

Gas Trading Licence Performance Reporting Form

Reporting year	FY2024-25
Licence holder	Perth Energy Pty Ltd (GTL12)
Contact person name	Larah Elliott
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Reporting category	Description	Indicator	Unit	Data input	Comments
Customer numbers	Residential customers as of June 30	R1	Number of	0.0	
	Residential customers covered by the Gas Market Moratorium as of June 30	R2	Number of	0.0	
	Business customers as of June 30	R3	Number of	518.0	
	Business customers covered by the Gas Market Moratorium as of June 30	R4	Number of	216.0	
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	R5	Number of	0.0	
	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	R7	Number of	0.0	
	Residential customers subject to a payment plan	R11	Number of	0.0	
	Residential customers granted additional time to pay a bill	R13	Number of	0.0	
	Business customers issued with a bill outside the prescribed maximum timeframe	R17	Number of	0.0	
	Business customers subject to a payment plan	R19	Number of	0.0	
	Business customers granted additional time to pay a bill	R21	Number of	8.0	
	Residential customers who have lodged security deposits for their residential customer account	R25	Number of	0.0	
	Business customers that have lodged security deposits for their business customer account	R27	Number of	0.0	
	Residential customers whose direct debit plans were terminated	R29	Number of	0.0	
	Business customers whose direct debit plans were terminated	R31	Number of	0.0	
	Residential customers using Centrelink's Centrepay to pay their energy bills as at June 30	R93	Number of	0.0	
	Residential customers repaying an energy bill debt as of 30 June (excluding hardship customers)	R91	Number of	0.0	
	Business customers repaying an energy bill debt as of 30 June	R92	Number of	85.0	
	Mean energy bill debt for residential customers as of June 30 (excluding hardship customers)	R94	Dollars	\$0.00	
	Mean energy bill debt for business customers as of June 30	R95	Dollars	\$2,130.00	
	Residential customers with energy bill debt between \$500 and \$1500 as of June 30 (excluding hardship customers)	R98	Number of	0.0	
	Residential customers with energy bill debt between \$1,500 and \$2,500 as of 30 June (excluding hardship customers)	R99	Number of	0.0	
	Residential customers with energy bill debt exceeding \$2,500 as of 30 June (excluding hardship customers)	R100	Number of	0.0	
	Residential customers subject to a payment plan as of 30 June (excluding hardship customers)	R101	Number of	0.0	
	Residential customers whose payment plan was cancelled by the retailer for non-payment (excluding hardship customers)	R102	Number of	0.0	
	Residential customers who successfully completed their payment plan (excluding hardship customers)	R103	Number of	0.0	
Hardship customers	Residential customers on a hardship program as of 30 June	R86	Number of	0.0	
	Mean energy bill debt of hardship customers as of June 30	R87	Dollars	\$0.00	
	Hardship customers with a concession as of June 30	R104	Number of	0.0	
	Residential customers denied access to a hardship program during the reporting year	R105	Number of	0.0	
	Mean energy bill debt at the point a customer enters a hardship program	R106	Dollars	\$0.00	
	Customers who entered a hardship program with an energy bill debt less than \$500	R107	Number of	0.0	
	Customers who entered a hardship program with an energy bill debt between \$500 and \$1500	R108	Number of	0.0	
	Customers who entered a hardship program with an energy bill debt between \$1500 and \$2500	R109	Number of	0.0	
	Customers who entered a hardship program with an energy bill debt exceeding \$2500	R110	Number of	0.0	
	Hardship customers subject to a payment plan as of 30 June (excluding those using Centrepay)	R111	Number of	0.0	
	Hardship customers using Centrepay as of 30 June	R112	Number of	0.0	
	Residential customers who exited a hardship program	R113	Number of	0.0	
	Residential customers who exited a hardship program because they successfully completed it or by agreement with the retailer	R114	Number of	0.0	
	Residential customers who exited a hardship program because they were excluded/removed from it for non-compliance	R115	Number of	0.0	
	Residential customers who exited a hardship program because they left the retailer	R116	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	R117	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	R118	Number of	0.0	
Disconnections for non-payment	Residential customer disconnections for failure to pay a bill.	R33	Number of	0.0	
	Business customer disconnections for failure to pay a bill.	R35	Number of	0.0	
	Residential customer disconnections involving customers subject to a payment plan	R37	Number of	0.0	
	Residential customer disconnections involving customers disconnected on at least one other occasion during the reporting year or previous reporting year.	R39	Number of	0.0	
	Residential customer disconnections involving customers who had a concession	R41	Number of	0.0	
Reconnections	Residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected	R42	Number of	0.0	
	Business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected	R43	Number of	0.0	
	Residential customer reconnections within 7 days involving customers who were the subject of a payment plan	R45	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	R47	Number of	0.0	
	Residential customer reconnections within 7 days involving customers who were the subject of a concession	R49	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)	R51	Number of	0.0	
	Residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe	R53	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)	R55	Number of	0.0	
	Business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe	R57	Number of	0.0	
Complaints	Complaints received from residential customers	R59	Number of	0.0	
	Complaints received from business customers	R60	Number of	0.0	
	Residential customer complaints - about billing/credit only	R61	Number of	0.0	
	Business customer complaints - about billing/credit only	R63	Number of	0.0	
	Residential customer complaints - transfer-related only	R65	Number of	0.0	
	Business customer complaints - transfer-related only	R67	Number of	0.0	
	Residential customer complaints - about marketing (including complaints made directly to a retailer)	R69	Number of	0.0	
	Business customer complaints - about marketing (including complaints made directly to a retailer)	R71	Number of	0.0	
	Residential customer complaints - all other types of complaint	R73	Number of	0.0	
	Business customer complaints - all other types of complaint	R75	Number of	0.0	
	Residential customer complaints concluded within 15 business days	R77	Number of	0.0	
	Residential customer complaints concluded within 20 business days	R79	Number of	0.0	
	Business customer complaints concluded within 15 business days	R81	Number of	0.0	
	Business customer complaints concluded within 20 business days	R83	Number of	0.0	
Call centre performance	Call attempts to retailer call centre	R85	Number of	0.0	
	Calls to a call centre answered by operator within 30 seconds	R86	Number of	0.0	
	Mean duration before a call is answered by an operator	R88	Seconds	0.0	
	Calls to a call centre that go unanswered	R89	Number of	0.0	