Retailer: *Perth Energy Pty Ltd*Reporting Period: 2017/18

Customers and Customer Information						
Indicator No.	Description	Basis of Reporting	Comments			
		Number				
R 1	Total number of residential customers.	4				
R 2	Total number of residential customers covered by the Gas Market Moratorium (this is residential customers on ATCO's distribution network who consume less than 0.18TJ of gas per year).	3				
R 3	Total number of business customers.	116				
R 4	Total number of business customers covered by the Gas Market Moratorium (this is business customers on ATCO's distribution network who consume less than 0.18TJ of gas per year).	12				

Customers Page 2 of 9

Affordabi				
Indicator No.	Description -		Reporting	Comments
₹5	Total number of residential customers that have been issued with a	Number	Percentage	
	bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer.			
₹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.			
₹ 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.			
₹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.			
₹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.			
₹ 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.			
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.			
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.			
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.	1		
R 18	Percentage of business customers that have been issued with a bill outside the prescribed timeframes.		0.9%	
R 19	Total number of business customers that are subject to an instalment plan.			
R 20	Percentage of business customers that are subject to an instalment plan.			
₹ 21	Total number of business customers that have been granted additional time to pay a bill.			
₹ 22	Percentage of business customers that have been granted additional time to pay a bill.			
₹ 23	Total number of business customers that have been placed on a shortened billing cycle.			
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 customer account.			
R 26	Percentage of residential customers that have lodged security deposits in relation to their residential customer account.			
R 27	Total number of business customers that have lodged security deposits in relation to their business customer account.			
₹ 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.			
₹ 30	Percentage of residential customers that have had their direct debit plans terminated.			
₹ 31	Total number of business customers that have had their direct debit plans terminated.			
R 32	Percentage of business customers that have had their direct debit plans terminated.			

Note: Do not enter data into cells that are shaded grey or yellow. Grey cells are not applicable, and yellow cells contain a formula that will automatically calculate the data.

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Disconne	Disconnections for Non-Payment					
Indicator	Description	Basis of	Reporting	Comments		
No.		Number	Percentage	Comments		
R 33	Total number of residential customers that have been disconnected	0				
	for failure to pay a bill.	U				
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	0				
	failure to pay a bill.	U				
R 36	Percentage of business customers that have been disconnected for					
	failure to pay a bill.					
R 37	Total number of residential customer disconnections involving	0				
	customers that were previously the subject of an instalment plan.	U				
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	0				
	the reporting year or the previous reporting year.					
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	0				
	while the subject of a concession.					
R 41A*	Percentage of residential customers that have been disconnected					
	while the subject of a concession.					

^{*} This appeared as indicator R 42 in the 2017 Gas Trading Licence Performance Reporting Handbook & Datasheets.

Note: Do not enter data into cells that are shaded grey or yellow. Grey cells are not applicable, and yellow cells contain a formula that will automatically calculate the data.

Reconnec	Reconnections						
Indicator	Description	Basis of	Reporting	Comments			
No.	Description	Number	Percentage	Comments			
R 42*	Total number of residential customers that the retailer has requested to be						
	reconnected within 7 days of requesting the residential customer be	0					
	disconnected.						
R 42A	Percentage of residential customers that the retailer has requested to be						
	reconnected within 7 days of requesting the residential customer account						
D 40	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	0					
R 44	disconnected. Percentage of business customers that the retailer has requested to be						
K 44	reconnected within 7 days of requesting the business customer be						
	disconnected.						
R 45	Total number of reconnections within 7 days involving residential						
11 43	customers that were previously the subject of an instalment plan.	0					
R 46	Percentage of disconnections reconnected within 7 days involving						
11 40	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	0					
	during the reporting year or the previous reporting year.	ŭ					
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	0					
	concession.						
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	0					
	previously requesting the customer be disconnected.						
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						
D 50	previously requesting the customer be disconnected.						
R 53	Total number of residential customers that the retailer has requested to be	0					
	reconnected that were not reconnected within the prescribed timeframe.	U					
R 54	·						
K 34	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						
1100	reconnected at the same supply address and in the same name after	0					
	previously requesting the customer be disconnected.	Ü					
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 quaterners that the retailer has required to be						
	Total number of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe.	0					
	reconnected that were not reconnected within the prescribed timename.						
R 58	Percentage of business customers that the retailer has requested to be						
	reconnected that were not reconnected within the prescribed timeframe.						

* This appeared as indicator R 41 in the 2017 Gas Trading Licence Performance Reporting Handbook & Datasheets.

Note: Do not enter data into cells that are shaded grey or yellow. Grey cells are not applicable, and yellow cells contain a formula that will automatically calculate the data.

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Complain	Complaints					
Indicator	Description	Basis of	Reporting	Comments		
No.		Number	Percentage	Comments		
R 59	Total number of complaints received from residential customers.	0				
R 60	Total number of complaints received from business customers.	0				
R 61	Total number of the residential customer complaints that relate to	0				
	billing/credit complaints.	U				
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.	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.	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	0				
R 70	complaints (including complaints made directly to a retailer). Percentage of the residential customer complaints that relate to marketing					
R 71	complaints (including complaints made directly to a retailer).					
K / I	Total number of the business customer complaints that relate to marketing	0				
R 72	complaints (including complaints made directly to a retailer). Percentage of the business customer complaints that relate to marketing					
11.72	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				
₹ 80	Dusiness days. Percentage of complaints from residential customers concluded within 20 business days.					
₹ 81	Total number of complaints from business customers concluded within 15 business days.	0				
₹ 82	Percentage of complaints from business customers concluded within 15					
R 83	business days. Total number of complaints from business customers concluded within 20	0				
R 84	business days. Percentage of complaints from business customers concluded within 20					
	business days.					

Note: Do not enter data into cells that are shaded grey or yellow. Grey cells are not applicable, and yellow cells contain a formula that will automatically calculate the data.

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Call Centr	Call Centre Performance					
Indicator	escription	Basis of Reporting		Comments		
No.	Description	Number	Percentage	Comments		
R 85	Total number of telephone calls to a call centre of the retailer.	0		Perth Energy does not have a call centre		
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				
R 89	Total number of telephone calls that are unanswered	0				
R 90	Percentage of calls that are unanswered					

Note: Do not enter data into cells that are shaded grey or yellow. Grey cells are not applicable, and yellow cells contain a formula that will automatically calculate the percentage.

Energy Bi	Energy Bill Debt Indicators					
Indicator	Pagarintian	Basis of Reporting		0		
No.	Description	Number	Value (\$)	Comments		
R 91	Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June	0				
R 92	Total number of business customers repaying an energy bill debt as at 30 June					
R 93	Number of residential electricity and gas customers using Centrelink's Centrepay to pay their energy bills as at 30 June	0				
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					
R 98	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$500 but less than \$1,500 as at 30 June.	0				
R 99	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$1,500 but less than \$2,500 as at 30 June.	0				
R 100	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$2,500 as at 30 June.	0				
R 101	Total number of residential customers (excluding hardship program customers) on an instalment plan, as at 30 June.	0				
R 102	Total number of residential customers (excluding hardship program customers) who, during the reporting year, had their instalment plan cancelled by the retailer for non-payment.	0				
R 103	Total number of residential customers (excluding hardship program customers) who, during the reporting year, successfully completed their instalment plan.	0				

Note: Indicators R 96 & R 97 are hardship program indicators. Do not enter data into cells that are shaded grey. Those cells are not applicable.

Programs				
Indicator	Description	Basis of Reporting		Comments
No.		Number	Value (\$)	
R 96	Number of residential electricity and gas customers on a retailer's	o		
	hardship program as at 30 June	-		
R 97	Average energy bill debt of electricity and gas hardship program			
	customers, as at 30 June Total number of residential hardship program customers who are			
R 104	also energy concessions customers, as at 30 June.	0		
	Total number of residential customers denied access to the			
R 105	hardship program during the reporting year.	0		
	Average energy bill debt (as at the time of entering the hardship			
R 106	program) for those residential hardship program customers who			
	entered the hardship program during the reporting year.			
	Total number of residential hardship program customers who			
R 107	entered the hardship program during the reporting period, with an	o		
	energy bill debt (as at the time of entering the hardship program)			
	that was between \$0 and \$500.			
	Total number of residential hardship program customers who entered the hardship program during the reporting period, with an			
R 108	energy bill debt (as at the time of entering the hardship program)	0		
	that was over \$500 but less than \$1,500.			
	Total number of residential hardship program customers who			
D 400	entered the hardship program during the reporting period, with an			
R 109	energy bill debt (as at the time of entering the hardship program)	0		
	that was over \$1,500 but less than \$2,500.			
	Total number of residential hardship program customers who			
R 110	entered the hardship program during the reporting period, with an	О		
11 110	energy bill debt (as at the time of entering the hardship program)	ď		
	that was \$2,500 or more.			
D 444	Total number of residential hardship program customers using an			
R 111	instalment plan (excluding those who make their payment plan	0		
	payments using Centrepay), as at 30 June. Total number of residential hardship program customers using			
R 112	Centrepay, as at 30 June.	0		
	Total number of residential customers who exited the hardship	_		
R 113	program during the reporting year.	0		
	Total number of residential customers who exited the hardship			
R 114	program during the reporting year, who successfully completed the	0		
11 114	hardship program or exited the program by agreement with the	ď		
	retailer.			
	Total number of residential customers who exited the hardship			
	program during the reporting year, who were excluded or removed			
	from the program for non-compliance (for example, where the customer did not make the required payments, or where they failed			
R 115	to contact the retailer. This should also include those hardship	0		
	program customers who leave the program because they feel they			
	are not able to meet the program requirements or payments			
	requested by the retailer).			
	Total number of residential customers who exited the hardship			
R 116	program during the reporting year, who switched, transferred or left	0		
	the retailer.			
	Total number of residential customers disconnected for non-			
R 117	payment of a bill during the reporting year, who successfully	0		
1 1 1 1 1	completed the hardship program, or exited by agreement with the			
	retailer, in the reporting year or in the previous reporting year.			
	Total number of residential customers who successfully completed			
	the hardship program or exited the program by agreement with the			
R 118	retailer in the reporting year or in the previous reporting year, who	О		
1110	were reconnected in the same name and at the same address	Ĭ		

Note: Indicators R 98 - R 103 are energy bill debt indicators.

Do not enter data into cells that are shaded grey. Those cells are not applicable.