



Gas Distribution Licence Performance Reporting Form

Reporting Year	FY2024-25
Licence Holder	Supagas Pty Ltd (GDL9)

Customers and Customer Connections

Description	Indicator	Data Input	Comments
New connections provided	D1	16.0	
New connections that were not provided on or before the agreed date	D2	0.0	
Total reconnections provided	D4	4.0	
Total reconnections not provided within the prescribed timeframe	D5	0.0	
Connections on the distribution system(s)	D7	1,237.0	

Gas Consumption

Description	Indicator	Data Input	Comments
Gas consumption - residential connections	D8	8,677.0 GJ	
Gas consumption - non-residential connections	D9	588.0 GJ	
Unaccounted for gas	D10	149.0 GJ	



Leaks			
Description	Indicator	Data Input	Comments
Repairs to Mains	D11		
High pressure		0.0	
Medium pressure		0.0	
Low pressure		0.0	
Repairs to Connections	D12		
High pressure		0.0	
Medium pressure		2.0	
Low pressure		0.0	
Repairs to Meters	D13		
High pressure		0.0	
Medium pressure		5.0	
Low pressure		0.0	

Network Reliability			
Description	Indicator	Data Input	Comments
Customer connections that have been interrupted for more than 12 hours continuously during the reporting year	D14	0.0	
Customer connections that have been affected by 5 or more unplanned interruptions during the reporting year	D15	0.0	
Average time that gas has been supplied to customer premises during the reporting year	D16	99.99%	



Complaints			
Description	Indicator	Data Input	Comments
Total number of complaints received	D17	0.0	
Administrative process or customer service complaints	D18	0.0	
Other complaints	D19	0.0	
Connection and augmentation complaints	D20	0.0	
Reliability of supply complaints	D21	0.0	
Quality of supply complaints	D22	0.0	
Network charges and costs complaints	D23	0.0	
Complaints from customers concluded within 15 business days	D24	0.0	
Complaints from customers concluded within 20 business days	D26	0.0	

Call Centre Performance			
Description	Indicator	Data Input	Comments
Calls to a call centre of the distributor	D28	0.0	Refer Additional
Calls to a call centre answered by an operator within 30 seconds	D29	0.0	Refer Additional
Average duration before a call is answered by operator	D31	0.0 secs	Refer Additional
Calls that are unanswered	D32	0.0	Refer Additional



Distribution Mains Installed and In-Service			
Description	Indicator	Data Input	Comments
Cast Iron	D34		
High pressure		0.0 km	
Medium pressure		0.0 km	
Low pressure		0.0 km	
Unprotected Steel	D35		
High pressure		0.0 km	
Medium pressure		0.0 km	
Low pressure		0.0 km	
Protected Steel	D36		
High pressure		0.0 km	
Medium pressure		0.0 km	
Low pressure		0.0 km	
PVC	D37		
High pressure		0.0 km	
Medium pressure		8.9 km	
Low pressure		0.0 km	
Polyethylene	D38		
High pressure		0.0 km	
Medium pressure		35.2 km	
Low pressure		0.0 km	
Other	D39		
High pressure		0.0 km	
Medium pressure		0.0 km	
Low pressure		0.0 km	
Service connections per kilometre of gas mains	D40	28.0	



Additional Commentary

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.