Economic Regulation Authority

Gas Trading Licence Performance Reporting Form

Reporting year	FY2024-25
Licence holder	IPower Pty Ltd & IPower 2 Pty Ltd (GTL16)
Contact person name	Joe Kremzer
Position	Senior Compliance Advisor
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Reporting category	Description	Indicator	Unit	Data input	Comments
Customer numbers					
	Residential customers as of June 30	R 1	Number of	16,144.0	
	Residential customers covered by the Gas Market Moratorium as of June 30	R 2	Number of	15,566.0	
	Business customers as of June 30	R 3	Number of	24.0	
	Business customers covered by the Gas Market Moratorium as of June 30	R 4	Number of	17.0	
Billing and payment					
	Residential customers issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.	R 5	Number of	23.0	
	Residential customers 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.	R 7	Number of	0.0	
	Residential customers subject to an instalment plan.	R 11	Number of	669.0	
	Residential customers granted additional time to pay a bill.	R 13	Number of	216.0	
	Business customers issued with a bill outside the prescribed maximum timeframe.	R 17	Number of	0.0	
	Business customers subject to an instalment plan.	R 19	Number of	0.0	
	Business customers granted additional time to pay a bill.	R 21	Number of	0.0	
	Residential customers who have lodged security deposits for their residential customer account.	R 25	Number of	0.0	
	Business customers that have lodged security deposits for their business customer account.	R 27	Number of	0.0	
	Residential customers whose direct debit plans were terminated	R 29	Number of	92.0	
	Business customers whose direct debit plans were terminated	R 31	Number of	0.0	
	Residential customers using Centrelink's Centrepay to pay their energy bills as of June 30	R 93	Number of	246.0	
	Residential customers repaying an energy bill debt as of 30 June (excluding hardship customers)	R 91	Number of	698.0	
	Business customers repaying an energy bill debt as of 30 June	R 92	Number of	2.0	
	Mean energy bill debt for residential customers as of June 30 (excluding hardship customers)	R 94	Dollars	625.3	
	Mean energy bill debt for business customers as of June 30	R 95	Dollars	17,517.7	Only two accounts (1 with a balance of $34.8k and the
	Residential customers with energy bill debt between $500 and $1500 as of June 30 (excluding hardship customers)	R 98	Number of	166.0	
	Residential customers with energy bill debt between $1,500 and $2,500 as of 30 June (excluding hardship customers)	R 99	Number of	57.0	
	Residential customers with energy bill debt exceeding $2,500 as of 30 June (excluding hardship customers)	R 100	Number of	58.0	General deterioration in customer affordability, which i
	Residential customers subject to an instalment plan as of 30 June (excluding hardship customers)	R 101	Number of	270.0	
	Residential customers whose instalment plan was cancelled by the retailer for non-payment (excluding hardship customers)	R 102	Number of	263.0	
	Residential customers who successfully completed their instalment plan (excluding hardship customers)	R 103	Number of	151.0	
Hardship customers					
	Residential customers on a hardship program as of 30 June	R 96	Number of	132.0	
	Mean energy bill debt of hardship customers as of June 30	R 97	Dollars	1,135.0	
	Hardship customers with a concession as of June 30	R 104	Number of	0.0	
	Residential customers denied access to a hardship program during the reporting year	R 105	Number of	1.0	
	Mean energy bill debt at the point a customer enters a hardship program	R 106	Dollars	1,089.5	
	Customers who entered a hardship program with an energy bill debt less than $500	R 107	Number of	42.0	
	Customers who entered a hardship program with an energy bill debt between $500 and $1500	R 108	Number of	22.0	Small volumes see big variances in the %'s compared
	Customers who entered a hardship program with an energy bill debt between $1500 and $2500	R 109	Number of	11.0	
	Customers who entered a hardship program with an energy bill debt exceeding $2500	R 110	Number of	9.0	
	Hardship customers subject to an instalment plan as of 30 June (excluding those using Centrepay)	R 111	Number of	59.0	
	Hardship customers using Centrepay as of 30 June	R 112	Number of	45.0	
	Residential customers who exited a hardship program	R 113	Number of	102.0	

	Residential customers who exited a hardship program because they successfully completed it or by agreement with the retailer	R 114	Number of	14.0	Decrease from last year is unsurprising given the affor
	Residential customers who exited a hardship program because they were excluded/removed from it for non-compliance	R 115	Number of	76.0	Decrease from last years figure reflects the fact that El
	Residential customers who exited a hardship program because they left the retailer	R 116	Number of	14.0	
	Residential customers who exited a hardship program during the reporting year or previous reporting year because they successfully completed it, or by agreement with the retailer, but who were subsequently disconnected during the current reporting year for non-payment	R 117	Number of	0.0	
	Residential customers who exited a hardship program during the reporting year or previous reporting year because they successfully completed it, or by agreement with the retailer, but who were subsequently disconnected during the current reporting year for non-payment and reconnected within 7 days	R 118	Number of	0.0	
Disconnections for non-payment					
	Residential customer disconnections for failure to pay a bill.	R 33	Number of	38.0	
	Business customer disconnections for failure to pay a bill.	R 35	Number of	0.0	
	Residential customer disconnections involving customers subject to an instalment plan	R 37	Number of	11.0	
	Residential customer disconnections involving customers disconnected on at least one other occasion during the reporting year or previous reporting year.	R 39	Number of	2.0	
	Residential customer disconnections involving customers who had a concession	R 41	Number of	0.0	
Reconnections					
	Residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected	R 42	Number of	12.0	
	Business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected	R 43	Number of	0.0	
	Residential customer reconnections within 7 days involving customers who were the subject of an instalment plan	R 45	Number of	0.0	
	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	R 47	Number of	0.0	
	Residential customer reconnections within 7 days involving customers who were the subject of a concession	R 49	Number of	0.0	
	Residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days)	R 51	Number of	18.0	
	Residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe	R 53	Number of	0.0	
	Business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days)	R 55	Number of	0.0	
	Business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe	R 57	Number of	0.0	
Complaints					
	Complaints received from residential customers	R 59	Number of	247.0	
	Complaints received from business customers	R 60	Number of	0.0	
	Residential customer complaints - about billing/credit only	R 61	Number of	104.0	
	Business customer complaints - about billing/credit only	R 63	Number of	0.0	
	Residential customer complaints - transfer-related only	R 65	Number of	8.0	
	Business customer complaints - transfer-related only	R 67	Number of	0.0	
	Residential customer complaints - about marketing (including complaints made directly to a retailer)	R 69	Number of	1.0	
	Business customer complaints - about marketing (including complaints made directly to a retailer)	R 71	Number of	0.0	
	Residential customer complaints - all other types of complaint	R 73	Number of	134.0	
	Business customer complaints - all other types of complaint	R 75	Number of	0.0	
	Residential customer complaints concluded within 15 business days	R 77	Number of	187.0	
	Residential customer complaints concluded within 20 business days	R 79	Number of	198.0	
	Business customer complaints concluded within 15 business days	R 81	Number of	0.0	
	Business customer complaints concluded within 20 business days	R 83	Number of	0.0	
Call centre performance					
	Call attempts to retailer call centre	R 85	Number of	8,728.0	
	Calls to a call centre answered by operator within 30 seconds	R 86	Number of	7,925.0	
	Mean duration before a call is answered by an operator	R 88	Seconds	142.0	Increase in mean duration before calls answered attrib
	Calls to a call centre that go unanswered	R 89	Number of	803.0	