

Company name: **Electricity Generation and Retail Corporation trading as Synergy**  
Gas Compliance Manual Datasheet - 2015/16 Retail Indicators

### **IMPORTANT NOTICE FOR GAS TRADING LICENSEES**

Licensees should refer to the Gas Trading Licence Performance Reporting Handbook for information on the definitions of gas retail indicators, listed in these Datasheets.

## Gas Retailer Performance Report

Retailer: Electricity Generation and Retail Corporation trading as Synergy

Reporting Period: 2015/16

| Customers and Customer Information |  |                    |   |
|------------------------------------|--|--------------------|---|
| Indicator No.                      | Description  | Basis of Reporting | Comments  |
|                                    |  | Number             |   |
| R 1                                | Total number of residential customer accounts  | 0                  | Synergy does not supply residential customers due to the gas moratorium.  |
| R 2                                | Total number of residential customer accounts covered by the Gas Moratorium (Alinta Energy and Kleenheat only) |                    | Not applicable  |
| R 3                                | Total number of business customer accounts   | 137                | The total number of small use gas customers has increased following a targeted gas acquisition campaign commencing in Q4 2015/16. |
| R 4                                | Total number of business customer accounts covered by the Gas Moratorium (Alinta Energy and Kleenheat only)    |                    | Not applicable  |

## Gas Retailer Performance Report

| Affordability             |   |                    |            |                |
|---------------------------|---|--------------------|------------|----------------|
| Indicator No.             | Description   | Basis of Reporting |            | Comments       |
|                           |   | Number             | Percentage |                |
| R 5                       | Total number of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer  |                    |            | Not applicable |
| R 6                       | Percentage of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer  |                    |            | Not applicable |
| R 7                       | Total number of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor          |                    |            | Not applicable |
| R 8                       | Percentage of residential customer accounts that have been issued with a bill outside the prescribed timeframes prescribed and where the delay is due to the retailer not receiving the billing data from the distributor |                    |            | Not applicable |
| R 9                       | Total number of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer   |                    |            | Not applicable |
| R 10                      | Percentage of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer   |                    |            | Not applicable |
| R 11                      | Total number of residential customer accounts that are subject to an instalment plan  |                    |            | Not applicable |
| R 12                      | Percentage of residential customer accounts that are subject to an instalment plan  |                    |            | Not applicable |
| R 13                      | Total number of residential customer accounts that have been granted additional time to pay a bill  |                    |            | Not applicable |
| R 14                      | Percentage of residential customer accounts that have been granted additional time to pay a bill  |                    |            | Not applicable |
| R 15                      | Total number of residential customer accounts that have been placed on a shortened billing cycle  |                    |            | Not applicable |
| R 16                      | Percentage of residential customer accounts that have been placed on a shortened billing cycle  |                    |            | Not applicable |
| Affordability (continued) |   |                    |            |                |
| Indicator No.             | Description   | Basis of Reporting |            | Comments       |
|                           |   | Number             | Percentage |                |

## Gas Retailer Performance Report

|      |  |    |       |   |
|------|--|----|-------|---|
| R 17 | Total number of business customer accounts that have been issued with a bill outside the prescribed timeframes                   | 1  |       |   |
| R 18 | Percentage of business customer accounts that have been issued with a bill outside the prescribed timeframes                     |    | 0.7%  |   |
| R 19 | Total number of business customer accounts that are subject to an instalment plan  | 29 |       |   |
| R 20 | Percentage of business customer accounts that are subject to an instalment plan  |    | 21.2% |   |
| R 21 | Total number of business customer accounts that have been granted additional time to pay a bill                                  | 93 |       | As part of the collections strategy there has been an increase in business customer contact regarding late payments and requests for additional time to pay the bill. |
| R 22 | Percentage of business customer accounts that have been granted additional time to pay a bill                                    |    | 67.9% |   |
| R 23 | Total number of business customer accounts that have been placed on a shortened billing cycle                                    | 0  |       |   |
| R 24 | Percentage of business customer accounts that have been placed on a shortened billing cycle                                      |    |       |   |
| R 25 | Total number of residential customer accounts that have lodged security deposits in relation to the residential customer account |    |       | Not applicable  |
| R 26 | Percentage of residential customer accounts that have lodged security deposits in relation to the residential customer account   |    |       | Not applicable  |
| R 27 | Total number of business customer accounts that have lodged security deposits in relation to the business customer account       | 0  |       |   |
| R 28 | Percentage of business customer accounts that have lodged security deposits in relation to the business customer account         |    |       |   |
| R 29 | Total number of residential customer accounts that have had direct debit plans terminated  |    |       | Not applicable  |
| R 30 | Percentage of residential customer accounts that have had direct debit plans terminated  |    |       | Not applicable  |
| R 31 | Total number of business customer accounts that have had direct debit plans terminated   | 1  |       |   |
| R 32 | Percentage of business customer accounts that have had direct debit plans terminated   |    | 0.7%  |   |

## Gas Retailer Performance Report

| Disconnections for Non-Payment |  |                    |            |                |
|--------------------------------|--|--------------------|------------|----------------|
| Indicator No.                  | Description  | Basis of Reporting |            | Comments       |
|                                |  | Number             | Percentage |                |
| R 33                           | Total number of residential customer accounts disconnected for failure to pay a bill   |                    |            | Not applicable |
| R 34                           | Percentage of residential customer accounts disconnected for failure to pay a bill   |                    |            | Not applicable |
| R 35                           | Total number of business customer accounts disconnected for failure to pay a bill  | 1                  |            |                |
| R 36                           | Percentage of business customer accounts disconnected for failure to pay a bill  |                    | 0.7%       |                |
| R 37                           | Total number of residential customer accounts disconnected that were previously the subject of an instalment payment plan                                  |                    |            | Not applicable |
| R 38                           | Percentage of residential customer accounts disconnected that were previously the subject of an instalment payment plan                                    |                    |            | Not applicable |
| R 39                           | Total number of residential customer accounts disconnected at the same supply address at least 1 other occasion during this or the previous reporting year |                    |            | Not applicable |
| R 40                           | Percentage of residential customer accounts disconnected at the same supply address at least 1 other occasion during this or the previous reporting year   |                    |            | Not applicable |
| R 41                           | Total number of disconnections involving residential customer accounts that were the subject of a concession at the time of disconnection                  |                    |            | Not applicable |
| R 42                           | Percentage of disconnections involving residential customer accounts that were the subject of a concession at the time of disconnection                    |                    |            | Not applicable |

## Gas Retailer Performance Report

| Reconnections             |  |                    |            |                |
|---------------------------|--|--------------------|------------|----------------|
| Indicator No.             | Description  | Basis of Reporting |            | Comments       |
|                           |  | Number             | Percentage |                |
| R 41                      | Total number of residential customer accounts that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected   |                    |            | Not applicable |
| R 42                      | Percentage of disconnected residential customer accounts that the retailer has requested to be reconnected within 7 days of requesting disconnection   |                    |            | Not applicable |
| R 43                      | Total number of business customer accounts that the retailer has requested to be reconnected within 7 days of requesting the business customer account be disconnected   | 1                  |            |                |
| R 44                      | Percentage of disconnected business customer accounts that the retailer has requested to be reconnected within 7 days of requesting disconnection  |                    | 100.0%     |                |
| R 45                      | Total number of reconnections within 7 days involving residential customer accounts that were previously the subject of an instalment plan   |                    |            | Not applicable |
| R 46                      | Percentage of disconnections reconnected within 7 days involving residential customer accounts that were previously the subject of an instalment plan  |                    |            | Not applicable |
| R 47                      | Total number of reconnections within 7 days involving residential customer accounts that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year            |                    |            | Not applicable |
| R 48                      | Percentage of disconnections reconnected within 7 days involving residential customer accounts that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year |                    |            | Not applicable |
| R 49                      | Total number of reconnections within 7 days involving residential customer accounts that, immediately prior to disconnection, were the subject of a concession   |                    |            | Not applicable |
| R 50                      | Percentage of disconnections reconnected within 7 days involving residential customer accounts that, immediately prior to disconnection, were the subject of a concession  |                    |            | Not applicable |
| Reconnections (continued) |  |                    |            |                |
| Indicator No.             | Description  | Basis of Reporting |            | Comments       |
|                           |  | Number             | Percentage |                |

## Gas Retailer Performance Report

|      |  |   |  |                |
|------|--|---|--|----------------|
| R 51 | Total number of residential customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected |   |  | Not applicable |
| R 52 | Percentage of residential customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected   |   |  | Not applicable |
| R 53 | Total number of residential customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe  |   |  | Not applicable |
| R 54 | Percentage of residential customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe  |   |  | Not applicable |
| R 55 | Total number of business customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected    | 0 |  |                |
| R 56 | Percentage of total disconnected business customer accounts that the retailer has requested to be reconnected  |   |  |                |
| R 57 | Total number of business customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe   | 0 |  |                |
| R 58 | Percentage of business customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe   |   |  |                |

## Gas Retailer Performance Report

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



## Gas Retailer Performance Report

|      |  |   |  |                |
|------|--|---|--|----------------|
| R 75 | Total number of the business customer complaints that relate to other complaints                 | 0 |  |                |
| R 76 | Percentage of the business customer complaints that relate to other complaints                   |   |  |                |
| R 77 | Number of customer complaints from residential customers concluded within 15 business days       |   |  | Not applicable |
| R 78 | Percentage of customer complaints from residential customers concluded within 15 business days   |   |  | Not applicable |
| R 79 | Total number of customer complaints from residential customers concluded within 20 business days |   |  | Not applicable |
| R 80 | Percentage of customer complaints from residential customers concluded within 20 business days   |   |  | Not applicable |
| R 81 | Total number of complaints from business customers concluded within 15 business days             | 0 |  |                |
| R 82 | Percentage of complaints from business customers concluded within 15 business days               |   |  |                |
| R 83 | Total number of complaints from business customers concluded within 20 business days             | 0 |  |                |
| R 84 | Percentage of complaints from business customers concluded within 20 business days               |   |  |                |

## Gas Retailer Performance Report

| Call Centre Performance |   |                    |            |   |
|-------------------------|---|--------------------|------------|---|
| Indicator No.           | Description   | Basis of Reporting |            | Comments  |
|                         |   | Number             | Percentage |   |
| R 85                    | Total number of telephone calls to a call centre of the retailer                                      |                    |            | Synergy does not operate a call centre for gas business customers |
| R 86                    | Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds |                    |            | Not applicable  |
| R 87                    | Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds   |                    |            | Not applicable  |
| R 88                    | Average duration (in seconds) before a call is answered by a call centre operator                     |                    |            | Not applicable  |
| R 89                    | Total number of telephone calls that are unanswered   |                    |            | Not applicable  |
| R 90                    | Percentage of calls that are unanswered   |                    |            | Not applicable  |