Gas Retail Performance Reporting Form

Reporting year	FY2025/26	Select reporting year
Licence holder	Perth Energy GTL12	Select licensee
Contact person name	Larah Elliott	Enter licensee contact details
Position	Risk and Compliance Advisor	
Email address	Lelliott@perthenergy.com.au	
Phone number	08 9420 0338	

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	0	0			
		R2	Residential customers covered by the Gas Market Moratorium as at 30 June.	Number of unique accounts	0	0			
		R11	Residential customer payment plans (including hardship payment plans) during the reporting year.	Number of unique accounts	0	0			
		R101	Residential customers, excluding hardship customers, on a payment plan as at 30 June.	Number of unique accounts	0	0			
		R13	Residential customers granted additional time to pay an energy bill during the reporting year.	Number of unique accounts	0	0			
		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	0	0			
		R93	Residential customers using Centrepay to pay their energy bills as at 30 June.	Number of unique accounts	0	0			
		R102	Residential customers, excluding hardship customers, who had a payment plan cancelled due to non-payment during the reporting year.	Number of unique accounts	0	0			
		R103	Residential customers, excluding hardship customers, who successfully completed a payment plan during the reporting year.	Number of unique accounts	0	0			
		R91	Residential customers, excluding hardship customers, with energy bill debt as at 30 June.	Number of unique accounts	0	0			
		R94	Mean energy bill debt of residential customers with energy bill debt, excluding hardship customers, as at 30 June.	Dollars	$0	$0			
		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	0	0			
		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	0	0			
		R100	Residential customers, excluding hardship customers, with energy bill debt over $2,500 as at 30 June.	Number of unique accounts	0	0			
		R105	Residential customers denied access to a hardship program during the reporting year.	Number of unique accounts	0	0			
	Business customers								
		R3	Business customers as at 30 June.	Number of unique accounts	463	518		-11%	Reduced number of contracts
		R4	Business customers covered by the Gas Market Moratorium as at 30 June.	Number of unique accounts	105	216		-51%	Reduced number of contracts
		R19	Business customers on a payment plan as at 30 June.	Number of unique accounts	6	0			
		R21	Business customers granted additional time to pay an energy bill during the reporting year.	Number of unique accounts	16	8		100%	Increased amount of customers unable to pay
		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	3	0			
		R92	Business customers with energy bill debt as at 30 June.	Number of unique accounts	68	85		-20%	Less customers with a debt
		R95	Mean energy bill debt of business customers with energy bill debt as at 30 June.	Dollars	$3,904	$2,130		83%	Higher average due to multiple invoices due per account
	Hardship customers								
		R96	Hardship customers as at 30 June.	Number of unique accounts	0	0			
		R111	Hardship customers, excluding those using Centrepay, on a payment plan as at 30 June.	Number of unique accounts	0	0			
		R112	Hardship customers using Centrepay as at 30 June.	Number of unique accounts	0	0			
		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	0	0			
		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	0	0			
		R115	Customers removed from a hardship program during the reporting year for non-compliance.	Number of unique accounts	0	0			
		R116	Residential customers who exited a hardship program because they left the retailer	Number of unique accounts	0	0			
		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	$0	$0			
		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	$0	$0			
		R107	Customers who entered a hardship program during the reporting year with energy bill debt up to $500 at the time.	Number of occurrences	0	0			
		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	0	0			
		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	0	0			
		R110	Customers who entered a hardship program during the reporting year with energy bill debt over $2,500 at the time.	Number of occurrences	0	0			
	Vulnerable customers								
new		R143	Vulnerable customer accounts as at 30 June.	Number of unique accounts	N/A	#N/A			
new		R144	Vulnerable customer accounts as at 30 June for which an identified vulnerable person is the account-holder.	Number of unique accounts	N/A	#N/A			
new		R145	Vulnerable customer accounts as at 30 June for which an identified vulnerable person is not the account-holder.	Number of unique accounts	N/A	#N/A			
new		R146	Vulnerable customer accounts as at 30 June on a nine-month disconnection moratorium.	Number of unique accounts	N/A	#N/A			
new		R147	Mean energy bill debt of vulnerable customers at the time of exiting a nine-month disconnection moratorium during the	Dollars	N/A	#N/A			
	Call centre performance								
		R85	Calls to the licensee call centre that selected to speak to an operator during the reporting year.	Number of occurrences	0	0			
		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	0	0			
		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	0	0			
		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	0	0			
	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	0	0			
		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	4	0			
	Complaints								
		R59	Complaints from residential customers during the reporting year.	Number of occurrences	0	0			
		R60	Complaints from business customers during the reporting year.	Number of occurrences	0	0			
		R61	Billing/credit complaints from residential customers during the reporting year.	Number of occurrences	0	0			
		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	0	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	0	0			
		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	0	0			
		R75	Other complaints from business customers during the reporting year.	Number of occurrences	0	0			
		R77	Complaints from residential customers concluded within 15 business days during the reporting year.	Number of occurrences	0	0			
		R79	Complaints from residential customers concluded within 20 business days during the reporting year.	Number of occurrences	0	0			
		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	0	0			
		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	0	0			
		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	0			
		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	0	0			
		R42	Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection.	Number of occurrences	0	0			
		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	0	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								
new		R152	Publication of new or updated basic plan information documents during the reporting year.	Number of occurrences	N/A	#N/A			
new		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	N/A	#N/A			