



Alinta Sales Pty Ltd

**Gas Annual
Performance Report**

2010/11

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Overview

Section 13.15 of the *Compendium of Gas Licence Obligations* (Gas Customer Code 2008) 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. Call Centre Performance

Section A: Customers

Clause	Description	No.	%
13.6(1)(a)	Total number of residential accounts held by customers	615,717	
13.6(1)(b)	Total number of business accounts held by customers	8,359	

Section B.1: Affordability and Access - Residential

Clause	Description	No.	%
13.2(1)(a)(i)	Residential customers who are subject to an instalment plan	9,890	1.6%
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}	56,921	9.2%
13.2(1)(a)(iii)	Residential customers who have been placed on a shortened billing cycle	0	0.0%
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	10,841	1.8%
13.2(1)(a)(v)	Residential customers who have been disconnected who were previously the subject of an instalment plan	151	0.0%
13.2(1)(a)(vi)	Residential customers who have been disconnected at the same supply address within the past 24 months	2,946	0.5%
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	145	0.0%
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	2,615	0.4%
13.2(1)(a)(x)	Residential customers who have been reconnected in the same name who were previously the subject of an instalment plan	147	0.0%
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	573	0.1%
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	0	0.0%
13.2(1)(a)(xiv)	Residential customers who have had direct debit plans terminated	642	0.1%

Section B.1: Affordability and Access – Non-Residential

Clause	Description	No.	%
13.2(1)(b)(i)	Non-residential customers who are subject to an instalment plan	23	0.3%
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}	622	7.4%
13.2(1)(b)(iii)	Non-residential customers who have been placed on a shortened billing cycle	0	0.0%
13.2(1)(b)(vii)	Non-residential customers who have had direct debit plans terminated	1	0.0%
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	86	1.0%
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	7	0.1%
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	41	0.5%
13.2(1)(b)(vii)	Non-residential customers who have lodged security deposits	0	0.0%
13.2(1)(a)(viii)	Non-residential customers who have had direct debit plans terminated	1	0.0%



Section C.1: Complaints – Residential

Clause	Description	No.	%
13.3(1)(a)	Total number of complaints received from residential customers	1,298	
13.3(1)(b)(i)	Complaints from residential customers that relate to billing/credit complaints	537	41.4%
13.3(1)(b)(ii)	Complaints from residential customers that relate to transfer complaints	0	0.0%
13.3(1)(b)(iii)	Complaints from residential customers that relate to marketing complaints	17	1.3%
13.3(1)(b)(iv)	Complaints from residential customers that relate to other complaints	744	57.3%
13.3(1)(e)	Residential customer complaints concluded within 15 business days	1298	100.0%
13.3(1)(e)	Residential customer complaints concluded within 20 business days	1,298	100.0%

Section C.2: Complaints – Non-residential

Clause	Description	No.	%
13.3(1)(a)	Total number of complaints received from non-residential customers	5	
13.3(1)(b)(i)	Complaints from non-residential customers that relate to billing/credit complaints	3	60%
13.3(1)(b)(ii)	Complaints from non-residential customers that relate to transfer complaints	0	0%
13.3(1)(b)(iii)	Complaints from non-residential customers that relate to marketing complaints	1	20%
13.3(1)(b)(iv)	Complaints from non-residential customers that relate to other complaints	1	20%
13.3(1)(f)	Residential customer complaints concluded within 15 business days	5	100%
13.3(1)(f)	Residential customer complaints concluded within 20 business days	5	100%

Section D: Call Centre Performance

Clause	Description	No.	%
13.5(a)	Total number of telephone calls to an operator	720,439	
13.5(b)	Telephone calls to an operator responded to within 30 seconds	565,485	78.5%
13.5(c)	Average duration (in seconds) before call answered by operator	29	
13.5(d)	Calls that were unanswered	29,942	4.2%