



**Alinta Sales Pty Ltd**

**2007/08 Annual Electricity**

**Performance Report**

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## Summary

This report provides information required as part of section 13.15 of the *Code of Conduct for the Supply of Electricity to Small Use Customers* ("The Code") for the financial year ending 30 June 2008.

This report focuses on the Electricity retail sector with the aim of providing a transparent view of Alinta's business performance and is in accordance with the Economic Regulatory Authority requirements.

Alinta Sales Pty Ltd is committed to working with the Office of Energy and the Economic Regulatory Authority to ensure the information presented in this annual Electricity Performance Report is clear and precise and interprets the code requirements accurately.

The report provides information on the following key categories of Alinta's performance:

- A. Customers
- B. Affordability and Access
- C. Disconnections for Non-Payment
- D. Reconnections
- E. Security Deposits
- F. Complaints
- G. Compensation payments
- H. Call Centre Performance

The key results for the 2007/08 financial year are reported below.

## Section A: Customers

The deregulation of the electricity industry allows Alinta to supply electricity to contestable customers who use a minimum of 50MWh of electricity (50,000kWh per annum).

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	1,650	
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	

\* Electricity Code of Conduct for the Supply of Electricity to Small Use Customers 2008

## Section B: Affordability and Access

Clause*	Description	No.	%
13.2(1)(a)(i)	Total number of residential customers who are subject to an instalment plan	N/A	
13.2(1)(a)(i)	Percentage of residential customers who are subject to an instalment plan		N/A
13.2(1)(b)(i)	Total number of non-residential customers who are subject to an instalment plan	0	
13.2(1)(b)(i)	Percentage of non-residential customers who are subject to an instalment plan		0.0%
13.2(1)(a)(ii)	Total number of residential customers who have been granted additional time to pay their bill under Part 6 {of the Code of Conduct}	N/A	
13.2(1)(a)(ii)	Percentage of residential customers who have been granted additional time to pay their bill under Part 6 {of the Code of Conduct}		N/A
13.2(1)(b)(ii)	Total number of non-residential customers who have been granted additional time to pay their bill under Part 6 {of the Code of Conduct}	25	
13.2(1)(b)(ii)	Percentage of non-residential customers who have been granted additional time to pay their bill under Part 6 {of the Code of Conduct}		1.5%
13.2(1)(a)(iii)	Total number of residential customers who have been placed on a shortened billing cycle	N/A	
13.2(1)(a)(iii)	Percentage of residential customers who have been placed on a shortened billing cycle		N/A
13.2(1)(b)(iii)	Total number of non-residential customers who have been placed on a shortened billing cycle	N/A	
13.2(1)(b)(iii)	Percentage of non-residential customers who have been placed on a shortened billing cycle		N/A
13.2(1)(a)(xiii)	Total number of residential customers who have had direct debit plans terminated	N/A	
13.2(1)(a)(xiii)	Percentage of residential customers who have had direct debit plans terminated		N/A
13.2(1)(b)(vii)	Total number of non-residential customers who have had direct debit plans terminated	N/A	
13.2(1)(b)(vii)	Percentage of non-residential customers who have had direct debit plans terminated		N/A

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## Section C: Disconnection for Non-Payment

Clause*	Description	No.	%
13.2(1)(a)(iv)	Total number of 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	
13.2(1)(a)(iv)	Percentage of 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	
13.2(1)(b)(iv)	Total number of 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	1	
13.2(1)(b)(iv)	Percentage of 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		0.1%
13.2(1)(a)(v)	Total number of residential customers who have been disconnected who were previously the subject of an instalment plan	N/A	
13.2(1)(a)(v)	Percentage of residential customers who have been disconnected who were previously the subject of an instalment plan		N/A
13.2(1)(a)(vi)	Total number of residential customers who have been disconnected at the same supply address within the past 24 months	N/A	
13.2(1)(a)(vi)	Percentage of residential customers who have been disconnected at the same supply address within the past 24 months		N/A
13.2(1)(a)(vii)	Total number of residential customers who have been disconnected while receiving a concession	N/A	
13.2(1)(a)(vii)	Percentage of residential customers who have been disconnected while receiving a concession		N/A

\* Electricity Code of Conduct for the Supply of Electricity to Small Use Customers 2008

## Section D: Reconnections

Clause*	Description	No.	%
13.2(1)(a)(viii)	Total number of residential customers who have been reconnected at the same supply address in the same name within 7 days of having been disconnected	N/A	
13.2(1)(a)(viii)	Percentage of residential customers who have been reconnected at the same supply address in the same name within 7 days of having been disconnected		N/A
13.2(1)(b)(v)	Total number of non-residential customers who have been reconnected at the same supply address in the same name within 7 days of having been disconnected	1	
13.2(1)(b)(v)	Percentage of non-residential customers who have been reconnected at the same supply address in the same name within 7 days of having been disconnected		0.1%
13.2(1)(a)(ix)	Total number of residential customers who have been reconnected in the same name who were previously the subject of an instalment plan	N/A	
13.2(1)(a)(ix)	Percentage of residential customers who have been reconnected in the same name who were previously the subject of an instalment plan		N/A
13.2(1)(a)(x)	Total number of residential customers who have been reconnected in the same name and at the same supply address within the past 24 months	N/A	
13.2(1)(a)(x)	Percentage of residential customers who have been reconnected in the same name and at the same supply address within the past 24 months		N/A
13.2(1)(a)(xi)	Total number of residential customers who have been reconnected and who, immediately prior to disconnection, was receiving a concession	N/A	
13.2(1)(a)(xi)	Percentage of residential customers who have been reconnected and who, immediately prior to disconnection, was receiving a concession		N/A

\* Electricity Code of Conduct for the Supply of Electricity to Small Use Customers 2008

## Section E: Security Deposits

Clause*	Description	No.	%
13.2(1)(a)(xii)	Total number of residential customers who have lodged security deposits	N/A	
13.2(1)(a)(xii)	Percentage of residential customers who have lodged security deposits		N/A
13.2(1)(b)(vi)	Total number of non-residential customers who have lodged security deposits	0	
13.2(1)(b)(vi)	Percentage of non-residential customers who have lodged security deposits		0.0%

\* Electricity Code of Conduct for the Supply of Electricity to Small Use Customers 2008

## Section F: Complaints

Alinta's complaint handling procedure has been developed in accordance with the Australian Standard on Complaints Handling AS ISO 10002-2006, and the Electricity Code of Conduct for the Supply of Electricity to Small Use Customers 2008.

All incoming complaints during the 2007/08 period were resolved within 5 business days.

Clause*	Description	No.	%
13.3(1)(a)	Total number of complaints received from residential customers	<b>N/A</b>	
13.3(1)(b)(i)	The percentage of total complaints from residential customers that relate to billing/credit complaints		<b>N/A</b>
13.3(1)(b)(ii)	The percentage of total complaints from residential customers that relate to transfer complaints		<b>N/A</b>
13.3(1)(b)(iii)	The percentage of total complaints from residential customers that relate to marketing complaints		<b>N/A</b>
13.3(1)(b)(iv)	The percentage of total complaints from residential customers that relate to other complaints		<b>N/A</b>
13.3(1)(d)	Percentage of residential customer complaints concluded within 15 business days		<b>N/A</b>
13.3(1)(a)	Total number of complaints received from non-residential customers	<b>5</b>	
13.3(1)(b)(i)	The percentage of total complaints from non-residential customers that relate to billing/credit complaints		<b>80.0%</b>
13.3(1)(b)(ii)	The percentage of total complaints from non-residential customers that relate to transfer complaints		<b>0.0%</b>
13.3(1)(b)(iii)	The percentage of total complaints from non-residential customers that relate to marketing complaints		<b>20.0%</b>
13.3(1)(b)(iv)	The percentage of total complaints from non-residential customers that relate to other complaints		<b>0.0%</b>
13.3(1)(d)	Percentage of non-residential customer complaints concluded within 15 business days		<b>100%</b>
13.7(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	<b>N/A</b>	
13.7(d)	Percentage of pre-payment meter complaints, other than those complaints specified in clause 13.13(a) {of the Code}, concluded within 15 business days		<b>N/A</b>

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## Section G: Compensation Payments

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

\* *Electricity Code of Conduct for the Supply of Electricity to Small Use Customers 2008*

## Section H: Call Centre Performance

Alinta has a dedicated inbound queue for electricity enquiries where our fully trained team are available to assist.

Alinta's internal target is to answer 75% of all calls within 20 seconds.

Clause*	Description	No.	%
13.5(a)	Total number of telephone calls to an operator	<b>2,829</b>	
13.5(b)	Total number of telephone calls to an operator responded to within 30 seconds	<b>2,006</b>	
13.5(b)	Percentage of telephone calls to an operator responded to within 30 seconds		<b>70.9%</b>
13.5(c)	Average duration (in seconds) before call answered by operator	<b>17 (sec)</b>	
13.5(d)	Percentage of calls that were unanswered		<b>2.3%</b>

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