## Gas Retail Performance Reporting Form

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|---|---|---|
| Reporting year | FY2025/26 | Select reporting year |
| Licence holder | IPower Pty Ltd & IPower 2 Pty Ltd (t/a ENGIE) GTL16 | Select licensee |
| Contact person name | [redacted] | ter licensee contact details |
| Position | | |
| Email address | | |
| Phone number | | |
| Regulation references | | |
| The Compendium | Compendium of Gas Customer Licence Obligations | |
| Obligations | Gas Compliance Reporting Manual | |

Enter reporting year data into the "Input" column for each indicator - if the data value is zero, enter zero into the cell; if the indicator is not applicable, leave the cell blank.

If applicable, enter previous reporting year data corrections into the "Corrected" column for each indicator - if there is no correction to be applied, leave the cell blank.

| Category | Indicator | Description | Unit | Input FY2025/26 | Reported FY2024/25 | Corrected FY2024/25 | Var. | Comments |
|---|---|---|---|---|---|---|---|---|
| **Residential customers** | | | | | | | | |
| | R1 | Residential customers as at 30 June. | Number of unique accounts | 14,875 | 16,144 | | -8% | |
| | R2 | Residential customers covered by the Gas Market Moratorium as at 30 June. | Number of unique accounts | 14,415 | 15,566 | | -7% | |
| | R11 | Residential customer payment plans (including hardship payment plans) during the reporting year. | Number of unique accounts | 657 | 669 | | -2% | |
| | R101 | Residential customers, excluding hardship customers, on a payment plan as at 30 June. | Number of unique accounts | 119 | 270 | | -56% | Due to the point in time nature of this indicator, several factors may impact the YoY fluctations occuring, including churn. In addition, ENGIE customers can also access self-service payment plan options via the ENGIE online portal (MyENGIE) |
| | R13 | Residential customers granted additional time to pay an energy bill during the reporting year. | Number of unique accounts | 255 | 216 | | 18% | |
| | R25 | Residential customers who lodged a security deposit for their account during the reporting year. | Number of unique accounts | 0 | 0 | | | |
| | R29 | Residential customers who had a direct debit plan terminated by the retailer during the reporting year. | Number of unique accounts | 82 | 92 | | -11% | |
| | R93 | Residential customers using Centrepay to pay their energy bills as at 30 June. | Number of unique accounts | 220 | 246 | | -11% | |
| | R102 | Residential customers, excluding hardship customers, who had a payment plan cancelled due to non-payment during the reporting year. | Number of unique accounts | 269 | 263 | | 2% | |
| | R103 | Residential customers, excluding hardship customers, who successfully completed a payment plan during the reporting year. | Number of unique accounts | 148 | 151 | | -2% | |
| | R91 | Residential customers, excluding hardship customers, with energy bill debt as at 30 June. | Number of unique accounts | 593 | 698 | | -15% | |
| | R94 | Mean energy bill debt of residential customers with energy bill debt, excluding hardship customers, as at 30 June. | Dollars | $867 | $625 | | 39% | In line with the lowered disconnection rates YoY (customers spending more time in the collections process rather than being disconnected) |
| | R98 | Residential customers, excluding hardship customers, with energy bill debt over $500 and up to $1,500 as at 30 June. | Number of unique accounts | 205 | 166 | | 23% | |
| | R99 | Residential customers, excluding hardship customers, with energy bill debt over $1,500 and up to $2,500 as at 30 June. | Number of unique accounts | 51 | 57 | | -11% | |
| | R100 | Residential customers, excluding hardship customers, with energy bill debt over $2,500 as at 30 June. | Number of unique accounts | 78 | 58 | | 34% | |
| | R105 | Residential customers denied access to a hardship program during the reporting year. | Number of unique accounts | 0 | 1 | | -100% | |
| **Business customers** | | | | | | | | |
| | R3 | Business customers as at 30 June. | Number of unique accounts | 23 | 24 | | -4% | |
| | R4 | Business customers covered by the Gas Market Moratorium as at 30 June. | Number of unique accounts | 16 | 17 | | -6% | |
| | R19 | Business customers on a payment plan as at 30 June. | Number of unique accounts | 0 | 0 | | | |
| | R21 | Business customers granted additional time to pay an energy bill during the reporting year. | Number of unique accounts | 1 | 0 | | | |
| | R27 | Business customers who lodged a security deposit for their account during the reporting year. | Number of unique accounts | 0 | 0 | | | |
| | R31 | Business customers who had a direct debit plan terminated by the retailer during the reporting year. | Number of unique accounts | 0 | 0 | | | |
| | R92 | Business customers with energy bill debt as at 30 June. | Number of unique accounts | 1 | 2 | | -50% | High YoY % change is due to low volumes |
| | R95 | Mean energy bill debt of business customers with energy bill debt as at 30 June. | Dollars | $59,110 | $17,518 | | 237% | |
| **Hardship customers** | | | | | | | | |
| | R96 | Hardship customers as at 30 June. | Number of unique accounts | 155 | 132 | | 17% | |
| | R111 | Hardship customers, excluding those using Centrepay, on a payment plan as at 30 June. | Number of unique accounts | 70 | 59 | | 19% | |
| | R112 | Hardship customers using Centrepay as at 30 June. | Number of unique accounts | 44 | 45 | | -2% | |
| | R104 | Hardship customers with a concession as at 30 June. | Number of unique accounts | 0 | 0 | | | |
| | R113 | Customers who exited a hardship program during the reporting year. | Number of unique accounts | 94 | 102 | | -8% | |
| | R114 | Hardship customers at the start of the reporting year who are no longer hardship customers as at 30 June because they successfully completed their hardship program or by agreement with the retailer. | Number of unique accounts | 27 | 14 | | 93% | High YoY % change is due to low volumes |
| | R115 | Customers removed from a hardship program during the reporting year for non-compliance. | Number of unique accounts | 52 | 76 | | -32% | High YoY % change is due to low volumes |
| | R116 | Residential customers who exited a hardship program because they left the retailer | Number of unique accounts | 15 | 14 | | 7% | |
| | R117 | Customers who exited a hardship program during the reporting year or the previous reporting year because they successfully completed it or by agreement with the retailer, but who were subsequently disconnected during the reporting year for non-payment. | Number of unique accounts | 0 | 0 | | | |
| | R118 | Customers who exited a hardship program during the reporting year or the previous reporting year because they successfully completed it or by agreement with the retailer, but who were subsequently disconnected during the reporting year for non-payment and then reconnected within seven days. | Number of unique accounts | 0 | 0 | | | |
| | R97 | Mean energy bill debt of hardship customers as at 30 June. | Dollars | $1,054 | $1,135 | | -7% | |
| | R106 | Mean energy bill debt of customers who entered a hardship program during the reporting year, at the time of entering the hardship program. | Dollars | $1,133 | $1,089 | | 4% | |
| | R107 | Customers who entered a hardship program during the reporting year with energy bill debt up to $500 at the time. | Number of occurrences | 29 | 42 | | -31% | High YoY % change is due to low volumes |
| | R108 | Customers who entered a hardship program during the reporting year with energy bill debt over $500 and up to $1500 at the time. | Number of occurrences | 19 | 22 | | -14% | |
| | R109 | Customers who entered a hardship program during the reporting year with energy bill debt over $1,500 and up to $2,500 at the time. | Number of occurrences | 8 | 11 | | -27% | High YoY % change is due to low volumes |
| | R110 | Customers who entered a hardship program during the reporting year with energy bill debt over $2,500 at the time. | Number of occurrences | 8 | 9 | | -11% | |
| **Vulnerable customers** | | | | | | | | |
| | R143 | Vulnerable customer accounts as at 30 June. | Number of unique accounts | 78 | | | | |
| | R144 | Vulnerable customer accounts as at 30 June for which an identified vulnerable person is the account-holder. | Number of unique accounts | 78 | | | | |
| | R145 | Vulnerable customer accounts as at 30 June for which an identified vulnerable person is not the account-holder. | Number of unique accounts | 0 | | | | |
| | R146 | Vulnerable customer accounts as at 30 June on a nine-month disconnection moratorium. | Number of unique accounts | 17 | | | | |
| | R147 | Mean energy bill debt of vulnerable customers at the time of exiting a nine-month disconnection moratorium during the | Dollars | 1785.29 | | | | |
| **Call centre performance** | | | | | | | | |
| | R85 | Calls to the licensee call centre that selected to speak to an operator during the reporting year. | Number of occurrences | 8,051 | 8,728 | | -8% | |
| | R86 | Calls to the licensee call centre answered by an operator within 30 seconds of selecting to speak to an operator, during the reporting year. | Number of occurrences | 7,885 | 7,925 | | -1% | |
| | R88 | Mean waiting time for calls to the licensee call centre to be answered after selecting to speak to an operator, during the reporting year. | Seconds | 21 | 142 | | -85% | Results are currently outperforming prior periods due to temporary increases in available service capacity. |

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| | R89 | Calls to the licensee call centre that selected to speak to an operator but were terminated before being answered, during the reporting year. | Number of occurrences | 160 | 803 | | -80% | See comments in R88 |
| **Billing delays** | | | | | | | | |
| | R5 | Residential customers issued an energy bill outside the prescribed maximum timeframe during the reporting year where the delay was the fault of the retailer. | Number of occurrences | 28 | 23 | | 22% | |
| | R7 | Residential customers issued an energy bill outside the prescribed maximum timeframe during the reporting year because the retailer did not receive timely billing data from the distributor. | Number of occurrences | 0 | 0 | | | |
| | R17 | Business customers issued an energy bill outside the prescribed maximum timeframe during the reporting year. | Number of occurrences | 0 | 0 | | | |
| **Complaints** | | | | | | | | |
| | R59 | Complaints from residential customers during the reporting year. | Number of occurrences | 200 | 247 | | -19% | See comments in R88 |
| | R60 | Complaints from business customers during the reporting year. | Number of occurrences | 1 | 0 | | | |
| | R61 | Billing/credit complaints from residential customers during the reporting year. | Number of occurrences | 48 | 104 | | -54% | See comments in R88 |
| | R63 | Billing/credit complaints from business customers during the reporting year. | Number of occurrences | 0 | 0 | | | |
| | R65 | Transfer complaints from residential customers during the reporting year. | Number of occurrences | 8 | 8 | | 0% | |
| | R67 | Transfer complaints from business customers during the reporting year. | Number of occurrences | 0 | 0 | | | |
| | R69 | Marketing complaints from residential customers (including those directly to the retailer) during the reporting year. | Number of occurrences | 4 | 1 | | 300% | The increase is attributed to customers who have signed up online and chosen to cancel afterwards.Note the high YOY % increase is due to the low numbers in this category and in the context of generally decreasing complaints YOY in other reported categories |
| | R71 | Marketing complaints from business customers (including those directly to the retailer) during the reporting year. | Number of occurrences | 0 | 0 | | | |
| | R73 | Other complaints from residential customers during the reporting year. | Number of occurrences | 104 | 134 | | -22% | |
| | R75 | Other complaints from business customers during the reporting year. | Number of occurrences | 1 | 0 | | | |
| | R77 | Complaints from residential customers concluded within 15 business days during the reporting year. | Number of occurrences | 127 | 187 | | -32% | See comments in R88 |
| | R79 | Complaints from residential customers concluded within 20 business days during the reporting year. | Number of occurrences | 144 | 198 | | -27% | See comments in R88 |
| | R81 | Complaints from business customers concluded within 15 business days during the reporting year. | Number of occurrences | 0 | 0 | | | |
| | R83 | Complaints from business customers concluded within 20 business days during the reporting year. | Number of occurrences | 0 | 0 | | | |
| **Disconnections and reconnections** | | | | | | | | |
| | R33 | Residential customer disconnections during the reporting year. | Number of occurrences | 17 | 38 | | -55% | |
| | R35 | Business customer disconnections during the reporting year. | Number of occurrences | 0 | 0 | | | |
| | R37 | Residential customer disconnections during the reporting year or previous reporting year of customers on a payment plan at the time. | Number of occurrences | 7 | 11 | | -36% | |
| | R39 | Residential customer disconnections during the reporting year where the customer was disconnected at least one other time during the reporting year or the previous reporting year. | Number of occurrences | 0 | 2 | | -100% | |
| | R41 | Residential customer disconnections during the reporting year of customers with a concession. | Number of occurrences | 0 | 0 | | | |
| | R51 | Residential customer reconnections during the reporting year. | Number of occurrences | 11 | 18 | | -39% | |
| | R42 | Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection. | Number of occurrences | 8 | 12 | | -33% | |
| | R53 | Residential customer reconnections during the reporting year requested by the retailer that were not reconnected by the distributor within the prescribed timeframe. | Number of occurrences | 0 | 0 | | | |
| | R45 | Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection for customers on a payment plan. | Number of occurrences | 2 | 0 | | | |
| | R47 | Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection for customers reconnected on at least one other occasion during the reporting year or the previous reporting year. | Number of occurrences | 0 | 0 | | | |
| | R49 | Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection for customers with a concession. | Number of occurrences | 0 | 0 | | | |
| | R55 | Business customer reconnections during the reporting year. | Number of occurrences | 0 | 0 | | | |
| | R43 | Business customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection. | Number of occurrences | 0 | 0 | | | |
| | R57 | Business customer reconnections during the reporting year requested by the retailer that were not reconnected by the distributor within the prescribed timeframe. | Number of occurrences | 0 | 0 | | | |
| **Billing plans and marketing claims** | | | | | | | | |
| | R152 | Publication of new or updated basic plan information documents during the reporting year. | Number of occurrences | 10 | | | | |
| | R153 | Number of unique comparative marketing claims presented to customers or potential customers relating to cooking, space heating, environmental sustainability or greenhouse gas emissions during the reporting year. | Number of unique claims | 0 | | | | |