

2020/21 Gas Performance Reporting Datasheets - Retail

Note:

Indicators that require a value as at 30 June are shaded green.

Indicators that require a cumulative total value for the whole of the reporting year are shaded blue.

Do not enter data into cells that are shaded yellow, these indicators are automatically calculated.

Do not enter data into cells that are shaded grey, they do not apply to that indicator.

Customer numbers			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
R 1	Total number of residential customers.	23,575	The WA market is a highly competitive market and due to commercial reasons, Simply Energy decided to
R 2	Total number of residential customers covered by the Gas Market Moratorium (this is residential customers on ATCO's distribution network who consume less than 0.18TJ of gas per year).	22,319	
R 3	Total number of business customers.	26	The WA market is a highly competitive market and due to commercial reasons, Simply Energy decided to
R 4	Total number of business customers covered by the Gas Market Moratorium (this is business customers on ATCO's distribution network who consume less than 0.18TJ of gas per year).	19	

2020/21 Gas Performance Reporting Datasheets - Trading

Note:

Indicators that require a value as at 30 June are shaded green.

Indicators that require a cumulative total value for the whole of the reporting year are shaded blue.

Do not enter data into cells that are shaded yellow, these indicators are automatically calculated.

Do not enter data into cells that are shaded grey, they do not apply to that indicator.

Billing and payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 5	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.	298		Throughout the COVID-19 pandemic, Simply Energy has seen an increase in bills not being sent during the prescribed maximum timeframe. To help resolve this increase, Simply Energy invested in additional resources to clear the Simply Energy its unbilled bill queue.
R 6	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.		1.3%	
R 7	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor.	240		This is predominantly due to Covid lockdowns, restrictions of lockdowns, and reads not received in time/meter exchange not completed.
R 8	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor.		1.0%	
R 9	Not used.			
R 10	Not used.			
R 11	Total number of residential customers who are subject to an instalment plan.	1,004		Simply Energy has invested in upgrading self-service options for customers making it simple to set up a payment plan (refreshed the Simply Energy website, MyAccount). Throughout the COVID-19 pandemic, Simply Energy is seeing an increase in payment plan requests to support customers individual financial circumstances.
R 12	Percentage of residential customers who are subject to an instalment plan.		4.3%	
R 13	Total number of residential customers who have been granted additional time to pay a bill.	542		
R 14	Percentage of residential customers who have been granted additional time to pay a bill.		2.3%	
R 15	Not used.			
R 16	Not used.			
R 17	Total number of business customers that have been issued with a bill outside the prescribed maximum timeframe.	0		
R 18	Percentage of business customers that have been issued with a bill outside the prescribed maximum timeframe.			
R 19	Total number of business customers that are subject to an instalment plan.	0		
R 20	Percentage of business customers that are subject to an instalment plan.			
R 21	Total number of business customers that have been granted additional time to pay a bill.	1		
R 22	Percentage of business customers that have been granted additional time to pay a bill.		3.8%	
R 23	Not used.			
R 24	Not used.			
R 25	Total number of residential customers who have lodged security deposits in relation to their residential customer account.	0		
R 26	Percentage of residential customers who have lodged security deposits in relation to their residential customer account.	0		

2020/21 Gas Performance Reporting Datasheets - Trading

R 27	Total number of business customers that have lodged security deposits in relation to their business customer account.	0		
R 28	Percentage of business customers that have lodged security deposits in relation to their business customer account.	0		
R 29	Total number of residential customers who have had their direct debit plans terminated.	142		Simply Energy has invested in upgrading self-service options for customers making it simple to set up a automatic payments (refreshed the Simply Energy website, MyAccount). Throughout the COVID-19 pandemic, Simply Energy is seeing an increase in direct debits to support customers individual financial circumstances.
R 30	Percentage of residential customers who have had their direct debit plans terminated.		0.6%	
R 31	Total number of business customers that have had their direct debit plans terminated.	0		
R 32	Percentage of business customers that have had their direct debit plans terminated.	0		
R 93	Total number of residential customers using Centrelink's Centrepay to pay their energy bills at at 30 June.	348		Throughout the COVID-19 pandemic, Simply Energy is seeing an increase in Centrepay as it supports customers individual financial circumstances enabling funds to be debited from their Centrelink payments automatically.

2020/21 Gas Performance Reporting Datasheets - Trading

Note:

Indicators that require a value as at 30 June are shaded green.

Indicators that require a cumulative total value for the whole of the reporting year are shaded blue.

Do not enter data into cells that are shaded yellow, these indicators are automatically calculated.

Do not enter data into cells that are shaded grey, they do not apply to that indicator.

Disconnections for non-payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 33	Total number of residential customer disconnections for failure to pay a bill.	564		Simply Energy would like to note that disconnections are raised only as a last resort when there is no contact from customers with overdue bills. Due to the Covid-19 pandemic, Simply Energy didn't raise any disconnections for period March 2020 - December 2020. This made our prior year numbers of 180 lower than what would have traditionally been disconnected. As result when disconnections resumed there was an inflated number that required to be completed
R 34	Percentage of residential customer disconnections for failure to pay a bill.		2.4%	
R 35	Total number of business customer disconnections for failure to pay a bill.	1		
R 36	Percentage of business customer disconnections for failure to pay a bill.		3.8%	
R 37	Total number of residential customer disconnections involving customers who were the subject of an instalment plan.	100		Disconnection of supply is conducted only as a last resort due to no-contact or disengagement of customers who have defaulted on payment plans. Higher levels of disengagement and disconnections raised in 2021 due to a hold on disconnections between Mar 20 and Dec 20, has led to the increase in disconnections against customers previously on payment plans.
R 38	Percentage of residential customer disconnections involving customers who were the subject of an instalment plan.		17.7%	
R 39	Total number of residential customer disconnections involving customers who were disconnected on at least 1 other occasion during the reporting year or the previous reporting year.	23		Disconnection of supply is conducted only as a last resort due to no-contact or disengagement of customers who have defaulted on payment plans. Higher levels of disengagement and disconnections raised in 2021 due to a hold on disconnections between Mar 20 and Dec 20, has led to the increase in disconnections against customers previously on payment plans
R 40	Percentage of residential customer disconnections involving customers who were disconnected on at least 1 other occasion during the reporting year or the previous reporting year.		4.1%	
R 41	Total number of residential customer disconnections involving customers who were the subject of a concession.	0		
R 41A	Percentage of residential customer disconnections involving customers who were the subject of a concession.			

2020/21 Gas Performance Reporting Datasheets - Trading

Note:

Indicators that require a value as at 30 June are shaded green.

Indicators that require a cumulative total value for the whole of the reporting year are shaded blue.

Do not enter data into cells that are shaded yellow, these indicators are automatically calculated.

Do not enter data into cells that are shaded grey, they do not apply to that indicator.

Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 42	Total number of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	142		Simply Energy processes are designed to not restrict reconnections for customers who make contact post disconnection of service. Simply Energy believes that due to the large period of time where disconnection where not conducted, customer circumstances have changed and have become disengaged. Simply Energy believes that the lower number of reconnections is affirming this.
R 42A	Percentage of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		25.2%	
R 43	Total number of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	0		
R 44	Percentage of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.			
R 45	Total number of residential customer reconnections within 7 days involving customers who were the subject of an instalment plan.	40		Disconnection of supply is conducted only as a last resort due to no-contact or disengagement of customers who have defaulted on payment plans. Higher levels of disengagement and disconnections raised due to reason mentioned in the disconnections section, has led to the increase in disconnections against customers previously on payment plans.
R 46	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of an instalment plan.		7.1%	
R 47	Total number of residential customer reconnections within 7 days involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year.	6		Simply Energy processes do not restrict reconnections for customers who make contact post disconnection of service. Disconnections are raised as a last resort only when customers have defaulted on their arrangements and have become disengaged. The higher instances of this occurring may be indicative of the impacts of the pandemic.
R 48	Percentage of residential customer disconnections reconnected within 7 days involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year.		1.1%	
R 49	Total number of residential customer reconnections within 7 days involving customers who were the subject of a concession.	0		
R 50	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of a concession.			
R 51	Total number of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	236		Simply Energy processes do not restrict reconnections for customers who make contact post disconnection of service. Disconnections are raised as a last resort only when customers have defaulted on their arrangements and have become disengaged. The higher instances of this occurring may be indicative of the impacts of the pandemic and increased number of disconnections in 2021 due to a hold on disconnection activity from Mar 20 to Dec 20.
R 52	Percentage of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).		41.8%	

2020/21 Gas Performance Reporting Datasheets - Trading

R 53	Total number of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	103		Again, this is an outcome of the overall higher amount of disconnections being raised
R 54	Percentage of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.		43.6%	
R 55	Total number of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	0		
R 56	Percentage of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).			
R 57	Total number of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	0		
R 58	Percentage of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.			

2020/21 Gas Performance Reporting Datasheets - Trading

Note:

Indicators that require a value as at 30 June are shaded **green**.
 Indicators that require a cumulative total value for the whole of the reporting year are shaded **blue**.
 Do not enter data into cells that are shaded **yellow**, these indicators are automatically calculated.
 Do not enter data into cells that are shaded **grey**, they do not apply to that indicator.

Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 59	Total number of complaints received from residential customers.	209		Simply Energy continues to see a reduction in complaints as we continues to improve our overall processes. In particular we have reviewed and updated over 100 processes in the last 12 months. Simply Energy contineus to automate many back office processes which has reduced manual intervention and the risk of human error. Simply Energy has also been running refresher training to our front office staff regarding billing enquiries which is the lead a decrease in customer dissatisfaction and complaints. Additionally, we have seen significant reductions in complaint due to COVID-19, this is also reflect in the industry reports provided by the Ombudsman Schemes.
R 60	Total number of complaints received from business customers.	0		
R 61	Total number of residential customer complaints that are billing/credit complaints.	82		
R 62	Percentage of residential customer complaints that are billing/credit complaints.		39.2%	
R 63	Total number of business customer complaints that are billing/credit complaints.	0		
R 64	Percentage of business customer complaints that are billing/credit complaints.			
R 65	Total number of residential customer complaints that are transfer complaints.	24		
R 66	Percentage of residential customer complaints that are transfer complaints.		11.5%	
R 67	Total number of business customer complaints that are transfer complaints.	0		
R 68	Percentage of business customer complaints that are transfer complaints.			
R 69	Total number of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).	3		
R 70	Percentage of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).		1.4%	
R 71	Total number of business customer complaints that are marketing complaints (including complaints made directly to a retailer).	0		
R 72	Percentage of business customer complaints that are marketing complaints (including complaints made directly to a retailer).			
R 73	Total number of residential customer complaints that are other complaints.	100		
R 74	Percentage of residential customer complaints that are other complaints.		47.8%	
R 75	Total number of business customer complaints that are other complaints.	0		
R 76	Percentage of business customer complaints that are other complaints.			
R 77	Total number of residential customer complaints concluded within 15 business days.	160		
R 78	Percentage of residential customer complaints concluded within 15 business days.		76.6%	
R 79	Total number of residential customer complaints concluded within 20 business days.	14		
R 80	Percentage of residential customer complaints concluded within 20 business days.		6.7%	
R 81	Total number of business customer complaints concluded within 15 business days.	0		
R 82	Percentage of business customer complaints concluded within 15 business days.			
R 83	Total number of business customer complaints concluded within 20 business days.	0		
R 84	Percentage of business customer complaints concluded within 20 business days.			

2020/21 Gas Performance Reporting Datasheets - Trading

Note:

Indicators that require a value as at 30 June are shaded green.

Indicators that require a cumulative total value for the whole of the reporting year are shaded blue.

Do not enter data into cells that are shaded yellow, these indicators are automatically calculated.

Do not enter data into cells that are shaded grey, they do not apply to that indicator.

Call centre performance				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R 85	Total number of telephone calls to a call centre of the retailer.	16,436		Simply Energy call centre volumes have decreased as Simply Energy has invested in upgrading self service options for customers (refreshed the SE website, MyAccount, New contact us page, Refund webform) and increased operating hours for Web Chat (now servicing weekends)
R 86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	9,907		Due to the pandemic situations across the globe, Simply Energy's call centre agent ability to work onsite has been impacted due to government enhanced community quarantine restrictions resulting in up to 75% of our workforce having to work remotely from home. Simply Energy call centres operated on a reduced grade of service target to answer 50% of calls in 30 seconds from 1-Jul-20 to 1-Ju-21. This has returned to 80% of calls in 30 seconds from 1-Jul-21.
R 87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		60.3%	
R 88	Average duration (in seconds) before a call is answered by a call centre operator.	188		As per the above.
R 89	Total number of telephone calls to a call centre that are unanswered.	1,196		
R 90	Percentage of telephone calls to a call centre that are unanswered.		7.3%	

2020/21 Gas Performance Reporting Datasheets - Trading

Note:

Indicators that require a value as at 30 June are shaded green.
 Indicators that require a cumulative total value for the whole of the reporting year are shaded blue.
 Do not enter data into cells that are shaded yellow, these indicators are automatically calculated.
 Do not enter data into cells that are shaded grey, they do not apply to that indicator.

Energy bill debt				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
R 91	Total number of residential customers (excluding hardship customers) repaying an energy bill debt as at 30 June	1,740		
R 92	Total number of business customers repaying an energy bill debt as at 30 June	0		
R 93	<i>[Indicator R 93 moved to 'Billing and payment' section].</i>			
R 94	Average amount of energy bill debt for residential customers (excluding hardship customers) as at 30 June.		\$201	
R 95	Average amount of energy bill debt for business customers as at 30 June.		\$0	
R 98	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$500 but less than \$1,500 as at 30 June.	128		
R 99	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$1,500 but less than \$2,500 as at 30 June.	7		
R 100	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$2,500 as at 30 June.	1		
R 101	Total number of residential customers (excluding hardship customers) who were subject to an instalment plan as at 30 June.	417		
R 102	Total number of residential customers (excluding hardship customers) who, during the reporting year, had their instalment plan cancelled by the retailer for non-payment.	617		
R 103	Total number of residential customers (excluding hardship customers) who, during the reporting year, successfully completed their instalment plan.	156		

2020/21 Gas Performance Reporting Datasheets - Trading

Note:

Indicators that require a value as at 30 June are shaded **green**.
 Indicators that require a cumulative total value for the whole of the reporting year are shaded **blue**.
 Do not enter data into cells that are shaded **yellow**, these indicators are automatically calculated.
 Do not enter data into cells that are shaded **grey**, they do not apply to that indicator.

Hardship customers				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
R 96	Total number of residential customers on a retailer's hardship program as at 30 June.	171		During the pandemic period, Simply Energy has seen a growth in its hardship program in all states. Due to the economic impact of the pandemic, Simply has taken a particularly customer centric approach to ensure any instance of hardship is captured and appropriate support is extended.
R 97	Average energy bill debt of hardship customers as at 30 June.		\$426	
R 104	Total number of hardship customers who are the subject of a concession as at 30 June.	0		
R 105	Total number of residential customers denied access to the retailer's hardship program during the reporting year.	50		
R 106	Average energy bill debt (as at the time of entering the hardship program) for those hardship customers who entered the hardship program during the reporting year.		\$378	
R 107	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was between \$0 and \$500.	81		
R 108	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was over \$500 but less than \$1,500.	27		
R 109	Total number of hardship customers who entered the hardship program during the reporting year, 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		
R 110	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was \$2,500 or more.	0		
R 111	Total number of hardship customers who were subject to an instalment plan (excluding those who make their payment plan payments using Centrepay) as at 30 June.	79		
R 112	Total number of hardship customers using Centrepay as at 30 June.	51		Same as above.
R 113	Total number of residential customers who exited the hardship program during the reporting year.	72		
R 114	Total number of residential customers who exited the hardship program during the reporting year, because they successfully completed the hardship program or exited the program by agreement with the retailer.	20		
R 115	Total number of residential customers who exited the hardship program during the reporting year, because they were excluded or removed from the hardship program for non-compliance.	35		
R 116	Total number of residential customers who exited the hardship program during the reporting year, because they switched, transferred or left the retailer.	17		

2020/21 Gas Performance Reporting Datasheets - Trading

R 117	Total number of residential customers who successfully completed the hardship program, or exited by agreement with the retailer, during the reporting year or the previous reporting year, and who were subsequently disconnected during the reporting year for non-payment.	3		
R 118	Total number of residential customers who successfully completed the hardship program, or exited the program by agreement with the retailer, during the reporting year or the previous reporting year, and who were reconnected within 7 days of disconnection for non-payment.	1		