

Electricity Performance Reporting Datasheet - Retail Indicators

IMPORTANT NOTICE FOR ELECTRICITY RETAIL LICENSEES

Licensees should refer to the *Electricity Retail Licence Performance Reporting Handbook* for information on the definitions of electricity retail indicators listed in these Datasheets. The Handbook is available on the ERA website (see link below)
<https://www.era.gov.au/electricity/electricity-licensing/regulatory-guidelines>

Some indicators are based on a date (i.e. 30 June). Some indicators are based on the whole of the reporting year. Each worksheet states whether the indicators on that worksheet are based on a date or the whole of the reporting year.

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 an instalment plan) should be reported on a per customer basis. This means that if a customer was placed on an instalment 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, then each disconnection should be recorded separately.

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Retailer: Synergy

Reporting Period: 2018/19

Note: The total number of customers for each indicator is the number of active accounts on 30 June.
Do not enter data into cells that are shaded yellow; those cells contain a formula that will automatically calculate the data.

Customer numbers			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
CCR 1	Total number of residential customers who are contestable customers.	466	
CCR 2	Total number of residential customers who are non-contestable customers.	1,010,360	
CCR 3	Total number of residential customers.	1,010,826	
CCR 4	Total number of business customers that are contestable customers.	5,184	
CCR 5	Total number of business customers that are non-contestable customers.	86,960	
CCR 6	Total number of business customers.	92,144	
CCR 7	Total number of pre-payment meter customers.	12	
CCR 8	Total number of pre-payment meter customers who have reverted to a standard meter within 3 months of meter installation or entering into a contract.	0	
CCR 9	Not used.		
CCR 10	Total number of pre-payment meter customers who have reverted to a standard meter.	0	

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Billing and payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 11	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.	324		
CCR 12	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.		0.0%	
CCR 13	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor.	155		
CCR 14	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor.		0.0%	
CCR 15	Not used.			
CCR 16	Not used.			
CCR 17	Total number of residential customers who are subject to an instalment plan.	66,932		
CCR 18	Percentage of residential accounts who are subject to an instalment plan.		6.6%	
CCR 19	Total number of residential customers who have been granted additional time to pay a bill.	134,103		
CCR 20	Percentage of residential customers who have been granted additional time to pay a bill.		13.3%	
CCR 21	Not used.			
CCR 22	Not used.			
CCR 23	Total number of business customers that have been issued with a bill outside the prescribed maximum timeframe.	327		
CCR 24	Percentage of business customers that have been issued with a bill outside the prescribed maximum timeframe.		0.4%	
CCR 25	Total number of business customers that are subject to an instalment plan.	1,703		
CCR 26	Percentage of business customers that are subject to an instalment plan.		1.8%	
CCR 27	Total number of business customers that have been granted additional time to pay a bill.	7,709		
CCR 28	Percentage of business customers that have been granted additional time to pay a bill.		8.4%	
CCR 29	Not used.			
CCR 30	Not used.			
CCR 31	Total number of residential customers who have lodged security deposits in relation to their residential customer account.	0		
CCR 32	Percentage of residential customers who have lodged security deposits in relation to their residential customer account.			
CCR 33	Total number of business customers that have lodged security deposits in relation to their business customer account.	0		
CCR 34	Percentage of business customers that have lodged security deposits in relation to their business customer account.			
CCR 35	Total number of residential customers who have had their direct debit plans terminated.	12,306		
CCR 36	Percentage of residential customers who have had their direct debit plans terminated.		1.2%	
CCR 37	Total number of business customers that have had their direct debit plans terminated.	556		
CCR 38	Percentage of business customers that have had their direct debit plans terminated.		0.6%	
CCR 39	The number of pre-payment meter customers who have informed the retailer that the customer is experiencing payment difficulties or financial hardship	0		
CCR 117	Total number of residential customers using Centrelink's Centrepay to pay their energy bill debt as at 30 June.	21,212		

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Disconnections for non-payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 40	Total number of residential customer disconnections for failure to pay a bill.	18,056		
CCR 41	Percentage of residential customer disconnections for failure to pay a bill.		1.8%	
CCR 42	Total number of business customer disconnections for failure to pay a bill.	946		
CCR 43	Percentage of business customer disconnections for failure to pay a bill.		1.0%	
CCR 44	Total number of residential customer disconnections involving customers who were the subject of an instalment plan.	14,265		
CCR 45	Percentage of residential customer disconnections involving customers who were the subject of an instalment plan.		79.0%	
CCR 46	Total number of residential customer disconnections involving customers who were disconnected on at least 1 other occasion during the reporting year or the previous reporting year.	5,080		
CCR 47	Percentage of residential customer disconnections involving customers who were disconnected on at least 1 other occasion during the reporting year or the previous reporting year.		28.1%	
CCR 48	Total number of residential customer disconnections involving customers who were the subject of a concession.	7,423		
CCR 49	Percentage of residential customer disconnections involving customers who were the subject of a concession.		41.1%	
CCR 50	Total number of pre-payment meter customer disconnections.	318		
CCR 51	Percentage of pre-payment meter customer disconnections.		2650.0%	
CCR 52	Not used.			
CCR 53	Total number of pre-payment meter customer disconnections involving pre-payment meter customers who the retailer identifies have been disconnected 2 or more times in any 1 month period for longer than 120 minutes on each occasion.	45		

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Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 54	Total number of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	7,087		
CCR 55	Percentage of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		39.3%	
CCR 56	Total number of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	283		
CCR 57	Percentage of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		29.9%	
CCR 58	Total number of residential customer reconnections within 7 days involving customers who were the subject of an instalment plan.	6,300		
CCR 59	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of an instalment plan.		34.89%	
CCR 60	Total number of residential customer reconnections within 7 days involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year	1,974		
CCR 61	Percentage of residential customers disconnections reconnected within 7 days involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year		10.93%	
CCR 62	Total number of residential customer reconnections within 7 days involving customers who were the subject of a concession.	2,881		
CCR 63	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of a concession.		15.96%	
CCR 64	Total number of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	7,509		
CCR 65	Percentage of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).		41.6%	
CCR 66	Total number of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	109		
CCR 67	Percentage of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.		1.5%	
CCR 68	Total number of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	317		
CCR 69	Percentage of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).		33.5%	
CCR 70	Total number of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	6		
CCR 71	Percentage of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.		1.9%	

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Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 72	Total number of complaints received from residential customers, other than complaints received from pre-payment meter customers.	12,208		
CCR 73	Total number of complaints received from business customers, other than complaints received from pre-payment meter customers.	732		
CCR 74	Total number of residential customer complaints that are billing/credit complaints.	10,160		
CCR 75	Percentage of residential customer complaints that are billing/credit complaints.		83.2%	
CCR 76	Total number of business customer complaints that are billing/credit complaints.	618		
CCR 77	Percentage of business customer complaints that are billing/credit complaints.		84.4%	
CCR 78	Total number of residential customer complaints that are transfer complaints.	0		
CCR 79	Percentage of residential customer complaints that are transfer complaints.			
CCR 80	Total number of business customer complaints that are transfer complaints.	2		
CCR 81	Percentage of business customer complaints that are transfer complaints.		0.3%	
CCR 82	Total number of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).	12		
CCR 83	Percentage of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).		0.1%	
CCR 84	Total number of business customer complaints that are marketing complaints (including complaints made directly to a retailer).	3		
CCR 85	Percentage of business customer complaints that are marketing complaints (including complaints made directly to a retailer).		0.4%	
CCR 86	Total number of residential customer complaints that are other complaints.	2,036		
CCR 87	Percentage of residential customer complaints that are other complaints.		16.7%	
CCR 88	Total number of business customer complaints that are other complaints.	109		
CCR 89	Percentage of business customer complaints that are other complaints.		14.9%	
CCR 90	Total number of residential customer complaints concluded within 15 business days.	11,354		
CCR 91	Percentage of residential customer complaints concluded within 15 business days.		93.0%	
CCR 92	Total number of residential customer complaints concluded within 20 business days.	11,988		
CCR 93	Percentage of residential customer complaints concluded within 20 business days.		98.2%	
CCR 94	Total number of business customer complaints concluded within 15 business days.	540		
CCR 95	Percentage of business customer complaints concluded within 15 business days.		73.8%	
CCR 96	Total number of business customer complaints concluded within 20 business days.	668		
CCR 97	Percentage of business customer complaints concluded within 20 business days.		91.3%	
CCR 98	Total number of pre-payment meter customer complaints.	0		
CCR 99	Total number of pre-payment meter customer complaints concluded within 15 business days.	0		
CCR 100	Percentage of pre-payment meter customer complaints concluded within 15 business days.			
CCR 101	Total number of pre-payment meter customer complaints concluded within 20 business days.	0		
CCR 102	Percentage of pre-payment meter customer complaints concluded within 20 business days.			

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Compensation payments				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
CCR 103	Total number of payments made to customers under clause 14.1 of the Code of Conduct.	2		
CCR 104	Total amount paid to customers under clause 14.1 of the Code of Conduct.		\$500	
CCR 105	Total number of payments made to customers under clause 14.2 of the Code of Conduct.	15		
CCR 106	Total amount paid to customers under clause 14.2 of the Code of Conduct.		\$7,000	
CCR 107	Total number of payments made to customers under clause 14.3 of the Code of Conduct.	2		
CCR 108	Total amount paid to customers under clause 14.3 of the Code of Conduct.		\$40	

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Call centre performance				
Indicator No.	Description	Basis of Reporting		Comment
		Number	Percentage	
CCR 109	Total number of telephone calls to a call centre of the retailer.	1,008,193		
CCR 110	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	782,471		
CCR 111	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		77.6%	
CCR 112	Average duration (in seconds) before a call is answered by a call centre operator.	38		
CCR 113	Total number of telephone calls to a call centre that are unanswered.	30,035		
CCR 114	Percentage of telephone calls to a call centre that are unanswered.		3.0%	

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Energy bill debt				
Indicator No.	Description	Basis of Reporting		Comment
		Number	Value (\$)	
CCR 115	Total number of residential customers (excluding hardship customers) repaying an energy bill debt as at 30 June.	9,978		
CCR 116	Total number of business customers repaying an energy bill debt as at 30 June.	1,326		
CCR 117	<i>[Indicator CCR 117 moved to 'Billing and Payment' section].</i>			
CCR 118	Average amount of energy bill debt for residential customers (excluding hardship customers) as at 30 June.		\$379	
CCR 119	Average amount of energy bill debt for business customers as at 30 June.		\$1,172	
CCR 122	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$500 but less than \$1,500 as at 30 June.	970		
CCR 123	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$1,500 but less than \$2,500 as at 30 June.	175		
CCR 124	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$2,500 as at 30 June.	167		
CCR 125	Total number of residential customers (excluding hardship customers) who were subject to an instalment plan as at 30 June.	5,978		
CCR 126	Total number of residential customers (excluding hardship customers) who, during the reporting year, had their instalment plan cancelled by the retailer for non-payment.	31,331		
CCR 127	Total number of residential customers (excluding hardship customers) who, during the reporting year, successfully completed their instalment plan.	25,020		

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Hardship customers				
Indicator No.	Description	Basis of Reporting		Comment
		Number	Value (\$)	
CCR 120	Total number of residential customers on a retailer's hardship program as at 30 June.	33,707		
CCR 121	Average energy bill debt of hardship customers as at 30 June.		\$546	
CCR 128	Total number of hardship customers who are the subject of a concession as at 30 June.	19,598		
CCR 129	Total number of residential customers denied access to the retailer's hardship program during the reporting year.	1,812		
CCR 130	Average energy bill debt (as at the time of entering the hardship program) for those hardship customers who entered the hardship program during the reporting year.		\$503	
CCR 131	Total number of hardship 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.	11,096		
CCR 132	Total number of hardship 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.	4,210		
CCR 133	Total number of hardship 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 \$1,500 but less than \$2,500.	948		
CCR 134	Total number of hardship 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 \$2,500 or more.	924		
CCR 135	Total number of hardship customers who were subject to an instalment plan (excluding those who make their payment plan payments using Centrepay) as at 30 June.	12,607		
CCR 136	Total number of hardship customers using Centrepay as at 30 June.	7,018		
CCR 137	Total number of residential customers who exited the hardship program during the reporting year.	24,040		
CCR 138	Total number of residential customers who exited the hardship program during the reporting year, because they successfully completed the hardship program or exited the program by agreement with the retailer.	22,315		
CCR 139	Total number of residential customers who exited the hardship program during the reporting year, because they were excluded or removed from the hardship program for non-compliance.	1,930		
CCR 140	Total number of residential customers who exited the hardship program during the reporting year, because they switched, transferred or left the retailer.	0		
CCR 141	Total number of residential customers who successfully completed the hardship program, or exited by agreement with the retailer, during the reporting year or the previous reporting year, and who were subsequently disconnected during the reporting year for non-payment.	2,279		
CCR 142	Total number of residential customers who successfully completed the hardship program, or exited the program by agreement with the retailer, during the reporting year or the previous reporting year, and who were reconnected within 7 days of disconnection for non-payment.	1,712		