



Alinta Sales Pty Ltd

**Electricity Annual
Performance Report**

2010/11

Alinta Sales Pty Ltd
Level 9, 12-14 The Esplanade PERTH WA 6000
PO Box 8348 Perth BC WA 6849
Telephone 08 9486 3000 ~ Facsimile 08 9221 9128
Website: www.alinta.net.au

Table of Contents

| | |
|---|---|
| Overview | 1 |
| Section A: Customers | 2 |
| Section B.1: Affordability and Access – Residential | 2 |
| Section B.2: Affordability and Access – Non-residential | 3 |
| Section C.1: Complaints – Residential | 4 |
| Section C.2: Complaints – Non-Residential..... | 4 |
| Section D: Compensation Payments | 5 |
| Section E: Call Centre Performance | 5 |
| Section F: Pre-payment meters | 6 |

Overview

Section 13.15 of *the Code of Conduct for the Supply of Electricity to Small Use Customers* (the Code) requires that a retailer prepare a report each year setting out the information in the records that it is required to keep under Part 13 of the Code. The report must be published by no later than the following 1 October, and a copy must be given to the Minister and the Economic Regulation Authority not less than 7 days before it is published.

This report has been prepared by Alinta Sales Pty Ltd (Alinta) in accordance with the Code requirements, and provides information on the following areas.

- A. Customers
- B. Affordability and Access
- C. Complaints
- D. Compensation payments
- E. Call Centre Performance
- F. Pre-payment meters

Alinta is able to supply electricity only to customers that use at least 50 megawatt hours (MWh) of electricity per annum. In addition, the Code applies only to customers that consume not more than 160 MWh of electricity per annum. Consequently, the data provided in this report relates only to Alinta's customers consuming more than 50 MWh, but less than 160 MWh of electricity per annum.

Further, while Alinta is not precluded from supplying electricity to residential customers that consume more than 50 MWh per annum, Alinta does not currently supply electricity to residential customers.

Section A: Customers

| Clause | Description | No. | % |
|------------|--|-------|---|
| 13.6(1)(a) | Total number of residential accounts held by contestable customers | N/A | |
| 13.6(1)(b) | Total number of residential accounts held by non-contestable customers | N/A | |
| 13.6(1)(c) | Total number of business accounts held by contestable customers | 1,447 | |
| 13.6(1)(d) | Total number of business accounts held by non-contestable customers | N/A | |
| 13.7(a) | Total number of pre-payment meter customers | N/A | |

Section B.1: Affordability and Access – Residential

| Clause | Description | No. | % |
|------------------|---|-----|-----|
| 13.2(1)(a)(i) | Residential customers who are subject to an instalment plan | N/A | N/A |
| 13.2(1)(a)(ii) | Residential customers who have been granted additional time to pay their bill under Part 6 {of the Code of Conduct} | N/A | N/A |
| 13.2(1)(a)(iii) | Residential customers who have been placed on a shortened billing cycle | N/A | N/A |
| 13.2(1)(a)(iv) | Residential customers who have been disconnected in accordance with clauses 7.1 to 7.3 {of the Code of Conduct} for failure to pay a bill | N/A | N/A |
| 13.2(1)(a)(v) | Residential customers who have been disconnected who were previously the subject of an instalment plan | N/A | N/A |
| 13.2(1)(a)(vi) | Residential customers who have been disconnected at the same supply address within the past 24 months | N/A | N/A |
| 13.2(1)(a)(vii) | Residential customers who have been disconnected while receiving a concession | N/A | N/A |
| 13.2(1)(a)(viii) | Residential customers the retailer requested to be reconnected, other than pursuant to clause 8.1(1)(b) or clause 8.1(1)(c), who were not reconnected with the prescribed timeframe | N/A | N/A |
| 13.2(1)(a)(ix) | Residential customers who have been reconnected at the same supply address in the same name within 7 days of having been disconnected | N/A | N/A |
| 13.2(1)(a)(x) | Residential customers who have been reconnected in the same name who were previously the subject of an instalment plan | N/A | N/A |
| 13.2(1)(a)(xi) | Residential customers who have been reconnected in the same name and at the same supply address within the past 24 months | N/A | N/A |
| 13.2(1)(a)(xii) | Residential customers who have been reconnected and who, immediately prior to disconnection, was receiving a concession | N/A | N/A |
| 13.2(1)(a)(xiii) | Residential customers who have lodged security deposits | N/A | N/A |
| 13.2(1)(a)(xiv) | Residential customers who have had direct debit plans terminated | N/A | N/A |

Section B.2: Affordability and Access – Non-residential

| Clause | Description | No. | % |
|------------------|---|-----|-------|
| 13.2(1)(b)(i) | Non-residential customers who are subject to an instalment plan | 27 | 1.87% |
| 13.2(1)(b)(ii) | Non-residential customers who have been granted additional time to pay their bill under Part 6 {of the Code of Conduct} | 48 | 3.32% |
| 13.2(1)(b)(iii) | Non-residential customers who have been placed on a shortened billing cycle | 0 | 0.00% |
| 13.2(1)(b)(iv) | Non-residential customers who have been disconnected in accordance with clauses 7.1 to 7.3 {of the Code of Conduct} for failure to pay a bill | 0 | 0.00% |
| 13.2(1)(b)(v) | Non-residential customers the retailer requested to be reconnected, other than pursuant to clause 8.1(1)(b) or clause 8.1(1)(c), who were not reconnected with the prescribed timeframe | 0 | 0.00% |
| 13.2(1)(b)(vi) | Non-residential customers who have been reconnected at the same supply address in the same name within 7 days of having been disconnected | 0 | 0.00% |
| 13.2(1)(b)(vii) | Non-residential customers who have lodged security deposits | 0 | 0.00% |
| 13.2(1)(b)(viii) | Non-residential customers who have had direct debit plans terminated | 0 | 0.00% |

Section C.1: Complaints – Residential

| Clause | Description | No. | % |
|-----------------|--|-----|-----|
| 13.3(1)(a) | Total number of complaints received from residential customers | N/A | |
| 13.3(1)(b)(i) | Complaints from residential customers that relate to billing/credit complaints | N/A | N/A |
| 13.3(1)(b)(ii) | Complaints from residential customers that relate to transfer complaints | N/A | N/A |
| 13.3(1)(b)(iii) | Complaints from residential customers that relate to marketing complaints | N/A | N/A |
| 13.3(1)(b)(iv) | Complaints from residential customers that relate to other complaints | N/A | N/A |
| 13.3(1)(e) | Residential customer complaints concluded within 15 business days | N/A | N/A |
| 13.3(1)(e) | Residential customer complaints concluded within 20 business days | N/A | N/A |

Section C.2: Complaints – Non-Residential

| Clause | Description | No. | % |
|-----------------|--|-----|--------|
| 13.3(1)(a) | Total number of complaints received from non-residential customers | 6 | |
| 13.3(1)(b)(i) | Complaints from non-residential customers that relate to billing/credit complaints | 5 | 83.33% |
| 13.3(1)(b)(ii) | Complaints from non-residential customers that relate to transfer complaints | 0 | 0.0% |
| 13.3(1)(b)(iii) | Complaints from non-residential customers that relate to marketing complaints | 1 | 16.67% |
| 13.3(1)(b)(iv) | Complaints from non-residential customers that relate to other complaints | 0 | 0% |
| 13.3(1)(f) | Non-residential customer complaints concluded within 15 business days | 6 | 100% |
| 13.3(1)(f) | Non-residential customer complaints concluded within 20 business days | 6 | 100% |

Section D: Compensation Payments

| Clause | Description | No. | % |
|---------|---|-----|------|
| 13.4(a) | Total number of payments made under clause 14.1 {of the Code of Conduct} | 0 | 0.0% |
| 13.4(a) | Average amount of payments made under clause 14.1 {of the Code of Conduct} | N/A | |
| 13.4(b) | Total number of payments made under clause 14.2 { of the Code of Conduct} | 0 | 0.0% |
| 13.4(b) | Average amount of payments made under clause 14.2 { of the Code of Conduct} | N/A | |
| 13.4(c) | Total number of payments made under clause 14.3 { of the Code of Conduct} | 0 | 0.0% |
| 13.4(c) | Average amount of payments made under clause 14.3 { of the Code of Conduct} | N/A | |

Section E: Call Centre Performance

| Clause | Description | No. | % |
|---------|--|-------|--------|
| 13.5(a) | Total number of telephone calls to an operator | 2,452 | |
| 13.5(b) | Telephone calls to an operator responded to within 30 seconds | 1,796 | 73.25% |
| 13.5(c) | Average duration (in seconds) before call answered by operator | 22 | |
| 13.5(d) | Calls that were unanswered | 26 | 1.06% |

The data in the table above reports to the performance of Alinta's call centre in respect of all electricity customers, not just those consuming less than 160 MWh per annum. Customers consuming less than 160 MWh of electricity per annum represented around 63 per cent of Alinta's total electricity customer base.

Section F: Pre-payment meters

| Clause | Description | No. | % |
|-----------------|---|-----|-----|
| 13.7(1)(b) | Total number of complaints, other than those complaints specified in clause 13.13(a) {of the Code}, relating to a pre-payment meter customer | N/A | |
| 13.7(1)(b) | Total number of complaints, other than those complaints specified in clause 13.13(a) {of the Code}, relating to a pre-payment meter customer | N/A | |
| 13.7(1) (e) | Percentage of pre-payment meter complaints, other than those complaints specified in clause 13.13(a) {of the Code}, concluded within 15 business days | | N/A |
| 13.7(1) (e) | Percentage of pre-payment meter complaints, other than those complaints specified in clause 13.13(a) {of the Code}, concluded within 20 business days | | N/A |
| 13.7(1) (f) | Total number of customers reverting to a standard meter within 3 months of the later of the installation of a pre-payment meter or the date the customer agrees to enter into a pre-payment contract | N/A | |
| 13.7(1) (g) | Total number of customers reverting to a standard meter in 3 month period immediately following the expiry of the period referred to in paragraph (f) | N/A | |
| 13.7(1) (h) | Total number of customers who have reverted to a standard meter | N/A | |
| 13.7(1) (i)(i) | The number of instances where a pre-payment meter customer has been disconnected | N/A | |
| 13.7(1) (i)(ii) | The number of instances where a pre-payment customer has not received electricity other than being disconnected | N/A | |
| 13.7(1) (k) | The number of pre-payment meter customers who have informed the retailer in writing, by telephone or by electronic means that the pre-payment meter customer is experiencing payment difficulties or financial hardship | N/A | |
| 13.7(1) (l) | The number of pre-payment meter customers who the retailer identifies have been disconnected three or more times in any three-month period for longer than 240 minutes on each occasion. | N/A | |