



**2019/20 Electricity Performance Reporting Datasheets  
Alinta Sales Pty Ltd**

**Customer numbers**

| Indicator No. | Description   | Basis of Reporting |
|---------------|---|--------------------|
|               |   | Number             |
| CCR 1         | Total number of residential customers who are contestable customers.  | 0                  |
| CCR 2         | Total number of residential customers who are non-contestable customers.  | 0                  |
| CCR 3         | Total number of residential customers.  | 0                  |
| CCR 4         | Total number of business customers that are contestable customers.  | 3,519              |
| CCR 5         | Total number of business customers that are non-contestable customers.  | 0                  |
| CCR 6         | Total number of business customers.   | 3,519              |
| CCR 7         | Total number of pre-payment meter customers.  | N/A                |
| 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 for the whole reporting year. | N/A                |
| CCR 9         | Not used.   |                    |
| CCR 10        | Total number of pre-payment meter customers who have reverted to a standard meter for the whole reporting year.   | N/A                |



## Billing and payment

| Indicator No. | Description   | Basis of Reporting |            |
|---------------|---|--------------------|------------|
|               |   | 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.                                | 0                  |            |
| 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.                                  |                    |            |
| 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. | 0                  |            |
| 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.   |                    |            |
| CCR 15        | Not used.   |                    |            |
| CCR 16        | Not used.   |                    |            |
| CCR 17        | Total number of residential customers who are subject to an instalment plan.  | 0                  |            |
| CCR 18        | Percentage of residential accounts who are subject to an instalment plan.   |                    |            |
| CCR 19        | Total number of residential customers who have been granted additional time to pay a bill.  | 0                  |            |
| CCR 20        | Percentage of residential customers who have been granted additional time to pay a bill.  |                    |            |
| 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.  | 0                  |            |
| CCR 24        | Percentage of business customers that have been issued with a bill outside the prescribed maximum timeframe.  |                    |            |
| CCR 25        | Total number of business customers that are subject to an instalment plan.  | 63                 |            |
| 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.  | 178                |            |
| CCR 28        | Percentage of business customers that have been granted additional time to pay a bill.  |                    | 5.1%       |
| 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                  |            |



| Indicator No. | Description  | Basis of Reporting |            |
|---------------|--|--------------------|------------|
|               |  | Number             | Percentage |
| 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.  | 0                  |            |
| CCR 36        | Percentage of residential customers who have had their direct debit plans terminated.  |                    |            |
| CCR 37        | Total number of business customers that have had their direct debit plans terminated.  | 0                  |            |
| CCR 38        | Percentage of business customers that have had their direct debit plans terminated.  |                    |            |
| CCR 39        | The number of pre-payment meter customers who have informed the retailer that the customer is experiencing payment difficulties or financial hardship. | N/A                |            |
| CCR 117       | Total number of residential customers using Centrelink's Centrepay to pay their energy bill debt as at 30 June.  | 0                  |            |



### Disconnections for non-payment

| Indicator No. | Description  | Basis of Reporting |            |
|---------------|--|--------------------|------------|
|               |  | Number             | Percentage |
| CCR 40        | Total number of residential customer disconnections for failure to pay a bill.   | 0                  |            |
| CCR 41        | Percentage of residential customer disconnections for failure to pay a bill.   |                    |            |
| CCR 42        | Total number of business customer disconnections for failure to pay a bill.  | 6                  |            |
| CCR 43        | Percentage of business customer disconnections for failure to pay a bill.  |                    | 0.2%       |
| CCR 44        | Total number of residential customer disconnections involving customers who were the subject of an instalment plan.  | 0                  |            |
| CCR 45        | Percentage of residential customer disconnections involving customers who were the subject of an instalment plan.  |                    |            |
| 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.   | 0                  |            |
| 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.   |                    |            |
| CCR 48        | Total number of residential customer disconnections involving customers who were the subject of a concession.  | 0                  |            |
| CCR 49        | Percentage of residential customer disconnections involving customers who were the subject of a concession.  |                    |            |
| CCR 50        | Total number of pre-payment meter customer disconnections.   | N/A                |            |
| CCR 51        | Percentage of pre-payment meter customer disconnections.   |                    |            |
| 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. | N/A                |            |



## Reconnections

| Indicator No. | Description   | Basis of Reporting |            |
|---------------|---|--------------------|------------|
|               |   | Number             | Percentage |
| CCR 54        | Total number of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.  | 0                  |            |
| CCR 55        | Percentage of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.  |                    |            |
| CCR 56        | Total number of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.   | 6                  |            |
| CCR 57        | Percentage of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.   |                    | 100.0%     |
| CCR 58        | Total number of residential customer reconnections within 7 days involving customers who were the subject of an instalment plan.  | 0                  |            |
| CCR 59        | Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of an instalment plan.   |                    |            |
| 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.            | 0                  |            |
| CCR 61        | Percentage of residential customer 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. |                    |            |
| CCR 62        | Total number of residential customer reconnections within 7 days involving customers who were the subject of a concession.  | 0                  |            |
| CCR 63        | Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of a concession.   |                    |            |
| 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).                            | 0                  |            |
| 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).                              |                    |            |
| CCR 66        | Total number of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.   | 0                  |            |
| CCR 67        | Percentage of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.   |                    |            |
| 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).                               | 6                  |            |



| Indicator No. | Description   | Basis of Reporting |            |
|---------------|---|--------------------|------------|
|               |   | Number             | Percentage |
| 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). |                    | 100.0%     |
| CCR 70        | Total number of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.  | 0                  |            |
| CCR 71        | Percentage of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.  |                    |            |



## Complaints

| Indicator No. | Description   | Basis of Reporting |            |
|---------------|---|--------------------|------------|
|               |   | Number             | Percentage |
| CCR 72        | Total number of complaints received from residential customers, other than complaints received from pre-payment meter customers.  | 0                  |            |
| CCR 73        | Total number of complaints received from business customers, other than complaints received from pre-payment meter customers.     | 3                  |            |
| CCR 74        | Total number of residential customer complaints that are billing/credit complaints.   | 0                  |            |
| CCR 75        | Percentage of residential customer complaints that are billing/credit complaints.   |                    |            |
| CCR 76        | Total number of business customer complaints that are billing/credit complaints.  | 2                  |            |
| CCR 77        | Percentage of business customer complaints that are billing/credit complaints.  |                    | 66.7%      |
| 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.  | 0                  |            |
| CCR 81        | Percentage of business customer complaints that are transfer complaints.  |                    |            |
| CCR 82        | Total number of residential customer complaints that are marketing complaints (including complaints made directly to a retailer). | 0                  |            |
| CCR 83        | Percentage of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).   |                    |            |
| CCR 84        | Total number of business customer complaints that are marketing complaints (including complaints made directly to a retailer).    | 0                  |            |
| CCR 85        | Percentage of business customer complaints that are marketing complaints (including complaints made directly to a retailer).      |                    |            |
| CCR 86        | Total number of residential customer complaints that are other complaints.  | 0                  |            |
| CCR 87        | Percentage of residential customer complaints that are other complaints.  |                    |            |
| CCR 88        | Total number of business customer complaints that are other complaints.   | 1                  |            |
| CCR 89        | Percentage of business customer complaints that are other complaints.   |                    | 33.3%      |
| CCR 90        | Total number of residential customer complaints concluded within 15 business days.  | 0                  |            |
| CCR 91        | Percentage of residential customer complaints concluded within 15 business days.  |                    |            |
| CCR 92        | Total number of residential customer complaints concluded within 20 business days.  | 0                  |            |
| CCR 93        | Percentage of residential customer complaints concluded within 20 business days.  |                    |            |
| CCR 94        | Total number of business customer complaints concluded within 15 business days.   | 2                  |            |
| CCR 95        | Percentage of business customer complaints concluded within 15 business days.   |                    | 66.7%      |



| Indicator No. | Description  | Basis of Reporting |            |
|---------------|--|--------------------|------------|
|               |  | Number             | Percentage |
| CCR 96        | Total number of business customer complaints concluded within 20 business days.          | 2                  |            |
| CCR 97        | Percentage of business customer complaints concluded within 20 business days.            |                    | 66.7%      |
| CCR 98        | Total number of pre-payment meter customer complaints.                                   | N/A                |            |
| CCR 99        | Total number of pre-payment meter customer complaints concluded within 15 business days. | N/A                |            |
| 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. | N/A                |            |
| CCR 102       | Percentage of pre-payment meter customer complaints concluded within 20 business days.   |                    |            |





### Compensation payments

| Indicator No. | Description  | Basis of Reporting |            |
|---------------|--|--------------------|------------|
|               |  | Number             | Value (\$) |
| CCR 103       | Total number of payments made to customers under clause 14.1 of the Code of Conduct. | 0                  |            |
| CCR 104       | Total amount paid to customers under clause 14.1 of the Code of Conduct.             |                    | N/A        |
| CCR 105       | Total number of payments made to customers under clause 14.2 of the Code of Conduct. | 0                  |            |
| CCR 106       | Total amount paid to customers under clause 14.2 of the Code of Conduct.             |                    | N/A        |
| CCR 107       | Total number of payments made to customers under clause 14.3 of the Code of Conduct. | 0                  |            |
| CCR 108       | Total amount paid to customers under clause 14.3 of the Code of Conduct.             |                    | N/A        |



**Call centre performance**

| Indicator No. | Description  | Basis of Reporting |            |
|---------------|--|--------------------|------------|
|               |  | Number             | Percentage |
| CCR 109       | Total number of telephone calls to a call centre of the retailer.                                      | 4,570              |            |
| CCR 110       | Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds. | 2,651              |            |
| CCR 111       | Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.   |                    | 58.0%      |
| CCR 112       | Average duration (in seconds) before a call is answered by a call centre operator.                     | 63                 |            |
| CCR 113       | Total number of telephone calls to a call centre that are unanswered.                                  | 230                |            |
| CCR 114       | Percentage of telephone calls to a call centre that are unanswered.                                    |                    | 5.0%       |



### Energy bill debt

| Indicator No. | Description   | Basis of Reporting |            |
|---------------|---|--------------------|------------|
|               |   | Number             | Value (\$) |
| CCR 115       | Total number of residential customers (excluding hardship customers) repaying an energy bill debt as at 30 June.  | 0                  |            |
| CCR 116       | Total number of business customers repaying an energy bill debt as at 30 June.  | 353                |            |
| 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.  |                    | \$0        |
| CCR 119       | Average amount of energy bill debt for business customers as at 30 June.  |                    | \$6,194    |
| 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.                        | 0                  |            |
| 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.                      | 0                  |            |
| CCR 124       | Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$2,500 as at 30 June.  | 0                  |            |
| CCR 125       | Total number of residential customers (excluding hardship customers) who were subject to an instalment plan as at 30 June.  | 0                  |            |
| 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. | 0                  |            |
| CCR 127       | Total number of residential customers (excluding hardship customers) who, during the reporting year, successfully completed their instalment plan.                        | 0                  |            |



### Hardship customers

| Indicator No. | Description  | Basis of Reporting |            |
|---------------|--|--------------------|------------|
|               |  | Number             | Value (\$) |
| CCR 120       | Total number of residential customers on a retailer's hardship program as at 30 June.  | 0                  |            |
| CCR 121       | Average energy bill debt of hardship customers as at 30 June.  |                    | N/A        |
| CCR 128       | Total number of hardship customers who are the subject of a concession as at 30 June.  | 0                  |            |
| CCR 129       | Total number of residential customers denied access to the retailer's hardship program during the reporting year.  | 0                  |            |
| 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.  |                    | N/A        |
| 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.  | 0                  |            |
| 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.   | 0                  |            |
| 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.   | 0                  |            |
| 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.  | 0                  |            |
| 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.  | 0                  |            |
| CCR 136       | Total number of hardship customers using Centrepay as at 30 June.  | 0                  |            |
| CCR 137       | Total number of residential customers who exited the hardship program during the reporting year.   | 0                  |            |
| 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.  | 0                  |            |
| 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.   | 0                  |            |
| 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. | 0                  |            |



| Indicator No. | Description   | Basis of Reporting |            |
|---------------|---|--------------------|------------|
|               |   | Number             | Value (\$) |
| 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. | 0                  |            |