

2017 Gas Reporting Datasheets - Trading

Retailer: Synergy

Reporting Period: 2016/17

Customers and Customer Information			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
R 1	Total number of residential customers	0	
R 2	Total number of residential customers covered by the Gas Moratorium (Alinta Energy and Kleenheat only)		
R 3	Total number of business customers	175	
R 4	Total number of business customers covered by the Gas Moratorium (Alinta Energy and Kleenheat only)		

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Affordability				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 5	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer	0		
R 6	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer			
R 7	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor	0		
R 8	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor			
R 9	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer	0		
R 10	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer			
R 11	Total number of residential customers that are subject to an instalment plan	0		
R 12	Percentage of residential customers that are subject to an instalment plan			
R 13	Total number of residential customers that have been granted additional time to pay a bill	0		
R 14	Percentage of residential customers that have been granted additional time to pay a bill			
R 15	Total number of residential customers that have been placed on a shortened billing cycle	0		
R 16	Percentage of residential customers that have been placed on a shortened billing cycle			
R 17	Total number of business customers that have been issued with a bill outside the prescribed timeframes	2		
R 18	Percentage of business customers that have been issued with a bill outside the prescribed timeframes		1.1%	
R 19	Total number of business customers that are subject to an instalment plan	13		
R 20	Percentage of business customers that are subject to an instalment plan		7.4%	
R 21	Total number of business customers that have been granted additional time to pay a bill	35		
R 22	Percentage of business customers that have been granted additional time to pay a bill		20.0%	
R 23	Total number of business customers that have been placed on a shortened billing cycle	0		
R 24	Percentage of business customers that have been placed on a shortened billing cycle			
R 25	Total number of residential customers that have lodged security deposits in relation to their residential account	0		
R 26	Percentage of residential customers that have lodged security deposits in relation to their residential account			
R 27	Total number of business customers that have lodged security deposits in relation to their business customer account	0		
R 28	Percentage of business customers that have lodged security deposits in relation to their business customer account			
R 29	Total number of residential customers that have had their direct debit plans terminated	0		
R 30	Percentage of residential customers that have had their direct debit plans terminated			
R 31	Total number of business customers that have had their direct debit plans terminated	2		
R 32	Percentage of business customers that have had their direct debit plans terminated		1.1%	

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Disconnections for Non-Payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 33	Total number of residential customers that have been disconnected for failure to pay a bill	0		
R 34	Percentage of residential customers that have been disconnected for failure to pay a bill			
R 35	Total number of business customers that have been disconnected for failure to pay a bill	1		
R 36	Percentage of business customers that have been disconnected for failure to pay a bill		0.6%	
R 37	Total number of residential customer disconnections involving customers that were previously the subject of an instalment plan	0		
R 38	Percentage of residential customer disconnections involving customers that were previously the subject of an instalment plan			
R 39	Total number of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year	0		
R 40	Percentage of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year			
R 41	Total number of residential customers that have been disconnected while the subject of a concession	0		
R 42	Percentage of residential customers that have been disconnected while the subject of a concession			

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Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 41	Total number of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer be disconnected	0		
R 42	Percentage of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected			
R 43	Total number of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected	0		
R 44	Percentage of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected			
R 45	Total number of reconnections within 7 days involving residential customers that were previously the subject of an instalment plan	0		
R 46	Percentage of disconnections reconnected within 7 days involving residential customers that were previously the subject of an instalment plan			
R 47	Total number of reconnections within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year	0		
R 48	Percentage of disconnections reconnected within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year			
R 49	Total number of reconnections within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession	0		
R 50	Percentage of disconnections reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession			
R 51	Total number of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	0		
R 52	Percentage of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected			
R 53	Total number of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	0		
R 54	Percentage of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe			
R 55	Total number of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	0		
R 56	Percentage of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected			
R 57	Total number of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	0		
R 58	Percentage of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe			

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Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 59	Total number of complaints received from residential customers	0		
R 60	Total number of complaints received from business customers	1		
R 61	Total number of the residential customer complaints that relate to billing/credit complaints	0		
R 62	Percentage of the residential customer complaints that relate to billing/credit complaints			
R 63	Total number of the business customer complaints that relate to billing/credit complaints	1		
R 64	Percentage of the business customer complaints that relate to billing/credit complaints		100.0%	
R 65	Total number of the residential customer complaints that relate to transfer complaints	0		
R 66	Percentage of the residential customer complaints that relate to transfer complaints			
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)	0		
R 70	Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)			
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	0		
R 74	Percentage of the residential customer complaints that relate to other complaints			
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	Total number of complaints from residential customers concluded within 15 business days	0		
R 78	Percentage of complaints from residential customers concluded within 15 business days			
R 79	Total number of complaints from residential customers concluded within 20 business days	0		
R 80	Percentage of complaints from residential customers concluded within 20 business days			
R 81	Total number of complaints from business customers concluded within 15 business days	1		
R 82	Percentage of complaints from business customers concluded within 15 business days		100.0%	
R 83	Total number of complaints from business customers concluded within 20 business days	0		
R 84	Percentage of complaints from business customers concluded within 20 business days			

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Call Centre Performance				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 85	Total number of telephone calls to a call centre of the retailer	0		Synergy's small use gas customers are not managed by the Synergy contact centre but by the business sales team
R 86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	0		
R 87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds			
R 88	Average duration (in seconds) before a call is answered by a call centre operator	0.0		
R 89	Total number of telephone calls that are unanswered	0		
R 90	Percentage of calls that are unanswered			

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Energy Bill Debt Indicators			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
R 91	Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June		
R 92	Total number of business customers repaying an energy bill debt as at 30 June	58	
R 93	Number of residential electricity and gas customers using Centrelink's Centrepay to pay their energy bills as at 30 June		
R 94	Average amount of energy bill debt for residential electricity and gas customers (excluding hardship program customers), as at 30 June		
R 95	Average amount of energy bill debt for business electricity and gas customers as at 30 June	\$ 1,804.01	

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Hardship Programs			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
R 96	Number of residential electricity and gas customers on a retailer's hardship program as at 30 June	0	
R 97	Average energy bill debt of electricity and gas hardship program customers, as at 30 June	0	