



2022/23 Gas Performance Reporting Datasheets
Alinta Sales Pty Ltd

Customer numbers

Indicator No.	Description	Basis of Reporting
		Number
R 1	Total number of residential customers.	423,386
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).	423,314
R 3	Total number of business customers.	5,686
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).	4,686



Billing and payment

Indicator No.	Description	Basis of Reporting	
		Number	Percentage
R 5	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.	3,063	
R 6	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.		0.7%
R 7	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.	19,416	
R 8	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.		4.6%
R 11	Total number of residential customers who are subject to an instalment plan.	18,975	
R 12	Percentage of residential customers who are subject to an instalment plan.		4.5%
R 13	Total number of residential customers who have been granted additional time to pay a bill.	56,187	
R 14	Percentage of residential customers who have been granted additional time to pay a bill.		13.3%
R 17	Total number of business customers that have been issued with a bill outside the prescribed maximum timeframe.	0	
R 18	Percentage of business customers that have been issued with a bill outside the prescribed maximum timeframe.		
R 19	Total number of business customers that are subject to an instalment plan.	26	
R 20	Percentage of business customers that are subject to an instalment plan.		0.5%



R 21	Total number of business customers that have been granted additional time to pay a bill.	843	
R 22	Percentage of business customers that have been granted additional time to pay a bill.		14.8%
R 25	Total number of residential customers who have lodged security deposits in relation to their residential customer account.	0	
R 26	Percentage of residential customers who 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.	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 who have had their direct debit plans terminated.	1,900	
R 30	Percentage of residential customers who have had their direct debit plans terminated.		0.4%
R 31	Total number of business customers that have had their direct debit plans terminated.	1	
R 32	Percentage of business customers that have had their direct debit plans terminated.		0.0%
R 93	Total number of residential customers using Centrelink's Centrepay to pay their energy bills at 30 June.	8,726	0



Disconnections for non-payment

Indicator No.	Description	Basis of Reporting	
		Number	Percentage
R 33	Total number of residential customer disconnections for failure to pay a bill.	4,219	
R 34	Percentage of residential customer disconnections for failure to pay a bill.		1.0%
R 35	Total number of business customer disconnections for failure to pay a bill.	32	
R 36	Percentage of business customer disconnections for failure to pay a bill.		0.6%
R 37	Total number of residential customer disconnections involving customers who were the subject of an instalment plan.	658	
R 38	Percentage of residential customer disconnections involving customers who were the subject of an instalment plan.		15.6%
R 39	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.	646	
R 40	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.		15.3%
R 41	Total number of residential customer disconnections involving customers who were the subject of a concession.	0	
R 41A	Percentage of residential customer disconnections involving customers who were the subject of a concession.		



Reconnections

Indicator No.	Description	Basis of Reporting	
		Number	Percentage
R 42	Total number of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	1,566	
R 42A	Percentage of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		37.1%
R 43	Total number of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	11	
R 44	Percentage of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		34.4%
R 45	Total number of residential customer reconnections within 7 days involving customers who were the subject of an instalment plan.	319	
R 46	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of an instalment plan.		7.6%
R 47	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.	399	
R 48	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.		9.5%
R 49	Total number of residential customer reconnections within 7 days involving customers who were the subject of a concession.	0	
R 50	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of a concession.		
R 51	Total number of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	2,204	
R 52	Percentage of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).		52.2%



R 53	Total number of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	11	
R 54	Percentage of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.		0.5%
R 55	Total number of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	15	
R 56	Percentage of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).		46.9%
R 57	Total number of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	0	
R 58	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
R 59	Total number of complaints received from residential customers.	890	
R 60	Total number of complaints received from business customers.	30	
R 61	Total number of residential customer complaints that are billing/credit complaints.	586	
R 62	Percentage of residential customer complaints that are billing/credit complaints.		65.8%
R 63	Total number of business customer complaints that are billing/credit complaints.	21	
R 64	Percentage of business customer complaints that are billing/credit complaints.		70.0%
R 65	Total number of residential customer complaints that are transfer complaints.	15	
R 66	Percentage of residential customer complaints that are transfer complaints.		1.7%
R 67	Total number of business customer complaints that are transfer complaints.	2	
R 68	Percentage of business customer complaints that are transfer complaints.		6.7%
R 69	Total number of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).	158	
R 70	Percentage of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).		17.8%



R 71	Total number of business customer complaints that are marketing complaints (including complaints made directly to a retailer).	7	
R 72	Percentage of business customer complaints that are marketing complaints (including complaints made directly to a retailer).		23.3%
R 73	Total number of residential customer complaints that are other complaints.	100	
R 74	Percentage of residential customer complaints that are other complaints.		11.2%
R 75	Total number of business customer complaints that are other complaints.	0	
R 76	Percentage of business customer complaints that are other complaints.		
R 77	Total number of residential customer complaints concluded within 15 business days.	724	
R 78	Percentage of residential customer complaints concluded within 15 business days.		81.3%
R 79	Total number of residential customer complaints concluded within 20 business days.	743	
R 80	Percentage of residential customer complaints concluded within 20 business days.		83.5%
R 81	Total number of business customer complaints concluded within 15 business days.	19	
R 82	Percentage of business customer complaints concluded within 15 business days.		63.3%
R 83	Total number of business customer complaints concluded within 20 business days.	23	
R 84	Percentage of business customer complaints concluded within 20 business days.		76.7%



Call centre performance

Indicator No.	Description	Basis of Reporting	
		Number	Percentage
R 85	Total number of telephone calls to a call centre of the retailer.	319,648	
R 86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	179,579	
R 87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		56.2%
R 88	Average duration (in seconds) before a call is answered by a call centre operator.	85	
R 89	Total number of telephone calls to a call centre that are unanswered.	14,423	
R 90	Percentage of telephone calls to a call centre that are unanswered.		4.5%



Energy bill debt

Indicator No.	Description	Basis of Reporting	
		Number	Percentage
R 85	Total number of telephone calls to a call centre of the retailer.	319,648	
R 86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	179,579	
R 87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		56.2%
R 88	Average duration (in seconds) before a call is answered by a call centre operator.	85	
R 89	Total number of telephone calls to a call centre that are unanswered.	14,423	
R 90	Percentage of telephone calls to a call centre that are unanswered.		4.5%



Hardship customers

Indicator No.	Description	Basis of Reporting	
		Number	Percentage
R 85	Total number of telephone calls to a call centre of the retailer.	319,648	
R 86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	179,579	
R 87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		56.2%
R 88	Average duration (in seconds) before a call is answered by a call centre operator.	85	
R 89	Total number of telephone calls to a call centre that are unanswered.	14,423	
R 90	Percentage of telephone calls to a call centre that are unanswered.		4.5%