



Gas Trading Licence Performance Reporting Form

Reporting Year	FY2024-25
Licence Holder	Supagas Pty Ltd (GTL18)

Customer Numbers

Description	Indicator	Data Input	Comments
Residential customers as of June 30	R1	873.0	
Residential customers covered by the Gas Market Moratorium as of June 30	R2	0.0	
Business customers as of June 30	R3	6.0	
Business customers covered by the Gas Market Moratorium as of June 30	R4	0.0	

Billing and Payment

Description	Indicator	Data Input	Comments
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	5.0	
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	0.0	
Residential customers subject to a payment plan	R11	21.0	
Residential customers granted additional time to pay a bill	R13	4.0	



Billing and Payment - Continued			
Description	Indicator	Data Input	Comments
Business customers issued with a bill outside the prescribed maximum timeframe	R17	0.0	
Business customers subject to a payment plan	R19	0.0	
Business customers granted additional time to pay a bill	R21	0.0	
Residential customers who have lodged security deposits for their residential customer account	R25	0.0	
Business customers that have lodged security deposits for their business customer account	R27	0.0	
Residential customers whose direct debit plans were terminated	R29	0.0	
Business customers whose direct debit plans were terminated	R31	0.0	
Residential customers using Centrelink's Centrepay to pay their energy bills as at June 30	R93	3.0	
Residential customers repaying an energy bill debt as of 30 June (excluding hardship customers)	R91	322.0	
Business customers repaying an energy bill debt as of 30 June	R92	1.0	
Mean energy bill debt for residential customers as of June 30 (excluding hardship customers)	R94	\$255.28	
Mean energy bill debt for business customers as of June 30	R95	\$201.38	
Residential customers with energy bill debt between \$500 and \$1500 as of June 30 (excluding hardship customers)	R98	41.0	
Residential customers with energy bill debt between \$1,500 and \$2,500 as of 30 June (excluding hardship customers)	R99	2.0	
Residential customers with energy bill debt exceeding \$2,500 as of 30 June (excluding hardship customers)	R100	0.0	

**Billing and Payment - Continued**

Description	Indicator	Data Input	Comments
Residential customers whose payment plan was cancelled by the retailer for non-payment (excluding hardship customers)	R102	0.0	
Residential customers who successfully completed their payment plan (excluding hardship customers)	R103	0.0	

Hardship Customers

Description	Indicator	Data Input	Comments
Residential customers on a hardship program as of 30 June	R96	20.0	Refer Additional
Mean energy bill debt of hardship customers as of June 30	R97	\$940.19	
Hardship customers with a concession as of June 30	R104	0.0	
Residential customers denied access to a hardship program during the reporting year	R105	0.0	
Mean energy bill debt at the point a customer enters a hardship program	R106	\$0.0	
Customers who entered a hardship program with an energy bill debt less than \$500	R107	5.0	
Customers who entered a hardship program with an energy bill debt between \$500 and \$1500	R108	12.0	
Customers who entered a hardship program with an energy bill debt between \$1500 and \$2500	R109	3.0	
Customers who entered a hardship program with an energy bill debt exceeding \$2500	R110	0.0	
Hardship customers subject to a payment plan as of 30 June (excluding those using Centrepay)	R111	20.0	
Hardship customers using Centrepay as of 30 June	R112	3.0	
Residential customers who exited a hardship program	R113	0.0	

**Hardship Customers - Continued**

Description	Indicator	Data Input	Comments
Residential customers who exited a hardship program because they successfully completed it or by agreement with the retailer	R114	0.0	
Residential customers who exited a hardship program because they were excluded/removed from it for non-compliance	R115	0.0	
Residential customers who exited a hardship program because they left the retailer	R116	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	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	0.0	

**Disconnections for Non-Payment**

Description	Indicator	Data Input	Comments
Residential customer disconnections for failure to pay a bill	R33	0.0	
Business customer disconnections for failure to pay a bill	R35	0.0	
Residential customer disconnections involving customers subject to a payment plan	R37	0.0	
Residential customer disconnections involving customers disconnected on at least one other occasion during the reporting year or previous reporting year	R39	0.0	
Residential customer disconnections involving customers who had a concession	R41	0.0	

Reconnections

Description	Indicator	Data Input	Comments
Residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected	R42	0.0	
Business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected	R43	0.0	
Residential customer reconnections within 7 days involving customers who were the subject of a payment plan	R45	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	0.0	
Residential customer reconnections within 7 days involving customers who were the subject of a concession	R49	0.0	

**Reconnections - Continued**

Description	Indicator	Data Input	Comments
Residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days)	R51	0.0	
Residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe	R53	0.0	
Business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days)	R55	0.0	
Business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe	R57	0.0	

Complaints

Description	Indicator	Data Input	Comments
Complaints received from residential customers	R59	4.0	
Complaints received from business customers	R60	0.0	
Residential customer complaints - about billing/credit only	R61	4.0	
Business customer complaints - about billing/credit only	R63	0.0	
Residential customer complaints - transfer-related only	R65	0.0	
Business customer complaints - transfer-related only	R67	0.0	
Residential customer complaints - about marketing (including complaints made directly to a retailer)	R69	0.0	
Business customer complaints - about marketing (including complaints made directly to a retailer)	R71	0.0	
Residential customer complaints - all other types of complaint	R73	0.0	

**Complaints - Continued**

Description	Indicator	Data Input	Comments
Business customer complaints - all other types of complaint	R75	0.0	
Residential customer complaints concluded within 15 business days	R77	4.0	
Residential customer complaints concluded within 20 business days	R79	0.0	
Business customer complaints concluded within 15 business days	R81	0.0	
Business customer complaints concluded within 20 business days	R83	0.0	

Call Centre Performance

Description	Indicator	Data Input	Comments
Call attempts to retailer call centre	R85	0.0	Refer Additional
Calls to a call centre answered by operator within 30 seconds	R86	0.0	Refer Additional
Mean duration before a call is answered by an operator	R88	0.0secs	Refer Additional
Calls to a call centre that go unanswered	R89	0.0	Refer Additional



Additional Commentary	
Hardship Customers	
Hardship customers with Kleenheat were flagged in Supagas's systems upon the sale	
All collection activity has been put on hold with Supagas, preventing late fees and disconnection in this reporting period	
Additional Customer Service Officer training will be rolled out in the FY 25/26 Reporting Period	
Additional Accounts Receivable Officer training will be rolled out in the FY 25/26 Reporting Period	
Call Centre Performance	
Operational changes following the transition from Kleenheat to Supagas have impacted data availability.	
Additionally, system limitations —specifically, Supagas not currently having a sophisticated IVR (Interactive Voice Response) phone system — have restricted our ability to capture more granular call centre data.	
Importantly, this has been identified as an area for improvement by Supagas. A project is currently underway to replace the existing phone system , including the implementation of an IVR system that will enable more detailed data capture moving forward.	