow the ERA, as well as other stakeholders such as policy makers and consumer representative organisations, access to reliable data on energy retailers' use of hardship programs to keep customers connected and the effectiveness of hardship programs.

The 2016/17 performance report included two indicators for hardship programs and five indicators for energy bill debt. Fifteen new hardship program indicators and six new energy bill debt indicators have been added in 2017/18. A complete list of the hardship program and energy bill debt indicators is in Appendix 2.

Energy bill debt data is reported separately for residential customers that are on a hardship program and those that are not.

The Australian Energy Regulator (AER) has required electricity and gas retailers to report energy bill debt and hardship program data for a number of years. The Essential Services Commission of Victoria has also required retailers to report hardship program data. Where possible, the ERA's new indicators have been aligned with those used by the AER for comparison of Western Australian data with other jurisdictions. Caution should be applied when comparing data between jurisdictions, because of differences in the cost of energy and the retailer's regulatory obligations to assist customers experiencing payment difficulties and financial hardship.

Data for all of the hardship program and energy bill debt indicators is included in Appendix 1. The data for some of the indicators has been selected for discussion in this chapter.

Residential customers on a hardship program

All electricity and gas licensees that supply residential customers are required have a hardship policy. Hardship policies do not apply to business customers.

Table 11 shows the number and percentage of residential electricity and gas customers who were on a hardship program as at 30 June 2018 compared to 30 June 2017.

Table 11: Residential electricity and gas customers on a hardship program as at 30 June 2017 and 2018

	Number of customers		Percentage of customers	
	2016/17	2017/18	2016/17	2017/18
Electricity	21,948	31,552	2.2 ⁴⁷	3.0
Gas	5,669	5,232	0.8	0.7

The 2016/17 performance report stated that there were 10,179 residential electricity customers on a hardship program. This has now been corrected to 21,948 customers, after Synergy corrected the number of its customers on a program from 9,029 to 20,798. Synergy

⁴⁷ This was reported as 1.0 in the 2017 performance report. It has changed to 2.2 per cent as a result of Synergy providing corrected 2017 data for this indicator.

incorrectly reported a cumulative total for the reporting year that counted only hardship customers that had been disconnected.

The number and percentage of residential customers on a hardship program per retailer is shown in Table 61 of Appendix 1.

Table 11 shows the average energy bill debt of residential electricity and gas customers on a hardship program per retailer as at 30 June 2018 compared to 30 June 2017.

Table 12: Average energy bill debt of residential electricity and gas customers on a hardship program per retailer as at 30 June 2017 and 2018

	2016/17	2017/18
Electricity		
Horizon Power	\$859	\$946
Synergy	\$612 ⁴⁸	\$461
Gas		
AGL	n/a	\$101
Alinta Energy	\$246	\$312
EGDC	\$381	\$0
Kleenheat	\$126 ⁴⁹	\$140
Origin	n/a	\$0

Table 13 compares the average electricity and gas bill debt of residential customers on a hardship program in Western Australia with customers in New South Wales and South Australia at 30 June 2018 compared to 30 June 2017.

Table 13: Jurisdictional comparison of average energy bill debt for residential electricity and gas customers on a hardship program as at 30 June 2017 and 2018

State	Electricity		Gas	
	2016/17	2017/18	2016/17	2017/18
New South Wales ⁵⁰	\$1,006	\$916	\$682	\$669
South Australia ⁵¹	\$1,496	\$1,694	\$521	\$585
Western Australia	\$625 ⁵²	\$475	\$245	\$286

The average bill debt for Western Australian residential electricity and gas customers was the lowest of the three jurisdictions in both years.

Table 14 shows a breakdown of the number of residential hardship program customers who entered the hardship program during 2017/18 with an energy bill debt (as at the time of entering the hardship program) within certain bands.

⁴⁸ Synergy advised in 2018 that they incorrectly reported this figure as \$563 in 2016/17.

⁴⁹ Kleenheat advised in 2018 that they incorrectly reported this figure as \$232 in 2016/17.

⁵⁰ The figures for NSW in 2016/17 in the ERA's 2016/17 report was \$1,126 (electricity) and \$817 (gas), because the data was taken from the AER's indicator for average debt upon entry to the hardship program instead of average debt at the end of the reporting period.

⁵¹ As per the previous footnote, the figures for South Australia in the ERA's 2016/17 report showed as \$1,407 (electricity) and \$648 (gas).

⁵² As a result of the updated figures (provided in 2017/18) for the number of residential customers on a retailer's hardship program as at 30 June and average energy bill debt of residential hardship program customers, as at 30 June from Synergy, this has increased from \$596 to \$625.

Table 14: 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) within certain bands

Energy bill debt	Electricity	Gas
Between \$0 and \$500	11,157	10,642
Over \$500 but less than \$1,500	4,783	1,706
Over \$1,500 but less than \$2,500	1,117	101
Over \$2,500	985	24
Total	18,042	12,473

The majority of electricity (61.8 per cent) and gas (85.3 per cent) customers that entered the hardship program during 2017/18 had a bill debt of \$500 or less.

Customers other than hardship program customers

This section reports data on energy bill debt for residential customers who are not on a licensee's hardship program. References to residential customers throughout this section therefore exclude hardship program customers. The only exception to this is the commentary about Table 21, as the data in that table does not distinguish between customers that are or are not on a hardship program. This section also includes data on the energy bill debt of business customers.

Table 15 shows the total number and percentage of residential electricity and gas customers who are repaying an energy bill debt per retailer as at 30 June 2018 compared to 30 June 2017.

Caution should be taken when looking at the data for Alinta Energy and, consequently, the total figure and percentage for gas customers in 2016/17. Alinta Energy has advised that the data they reported in 2016/17 may have included customers with amounts owing on a final bill. Alinta should have included only current customers that had an amount outstanding for greater than 90 days.

Table 15: Residential customers repaying an energy bill debt (excluding hardship program customers) per retailer as at 30 June 2017 and 2018

	Number		Percentage	
	2016/17	2017/18	2016/17	2017/18
Electricity				
Horizon Power	985	1,498	2.5	3.8
Synergy	21,867	10,669	2.3	1.1
Total	22,852	12,167	2.3	1.2
Gas				
AGL	n/a	261	n/a	1.3
Alinta Energy	15,579	1,318	n/a	0.3
EGDC	1	2	0.3	0.6
Kleenheat	570 ⁵³	1,497	0.4	0.8
Origin	n/a	42	n/a	0.6
Total	16,150	3,120	2.3	0.4

⁵³ Kleenheat advised in 2017/18 that they incorrectly reported this figure as 3,063 in 2016/17. This also decreased the percentage from 2.0 to 0.4.

Table 16 shows the number and percentage of business electricity and gas customers who are repaying an energy bill debt per retailer.

Table 16: Business customers repaying an energy bill debt per retailer as at 30 June 2017 and 2018⁵⁴

	Number		Percentage	
	2016/17	2017/18	2016/17	2017/18
Electricity				
AER Retail	0	1	0.0	8.3
Alinta Energy	10	303	0.4	10.6
Amanda Energy	17	13	17.9	9.4
Horizon Power	148	211	1.7	2.7
Kleenheat	1 ⁵⁵	0	1.4	0.0
Perth Energy	5	3	1.7	0.3
Synergy	1,984	1,739	1.9	1.9
Total	2,165	2,270	1.8	2.2
Gas				
AGL	n/a	27	n/a	4.7
Alinta Energy	226 ⁵⁶	12	n/a	0.2
EGDC	0	0	0.0	0.0
Kleenheat	2 ⁵⁷	19	0.1	0.9
Origin	n/a	0	n/a	0.0
Synergy	58	10	33.1	5.8
Total	286	68	2.9	0.7

Alinta attributed the increase in the number of electricity business customers repaying a bill debt to its ongoing focus on credit management activities.

Table 17 shows the average amount of bill debt of residential electricity and gas customers who were not on a hardship program, as well as the average debt for business electricity and gas customers.

⁵⁴ Change Energy (elec), Perth Energy (gas) and Rottnest Island Authority (elec) reported zero for this indicator.

⁵⁵ Kleenheat advised in 2017/18 that they incorrectly reported this figure as 7 in 2016/17. This also decreased the percentage from 9.5 to 1.4.

⁵⁶ Alinta Sales advised in 2017/18 that the data provided in 2016/17 may have incorrectly included customers with amounts owing on a final bill rather than just those customers that have an amount outstanding for greater than 90 days.

⁵⁷ Kleenheat advised in 2017/18 that they incorrectly reported this figure as 43 in 2016/17. This also decreased the percentage from 2.2 to 0.1.

Table 17: Average energy bill debt of residential electricity and gas customers (excluding hardship program customers) and business electricity and gas customers as at 30 June 2017 and 2018

	Residential customers (excluding hardship customers)		Business customers	
	2016/17	2017/18	2016/17 ⁵⁸	2017/18
Electricity	\$384	\$435	\$1,079	\$1,409
Gas	\$48 ⁵⁹	\$93	\$771	\$342

Table 18 compares the average energy bill debt of residential electricity and gas customers in Western Australia with customers in New South Wales and South Australia.

Table 18: Jurisdictional comparison of average energy bill debt for residential electricity and gas customers (excluding hardship program customers) as at 30 June 2017 and 2018

	Electricity		Gas	
	2016/17	2017/18	2016/17	2017/18
New South Wales	\$682	\$993	\$536	\$601
South Australia	\$938	\$1,524	\$426	\$575
Western Australia	\$384	\$435	\$48 ⁶⁰	\$93

The average bill debt for Western Australian residential electricity and gas customers was the lowest of the three jurisdictions in both 2016/17 and 2017/18. In both years, the average gas bill debt for Western Australia was substantially lower than that for South Australia and New South Wales.

Table 19 shows a breakdown of the number of residential customers (excluding hardship program customers) with an energy bill debt that is over \$500.

Table 19: Number of residential customers (excluding hardship program customers) with energy bill debt in certain bands at 30 June 2018

Energy bill debt	Electricity	Gas
Over \$500 but less than \$1,500	1,898	520
Over \$1,500 but less than \$2,500	377	24
Over \$2,500	296	8

The majority of electricity (73.8 per cent) and gas (94.2 per cent) customers that entered the hardship program during 2017/18 had a bill debt of over \$500 but less than \$1,500.

Table 20 compares the number of residential customers who had their instalment plans cancelled for non-payment with those who have successfully completed their instalment plans during 2017/18. Customers who successfully complete their plans have paid all instalments agreed to under the instalment plan, including instances where upon completion the customer agrees to a new instalment plan.

⁵⁸ Both the electricity and gas figures have been amended, as a result of Kleenheat correcting its reported figures, from \$1,083 to \$1,079 (electricity) and from \$65 to \$48 (gas).

⁵⁹ Kleenheat has provided corrected data, which has resulted in this figure has changed from \$65 to \$48.

⁶⁰ This figure has changed from \$65 to \$48 as a result of the change made to Table 16.

Table 20: Number of residential customers (excluding hardship program customers) who, during the reporting year, have had their instalment plan cancelled and those who have successfully completed their plan

	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	successfully completed their instalment plan
Electricity		
Horizon Power	1,912	736
Synergy	28,912	28,249
Gas		
AGL	79	25
Alinta Energy	1,956	4,816
EGDC	0	2
Kleenheat	2,983	1,680
Origin	0	0

Table 21 shows the number and percentage of residential electricity and gas customers who use Centrelink's Centrepay to pay their energy bill. Centrepay allows Centrelink customers to have regular, automatic deductions taken from their Centrelink payments and put toward their energy bill. This data is considered to be useful in identifying customers who are vulnerable to accruing an energy bill debt.

Table 21: Residential customers using Centrepay to pay their energy bill as at 30 June 2018

	Number		Percentage	
	2016/17	2017/18	2017/18	2017/18
Electricity				
Horizon Power	3,036 ⁶¹	3,119	7.7	7.9
Synergy	19,059	20,273	2.0	2.0
Total	22,095⁶²	23,392	2.2	2.3
Gas				
AGL	-	99	-	0.5
Alinta Energy	13,492	10,176	2.4	2.1
EGDC	84	86	24.9	25.4
Kleenheat	924	1,368	0.6	0.7
Origin	-	2	-	0.0
Total	14,500	11,731	2.0	1.6

The figures in Table 21 include customers who are on a retailer's hardship program, and those who are not on a program.

⁶¹ Horizon Power incorrectly reported this figure as 197 in 2016/17. Correcting the data for 2016/17 has resulted in increasing the percentage from 0.5 to 7.7.

⁶² The corrected Horizon Power data in the previous footnote has increased the total from 19,256 to 22,095 and the total percentage from 1.9 to 2.2.

Disconnections and reconnections

Disconnections

Energy is an essential service and the electricity code and gas compendium require retailers to provide customers experiencing financial hardship or payment difficulties with adequate opportunity to enter into an arrangement to avoid disconnection. Retailers should disconnect customers only when all reasonable attempts to secure payment of an outstanding debt have been exhausted.

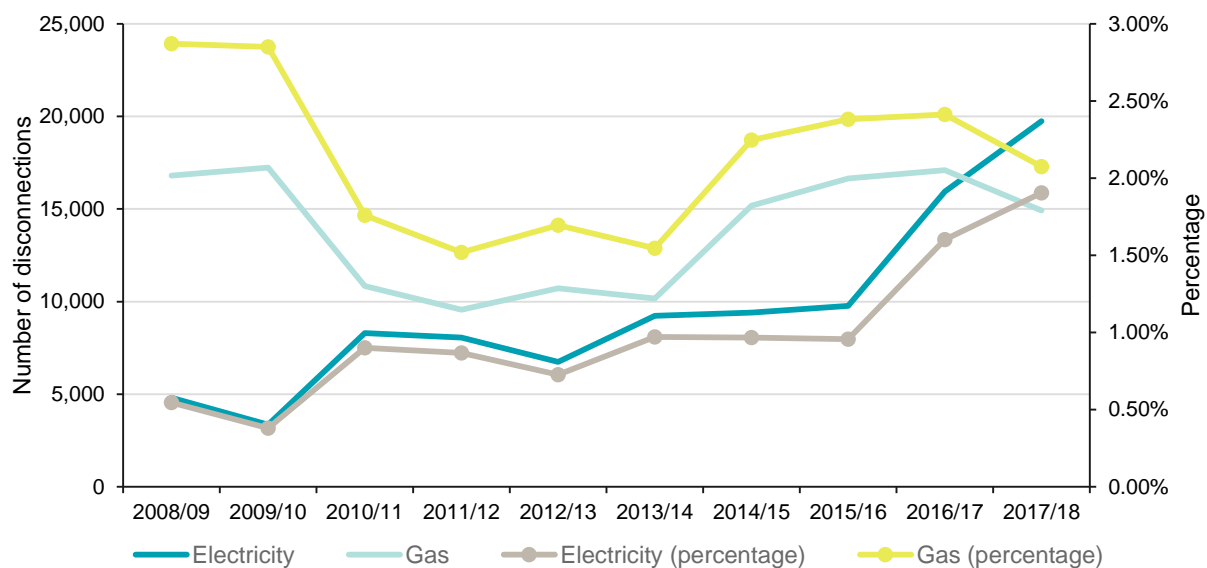
The disconnection data set out in this report applies only to disconnections that resulted from a customer's failure to pay a bill.⁶³

Residential customer disconnections are grouped into three categories: customers previously on an instalment plan, in receipt of concession payments, and previously disconnected within the past 24 months. This analysis provides some indication of how well retailers meet their obligations to help customers manage their debt and stay connected.

Residential customer disconnections

Figure 6 shows total residential electricity and gas disconnections.

Figure 6: Residential customer disconnections 2009 to 2018



The percentage of residential electricity disconnections was broadly similar between 2012/13 and 2015/16. In 2016/17, the percentage increased to 1.60 and in 2017/18 it increased again to 1.91 per cent. The overall disconnection percentage for gas customers decreased from 2.41 per cent in 2016/17 to 2.07 per cent in 2017/18. The data for Figure 6 is in Table 91 (number of disconnections) and Table 92 (percentage of customers) of Appendix 1.

⁶³ Customers can also be disconnected for taking supply without having an account with the retailer (called 'non-application) or denying access to the meter.

Table 22 shows the percentage of residential customers that were disconnected for each retailer.

Table 22: Residential electricity and gas customers disconnected per retailer 2014 to 2018 (percentage)

	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity					
Horizon Power	3.03	2.83	4.38	4.64	4.93
Synergy	0.89	0.89	0.82	1.48	1.79
Total	0.97	0.97	0.96	1.60	1.91
Gas					
AGL	n/a	n/a	n/a	n/a	0.0
Alinta Energy	1.56	2.31	2.46	2.70	2.66
EGDC	1.94	4.29	1.53	1.78	2.36
Kleenheat	1.06	1.35	1.83	1.38	0.89
Origin	n/a	n/a	n/a	n/a	0.00
Total	1.55	2.25	2.38	2.41	2.07

Table 22 shows that both electricity retailers that supply residential customers disconnected a higher proportion of customers in 2017/18.⁶⁴ Synergy's disconnection percentage in 2017/18 was the highest since the ERA commenced reporting in 2006/07.

Synergy has attributed the increase to the changes to the eligibility to HUGS grants discussed earlier in this report, worsening economic conditions and its increased debt collection activities.

Horizon Power linked the increase in disconnections in 2017/18 to the economic conditions in regional areas.

The overall decrease in the percentage of residential gas disconnections was due to the decrease in Kleenheat's disconnection percentage.

Table 23 compares the electricity and gas retailers' residential disconnections by category over the past two years.

⁶⁴ Horizon Power had a disconnection percentage of 5.78 per cent in 2007/08.

Table 23: Electricity and residential gas customer disconnections by category 2017/18

	Total disconnections		Customers previously on an instalment plan		Customers disconnected at the same supply address within the past 24 months		Concession card holders ⁶⁵	
			% of disconnections		% of disconnections		% of disconnections	
	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18
Electricity								
Horizon Power	1,826	1,943	39.9	36.6	53.8	58.5	24.7	21.3
Synergy	14,109	17,800	59.1	79.4	14.3	27.5	37.9	34.9
Total	15,935	19,743	56.9	75.2	18.9	30.6	36.4	33.5
Gas								
Alinta Energy	14,970	13,161	9.2	15.3	26.3	39.8	n/a	n/a
EGDC	6	8	0.0	0.0	16.7	0.0	n/a	n/a
Kleenheat	2,121	1,744	41.7	56.1	27.1	32.9	n/a	n/a
Total	17,097	14,913	13.2	20.1	26.4	39.0	n/a	n/a

Synergy attributed the increase in disconnections involving customers previously on an instalment plan to, among other matters, “undertaking debt collection activity sooner to avoid customers incurring higher debt levels and a higher number of customers defaulting on their instalment plans resulting in disconnection.”

The percentage of Synergy’s disconnections involving customers that had been disconnected more than once at the same supply address in the past 24 months also increased. Synergy commented that a number of customers enter into an instalment plan to be reconnected and then subsequently default following reconnection.

Alinta Energy attributed the increase in the disconnections involving customers that had been disconnected more than once in the past two years to customers finding it harder to pay outstanding debt to avoid being disconnected, which was reflected in the increase in the number of customers that applied for its hardship program.

Kleenheat attributed the increase in disconnections involving customers previously on an instalment plan to it providing more payment plan arrangements for residential customers. Many of those customers who agreed to payment plans subsequently failed to honour their commitments and were later disconnected.

Inter-jurisdictional comparison of residential electricity and gas disconnections

Table 24 compares the percentage of residential electricity customers that were disconnected in Western Australia with the percentages disconnected in New South Wales, South Australia and Victoria.

⁶⁵ Because government subsidies and concessions are paid through electricity bills, the gas retailers do not know which customers are receiving a concession.

Table 24: Jurisdictional comparison of residential electricity disconnections 2014 to 2018 (percentage)

	New South Wales	South Australia	Victoria	Western Australia
2013/14	1.03	1.37	1.47	0.97
2014/15	1.06	1.36	1.45	0.97
2015/16	0.99	1.39	1.34	0.96
2016/17	0.89	1.43	1.16	1.60
2017/18	1.03	1.37	1.34	1.91

The Western Australian residential disconnection percentage was the highest of the four jurisdictions in 2016/17 and 2017/18.

Table 25 compares the proportion of residential gas customers that were disconnected in Western Australia with the proportion disconnected in New South Wales, South Australia and Victoria.⁶⁶

Table 25: Jurisdictional comparison of residential gas disconnections rates 2014 to 2018 (percentage)

	New South Wales	South Australia	Victoria	Western Australia
2013/14	0.39	0.86	1.31 ⁶⁷	1.55
2014/15	0.62	1.12	1.20	2.25
2015/16	0.51	1.23	1.28	2.38
2016/17	0.43	0.87	0.91	2.41
2017/18	0.39	1.03	1.11	2.07

For the fifth consecutive year, the Western Australian residential disconnection rate was the highest of the four jurisdictions.

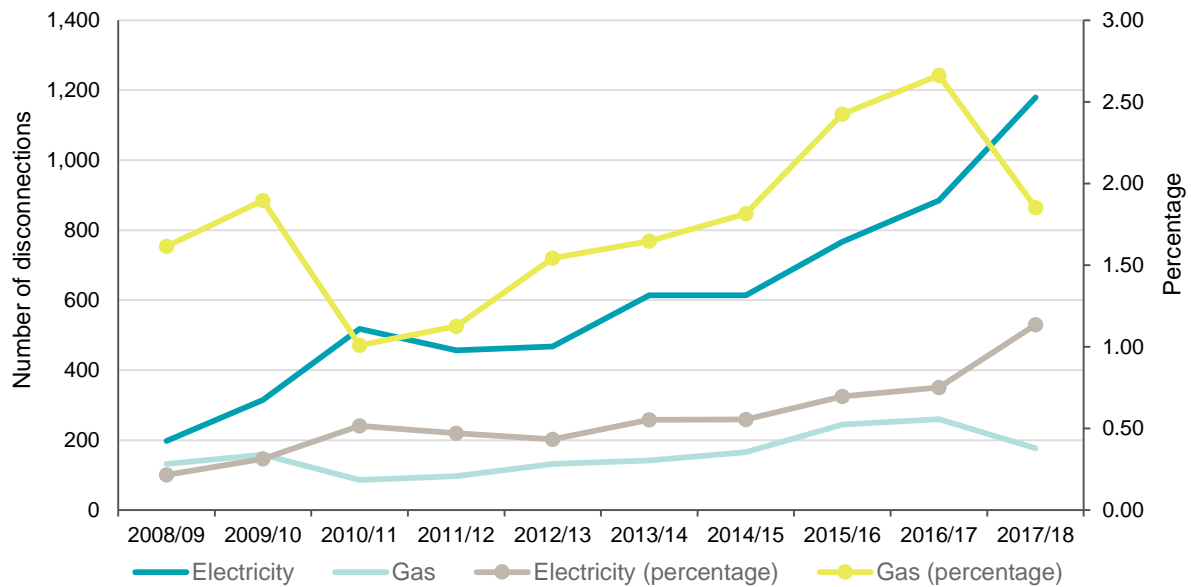
⁶⁶ 2013/14 was the first year that comparative data became available. The data for Victoria was provided by the Essential Service Commission, while the Australian Energy Regulator provided the data for New South Wales and South Australia.

⁶⁷ Incorrectly reported in previous ERA performance reports as 1.33.

Business customer disconnections

Figure 7 shows the number and percentage of business electricity and gas customer disconnections.

Figure 7: Business customer disconnections 2009 to 2018



The data for Figure 7 is in Table 95 (number of disconnections) and Table 96 (percentage of customers) of Appendix 1.

The number and percentage of electricity business disconnections has been trending upwards for 10 years. The number and percentage of business gas disconnections decreased in 2017/18 after reaching a 10-year high in 2016/17.

Table 26 shows the percentage of business customer disconnections per retailer.

Table 26: Business electricity and gas customers disconnected per retailer 2014 to 2018⁶⁸

	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity					
Alinta Energy	0.36	0.39	0.86	0.58	0.38
Amanda Energy	n/a	n/a	n/a	0.00	0.72
Horizon Power	0.41	0.50	1.63	1.68	1.61
Kleenheat	-	-	0.00	2.70	1.87
Perth Energy	1.75	0.82	0.33	1.33	1.73
Synergy	0.57	0.56	0.62	0.68	1.11
Total	0.55	0.55	0.70	0.75	1.14
Gas					
AGL	n/a	n/a	n/a	n/a	0.00
Alinta Energy	1.70	1.89	2.42	2.33	2.26
Kleenheat	0.43	1.03	2.70	4.26	1.45
Origin	n/a	n/a	n/a	n/a	0.00
Synergy	0.00	2.80	0.73	0.57	0.00
Total	1.65	1.82⁶⁹	2.43⁷⁰	2.66	1.85

The increase in the percentage of electricity business disconnections in 2017/18 was due to the increase in Synergy's disconnections, while the decrease in business gas disconnections was due to a substantial decrease in Kleenheat's disconnections.

Pre-payment meter disconnections

Part 9 of the electricity code requires pre-payment meters to incorporate functionality that informs the retailer of:

- the number of instances where a pre-payment meter customer has been disconnected (for instance, when the meter has run out of credit, including any applicable emergency credit available outside of normal business hours). This is known as self-disconnection.
- The duration of each self-disconnection.

The two measures of pre-payment meter self-disconnections are:

- The total number of pre-payment meter self-disconnections per annum.⁷¹
- The number of pre-payment meter customers who have been self-disconnected two or more times in a month (where each disconnection is for longer than two hours).

⁶⁸ AER Retail, Change Energy and Rottnest Island Authority have not reported any disconnections of electricity business customers. EGDC and Perth Energy have not reported any disconnections of business gas customers.

⁶⁹ Value has changed from 1.78 in last year's report to 1.82, because Synergy was previously not included in the table.

⁷⁰ Value has changed from 2.42 in last year's report to 2.43, because Synergy was previously not included in the table.

⁷¹ If a pre-payment meter is disconnected multiple times during the reporting year then each disconnection is counted in the total number of disconnections.

Until 2016/17, Horizon Power was the only electricity retailer able to report on pre-payment customer self-disconnections.⁷² Synergy provided self-disconnection data for pre-payment meter customers for the first time in 2017/18 after installing new pre-payment meter technology in December 2017. Accordingly, the Synergy self-disconnection data covers the seven-month period from December 2017 to June 2018. Table 27 shows the number of self-disconnections for the past four years.

Table 27: Pre-payment meter customer self-disconnections 2014 to 2018⁷³

	Pre-payment meter customers		Pre-payment meter self-disconnections		Customers self-disconnected two or more times per month (for more than two hours)	
	Horizon	Synergy	Horizon	Synergy	Horizon	Synergy
2013/14	845	16	56	n/a	7	n/a
2014/15	1,014	16	1,193	n/a	112	n/a
2015/16	1,202	16	3,172	n/a	659	n/a
2016/17	1,190	14	10,865 ⁷⁴	n/a	673	n/a
2017/18	1,221	16	25,905	391	989	15

The large increase in the number of self-disconnections of Horizon Power customers was due to a change in the reporting capabilities of the pre-payment meters. Horizon Power explained how the meters recorded disconnections:

Pre-paid metered customers in emergency credit are disconnected each day between 9am and 2pm. This change allows the emergency credit only to be available for use outside normal business hours. It is only after customers fail to make a payment and the full \$20 credit is used, that the meter is de-energised permanently until a payment in excess of the emergency credit value of \$20 is made to pay off the debt.

This change in process allows customers with less than the \$20 emergency credit to have power overnight, but then be de-energised at 9am. The customer can then re-energise themselves after 2pm each day. As a result, there has been a significant increase in reportable disconnections as the emergency credit provides electricity for overnight use, and often for many days, especially if the premise is vacant commonly for personal and cultural reasons.

⁷² Prior to 2017/18, Synergy used older pre-payment meters that were not capable of recording the required disconnection data.

⁷³ Self-disconnection means an interruption to the supply of energy because a prepayment meter system has no credit (including emergency credit) available.

⁷⁴ Horizon Power advised that it did not include emergency credit self-disconnections in the previously reported data for 2016/17 (2,169 disconnections). The revised data for 2016/17 now includes all of the emergency credit self-disconnections.

Reconnections

Reconnection indicators apply only to the reconnection of a customer in the same name and at the same address as the disconnection. The two measures of customer reconnection (following disconnection for non-payment) are:

- reconnection within seven days of being disconnected
- reconnection without time limit.

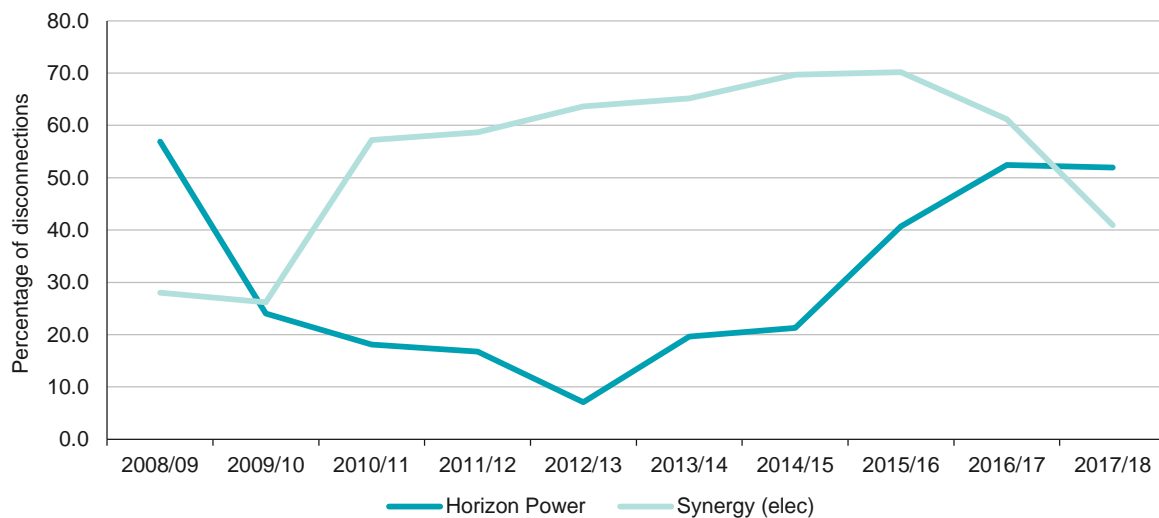
The seven day reconnection deadline indicator is used to measure the number of customers who were able to resolve their payment issues with the retailer in a short amount of time and be reconnected.

The total number of reconnections each year (reconnections not within a specific timeframe) captures customers who needed more time to arrange their reconnection, and also helps to identify customers who were not reconnected at all.⁷⁵

Residential customer reconnections

Figure 8 shows residential electricity customer reconnections within seven days per retailer. The data for Figure 8 is in Table 98 of Appendix 1.

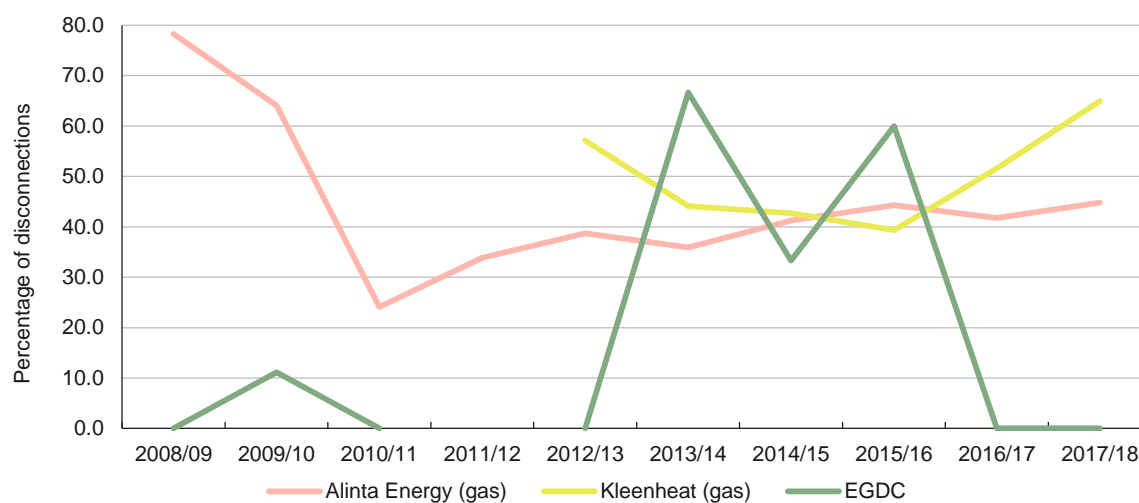
Figure 8: Residential electricity customer disconnections reconnected within seven days 2009 to 2018



Synergy attributed the decrease in reconnections largely to customers moving out of premises without notifying Synergy, and subsequent new accounts being established in a different name following disconnection. This is reflected in the data for reconnections within seven days and reconnections without time limit (refer to Table 28).

Figure 9 shows residential gas customer reconnections within seven days per retailer.

⁷⁵ A proportion of disconnections involve customers who reconnect in a different name at the same address, often because another member of the household takes over the account from the person who was disconnected. These reconnections do not show up in the reconnections data, even though supply has been restored to the premise.

Figure 9: Residential gas customer disconnections reconnected within seven days 2009 to 2018

The large variation in EGDC's reconnections results from the small number of disconnections that it performs each year.

Table 28 shows the overall percentage of residential electricity and gas reconnections (without time limit) for each retailer.⁷⁶

The number of reconnections (without time limit) per retailer is shown in Table 99 of Appendix 1.

Table 28: Residential customer disconnections reconnected (without time limit) per retailer 2014 to 2018

	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity					
Horizon Power	20.9	61.6	55.2	59.3	52.5
Synergy	73.6	83.0	75.9	63.6	43.4
Total	67.1	80.6	72.3	63.1	44.3
Gas					
Alinta Energy	63.9	68.1	70.1	66.0	66.7
EGDC	83.3	66.7	80.0	16.7	75.0
Kleenheat	60.3	53.2	47.3	62.1	76.8
Total	63.9	67.5	67.9	65.5	67.9

Comparing the total percentage of residential electricity and gas reconnections shows much more variability in the percentage of electricity reconnections year-on-year.

Table 29 compares each retailer's residential reconnections within seven days by category in 2016/17 and 2017/18.

⁷⁶ Retailers commenced reporting total reconnections from 2012/13.

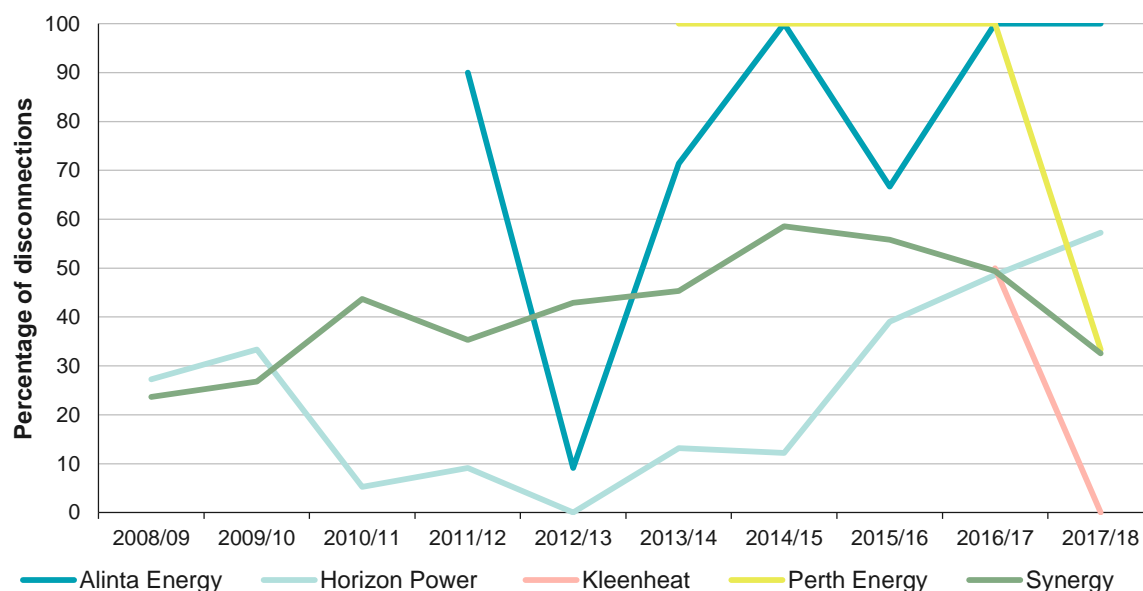
Table 29: Residential customer disconnections reconnected within seven days by category in 2017 and 2018⁷⁷

	Reconnections within 7 days		Customers previously on an instalment plan		Customers reconnected at the same supply address within past 24 months		Concession card holders ⁷⁸	
	2016/17	2017/18	% of disconnections 2016/17	% of disconnections 2017/18	% of disconnections 2016/17	% of disconnections 2017/18	% of disconnections 2016/17	% of disconnections 2017/18
Electricity								
Horizon Power	958	1,009	24.4	29.6	30.6	33.3	5.1	3.8
Synergy	8,635	7,281	46.6	37.0	9.4	11.1	24.6	14.0
Total	9,593	8,290	44.1	36.3	11.9	13.3	22.4	13.0
Gas								
Alinta Energy	6,252	5,899	4.8	4.5	9.4	11.2	n/a	n/a
Kleenheat	1,095	1,133	26.0	35.8	10.1	31.4	n/a	n/a
Total	7,347	7,032	7.4	8.2	9.5	13.5	n/a	n/a

Kleenheat said that the increase in the percentage of customers reconnected at the same supply address within the past 24 months was partly due to growth in customers and the creation of a specialist hardship call centre team in 2017/18 to help disconnected customers.

Business customer reconnections

Figure 10 shows the electricity business customer reconnections within seven days per retailer.

Figure 10: Business electricity customer disconnections reconnected within seven days 2009 to 2018⁷⁹

⁷⁷ EGDC did not perform any reconnections within 7 days in 2016/17 or 2017/18.

⁷⁸ Because government subsidies and concessions are paid through electricity bills, the gas retailers do not know which customers are receiving a concession.

⁷⁹ The data for Figure 10 is in Table 106 of Appendix 1.

Horizon Power attributed the increased percentage of reconnections within seven days to reductions in the reconnection times to the remote reconnection capabilities of its AMI meters.⁸⁰

Figure 11 shows the business gas customer reconnections within seven days per retailer.

Figure 11: Business gas customer disconnections reconnected within seven days 2009 to 2018⁸¹

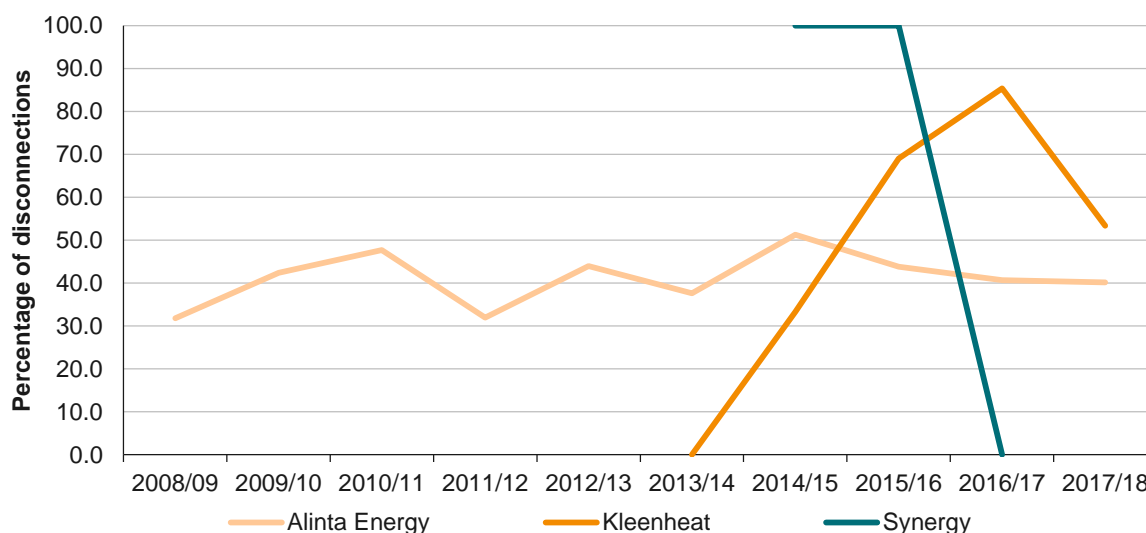


Table 30 shows the percentage of business electricity and gas reconnections (without time limit) for each retailer.

Table 30: Business customer disconnections reconnected (without time limit) per retailer 2014 to 2018 (percentage)

	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity					
Alinta Energy	71.4	100.0	66.7	100.0	100.0
Horizon Power	39.5	31.7	60.9	66.7	74.2
Kleenheat	n/a	n/a	-	0.0	0.0
Perth Energy	100.0	100.0	100.0	100.0	33.3
Synergy	57.0	78.4	64.4	51.7	35.1
Total	56.4	75.7	64.0	55.1	39.7
Gas					
Alinta Energy	58.9	72.1	60.7	59.3	53.7
Kleenheat	100	33.3	69.0	93.9	56.7
Synergy	-	100.0	0.0	0.0	-
Total	59.2	70.5⁸²	61.9⁸³	70.0	54.2

The percentage of electricity reconnections was lower in 2017/18. This was due to an increase in the number of disconnections and a decrease in the number of reconnections.

⁸⁰ Before the AMI meters were installed some customers in remote locations may have had to wait several days to be reconnected. The AMI meters can now reconnect these customers in a matter of hours.

⁸¹ The data for Figure 11 is in Table 106 of Appendix 1.

⁸² This value was previously reported as 69.9 (as Synergy was not included in the table).

⁸³ This value was previously reported as 62.1 (as Synergy was not included in the table).

Complaints

Both the electricity code and the gas compendium require retailers to have an internal process for handling complaints and resolving disputes that complies with Australian Standard AS/NZS 10002 – 2014 (Guidelines for complaint management in organisations).

AS/NZS 10002 – 2014 defines a complaint as: “An expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.”⁸⁴

Retailers are also required to comply with the ERA’s [Customer Complaints Guidelines](#), which clarifies the distinction between queries, complaints and other customer communications.

Customer complaints are separated into four categories:

- Billing complaints - includes billing errors, incorrect billing of fees and charges, failure to receive relevant government rebates, high billing, credit collection, disconnection and reconnection, and restriction due to billing discrepancy.
- Marketing complaints - includes advertising campaigns, contract terms, sales techniques and misleading conduct.
- Transfer complaints - includes failure to transfer a customer within a certain time period, disruption of supply due to transfer and billing problems directly associated with the transfer (for example, delay in billing, double billing).
- Other complaints - includes poor service, privacy considerations, failure to respond to complaints in a timely manner, health and safety issues, and any other matter not covered by the billing, marketing and transfer categories.

Retailers that supply pre-payment meter customers are required to separately record complaints about those services.

A key measure of the effectiveness of a retailer’s complaints handling process is how quickly a complaint is concluded.⁸⁵ Retailers report on the percentage of complaints that are concluded within 15 business days.

Residential complaints

Figure 12 shows the total number of residential complaints, as a percentage of total residential customers, made to electricity and gas retailers.

The data for Figure 12 is in Table 109 of Appendix 1.

⁸⁴ The electricity code and the gas compendium have slightly modified this definition by adding the words “or services” immediately after “products” because energy retailers provide a service rather than a product to their customers.

⁸⁵ A complaint is concluded when all of the relevant parts of the retailer’s complaints handling process have been exercised in an attempt to resolve the complaint.

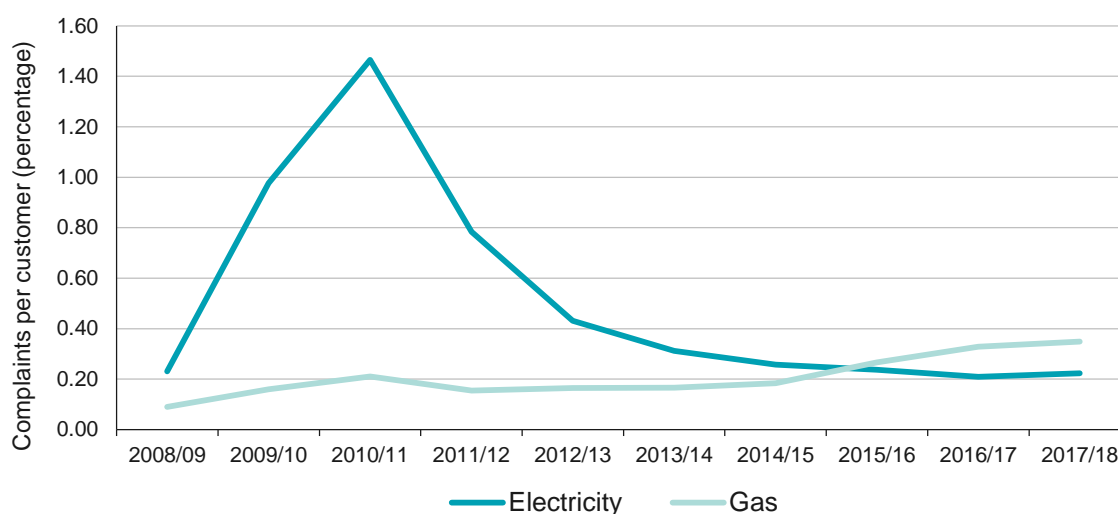
Figure 12: Complaints from residential electricity and gas customers 2009 to 2018 (percentage)

Table 31 shows the number of complaints made to each electricity and gas retailer as a percentage of residential customers.

Table 31: Complaints from residential electricity and gas customers per retailer 2014 to 2018 (percentage)⁸⁶

	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity					
Horizon Power	0.72	0.57	1.40	0.58	0.32
Synergy	0.30	0.24	0.19	0.19	0.22
Total	0.31	0.26	0.24	0.21	0.22
Gas					
AGL	n/a	n/a	n/a	n/a	1.66
Alinta Energy	0.14	0.16	0.26	0.29	0.19
Kleenheat	0.91	0.51	0.33	0.47	0.59
Origin	n/a	n/a	n/a	n/a	1.29
Total	0.17	0.18	0.27	0.33	0.35

Alinta Energy attributed its reduction in complaints to the introduction of an initiative that focuses on customer experience and first call resolution for customer enquiries.

The spike in complaints received by Horizon Power in 2015/16 was due to errors by a meter reader. Horizon Power has attributed the reduction in complaints in 2016/17 and 2017/18 to continuing improvements from automated meter reading and a focus on first call resolution, which resulted in a reduction in escalated complaints.

Table 32 compares residential electricity and gas complaints by category per retailer over the past two years.

⁸⁶ EGDC has not received any complaints from residential gas customers for the past six years.

Table 32: Residential electricity and gas customer complaints by complaint category per retailer in 2017 and 2018 (percentage)

	Billing		Marketing		Transfer		Other	
	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18
Electricity								
Horizon Power	82.1	83.2	0.0	0.8	0.0	0.0	17.9	16.0
Synergy	69.5	72.2	0.6	0.4	0.0	0.0	29.9	27.4
Gas								
AGL	-	22.8	-	12.7	-	52.6	-	11.8
Alinta Energy	73.6	70.9	9.8	12.6	0.9	1.7	16.6	14.8
Kleenheat	64.8	68.1	1.1	1.48	1.1	1.48	33.0	28.9
Origin	-	20.2	-	4.5	-	15.7	-	59.6

Consistent with previous years, the majority of complaints from residential customers received by electricity and gas retailers were about billing. The exceptions were Origin, which categorised 59.6 per cent of complaints as 'other', and AGL, which categorised 52.6 per cent of complaints as transfer complaints.

Residential complaint conclusion

Table 33 shows the percentage of residential complaints concluded by each retailer within 15 business days over the past five years.⁸⁷

Table 33: Residential complaints concluded within 15 business days per retailer 2014 to 2018 (percentage)

	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity					
Horizon Power	61.6	74.0	57.9	67.2	70.4
Synergy	94.2	95.5	98.6	100.0	87.5
Gas					
AGL	n/a	n/a	n/a	n/a	85.3
Alinta Energy	90.2	96.3	71.0	94.3	97.9
Kleenheat	100.0	98.5	96.7	97.9	98.3
Origin	n/a	n/a	n/a	n/a	78.7

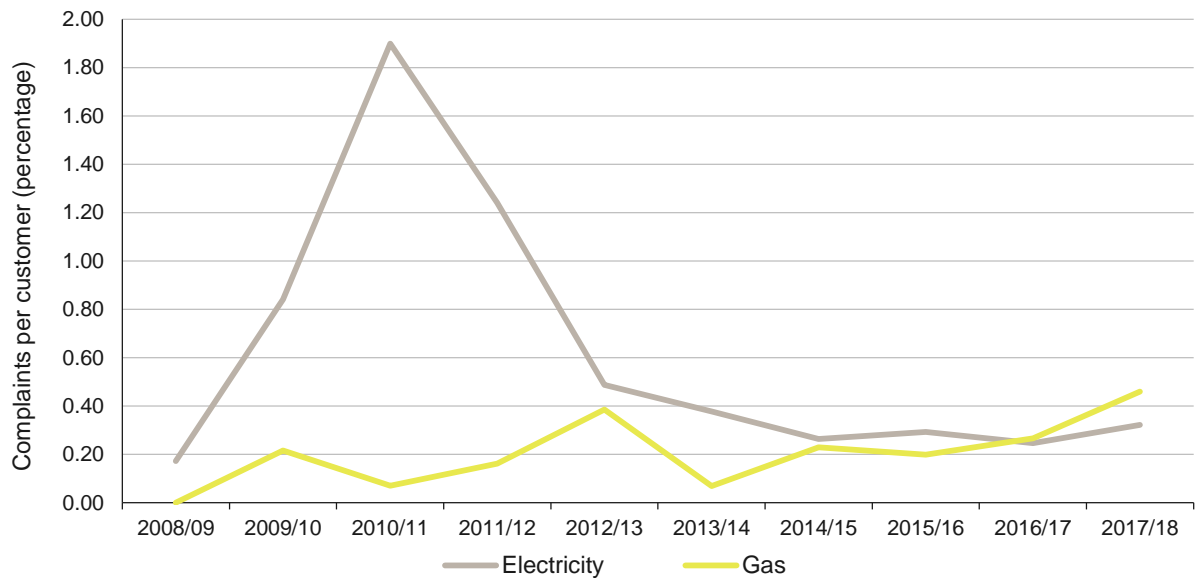
The percentage of complaints concluded within 15 business days by Synergy decreased from 100.00 per cent in 2016/17 to 87.50 per cent in 2017/18, which was a six-year low. Synergy attributed the change to the increased complexity of some complaints such as renewable energy buyback scheme matters, disconnection when customers failed to establish an account, and the need to liaise with the meter service provider to resolve complaints about estimated bills.

⁸⁷ The number of residential complaints concluded by each retailer within 15 business days is in Table 118 of Appendix 1.

Business complaints

Figure 13 shows the total number of business complaints, as a percentage of total business customers, made to electricity and gas retailers.

Figure 13: Complaints from business electricity and gas customers 2009 to 2018 (percentage)⁸⁸



The percentage of complaints from business customers received by electricity and gas retailers both increased in 2017/18. The percentage of complaints for business gas customers can be quite variable due to the low number of complaints involved (for example, in 2016/17 there were a total of 26 complaints; in 2017/18 there were 44 complaints).

The number of business customer complaints received by each retailer from can be found in Table 109 (electricity) and Table 111 (gas) in Appendix 1. Table 34 shows the percentage, per retailer, of business customer complaints.

⁸⁸ The data for Figure 13 is in Table 113 and Table 115 of Appendix 1.

Table 34: Complaints from business electricity and gas customers per retailer 2014 to 2018 (percentage)

	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity					
Alinta Energy	0.51	0.98	0.12	0.29	0.24
Amanda Energy	n/a	n/a	n/a	1.05	0.00
Change Energy	n/a	n/a	n/a	0.00	8.00
Horizon Power	0.58	0.30	1.46	0.40	0.21
Kleenheat	n/a	n/a	3.57	1.35	0.00
Perth Energy	0.00	0.27	0.17	2.33	0.35
Rottneest Island Authority	23.08	3.85	0.00	4.17	4.17
Synergy	0.35	0.24	0.21	0.23	0.33
Total	0.38	0.26	0.29	0.25	0.32
Gas					
AGL	n/a	n/a	n/a	n/a	2.59
Alinta Energy	0.07	0.26	0.18	0.12	0.23
Kleenheat		0.00	0.32 ⁸⁹	0.83	0.53
Origin	n/a	n/a	n/a	n/a	3.90
Synergy	0.00	0.00	0.00 ⁹⁰	0.57	0.00
Total	0.07	0.23	0.20	0.27	0.46

Rottneest Island Authority's complaints data has been highly variable over the past five years, because its relatively small customer base means a small change in the number of complaints translates to a large change in the percentage of customers. For example, the relatively high percentage in 2017/18 is the result of one complaint.

Business complaint resolution

Table 35 shows the percentage of business complaints concluded by each retailer within 15 business days.

⁸⁹ Last year's report stated this figure was 0.00, which was accompanied by a footnote saying "Kleenheat received a single complaint in 2015/16". This appears to have been an error. The rate should have been 0.32 as Kleenheat reported 5 complaints from business gas customers in 2015/16.

⁹⁰ Last year's report stated this figure was 0.32. A rate of 0.0 should have appeared as Synergy did not receive any complaints from business gas customers in 2015/16.

Table 35: Business complaints concluded within 15 business days per retailer 2014 to 2018 (percentage)

	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity					
Alinta Energy	90.0	100.0	100.0	62.5	0.0
Amanda Energy	-	-	-	100.0	-
Change Energy	-	-	-	-	100.0
Horizon Power	63.0	60.0	40.9	47.1	50.0
Kleenheat	-	-	100.0	100.0	-
Perth Energy	-	100.0	100.0	0.0	33.3
Rottnest Island Authority	66.7	100.0	-	0.0	0.0
Synergy	89.7	95.8	99.0	100.0	83.3
Gas					
AGL	n/a	n/a	n/a	n/a	73.3
Alinta Energy	83.3	95.2	93.3	100.0	100.0
Kleenheat	-	-	100.0	93.8	100.0
Origin	n/a	n/a	n/a	n/a	66.7
Synergy	-	-	-	100.0	-

Alinta Energy stated that it had not been able to resolve any of the complaints from electricity business customers in 2017/18 within 15 business days because they often involved liaising with other parties.

Call centre performance

A large proportion of customers' interaction with their retailer is by telephone. Retailers' responsiveness to telephone calls from customers is an important measure of customer service.

Larger retailers operate call centres that employ multiple customer service agents to handle customer enquiries and complaints. These call centres may have sophisticated systems to monitor and report on key responsiveness indicators, specifically:

- the percentage of calls answered within 30 seconds
- the average duration before a call is answered, measured in seconds
- the percentage of unanswered calls.

Some call centres handle calls about gas and electricity retail services, as well as other services provided by the retailer or a related business. Therefore, it is not always possible for retailers to separately report on their performance for gas and electricity retail calls. In these circumstances the reported performance will be for all the calls handled by the call centre.

If the call centre uses Interactive Voice Response equipment⁹¹ to handle calls, then the responsiveness measures apply only to those calls where the customer has selected an option to speak with an operator.

Smaller retailers offer a more simple telephone service, which is often based on the customer calling a switchboard operator, who connects them to the appropriate contact person. This type of telephone service is generally not capable of recording responsiveness data.

Electricity retailer call centre performance

Of the active electricity retailers covered by this report, AER Energy, Change Energy and Perth Energy do not operate call centres. Amanda Energy's data includes calls from large use customers and small use customers, as they were unable to separately record the number of calls from small use customers.

The Rottneest Island Authority call centre handles calls for both retail and distribution customers, and also calls related to other areas of their business.

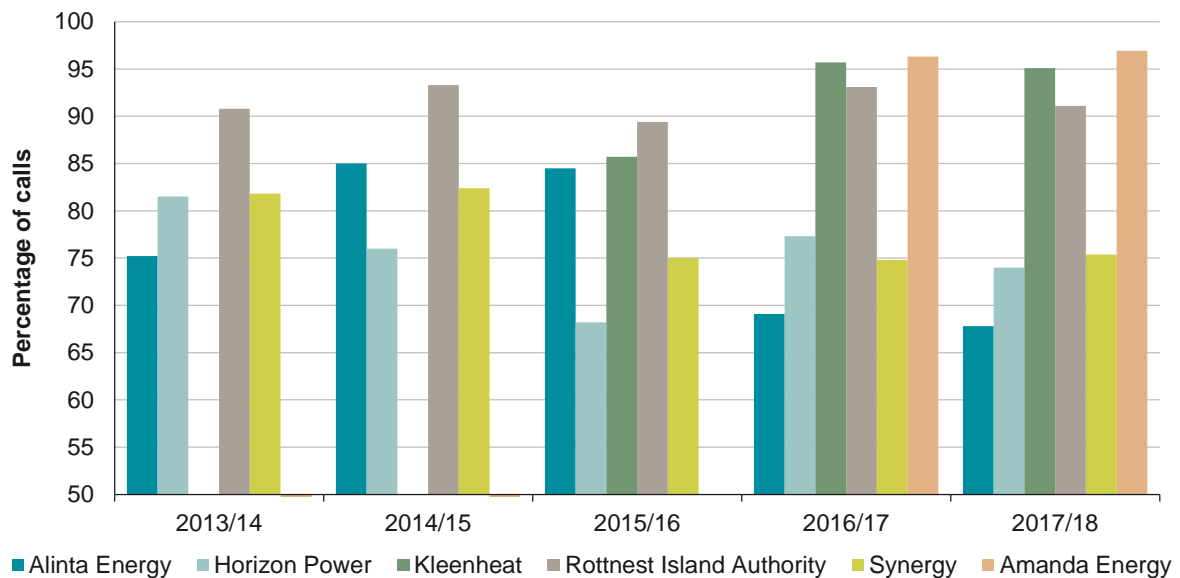
Table 36 shows the total volume of calls to electricity retailer call centres.

⁹¹ Interactive Voice Response equipment allows a call centre telephone system to detect voice and keypad tone signals and then respond with pre-recorded or dynamically generated audio to further direct callers to the service they require.

Table 36: Volume of calls to electricity retailer call centres 2014 to 2018

	2013/14	2014/15	2015/16	2016/17	2017/18
Alinta Energy	2,828	3,342	2,997	1,412	1,355
Amanda Energy	n/a	n/a	n/a	1,959	1,653
Horizon Power ⁹²	99,347	95,203	108,497	83,761	81,159
Kleenheat	n/a	n/a	14	46	61
Rottnest Island Authority	4,850	5,250	1,955	814	852
Synergy	1,132,395	1,072,272	1,058,008	1,156,318	1,060,903
Total	1,239,420	1,176,067	1,171,471	1,244,310⁹³	1,145,983

Figures 14, 15 and 16 show each electricity retailer's performance against the three key responsiveness measures.

Figure 14: Calls from electricity customers answered within 30 seconds 2014 to 2018 (percentage)⁹⁴

⁹² Horizon Power's call centre handles calls for both retail and distribution customers. Horizon Power has been able to separate retail calls from distribution calls since 2014. The data for 2011/12 and 2012/13 includes calls from retail and distribution customers.

⁹³ The 2017 Performance Report showed this as 1,242,351 because Amanda Energy's data had not been included in the total.

⁹⁴ The data for Figure 14 is in Table 121 of Appendix 1.

Figure 15: Average duration before a call is answered by electricity retail call centres 2014 to 2018^{95 96}

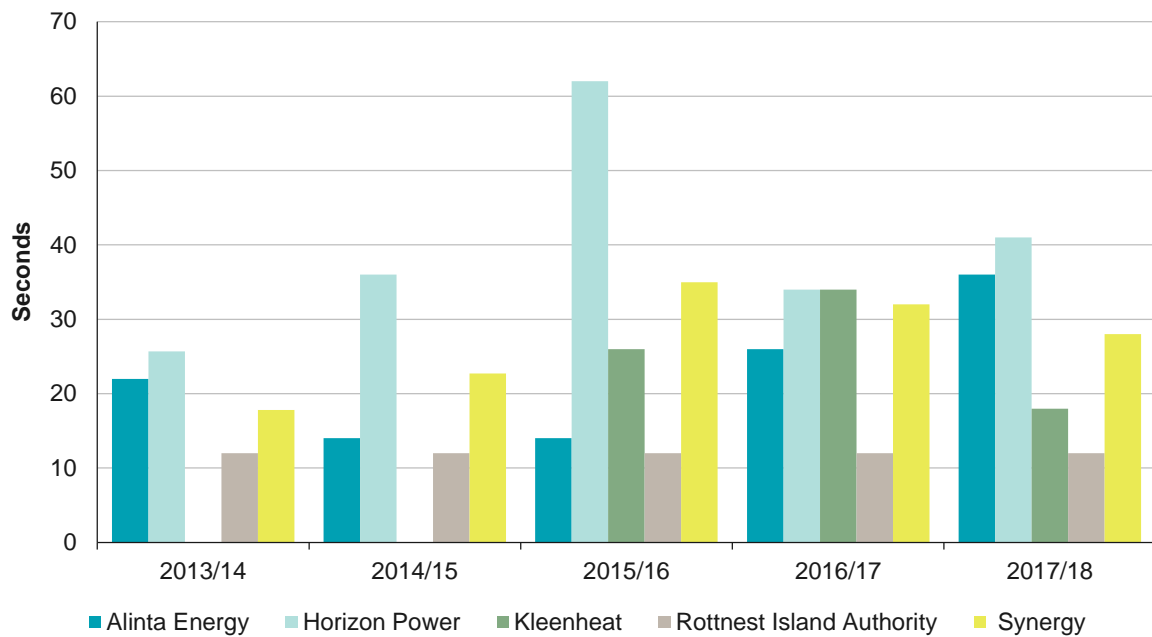
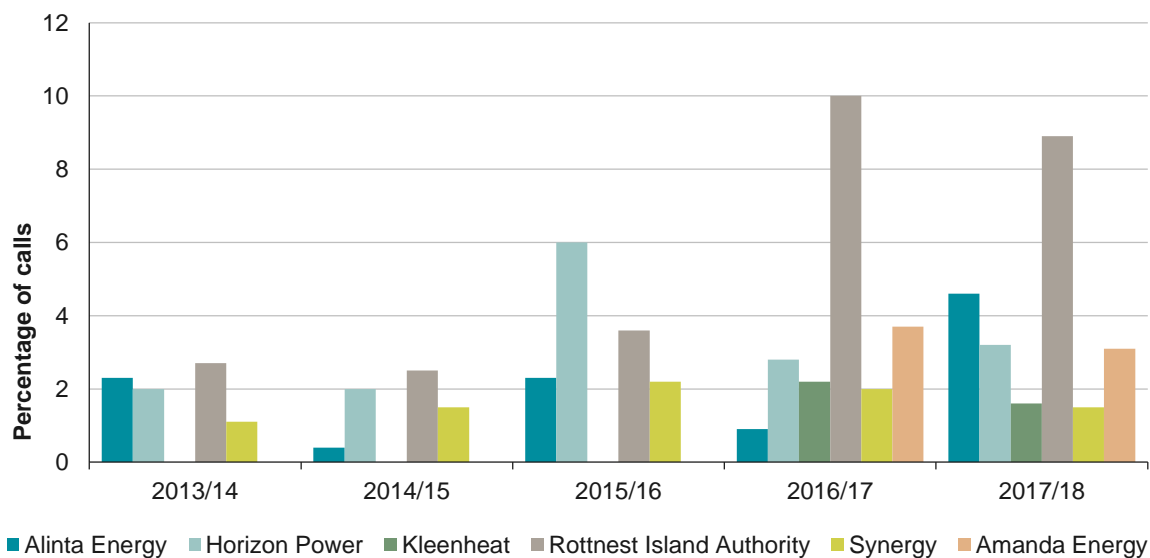


Figure 16: Calls unanswered by electricity retailers 2014 to 2018 (percentage)⁹⁷



The percentage of calls answered within 30 seconds by each retailer's call centre was between 67.8 per cent (Alinta Energy) and 96.9 per cent (Amanda Energy).

Kleenheat had a substantial decrease in the average duration before a call is answered (18 seconds in 2017/18, down from 34 seconds in 2016/17).

⁹⁵ The data for Figure 15 is in Table 121 of Appendix 1.

⁹⁶ Amanda Energy is not included in this graph as they are unable to record the average duration before a call is answered.

⁹⁷ The data for Figure 16 is in Table 122 of Appendix 1.

The percentage of calls to Alinta Energy that were unanswered increased from 0.9 per cent in 2016/17 to 4.6 per cent in 2017/18. All of Alinta Energy's electricity customers are business customers, and Alinta Energy said that electricity calls were handled by the same team that dealt with calls from business gas customers. The increase in calls from gas customers (as seen in Table 37) caused an increase in the percentage of calls from Alinta Energy's electricity customers that went unanswered. Alinta Energy stated that they had sought to address the issue by training additional staff to take calls from business customers.

Gas retailer call centre performance

Synergy and EGDC provide telephone support to their customers using telephone systems that do not record call statistics.

Table 37 shows the total volume of calls to the four gas retailer call centres.

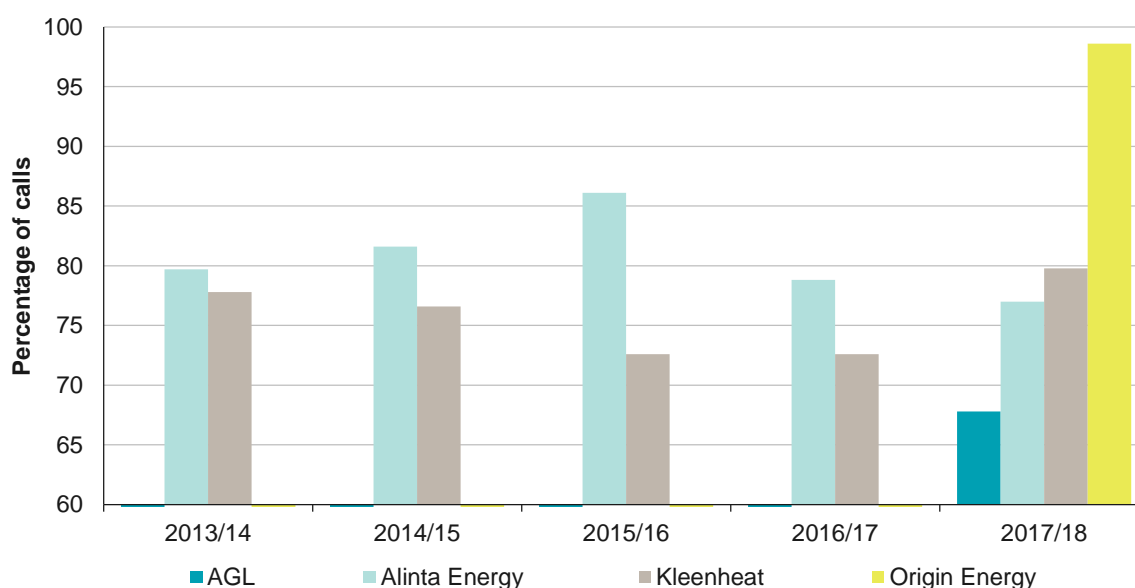
Table 37: Volume of calls to gas retailer call centres 2014 to 2018

	2013/14	2014/15	2015/16	2016/17	2017/18
AGL	n/a	n/a	n/a	n/a	46,388
Alinta Energy	735,884	778,427	675,673	525,644	531,427
Kleenheat	235,698	233,363	222,505	285,887	310,803
Origin	n/a	n/a	n/a	n/a	18,518
Total	971,582	1,011,790	898,178	811,531	907,136

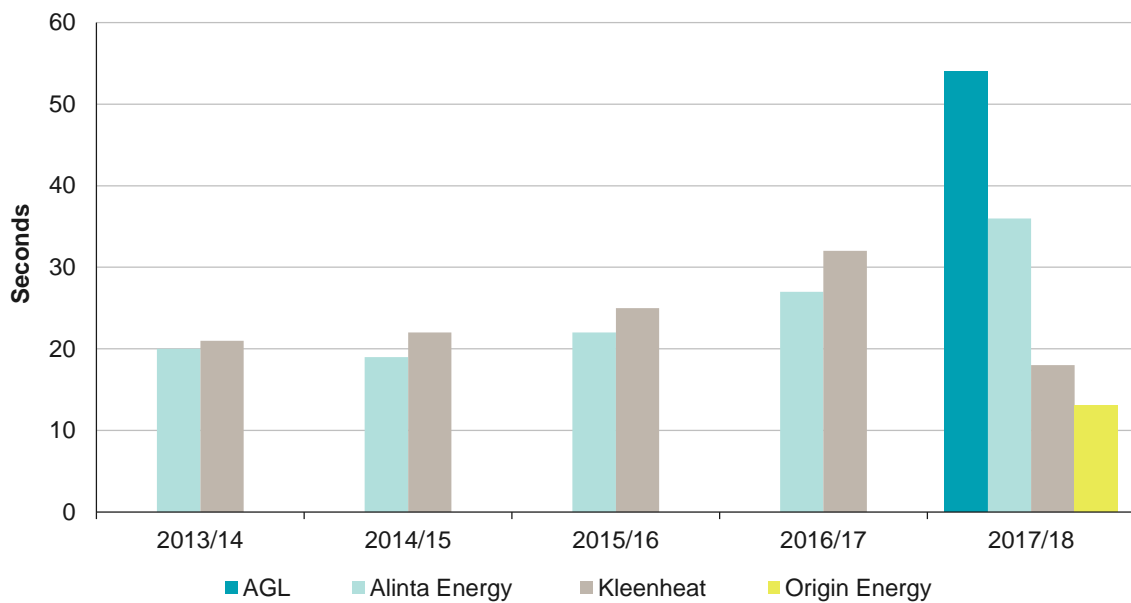
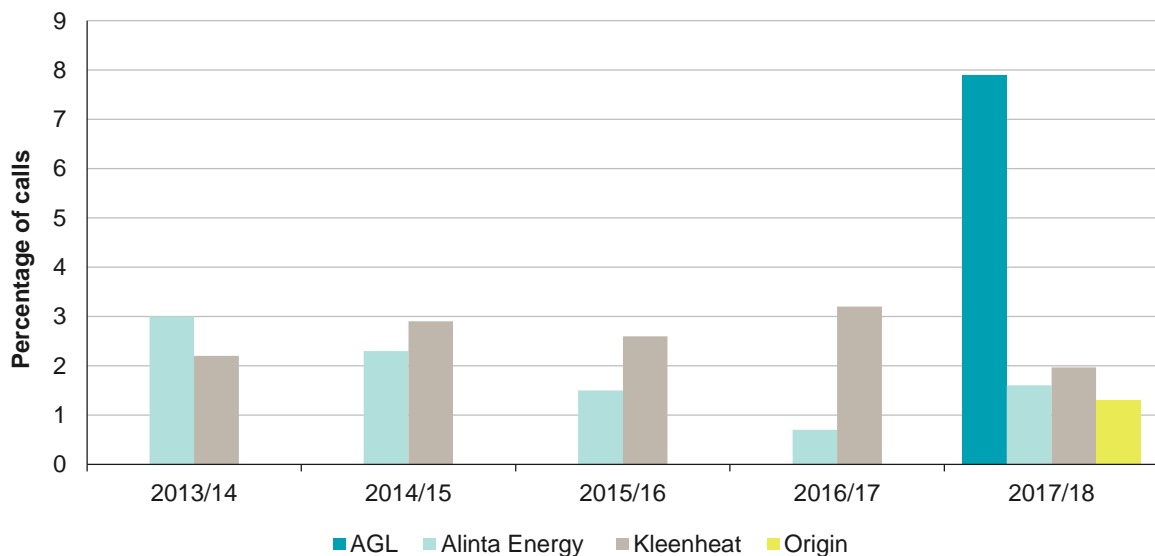
The total volume of calls to gas retailers' call centres increased in 2017/18, in part due to the inclusion of calls to the AGL and Origin call centres.

Figures 17, 18 and 19 show each gas retailer's performance against the three key responsiveness measures.

Figure 17: Gas retail calls answered within 30 seconds 2014 to 2018 (percentage)⁹⁸



⁹⁸ The data for Figure 18 is in Table 121 of Appendix 1.

Figure 18: Average duration before a call is answered by gas retail call centres 2014 to 2018⁹⁹**Figure 19: Calls unanswered by gas retailers 2014 to 2018 (percentage)¹⁰⁰**

The latest gas retailers to enter the market had the highest and lowest percentage of calls answered within 30 seconds in 2017/18: AGL (67.8 per cent) and Origin (98.6 per cent). Origin also had the shortest duration (13 seconds) before a call was answered. As was the case with its electricity customers, Kleenheat had a substantial decrease in the average duration before a call was answered (18 seconds in 2017/18, down from 32 seconds in 2016/17).

Alinta Energy attributed the increase in the percentage of its calls that went unanswered (from 0.7 per cent in 2016/17 to 1.6 per cent in 2017/18) to the increased competition in the retail gas market and subsequent rise in customers enquiring about its offers and pricing.

⁹⁹ The data for Figure 18 is in Table 121 of Appendix 1.

¹⁰⁰ The data for Figure 19 is in Table 122 of Appendix 1.

Service standard payments made by electricity retailers

The electricity code requires retailers to make service standard payments to customers for:¹⁰¹

- Requesting a customer reconnection (following disconnection for non-payment of a bill) after the prescribed timeframe, at a rate of \$60 per day up to a maximum of \$300 total.¹⁰²
- Wrongful disconnection, at a rate of \$100 per day.¹⁰³
- Failure to acknowledge or respond to a customer query or complaint within the prescribed timeframes at a rate of \$20 for each written query or complaint.¹⁰⁴

Horizon Power and Synergy were the only electricity retailers to make service standard payments in 2017/18.

Table 38 shows the number of service standard payments made by both retailers.

Table 38: Service standard payments made by electricity retailers 2014 to 2018

	Horizon Power			Synergy		
	Late reconnection	Wrongful disconnection	Late response to customer complaints	Late reconnection	Wrongful disconnection	Late response to customer complaints
2013/14	12	11	0	12	51	4
2014/15	10	16	0	5	31	1
2015/16	15	34	0	6	14	0
2016/17	3	78	0	7	33	2
2017/18	5	42	0	3	21	0

The number of service standard payments made for wrongful disconnections in 2017/18 decreased for both Horizon Power and Synergy. Neither retailer made any payments for responding late to customer complaints.

¹⁰¹ The retailer is required to make payments for late reconnections and failure to acknowledge a complaint or query only if the customer applies. Payments for wrongful disconnection must be made without application from the customer.

¹⁰² Clause 14.1 of the electricity code requires a retailer to forward a reconnection request to the relevant distributor within a prescribed timeframe, depending on when the customer meeting specified conditions.

¹⁰³ Clause 14.2 of the electricity code.

¹⁰⁴ Clause 14.3 of the electricity code.

Appendix 1 Additional retailer performance information

Customers

Table 39: Number of residential electricity customers per retailer 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
AER Retail	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0
Alinta Energy	0	0	0	0	0	0	0	0	0	0
Amanda Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0
A-Star	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0
Change Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0
Clear Energy	n/a	n/a	0	0	0	0	0	0	0	0
Horizon Power	31,475	30,595	30,371	34,037	36,051	37,398	38,299	38,936	39,373	39,398
Kleenheat	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0
Perth Energy	0	0	0	0	0	0	0	0	0	2
Rottneest Island Authority	0	0	0	0	0	0	0	0	0	0
Synergy	848,312	850,790	890,918	894,804	894,542	913,200	934,717	982,615	954,898	996,972
Total	879,787	881,385	921,289	928,841	930,593	950,598	973,016	1,021,551	994,271	1,036,372

Table 40: Number of business electricity customers per retailer 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
AER Retail	n/a	n/a	n/a	n/a	n/a	n/a	n/a	21	23	12
Alinta Energy	922	903	1,447	1,449	1,351	1,967	2,548	2,428	2,775	2,858
Amanda Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73 ¹⁰⁵	95	138
A-Star	n/a	n/a	n/a	n/a	n/a	n/a	17	0	0	0
Change Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	6	25
Clear Energy	n/a	n/a	0	0	0	0	0	0	0	0
Horizon Power	5,905	7,249	7,159	7,939	8,050	9,235	8,224	7,873	8,549 ¹⁰⁶	7,720
Kleenheat	n/a	n/a	n/a	n/a	n/a	n/a	n/a	28	74	107
Perth Energy	374	568	32	68	171	229	364	599	301	867
Rottneest Island Authority	100	90	90	25	25	26	26	25	24	24
Synergy	84,315	91,366	91,763	87,650	98,389	99,408	99,611	99,239	105,908	92,099
Total	91,616	100,176	100,491	97,131	107,986	110,865	110,790	110,286	117,755	103,850

Table 41: Total residential electricity and business customers 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Business and residential customers	971,403	981,561	1,021,780	1,025,972	1,038,579	1,061,463	1,083,806	1,131,837	1,112,026	1,140,222

¹⁰⁵ Incorrectly reported as 76 in the 2016 Annual Performance Report.

¹⁰⁶ Horizon Power advised in 2018 that they incorrectly included large-use customers in this figure.

Table 42: Electricity residential and business customers per retailer as at 30 June 2017 and 2018 and percentage change

	Residential			Business			Total		
	2016/17	2017/18	Change from 2016/17	2016/17	2017/18	Change from 2016/17	2016/17	2017/18	Change from 2016/17
Alinta Energy	0	0	n/a	2,775	2,858	3.0%	2,775	2,858	3.0%
A-Star ¹⁰⁷	0	0	n/a	0	0	n/a	0	0	n/a
AER Retail	0	0	n/a	23	12	-47.8%	23	12	-47.8%
Amanda Energy	0	0	n/a	95	138	45.3%	95	138	45.3%
Change Energy	0	0	n/a	6	25	316.7%	6	25	316.7%
Clear Energy ¹⁰⁸	0	0	n/a	0	0	n/a	0	0	n/a
Horizon Power	39,373	39,398	0.1%	8,549	7,720	-9.7%	47,922	47,118	-1.7%
Kleenheat	0	0	n/a	74	107	44.6%	74	107	44.6%
Perth Energy	0	2	n/a	301	867	188.0%	301	869	188.7%
Rottneest Island Authority	0	0	n/a	24	24	0.0%	24	24	0.0%
Synergy	954,898	996,972	4.4%	105,908	92,099	-13.0%	1,060,806	1,089,071	2.7%
SWIS total	954,898	996,974	4.4%	109,182	96,106	-12.0%	1,064,080	1,093,080	2.7%
Total	994,271	1,036,372	4.2%	117,755	103,850	-11.8%	1,112,026	1,140,222	2.5%

¹⁰⁷ A-Star exited the business market in 2015/16. Its customers were transferred to AER Retail.

¹⁰⁸ Clear Energy has not supplied any customers since it was granted a licence to supply small use customers in 2010.

Table 43: Number of contestable and non-contestable residential electricity customers in the SWIS per retailer 2013 to 2018

	Contestable customers						Non-contestable customers					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
AER Retail	n/a	n/a	n/a	0	0	0	-	-	-	0	0	0
Alinta Energy	0	0	0	0	0	0	0	0	0	0	0	0
Amanda Energy	n/a	n/a	n/a	0	0	0	-	-	-	0	0	0
A-Star	n/a	n/a	0	0	0	0	-	-	0	0	0	0
Change Energy	n/a	n/a	n/a	n/a	0	0	-	-	-	-	0	0
Clear Energy	0	0	0	0	0	0	0	0	0	0	0	0
Kleenheat	n/a	n/a	n/a	0	0	0	-	-	-	0	0	0
Perth Energy	0	0	0	0	0	2	0	0	0	0	0	0
Synergy	333	315	290	292	289	517	894,209	912,885	934,427	982,323	954,609	996,455
Total	333	315	290	292	289	519	894,209	912,885	934,427	982,323	954,609	996,455

Table 44: Contestable and non-contestable business electricity customers in the SWIS per retailer 2013 to 2018

	Contestable customers						Non-contestable customers					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
AER Retail	n/a	n/a	n/a	21	23	12	-	-	-	0	0	0
Alinta Energy	1,351	1,967	2,548	2,428	2,775	2,858	0	0	0	0	0	0
Amanda Energy	n/a	n/a	n/a	73 ¹⁰⁹	95	138	-	-	-	0	0	0
A-Star	n/a	n/a	17	0	0	0	-	-	0	0	0	0
Change Energy	n/a	n/a	n/a	n/a	6	25	-	-	-	-	0	0
Clear Energy	0	0	0	0	0	0	0	0	0	0	0	0
Kleenheat	n/a	n/a	n/a	28	74	107	-	-	-	0	0	0
Perth Energy	171	229	364	599	301	867	0	0	0	0	0	0
Synergy	7,173	6,767	5,947	6,261	5,941	5,481	91,216	92,641	93,664	92,978	99,967	86,618
Total	7,344	6,996	6,328	6,961¹¹⁰	9,215	9,488	91,216	92,641	93,664	92,978	99,967	86,618

¹⁰⁹ Incorrectly reported as 76 in the 2016 Annual Performance Report.

¹¹⁰ Incorrectly reported as 17,311 in the 2016 Annual Performance Report as we included an incorrect number for Amanda Energy.

Table 45: Number of residential gas customers per retailer 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	20,851
Alinta Energy	584,035	603,943	615,717	628,328	624,314	635,893	628,171	611,142	554,903	494,696
Amanda Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Synergy ¹¹¹	0	0	0	0	0	0	0	0	0	0
Kleenheat	812	433	455	535	8,212	21,697	47,353	87,648	153,478	196,274
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	6,880
EGDC ¹¹²	211	233	259	279	296	309	350	327	337	339
Perth Energy	n/a	n/a	0	0	0	0	0	0	0	4
Total	585,058	604,609	616,431	629,142	632,822	657,899	675,874	699,117	708,718	719,044

¹¹¹ Synergy is not allowed to supply customers who consume less than 0.18TJ of gas per year.

¹¹² GTL11 was held by Worley Parsons until 13/3/2014.

Table 46: Number of business gas customers per retailer 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	580
Alinta Energy	8,024	8,191	8,359	8,468	8,355	8,282	8,127	8,319	7,612	6,497
Amanda Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Synergy	98	112	119	112	141	79	107	137	175	173
Kleenheat	19	2	1	1	20	232	871	1,554	1,924	2,070
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77
EGDC ¹¹³	31	33	34	31	36	33	34	49	46	45
Perth Energy	n/a	n/a	0	0	0	0	0	0	8	116
Total	8,172	8,338	8,513	8,612	8,552	8,626	9,139	10,059	9,765	9,558

Table 47: Total residential gas and business customers 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Business and residential customers	593,230	612,947	624,944	637,754	641,374	666,525	685,013	709,176	718,483	728,602

¹¹³ GTL11 was held by Worley Parsons until 13/3/2014.

Table 48: Number of gas residential and business gas customers per retailer as at 30 June 2017 and 2018 and percentage change

	Residential			Business			Total		
	2016/17	2017/18	Change from 2016/17	2016/17	2017/18	Change from 2016/17	2016/17	2017/18	Change from 2016/17
AGL	n/a	20,851	-	n/a	580	-	n/a	21,431	-
Alinta Energy	554,903	494,696	-10.9%	7,612	6,497	-14.6%	562,515	501,193	-10.9%
EGDC	337	339	0.6%	46	45	-2.2%	383	384	0.3%
Kleenheat	153,478	196,274	27.9%	1,924	2,070	7.6%	155,402	198,344	27.6%
Origin	n/a	6,880	-	n/a	77	-	n/a	6,957	-
Perth Energy	0	4	-	8	116	1,350.0%	8	120	1,400.0%
Synergy	0	0	-	175	173	-1.1%	175	173	-1.1%
Total	708,718	719,044	1.5%	9,765	9,558	-2.1%	718,483	728,602	1.4%

Table 49: Customers covered by the Gas Moratorium in areas supplied through the ATCO distribution networks per retailer 2013 to 2018¹¹⁴

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Residential						
AGL	n/a	n/a	n/a	n/a	n/a	20,844
Alinta Energy	624,122	635,701	628,007	611,002	553,780	494,581
Kleenheat	n/a	n/a	47,350	87,646	153,475	195,508
Origin	n/a	n/a	n/a	n/a	n/a	6,879
Perth Energy	n/a	n/a	n/a	n/a	0	3
Total	624,122	635,701	675,357	698,648	707,255	717,815
Change from previous year	-0.6%	1.9%	6.2%	3.4%	1.2%	1.5%
Business						
AGL	n/a	n/a	n/a	n/a	n/a	531
Alinta Energy	6,541	6,361	6,342	6,766	6,186	5,294
Kleenheat	n/a	n/a	492	735	1,259	1,406
Origin	n/a	n/a	n/a	n/a	n/a	74
Perth Energy	0	0	0	0	0	12
Total	6,541	6,361	6,834	7,501	7,445	7,317
Change from previous year	0.7%	-2.8%	7.4%	9.8%	-0.7%	-1.7%

¹¹⁴ The moratorium prevents Synergy from supplying customers who consume less than 0.18 terajoules of gas per annum on the network operated by ATCO. The moratorium does not apply to other retailers.

Affordability

Table 50: Number and percentage of residential energy customers issued with a bill outside the prescribed timeframes (due to fault of the retailer) per retailer 2013 to 2018

	Number of customers						Percentage of customers					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity												
Horizon Power	- ¹¹⁵	516	108	124	6	1	-	1.4	0.3	0.3	0.0	0.0
Synergy	12,231	3,720	5,935	5,398	7,404	634	1.4	0.4	0.6	0.5	0.8	0.1
Total	12,231	4,236	6,043	5,522	7,410	635	1.3	0.4	0.6	0.5	0.7	0.1
Gas												
AGL	n/a	n/a	n/a	n/a	n/a	12	-	-	-	-	-	0.1
Alinta Energy ¹¹⁶	-	-	-	-	-	2,618	-	-	-	-	-	0.5
EGDC ¹¹⁷	0	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Kleenheat	0	220	25	195	268	257	0.0	1.0	0.1	0.2	0.2	0.1
Origin	n/a	n/a	n/a	n/a	n/a	2	-	-	-	-	-	0.0

¹¹⁵ Horizon Power was not able to report separate values for residential and business customers. The total number of late bills issued in 2012/13 was 19,655.

¹¹⁶ The data provided by Alinta Energy up until 2016/17 relates to the number of bills, not the number of customers. Therefore data for those years has not been included in the table. A total row has also not been included in this table for gas licensees.

¹¹⁷ GTL11 was held by Worley Parsons until 13/3/2014.

Table 51: Number and percentage of business energy customers issued with a bill outside the prescribed timeframes per retailer 2013 to 2018

	Number of customers						Percentage of customers					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity												
AER Retail	n/a	n/a	n/a	0	0	0	-	-	-	0.0	0.0	0.0
Alinta Energy	0	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Amanda Energy	n/a	n/a	n/a	0	0	0	-	-	-	-	0.0	0.0
A-Star	n/a	n/a	0	0	0	0	-	-	0.0	0.0	0.0	0.0
Change Energy	n/a	n/a	n/a	n/a	0	0	-	-	-	-	0.0	0.0
Horizon Power	- ¹¹⁸	637	220	298 ¹¹⁹	28	0	-	6.9	2.7	3.8	0.3	0.0
Kleenheat	n/a	n/a	n/a	0	0	0	-	-	-	0.0	0.0	0.0
Perth Energy	0	0	0	0	0	10	0.0	0.0	0.0	0.0	0.0	1.2
Rottneest Island Authority	0	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Synergy	6,397	1,749	1,273	967	13,260	325	6.5	1.8	1.3	1.0	12.5	0.4
Total	6,397	2,386	1,493	1,265	13,288	335	5.9	2.2	1.3	1.1	11.3	0.3
Gas												
AGL	n/a	n/a	n/a	n/a	n/a	13	-	-	-	-	-	2.2
Alinta Energy ¹²⁰	-	-	-	-	-	298	-	-	-	-	-	4.6
EGDC ¹²¹	0	3	0	0	0	0	0.0	9.1 ¹²²	0.0	0.0	0.0	0.0

¹¹⁸ Horizon Power was not able to report separate values for residential and business customers. The total number of late bills issued in 2012/13 was 19,655.

¹¹⁹ Incorrectly reported as 398 in the 2016 Annual Performance Report.

¹²⁰ The data provided by Alinta Energy up until 2016/17 relates to the number of bills, not the number of customers. Therefore data for those years has not been included in the table. A total row has also not been included in this table for gas licensees.

¹²¹ GTL11 was held by Worley Parsons until 13/3/2014.

¹²² Incorrectly reported as 9.0 in the 2016 Annual Performance Report.

	Number of customers						Percentage of customers					
Kleenheat	0	36	66	58	149	26	0.0	15.5	7.6	3.7	7.7	1.3
Origin	n/a	n/a	n/a	n/a	n/a	0	-	-	-	-	-	0.0
Perth Energy	0	0	0	0	0	1	0.0	0.0	0.0	0.0	0.0	0.9
Synergy	0	0	0	1	2	0	0.0	0.0	0.0	0.7	1.1	0.0

Table 52: Number of residential energy customers on instalment plans per retailer 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
Horizon Power	1,371	1,134	566	1,848	3,084	3,622	1,846	2,714	2,668	2,370
Synergy	21,314	13,229	30,893	34,026	29,098	32,190	22,359	45,343	61,551	66,317
Total	22,685	14,363	31,459	35,874	32,182	35,812	24,205¹²³	48,057	64,219	68,687
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	131
Alinta Energy	18,832	10,031	9,890	8,622	13,119	13,845	14,336	13,542	12,888	11,298
Kleenheat	11	10	13	20	16	372	784	2,291	4,166	6,749
EGDC ¹²⁴	18	17	15	48	4	10	15	0	0	8
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1
Total	18,861	10,058	9,918	8,690	13,139	14,227	15,135	15,833	17,054	18,187

¹²³ Incorrectly reported as 25,230 in the 2016 Annual Performance Report. In 2016, Horizon Power provided a revised figure of 1,846 for the 2015 reporting year, which replaced 2,871. The total for 2015 was not updated in the 2016 report.

¹²⁴ GTL11 was held by Worley Parsons until 13/3/2014.

Table 53: Residential energy customers on instalment plans per retailer 2009 to 2018 (percentage)

	Percentage of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
Horizon Power	4.4	3.7	1.9	5.4	8.6	9.7	4.8 ¹²⁵	7.0	6.8	6.0
Synergy	2.5	1.6	3.5	3.8	3.3	3.5	2.4	4.6	6.4	6.7
Total	2.6	1.6	3.4	3.9	3.5	3.8	2.5¹²⁶	4.7	6.5	6.6
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.6
Alinta Energy	3.2	1.7	1.6	1.4	2.1	2.2	2.3	2.2	2.3	2.3
Kleenheat	1.4	2.3	2.9	3.7	0.2	1.7	1.7	2.6	2.7	3.4
EGDC ¹²⁷	8.5	7.3	5.8	17.2	1.4	3.2	4.3 ¹²⁸	0.0	0.0	2.4
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0
Total	3.2	1.7	1.6	1.4	2.1	2.2	2.2	2.3	2.4	2.5

¹²⁵ Incorrectly reported as 7.5 in the 2016 Annual Performance Report.

¹²⁶ Incorrectly reported as 2.6 in the 2016 Annual Performance Report.

¹²⁷ GTL11 was held by Worley Parsons until 13/3/2014.

¹²⁸ Incorrectly reported as 4.2 in the 2017 Annual Performance Report.

Table 54: Number of business energy customers on instalment plans per retailer 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
AER Retail	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	1
Alinta Energy	0	8	27	32	29	32	43	48	60	68
Amanda Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-	6	5
Change Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	1
Horizon Power	59	286	98	120	197	236	180	210	198	101
Kleenheat	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1	4	9
Perth Energy	0	0	0	0	0	1	2	3	5	5
Rottneest Island Authority	0	0	0	0	0	0	0	0	0	0
Synergy	881	545	920	977	907	1,013	912	1,400	1,665	1,583
Total	940	839	1,045	1,129	1,133	1,282	1,137¹²⁹	1,662¹³⁰	1,938	1,773
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5
Alinta Energy	44	44	23	25	31	34	39	27	22	31
EGDC ¹³¹	0	0	0	0	0	0	0	0	0	0
Kleenheat	1	0	0	0	0	3	30	99	180	184
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Perth Energy	n/a	n/a	0	0	0	0	0	0	0	0
Synergy	0	0	14	3	1	0	1	29	13	13
Total	45	44	37	28	32	37	70	155	215	233

¹²⁹ Incorrectly reported as 1,219 in the 2016 Annual Performance Report. In 2016, Horizon Power provided a revised figure of 180 for the 2015 reporting year, which replaced 262. The total for 2015 was not updated in the 2016 report.

¹³⁰ Incorrectly reported as 1,661 in the 2016 Annual Performance Report.

¹³¹ GTL11 was held by Worley Parsons until 13/3/2014.

Table 55: Business energy customers on instalment plans per retailer 2009 to 2018 (percentage)

	Percentage of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
AER Retail	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0	0.0	8.3
Alinta Energy	0.0	0.9	1.9	2.2	2.1	1.6	1.7	2.0	2.2	2.4
Amanda Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-	6.3	3.6
Change Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0	4.0
Horizon Power	1.0	3.9	1.4	1.5	2.4	2.6	2.2	2.7	2.3	1.3
Kleenheat	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3.6	5.4	8.4
Perth Energy	0.0	0.0	0.0	0.0	0.0	0.4	0.5	0.5	1.7	0.6
Rottneest Island Authority	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Synergy	1.0	0.6	1.0	1.1	0.9	1.0	0.9	1.4	1.6	1.7
Total	1.0	0.8	1.0	1.2	1.0	1.2	1.0¹³²	1.5	1.6	1.7
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.9
Alinta Energy	0.5	0.5	0.3	0.3	0.4	0.4	0.5	0.3	0.3	0.5
EGDC ¹³³	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Kleenheat	5.3	0.0	0.0	0.0	0.0	1.3	3.4	6.4	9.4	8.9
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0
Perth Energy	n/a	n/a	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Synergy	0.0	0.0	11.8	2.7	0.7	0.0	0.9	21.2	7.4	7.5
Total	0.6	0.5	0.4	0.3	0.4	0.4	0.8	1.5	2.2	2.4

¹³² Incorrectly reported as 1.1 in the 2015 Annual Performance Report.

¹³³ GTL11 was held by Worley Parsons until 13/3/2014.

Table 56: Residential and business electricity customers who have been granted additional time to pay a bill per retailer 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Residential										
Horizon Power	3,138	4,589	7,790	13,022	8,781	6,040	1,408 ¹³⁴	5,113	6,161	6,165
Synergy	68,158	82,223	96,148	90,262	87,601	80,264	83,086	107,167	100,258	123,654
Total	71,296	86,812	103,938	103,284	96,382	86,304	84,494¹³⁵	112,280	106,419	129,819
Business										
AER Retail	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	1
Alinta Energy	37	45	48	0	45	55	78	0	125	130
Amanda Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-	6	5
Change Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0
Horizon Power	212	736	1,372	1,573	1,420	964	417	842	893	786
Kleenheat	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1	12	7
Perth Energy	0	0	0	0	0	5	10	7	5	39
Rottnest Island Authority	0	0	0	0	0	0	0	0	0	0
Synergy	2,131	7,411	6,867	8,069	6,296	5,158	5,089	6,986	7,100	7,934
Total	2,380	8,192	8,287	9,642	7,761	6,182	5,594¹³⁶	7,836¹³⁷	8,141	8,902

¹³⁴ Incorrectly reported as 8,147 in the 2016 Annual Performance Report. Horizon Power had reported 8,147 for the 2015 Annual Performance Report, but revised this figure in 2016 to 1,408. Horizon advised that the data reported up until the 2015 report included all instances of payment extensions, rather than the number of accounts.

¹³⁵ Incorrectly reported as 91,233 in the 2016 Annual Performance Report. Refer to footnote 133.

¹³⁶ Incorrectly reported as 6,571 in the 2016 Annual Performance Report. In 2016, Horizon Power provided a revised figure of 417 for the 2015 reporting year, which replaced 1,394. The total for 2015 was not updated in the 2016 report.

¹³⁷ Value has changed from 7,835 in last year's report as Kleenheat's data was not included in the table last year.

Table 57: Residential and business electricity customers who have been granted additional time to pay a bill per retailer 2009 to 2018 (percentage)

	Percentage of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Residential										
Horizon Power	10.0	15.0	25.6	38.3	24.4	16.2	3.7 ¹³⁸	13.1	15.6	15.6
Synergy	8.0	9.7	10.8	10.1	9.8	8.8	8.9	10.9	10.5	12.4
Total	8.1	9.8	11.3	11.1	10.4	9.1	8.7¹³⁹	11.0	10.7	12.5
Business										
AER Retail	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0	0.0	8.3
Alinta Energy	4.0	5.0	3.3	0.0	3.3	2.8	3.1	0.0	4.5	4.5
Amanda Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-	6.3	3.6
Change Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0	0.0
Horizon Power	3.6	10.2	19.2	19.8	17.6	10.4	5.1	10.7	10.4	10.2
Kleenheat	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3.6	16.2	6.5
Perth Energy	0.0	0.0	0.0	0.0	0.0	2.2	2.7 ¹⁴⁰	1.2	1.7	4.5
Rottneest Island Authority	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Synergy	2.5	8.1	7.5	9.2	6.4	5.2	5.1	7.0	6.7	8.6
Total	2.6	8.2	8.2	9.9	7.2	5.6	5.9¹⁴¹	7.1	6.9	8.6

¹³⁸ Incorrectly reported as 21.3 in the 2016 Annual Performance Report. Refer to footnote 133.

¹³⁹ Incorrectly reported as 9.4 in the 2016 Annual Performance Report. Refer to footnote 133.

¹⁴⁰ Incorrectly reported as 2.8 in the 2016 Annual Performance Report.

¹⁴¹ Incorrectly reported as 5.0 in the 2016 Annual Performance Report.

Table 58: Number of residential and business gas customers who have been granted additional time to pay a bill per retailer 2009 to 2018¹⁴²

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Residential										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	616
Alinta Energy	n/a	n/a	n/a	n/a	61,204	75,523	68,166	98,585	108,831	92,072
EGDC ¹⁴³	n/a	n/a	n/a	n/a	20	10	15	0	3	2
Kleenheat	n/a	n/a	n/a	n/a	0	102	284	679	2,197	1,790
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	36
Total	n/a	n/a	n/a	n/a	61,224	75,635	68,465	99,264	111,031	94,516
Business										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	33
Alinta Energy	n/a	n/a	n/a	n/a	748	1,307	1,054	1,660	1,697	1,483
EGDC ¹⁴⁴	n/a	n/a	n/a	n/a	2	0	0	0	0	0
Kleenheat	n/a	n/a	n/a	n/a	0	17	35	1	21	63
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1
Perth Energy	n/a	n/a	n/a	n/a	0	0	0	0	0	0
Synergy	n/a	n/a	n/a	n/a	130	0	19	93	35	31
Total	n/a	n/a	n/a	n/a	880	1,324	1,108	1,754	1,753	1,611

¹⁴² Gas licensees did not start reporting on this indicator until 2012/13.¹⁴³ GTL11 was held by Worley Parsons until 13/3/2014.¹⁴⁴ GTL11 was held by Worley Parsons until 13/3/2014.

Table 59: Residential and business gas customers who have been granted additional time to pay a bill per retailer 2009 to 2018 (percentage)¹⁴⁵

	Percentage of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Residential										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3.0
Alinta Energy	n/a	n/a	n/a	n/a	9.8	11.9	10.9	16.1	19.6	18.6
EGDC ¹⁴⁶	n/a	n/a	n/a	n/a	6.8	3.2	4.3	0.0	0.9	0.6
Kleenheat	n/a	n/a	n/a	n/a	0.0	0.5	0.6	0.8	1.4	0.9
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.5
Total	n/a	n/a	n/a	n/a	9.7	11.5	10.1	14.2	15.7	13.1
Business										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5.7
Alinta Energy	n/a	n/a	n/a	n/a	9.0	15.8	13.0	20.0	22.3	22.8
EGDC ¹⁴⁷	n/a	n/a	n/a	n/a	5.6	0.0	0.0	0.0	0.0	0.0
Kleenheat	n/a	n/a	n/a	n/a	0.0	7.3	4.0	0.1	1.1	3.0
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1.3
Perth Energy	n/a	n/a	n/a	n/a	-	-	-	-	0.0	0.0
Synergy	n/a	n/a	n/a	n/a	92.2	0.0	17.8	67.9	20.0	17.9
Total	n/a	n/a	n/a	n/a	10.3	15.3	12.1	17.4	18.0	16.9

¹⁴⁵ Gas licensees did not start reporting on this indicator until 2012/13.¹⁴⁶ GTL11 was held by Worley Parsons until 13/3/2014.¹⁴⁷ GTL11 was held by Worley Parsons until 13/3/2014.

Table 60: Number of residential and business energy customers with direct debit plans terminated as result of default per retailer 2013 to 2018

	2012/13		2013/14		2014/15		2015/16		2016/17		2017/18	
	Residential	Business	Residential	Business	Residential	Business	Residential	Business	Residential	Business	Residential	Business
Electricity												
Horizon Power	27	0	39	0	17	1	0	0	0	0	0	0
Synergy	5,093	169	5,707	206	7,968	315	11,742	485	18,258	770	11,423	532
Perth Energy	n/a	0	n/a	0	n/a	0	n/a	0	n/a	2	0	4
Total	5,120	169	5,746	207	7,985	316	11,742	485	18,258	770	11,423	537
Gas												
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	237	2
Alinta Energy	722	2	238	1	893	5	1,128	3	1,053	3	1,902	2
EGDC ¹⁴⁸	0	0	0	0	0	0	0	0	0	0	0	0
Kleenheat	0	0	0	0	0	0	0	0	0	0	0	0
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61	0
Perth Energy	0	0	0	0	0	0	0	0	0	0	0	4
Synergy	n/a	1	n/a	0	n/a	1	n/a	1	n/a	2	n/a	1
Total	722	3	238	1	893	6	1,128	4	1,053	5	298	7

¹⁴⁸ GTL11 was held by Worley Parsons until 13/3/2014.

Hardship programs

Table 61: Number and percentage of residential energy customers on a retailer's hardship program as at 30 June 2017 and 2018 per retailer

	Number of customers		Percentage of customers	
	2016/17	2017/18	2016/17	2017/18
Electricity				
Horizon Power	1,150	912	2.9	2.3
Synergy	20,798 ¹⁴⁹	30,640	2.2 ¹⁵⁰	3.1
Total	21,948¹⁵¹	31,552	2.2¹⁵²	3.0
Gas				
AGL	n/a	4	n/a	0.0
Alinta Energy	5,272	4,434	1.0	0.9
EGDC ¹⁵³	6	4	1.8	1.2
Kleenheat	391	790	0.3	0.4
Origin	n/a	0	n/a	0.0
Perth Energy ¹⁵⁴	-	0	-	0.0
Total	5,669	5,232	0.8	0.7

¹⁴⁹ Synergy advised in 2018 that they incorrectly reported this figure as 9,029 in 2017.

¹⁵⁰ As a result of the updated figure (provided in 2017/18) from Synergy, this figure has changed from 0.9 to 2.2.

¹⁵¹ As a result of the updated figure provided by Synergy in 2018, this figure has been updated from 10,179 to 21,948.

¹⁵² As a result of the updated figure (provided in 2017/18) from Synergy, this figure has changed from 1.0 to 2.2.

¹⁵³ GTL11 was held by Worley Parsons until 13/3/2014.

¹⁵⁴ Perth Energy did not have any residential gas customers in 2016/17.

Table 62: Average energy bill debt of residential hardship program customers as at 30 June 2017 and 2018 per retailer

	2016/17	2017/18
Electricity		
Horizon Power	\$859	\$946
Synergy	\$612 ¹⁵⁵	\$461
Total	\$625¹⁵⁶	\$475
Gas		
AGL	n/a	\$101
Alinta Energy	\$246	\$312
EGDC ¹⁵⁷	\$381	\$0
Kleenheat	\$126 ¹⁵⁸	\$140
Total	\$238¹⁵⁹	\$286

Table 63: Number of residential hardship program customers who are also energy concession customers as at 30 June 2018 per retailer

	2017/18
Electricity	
Horizon Power	553
Synergy	16,307
Total	16,860

¹⁵⁵ Synergy advised in 2018 that they incorrectly reported this figure as \$563 in 2017.

¹⁵⁶ As a result of the updated figure provided by Synergy in 2018, the average bill debt for 2017 has been updated from \$596 to \$625.

¹⁵⁷ GTL11 was held by Worley Parsons until 13/3/2014.

¹⁵⁸ Kleenheat advised in 2018 that they incorrectly reported this figure as \$232 in 2017.

¹⁵⁹ As a result of the updated figures (provided in 2018-17) for Kleenheat, this figure has changed from \$245 to \$238.

Table 64: Number of residential customers denied access to the hardship program during the reporting year per retailer

	2017/18
Electricity	
Horizon Power	94
Synergy	2,936
Total	3,030
Gas	
AGL	0
Alinta Energy	43
EGDC ¹⁶⁰	0
Kleenheat	0
Origin	0
Perth Energy	0
Total	43

¹⁶⁰ GTL11 was held by Worley Parsons until 13/3/2014.

Table 65: 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 per retailer ¹⁶¹

	2017/18
Electricity	
Horizon Power	\$862
Synergy	\$513
Total	\$531
Gas	
AGL	\$86
Alinta Energy	\$229
EGDC ¹⁶²	\$619
Kleenheat	\$267
Total	\$230

¹⁶¹ Origin and Perth Energy did not report any customers having entered the hardship program during the reporting year.

¹⁶² GTL11 was held by Worley Parsons until 13/3/2014.

Table 66: Number of residential hardship program customers who entered the hardship program during the reporting year with an energy bill debt (as at the time of entering the hardship program) that was between \$0 and \$500 per retailer

	2017/18
Electricity	
Horizon Power	157
Synergy	11,000
Total	11,157
Gas	
AGL	4
Alinta Energy	10,283
EGDC ¹⁶³	3
Kleenheat	352
Total	10,642

¹⁶³ GTL11 was held by Worley Parsons until 13/3/2014.

Table 67: Number of residential hardship program customers who entered the hardship program during the reporting year with an energy bill debt (as at the time of entering the hardship program) that was over \$500 but less than \$1,500 per retailer

	2017/18
Electricity	
Horizon Power	604
Synergy	4,179
Total	4,783
Gas	
AGL	0
Alinta Energy	1,644
EGDC ¹⁶⁴	4
Kleenheat	58
Total	1,706

¹⁶⁴ GTL11 was held by Worley Parsons until 13/3/2014.

Table 68: Number of residential hardship program customers who entered the hardship program with an energy bill debt (as at the time of entering the hardship program) that was over \$1,500 but less than \$2,500 per retailer

	2017/18
Electricity	
Horizon Power	149
Synergy	968
Total	1,117
Gas	
AGL	0
Alinta Energy	100
EGDC ¹⁶⁵	0
Kleenheat	1
Total	101

¹⁶⁵ GTL11 was held by Worley Parsons until 13/3/2014.

Table 69: Number of residential hardship program customers who entered the hardship program with an energy bill debt (as at the time of entering the hardship program) that was \$2,500 or more per retailer

	2017/18
Electricity	
Horizon Power	2
Synergy	983
Total	985
Gas	
AGL	0
Alinta Energy	24
EGDC ¹⁶⁶	0
Kleenheat	0
Total	24

¹⁶⁶ GTL11 was held by Worley Parsons until 13/3/2014.

Table 70: Number of residential hardship program customers who entered the hardship program during the reporting year per retailer (calculated from four bill debt category indicators in Table 66, Table 67, Table 68 and Table 69)¹⁶⁷

	2017/18
Electricity	
Horizon Power	912
Synergy	17,130
Total	18,042
Gas	
AGL	4
Alinta Energy	12,051
EGDC ¹⁶⁸	7
Kleenheat	411
Total	12,473

¹⁶⁷ Origin and Perth Energy did not report any customers having entered the hardship program during the reporting year.

¹⁶⁸ GTL11 was held by Worley Parsons until 13/3/2014.

Table 71: Number of residential hardship program customers (per retailer) using an instalment plan (excluding those who make their payment plan payments using Centrepay) as at 30 June 2018

	2017/18
Electricity	
Horizon Power	609
Synergy	10,013
Total	10,622
Gas	
AGL	4
Alinta Energy	148
EGDC ¹⁶⁹	0
Kleenheat	243
Origin	0
Total	395

¹⁶⁹ GTL11 was held by Worley Parsons until 13/3/2014.

Table 72: Number of residential hardship program customers (per retailer) using Centrepay as at 30 June 2018

	2017/18
Electricity	
Horizon Power	458
Synergy	5,582
Total	6,040
Gas	
AGL	0
Alinta Energy	1,629
EGDC ¹⁷⁰	4
Kleenheat	544
Origin	0
Total	2,177

¹⁷⁰ GTL11 was held by Worley Parsons until 13/3/2014.

Table 73: Number of residential customers (per retailer) who exited the hardship program during the reporting year

	2017/18
Electricity	
Horizon Power	532
Synergy	18,670
Total	19,202
Gas	
AGL	1
Alinta Energy	15,454
EGDC ¹⁷¹	3
Kleenheat	462
Origin	0
Total	15,920

¹⁷¹ GTL11 was held by Worley Parsons until 13/3/2014.

Table 74: Number of residential customers (per retailer) who exited the hardship program during the reporting year, who successfully completed the hardship program or exited the program by agreement with the retailer

	2017/18
Electricity	
Horizon Power	110
Synergy	17,132
Total	17,242
Gas	
AGL	0
Alinta Energy	11,035
EGDC ¹⁷²	2
Kleenheat	31
Origin	0
Total	11,068

¹⁷² GTL11 was held by Worley Parsons until 13/3/2014.

Table 75: Number of residential customers (per retailer) who exited the hardship program during the reporting year, who were excluded or removed from the program for non-compliance¹⁷³

	2017/18
Electricity	
Horizon Power	486
Synergy	1,682
Total	2,168
Gas	
AGL	1
Alinta Energy	4,419
EGDC ¹⁷⁴	0
Kleenheat	355
Origin	0
Total	4,775

¹⁷³ For example, where the customer did not make the required payments, or where they failed to contact the retailer.

¹⁷⁴ GTL11 was held by Worley Parsons until 13/3/2014.

Table 76: Number of residential customers (per retailer) who exited the hardship program during the reporting year, who switched, transferred or left the retailer

	2017/18
Electricity	
Horizon Power	132
Synergy	0
Total	132
Gas	
AGL	0
Alinta Energy	4,189
EGDC ¹⁷⁵	2
Kleenheat	131
Origin	0
Total	4,322

¹⁷⁵ GTL11 was held by Worley Parsons until 13/3/2014.

Table 77: Number of residential customers (per retailer) 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 the previous reporting year

	2017/18
Electricity	
Horizon Power	14
Synergy	1,076
Total	1,090
Gas	
AGL	0
Alinta Energy	4,316
EGDC ¹⁷⁶	2
Kleenheat	8
Origin	0
Total	4,326

¹⁷⁶ GTL11 was held by Worley Parsons until 13/3/2014.

Table 78: Number of residential customers (per retailer) who successfully completed the hardship program or exited the program by agreement with the retailer in the reporting year or previous reporting year, who were re-connected in the same name and at the same address within seven days of disconnection for non-payment

	2017/18
Electricity	
Horizon Power	10
Synergy	461
Total	471
Gas	
AGL	0
Alinta Energy	970
EGDC ¹⁷⁷	0
Kleenheat	4
Origin	0
Total	974

¹⁷⁷ GTL11 was held by Worley Parsons until 13/3/2014.

Energy bill debt

Table 79: Residential energy customers (excluding hardship program customers) repaying an energy bill debt as at 30 June 2017 and 2018 per retailer

	Number of customers		Percentage of customers	
	2016/17	2017/18	2016/17	2017/18
Electricity				
Horizon Power	985	1,498	2.5	3.8
Synergy	21,867	10,669	2.3	1.1
Total	22,852	12,167	2.3	1.2
Gas				
AGL	n/a	261	n/a	1.3
Alinta Energy	15,579	1,318	2.8	0.3
EGDC ¹⁷⁸	1	2	0.3	0.6
Kleenheat	570 ¹⁷⁹	1,497	0.4 ¹⁸⁰	0.8
Origin	n/a	42	n/a	0.6
Perth Energy ¹⁸¹	-	0	-	0
Total	16,150¹⁸²	3,120	2.3¹⁸³	0.4

¹⁷⁸ GTL11 was held by Worley Parsons until 13/3/2014.

¹⁷⁹ Kleenheat advised in 2018 that they incorrectly reported this figure as 3,063 in 2017.

¹⁸⁰ As a result of the updated figures (provided in 2017/18) from Kleenheat, this figure has changed from 2.0 to 0.4.

¹⁸¹ Perth Energy did not have any residential gas customers in 2016/17.

¹⁸² As a result of the updated figures (provided in 2017/18) from Kleenheat, this figure has changed from 18,643 to 16,150.

¹⁸³ As a result of the updated figures (provided in 2017/18) from Kleenheat, this figure has changed from 2.6 to 2.3

Table 80: Number of business energy customers repaying an energy bill debt as at 30 June 2017 and 2018 per retailer

	Number of customers		Percentage of customers	
	2016/17	2017/18	2016/17	2017/18
Electricity				
AER Retail	0	1	0.0	8.3
Alinta Energy	10	303	0.4	10.6
Amanda Energy	17	13	17.9	9.4
Change Energy	0	0	0.0	0.0
Horizon Power	148	211	1.7	2.7
Kleenheat	1 ¹⁸⁴	0	1.4 ¹⁸⁵	0.0
Perth Energy	5	3	1.7	0.3
Rottneest Island Authority	0	0	0.0	0.0
Synergy	1,984	1,739	1.9	1.9
Total	2,165¹⁸⁶	2,270	1.8	2.2
Gas				
AGL	n/a	27	n/a	4.7
Alinta Energy	226	12	3.0	0.2
EGDC ¹⁸⁷	0	0	0.0	0.0
Kleenheat	2 ¹⁸⁸	19	0.1 ¹⁸⁹	0.9

¹⁸⁴ Kleenheat advised in 2018 that they incorrectly reported this figure as 7 in 2017.

¹⁸⁵ As a result of the updated figures (provided in 2017/18) from Kleenheat, this figure has changed from 9.5 to 1.4.

¹⁸⁶ As a result of the updated figures (provided in 2017/18) from Kleenheat, this figure has changed from 2,171 to 2,165.

¹⁸⁷ GTL11 was held by Worley Parsons until 13/3/2014.

¹⁸⁸ Kleenheat advised in 2018 that they incorrectly reported this figure as 43 in 2017.

¹⁸⁹ As a result of the updated figures (provided in 2017/18) from Kleenheat, this figure has changed from 2.2 to 0.1.

	Number of customers		Percentage of customers	
Origin	n/a	0	n/a	0.0
Perth Energy	0	0	0.0	0.0
Synergy	58	10	33.1	5.8
Total	286¹⁹⁰	68	2.9¹⁹¹	0.7

¹⁹⁰ As a result of the updated figures (provided in 2017/18) from Kleenheat, this figure has changed from 327 to 286.

¹⁹¹ As a result of the updated figures (provided in 2017/18) from Kleenheat, this figure has changed from 3.3 to 2.9.

Table 81: Number of residential energy customers using Centrelink's Centrepay to pay energy bills as at 30 June 2017 and 2018 per retailer

	Number of customers		Percentage of customers	
	2016/17	2017/18	2016/17	2017/18
Electricity				
Horizon Power	3,036 ¹⁹²	3,119	7.7 ¹⁹³	7.9
Synergy	19,059	20,273	2.0	2.0
Total	22,095¹⁹⁴	23,392	2.2¹⁹⁵	2.3
Gas				
AGL	n/a	99	n/a	0.5
Alinta Energy	13,492	10,176	2.4	2.1
EGDC ¹⁹⁶	84	86	24.9	25.4
Kleenheat	924	1,368	0.6	0.7
Origin	n/a	2	n/a	0.0
Perth Energy ¹⁹⁷	-	0	-	0.0
Total	14,500	11,731	2.0	1.6

¹⁹² Horizon Power advised in 2018 that they incorrectly reported this figure as 197 in 2017.

¹⁹³ As a result of the updated figures (provided in 2017/18) from Horizon Power, this has changed from 0.5 to 7.7.

¹⁹⁴ As a result of the updated figures (provided in 2017/18) from Horizon Power, this has changed from 19,256 to 22,095.

¹⁹⁵ As a result of the updated figures (provided in 2017/18) from Horizon Power, this has changed from 1.9 to 2.2.

¹⁹⁶ GTL11 was held by Worley Parsons until 13/3/2014.

¹⁹⁷ Perth Energy did not have any residential gas customers in 2016/17.

Table 82: Average amount of bill debt for residential energy customers (excluding hardship program customers) as at 30 June 2017 and 2018 per retailer

	2016/17	2017/18
Electricity		
Horizon Power	\$850	\$715
Synergy	\$363	\$396
Total	\$384	\$435
Gas		
AGL	n/a	\$136
Alinta Energy	\$47	\$88
EGDC ¹⁹⁸	\$220	\$234
Kleenheat	\$76 ¹⁹⁹	\$89
Origin	n/a	\$103
Perth Energy ²⁰⁰	-	-
Total	\$48²⁰¹	\$93

¹⁹⁸ GTL11 was held by Worley Parsons until 13/3/2014.

¹⁹⁹ Kleenheat advised in 2018 that they incorrectly reported this figure as \$157 in 2017.

²⁰⁰ Perth Energy did not have any residential gas customers in 2016/17 and did not have any residential gas customers with an energy bill debt in 2017/18.

²⁰¹ As a result of the updated figures (provided in 2017/18) from Kleenheat, this figure has changed from \$65 to \$48.

Table 83: Average amount of bill debt for business energy customers as at 30 June 2017 and 2018 per retailer

	2016/17	2017/18
Electricity		
AER Retail	\$0	\$3,000
Alinta Energy	\$1,450	\$1,390
Amanda Energy	\$2,061	\$3,432
Horizon Power	\$3,379	\$3,931
Kleenheat	\$2,930 ²⁰²	\$0
Perth Energy	\$2,285	\$0
Synergy	\$893	\$1,094
Total	\$1,079²⁰³	\$1,409
Gas		
AGL	n/a	\$367
Alinta Energy	\$510	\$541
EGDC ²⁰⁴	_ ²⁰⁵	\$1,185
Kleenheat	\$272 ²⁰⁶	\$391
Synergy	\$1,804	\$902
Total	\$771²⁰⁷	\$342

²⁰² Kleenheat advised in 2018 that they incorrectly reported this figure as \$2,536 in 2017.

²⁰³ As a result of the updated figures (provided in 2017/18) from Kleenheat, this figure has changed from \$1,083 to \$1,079.

²⁰⁴ GTL11 was held by Worley Parsons until 13/3/2014.

²⁰⁵ EGDC were unable to provide a figure for 30 June 2017.

²⁰⁶ Kleenheat advised in 2018 that they incorrectly reported this figure as \$377 in 2017.

²⁰⁷ As a result of the updated figures (provided in 2017/18) from Kleenheat, this figure has changed from \$722 to \$771

Table 84: Number of residential energy customers (excluding hardship program customers) with a bill debt that is over \$500 but less than \$1,500 as at 30 June 2017 and 2018 per retailer

	2017/18
Electricity	
Horizon Power	860
Synergy	1038
Total	1,898
Gas	
AGL	7
Alinta Energy	509
EGDC ²⁰⁸	0
Kleenheat	4
Origin	0
Total	520

²⁰⁸ GTL11 was held by Worley Parsons until 13/3/2014.

Table 85: Number of residential energy customers (excluding hardship program customers) with a bill debt that is over \$1,500 but less than \$2,500 as at 30 June 2017 and 2018 per retailer

	2017/18
Electricity	
Horizon Power	212
Synergy	165
Total	377
Gas	
AGL	0
Alinta Energy	24
EGDC ²⁰⁹	0
Kleenheat	0
Origin	0
Total	24

²⁰⁹ GTL11 was held by Worley Parsons until 13/3/2014.

Table 86: Number of residential energy customers (excluding hardship program customers) with a bill debt that is over \$2,500 as at 30 June 2017 and 2018 per retailer

	2017/18
Electricity	
Horizon Power	135
Synergy	161
Total	296
Gas	
AGL	0
Alinta Energy	8
EGDC ²¹⁰	0
Kleenheat	0
Origin	0
Total	8

²¹⁰ GTL11 was held by Worley Parsons until 13/3/2014.

Table 87: Number of residential energy customers (excluding hardship program customers) on an instalment plan as at 30 June 2018 per retailer

	2017/18
Electricity	
Horizon Power	929
Synergy	4,853
Total	5,782
Gas	
AGL	37
Alinta Energy	7,971
EGDC ²¹¹	18
Kleenheat	3,072
Origin	1
Perth Energy	0
Total	11,099

²¹¹ GTL11 was held by Worley Parsons until 13/3/2014.

Table 88: Number of residential energy customers (excluding hardship program customers) who during the reporting year had their instalment plan cancelled by the retailer for non-payment per retailer

	2017/18
Electricity	
Horizon Power	1,912
Synergy	28,912
Total	30,824
Gas	
AGL	79
Alinta Energy	1,956
EGDC ²¹²	0
Kleenheat	2,983
Origin	0
Perth Energy	0
Total	5,018

²¹² GTL11 was held by Worley Parsons until 13/3/2014.

Table 89: Number of residential energy customers (excluding hardship program customers) who during the reporting year successfully completed their instalment plan per retailer

	2017/18
Electricity	
Horizon Power	736
Synergy	28,249
Total	28,985
Gas	
AGL	25
Alinta Energy	4,816
EGDC ²¹³	2
Kleenheat	1,680
Origin	0
Perth Energy	0
Total	6,523

²¹³ GTL11 was held by Worley Parsons until 13/3/2014.

Table 90: Inter-jurisdictional comparison: percentage of residential energy customers (excluding hardship customers) repaying an energy bill debt as at 30 June 2017 and 2018 per retailer

	2016/17	2017/18
Electricity		
New South Wales	2.6	2.1
South Australia	3.3	2.7
Western Australia	2.3	1.2
Gas		
New South Wales	3.3	2.8
South Australia	3.2	2.4
Western Australia	2.3²¹⁴	0.4

²¹⁴ As a result of the updated figures (provided in 2017/18) from Kleenheat, this figure has changed from 2.6 to 2.3.

Disconnections and reconnections

Table 91: Number of residential energy customers disconnected for a failure to pay a bill per retailer 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
Horizon Power	615	604	664	328	424	1,132	1,084	1,705	1,826	1,943
Synergy	4,188	2,744	7,631	7,723	6,322	8,103	8,328	8,069	14,109	17,800
Total	4,803	3,348	8,295	8,051	6,746	9,235	9,412	9,774	15,935	19,743
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Alinta Energy	16,803	17,223	10,841	9,557	10,712	9,930	14,530	15,044	14,970	13,161
EGDC ²¹⁵	2	9	7	0	5	6	15	5	6	8
Kleenheat	0	0	0	0	7	229	639	1,600	2,121	1,744
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Total	16,805	17,232	10,848	9,557	10,724	10,165	15,184	16,649	17,097	14,913

²¹⁵ GTL11 was held by Worley Parsons until 13/3/2014.

Table 92: Residential energy customers disconnected for a failure to pay a bill per retailer 2009 to 2018 (percentage)

	Percentage of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
Horizon Power	1.95	1.97	2.19	0.96	1.18	3.03	2.83	4.38	4.64	4.93
Synergy	0.49	0.32	0.86	0.86	0.71	0.89	0.89	0.82	1.48	1.79
Total	0.55	0.38	0.90	0.87	0.72	0.97	0.97	0.96	1.60	1.91
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0
Alinta Energy	2.88	2.85	1.76	1.52	1.72	1.56	2.31	2.46	2.70	2.66
EGDC ²¹⁶	0.95	3.86	2.70	0.0	1.69	1.94	4.29	1.53	1.78	2.36
Kleenheat	0.0	0.0	0.0	0.0	0.09	1.06	1.35	1.83	1.38	0.89
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0
Total	2.87	2.85	1.76	1.52	1.69	1.55	2.25	2.38	2.41	2.07

²¹⁶ GTL11 was held by Worley Parsons until 13/3/2014.

Table 93: Additional residential electricity disconnection indicators per retailer 2013 to 2018

	Number of customers						Percentage of disconnections					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Previously the subject of an instalment plan												
Horizon Power	169	489	375	617	729	712	39.9	43.2	34.6	36.2	39.9	36.6
Synergy	2,193	2,559	3,533	3,678	8,337	14,139	34.7	31.6	42.4	45.6	59.1	79.4
Total	2,362	3,048	3,908	4,295	9,066	14,851	35.0	33.0	41.5	43.9	56.9	75.2
Disconnected at the same supply address within the past 24 months												
Horizon Power	29	85	181	475	983	1,136	6.8	7.5	16.7	27.9	53.8	58.5
Synergy	1,170	1,284	1,397	1,254	2,022	4,897	18.5	15.8	16.8	15.5	14.3	27.5
Total	1,199	1,369	1,578	1,729	3,005	6,033	17.8	14.8	16.8	17.7	18.9	30.6
Concession card holders												
Horizon Power	48	291	284	214	451	414	11.3 ²¹⁷	25.7	26.2	12.6	24.7	21.3
Synergy	1,853	2,237	2,595	2,662	5,354	6,206	29.3	27.6	31.2	33.0	37.9	34.9
Total	1,901	2,528	2,879	2,876	5,805	6,620	28.2	27.4	30.6	29.4	36.4	33.5

²¹⁷ Incorrectly reported as 6.8 in the 2013 Annual Performance Report.

Table 94: Additional residential gas disconnection indicators per retailer 2013 to 2018

	Number of customers						Percentage of disconnections					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Previously the subject of an instalment plan												
AGL	n/a	n/a	n/a	n/a	n/a	n/a	-	-	-	-	-	-
Alinta Energy	477	761	1,786	1,425	1,375	2,018	4.5	7.7	12.3	9.5	9.2	15.3
Kleenheat	0	24	55	536	885	979	0.0	10.5	8.6	33.5	41.7	56.1
EGDC ²¹⁸	0	0	3	0	0	0	0.0	0.0	20.0	0.0	0.0	0.0
Origin	n/a	n/a	n/a	n/a	n/a	n/a	-	-	-	-	-	-
Total	477	785²¹⁹	1,844	1,961	2,260	2,997	4.5	7.7	12.1	11.8	13.2	20.1
Disconnected at the same supply address within the past 24 months												
AGL	n/a	n/a	n/a	n/a	n/a	n/a	-	-	-	-	-	-
Alinta Energy	2,806	2,510	2,990	3,685	3,943	5,235	26.2	25.3	20.6	24.5	26.3	39.8
Kleenheat	0	29	88	163	575	574	0.0	12.7	13.8	10.2	27.1	32.9
EGDC ²²⁰	0	0	2	0	1	0	0.0	0.0	13.3	0.0	16.7	0.0
Origin	n/a	n/a	n/a	n/a	n/a	n/a	-	-	-	-	-	-
Total	2,806	2,539	3,080	3,848	4,519	5,809	26.2	25.0	20.3	23.1	26.4	39.0

²¹⁸ GTL11 was held by Worley Parsons until 13/3/2014.

²¹⁹ Incorrectly reported as 327 in the 2016 Annual Performance Report.

²²⁰ GTL11 was held by Worley Parsons until 13/3/2014.

Table 95: Number of business energy customers disconnected for a failure to pay a bill per retailer 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
AER Retail	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0
Alinta Energy	0	0	0	10	11	7	10	21	16	11
Amanda Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	1
Change Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0
Horizon Power	33	132	19	11	7	38	41	128	144	124
Kleenheat	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	2	2
Perth Energy	0	0	0	0	0	4	3	2	4	15
Rottneest Island Authority	0	0	0	0	0	0	0	0	0	0
Synergy	165	183	499	436	450	565	560	616	719	1,026
Total	198	315	518	457	468	614	614	767	885	1,179
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Alinta Energy	132	158	86	97	132	141	154	201	177	147
EGDC ²²¹	0	0	0	0	0	0	0	0	0	0
Kleenheat	0	0	0	0	0	1	9	42	82	30
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Perth Energy	n/a	n/a	0	0	0	0	0	0	0	0
Synergy	0	0	0	0	0	0	3	1	1	0
Total	132	158	86	97	132	142	166²²²	244²²³	260	177

²²¹ GTL11 was held by Worley Parsons until 13/3/2014.

²²² This was previously reported as 163 (as Synergy was not included in the table).

²²³ This was previously reported as 243 (as Synergy was not included in the table).

Table 96: Business energy customers disconnected for a failure to pay a bill per retailer 2009 to 2018 (percentage)

	Percentage of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
AER Retail	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0	0.0	0.0
Alinta Energy	0.0	0.0	0.0	0.69	0.81	0.36	0.39	0.86	0.58	0.38
Amanda Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0.0	0.72
Change Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0	0.0
Horizon Power	0.56	1.82	0.27	0.14	0.09	0.41	0.50	1.63	1.68	1.61
Kleenheat	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	2.70	1.87
Perth Energy	0.0	0.0	0.0	0.0	0.0	1.75	0.82	0.33	1.33	1.73
Rottneest Island Authority	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Synergy	0.20	0.20	0.54	0.50	0.46	0.57	0.56	0.62	0.68	1.11
Total	0.22	0.31	0.52	0.47	0.43	0.55	0.55	0.70	0.75	1.14
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0
Alinta Energy	1.65	1.93	1.03	1.15	1.58	1.70	1.89	2.42	2.33	2.26
EGDC ²²⁴	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Kleenheat	0.0	0.0	0.0	0.0	0.0	0.43	1.03	2.70	4.26	1.45
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0
Perth Energy	n/a	n/a	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Synergy	0.0	0.0	0.0	0.0	0.0	0.0	2.80	0.73	0.57	0.0
Total	1.62	1.89	1.01	1.13	1.54	1.65	1.82²²⁵	2.43²²⁶	2.66	1.85

²²⁴ GTL11 was held by Worley Parsons until 13/3/2014.

²²⁵ This was previously reported as 1.78 (as Synergy was not included in the table).

²²⁶ This was previously reported as 2.42 (as Synergy was not included in the table).

Table 97: Number of residential energy customers reconnected at the same supply address within seven days of disconnection per retailer 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
Horizon Power	350	145	120	55	30	222	231	694	958	1,009
Synergy	1,173	718	4,366	4,530	4,022	5,280	5,804	5,665	8,635	7,281
Total	1,523	863	4,486	4,585	4,055	5,502	6,035	6,359	9,593	8,290
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Alinta Energy	13,153	11,028	2,615	3,236	4,144	3,568	5,994	6,666	6,252	5,899
EGDC ²²⁷	0	1	0	-	0	4	5	3	0	0
Kleenheat	-	-	-	-	4	101	273	629	1,095	1,133
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Total	13,153	11,029	2,615	3,236	4,148	3,673	6,272	7,298	7,347	7,032

²²⁷ GTL11 was held by Worley Parsons until 13/3/2014.

Table 98: Residential energy customers reconnected at same supply address within seven days of disconnection per retailer 2009 to 2018 (percentage)

	Percentage of disconnections									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
Horizon Power	56.9	24.0	18.1	16.8	7.1	19.6	21.3	40.7	52.5	51.9
Synergy	28.0	26.2	57.2	58.7	63.6	65.2	69.7	70.2	61.2	40.9
Total	31.7	25.8	54.1	56.9	60.1	59.6	64.1	65.1	60.2	42.0
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0
Alinta Energy	78.3	64.0	24.1	33.9	38.7	35.9	41.3	44.3	41.8	44.8
EGDC ²²⁸	0.0	11.1	0.0	-	0.0	66.7	33.3	60.0	0.0	0.0
Kleenheat	-	-	-	-	57.1	44.1	42.7	39.3	51.6	65.0
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0
Total	78.3	64.0	24.1	33.9	38.7	36.1	41.3	43.8	43.0	47.2

²²⁸ GTL11 was held by Worley Parsons until 13/3/2014.

Table 99: Number and percentage of residential energy customers reconnected (without time limit) at same supply address after disconnection per retailer 2009 to 2018

	Number of customers						Percentage of disconnections					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity												
Horizon Power	95	237	668	942	1,082	1,020	22.4	20.9	61.6	55.2	59.3	52.5
Synergy	4,396	5,962	6,916	6,121	8,968	7,730	69.5	73.6	83.0	75.9	63.6	43.4
Total	4,491	6,199	7,584	7,063	10,050	8,750	66.6	67.1	80.6	72.3	63.1	44.3
Gas												
AGL	n/a	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a	n/a	n/a	0.0
Alinta Energy	8,082	6,350	9,897	10,545	9,878	8,780	75.4	63.9	68.1	70.1	66.0	66.7
Kleenheat	4	138	340	757	1,317	1,340	57.1	60.3	53.2	47.3	62.1	76.8
EGDC ²²⁹	0	5	10	4	1	6	0.00	83.3	66.7	80.0	16.7	75.0
Origin	n/a	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a	n/a	n/a	0.0
Total	8,086	6,493	10,247	11,306	11,196	10,126	75.4	63.9	67.5	67.9	65.5	67.9

²²⁹ GTL11 was held by Worley Parsons until 13/3/2014.

Table 100: Additional residential electricity reconnection indicators (for reconnections within 7 days) per retailer 2013 to 2018

	Number of customers						Percentage of disconnections					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Previously the subject of an instalment plan												
Horizon Power	29	131	150 ²³⁰	336	445	576	6.8	11.6	13.8	19.7	24.4	29.6
Synergy	1,984	2,388	2,949	3,541	6,580	6,592	31.4	29.5	35.4	43.9	46.6	37.0
Total	2,013	2,519	3,099²³¹	3,877	7,025	7,168	29.8	27.3	31.3	39.7	44.1	36.3
Reconnected at the same supply address within the past 24 months												
Horizon Power	6	14	39	294	559	647	1.4	1.2	3.6	17.2	30.6	33.3
Synergy	1,033	1,006	1,128	1,001	1,331	1,970	16.3	12.4	13.5	12.4	9.4	11.1
Total	1,039	1,020	1,167	1,295	1,890	2,617	15.4	11	12.4	13.2	11.9	13.3
Concession card holders												
Horizon Power	10	74	77	107	94	74	2.4	6.5	7.1	6.3	5.1	3.8
Synergy	1,567	1,626	2,138	2,042	3,473	2,493	24.8 ²³²	20.1	25.7	25.3	24.6	14.0
Total	1,577	1,700	2,215	2,149	3,567	2,567	23.4	18.4	23.5	22.0	22.4	13.0

²³⁰ Horizon Power has provided an updated value for this indicator, which was previously reported to be 1.

²³¹ Incorrectly reported as 2,950 in the 2016 Annual Performance Report.

²³² Incorrectly reported as 23.2 in the 2013 Annual Performance Report.

Table 101: Additional residential gas reconnection indicators (for reconnections within 7 days)²³³ per retailer 2013 to 2018

	Number of customers						Percentage of disconnections					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Previously the subject of an instalment plan												
AGL	n/a	n/a	n/a	n/a	n/a	-	n/a	n/a	n/a	n/a	n/a	-
Alinta Energy	231	318	860	737	716	597	2.2	3.2	5.9	4.9	4.8	4.5
EGDC ²³⁴	0	1	0	0	0	-	0.0	16.7	0.0	0.0	0.0	-
Kleenheat	0	8	56	728	551	624	0.0	3.5	8.8	45.5	26.0	35.8
Origin	n/a	n/a	n/a	n/a	n/a	-	n/a	n/a	n/a	n/a	n/a	-
Total	231	327	916	1,465	1,267	1,221	2.2	3.2	6.0	8.8	7.4	8.2
Reconnected at the same supply address within the past 24 months												
AGL	n/a	n/a	n/a	n/a	n/a	-	n/a	n/a	n/a	n/a	n/a	-
Alinta Energy	825	700	839	1,384	1,410	1,468	7.7	7.0	5.8	9.2	9.4	11.2
EGDC ²³⁵	0	1	2	0	0	-	0.0	16.7	13.3	0.0	0.0	-
Kleenheat	0	18	45	126	214	548	0.0	7.9	7.0	7.9	10.1	31.4
Origin	n/a	n/a	n/a	n/a	n/a	-	n/a	n/a	n/a	n/a	n/a	-
Total	825	719	886	1,510	1,624	2,016	7.7	7.1	5.8	9.1	9.5	13.5

²³³ AGL and Origin did not perform any disconnections in 2017/18, therefore there is no reconnection data to report for these licensees.

²³⁴ GTL11 was held by Worley Parsons until 13/3/2014.

²³⁵ GTL11 was held by Worley Parsons until 13/3/2014.

Table 102: Number of business energy customers reconnected at same supply address within seven days of disconnection per retailer 2009 to 2018²³⁶

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
Alinta Energy	0	0	0	9	1	5	10	14	16	11
Horizon Power	9	44	1	1	0	5	5	50	70	71
Kleenheat	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-	1	0
Perth Energy	-	-	-	-	-	4	3	2	4	5
Synergy	39	49	218	154	193	256	328	344	355	334
Total	48	93	219	164	194	270	346	410	446	421
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-
Alinta Energy	42	67	41	31	58	53	79	88	72	59
Kleenheat	-	-	-	-	-	0	3	29	70	16
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-
Synergy	-	-	-	-	-	-	3	1	0	-
Total²³⁷	42	67	41	31	58	53	85	118	142	75

²³⁶ AGL and Origin did not perform any disconnections in 2017/18, therefore there is no reconnection data to report for these licensees. Synergy did not disconnect any business gas customers in 2017/18.

²³⁷ Synergy was not included in the table in the 2016 Annual Performance Report so some totals have changed.

Table 103: Business energy customers reconnected at same supply address within seven days of disconnection per retailer 2009 to 2018 (percentage)²³⁸

	Percentage of disconnections									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
Alinta Energy	-	-	-	90.0	9.1	71.4 ²³⁹	100.0	66.7	100.0	100.0
Horizon Power	27.3	33.3	5.3	9.1	0.0	13.2	12.2	39.1	48.6	57.3
Kleenheat	-	-	-	-	-	-	-	-	50.0	0.0
Perth Energy	-	-	-	-	-	100.0	100.0	100.0	100.0	33.3
Synergy	23.6	26.8	43.7	35.3	42.9	45.3	58.6	55.8	49.4	32.6
Total	24.2	29.5	42.3	35.9	41.5	44.0	56.4	53.5	50.4	35.7
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-
Alinta Energy	31.8	42.4	47.7	32.0	43.9	37.6	51.3	43.8	40.7	40.1
Kleenheat	-	-	-	-	-	0.0	33.3	69.0	85.4	53.3
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-
Synergy	-	-	-	-	-	-	100.0	100.0	0.0	-
Total²⁴⁰	31.8	42.4	47.7	32.0	43.9	37.3	51.2	48.4	54.6	42.4

²³⁸ AGL and Origin did not perform any disconnections in 2017/18, therefore there is no reconnection data to report for these licensees. Synergy did not disconnect any business gas customers in 2017/18.

²³⁹ Incorrectly reported as 7.14 in the 2016 Annual Performance Report.

²⁴⁰ Synergy was not included in the table in the 2016 Annual Performance Report so some totals have changed.

Table 104: Number and percentage of business energy customers reconnected (without time limit) at same supply address after disconnection per retailer 2013 to 2018²⁴¹

	Number of customers						Percentage of disconnections					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity												
Alinta Energy	1	5	10	14	16	11	9.1	71.4	100.0	66.7	100.0	100.0
Horizon Power	0	15	13	78	96	92	0.0	39.5	31.7	60.9	66.7	74.2
Kleenheat	-	-	-	0	0	0	-	-	-	0.0	0.0	0.0
Perth Energy	0	4	3	2	4	5	-	100.0	100.0	100.0	100.0	33.3
Synergy	222	322	439	397	372	360	49.3	57.0	78.4	64.4	51.7	35.1
Total	223	346	465	491	488	468	47.6	56.4	75.7	64.0	55.1	39.7
Gas												
AGL	n/a	n/a	n/a	n/a	n/a	-	n/a	n/a	n/a	n/a	n/a	-
Alinta Energy	96	83	111	122	105	79	72.7	58.9	72.1	60.7	59.3	53.7
Kleenheat	0	1	3	29	77	17	-	100.0	33.3	69.0	93.9	56.7
Origin	n/a	n/a	n/a	n/a	n/a	-	n/a	n/a	n/a	n/a	n/a	-
Synergy	0	0	3	0	0	-	-	-	100.0	0.0	0.0	-
Total	96	84	117²⁴²	151²⁴³	182	96	72.7	59.2	70.5²⁴⁴	61.9²⁴⁵	70.0	54.2

²⁴¹ AGL and Origin did not perform any disconnections in 2017/18, therefore there is no reconnection data to report for these licensees. Synergy did not disconnect any business gas customers in 2017/18.

²⁴² Last year reported as 114 (as Synergy was not included in the table).

²⁴³ Incorrectly reported as 88 in the 2016 Annual Performance Report.

²⁴⁴ Last year reported as 69.9 (as Synergy was not included in the table).

²⁴⁵ Last year reported as 62.1 (as Synergy was not included in the table).

Customer complaints

Table 105: Number of residential energy complaints per retailer 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
Horizon Power	124	174	100	133	382	268	219	546	229	125
Synergy	1,903	8,432	13,403	7,144	3,635	2,694	2,290	1,879	1,853	2,183
Total	2,027	8,606	13,503	7,277	4,017	2,962	2,509	2,425	2,082	2,308
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	346
Alinta Energy	529	964	1,298	968	996	892	997	1,570	1,609	923
Kleenheat	0	0	0	2	44	197	243	290	716	1,152
EGDC ²⁴⁶	0	1	0	0	0	0	0	0	0	0
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	89
Total	529	965	1,298	970	1,040	1,089	1,240	1,860	2,325	2,510

²⁴⁶ GTL11 was held by Worley Parsons until 13/3/2014.

Table 106: Residential energy complaints per retailer 2009 to 2018 (percentage)

	Percentage of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
Horizon Power	0.39	0.57	0.33	0.39	1.06	0.72	0.57	1.40	0.58	0.32
Synergy	0.22	0.99	1.50	0.80	0.41	0.30	0.24	0.19	0.19	0.22
Total	0.23	0.98	1.47	0.78	0.43	0.31	0.26	0.24	0.21	0.22
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1.66
Alinta Energy	0.09	0.16	0.21	0.15	0.16	0.14	0.16	0.26	0.29	0.19
Kleenheat	0.0	0.0	0.0	0.37	0.54	0.91	0.51	0.33	0.47	0.59
EGDC ²⁴⁷	0.0	0.43	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1.29
Total	0.09	0.16	0.21	0.15	0.16	0.17	0.18	0.27	0.33	0.35

²⁴⁷ GTL11 was held by Worley Parsons until 13/3/2014.

Table 107: Residential electricity complaints by complaint category per retailer 2013 to 2018 (percentage)

	Billing (%)						Marketing (%)					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Horizon Power	88.7	83.6	68.5	74.0	82.1	83.2	0.0	0.4	0.0	0.0	0.0	0.8
Synergy	83.9	88.8	87.4	90.2	69.5	72.2	13.7	8.4	8.9	7.0	0.6	0.4
	Transfer (%)						Other (%)					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Horizon Power	0.0	1.1	0.0	0.0	0.0	0.0	11.3	14.9	31.5	26.0	17.9	16.0
Synergy	0.0	0.9	1.0	0.4	0.0	0.0	0.03	1.9	2.8	2.5	29.9	27.4

Table 108: Residential gas complaints by complaint category per retailer 2013 to 2018 (percentage)

	Billing (%)						Marketing (%)					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
AGL	n/a	n/a	n/a	n/a	n/a	22.8	n/a	n/a	n/a	n/a	n/a	12.7
Alinta Energy	70.9	66.4	66.4	80.1	73.6	70.9	3.1	4.7	6.8	6.9 ²⁴⁸	9.8	12.6
Kleenheat	6.8	35.5	71.2	70.3	64.8	68.1	56.8	54.4	7.4	0.7	1.1	1.48
Origin	n/a	n/a	n/a	n/a	n/a	20.2	n/a	n/a	n/a	n/a	n/a	4.5
	Transfer (%)						Other (%)					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
AGL	n/a	n/a	n/a	n/a	n/a	52.6	n/a	n/a	n/a	n/a	n/a	11.8
Alinta Energy	0.0	0.0	1.1	0.4	0.9	1.7	26.0	28.9	25.7	12.9 ²⁴⁹	16.6	14.8
Kleenheat	11.4	6.6	4.5	6.6	1.1	1.48	25.0	33.5	16.9	22.4	33.0	28.9
Origin	n/a	n/a	n/a	n/a	n/a	15.7	n/a	n/a	n/a	n/a	n/a	59.6

²⁴⁸ Incorrectly reported as 7.0 in the 2016 Annual Performance Report.

²⁴⁹ Incorrectly reported as 12.9 in the 2016 Annual Performance Report.

Table 109: Number of electricity business complaints per retailer 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
AER Retail	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0
Alinta Energy	4	6	6	17	13	10	25	3	8	7
Amanda Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-	1	0
Change Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	2
Horizon Power	25	4	37	4	87	54	25	115	34	16
Kleenheat	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1	1	0
Perth Energy	1	1	0	1	1	0	1	1	7	3
Rottneest Island Authority	1	0	0	1	0	6	1	0	1	1
Synergy	127	832	1,865	1,182	425	349	240	204	239	306
Total	158	843	1,908	1,205	526	419	292	324²⁵⁰	291	335

²⁵⁰ Incorrectly reported as 323 in 2016 Annual Performance Report.

Table 110: Electricity business complaints per retailer 2009 to 2018 (percentage)

	Percentage of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity										
AER Retail	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0	0.0	0.0
Alinta Energy	0.43	0.66	0.41	1.17	0.96	0.51	0.98	0.12	0.29	0.24
Amanda Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-	1.05	0.0
Change Energy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0	8.00
Horizon Power	0.42	0.06	0.52	0.05	1.08	0.58	0.30	1.46	0.40	0.21
Kleenheat	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3.57	1.35	0.0
Perth Energy	0.27	0.18	0.0	1.47	0.58	0.0	0.27	0.17	2.33	0.35
Rottneest Island Authority	1.00	0.0	0.0	4.00	0.0	23.08	3.85	0.0	4.17	4.17
Synergy	0.15	0.91	2.03	1.35	0.43	0.35	0.24	0.21	0.23	0.33
Total	0.17	0.84	1.90	1.24	0.49	0.38	0.26	0.29	0.25	0.32

Table 111: Number of business gas complaints per retailer 2009 to 2018

	Number of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	15
Alinta Energy	0	4	5	14	33	6	21	15	9	15
EGDC ²⁵¹	0	0	0	0	0	0	0	0	0	0
Kleenheat	0	0	0	0	0	0	0	5 ²⁵²	16	11
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3
Perth Energy	n/a	n/a	0	0	0	0	0	0	0	0
Synergy	0	14	1	0	0	0	0	0 ²⁵³	1	0
Total	0	18	6	14	33	6	21	20	26	44

²⁵¹ GTL11 was held by Worley Parsons until 13/3/2014.

²⁵² Incorrectly reported as 0 in the 2016 Annual Performance Report.

²⁵³ Incorrectly reported as 5 in the 2016 Annual Performance Report.

Table 112: Business gas complaints per retailer 2009 to 2018 (percentage)

	Percentage of customers									
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Gas										
AGL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2.59
Alinta Energy	0.0	0.05	0.06	0.17	0.39	0.07	0.26	0.18	0.12	0.23
EGDC ²⁵⁴	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Kleenheat	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.32	0.83	0.53
Origin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3.90
Perth Energy	n/a	n/a	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Synergy	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.57	0.0
Total	0.0	0.22	0.07	0.16	0.39	0.07	0.23	0.20	0.27	0.46

²⁵⁴ GTL11 was held by Worley Parsons until 13/3/2014.

Table 113: Business electricity complaints by complaint category per retailer 2013 to 2018 (percentage)

	Billing (%)						Marketing (%)					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Alinta Energy	100.0	70.0	68.0	66.7	100.0	100.0	0.0	30.0	0.0	0.0	0.0	0.0
Amanda Energy	-	-	-	-	100.0	0.0	-	-	-	-	0.0	0.0
Change Energy	-	-	-	-	-	100.0	-	-	-	-	-	-
Horizon Power	86.2	92.6	72.0	73.0	73.5	56.3	0.0	0.0	0.0	0.0	0.0	0.0
Kleenheat				100.0	100.0	0.0	-	-	-	0.0	0.0	0.0
Perth Energy	100.0	-	100.0	100.0	42.9	100.0	0.0	-	0.0	0.0	0.0	0.0
Rottnest Island Authority	-	100.0	100.0	-	0.0	100.0	-	0.0	0.0	-	0.0	0.0
Synergy	91.8	91.8	68.0	86.3	59.4	60.8	4.9	9.8	9.2	9.8	0.4	0.3
	Transfer (%)						Other (%)					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Alinta Energy	0.0	0.0	4.0	0.0	0.0	0.0	0.0	0.0	28.0	33.3	0.0	0.0
Amanda Energy	-	-	-	-	0.0	0.0	-	-	-	-	0.0	0.0
Horizon Power	0.0	0.0	0.0	0.0	0.0	0.0	13.8	7.4	28.0	27.0	26.5	43.8
Kleenheat	-	-	-	0.0	0.0	0.0	-	-	-	0.0	0.0	0.0
Perth Energy	0.0	-	0.0	0.0	0.0	0.0	0.0	-	0.0	0.0	57.1	0.0
Rottnest Island Authority	-	0.0	0.0	-	0.0	0.0	-	0.0	0.0	-	100.0	0.0
Synergy	0.0	2.0	2.5	2.0	1.3	0.0	3.3	2.0	3.8	2.0	38.9	38.9

Table 114: Business gas complaints by complaint category per retailer 2013 to 2018 (percentage)

	Billing (%)						Marketing (%)					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
AGL	n/a	n/a	n/a	n/a	n/a	33.3	n/a	n/a	n/a	n/a	n/a	13.3
Alinta Energy	56.7	83.3	60.0	93.3	77.8	66.7	3.3	16.7	5.0	0.0	0.0	0.0
Kleenheat	-	-	-	60.0	87.5	72.7	-	-	-	0.0	0.0	0.0
Origin	n/a	n/a	n/a	n/a	n/a	0.0	n/a	n/a	n/a	n/a	n/a	33.3
Synergy	-	-	-	-	100.0	0.0	-	-	-	-	0.0	0.0
	Transfer (%)						Other (%)					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
AGL	n/a	n/a	n/a	n/a	n/a	53.3	n/a	n/a	n/a	n/a	n/a	0.0
Alinta Energy	0.0	0.0	0.0	0.0	0.0	6.7	40.0	0.0	35.0	6.7	22.2	26.7
Kleenheat	-	-	-	20.0	0.0	9.1	-	-	-	20.0	12.5	18.2
Origin	n/a	n/a	n/a	n/a	n/a	33.3	n/a	n/a	n/a	n/a	n/a	33.3
Synergy	-	-	-	-	0.0	0.0	-	-	-	-	0.0	0.0

Table 115: Number and percentage of complaints from residential energy customers concluded within 15 business days per retailer 2013 to 2018

	Number						Percentage of complaints					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity												
Horizon Power	205	165	162	316	154	88	53.7	61.6	74.0	57.9	67.2	70.4
Synergy	3,632	2,539	2,186	1,852	1,853	1,911	99.9	94.2	95.5	98.6	100.0	87.5
Gas												
AGL	n/a	n/a	n/a	n/a	n/a	295	n/a	n/a	n/a	n/a	n/a	85.3
Alinta Energy	874	805	960	1,114	1,517	904	87.8	90.2	96.29	71.0	94.3	97.9
Kleenheat	44	194	235	284	677	1,132	100.0	98.5	96.71	97.9	94.6	98.3
Origin	n/a	n/a	n/a	n/a	n/a	70	n/a	n/a	n/a	n/a	n/a	78.7

Table 116: Number and percentage of complaints from business energy customers (per retailer) concluded within 15 business days 2013 to 2018

	Number						Percentage of complaints					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity												
Alinta Energy	13	9	25	3	5	0	100.0	90.0	100.0	100.0	62.5	0.0
Amanda Energy	-	-	-	-	1	-	-	-	-	-	100.0	-
Change Energy	-	-	-	-	-	2	-	-	-	-	-	100.0
Horizon Power	39	34	15	47	16	8	44.8	63.0	60.0	40.9	47.1	50.0
Kleenheat	-	-	-	1	1	-	-	-	-	100.0	100.0	-
Perth Energy	1	-	1	1	0	1	100.0	-	100.0	100.0	0.0	33.3
Rottneest Island Authority	-	4	1	-	0	0	-	66.7	100.0	-	0.0	0.0
Synergy	425	313	230	202	239	255	100.0	89.7	95.8	99.0	100.0	83.3
Gas												
AGL	n/a	n/a	n/a	n/a	n/a	11	n/a	n/a	n/a	n/a	n/a	73.3
Alinta Energy	30	5	20	14	9	15	90.9	83.3	95.2	93.3	100.0	100.0
Kleenheat	-	-	-	5 ²⁵⁵	15	11	-	-	-	100.0	93.8	100.0
Origin	n/a	n/a	n/a	n/a	n/a	2	n/a	n/a	n/a	n/a	n/a	66.7
Synergy	-	-	-	-	1	-	-	-	-	-	100.0	-

²⁵⁵ Incorrectly reported as 1 in the 2016 Annual Performance Report.

Call centre performance

Table 117: Number of calls received by energy retailer call centres (per retailer) 2013 to 2018²⁵⁶

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity						
Alinta Energy	2,728	2,828	3,342	2,997	1,412	1,355
Amanda Energy ²⁵⁷	n/a	n/a	n/a	n/a	1,959	1,653
Horizon Power	103,301	99,347	95,203	108,497	83,761	81,159
Kleenheat	n/a	n/a	n/a	14	46	61
Rottnest Island Authority ²⁵⁸	6,173	4,850	5,250	1,955	814	852
Synergy	1,223,000	1,132,395	1,072,272	1,058,008	1,156,318	1,060,903
Total	1,335,202	1,239,420	1,176,067	1,171,471	1,244,310²⁵⁹	1,145,983
Gas						
AGL	n/a	n/a	n/a	n/a	n/a	46,388
Alinta Energy	696,694	735,884	778,427	675,673	525,644	531,427
Kleenheat	220,710	235,698	233,363	222,505	285,887	310,803
Origin	n/a	n/a	n/a	n/a	n/a	18,518
Total	917,404	971,582	1,011,790	898,178	811,531	907,136

²⁵⁶ AER Retail, Change Energy and Perth Energy are not included in the table as they do not operate call centres.

²⁵⁷ Amanda Energy's data includes calls from large use customers and small use customers as they were unable to separately record the number of calls from small use customers.

²⁵⁸ The Rottnest Island Authority call centre handles calls for both retail and distribution customers, and also calls related to other areas of its business.

²⁵⁹ The 2017 Performance Report showed this as 1,242,351 because Amanda Energy's data had not been included in the total.

Table 118: Average duration before a call is answered and the percentage of calls that are answered within 30 seconds (per retailer) 2013 to 2018

	Average duration before a call is answered (seconds)						Percentage answered within 30 seconds					
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity												
Alinta Energy	17.0	22.0	14.0	14.0	26.0	36.0	88.7	75.2	85.0	84.5	69.1	67.8
Amanda Energy	n/a	n/a	n/a	n/a	-	²⁶⁰	n/a	n/a	n/a	n/a	96.3	96.9
Horizon Power	35.5	25.7	36.0	62.0	34.0	41.0	75.9	81.5	76.0	68.2	77.3	74.0
Kleenheat	n/a	n/a	n/a	26.0	34.0	18.0	n/a	n/a	n/a	85.7	95.7	95.1
Rottnest Island Authority	13.0	12.0	12.0	12.0	12.0	12.0	81.2	90.8	93.3	89.4	93.1	91.1
Synergy	22.8	17.8	22.7	35.0	32.0	28.0	79.9	81.8	82.4	75.0	74.8	75.4
Gas												
AGL	n/a	n/a	n/a	n/a	n/a	54.0	n/a	n/a	n/a	n/a	n/a	67.8
Alinta Energy	18.0	20.0	19.0	22.0	27.0	36.0	82.8	79.7	81.6	86.1	78.8	77.00
Kleenheat	19.0	21.0	22.0	25.0	32.0	18.0	82.4	77.8	76.6	72.6	72.6	79.77
Origin	n/a	n/a	n/a	n/a	n/a	13.0	n/a	n/a	n/a	n/a	n/a	98.6

²⁶⁰ Amanda Energy is unable to record the average duration before a call is answered.

Table 119: Unanswered calls (per retailer) 2013 to 2018 (percentage)

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Electricity						
Alinta Energy	1.0	2.3	0.4	2.3 ²⁶¹	0.9	4.6
Amanda Energy	n/a	n/a	n/a	n/a	3.7	3.1
Horizon Power	2.6	2.0	2.0	6.0	2.8 ²⁶²	3.2
Kleenheat				-	2.2	1.6
Rottneest Island Authority	2.1	2.7	2.5	3.6	10.0 ²⁶³	8.9
Synergy	2.1	1.1	1.5	2.2	2.0	1.5
Gas						
AGL	n/a	n/a	n/a	n/a	n/a	7.9
Alinta Energy	1.8	3.0	2.3	1.5	0.7	1.6
Kleenheat	2.2	2.2	2.9	2.6	3.2	1.97
Origin	n/a	n/a	n/a	n/a	n/a	1.3

²⁶¹ Incorrectly reported as 2.6 in the 2016 Annual Performance Report.

²⁶² Horizon Power advised customer calls are down as a result of AMI providing timely and accurate billing. Online and paperless billing has showed a significant reduction in customers' need to call. This figure includes 1,899 customers who hung up within 30 seconds.

²⁶³ This figure includes 50 calls that were abandoned after 5 seconds.

Appendix 2 List of hardship program and energy bill debt indicators

Hardship program indicators introduced in 2016/17:

- Number of customers on a retailer's hardship program.
- Average energy bill debt of hardship program customers.

Hardship program indicators introduced in 2017/18:

- Number of residential hardship program customers who are also energy concessions customers, as at 30 June).
- Number of residential customers denied access to the hardship program during the reporting year.
- 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.
- 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) in four categories (\$0 - \$500, \$500 - \$1,500, \$1,500 - \$2,500 and over \$2,500).
- Number of residential hardship program customers using an instalment plan (excluding those who make their payment plan payments using Centrepay), as at 30 June.
- Number of residential hardship program customers using Centrepay, as at 30 June.
- Number of residential customers who exited the hardship program during the reporting year.
- 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.
- Number of residential customers who exited the hardship program during the reporting year, who were excluded or removed from the program for non-compliance.²⁶⁴
- Number of residential customers who exited the hardship program during the reporting year, who switched, transferred or left the retailer.
- 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.
- 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.

Energy bill debt indicators introduced in 2016/17:

- Number of residential customers (excluding hardship program customers) repaying an energy bill debt.

²⁶⁴ 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.

- Number of business customers repaying an energy bill debt.
- Number of residential customers using Centrepay to pay their energy bill.
- Average energy bill debt of residential customers (excluding hardship program customers).
- Average energy bill debt of business customers.

Energy bill debt indicators introduced in 2017/18:

- Number of residential customers (excluding hardship program customers) with energy bill debt in three categories (\$500 - \$1,500, \$1,500 - \$2,500 and over \$2,500).
- Number of residential customers (excluding hardship program customers) on an instalment plan, as at 30 June.
- Number of residential customers (excluding hardship program customers) who, during the reporting year, had their instalment plan cancelled by the retailer for non-payment.
- Number of residential customers (excluding hardship program customers) who, during the reporting year, successfully completed their instalment plan.

Appendix 3 List of Tables

Table 1:	Number of licensed electricity and gas retailers as at 30 June 2018	7
Table 2:	Number of contestable electricity customers in the SWIS at 30 June 2017 and 2018.....	9
Table 3:	Number of electricity pre-payment meter customers per retailer as at 30 June 2014 to 2018.....	10
Table 4:	Market share for residential gas customers per retailer 2014 to 2018 (percentage)	11
Table 5:	Market share for business gas customers per retailer 2014 to 2018 (percentage)	11
Table 6:	Gas customers granted more time to pay a bill per retailer (percentage).....	14
Table 7:	Residential electricity customers billed outside prescribed timeframes due to the fault of the retailer 2014 to 2018 (percentage)	15
Table 8:	Business electricity customers billed outside the prescribed timeframes 2014 to 2018 (percentage)	16
Table 9:	Residential gas customers billed outside prescribed timeframes due to the fault of the retailer 2014 to 2018 (percentage)	16
Table 10:	Business gas customers billed outside the prescribed timeframes 2014 to 2018 (percentage)	17
Table 11:	Residential electricity and gas customers on a hardship program as at 30 June 2017 and 2018.....	18
Table 12:	Average energy bill debt of residential electricity and gas customers on a hardship program per retailer as at 30 June 2017 and 2018	19
Table 13:	Jurisdictional comparison of average energy bill debt for residential electricity and gas customers on a hardship program as at 30 June 2017 and 2018.....	19
Table 14:	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) within certain bands	20
Table 15:	Residential customers repaying an energy bill debt (excluding hardship program customers) per retailer as at 30 June 2017 and 2018	20
Table 16:	Business customers repaying an energy bill debt per retailer as at 30 June 2017 and 2018.....	21
Table 17:	Average energy bill debt of residential electricity and gas customers (excluding hardship program customers) and business electricity and gas customers as at 30 June 2017 and 2018.....	22
Table 18:	Jurisdictional comparison of average energy bill debt for residential electricity and gas customers (excluding hardship program customers) as at 30 June 2017 and 2018.....	22
Table 19:	Number of residential customers (excluding hardship program customers) with energy bill debt in certain bands at 30 June 2018.....	22
Table 20:	Number of residential customers (excluding hardship program customers) who, during the reporting year, have had their instalment plan cancelled and those who have successfully completed their plan	23
Table 21:	Residential customers using Centrepay to pay their energy bill as at 30 June 2018.....	23
Table 22:	Residential electricity and gas customers disconnected per retailer 2014 to 2018 (percentage)	25
Table 23:	Electricity and residential gas customer disconnections by category 2017/18	26
Table 24:	Jurisdictional comparison of residential electricity disconnections 2014 to 2018 (percentage)	27
Table 25:	Jurisdictional comparison of residential gas disconnections rates 2014 to 2018 (percentage)	27
Table 26:	Business electricity and gas customers disconnected per retailer 2014 to 2018.....	29
Table 27:	Pre-payment meter customer self-disconnections 2014 to 2018	30
Table 28:	Residential customer disconnections reconnected (without time limit) per retailer 2014 to 2018.....	32
Table 29:	Residential customer disconnections reconnected within seven days by category in 2017 and 2018.....	33

Table 30:	Business customer disconnections reconnected (without time limit) per retailer 2014 to 2018 (percentage)	34
Table 31:	Complaints from residential electricity and gas customers per retailer 2014 to 2018 (percentage)	36
Table 32:	Residential electricity and gas customer complaints by complaint category per retailer in 2017 and 2018 (percentage)	37
Table 33:	Residential complaints concluded within 15 business days per retailer 2014 to 2018 (percentage)	37
Table 34:	Complaints from business electricity and gas customers per retailer 2014 to 2018 (percentage)	39
Table 35:	Business complaints concluded within 15 business days per retailer 2014 to 2018 (percentage)	40
Table 36:	Volume of calls to electricity retailer call centres 2014 to 2018.....	42
Table 37:	Volume of calls to gas retailer call centres 2014 to 2018.....	44
Table 38:	Service standard payments made by electricity retailers 2014 to 2018	46
Table 39:	Number of residential electricity customers per retailer 2009 to 2018	47
Table 40:	Number of business electricity customers per retailer 2009 to 2018	48
Table 41:	Total residential electricity and business customers 2009 to 2018	48
Table 42:	Electricity residential and business customers per retailer as at 30 June 2017 and 2018 and percentage change.....	49
Table 43:	Number of contestable and non-contestable residential electricity customers in the SWIS per retailer 2013 to 2018	50
Table 44:	Contestable and non-contestable business electricity customers in the SWIS per retailer 2013 to 2018	51
Table 45:	Number of residential gas customers per retailer 2009 to 2018	52
Table 46:	Number of business gas customers per retailer 2009 to 2018.....	53
Table 47:	Total residential gas and business customers 2009 to 2018	53
Table 48:	Number of gas residential and business gas customers per retailer as at 30 June 2017 and 2018 and percentage change.....	54
Table 49:	Customers covered by the Gas Moratorium in areas supplied through the ATCO distribution networks per retailer 2013 to 2018	55
Table 50:	Number and percentage of residential energy customers issued with a bill outside the prescribed timeframes (due to fault of the retailer) per retailer 2013 to 2018.....	56
Table 51:	Number and percentage of business energy customers issued with a bill outside the prescribed timeframes per retailer 2013 to 2018.....	57
Table 52:	Number of residential energy customers on instalment plans per retailer 2009 to 2018.....	58
Table 53:	Residential energy customers on instalment plans per retailer 2009 to 2018 (percentage)	59
Table 54:	Number of business energy customers on instalment plans per retailer 2009 to 2018.....	60
Table 55:	Business energy customers on instalment plans per retailer 2009 to 2018 (percentage)	61
Table 56:	Residential and business electricity customers who have been granted additional time to pay a bill per retailer 2009 to 2018.....	62
Table 57:	Residential and business electricity customers who have been granted additional time to pay a bill per retailer 2009 to 2018 (percentage)	63
Table 58:	Number of residential and business gas customers who have been granted additional time to pay a bill per retailer 2009 to 2018.....	64
Table 59:	Residential and business gas customers who have been granted additional time to pay a bill per retailer 2009 to 2018 (percentage).....	65
Table 60:	Number of residential and business energy customers with direct debit plans terminated as result of default per retailer 2013 to 2018.....	66
Table 61:	Number and percentage of residential energy customers on a retailer's hardship program as at 30 June 2017 and 2018 per retailer	67
Table 62:	Average energy bill debt of residential hardship program customers as at 30 June 2017 and 2018 per retailer.....	68

Table 63:	Number of residential hardship program customers who are also energy concession customers as at 30 June 2018	per retailer 68
Table 64:	Number of residential customers denied access to the hardship program during the reporting year per retailer	69
Table 65:	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 per retailer.....	70
Table 66:	Number of residential hardship program customers who entered the hardship program during the reporting year with an energy bill debt (as at the time of entering the hardship program) that was between \$0 and \$500 per retailer	71
Table 67:	Number of residential hardship program customers who entered the hardship program during the reporting year with an energy bill debt (as at the time of entering the hardship program) that was over \$500 but less than \$1,500 per retailer	72
Table 68:	Number of residential hardship program customers who entered the hardship program with an energy bill debt (as at the time of entering the hardship program) that was over \$1,500 but less than \$2,500 per retailer.....	73
Table 69:	Number of residential hardship program customers who entered the hardship program with an energy bill debt (as at the time of entering the hardship program) that was \$2,500 or more per retailer.....	74
Table 70:	Number of residential hardship program customers who entered the hardship program during the reporting year per retailer (calculated from four bill debt category indicators in Table 66, Table 67, Table 68 and Table 69)	75
Table 71:	Number of residential hardship program customers (per retailer) using an instalment plan (excluding those who make their payment plan payments using Centrepay) as at 30 June 2018	76
Table 72:	Number of residential hardship program customers (per retailer) using Centrepay as at 30 June 2018	77
Table 73:	Number of residential customers (per retailer) who exited the hardship program during the reporting year	78
Table 74:	Number of residential customers (per retailer) who exited the hardship program during the reporting year, who successfully completed the hardship program or exited the program by agreement with the retailer	79
Table 75:	Number of residential customers (per retailer) who exited the hardship program during the reporting year, who were excluded or removed from the program for non-compliance	80
Table 76:	Number of residential customers (per retailer) who exited the hardship program during the reporting year, who switched, transferred or left the retailer	81
Table 77:	Number of residential customers (per retailer) 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 the previous reporting year.....	82
Table 78:	Number of residential customers (per retailer) who successfully completed the hardship program or exited the program by agreement with the retailer in the reporting year or previous reporting year, who were re-connected in the same name and at the same address within seven days of disconnection for non-payment.....	83
Table 79:	Residential energy customers (excluding hardship program customers) repaying an energy bill debt as at 30 June 2017 and 2018 per retailer	84
Table 80:	Number of business energy customers repaying an energy bill debt as at 30 June 2017 and 2018 per retailer.....	85
Table 81:	Number of residential energy customers using Centrelink's Centrepay to pay energy bills as at 30 June 2017 and 2018 per retailer	87
Table 82:	Average amount of bill debt for residential energy customers (excluding hardship program customers) as at 30 June 2017 and 2018 per retailer	88
Table 83:	Average amount of bill debt for business energy customers as at 30 June 2017 and 2018 per retailer	89

Table 84:	Number of residential energy customers (excluding hardship program customers) with a bill debt that is over \$500 but less than \$1,500 as at 30 June 2017 and 2018 per retailer	90
Table 85:	Number of residential energy customers (excluding hardship program customers) with a bill debt that is over \$1,500 but less than \$2,500 as at 30 June 2017 and 2018 per retailer.....	91
Table 86:	Number of residential energy customers (excluding hardship program customers) with a bill debt that is over \$2,500 as at 30 June 2017 and 2018 per retailer	92
Table 87:	Number of residential energy customers (excluding hardship program customers) on an instalment plan as at 30 June 2018 per retailer	93
Table 88:	Number of residential energy customers (excluding hardship program customers) who during the reporting year had their instalment plan cancelled by the retailer for non-payment per retailer	94
Table 89:	Number of residential energy customers (excluding hardship program customers) who during the reporting year successfully completed their instalment plan per retailer	95
Table 90:	Inter-jurisdictional comparison: percentage of residential energy customers (excluding hardship customers) repaying an energy bill debt as at 30 June 2017 and 2018 per retailer	96
Table 91:	Number of residential energy customers disconnected for a failure to pay a bill per retailer 2009 to 2018	97
Table 92:	Residential energy customers disconnected for a failure to pay a bill per retailer 2009 to 2018 (percentage)	98
Table 93:	Additional residential electricity disconnection indicators per retailer 2013 to 2018.....	99
Table 94:	Additional residential gas disconnection indicators per retailer 2013 to 2018	100
Table 95:	Number of business energy customers disconnected for a failure to pay a bill per retailer 2009 to 2018	101
Table 96:	Business energy customers disconnected for a failure to pay a bill per retailer 2009 to 2018 (percentage)	102
Table 97:	Number of residential energy customers reconnected at the same supply address within seven days of disconnection per retailer 2009 to 2018.....	103
Table 98:	Residential energy customers reconnected at same supply address within seven days of disconnection per retailer 2009 to 2018 (percentage)	104
Table 99:	Number and percentage of residential energy customers reconnected (without time limit) at same supply address after disconnection per retailer 2009 to 2018	105
Table 100:	Additional residential electricity reconnection indicators (for reconnections within 7 days) per retailer 2013 to 2018	106
Table 101:	Additional residential gas reconnection indicators (for reconnections within 7 days) per retailer 2013 to 2018.....	107
Table 102:	Number of business energy customers reconnected at same supply address within seven days of disconnection per retailer 2009 to 2018.....	108
Table 103:	Business energy customers reconnected at same supply address within seven days of disconnection per retailer 2009 to 2018 (percentage)	109
Table 104:	Number and percentage of business energy customers reconnected (without time limit) at same supply address after disconnection per retailer 2013 to 2018	110
Table 105:	Number of residential energy complaints per retailer 2009 to 2018.....	111
Table 106:	Residential energy complaints per retailer 2009 to 2018 (percentage).....	112
Table 107:	Residential electricity complaints by complaint category per retailer 2013 to 2018 (percentage)	113
Table 108:	Residential gas complaints by complaint category per retailer 2013 to 2018 (percentage)	114
Table 109:	Number of electricity business complaints per retailer 2009 to 2018.....	115
Table 110:	Electricity business complaints per retailer 2009 to 2018 (percentage).....	116
Table 111:	Number of business gas complaints per retailer 2009 to 2018	117
Table 112:	Business gas complaints per retailer 2009 to 2018 (percentage)	118
Table 113:	Business electricity complaints by complaint category per retailer 2013 to 2018 (percentage)	119

Table 114: Business gas complaints by complaint category per retailer 2013 to 2018 (percentage)	120
Table 115: Number and percentage of complaints from residential energy customers concluded within 15 business days per retailer 2013 to 2018.....	121
Table 116: Number and percentage of complaints from business energy customers (per retailer) concluded within 15 business days 2013 to 2018.....	122
Table 117: Number of calls received by energy retailer call centres (per retailer) 2013 to 2018.....	123
Table 118: Average duration before a call is answered and the percentage of calls that are answered within 30 seconds (per retailer) 2013 to 2018.....	124
Table 119: Unanswered calls (per retailer) 2013 to 2018 (percentage)	125

Appendix 4 List of Figures

Figure 1:	Number of residential and business electricity customers 2009-2018	8
Figure 2:	Number of residential and business gas customers 2009 to 2018	10
Figure 3:	Electricity customers granted more time to pay a bill 2009 to 2018 (percentage)	13
Figure 4:	Residential electricity and business customers on instalment plans 2009 to 2018 (percentage)	14
Figure 5:	Residential and business gas customers on instalment plans 2009 to 2018 (percentage)	15
Figure 6:	Residential customer disconnections 2009 to 2018	24
Figure 7:	Business customer disconnections 2009 to 2018	28
Figure 8:	Residential electricity customer disconnections reconnected within seven days 2009 to 2018.....	31
Figure 9:	Residential gas customer disconnections reconnected within seven days 2009 to 2018.....	32
Figure 10:	Business electricity customer disconnections reconnected within seven days 2009 to 2018.....	33
Figure 11:	Business gas customer disconnections reconnected within seven days 2009 to 2018.....	34
Figure 12:	Complaints from residential electricity and gas customers 2009 to 2018 (percentage)	36
Figure 13:	Complaints from business electricity and gas customers 2009 to 2018 (percentage)	38
Figure 14:	Calls from electricity customers answered within 30 seconds 2014 to 2018 (percentage)	42
Figure 15:	Average duration before a call is answered by electricity retail call centres 2014 to 2018	43
Figure 16:	Calls unanswered by electricity retailers 2014 to 2018 (percentage).....	43
Figure 17:	Gas retail calls answered within 30 seconds 2014 to 2018 (percentage)	44
Figure 18:	Average duration before a call is answered by gas retail call centres 2014 to 2018.....	45
Figure 19:	Calls unanswered by gas retailers 2014 to 2018 (percentage)	45