

## 2021/22 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.	28,191	
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).	24,607	
R 3	Total number of business customers.	27	
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).	22	

2021/22 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.	177		
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.		0.6%	
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.	170		
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.		0.6%	
R 9	Not used.			
R 10	Not used.			
R 11	Total number of residential customers who are subject to an instalment plan.	908		
R 12	Percentage of residential customers who are subject to an instalment plan.		3.2%	
R 13	Total number of residential customers who have been granted additional time to pay a bill.	279		
R 14	Percentage of residential customers who have been granted additional time to pay a bill.		1.0%	
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.		0.0%	
R 19	Total number of business customers that are subject to an instalment plan.	1		
R 20	Percentage of business customers that are subject to an instalment plan.		3.7%	
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.		3.7%	
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		SE doesn't offer security deposit
R 26	Percentage of residential customers who have lodged security deposits in relation to their residential customer account.		0.0%	SE doesn't offer security deposit
R 27	Total number of business customers that have lodged security deposits in relation to their business customer account.	0		SE doesn't offer security deposit
R 28	Percentage of business customers that have lodged security deposits in relation to their business customer account.		0.0%	SE doesn't offer security deposit
R 29	Total number of residential customers who have had their direct debit plans terminated.	191		
R 30	Percentage of residential customers who have had their direct debit plans terminated.		0.7%	
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.		0.0%	
R 93	Total number of residential customers using Centrelink's Centrepay to pay their energy bills at at 30 June.	357		

**2021/22 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.	335		
R 34	Percentage of residential customer disconnections for failure to pay a bill.		1.2%	
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.		3.7%	
R 37	Total number of residential customer disconnections involving customers who were the subject of an instalment plan.	32		
R 38	Percentage of residential customer disconnections involving customers who were the subject of an instalment plan.		9.6%	
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.	15		
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.		4.5%	
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.		0.0%	

**2021/22 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.	51		Simply Energy made the commercial decision not to restrict the supply of named accounts involving failure to pay a bill between October 2021 through to February 2022. This resulted in fewer disconnections being requested when compared to the previous year. For this reason and due to seasonality, Simply Energy believes that its customers became disengaged with Simply Energy when requiring a reconnection of their Gas supply.
R 42A	Percentage of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		15.2%	
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.		0.0%	
R 45	Total number of residential customer reconnections within 7 days involving customers who were the subject of an instalment plan.	12		
R 46	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of an instalment plan.		3.6%	
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.	0		
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.		0.0%	
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.		0.0%	
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).	107		
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).		31.9%	
R 53	Total number of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	56		
R 54	Percentage of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.		52.3%	
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).	1		
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).		100.0%	
R 57	Total number of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	1		
R 58	Percentage of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.		100.0%	

## 2021/22 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.	153		Simply Energy continues to see a reduction in complaints as we continue to improve our overall processes. We continue to automate many back office processes which has reduced manual intervention and the risk of human error.  Simply Energy runs ongoing refresher training, including yearly high bill refreshers, to our front office staff which assists in reducing customer dissatisfaction and in turn complaints.  The one area we have seen an increase in is Marketing complaints, however this is due to a review of categories and redefining what should be reported in this space.
R 60	Total number of complaints received from business customers.	0		
R 61	Total number of residential customer complaints that are billing/credit complaints.	69		
R 62	Percentage of residential customer complaints that are billing/credit complaints.		45.1%	
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.	7		
R 66	Percentage of residential customer complaints that are transfer complaints.		4.6%	
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).	14		
R 70	Percentage of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).		9.2%	
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.	63		
R 74	Percentage of residential customer complaints that are other complaints.		41.2%	
R 75	Total number of business customer complaints that are other complaints.	0		
R 76	Percentage of business customer complaints that are other complaints.		0.0%	
R 77	Total number of residential customer complaints concluded within 15 business days.	106		
R 78	Percentage of residential customer complaints concluded within 15 business days.		69.3%	
R 79	Total number of residential customer complaints concluded within 20 business days.	9		
R 80	Percentage of residential customer complaints concluded within 20 business days.		5.9%	
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.		0.0%	
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.		0.0%	

## 2021/22 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.	15,701		
R 86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	11,734		
R 87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		74.7%	
R 88	Average duration (in seconds) before a call is answered by a call centre operator.	58		
R 89	Total number of telephone calls to a call centre that are unanswered.	762		
R 90	Percentage of telephone calls to a call centre that are unanswered.		4.9%	

2021/22 Gas Performance Reporting Datasheets - Trading

Note:

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	2,470		Simply Energy has taken a proactive approach to limiting disconnections as a result of Covid impacts. This has been a
R 92	Total number of business customers repaying an energy bill debt as at 30 June	3		
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.		\$288	
R 95	Average amount of energy bill debt for business customers as at 30 June.		\$254	
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.	297		Simply Energy has taken a proactive approach to limiting disconnections as a result of Covid impacts. This has been a national initiative. Customers as a result are now holding higher average debt if in arrears. This is what's driving the number of customers with higher balances
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.	50		
R 100	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$2,500 as at 30 June.	21		
R 101	Total number of residential customers (excluding hardship customers) who were subject to an instalment plan as at 30 June.	235		Due to lower rates of disconnection activity, customers have been less responsive to engage resulting in lower
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.	608		
R 103	Total number of residential customers (excluding hardship customers) who, during the reporting year, successfully completed their instalment plan.	263		Simply Energy has seen an improvement in customers capacity to pay

Note:

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.	188		
R 97	Average energy bill debt of hardship customers as at 30 June.		\$1,121	We have roughly the same number of customers in our hardship program as same time last year. However individual balances have climbed due to those customers not matching payments required for their consumption
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.	20		
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.		\$886	
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.	50		
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.	45		
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.	12		
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.	8		
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.	62		
R 112	Total number of hardship customers using Centrepay as at 30 June.	45		
R 113	Total number of residential customers who exited the hardship program during the reporting year.	147		
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.	35		
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.	81		
R 116	Total number of residential customers who exited the hardship program during the reporting year, because they switched, transferred or left the retailer.	31		
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.	0		
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.	0		