

11 March 2019

Treasurer; Minister for Finance; Energy; Aboriginal Affairs

11th Floor Dumas House
2 Havelock Street
WEST PERTH WA 6005

Chairman

Economic Regulation Authority
PO Box 8469
Perth Business Centre
Western Australia 6849

ANNUAL PERFORMANCE REPORT FOR THE YEAR ENDING 30 JUNE 2018

Pursuant to Part 13.1 of the Compendium of Gas Customer Licence Obligations (CGCLO) contained under Gas Trading Licence GTL11, Esperance Gas Distribution Company Pty Ltd is pleased to provide its Annual Performance Report to the Minister for Energy and the Economic Regulation Authority. It should be noted that the CGCLO, and hence the information contained in the report, relates only to gas customers that consume less than 1 terajoule (TJ) of gas per annum.

Revision 1. Item R92 has been updated

ESPERANCE GAS DISTRIBUTION COMPANY PTY LTD 2017/18 PERFORMANCE REPORT

Section A: Customers and Customer Information

Indicator *	Description	No.	%
R1	Total number of residential accounts	339	
R3	Total number of business accounts	45	

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Section B: Affordability

Indicator *	Description	No.	%
R5	Total number of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer	0	
R6	Percentage of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer		0
R7	Total number of residential customer accounts 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	

R8	Percentage of residential customer accounts that have been issued with a bill outside the prescribed timeframes prescribed and where the delay is due to the retailer not receiving the billing data from the distributor		0
R9	Total number of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer	1	
R10	Percentage of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer		0.29
R11	Total number of residential customer accounts that are subject to an instalment plan	8	
R12	Percentage of residential customer accounts that are subject to an instalment plan.		2.4
R13	Total number of residential customer accounts that have been granted additional time to pay a bill	2	
R14	Percentage of residential customer accounts that have been granted additional time to pay a bill		0.6
R15	Total number of residential customer accounts that have been placed on a shortened billing cycle	0	
R16	Percentage of residential customer accounts that have been placed on a shortened billing cycle		0
R17	Total number of business customer accounts that have been issued with a bill outside the prescribed timeframes	0	
R18	Percentage of business customer accounts that have been issued with a bill outside the prescribed timeframes		0
R19	Total number of business customer accounts that are subject to an instalment plan	0	
R20	Percentage of business customer accounts that are subject to an instalment plan		0
R21	Total number of business customer accounts that have been granted additional time to pay a bill	0	
R22	Percentage of business customer accounts that have been granted additional time to pay a bill.		0
R23	Total number of business customer accounts that have been placed on a shortened billing cycle	0	
R24	Percentage of business customer accounts that have been placed on a shortened billing cycle		0
R25	Total number of residential customer accounts that have lodged security deposits in relation to the residential customer account	0	
R26	Percentage of residential customer accounts that have lodged security deposits in relation to the residential customer account		0
R27	Total number of business customer accounts that have lodged security deposits in relation to the business customer account	0	
R28	Percentage of business customer accounts that have lodged security deposits in relation to the business customer account		0
R29	Total number of residential customer accounts that have had direct debit plans terminated	0	
R30	Percentage of residential customer accounts that have had direct debit plans terminated		0
R31	Total number of business customer accounts that have had direct debit plans terminated	0	
R32	Percentage of business customer accounts that have had direct debit plans terminated		0

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Section C: Disconnection for Non-Payment

Indicator *	Description	No.	%
R33	Total number of residential customer accounts disconnected for failure to pay a bill	8	
R34	Percentage of residential customer accounts disconnected for failure to pay a bill		2.4
R35	Total number of business customer accounts disconnected for failure to pay a bill	0	
R36	Percentage of business customer accounts disconnected for failure to pay a bill		0
R37	Total number of residential customer accounts disconnected that were previously the subject of an instalment payment plan	0	
R38	Percentage of residential customer accounts disconnected that were previously the subject of an instalment payment plan		0
R39	Total number of residential customer accounts disconnected at the same supply address at least 1 other occasion during this or the previous reporting year	0	

R40	Percentage of residential customer accounts disconnected at the same supply address at least 1 other occasion during this or the previous reporting year		0
R41	Total number of residential customer accounts disconnected while receiving a concession	0	
R41A	Percentage of residential customer accounts disconnected while receiving a concession		0

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Section D: Reconnections

Indicator *	Description	No.	%
R42	Total number of residential customer accounts that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected	0	
R42A	Percentage of disconnected residential customer accounts that the retailer has requested to be reconnected within 7 days of requesting disconnection		0
R43	Total number of business customer accounts that the retailer has requested to be reconnected within 7 days of requesting the business customer account be disconnected	0	
R44	Percentage of disconnected business customer accounts that the retailer has requested to be reconnected within 7 days of requesting disconnection		0
R45	Total number of reconnections within 7 days involving residential customer accounts that were previously the subject of an instalment plan	0	
R46	Percentage of disconnections reconnected within 7 days involving residential customer accounts that were previously the subject of an instalment plan		0
R47	Total number of reconnections within 7 days involving residential customer accounts that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year	0	
R48	Percentage of disconnections reconnected within 7 days involving residential customer accounts that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year		0
R49	Total number of reconnections within 7 days involving residential customer accounts that, immediately prior to disconnection, were the subject of a concession	0	
R50	Percentage of disconnections reconnected within 7 days involving residential customer accounts that, immediately prior to disconnection, were the subject of a concession		0
R51	Total number of residential customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected	6	
R52	Percentage of residential customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected		75.0
R53	Total number of residential customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	0	
R54	Percentage of residential customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe		0
R55	Total number of business customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected	0	
R56	Percentage of total disconnected business customer accounts that the retailer has requested to be reconnected		0
R57	Total number of business customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	0	
R58	Percentage of business customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe		0

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Section E: Complaints

Indicator *	Description	No.	%
R59	Total number of complaints received from residential customers	0	
R60	Total number of complaints received from business customers	0	

R61	Total number of the residential customer complaints that relate to billing/credit complaints	0	
R62	Percentage of the residential customer complaints that relate to billing/credit complaints		0
R63	Total number of the business customer complaints that relate to billing/credit complaints	0	
R64	Percentage of the business customer complaints that relate to billing/credit complaints		0
R65	Total number of the residential customer complaints that relate to transfer complaints	0	
R66	Percentage of the residential customer complaints that relate to transfer complaints		0
R67	Total number of the business customer complaints that relate to transfer complaints	0	
R68	Percentage of the business customer complaints that relate to transfer complaints		0
R69	Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	0	
R70	Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)		0
R71	Total number of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	0	
R72	Percentage of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)		0
R73	Total number of the residential customer complaints that relate to other complaints	0	
R74	Percentage of the residential customer complaints that relate to other complaints		0
R75	Total number of the business customer complaints that relate to other complaints	0	
R76	Percentage of the business customer complaints that relate to other complaints		0
R77	Number of customer complaints from residential customers concluded within 15 business days	0	
R78	Percentage of customer complaints from residential customers concluded within 15 business days		0
R79	Total number of customer complaints from residential customers concluded within 20 business days	0	
R80	Percentage of customer complaints from residential customers concluded within 20 business days		0
R81	Total number of complaints from business customers concluded within 15 business days	0	
R82	Percentage of complaints from business customers concluded within 15 business days		0
R83	Total number of complaints from business customers concluded within 20 business days	0	
R84	Percentage of complaints from business customers concluded within 20 business days		0

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Section F: Call Centre Performance

Indicator *	Description	No.	%
R85	Total number of telephone calls to a call centre of the retailer	NA	
R86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	NA	
R87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		NA
R88	Average duration (in seconds) before a call is answered by a call centre operator	NA	
R89	Total number of telephone calls that are unanswered	NA	
R90	Percentage of calls that are unanswered		NA

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NA – Not Applicable as Esperance Gas Distribution Company Pty Ltd does not have a call centre

Section G: Energy Bill Debt Indicators

Indicator *	Description	No.	Value (\$)
R91	Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June	2	
R92	Total number of business customers repaying an energy bill debt as at 30 June	0	
R93	Number of residential electricity and gas customers using Centrelink's Centrepay to	86	

	pay their energy bills as at 30 June		
R94	Average amount of energy bill debt for residential electricity and gas customers (excluding hardship program customers), as at 30 June		234
R95	Average amount of energy bill debt for business electricity and gas customers as at 30 June		1185
R98	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	
R99	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	
R100	Total number of residential customers (excluding hardship program customers) with energy bill debt that is over \$2,500 as at 30 June	0	
R101	Total number of residential customers (excluding hardship program customers) on an instalment plan, as at 30 June.	18	
R102	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	
R103	Total number of residential customers (excluding hardship program customers) who, during the reporting year, successfully completed their instalment plan.	2	

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Section H: Hardship Programs

Indicator *	Description	No.	Value (\$)
R96	Number of residential electricity and gas customers on a retailer's hardship program as at 30 June	4	
R97	Average energy bill debt of electricity and gas hardship program customers, as at 30 June		0
R104	Total number of residential hardship program customers who are also energy concessions customers, as at 30 June.	0	
R105	Total number of residential customers denied access to the hardship program during the reporting year.	0	
R106	Average energy bill debt (as at the time of entering the hardship program) for those residential hardship program customers who entered the hardship program during the reporting year.		619
R107	Total number of residential hardship program customers who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was between \$0 and \$500.	3	
R108	Total number of residential hardship program customers who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was over \$500 but less than \$1,500	4	
R109	Total number of residential hardship program customers who entered the hardship program during the reporting period, 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	
R110	Total number of residential hardship program customers who entered the hardship program during the reporting period, with an energy bill debt (as at the time of entering the hardship program) that was \$2,500 or more	0	
R111	Total number of residential hardship program customers using an instalment plan (excluding those who make their payment plan payments using Centrepay), as at 30 June	0	
R112	Total number of residential hardship program customers using Centrepay, as at 30 June.	4	
R113	Total number of residential customers who exited the hardship program during the reporting year.	3	
R114	Total number of residential customers who exited the hardship program during the reporting year, who successfully completed the hardship program or exited the program by agreement with the retailer	2	
R115	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 to contact the retailer. This should also include those hardship program customers who leave the program because they feel they are not able to meet the program requirements or payments requested by the retailer).	0	

R116	Total number of residential customers who exited the hardship program during the reporting year, who switched, transferred or left the retailer	2	
R117	Total number of residential customers disconnected for non-payment of a bill during the reporting year, who successfully completed the hardship program, or exited by agreement with the retailer, in the reporting year or in the previous reporting year.	2	
R118	Total number of residential customers who successfully completed the hardship program or exited the program by agreement with the retailer in the reporting year or in the previous reporting year, who were reconnected in the same name and at the same address within seven days of disconnection for non-payment	0	

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Esperance Gas Distribution Company Pty Ltd will publish this report on its website, www.esperance-energy.com.au in keeping with Clause 13.3 (2)(b) of the Compendium.

If there are any questions or concern, please do not hesitate to contact the undersigned.

Yours faithfully,
for Esperance Gas Distribution Company Pty Ltd



James Arthur
Director