



# **AER (Retail Law) Performance Reporting Procedures and Guidelines**

**April 2018**  
**Version 3**



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AER Reference: 63394

## Amendment record

Version	Date	Pages
Version 1	July 2011	35
Version 2	June 2012	35
Version 3	April 2018	42

# Contents

<b>Shortened forms .....</b>	<b>iv</b>
<b>1 Introduction .....</b>	<b>1</b>
1.1 Purpose of these Procedures and Guidelines .....	1
1.2 Application of these Procedures and Guidelines .....	1
1.3 Confidentiality and use of information .....	1
1.4 Processes for guideline revision.....	2
<b>2 Obligation to submit information and data on performance to the AER.....</b>	<b>2</b>
2.1 Reporting requirements for regulated entities.....	2
2.2 Date(s) by which information and data must be submitted .....	4
2.3 Manner and form in which information and data must be submitted.....	4
2.4 Process for submission of reports .....	5
<b>Schedule 1: Glossary and general reporting conventions.....</b>	<b>6</b>
<b>Schedule 2: Retail market overview.....</b>	<b>9</b>
<b>Schedule 3: Retail market activities report.....</b>	<b>12</b>
<b>Schedule 4: Hardship program indicators.....</b>	<b>32</b>
<b>Schedule 5: Distribution service standards, associated GSL schemes and small claims compensation regimes .....</b>	<b>40</b>
<b>A. Pro-forma reports and templates .....</b>	<b>41</b>
<b>A.1 Pro-forma – Written report to the AER.....</b>	<b>41</b>
<b>A.2 AER Performance Reporting Template.....</b>	<b>42</b>

## Shortened forms

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ACCC	Australian Competition and Consumer Commission
AER	Australian Energy Regulator
Procedures and Guidelines	The AER Performance Reporting Procedures and Guidelines, developed under s. 286 of the National Energy Retail Law
Regulated Entity	Has the meaning given in s. 2 of the National Energy Retail Law
Retail Law	National Energy Retail Law
Retail Regulations	National Energy Retail Regulations
Retail Rules	National Energy Retail Rules
Gas Law	National Gas Law
Gas Rules	National Gas Rules
Electricity Law	National Electricity Law
Electricity Rules	National Electricity Rules
ACCC/AER Information Policy	<i>ACCC &amp; AER information policy: collection and disclosure of information, available from the AER's website</i>

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# 1 Introduction

## 1.1. Purpose of these Procedures and Guidelines

- 1.1.1. The AER Performance Reporting Procedures and Guidelines (Procedures and Guidelines) set out the manner and form in which regulated entities must submit information and data to the AER relating to their performance under the National Energy Retail Law (Retail Law) and National Energy Retail Rules (Retail Rules), including the dates by which it must be submitted.<sup>1</sup>
- 1.1.2. Regulated entities are required to submit information and data to the AER in the manner prescribed by these Procedures and Guidelines.<sup>2</sup>

## 1.2. Application of these Procedures and Guidelines

- 1.2.1. These Procedures and Guidelines apply to regulated entities in a participating jurisdiction from the date the Retail Law and Rules commence in that participating jurisdiction. The AER will report on regulated entities' performance under the Retail Law and Rules from that date.

## 1.3. Confidentiality and use of information

- 1.3.1. The AER's obligations regarding confidentiality and disclosure of information provided to it by a regulated entity are governed by the Retail Law, National Electricity Law (Electricity Law), National Gas Law (Gas Law) and the Competition and Consumer Act 2010 (Cth). For further information refer to the ACCC/AER Information Policy: collection and disclosure of information (ACCC/AER Information Policy), available from the AER's web site.<sup>3</sup>
- 1.3.2. Where information is obtained by the AER under the Retail Law, the AER may use the information for a purpose connected with the performance or exercise of its functions or powers under the Electricity Law, Electricity Rules, Gas Law or Gas Rules.<sup>4</sup>

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<sup>1</sup> s. 286, National Energy Retail Law.

<sup>2</sup> s. 282, National Energy Retail Law.

<sup>3</sup> <https://www.aer.gov.au/publications/corporate-documents/accc-and-aer-information-policy-collection-and-disclosure-of-information>

<sup>4</sup> ss. 216, 274(2) and 282(2), National Energy Retail Law.

- 1.3.3 Information may be shared between the AER and ACCC under sections 44AAF and 157A of the Competition and Consumer Act 2010 (Cth). As set out in the ACCC/AER Information Policy, if the ACCC or the AER has obtained information in the course of one matter which is relevant to another matter, the ACCC or the AER will, in general, share and use that information in the context of the other matter subject to any specific legal requirement to the contrary.

## **1.4. Processes for guideline revision**

- 1.4.1 The AER may amend or replace these Procedures and Guidelines from time to time in accordance with the retail consultation procedure set out in Part 12 of the Retail Rules.<sup>5</sup>

# **2 Obligation to submit information and data on performance to the AER**

## **2.1 Reporting requirements for regulated entities**

- 2.1.1 Regulated entities must submit information and data relating to their performance to the AER in the manner and form (including by the date or dates) required by these Procedures and Guidelines.<sup>6</sup>
- 2.1.2 The information and data to be submitted under these Procedures and Guidelines is outlined in s. 282(1)(a)-(b) of the Retail Law and relates to:
- (a) the performance of the entity against the hardship program indicators and distributor service standards; and
  - (b) the activities of the entity in relation to the other matters that are required by the Retail Rules to be included in a retail market performance report.
- 2.1.3 Each regulated entity must submit information and data relating to its individual performance to the AER in the manner and form (including by the date or dates) required by these Procedures and Guidelines. Consolidated

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<sup>5</sup> s. 286(4), National Energy Retail Law; r. 173, National Energy Retail Rules.

<sup>6</sup> s. 282(1), National Energy Retail Law.

reports covering multiple regulated entities are not permitted, except where explicitly stated in these Procedures and Guidelines.

- 2.1.4 Nothing in this Guideline should be read to require a regulated entity to provide information or data in relation to a period prior to the commencement of the Retail Law in the relevant jurisdiction.
- 2.1.5 The AER has listed the information and data that is required to be submitted to the AER under these Procedures and Guidelines in the following schedules:
- (a) Schedule 1 – Glossary;
  - (b) Schedule 2 – Retail market overview;
  - (c) Schedule 3 – Retail market activities report;
  - (d) Schedule 4 – Hardship program indicators;<sup>7</sup>
  - (e) Schedule 5 – Distribution service standards, associated GSL schemes and small claims compensation regimes.
- 2.1.6 All regulated entities must submit information and data to the AER even if a nil figure is recorded in relation to data required to be submitted in accordance with these Procedures and Guidelines.
- 2.1.7 The AER may use any information or data provided to it under s. 282(2) of the Retail Law for the preparation of retail market performance reports; or reports under the Retail Law, Electricity Law or Gas Law.
- 2.1.8 Failure to submit information and data referred to in s. 282(1) of the Retail Law in the manner and form required by the AER Performance Procedures and Guidelines is a breach of the Retail Law, and may attract civil penalties.<sup>8</sup> If a corporation contravenes this obligation to comply, each officer of the corporation is to be taken to have contravened this obligation if the officer knowingly authorised or permitted the contravention or breach.<sup>9</sup> An officer of

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<sup>7</sup> r. 75, National Energy Retail Rules.

<sup>8</sup> ss. 282(1), National Energy Retail Law.

<sup>9</sup> s. 304(1), National Energy Retail Law.

a corporation may be proceeded against whether or not proceedings have been taken against the corporation itself.<sup>10</sup>

- 2.1.9 The *Criminal Code Act 1995* (Cth) makes it a serious offence to give information to the AER knowing it to be false or misleading or omitting any matter or thing without which the information is misleading. If found guilty of such an offence, a penalty may be imposed under the *Crimes Act 1914* (Cth).

## **2.2 Date(s) by which information and data must be submitted**

### **Quarter 1, 2 and 3 reports**

- 2.2.1 Quarter 1, 2 and 3 reports on the performance indicators must be submitted to the AER by the following dates:
- (a) The report for the period 1 July to 30 September (the Q.1 report) must be submitted to the AER no later than 31 October in each year;
  - (b) The report for the period 1 October to 31 December (the Q.2 report) must be submitted to the AER no later than 31 January in each year;
  - (c) The report for the period 1 January to 31 March (the Q.3 report) must be submitted to the AER no later than 30 April in each year.

### **Quarter 4 and Annual reports**

- 2.2.2 The Quarter 4 and Annual report on all performance indicators for the relevant financial year must be submitted by 31 July in each year. The report must contain all information and data required for quarterly indicators for the period 1 April to 30 June, as well as the information and data required for the annual indicators.

## **2.3 Manner and form in which information and data must be submitted**

- 2.3.1 Reports by a regulated entity under clauses 2.2.1, and 2.2.2 must be:
- (a) prepared using the pro-forma in Appendix A.1;

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<sup>10</sup> s. 304(2), National Energy Retail Law.



- (b) accompanied by a completed AER Performance Reporting Template (see Appendix A.2); and
- (c) submitted electronically. Where a **signed** report has been submitted electronically it is not necessary to submit an additional copy by post.

- 2.3.2 Information and data must be provided on a monthly, quarterly and/or annual basis as specified in the AER Performance Reporting Template.
- 2.3.3 Unless otherwise specified in the AER Performance Reporting Template, data must be reported on a jurisdictional basis.
- 2.3.4 To ensure robust interpretation of this data, the AER encourages regulated entities to provide accompanying commentary. The AER Performance Reporting Template (see Appendix A.2) allows regulated entities to provide commentary within the template by adding a comment box. Regulated entities should provide commentary where they consider it appropriate to highlight and explain key factors relevant to the level of, and trends in, their performance. The AER may also seek further information from regulated entities to assist in understanding and interpreting any information and data provided.
- 2.3.5 Quarter 1, 2, 3, and 4 reports on quarterly and annual performance indicators under clause 2.2.1, and 2.2.2 must be signed by the Chief Executive Officer (CEO) of the regulated entity or a delegate appointed by the CEO for this purpose.

## **2.4 Process for submission of reports**

- 2.4.1 Reports must be submitted by email to the Australian Energy Regulator at [MarketPerformance@aer.gov.au](mailto:MarketPerformance@aer.gov.au), with subject heading "Retail Market Performance Report [Q.1/2/3/4]" or as advised in writing by the Australian Energy Regulator.

# Schedule 1: Glossary and general reporting conventions

## Glossary

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Customer:	has the meaning given in sections 2 and 5(1) of the Retail Law. Different customer categories must be identified for different indicators, as specified in the tables below. Unless otherwise specified, the following definitions apply:
Small customer:	has the meaning given in sections 2 and 5(2) of the Retail Law, and includes residential customers and small business customers.
Residential customer:	has the meaning given in section 2 of the Retail Law.
Small business customer:	has the meaning given in sections 2 and 5(2)(b) of the Retail Law, and includes small market offer customers.
Small market offer customer:	has the meaning given in section 5(4) of the Retail Law.
Large customer:	has the meaning given in section 5(3) of the Retail Law.
Hardship program customer:	means a residential customer who has been accepted into, or is participating in, a retailer's hardship program. A retailer hardship program has the meaning given in Division 6 of the Retail Law.
Energy concession customer:	means a residential customer that is recorded by the retailer as being entitled to receive an energy concession, where the concession is administered or delivered by the retailer. Additional explanatory detail is provided in Schedule 3.
Prepayment meter customer:	means a small customer using a prepayment meter system (PPM) under a prepayment meter market retail contract for electricity or gas, and includes customers using a PPM during a trial period.
A deemed customer retail arrangement:	has the meaning given in section 54 of the Retail Law.
Metering contestability:	the competitive deployment of smart meters also known as a Type 4 or a Type 4A meter.

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New meter deployment:	has the meaning given in Part 1, Division 1 of the Retail Rules.
Flat rate tariff:	a flat rate retail tariff means a single rate charged per kwh regardless of when usage occurs.
Block retail tariff:	a block retail tariff means either an inclining or declining retail block tariff where the rate per kwh depends on the customer's total usage, but does not depend on when usage occurs. An inclining or declining retail block tariff means the rate per kwh for the first usage block is charged the lowest or highest rate, and each successive usage block is charged at higher or lower rates.
Time of use tariff:	a time of use tariff means a multi-part tariff that is varied depending on when usage occurs.
Flexible tariff:	a flexible tariff means a tariff that may include a demand component, time of use tariff, capacity component, or other non-flat tariff structure.
Government feed-in tariff:	means a payment made to a customer by the relevant Government for the solar energy generated and fed into the electricity grid. The tariff will vary depending on the state or territory the customer resides in.
Retailer (only) feed-in tariff:	means a payment made to a customer by a retailer for the solar energy generated and fed into the electricity grid. The tariff does not include any Government funded feed-in tariff component.
Benefit change:	has the meaning given in Schedule 1 Amendments of the National Energy Retail Rules (Rule 45A).
Participating jurisdiction:	means a jurisdiction in which the Retail Law, Rules and Regulations have commenced in whole or in part. For this purpose, the Retail Law, Rules and Regulations are taken to have commenced on the date from which the provisions of the Retail Law, Rules and Regulations apply to regulated entities in that jurisdiction.
Relevant reporting period:	<p>means the period by reference to which an indicator is to be measured, recorded and submitted to the AER.</p> <p>e.g. If the relevant reporting period for an indicator is 'Quarterly', data must be recorded for that quarter (at the required interval) and submitted to the AER at the conclusion of the quarter.</p> <p>Previous 12 months is the 12 month (four quarters) period prior to the end of (but including) the relevant reporting period.</p> <p>Previous 24 months is the 24 month (eight quarters) period prior to the end of (but including) the calendar month to which the report applies.</p>

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## General reporting conventions

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Reporting frequency:	<p>Different protocols apply to different indicators:</p> <p>Data for a specified relevant reporting period may be required in aggregate/total or as an average e.g. If the relevant reporting period for an indicator is 'Quarterly', data may be required in aggregate for that quarter, or as an average over that quarter.</p> <p>Data for a specified relevant reporting period may be required by reference to the period as a whole, or at a fixed point in time within that period e.g. If the relevant reporting period for an indicator is 'Quarterly', data may be required in aggregate/on average for that quarter, or as at the last calendar day of that quarter.</p>
Fuel type (electricity, gas):	<p>Data must be reported separately for electricity and gas for all indicators unless otherwise specified.</p> <p>A customer who purchases both gas and electricity from a single retailer must be counted as one electricity customer <b>and</b> one gas customer.</p> <p>Dual fuel customers will <b>not</b> be counted separately.</p>
Participating jurisdictions:	<p>Data must be reported separately for each participating jurisdiction unless otherwise specified.</p>
Customer category:	<p>Data must be reported separately for residential customers, small business customers and large customers unless otherwise specified.</p> <p>Additional customer categories may apply to particular indicators.</p> <p>The consumption threshold determined by the relevant jurisdiction should be applied.</p> <p>The number of contracts held by small business customers must be presented as including small market offer customers.</p> <p>Large customers include any large customers on other contract types.</p>

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## Schedule 2: Retail market overview

### Indicators

Indicator	Information and data required	Relevant reporting period
S2.1. The number of customers on standard retail contracts	Retailers are required to submit the total number of standard retail contracts as at the last calendar day of the reporting period for each of the following: <ul style="list-style-type: none"> <li>a) Electricity standard retail contracts held by               <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. large customers.</li> </ul> </li> <li>b) Gas standard retail contracts held by               <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. large customers.</li> </ul> </li> </ul>	Quarterly
S2.2. The number of customers on market retail contracts	Retailers are required to submit the total number of market retail contracts as at the last calendar day of the reporting period for each of the following: <ul style="list-style-type: none"> <li>a) Electricity market retail contracts held by               <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. large customers.</li> </ul> </li> <li>b) Gas market retail contracts held by               <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. large customers.</li> </ul> </li> </ul>	Quarterly

<p>S2.3. The number of customers that have moved from standard to market retail contracts</p>	<p>Retailers are required to submit the total number of customers that have moved from standard to market retail contracts during the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) Electricity <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. large customers.</li> </ul> </li> <li>b) Gas <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. large customers.</li> </ul> </li> </ul>	<p>Quarterly</p>
<p>S2.4. The number of customers that have moved from market to standard retail contracts</p>	<p>Retailers are required to submit the total number of customers that have moved from market to standard retail contracts during the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) Electricity <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. large customers.</li> </ul> </li> <li>b) Gas <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. large customers.</li> </ul> </li> </ul>	<p>Quarterly</p>
<p>S2.5. The number of customers on a market retail contract with an expired or changed benefit</p>	<p>Retailers are required to submit the total number of customers on market retail contracts where their benefit has changed or expired, as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) Electricity <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers.</li> </ul> </li> <li>b) Gas <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers.</li> </ul> </li> </ul>	<p>Quarterly</p>

<p>S2.6. The number of customers placed on a deemed customer retail arrangement without a customer retail contract</p>	<p>Retailers are required to submit the total number of customers taking energy supply after 120 days on a deemed customer retail arrangement, as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) Electricity <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. large customers.</li> </ul> </li> <li>b) Gas <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. large customers.</li> </ul> </li> </ul> <p>For the purposes of this indicator a bill must have sent by the retailer during the 120 days on a deemed customer retail arrangement.</p>	<p>Quarterly</p>
<p>S2.7. The number of customers with Type 4 or 4A smart meters and reasons for installation</p>	<p>Retailers are required to submit the total number of customers during the reporting period that had a Type 4 or 4A meter installed for each of the following:</p> <ul style="list-style-type: none"> <li>a) under the New Meter Deployment</li> <li>b) as part of a meter repair or replacement schedule</li> <li>c) as part of a new connection</li> <li>d) as per a customer's request.</li> </ul>	<p>Quarterly</p>
<p>S2.8. Types of tariff structures for electricity customers with smart meters</p>	<p>Retailers are required to submit the total number of customers with a 4 or 4A (smart) meter installed, as at the last calendar day of the reporting period, receiving:</p> <ul style="list-style-type: none"> <li>a) a flat or block retail tariff with no controlled load retail tariff</li> <li>b) a flat or block retail tariff with a controlled load retail tariff</li> <li>c) a time of use or flexible retail tariff with no underlying distributor based time of use or flexible network tariff</li> <li>d) a time of use or flexible retail tariff with an underlying distributor based time of use or flexible network tariff.</li> </ul>	<p>Quarterly</p>
<p>S2.9. Types of tariff structures for solar electricity customers</p>	<p>Retailers are required to submit the total number of customers during the reporting period that had:</p> <ul style="list-style-type: none"> <li>a) received a Government funded feed-in tariff</li> <li>b) received a retailer (only) funded feed-in tariff.</li> </ul> <p>For the purposes of this indicator (b) refers to customers that are not receiving any Government feed-in tariff.</p>	<p>Quarterly</p>

# Schedule 3: Retail market activities report

## Customer service and complaints

### Definitions

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Automated or Integrated Voice Response (IVR) telephone systems: include technology which allows customers to service their own enquiries by following the instructions and navigating menu choices via the telephone keypad or by speech recognition.

Complaint: means 'an expression of dissatisfaction made to an organisation, related to its product/services, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected'. Complaints can be made in person, by telephone or in writing (for example, letter, email, facsimile).

For the avoidance of doubt, complaints include the following type of contacts:

- Where a customer expresses dissatisfaction and seeks a response or resolution regarding the conduct, action, proposed action, or failure to act by the retailer, its employees, agents, contractors or other representatives. This includes failure by the retailer to observe its published or agreed practices or procedures or in respect of a product or service offered or provided by the retailer or its representatives;
- Where a customer threatens to involve, or enquired about the possibility of involving, a third party, for example, the jurisdictional energy ombudsman or Member of Parliament;
- Where a complaint is directed to the retailer on behalf of the customer by an energy ombudsman scheme.

Billing complaint: includes (but is not limited to) a complaint regarding prices, overcharging, high bills, billing errors, payment terms and methods, failure to receive government rebates and debt recovery practices including complaints about imminent and actual disconnection, etc.

Energy marketing complaint: includes (but is not limited to) a complaint associated with a retailer's or its agents/representatives' actions in seeking to sign up a small customer for a contract for energy supply/service and may include matters such as the sales approach or conduct, advertising campaigns, contract terms, sales techniques, misleading conduct, etc.

Customer transfer complaint: includes (but is not limited to) a complaint regarding the financial responsibility for a customer's electricity or gas account being transferred to either an existing or new retailer and may also include general transfer complaints such

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as failure to transfer within a certain period, disruption of supply due to transfer and billing problems directly associated with transfer, etc.

Metering complaints:

includes any complaint related metering contestability in relation to the meter installation process, or metering related issues.

Meter installation – refers to any complaint raised by a customer in relation to the installation of a smart meter (type 4 or 4A). This excludes complaints related to smart meter installation delays.

Meter installation delay – refers to any complaint raised by a customer in relation to the delay in installing a smart meter (type 4 or 4A).

Meter installation – de-energisation – refers to any complaint raised by a customer in relation to being de-energised as a direct result of the installation of a smart meter (type 4 or 4A).

Meter installation – meter data – refers to any complaint raised by a customer in relation to access to meter data from their smart meter (type 4 or 4A). This may include, but is not limited to issues about access to data, provision of data, the display of data on a smart meter or bill, or the content of the data.

Meter installation – privacy – refers to any complaint raised by a customer in relation to privacy issues that relate to the installation of a smart meter (type 4 or 4A). This may include, but is not limited to concerns about who can access to usage data, or who has accessed usage data.

Meter installation – cost – refers to any complaint raised by a customer in relation to the cost of installing a smart meter (type 4 or 4A). This may include, but is not limited to concerns with the cost involved in the installation of the meter, costs that arise out of the installation, or ongoing charges or costs related to the metering.

Other complaints:

includes any complaint not included in the definitions of billing, energy marketing, customer transfer, and metering contestability complaints above.

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## Indicators

Indicator	Information and data required	Relevant reporting period
<p>S3.1. Total number of calls to an operator</p>	<p>Retailers are required to report the total number of calls to an operator or customer service officer, including sales calls and any abandoned calls to an operator during the reporting period for all participating jurisdictions, customer categories and fuel types.</p> <p>For the purposes of this indicator:</p> <ul style="list-style-type: none"> <li>• Where retailers use an automated or IVR telephone system, any calls abandoned before the customer opts to speak to an operator should be excluded.</li> <li>• National data can be reported under a single 'energy' category.</li> <li>• Where one retail group holds a number of individual national retailer authorisations and a common IVR telephone system is used, separate reporting is not required.</li> <li>• Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.</li> </ul>	<p>Annual (financial year)</p>
<p>S3.2. Number and percentage of calls forwarded to an operator that are answered within 30 seconds</p>	<p>Retailers are required to report the number of calls forwarded to an operator that are answered within 30 seconds during the reporting period for all participating jurisdictions, customer categories and fuel types. (The corresponding percentage will be automatically calculated in the reporting template.)</p> <p>For the purposes of this indicator:</p> <ul style="list-style-type: none"> <li>• Where retailers use an automated or IVR telephone system, the time to answer is measured from when the caller chooses to speak to an operator. In the case of non-automated or IVR telephone systems, the time commences when the call is received by the switchboard. Where a retailer's call centre provides an option to call the customer back within a defined period of time (rather than have the customer wait on hold until the next operator is available), the call will be considered to have been answered within 30 seconds providing the caller selected the option within 30 seconds and the telephone call was returned by the call centre within the defined time period.</li> </ul>	<p>Annual (financial year)</p>

	<ul style="list-style-type: none"> <li>• National data can be reported under a single 'energy' category.</li> <li>• Where one retail group holds a number of individual national retailer authorisations and a common IVR telephone system is used, separate reporting is not required.</li> <li>• Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.</li> </ul>	
S3.3. Average time before an operator answers a call	<p>Retailers are required to report for those calls forwarded to an operator, the average time before an operator answers the call as at the last calendar day of the reporting period for all participating jurisdictions, customer categories and fuel types.</p> <p>For the purposes of this indicator:</p> <ul style="list-style-type: none"> <li>• Average time before an operator answers the call, will be the total time spent waiting (measured as per S3.2) divided by the total number of calls to an operator (measured as per S3.1).</li> <li>• National data can be reported under a single 'energy' category.</li> <li>• Where one retail group holds a number of individual national retailer authorisations and a common IVR telephone system is used, separate reporting is not required.</li> <li>• Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.</li> </ul>	Annual (financial year)
S3.4. Number and percentage of calls abandoned before being answered by an operator	<p>Retailers are required to report for those calls forwarded to an operator, the number of calls abandoned before being answered by an operator as at the last calendar day of the reporting period for all participating jurisdictions, customer categories and fuel types. (The corresponding percentage will be automatically calculated in the reporting template of the reporting period.)</p> <p>For the purposes of this indicator:</p> <ul style="list-style-type: none"> <li>• For retailers with an automated or IVR telephone system, retailers are required to report only those calls where the caller chooses to speak to an operator.</li> <li>• National data can be reported under a single 'energy' category.</li> <li>• Where one retail group holds a number of individual national retailer authorisations and a common</li> </ul>	Annual (financial year)

	<p>IVR telephone system is used, separate reporting is not required.</p> <ul style="list-style-type: none"> <li>Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.</li> </ul>	
S3.5. Complaints—billing	<p>Retailers are required to submit the total number of complaints made during the reporting period about billing by:</p> <ol style="list-style-type: none"> <li>residential customers</li> <li>small business customers.</li> </ol> <p>For the purposes of this indicator data for each jurisdiction can be reported under a single 'energy' category.</p>	Quarterly
S3.6. Complaints—energy marketing	<p>Retailers are required to submit the total number of complaints made during the reporting period about energy marketing by:</p> <ol style="list-style-type: none"> <li>residential customers</li> <li>small business customers.</li> </ol> <p>For the purposes of this indicator data for each jurisdiction can be reported under a single 'energy' category.</p>	Quarterly
S3.7. Complaints—customer transfers	<p>Retailers are required to submit the total number of complaints made during the reporting period about customer transfers by:</p> <ol style="list-style-type: none"> <li>residential customers</li> <li>small business customers.</li> </ol> <p>For the purposes of this indicator data for each jurisdiction can be reported under a single 'energy' category.</p>	Quarterly
S3.8. Complaints-meter contestability – meter installation	<p>Retailers are required to submit the total number of complaints made during the reporting period about the installation of a Type 4 or 4A meter by:</p> <ol style="list-style-type: none"> <li>residential customers</li> <li>small business customers.</li> </ol>	Quarterly

S3.9. Complaints – meter contestability – meter installation delay	Retailers are required to submit the total number of complaints made during the reporting period about the delayed installation of a Type 4 or 4A meter by: a) residential customers b) small business customers.	Quarterly
S3.10. Complaints-meter contestability – de-energisation	Retailers are required to submit the total number of complaints made during the reporting period about issues relating to the de-energisation of a Type 4 or 4A meter as a result of the installation process by: a) residential customers b) small business customers.	Quarterly
S3.11. Complaints-meter contestability – meter data	Retailers are required to submit the total number of complaints made during the reporting period about access to or presentation of meter data by: a) residential customers b) small business customers.	Quarterly
S3.12. Complaints-meter contestability – privacy	Retailers are required to submit the total number of complaints made during the reporting period about privacy issues in relation to Type 4 or 4A meters: a) residential customers b) small business customers.	Quarterly
S3.13. Complaints-meter contestability – cost	In each participating jurisdiction, retailers must report the number of complaints made in the reporting period about the cost of a Type 4 or 4A meter: a) residential customers b) small business customers.	Quarterly
S3.14. Complaints—other	Retailers are required to submit the total number of complaints made during the reporting period about other matters by: a) residential customers b) small business customers.  For the purposes of this indicator data for each jurisdiction can be reported under a single ‘energy’ category.	Quarterly

## Handling customers experiencing payment difficulties

### Definitions

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Centrepay:	is a service offered by Centrelink that allows customers to pay their energy bills by having an amount deducted from their Centrelink payments and paid directly to the retailer.
Energy bill debt:	is the dollar amount owed to the retailer for the sale and supply of gas or electricity, excluding other services, which has been outstanding to the energy retailer for a period of 90 calendar days or more. An amount owing after the final bill has been issued by a retailer to a customer on termination of a customer contract (e.g. where a customer changes retailer) should not be counted as energy bill debt.
Payment plan:	is a plan for a residential customer experiencing payment difficulties to pay a retailer by periodic instalments, any amount payable by the customer. A payment plan must only include an arrangement (oral or in writing) in which the customer is paying off an arrears component (of any overdue amount) and must consist of at least three instalments. Customers using flexible payment arrangements for convenience or budgeting purposes must be excluded for the purposes of 'payment plan' reporting.
Payment plan cancelled for non-payment:	is when the retailer cancels or terminates the payment plan as a result of the customer failing to make or pay instalments agreed to under the plan.
Successfully completed payment plan:	occurs when a customer has made or paid all instalments agreed to under the payment plan, including instances where on completion the customer agrees to a new flexible payment arrangement or payment plan.
Third party credit collection activity:	is when the retailer refers the customer's debt to an external credit collection agency for collection.
Credit default:	a credit default refers to negative listing on a consumer's credit file in accordance with the Privacy Act (1988) definitions, Privacy Regulation (2013) and the Privacy (Credit Reporting) Code (2014).

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## Indicators

Indicator	Information and data required	Relevant reporting period
S3.15. Number of small customers repaying an energy bill debt	Retailers are required to submit the total number of customers repaying an energy bill debt as at the last calendar day of the reporting period by: a) residential customers (excluding hardship program customers) b) small business customers.	Quarterly
S3.16. Nature of payment plan – fortnightly amounts	Retailers are required to submit the total number of customers (excluding hardship customers) on payment plans as at the last calendar day of the reporting period for each of the following: a) Electricity residential customers paying i. less than \$50 per fortnight ii. \$50 to less than \$100 per fortnight iii. \$100 to less than \$200 per fortnight iv. \$200 or more per fortnight. b) Electricity small business customers paying i. less than \$50 per fortnight ii. \$50 to less than \$100 per fortnight iii. \$100 to less than \$200 per fortnight iv. \$200 or more per fortnight. c) Gas residential customers paying i. less than \$50 per fortnight ii. \$50 to less than \$100 per fortnight iii. \$100 to less than \$200 per fortnight iv. \$200 or more per fortnight. d) Gas small business customers paying i. less than \$50 per fortnight ii. \$50 to less than \$100 per fortnight iii. \$100 to less than \$200 per fortnight iv. \$200 or more per fortnight.	Quarterly

S3.17. Average amount of energy bill debt for small customers	Retailers are required to report the average amount of energy bill debt as at the last calendar day of the reporting period for each of the following: a) residential customers (excluding hardship program customers) b) small business customers.	Quarterly
S3.18. Amount of residential customer energy bill debt	Retailers are required to report the number of residential customers (excluding hardship program customers) with energy bill debt as at the last calendar day of the reporting period that is: a) Electricity i. over \$500 but less than \$1500 ii. over \$1500 but less than \$2500 iii. over \$2500. b) Gas i. over \$500 but less than \$1500 ii. over \$1500 but less than \$2500 iii. over \$2500.	Quarterly
S3.19. Number of residential customers that have energy bill debt	Retailers are required to report the total number of customers (not on a hardship program) who have accrued an energy bill debt as at the last calendar day of the reporting period: a) Electricity i. over \$1000 but less than \$1500 where the debt is more than 12 months old but less than 24 ii. over \$1000 but less than \$1500 where the debt is more than 24 months old iii. over \$1500 but less than \$2500 where the debt is more than 12 months old but less than 24 iv. over \$1500 but less than \$2500 where the debt is more than 24 months old v. over \$2500 where the debt is more than 12 months old but less than 24 vi. over \$2500 where the debt is more than 24 months old. b) Gas i. over \$1000 but less than \$1500 where the debt is more than 12 months old but less than 24 ii. over \$1000 but less than \$1500 where the debt is more than 24 months old iii. over \$1500 but less than \$2500 where the debt is more than 12 months old but less than 24 iv. over \$1500 but less than \$2500 where the debt is more than 24 months old v. over \$2500 where the debt is more than 12 months old but less than 24 vi. over \$2500 where the debt is more than 24 months old.	Quarterly



	For the purposes of this indicator 'energy bill debt' is the debt outstanding to the retailer for the period of time described in the indicator sub-category.	
S3.20. Number of residential customers using Centrepay	Retailers are required to report the number of residential customers that are using Centrelink's Centrepay to pay their energy bills during each reporting period for: a) Electricity customers b) Gas customers.	Quarterly
S3.21. Number of residential customers that have missed one or more pay on time (or conditional) discounts as a result of late payment	Retailers are required to submit the total number of customers during the reporting period that have missed receiving pay on time (or conditional) discounts due to making a late or missed payment for each of the following: a) Electricity: i. residential customers ii. small business customers. b) Gas: i. residential customers ii. small business customers.	Quarterly
S3.22. Number of residential customers on a payment plan	Retailers are required to report the number of residential customers (excluding hardship program customers) that are on a payment plan as at the last calendar day of the reporting period for: a) Electricity b) Gas.	Quarterly
S3.23. Number of residential customers who had their payment plans cancelled for non-payment	Retailers are required to report the number of residential customers (excluding hardship program customers) who had their payment plan cancelled by the retailer for non-payment during the reporting period for: a) Electricity b) Gas.	Quarterly
S3.24. Number of residential customers with two or more payment plans cancelled for non-payment in the last 12 months	Retailers are required to report the number of residential customers (excluding hardship program customers) who had their payment plan cancelled by the retailer for non-payment during the reporting period and who also had at least one other payment plan cancelled by the retailer for non-payment in the previous 12 months, for: a) Electricity b) Gas.	Quarterly

<p>S3.25. Number of residential customers who successfully completed their payment plan</p>	<p>Retailers are required to report the number of residential customers (excluding hardship program customers) who successfully completed their payment plan, during the reporting period for:</p> <ul style="list-style-type: none"> <li>a) Electricity</li> <li>b) Gas.</li> </ul>	<p>Quarterly</p>
<p>S3.26. Number of residential customers who have been referred to an external credit collection agency for the purposes of debt recovery</p>	<p>Retailers are required to submit the total number of current or previous residential customers during the reporting period who were referred to an external credit collection agency for the purposes of debt recovery.</p> <ul style="list-style-type: none"> <li>a) for electricity bill debt</li> <li>b) for gas bill debt.</li> </ul>	<p>Quarterly</p>
<p>S3.27. Number of residential customers who have been referred to an external credit collection agency for the purposes of debt recovery – amount of debt</p>	<p>Retailers are required to submit the total number of current or previous residential customers during the reporting period who were referred to an external credit collection agency for the purposes of debt recovery, where the energy bill debt is:</p> <ul style="list-style-type: none"> <li>a) Electricity <ul style="list-style-type: none"> <li>i. up to \$500</li> <li>ii. over \$500 but less than \$1500</li> <li>iii. over \$1500 but less than \$2500</li> <li>iv. over \$2500.</li> </ul> </li> <li>b) Gas <ul style="list-style-type: none"> <li>i. up to \$500</li> <li>ii. over \$500 but less than \$1500</li> <li>iii. over \$1500 but less than \$2500</li> <li>iv. over \$2500.</li> </ul> </li> </ul>	<p>Quarterly</p>

<p>S3.28. Number of residential customers who have been credit defaulted – credit rating</p>	<p>Retailers are required to submit the total number of current or previous residential customers during the reporting period who were referred to a credit collection agency, or through an internal credit collection process, for the purposes of debt recovery, for each of the following:</p> <p>a) Electricity</p> <p>i. where a credit default was applied against their name for debt associated with the retailer</p> <p>ii. where a credit default listing was reversed for the debt associated with the retailer.</p> <p>b) Gas</p> <p>i. where a credit default was applied against their name for debt associated with the retailer</p> <p>ii. where a credit default listing was reversed for the debt associated with the retailer.</p> <p>For the purposes of the indicator:</p> <ul style="list-style-type: none"> <li>• if a customer has been defaulted for multiple debts each must be recorded separately</li> <li>• if a customer has had separate listings reversed, each must be recorded separately.</li> </ul>	<p>Quarterly</p>
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## Pre-payment meters

### Definitions

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Prepayment meter system (PPM): has the meaning given in section 2 of the Retail Law.

Prepayment meter market retail contract: has the meaning given in section 2 of the Retail Law.

Removal of a prepayment meter system: has the meaning given in r. 127 of the Retail Rules.

Self-disconnection: has the meaning given in r. 127 of the Retail Rules.

Trial period: has the meaning given in clauses 127 and 130 of the Retail Rules.

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### Indicators

Indicator	Information and data required	Relevant reporting period
S3.29. Total number of PPM customers	Retailers are required to report the total number of PPM customers as at the last calendar day of the reporting period for each of the following: a) Electricity i. residential PPM customers ii. small business PPM customers. b) Gas i. residential PPM customers ii. small business PPM customers.	Quarterly

S3.30. Number of PPM customers that receive an energy concession	Retailers are required to report the total number of PPM customers receiving an energy concession as at the last calendar day of the reporting period for: a) Electricity b) Gas.	Quarterly
S3.31. Number of PPMs removed due to payment difficulties	Retailers are required to report the total number of PPMs removed due to payment difficulties during the reporting period for each of the following: a) Electricity i. residential PPM customers ii. small business PPM customers. b) Gas i. residential PPM customers ii. small business PPM customers.	Quarterly
S3.32. Number of PPM customers using a PPM system capable of detecting and reporting self-disconnections	Retailers are required to report the total number of PPMs that are able to detect and report self-disconnections as at the last calendar day of the reporting period for each of the following: a) Electricity i. residential PPM customers ii. small business PPM customers. b) Gas i. residential PPM customers ii. small business PPM customers.	Quarterly
S3.33. Total number of PPM self-disconnection events	Retailers are required to report the total number of self-disconnection events recorded by PPMs during the reporting period for each of the following: a) Electricity i. residential PPM customers ii. small business PPM customers. b) Gas i. residential PPM customers ii. small business PPM customers.	Quarterly

<p>S3.34.Total number of PPM customers self-disconnected</p>	<p>Retailers are required to report the total number of customers recorded by their PPM as having been self-disconnected during the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) Electricity <ul style="list-style-type: none"> <li>i. residential PPM customers</li> <li>ii. small business PPM customers.</li> </ul> </li> <li>b) Gas <ul style="list-style-type: none"> <li>i. residential PPM customers</li> <li>ii. small business PPM customers.</li> </ul> </li> </ul>	<p>Quarterly</p>
<p>S3.35.Average duration of self-disconnection events</p>	<p>Retailers are required to report the total average (minutes) duration of self-disconnection events recorded by PPMs during the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) Electricity <ul style="list-style-type: none"> <li>i. residential PPM customers</li> <li>ii. small business PPM customers.</li> </ul> </li> <li>b) Gas <ul style="list-style-type: none"> <li>i. residential PPM customers</li> <li>ii. small business PPM customers.</li> </ul> </li> </ul>	<p>Quarterly</p>

## De-energisation (disconnection) and re-energisation (reconnection)

### Definitions

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De-energisation or disconnection:	<p>has the meaning given in section 2 of the Retail Law. Premises that are vacant at the time of disconnection should be excluded. Only completed disconnections should be reported. Where a disconnection has been requested by a retailer but not completed within the relevant reporting period, it should not be included in the total for that period.</p> <p>Each disconnection event should be recorded separately.</p>
Re-energisation or reconnection:	<p>has the meaning given in section 2 of the Retail Law. Only completed reconnections should be reported. Where a reconnection has been requested by a retailer but not completed within the relevant reporting period, it should not be included in the total for that period.</p> <p>Each reconnection event should be recorded separately.</p>
Seven (7) calendar days:	are inclusive, and the first calendar day should be counted as the day that the disconnection occurred.

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### Indicators

Indicator	Information and data required	Relevant reporting period
S3.36.Number of customers disconnected for non-payment	<p>Retailers are required to submit the total number of customers during the reporting period disconnected for non-payment for each of the following:</p> <p>a) Electricity</p> <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. hardship program customers</li> <li>iv. energy concession customers</li> <li>v. residential customers who have been on a payment plan in the previous 12 months</li> <li>vi. residential customers who have been disconnected for non-payment on more than one occasion in the previous 24 months.</li> </ul>	Quarterly

	<p>b) Gas</p> <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. hardship program customers</li> <li>iv. energy concession customers</li> <li>v. residential customers who have been on a payment plan in the previous 12 months</li> <li>vi. residential customers who have been disconnected for non-payment on more than one occasion in the previous 24 months.</li> </ul>	
<p>S3.37. Number of customers reconnected within 7 days of disconnection</p>	<p>Retailers are required to submit the total number of customers during the reporting period reconnected in the same name and address within seven days of disconnection for non-payment for each of the following:</p> <p>a) Electricity</p> <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. hardship program customers</li> <li>iv. energy concession customers</li> <li>v. residential customers who have been on a payment plan in the previous 12 months</li> <li>vi. residential customers who have been disconnected for non-payment on more than one occasion in the previous 24 months.</li> </ul> <p>b) Gas</p> <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers</li> <li>iii. hardship program customers</li> <li>iv. energy concession customers</li> <li>v. residential customers who have been on a payment plan in the previous 12 months</li> <li>vi. residential customers who have been disconnected for non-payment on more than one occasion in the previous 24 months.</li> </ul>	<p>Quarterly</p>



<p>S3.38. Total number of residential customers reconnected in the same name at the same address</p>	<p>Retailers are required to submit the total number of customers reconnected in the same name and address in the reporting period for:</p> <ul style="list-style-type: none"> <li>a) Electricity</li> <li>b) Gas.</li> </ul>	<p>Quarterly</p>
<p>S3.39. Total number of customers with debts at time of disconnection</p>	<p>Retailers are required to submit the total number of customers disconnected for non-payment during the reporting period with debts in the following ranges at the time of disconnection for each of the following:</p> <ul style="list-style-type: none"> <li>a) Electricity residential customers <ul style="list-style-type: none"> <li>i. less than \$500</li> <li>ii. over \$500 but less than \$1500</li> <li>iii. over \$1500 but less than \$2500</li> <li>iv. more than \$2500.</li> </ul> </li> <li>b) Electricity small business customers <ul style="list-style-type: none"> <li>i. less than \$500</li> <li>ii. over \$500 but less than \$1500</li> <li>iii. over \$1500 but less than \$2500</li> <li>iv. more than \$2500.</li> </ul> </li> <li>c) Gas residential customers <ul style="list-style-type: none"> <li>i. less than \$500</li> <li>ii. over \$500 but less than \$1500</li> <li>iii. over \$1500 but less than \$2500</li> <li>iv. more than \$2500.</li> </ul> </li> <li>d) Gas small business customers <ul style="list-style-type: none"> <li>i. less than \$500</li> <li>ii. over \$500 but less than \$1500</li> <li>iii. over \$1500 but less than \$2500</li> <li>iv. more than \$2500.</li> </ul> </li> </ul>	<p>Quarterly</p>

## Concessions

### Definitions

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Energy concession customers:	<p>means a residential customer that is recorded by the retailer as being entitled to receive an energy concession, where the concession is administered or delivered by the retailer.</p> <p>Customers who are recorded by the retailer as receiving an energy concession which is applied on a seasonal basis or where the energy concession is not applied uniformly during the year should be reported in all reporting periods, even during periods where the concession is not applied to their account, as long as the customer remains eligible for the concession.</p> <p>Customers who only receive a concession which is not administered or delivered by the retailer (for example, Queensland's Medical Cooling and Heating Electricity Concession Scheme) should be excluded for the purposes of this reporting.</p>
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### Indicators

Indicator	Information and data required	Relevant reporting period
S3.40.Number of energy concession customers	Number of residential customers that are recorded by the retailer as being entitled to receive an energy concession, where the concession is administered or delivered by the retailer as at the last calendar day of the reporting period for: a) Electricity b) Gas.	Quarterly

## Security deposits

### Definitions

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Security deposit: has the meaning given in Division 1 of the Retail Rules.

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### Indicators

Indicator	Information and data required	Relevant reporting period
S3.41. Number of security deposits held by retailers for residential and small business customers	Number of security deposits held by retailers as at the end of each quarter in the reporting period for: a) residential customers b) small business customers.	Annual (financial year)
S3.42. Aggregate value of security deposits held by retailers for residential and small business customers	Aggregate value (\$) of security deposits held by retailers as at the end of each quarter in the reporting period for: a) residential customers b) small business customers.	Annual (financial year)

## Schedule 4: Hardship Program Indicators

### Definitions

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Energy bill debt:	as defined in Schedule 3.
Energy concessions customers:	as defined in Schedule 3.
Payment plan:	as defined in Schedule 3.
On a retailer's hardship program:	means a residential customer who has been accepted into, or is participating in, a retailer's hardship program. See also hardship program customer as defined in Schedule 1.
Successfully completed the program:	or exited the hardship program by agreement with the retailer is where a customer has completed or exited the hardship program and is returned, by agreement with the retailer, to the normal billing and collection cycles (including where the customer agrees to a new payment plan or flexible payment arrangement).
Excluded from accessing a hardship program:	means a residential customer who is referred to the hardship program by any means but is removed from the hardship program for any reason other than successfully completing the hardship program or not accepted onto the hardship program. This does not include customers who decline to participate in the program.
Switch, transferred or left the retailer:	includes customers who exit the hardship program because they are no longer a customer of that retailer. This will include customers who have transferred or switched to another retailer and those who have changed retailers through moving premises etc.
Prepayment meter (PPM):	as defined in Schedule 3.

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## Indicators

Indicator	Information and data required	Relevant reporting period
S4.1. Number of customers on a retailer's hardship program	Retailers are required to submit the total number of customers on a retailer's hardship program as at the last calendar day of the reporting period for each of the following: a) Electricity hardship customers b) Gas hardship customers.	Quarterly
S4.2. Type of contract for hardship program customers	Retailers are required to submit the total number of hardship customers as at the last day calendar of the reporting period for each of the following: a) Electricity hardship customers i. on a standard retail contract ii. on a market retail contract. b) Gas customers i. on a standard retail contract ii. on a market retail contract.	Quarterly
S4.3. Average debt upon entry into the hardship program	Retailers are required to report the average energy bill debt for customers who entered the hardship program during the reporting period for: a) Electricity hardship customers b) Gas hardship customers.  For the purposes of this indicator energy bill debt is at the time of entry into the hardship program.	Quarterly
S4.4. Levels of debt of customers entering the hardship program	Retailers are required to submit the total number of customers who entered the hardship program during the reporting period, with an energy bill debt in the following ranges: a) Electricity residential customers i. less than \$500 ii. over \$500 but less than \$1500 iii. over \$1500 but less than \$2500 iv. over \$2500 but less than \$3500 v. more than \$3500.	Quarterly

	<p>b) Gas residential customers</p> <ul style="list-style-type: none"> <li>i. less than \$500</li> <li>ii. over \$500 but less than \$1500</li> <li>iii. over \$1500 but less than \$2500</li> <li>iv. over \$2500 but less than \$3500</li> <li>v. more than \$3500.</li> </ul> <p>For the purposes of this indicator energy bill debt is at the time of entry into the hardship program.</p>	
S4.5. Average debt of hardship program customers	<p>Retailers are required to submit the average energy bill debt of hardship program customers, as at the last calendar day of the relevant reporting period for:</p> <ul style="list-style-type: none"> <li>a) Electricity hardship customers' average energy bill debt</li> <li>b) Gas hardship customers' average energy bill debt.</li> </ul> <p>For the purposes of this indicator the calculation of the average energy bill debt amount must not include hardship program customers in credit</p>	Quarterly
S4.6. Age of debt for customers on the hardship program	<p>Retailers are required to submit the age of the oldest energy bill debt for hardship program customers who entered the hardship program during the reporting period, as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) Electricity <ul style="list-style-type: none"> <li>i. less than 6 months</li> <li>ii. over 6 months but less than 12 months</li> <li>iii. over 12 months but less than 2 years</li> <li>iv. 2 years or more.</li> </ul> </li> <li>b) Gas <ul style="list-style-type: none"> <li>i. less than 6 months</li> <li>ii. over 6 months but less than 12 months</li> <li>iii. over 12 months but less than 2 years</li> <li>iv. 2 years or more.</li> </ul> </li> </ul>	Quarterly

S4.7. Number of hardship program customers receiving energy concessions	<p>Number of hardship program customers that are recorded by the retailer as being entitled to receive an energy concession, where the concession is administered or delivered by the retailer as at the last calendar day of the reporting period for:</p> <ul style="list-style-type: none"> <li>a) Electricity hardship customers</li> <li>b) Gas hardship customers.</li> </ul>	Quarterly
S4.8. Number of hardship program customers on types of payment plans	<p>Retailers are required to submit the total number of hardship customers making the following categories of payment plans, as at the last calendar day of the reporting period:</p> <ul style="list-style-type: none"> <li>a) Electricity <ul style="list-style-type: none"> <li>i. less than usage costs</li> <li>ii. meeting usage costs</li> <li>iii. meeting usage costs and expected to clear arrears within 12 months</li> <li>iv. meeting usage costs and expected to clear arrears over 12 months.</li> </ul> </li> <li>b) Gas <ul style="list-style-type: none"> <li>i. less than ongoing usage costs</li> <li>ii. meeting usage costs</li> <li>iii. meeting usage costs and expected to clear arrears within 12 months</li> <li>iv. meeting usage costs and expected to clear arrears over 12 months.</li> </ul> </li> </ul> <p>For the purposes of this indicator usage costs is the amount the customer is billed for usage and supply charges.</p>	Quarterly
S4.9. Payment methods of hardship program customers	<p>Retailers are required to submit the total number of hardship customers making payments using each of the following payment methods during the reporting period:</p> <ul style="list-style-type: none"> <li>a) Payment plan (excluding those who make their payment plan payments using Centrepay)</li> <li>b) Centrepay</li> <li>c) Prepayment meter (PPM)</li> <li>d) Australia Post</li> <li>e) Direct debit</li> <li>f) Any other payment method.</li> </ul>	Quarterly

<p>S4.10. Number of customers entering the hardship program</p>	<p>Retailers are required to submit the total number of customers during the reporting period who entered the hardship program:</p> <ul style="list-style-type: none"> <li>a) Electricity <ul style="list-style-type: none"> <li>i. after the customer self identified as being in hardship</li> <li>ii. via a financial counsellor referral (or external agent acting on behalf of the customer in a professional capacity)</li> <li>iii. via a retailer referral.</li> </ul> </li> <li>b) Gas <ul style="list-style-type: none"> <li>i. after the customer self identified as being in hardship</li> <li>ii. via a financial counsellor referral (or external agent acting on behalf of the customer in a professional capacity)</li> <li>iii. via a retailer referral.</li> </ul> </li> </ul>	<p>Quarterly</p>
<p>S4.11. Number of customers exiting the hardship program</p>	<p>Retailers are required to submit the total number of customers during the reporting period who exited the hardship program for each of the following:</p> <ul style="list-style-type: none"> <li>a) Electricity <ul style="list-style-type: none"> <li>i. after successfully completing the hardship program or exiting with the agreement of the retailer</li> <li>ii. as they were excluded or removed from the program for non-compliance (for example, where the customer did not make the required payments, or where they failed to contact the retailer. This should also include those hardship program customers who leave the program because they feel they are not able to meet the program requirements or payments requested by the retailer)</li> <li>iii. switched, transferred or left the retailer.</li> </ul> </li> <li>b) Gas <ul style="list-style-type: none"> <li>i. after successfully completing the hardship program or exiting with the agreement of the retailer</li> <li>ii. as they were excluded or removed from the program for non-compliance (for example, where the customer did not make the required payments, or where they failed to contact the retailer. This should also include those hardship program customers who leave the program because they feel they are not able to meet the program requirements or payments requested by the retailer)</li> <li>iii. switched, transferred or left the retailer.</li> </ul> </li> </ul>	<p>Quarterly</p>



<p>S4.12. Length of customer participation in a hardship program</p>	<p>Retailers are required to submit the total number of hardship customers that have continuously received assistance through the hardship program, as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) Electricity <ul style="list-style-type: none"> <li>i. under 1 year</li> <li>ii. over 1 year to under 2 years</li> <li>iii. more than 2 years.</li> </ul> </li> <li>b) Gas <ul style="list-style-type: none"> <li>i. under 1 year</li> <li>ii. over 1 year to under 2 years</li> <li>iii. more than 2 years.</li> </ul> </li> </ul>	<p>Quarterly</p>
<p>S4.13. Number of customers excluded from the hardship program</p>	<p>Retailers are required to submit the total number of customers that have been excluded from participating in the hardship program, as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) Electricity <ul style="list-style-type: none"> <li>i. the customer did not agree to the suggested payment plan</li> <li>ii. the retailer was unable to contact the customer</li> <li>iii. the customer did not make the requested payments</li> <li>iv. it was more appropriate to return the customer to a normal payment plan or billing cycle</li> <li>v. other.</li> </ul> </li> <li>b) Gas <ul style="list-style-type: none"> <li>i. the customer did not agree to the suggested payment plan</li> <li>ii. the retailer was unable to contact the customer</li> <li>iii. the customer did not make the requested payments</li> <li>iv. it was more appropriate to return the customer to a normal payment plan or billing cycle</li> <li>v. other.</li> </ul> </li> </ul>	<p>Quarterly</p>

<p>S4.14. Assistance provided to hardship program customers</p>	<p>Retailers are required to submit data on the types of assistance provided to hardship customers throughout the reporting period. Where possible retailers should provide quantitative data on the various types of initiatives and assistance provided to hardship program customers in the reporting period, including:</p> <p>a) Number of electricity hardship customers that:</p> <ul style="list-style-type: none"> <li>i. were transferred to a different market retail contract</li> <li>ii. were transferred from a standard retail contract to a market retail contract</li> <li>iii. received concessions that they were not otherwise receiving</li> <li>iv. received a rebate that they were not otherwise receiving</li> <li>v. received new appliances through appliance replacement programs</li> <li>vi. received incentive payments or discounts</li> <li>vii. received debt reductions</li> <li>viii. had onsite energy audits completed by the retailer (or third party agency at the request of the retailer)</li> <li>ix. received reimbursement/credit of late payment fees</li> <li>x. received reimbursement/credit of lost pay on time discounts.</li> </ul> <p>b) Number of gas hardship customers that:</p> <ul style="list-style-type: none"> <li>i. were transferred to a different market retail contract</li> <li>ii. were transferred from a standard retail contract to a market retail contract</li> <li>iii. received concessions that they were not otherwise receiving</li> <li>iv. received a rebate that they were not otherwise receiving</li> <li>v. received new appliances through appliance replacement programs</li> <li>vi. received incentive payments or discounts</li> <li>vii. received debt reductions</li> <li>viii. had onsite energy audits completed by the retailer (or third party agency at the request of the retailer)</li> <li>ix. received reimbursement/credit of late payment fees</li> <li>x. received reimbursement/credit of lost pay on time discounts.</li> </ul> <p>For the purposes of the indicator</p> <ul style="list-style-type: none"> <li>• individual customers must be counted in each category where assistance was provided</li> <li>• each initiative or assistance provided must be received by a customer to be counted.</li> </ul>	<p>Quarterly</p>
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S4.15. Disconnection of previous hardship program customers	Retailers are required to report the number of residential customers disconnected for non-payment during the reporting period, who successfully completed the hardship program, or exited by agreement with the retailer, in the previous 12 months for: a) Electricity b) Gas.	Quarterly
S4.16. Reconnection of previous hardship program customers	Retailers are required to report the number of residential customers who were reconnected in the same name and at the same address within seven days of disconnection for non-payment during the reporting period who successfully completed the hardship program, or exited by agreement with the retailer, in the previous 12 months, for: a) Electricity b) Gas.	Quarterly

## **Schedule 5: Distribution service standards, associated GSL schemes and small claims compensation regimes**

### Definitions

No definitions are proposed at this time.

### Indicators

No reporting requirements are proposed at this time.

## A. Pro-forma reports and templates

### A.1 Pro-forma – Written report to the AER

Written reports provided under clause 2.3 of these Procedures and Guidelines must be submitted using this pro-forma, and must be accompanied by a completed AER Performance Reporting Template (see Appendix A.2).

From:	[Name] [Title] [Regulated entity]
To:	Australian Energy Regulator GPO Box 520 Melbourne VIC 3001
<b>AER Performance Reporting – Performance for [reporting period]</b>	
This report documents the performance and activities of [regulated entity] in accordance with section 282(1) of the National Energy Retail Law. Information and data in this report is documented as required by the AER’s Performance Reporting Procedures and Guidelines during [reporting period].	
This report and all attachments have been prepared by [regulated entity] with all due care and skill and in accordance with the AER Performance Reporting Procedures and Guidelines.	
Date:	
Signed	-----
Print name	-----
Chief Executive Officer / Delegate	
<i>Failure to comply with the AER Performance Reporting Procedures and Guidelines is a breach of the Retail Law, and may attract civil penalties. If a corporation contravenes this obligation to comply, each officer of the corporation is to be taken to have contravened this obligation if the officer knowingly authorised or permitted the contravention or breach. An officer of a corporation may be proceeded against whether or not proceedings have been taken against the corporation itself.</i>	
<i>The Criminal Code Act 1995 (Cth) makes it a serious offence to give false or misleading information to the AER knowing it to be false or misleading or omitting any matter or thing without which the information is misleading.</i>	
<b>Attachments: [see Appendices A.2] AER Performance Reporting Template.</b>	

## **A.2 AER Performance Reporting Template**

The AER's Performance Reporting Template is available on the AER's website: [www.aer.gov.au](http://www.aer.gov.au).

Regulated entities should check the website to ensure they are using the most recent version of the reporting template before preparing each report.