



Economic Regulation Authority

Performance indicators and definitions handbook

For electricity retailers

April 2024

D273363

Acknowledgement of Country

At the ERA we value our cultural diversity and respect the traditional custodians of the land and waters on which we live and work.

We acknowledge their continuing connection to culture and community, their traditions, and stories. We commit to listening, continuously improving our performance, and building a brighter future together.

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1. Introduction

1.1 Purpose of the handbook

This handbook explains performance indicators that Western Australian electricity retail and integrated regional licensees must provide annually to the Economic Regulation Authority as a condition of their licence. Its intended audience is electricity retail and integrated regional licensees.

The handbook is amended from time to time to assist licensees to understand reporting obligations. Changes over time can be tracked in the version history (section 6) included for the first time in 2024. Further information for retailers about their reporting obligations is in the [Electricity Compliance Reporting Manual](#).

1.2 Reporting obligations

The ERA administers the licensing scheme under Part 2 of the *Electricity Industry Act 2004*. Electricity retail licences issued under the scheme impose certain obligations on licence holders, including the type and format of information that must be provided to the ERA as the regulator.

Licensees must report performance data using a spreadsheet on the ERA website: '[Electricity Performance Reporting Datasheets – Retail](#)' (datasheet). The handbook is a reference for licensees when completing the datasheet.

Retailers must report annual performance data for both contestable and non-contestable customers. Those who self-supply electricity or onsell it to someone who is not the end user are not required to hold a retail licence and do not report this data to the ERA.

Licensees report on 97 indicators across ten categories:

1. [Customer numbers](#)
2. [Billing and payment](#)
3. [Disconnections for non-payment](#)
4. [Reconnections](#)
5. [Complaints](#)
6. [Compensation payments](#)
7. [Call centre performance](#)
8. [Energy bill debt and payment plans for non-hardship customers](#)
9. [Hardship customers](#)
10. [Vulnerable customers experiencing family violence](#)

The ERA derives a further 44 indicators using the information provided by licensees.

The ERA publishes this data in an annual performance report, which is accessed by a range of stakeholders. The data is used to monitor trends in electricity retailer performance, identify challenges facing energy consumers, and to monitor broader changes in Western Australia's electricity markets.

2. Definitions and terms used

Billing/credit complaints includes complaints about billing errors, incorrect billing of fees and charges, failure to receive relevant government rebates, high billing, credit collection, disconnection, and reconnection.

Business customer means a customer who is not a residential customer.

Call centre means a dedicated facility for receiving and transmitting telephone calls in relation to customer service operations of the distributor.

Centrepay means the financial management platform offered by Services Australia.

Code means the Code of Conduct for the Supply of Electricity to Small Use Customers.

Complaint means an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required. Complaints may be received via a variety of media, including telephone, mail, facsimile, email or in person. For reporting purposes, complaints must include complaints resolved at the first point of contact.

Concession has the same meaning as in clause 1.3 of the Code.

Contestable residential/business customer means a residential/business customer who is not a non-contestable residential/business customer. Customer accounts that include more than one exit point are contestable if consumption at one or more exit points is more than 50 MWh per year, even if consumption at other exit points is less than 50 MWh per year.

Customer means an account for a person who consumes less than 160MWh of electricity per year. It does not include pre-payment meter customers. An account may cover more than one supply address. For example, where a customer receives a single bill including charges for several supply addresses (itemised on the bill). This means that, for some retailers, the number of accounts (customers) may be less than the number of supply addresses. A person whose account includes more than one supply address is not a customer for the purposes of this report if the total consumption for all supply addresses included in the account is more than 160 MWh of electricity per year.

Customer on a retailer's hardship program or hardship customer means a residential customer who, after being assessed as being in financial hardship under clause 40(1) of the Code, has been offered assistance under clause 41(3) of the Code.

De-energise means the removal of the supply voltage from the meter at the customer's premises, while leaving the premises connected to the distribution network. Premises that are vacant at the time of de-energisation should be excluded. In the case of pre-payment meters this definition is modified to cover the removal of supply voltage from the output of the pre-payment meter.

Direct debit plans terminated means direct debit plans terminated because of a default or non-payment in 2 or more successive payment periods. This includes terminations due to administrative oversight and mismanagement by the customer resulting in non-payment.

Disconnection means to de-energise a customer's supply address for failure to pay a bill. Premises that are vacant at the time of disconnection should be excluded.

Disconnections involving customers who had a concession means the disconnection of a residential customer who was receiving a concession at the time.

Disconnections involving customers who were the subject of a payment plan means the disconnection of a residential customer who was at the time of disconnection, or who was within the reporting year, or the previous reporting year, on a payment plan.

Energy bill debt is the dollar amount owed to the retailer for the sale and supply of electricity, excluding other services, which has been outstanding to the retailer for a period of 90 calendar days or more. An amount owing after the final bill has been issued by a retailer to a customer on termination of a customer contract (for example, where a customer changes retailer) should not be counted as energy bill debt.

Excluded or removed from the hardship program for non-compliance is where a customer exits the hardship program at the behest of the retailer for failing to adhere to the program requirements. This may include instances where the hardship customer fails to contact the retailer or make agreed payments towards their energy account. Customers who leave the hardship program because they feel they are unable to continue to meet the program requirements or payments requested by the retailer should be reported here.

Financial hardship has the same meaning as in clause 3 of the Code.

Hardship customer means a residential customer who, after being assessed as being in financial hardship under clause 40(1) of the Code, has been offered assistance under clause 40(3)(b) of the Code.

Marketing complaints includes complaints about advertising campaigns, contract terms, sales techniques, and misleading conduct.

Non-contestable residential/business customer means a residential/business customer connected to the South West Interconnected System (SWIS) who consumes less than 50 MWh of electricity per year.

Other complaints include complaints about poor service, privacy considerations, failure to respond to complaints, the complaints handling process itself, and health and safety issues.

Payment plan cancelled by the retailer for non-payment is when the retailer cancels or terminates the payment plan because of the customer failing to make or pay instalments agreed to under the plan.

Payment plan has the same meaning as in clause 4 of the Code.

Payment problems has the same meaning as in clause 3 of the Code.

Pre-payment meter is a meter that requires customers to pay for electricity prior to consumption.

Pre-payment meter customer means a customer who has a pre-payment meter operating at the supply address.

Previous reporting year means the reporting year immediately preceding the reporting year covered by the performance report, i.e. 2017/18 for the performance report covering the 2018/19 reporting year.

Reconnection means to re-energise the customer's supply address in the same account name following disconnection.

Reconnections involving customers who had a concession means the reconnection of a residential customer who is included in indicator CCR 48.

Reconnections involving customers who were reconnected on at least one other occasion during the reporting year, or the previous reporting year means the reconnection of a residential customer who is included in indicator CCR 46.

Reconnections involving customers who were subject to a payment plan means the reconnection of a residential customer who is included in indicator CCR 44.

Reconnected within the prescribed timeframe means the retailer forwarded the request for reconnection within the applicable period specified in clause 52(3) of the Code.

Reporting year means the 12-month period ending June 30.

Residential customer means a customer who consumes electricity solely for domestic use. Customers who are supplied on a combined residential/non-residential tariff are deemed to be business customers.

Security deposit means the lodgement of a deposit (refundable advance) to secure connection, or reconnection, to an electricity supply.

Successfully completed their payment plan is when a customer has made or paid all instalments agreed to under the payment plan, including instances where on completion the customer agrees to a new payment plan.

Successfully completed the hardship program or exited by agreement with the retailer is where a customer has completed or exited the hardship program and is returned, by agreement with the retailer, to the normal billing and collection cycles (including where the customer agrees to a new instalment plan).

Switched, transferred, or left the retailer includes customers who exited the hardship program because they are no longer a customer of that retailer. This includes customers who have transferred or switched to another retailer and those who have changed retailers through moving premises etc.

Transfer complaints includes complaints about failure to transfer a customer within a certain period, disruption of supply due to transfer and billing problems directly associated with the transfer (for example, delay in billing, double billing).

Vulnerable customer means a designated person who has advised the retailer that they are affected by family violence; or who the retailer has reason to believe is affected by family violence specified in clause 3 of the Code.

3. Completing and submitting the datasheet

The datasheets have been amended in 2024 to simplify annual performance reporting.

Main points

Only edit yellow shaded cells on the datasheet.

Pay attention to the reporting unit column when entering data. Previously, derived indicators were displayed prominently, but these have been removed to simplify the form. If you have previously used an automated process or script to fill the datasheet, you will need to update your process.

If data is available: enter the data.

Where an indicator is applicable but there are no instances to report: enter '0'.

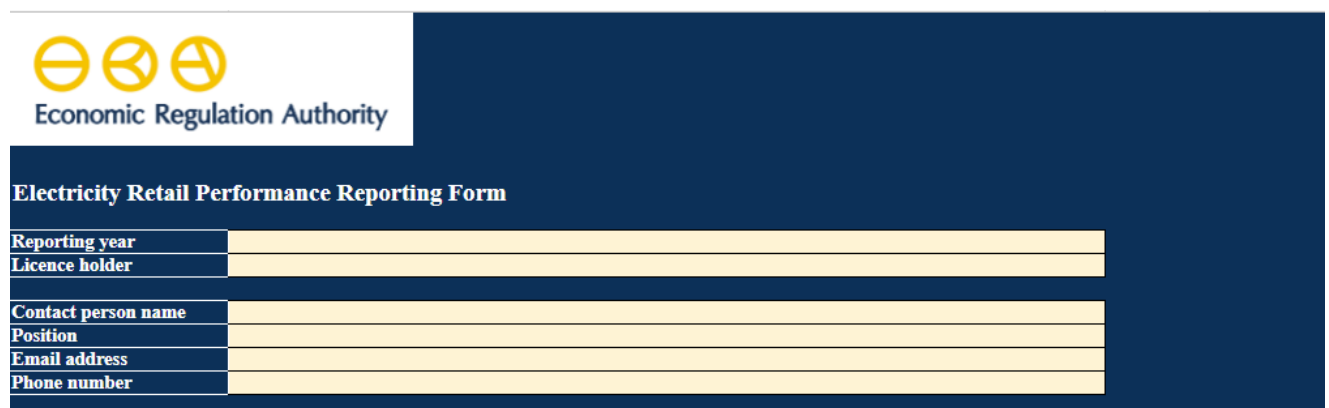
Leaving blank cells: If the activity is not applicable, such as where a licensee does not supply electricity to a certain category of customer, leave the cell blank. It is no longer necessary to insert 'N/A' when the indicator is not relevant to the licensee.


If the data is unavailable: leave the input cell blank and add a comment to explain.

Comment field: Use these cells to clarify any data. For example, where data has changed significantly between reporting periods or to advise that cells have been left blank deliberately. Licensees must add an explanation when the data shows a **variance of more than 10% from the previous year**.

Step 1 – Enter preliminary information

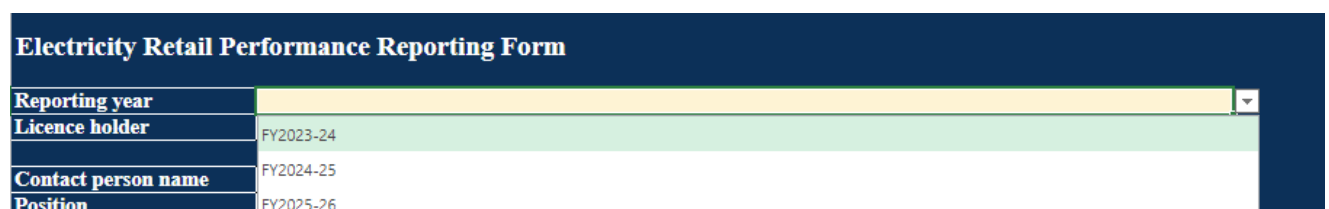
Use the dropdown boxes to enter the reporting year and the relevant licence holder. Add the details of who the ERA may contact to clarify any information.




Economic Regulation Authority

Electricity Retail Performance Reporting Form

Reporting year	
Licence holder	
Contact person name	
Position	
Email address	
Phone number	



Electricity Retail Performance Reporting Form

Reporting year	
Licence holder	FY2023-24
Contact person name	FY2024-25
Position	FY2025-26

Step 2 – Enter information about the reporting year into the datasheet

Enter data into the ‘Data input’ column for each of the indicators.

Description	Indicator	Unit	Data input	Comments
Contestable residential customers as of June 30	CCR 1	Number of	85330	
Non-contestable residential customers as of June 30	CCR 2	Number of	21500	
Contestable business customers as of June 30	CCR 4	Number of		Do not supply to these
Non-contestable business customers as of June 30	CCR 5	Number of	21000	
Pre-payment meter customers total as of June 30	CCR 7	Number of		
Pre-payment meter customers who have reverted to a standard meter within 3 months of meter installation or entering into a	CCR 8			

Reporting basis: point in time vs whole reporting year

Some indicators are based on a moment in time (for example, 30 June) whereas others cover the whole reporting year. This is marked in the description field of each indicator.

Reporting basis: per customer vs per incident

Some indicators require reporting to be on a per customer basis whereas others are on a per incident basis. For example, indicator CCR 17 (Total number of residential customers who are subject to a payment plan) should be reported on a per customer basis. This means that if a customer was placed on a payment plan more than once during a reporting year, the customer should only be counted once. Indicator CCR 40 (Total number of residential customer disconnections for failure to pay a bill) should be reported on a per incident basis. This means that if a customer is disconnected more than once during the reporting year, each disconnection should be recorded separately.

Step 3 – Submit datasheet to the ERA

The completed datasheet for the reporting year must be submitted no later than 30 September following the end of the reporting year to: licensing@erawa.com.au.

After the ERA has reviewed a licensee’s datasheet and the licensee has addressed any comments, the ERA will instruct the licensee to publish the datasheet on the licensee’s website by a specific date.

4. Full indicator list

This section includes the full set of collected and derived indicators. The purpose is to provide those completing the datasheet with a single point of reference for all indicators, including how derived indicators will be calculated using the information provided on the datasheet.

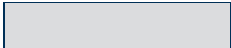
 Rows this colour are for derived indicators, calculated by the ERA.

Table 1: Complete set of collected and derived indicators.

Reporting category	Description	Indicator	Unit
1 Customer numbers			
Customer numbers	Contestable residential customers as of June 30	CCR 1	Number of
Customer numbers	Non-contestable residential customers as of June 30	CCR 2	Number of
Customer numbers	Residential customers total as of June 30	CCR 3 = CCR 1 + CCR 2	Number of
Customer numbers	Contestable business customers as of June 30	CCR 4	Number of
Customer numbers	Non-contestable business customers as of June 30	CCR 5	Number of
Customer numbers	Total number of business customers as of June 30	CCR 6 = CCR 4 + CCR 5	Number of
Customer numbers	Pre-payment meter customers total as of June 30	CCR 7	Number of
Customer numbers	Pre-payment meter customers who have reverted to a standard meter within 3 months of meter installation or entering into a contract	CCR 8	Number of
Customer numbers	Pre-payment meter customers who have reverted to a standard meter	CCR 10	Number of
2 Billing and payment			
Billing and payment	Residential customers issued a bill outside the maximum timeframe and where the delay is the fault of the retailer	CCR 11	Number of

Billing and payment	Residential customers issued a bill outside the maximum timeframe and where the delay is the fault of the retailer	CCR 12 = (CCR 11 / CCR 3)	Percentage
Billing and payment	Residential customers issued a bill outside the maximum timeframe and where the delay is because the retailer did not receive billing data from the distributor	CCR 13	Number of
Billing and payment	Residential customers issued a bill outside the maximum timeframe and where the delay is because the retailer did not receive billing data from the distributor	CCR 14 = (CCR 13 / CCR 3)	Percentage
Billing and payment	Residential customers subject to a payment plan	CCR 17	Number of
Billing and payment	Residential customers subject to a payment plan	CCR 18 = (CCR 17 / CCR 3)	Percentage
Billing and payment	Residential customers granted additional time to pay a bill	CCR 19	Number of
Billing and payment	Residential customers granted additional time to pay a bill	CCR 20 = (CCR 19 / CCR 3)	Percentage
Billing and payment	Business customers issued a bill outside the maximum timeframe	CCR 23	Number of
Billing and payment	Business customers issued a bill outside the maximum timeframe	CCR 24 = (CCR 23 / CCR 6)	Percentage
Billing and payment	Business customers subject to a payment plan	CCR 25	Number of
Billing and payment	Business customers subject to a payment plan	CCR 26 = (CCR 25 / CCR 6)	Percentage
Billing and payment	Business customers granted additional time to pay a bill	CCR 27	Number of
Billing and payment	Business customers granted additional time to pay a bill	CCR 28 = (CCR 27 / CCR 6)	Percentage
Billing and payment	Residential customers who have lodged security deposits for their account	CCR 31	Number of
Billing and payment	Residential customers who have lodged security deposits for their account	CCR 32 = (CCR 31 / CCR 3)	Percentage
Billing and payment	Business customers who have lodged security deposits for their account	CCR 33	Number of

Billing and payment	Business customers who have lodged security deposits for their account	CCR 34 = (CCR 33 / CCR 6)	Percentage
Billing and payment	Residential customers who have had their direct debit plans terminated	CCR 35	Number of
Billing and payment	Residential customers who have had their direct debit plans terminated	CCR 36 = (CCR 35 / CCR 3)	Percentage
Billing and payment	Business customers who have had their direct debit plans terminated	CCR 37	Number of
Billing and payment	Business customers who have had their direct debit plans terminated	CCR 38 = (CCR 37 / CCR 6)	Percentage
Billing and payment	Pre-payment meter customers who have informed the retailer they are experiencing payment problems or financial hardship	CCR 39	Number of
Billing and payment	Residential customers using Centrepay to pay energy bill debt as of June 30	CCR 117	Number of
3 Disconnections for non-payment			
Disconnections for non-payment	Residential customer disconnections for failure to pay a bill	CCR 40	Number of
Disconnections for non-payment	Residential customer disconnections for failure to pay a bill	CCR 41 = (CCR 40 / CCR3)	Percentage
Disconnections for non-payment	Business customer disconnections for failure to pay a bill	CCR 42	Number of
Disconnections for non-payment	Business customer disconnections for failure to pay a bill	CCR 43 = (CCR 42 / CCR 6)	Percentage
Disconnections for non-payment	Residential customer disconnections of customers subject to a payment plan	CCR 44	Number of
Disconnections for non-payment	Residential customer disconnections of customers subject to a payment plan	CCR 45 = (CCR 44 / CCR 3)	Percentage
Disconnections for non-payment	Residential customer disconnections where customer was disconnected on at least one other occasion during the reporting year or previous reporting year	CCR 46	Number of

Disconnections for non-payment	Residential customer disconnections where customer was disconnected on at least one other occasion during the reporting year or previous reporting year	CCR 47 = (CCR 46 / CCR 3)	Percentage
Disconnections for non-payment	Residential customer disconnections where customer had a concession	CCR 48	Number of
Disconnections for non-payment	Residential customer disconnections where customer had a concession	CCR 49 = (CCR 48 / CCR 3)	Percentage
Disconnections for non-payment	Pre-payment meter customer disconnections	CCR 50	Number of
Disconnections for non-payment	Pre-payment meter customer disconnections	CCR 51 = (CCR 50 / CCR 7)	Percentage
Disconnections for non-payment	Pre-payment meter customer disconnections where the customer has been disconnected for longer than two hours at least twice in any one month	CCR 53	Number of
4 Reconnections			
Reconnections	Residential customer reconnections requested by retailer within seven days of requesting the disconnection	CCR 54	Number of
Reconnections	Residential customer reconnections requested by retailer within seven days of requesting the disconnection	CCR 55 = (CCR 53 / CCR 40)	Percentage
Reconnections	Business customer reconnections requested by retailer within seven days of requesting the disconnection	CCR 56	Number of
Reconnections	Business customer reconnections requested by retailer within seven days of requesting the disconnection	CCR 57 = (CCR 56 / CCR 42)	Percentage
Reconnections	Residential customer reconnections within seven days where customer was subject to a payment plan	CCR 58	Number of
Reconnections	Residential customer reconnections within seven days where customer was subject to a payment plan	CCR 59 = (CCR 58 / CCR 40)	Percentage
Reconnections	Residential customer reconnections within seven days where customer was reconnected on at least one other occasion during the reporting year or the previous reporting year	CCR 60	Number of

Reconnections	Residential customer reconnections within seven days where customer was reconnected on at least one other occasion during the reporting year or the previous reporting year	CCR 61 = (CCR 60 / CCR 40)	Percentage
Reconnections	Residential customer reconnections within seven days where customer had a concession	CCR 62	Number of
Reconnections	Residential customer reconnections within seven days where customer had a concession	CCR 63 = (CCR 62 / CCR 40)	Percentage
Reconnections	Residential customer reconnections requested by retailer after requesting the customer be disconnected (including those reconnected within seven days)	CCR 64	Number of
Reconnections	Residential customer reconnections requested by retailer after requesting the customer be disconnected (including those reconnected within seven days)	CCR 65 = (CCR 64 / CCR 40)	Percentage
Reconnections	Residential customer reconnections requested by retailer that were not reconnected within the prescribed timeframe	CCR 66	Number of
Reconnections	Residential customer reconnections requested by retailer that were not reconnected within the prescribed timeframe	CCR 67 = (CCR 66 / CCR 40)	Percentage
Reconnections	Business customer reconnections requested by retailer after requesting the customer be disconnected (including those reconnected within seven days)	CCR 68	Number of
Reconnections	Business customer reconnections requested by retailer after requesting the customer be disconnected (including those reconnected within seven days)	CCR 69 = (CCR 68 / CCR 42)	Percentage
Reconnections	Business customer reconnections requested by retailer that were not reconnected within the prescribed timeframe	CCR 70	Number of
Reconnections	Business customer reconnections requested by retailer that were not reconnected within the prescribed timeframe	CCR 71 = (CCR 70 / CCR 68)	Percentage
5 Complaints			
Complaints	Complaints received from residential customers, other than those received from pre-payment meter customers	CCR 72	Number of
Complaints	Complaints received from business customers, other than those received from pre-payment meter customers	CCR 73	Number of

Complaints	Residential customer complaints about billing/credit	CCR 74	Number of
Complaints	Residential customer complaints about billing/credit	CCR 75 = (CCR74 / CCR 72)	Percentage
Complaints	Business customer complaints about billing/credit	CCR 76	Number of
Complaints	Business customer complaints about billing/credit	CCR 77 = (CCR 76 / CCR 73)	Percentage
Complaints	Residential customer complaints about transfers	CCR 78	Number of
Complaints	Residential customer complaints about transfers	CCR 79 = (CCR 78 / CCR 72)	Percentage
Complaints	Business customer complaints about transfers	CCR 80	Number of
Complaints	Business customer complaints about transfers	CCR 81 = (CCR80 / CCR 73)	Percentage
Complaints	Residential customer complaints about marketing (including those directly to retailer)	CCR 82	Number of
Complaints	Residential customer complaints about marketing (including those directly to retailer)	CCR 83 = (CCR 82 / CCR 72)	Percentage
Complaints	Business customer complaints about marketing (including those directly to a retailer).	CCR 84	Number of
Complaints	Business customer complaints about marketing (including those directly to a retailer).	CCR 85 = (CCR 84 / CCR 73)	Percentage
Complaints	Residential customer complaints about all other matters	CCR 86	Number of
Complaints	Residential customer complaints about all other matters	CCR 87 = (CCR 86 / CCR 72)	Percentage
Complaints	Business customer complaints about all other matters	CCR 88	Number of
Complaints	Business customer complaints about all other matters	CCR 89 = (CCR 88 / CCR 73)	Percentage

Complaints	Residential customer complaints concluded within 15 business days	CCR 90	Number of
Complaints	Residential customer complaints concluded within 15 business days	CCR 91 = (CCR 90 / CCR 72)	Percentage
Complaints	Residential customer complaints concluded within 20 business days	CCR 92	Number of
Complaints	Residential customer complaints concluded within 20 business days	CCR 93 = (CCR 92 / CCR 72)	Percentage
Complaints	Business customer complaints concluded within 15 business days	CCR 94	Number of
Complaints	Business customer complaints concluded within 15 business days	CCR 95 = (CCR 94 / CCR 73)	Percentage
Complaints	Business customer complaints concluded within 20 business days	CCR 96	Number of
Complaints	Business customer complaints concluded within 20 business days	CCR 97 = (CCR 96 / CCR 73)	Percentage
Complaints	Pre-payment meter customer complaints	CCR 98	Number of
Complaints	Pre-payment meter customer complaints concluded within 15 business days	CCR 99	Number of
Complaints	Pre-payment meter customer complaints concluded within 15 business days	CCR 100 = (CCR 99 / CCR 98)	Percentage
Complaints	Pre-payment meter customer complaints concluded within 20 business days	CCR 101	Number of
Complaints	Pre-payment meter customer complaints concluded within 20 business days	CCR 102 = (CR 101 / CR 98)	Percentage
6 Compensation payments			
Compensation payments	Number of payments made to customers under clause 94 of the Code of Conduct	CCR 103	Number of
Compensation payments	Total sum paid to customers under clause 94 of the Code of Conduct	CCR 104	Dollars

Compensation payments	Number of payments made to customers under clause 95 of the Code of Conduct	CCR 105	Number of
Compensation payments	Total sum paid to customers under clause 95 of the Code of Conduct	CCR 106	Dollars
Compensation payments	Number of payments made to customers under clause 96 of the Code of Conduct	CCR 107	Number of
Compensation payments	Total sum paid to customers under clause 96 of the Code of Conduct	CCR 108	Dollars
7 Call centre performance			
Call centre performance	Call attempts to a retailer call centre	CCR 109	Number of
Call centre performance	Calls to retailer call centre answered by operator within 30 seconds	CCR 110	Number of
Call centre performance	Calls to retailer call centre answered by operator within 30 seconds	CCR 111 = (CCR 110 / CCR 109)	Percentage
Call centre performance	Mean duration for call centre operator to answer call	CCR 112	Seconds
Call centre performance	Calls to a call centre that go unanswered	CCR 113	Number of
Call centre performance	Calls to a call centre that go unanswered	CCR 114	Percentage
8 Energy bill debt			
Energy bill debt	Residential customers repaying bill debt as of 30 June (excluding hardship customers)	CCR 115	Number of
Energy bill debt	Business customers repaying bill debt as of 30 June (excluding hardship customers)	CCR 116	Number of
Energy bill debt	Mean bill debt for residential customers as of 30 June (excluding hardship customers)	CCR 118	Dollars
Energy bill debt	Mean bill debt for business customers as of 30 June (excluding hardship customers)	CCR 119	Dollars
Energy bill debt	Residential customers with bill debt between \$500 and \$1,500 as of 30 June (excluding hardship customers)	CCR 122	Number of

Energy bill debt	Residential customers with bill debt between \$1,500 and \$2,500 as of 30 June (excluding hardship customers)	CCR 123	Number of
Energy bill debt	Residential customers with bill debt exceeding \$2,500 as of 30 June (excluding hardship customers)	CCR 124	Number of
Energy bill debt	Residential customers subject to a payment plan as of 30 June (excluding hardship customers)	CCR 125	Number of
Energy bill debt	Residential customers who had their payment plan cancelled by the retailer for non-payment (excluding hardship customers)	CCR 126	Number of
Energy bill debt	Residential customers who successfully completed their payment plan (excluding hardship customers)	CCR 127	Number of
9 Hardship customers			
Hardship customers	Residential customers on a hardship program as at 30 June	CCR 120	Number of
Hardship customers	Mean bill debt of hardship customers as of June 30	CCR 121	Dollars
Hardship customers	Total number of hardship customers who are the subject of a concession as at 30 June	CCR 128	Number of
Hardship customers	Residential customers denied access to a retailer hardship program	CCR 129	Number of
Hardship customers	Mean bill debt for customers at the time of entering hardship program	CCR 130	Dollars
Hardship customers	Customers who entered a hardship program with bill debt up to \$500 at the time	CCR 131	Number of
Hardship customers	Customers who entered a hardship program with bill debt between \$500 and \$1500 at the time	CCR 132	Number of
Hardship customers	Customers who entered a hardship program with bill debt between \$1,500 and \$2,500 at the time	CCR 133	Number of
Hardship customers	Customers who entered a hardship program with bill debt exceeding \$2,500 at the time	CCR 134	Number of
Hardship customers	Hardship customers subject to a payment plan as of June 30 (excluding those using Centrepay)	CCR 135	Number of

Hardship customers	Hardship customers using Centrepay for bill debt	CCR 136	Number of
Hardship customers	Residential customers who exited a hardship program	CCR 137	Number of
Hardship customers	Residential customers who exited a hardship program because they successfully completed it or by agreement with the retailer	CCR 138	Number of
Hardship customers	Residential customers who exited a hardship program because they were removed from it for non-compliance	CCR 139	Number of
Hardship customers	Residential customers who exited a hardship program because they left the retailer	CCR 140	Number of
Hardship customers	Residential customers who completed a hardship program or exited by agreement with the retailer, during the reporting year or previous reporting year, who were then disconnected during the reporting year for non-payment	CCR 141	Number of
Hardship customers	Residential customers who completed a hardship program or exited by agreement with the retailer, during the reporting year or previous reporting year, who were then disconnected during the reporting year for non-payment but reconnected within seven days	CCR 142	Number of
10 Vulnerable customers			
Vulnerable customers	Vulnerable customers as of 30 June	CCR 143	Number of
Vulnerable customers	Vulnerable customers who were the account holder as of 30 June	CCR 144	Number of
Vulnerable customers	Vulnerable customers named on another person's account as of 30 June	CCR 145	Number of
Vulnerable customers	Vulnerable customers on the 9-month disconnection moratorium as of 30 June	CCR 146	Number of
Vulnerable customers	Mean bill debt of vulnerable customers on the 9-month disconnection moratorium when they exit the moratorium	CCR 147	Dollars
Vulnerable customers	Vulnerable customers with a pre-payment at any time during reporting year	CCR 148	Number of
Vulnerable customers	Pre-payment meters reverted to standard meters by retailer as requested by vulnerable customers who were on the 9-month disconnection moratorium during the reporting year	CCR 149	Number of

5. Reporting conventions and examples

This section covers reporting conventions for each category and provides some examples of how indicators are calculated.

Some indicators are cumulative and cover the whole reporting period whereas some measure a point in time, such as June 30 at the end of a reporting year or the amount of money owing when a customer entered a payment plan. Previously, differences in the reporting point were shown by colour codes on the spreadsheet. These have removed these to make the forms more accessible.

5.1 Disconnections for non-payment

- A disconnection event can count towards more than one disconnection indicator. For example, the disconnection of a residential customer who was disconnected within the previous reporting year, and who was receiving a concession at the time of disconnection will be recorded as a disconnection against indicators CCR 40, CCR 46, and CCR 48.
- The percentage of disconnections involving specific groups of customers (CCR 45, CCR 47, CCR 49 and CCR 51) is calculated by using the total number of disconnections for the retailer as the denominator.

5.2 Reconnections

- Reconnections are across the whole reporting year and only include reconnections that occurred at the same supply address and in the same account name as the disconnection. It does not include reconnections at the same supply address but in a different name, or reconnections in the same name at a different supply address.
- A reconnection must be reported for the reporting year it took place, even if the associated disconnection took place in the previous reporting year. Only reconnections following a disconnection for failure to pay a bill should be included.
- If a customer is reconnected more than once during the reporting year, then each reconnection should be recorded separately. The purpose of the indicators is to measure the number of reconnection events rather than the number of customers who have been reconnected.
- A reconnection event can count towards more than one reconnection indicator. For example, the reconnection of a residential customer within seven days who was receiving a concession at the time of reconnection will be recorded as a reconnection against indicators CCR 54, CCR 62, and CCR 64.
- The percentage of reconnections involving specific groups of customers (CCR 58, CCR 60 and CCR 62) is calculated by using the total number of reconnections for the retailer as the denominator. [Example 1: Calculating reconnection indicators](#). Example 1 shows how these indicators are calculated.

Example 1: Calculating reconnection indicators.

As of 30 June in the reporting year, Retailer A has 100,000 residential customers, 5,000 business customers and 500 pre-payment meter customers.

During the reporting year the disconnections for failure to pay a bill involved:

- 500 residential disconnections involving 400 residential customers.
- 40 business customer disconnections involving 35 business customers.
- 80 pre-payment meter customer disconnections involving 30 pre-payment meter customers.

Calculation of disconnection indicators:

- $CCR\ 41 = 100 \times 500 / 100,000 = 0.5\%$
- $CCR\ 43 = 100 \times 40 / 5,000 = 0.8\%$
- $CCR\ 51 = 100 \times 80 / 500 = 16.0\%$

Additional residential disconnection indicators:

Of the 500 residential customer disconnections in the reporting year:

- 180 disconnections involved customers who were on payment plans at the time they were disconnected.
- 150 disconnections involved customers who had been disconnected on at least one other occasion during the previous reporting year or the reporting year.
- 275 disconnections involved customers who were receiving a concession when they were disconnected.

This gives the following values for the additional residential disconnection indicators:

- $CCR\ 45 = 180 / 500 = 36.0\%$
- $CCR\ 47 = 150 / 500 = 30.0\%$
- $CCR\ 49 = 275 / 500 = 55.0\%$

Number of residential customer reconnections within seven days = 250

Number of residential customer reconnections (CCR 64) = 420 (10 were late (CCR 66))

Number of business customer reconnections within seven days = 15

Number of business customer reconnections (CCR 68) = 30 (1 was late (CCR 70))

Number of reconnections (within seven days) involving residential customers on payment plans = 60

Number of reconnections (within seven days) involving residential customers previously disconnected = 30

Number of reconnections (within seven days) involving residential customers on concessions = 125

Calculation of reconnection indicators:

- $CCR\ 55 = 100 \times 250 / 500 = 50.0\%$
- $CCR\ 57 = 100 \times 15 / 40 = 37.5\%$
- $CCR\ 59 = 100 \times 60 / 500 = 12.0\%$
- $CCR\ 61 = 100 \times 30 / 500 = 6.0\%$
- $CCR\ 63 = 100 \times 125 / 500 = 25.0\%$
- $CCR\ 65 = 100 \times 420 / 500 = 84.0\%$
- $CCR\ 67 = 100 \times 10 / 420 = 2.4\%$
- $CCR\ 69 = 100 \times 30 / 40 = 75.0\%$
- $CCR\ 71 = 100 \times 1 / 30 = 3.3\%$

5.3 Complaints

- If a customer makes more than one complaint during the reporting year, each complaint should be recorded separately.
- More than one complaint can be made per customer contact. If a customer makes a complaint about a billing matter and a transfer matter in the same communication, then two complaints should be recorded.

5.4 Compensation payments

- If more than one payment is made to a customer during the reporting year, each payment should be recorded separately.
- Payments that have been claimed by customers during the reporting year but have not been paid by 30 June should be excluded for that reporting year.

5.5 Call centre performance

- Average duration before a call is answered = $\frac{\sum \text{answer wait times}}{\text{total number of calls answered}}$
- Call centre indicators exclude calls that do not require operator attention, including interactive voice response calls where the customer does not select an option indicating they wish to speak with a call centre operator, and calls that were terminated before an option to speak with a call centre operator was selected. [Example 2](#) shows how these indicators should be calculated.
- For non-IVR systems, calls that are unanswered includes calls terminated by a customer before being answered by a call centre operator. For IVR systems, it includes calls terminated by a customer after they have selected an option indicating they wish to speak to an operator.
- Calls to third parties, such as contractors acting on behalf of the retailer, should not be included. However, calls received by a contractor that is providing all or part of the distributor's customer service operations, for example an outsourced call centre, should be included.
- For IVR systems, a call wait period commences when a customer selects an option to indicate they wish to speak to an operator.

Example 2: Calculating call centre performance indicators.

Retailer A operates a single call centre with integrated IVR technology with a single 1300 number for customers to call. During the reporting year the following call data was recorded:

Total calls to the 13 number = 467,450

Number of calls to the call centre = 265,328

Number of calls answered within 30 seconds = 221,846
Number of calls that were unanswered = 4,921

Sum of wait times for answered calls = 217,006 minutes

Calculation of indicators:

- CCR 109 = 265,328
- CCR 110 = 221,846
- CCR 111 = $100 \times 221,846 / 265,328 = 83.6\%$
- CCR 112 = $60 \times 217,006 / (265,328 - 4,921)$ seconds = 50 seconds
- CCR 113 = 4,921
- CCR 114 = $100 \times 4,921 / 265,328 = 1.9\%$

5.6 Hardship customers

- Indicators are measured on a per customer basis. If a customer satisfies an indicator criterion more than once during a reporting year the customer is only counted once.

5.7 Customers experiencing family violence

- Indicators are measured on a per customer basis. If a customer satisfies an indicator criterion more than once during a reporting year the customer is only counted once.
- Performance indicators for customers experiencing family violence are included for the first time in 2024.

6. Version history

Version date	Changes
April 2024	<ol style="list-style-type: none"><li data-bbox="555 315 1378 479">1. New indicators for retailers and integrated regional licensees to report on vulnerable customers' accessibility to family violence protections and energy bill debt. New family violence protections came into effect on 20 February 2023 as part of the 2019-2022 review of the Code.<li data-bbox="555 490 1362 557">2. Datasheet condensed into a single worksheet and derived indicators removed from user entry form.<li data-bbox="555 568 1339 658">3. Definitions sections condensed into a single place at the beginning of the handbook and duplicated definitions removed.<li data-bbox="555 672 999 705">4. Version history section added.<li data-bbox="555 716 1374 784">5. Indicators from different reporting categories combined into a single indicator list, including derived indicators.<li data-bbox="555 795 1326 860">6. Reporting conventions for different reporting categories merged into single section.