

2001/02 - 2003/04 RETAIL COMPARATIVE PERFORMANCE DATA				
Jurisdiction: NEW SOUTH WALES				
Indicator	Measure	2001/02	2002/03	2003/04
AFFORDABILITY AND ACCESS	Data relates to small retail customers: defined as consuming below 160 MWh p.a.			

1. INSTALMENT PAYMENT PLANS (small retail customers)				
<u>Residential Customers</u>		2001/02	2002/03	2003/04
Australian Inland	% of residential customers on instalment plans	0.5	0.5	2.1
Country Energy	% of residential customers on instalment plans	0.7	2.9	4.3
EnergyAustralia	% of residential customers on instalment plans	0.3	0.4	0.7
Integral Energy	% of residential customers on instalment plans	0.0	2.0	1.8
ActewAGL Retail	% of residential customers on instalment plans	-	5.6	4.8
AGL Electricity	% of residential customers on instalment plans	-	0.0	2.4
Origin Energy Electricity	% of residential customers on instalment plans	0.0	0.0	2.5
Jurisdiction Total	Total number of residential customers	2,567,273	2,682,685	2,677,780
	Number of residential customers on instalment plans	27,441	38,416	50,044
	% of residential customers on instalment plans	0.3	1.4	1.9

2. DISCONNECTIONS (small retail customers)				
<u>Residential Customers</u>		2001/02	2002/03	2003/04
Australian Inland	% of res. customers disconnected for failure to pay	3.33	3.09	2.26
Country Energy	% of res. customers disconnected for failure to pay	1.62	0.59	0.68
EnergyAustralia	% of res. customers disconnected for failure to pay	0.54	0.52	0.75
Integral Energy	% of res. customers disconnected for failure to pay	1.22	1	1.03
Jurisdiction Total	Number of res. customers disconnected for failure to pay	25,141	18,153	21,394
	% of res. customers disconnected for failure to pay	0.98	0.68	0.8

Non-Residential Customers		2001/02	2002/03	2003/04
Australian Inland	% of non-residential customers disconnected for failure to pay	0.03	0	0.09
Country Energy	% of non-residential customers disconnected for failure to pay	0.46	0.03	0.24
EnergyAustralia	% of non-residential customers disconnected for failure to pay	0.46	0.51	0.52
Integral Energy	% of non-residential customers disconnected for failure to pay	0.39	0.34	0.35
Jurisdiction Total	Number of non-residential customers disconnected for failure to pay	1,406	902	1,122
	% of small non-residential customers disconnected for failure to pay	0.44	0.32	0.39

3. RECONNECTIONS - Same name at the same premises of the disconnection (small retail customers)				
Residential Customers		2001/02	2002/03	2003/04
Australian Inland	% of res. disconnected customers reconnected	44.6	47.6	21.7
Country Energy	% of res. disconnected customers reconnected	63.1	62.2	45.7
EnergyAustralia	% of res. disconnected customers reconnected	72.4	49.7	50.4
Integral Energy	% of res. disconnected customers reconnected	46.8	77.3	76.3
Jurisdiction Total	Number of residential customers reconnected	15,016	11,513	12,495
	% of disconnected res. customers reconnected	59.7	63.4	58.4

Non-Residential Customers		2001/02	2002/03	2003/04
Australian Inland	% of disconnected non-res. customers reconnected	0.0	0.0	0.0
Country Energy	% of disconnected non-res. customers reconnected	46.2	17.2	31.8
EnergyAustralia	% of disconnected non-res. customers reconnected	67.2	29.6	35.0
Integral Energy	% of disconnected non-res. customers reconnected	0.0	71.1	58.7
Jurisdiction Total	Number of non-residential customers reconnected	656	358	445
	% of disconnected non-res. customers reconnected	46.7	39.7	39.7

4. SECURITY DEPOSITS (small retail customers)				
<u>Residential Customers</u>		2001/02	2002/03	2003/04
Australian Inland	% of residential customers who have lodged security deposits	48.6	44.6	40.6
Country Energy	% of residential customers who have lodged security deposits	7.5	7.5	10.7
EnergyAustralia	% of residential customers who have lodged security deposits	11.7	12	11.4
Integral Energy	% of residential customers who have lodged security deposits	10.6	8.5	8.5
Jurisdiction Total	Number of res. customers who have lodged security deposits	273,521	269,400	275,978
	% of residential customers who have lodged security deposits	10.7	10.0	10.3

<u>Non-Residential Customers</u>		2001/02	2002/03	2003/04
Australian Inland	% of non-res. customers who have lodged security deposits	23.5	2.5	5.7
Country Energy	% of non-res. customers who have lodged security deposits	11.1	15.2	17.6
EnergyAustralia	% of non-res. customers who have lodged security deposits	19.4	19.0	19.1
Integral Energy	% of non-res. customers who have lodged security deposits	15.0	11.8	12.0
Jurisdiction Total	No. of non-res. customers who have lodged security deposits	48,982	45,205	47,838
	% of non-res. customers who have lodged security deposits	15.2	15.9	16.5

5. CUSTOMER SERVICE - Customer Complaints (small retail customers)				
		2001/02	2002/03	2003/04
Australian Inland	Number of complaints	27	39	28
	Billing complaints as a % of total complaints	74.1	35.9	85.7
	Other complaints as a % of total complaints	25.9	64.1	14.3
Country Energy	Number of complaints	1,644	2,840	1,432
	Billing complaints as a % of total complaints	69.8	72.1	85.6
	Other complaints as a % of total complaints	30.2	27.9	14.4
EnergyAustralia	Number of complaints	2,640	2,833	2,386
	Billing complaints as a % of total complaints	57.0	37.5	53.9
	Other complaints as a % of total complaints	43.0	62.5	46.1
Integral Energy	Number of complaints	4,183	7,985	7,705

	Billing complaints as a % of total complaints	29.2	61.5	51.6
	Other complaints as a % of total complaints	70.8	38.5	49.3
Actew AGL Retail	Number of complaints		52	20
	Billing complaints as a % of total complaints	-	36.5	20.0
	Other complaints as a % of total complaints	-	63.5	80.0
AGL Electricity	Number of complaints	-	109	147
	Billing complaints as a % of total complaints	-	60.6	66.0
	Other complaints as a % of total complaints		39.4	34.0
Energy One (formerly Ferrier Hodgson)	Number of complaints		18	42
	Billing complaints as a % of total complaints	-	66.7	73.8
	Other complaints as a % of total complaints		33.3	26.2
Origin Energy	Number of complaints	-	9	19
	Billing complaints as a % of total complaints	-	11.1	26.3
	Other complaints as a % of total complaints		88.9	73.7
Powerdirect	Number of complaints	-	-	-
	Billing complaints as a % of total complaints	-	-	-
	Other complaints as a % of total complaints	-	-	-
Jurisdiction Total	Number of complaints	8,494	13,885	11,779
	Billing complaints as a % of total complaints	45.8	58.6	55.8
	Other complaints as a % of total complaints	54.2	41.4	44.2

6. TELEPHONE SERVICE - telephone call responsiveness (all customers)				
		2001/02	2002/03	2003/04
Australian Inland	% of calls responded within 30 seconds	-	-	-
	% of calls abandoned	-	-	-
Country Energy	% of calls responded within 30 seconds	77.71	53.00	72.11
	% of calls abandoned	4.11	8.33	3.65
EnergyAustralia	% of calls responded within 30 seconds	58.85	52.26	30.61
	% of calls abandoned	6.50	7.92	14.94
Integral Energy	% of calls responded within 30 seconds	73.00	50.00	44.00
	% of calls abandoned	5.00	10.00	15.00
ActewAGL Retail	% of calls responded within 30 seconds	-	85.00	84.57
	% of calls abandoned	-	3.00	2.31
AGL Electricity	% of calls responded within 30 seconds	81.08	62.02	75.97
	% of calls abandoned	0.55	6.71	5.61
Energex Retail	% of calls responded within 30 seconds	-	0.00	95.40
	% of calls abandoned	-	0.00	4.60
Energy One (formerly Ferrier Hodgson)	% of calls responded within 30 seconds	-	90.00	88.46
	% of calls abandoned	-	-	-
Jackgreen	% of calls responded within 30 seconds	-	-	-
	% of calls abandoned	-	-	-
Origin Energy	% of calls responded within 30 seconds	-	-	-
	% of calls abandoned	-	-	-
Powerdirect	% of calls responded within 30 seconds	-	-	-
	% of calls abandoned	-	-	-
TRUenergy	% of calls responded within 30 seconds	-	-	-
	% of calls abandoned	-	-	-
Jurisdiction Total	% of calls responded within 30 seconds	61.08	53.78	48.23
	% of calls abandoned	4.68	8.33	11.14

EXPLANATORY NOTES

1. Customers

'Customer' means the person in whose name an electricity account is held under one supply contract.

'Small retail customer' means a customer whose electricity consumption in NSW is no more than 160 megawatt hours per annum.

'Residential small retail customer' means a small retail customer who uses their premises primarily for residential purposes.

'Non-residential small retail customer' means a small retail customer who uses their premises primarily for non-residential purposes.

The customer statistics collected here will be used in conjunction with the other statistics in this schedule to derive operating measures (eg. percentages or numbers per 1,000). The customer numbers themselves will not be published without the Licence Holder's permission.

2. Telephone service for account inquiries

Only retailers who supplied small retail customers during the period are asked to report on their telephone service for account inquiries. Retailers who did **not** supply small retail customers should enter 'N/A' (not applicable) in the column.

The resulting measures that may be used in the Tribunal's compliance report are:

- Percentage of calls answered within 30 seconds.
- Percentage of calls that dropped out or were abandoned by the caller.

These measures are based upon a guaranteed customer service standard established under clause 40 and Schedule 2, Part 2, clause 10(2) of the Electricity Supply (General) Regulation 2001. A supply contract between a retail supplier and a small retail customer must require a supplier to provide a telephone service that operates during business hours on which a person can be connected for not less than the price of a local telephone call and that can receive notice of, and give information concerning, customers' bills and customer connection services arranged by the supplier. An automated answering service satisfies this requirement only if it makes provision for the transfer of calls to a human operator.

3. Supply discontinuance

Only retailers who supplied small retail customers during the period are asked to report on supply discontinuances. Retailers who did **not** supply small retail customers should enter 'N/A' (not applicable) in the column. Each instance that supply is discontinued for failing to pay an amount due to the licence holder must be reported, including discontinuing supply to vacant premises. For example, if a customer's supply has been discontinued twice in the reporting year, two supply discontinuances must be reported.

The resulting measures that may be used in the Tribunal's compliance report are:

- Proportion of residential small retail customers whose supply was discontinued during the year for failing to pay an amount due.
- Proportion of non-residential small retail customers whose supply was discontinued during the year for failing to pay an amount due.
- Number and proportion of small retail customers whose supply was discontinued during the year at a prohibited time or on a prohibited day for failing to pay an amount due.

4. Supply recontinuance

Only retailers who supplied small retail customers during the period are asked to report on supply recontinuances. Retailers who did **not** supply small retail customers should enter 'N/A' (not applicable) in the column.

The resulting measures that may be used in the Tribunal's compliance report are:

- Proportion of residential small retail customers whose supply was recontinued in the same name after being discontinued during the year for failing to pay an amount due.
- Proportion of non-residential small retail customers whose supply was recontinued in the same name after being discontinued for failing to pay an amount due.

5. Complaints

Only retailers who supplied small retail customers during the period are asked to report on customer complaints. Retailers who did **not** supply small retail customers should enter 'N/A' (not applicable) in the column.

'Complaint' means a written or verbal expression of dissatisfaction about an action, a proposed action, or a failure to act by a Licence Holder, its employees, agents or contractors. This includes failure by a Licence Holder to observe its published or agreed practices or procedures. It does not include a complaint made about the Licence Holder to any other body.

The complaint sub-categories (ie 'billing', 'marketing' and 'other matters') are to be reported using the Energy and Water Ombudsman NSW's methodology for allocating issues into categories.

Marketing has been added as a complaint sub-category from 2004/05. This data is collected to assist in monitoring the competitive retail market.

The following measures may be published by the Tribunal are:

- Proportion of residential small retail customers that complained about retail supply matters.
- Proportion of non-residential small retail customers that complained about retail supply matters.
- Percentage of complaints from residential small retail customers that were related to billing, marketing and other matters.
- Percentage of complaints from non-residential small retail customers that were related to billing, marketing and other matters.

The Tribunal will seek information from EWON on the number of small retail customers who took their complaint about a retailer's service to EWON.

6. Marketing

Data on the total number of marketing contacts made to small retail customers in the compliance year is required to compare with the number of marketing complaints and breaches. Direct marketing includes door-to-door marketing, telemarketing and direct mailing.

Licensees should report the number of direct marketing contacts to small retail customers, not the number of small retail customers contacted for marketing purposes.

Licensee marketing rates will not be published without the Licensee's permission. Measures that may be published include marketing complaints/breaches as a percentage of the total number of direct marketing contacts to small retail customers during the compliance period.

7. Transfers

Data on the total number of customers transferred during the compliance year is required to provide some context for breaches involving customer transfers without consent.

It is important to monitor customer transfer statistics in a competitive retail market as systemic problems associated with customer transfers may impact market confidence.

Licensee transfer rates will not be published without the licensee's permission. Measures that may be published include customer transfers without consent expressed as a percentage of the total number of customers transferred during the compliance period.

8. Security deposits

Only retailers who supplied small retail customers during the period are asked to report on security deposits. Retailers who did **not** supply small retail customers should enter 'N/A' (not applicable) in the column.

The resulting measures that may be used in the Tribunal's compliance report are:

- Percentage of residential small retail customers that lodged security deposits.
- Percentage of non-residential small retail customers that lodged security deposits.
- Average dollar value of security deposits held from residential small retail customers.
- Average dollar value of security deposits held from non-residential small retail customers.
- Number and percentage of security deposits held from residential and non-residential small retail customers that have been held for longer than 12 months and 24 months respectively.

9. Payment methods

Only retailers who supplied small retail customers during the period are asked to report on payment methods. Retailers who did **not** supply small retail customers should enter 'N/A' (not applicable) in the column.

The resulting measures that may be used in the Tribunal's compliance report are:

- Percentage of residential small retail customers using direct debit arrangements to pay their bills.
- Percentage of residential small retail customers paying off billing arrears under an instalment payment plan.
- Percentage of residential small retail customers using Centrelink's Centrepay bill payment facility.