

Company name: **Change Energy Pty Ltd**  
Electricity Compliance Manual Datasheet - Retail Indicators

**IMPORTANT NOTICE FOR ELECTRICITY RETAIL LICENSEES**

Licensees should refer to the Electricity Retail Performance Reporting Handbook for information on the definitions of electricity retail indicators, listed in these datasheets.

## 2017 Electricity Performance Reporting Datasheets - Retail

**Retailer: Change Energy**

**Reporting Period: 2016/17**

Customers			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
CCR 1	Total number of residential customers that are contestable customers	0	
CCR 2	Total number of residential customers that are non-contestable customers	0	
CCR 3	Total number of residential customers	0	
CCR 4	Total number of business customers that are contestable customers	6	
CCR 5	Total number of business customers that are non-contestable customers	0	
CCR 6	Total number of business customers	6	
CCR 7	Total number of pre-payment meter customers	0	
CCR 8	Total number of pre-payment meter customers who have reverted to a standard meter within 3 months of meter installation or entering into a contract	0	
CCR 9	Not used		
CCR 10	Total number of pre-payment meter customers who have reverted to a standard meter	0	

**2017 Electricity Performance Reporting Datasheets - Retail**

<b>Affordability and Access</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comments</b>
		<b>Number</b>	<b>Percentage</b>	
CCR 11	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer	0		
CCR 12	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer			
CCR 13	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor	0		
CCR 14	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor			
CCR 15	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer	0		
CCR 16	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer			
CCR 17	Total number of residential customers that are subject to an instalment plan	0		
CCR 18	Percentage of residential accounts that are subject to an instalment plan			
CCR 19	Total number of residential customers that have been granted additional time to pay a bill	0		
CCR 20	Percentage of residential customers that have been granted additional time to pay a bill			
CCR 21	Total number of residential customers that have been placed on a shortened billing cycle	0		
CCR 22	Percentage of residential customers that have been placed on a shortened billing cycle			
CCR 23	Total number of business customers that have been issued with a bill outside the prescribed timeframes	0		
CCR 24	Percentage of business customers that have been issued with a bill outside the prescribed timeframes			
CCR 25	Total number of business customers that are subject to an instalment plan	0		
CCR 26	Percentage of business customers that are subject to an instalment plan			
CCR 27	Total number of business customers that have been granted additional time to pay a bill	0		
CCR 28	Percentage of business customers that have been granted additional time to pay a bill			
CCR 29	Total number of business customers that have been placed on a shortened billing cycle	0		
CCR 30	Percentage of business customers that have been placed on a shortened billing cycle			
CCR 31	Total number of residential customers that have lodged security deposits in relation to their residential account	0		
CCR 32	Percentage of residential customers that have lodged security deposits in relation to their residential account			
CCR 33	Total number of business customers that have lodged security deposits in relation to their business customer account	0		
CCR 34	Percentage of business customers that have lodged security deposits in relation to their business customer account			
CCR 35	Total number of residential customers that have had their direct debit plans terminated	0		
CCR 36	Percentage of residential customers that have had their direct debit plans terminated			
CCR 37	Total number of business customers that have had their direct debit plans terminated	0		
CCR 38	Percentage of business customers that have had their direct debit plans terminated			
CCR 39	The number of pre-payment meter customers who have informed the retailer that the customer is experiencing payment difficulties or financial hardship	0		

**2017 Electricity Performance Reporting Datasheets - Retail**

<b>Disconnections for Non-Payment</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comments</b>
		<b>Number</b>	<b>Percentage</b>	
CCR 40	Total number of residential customers that have been disconnected for failure to pay a bill	0		
CCR 41	Percentage of residential customers that have been disconnected for failure to pay a bill			
CCR 42	Total number of business customers that have been disconnected for failure to pay a bill	0		
CCR 43	Percentage of business customers that have been disconnected for failure to pay a bill			
CCR 44	Total number of residential customer disconnections involving customers that were previously the subject of an instalment plan	0		
CCR 45	Percentage of residential customer disconnections involving customers that were previously the subject of an instalment plan			
CCR 46	Total number of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year	0		
CCR 47	Percentage of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year			
CCR 48	Total number of residential customers that have been disconnected while the subject of a concession	0		
CCR 49	Percentage of residential customers that have been disconnected while the subject of a concession			
CCR 50	The number of instances where a pre-payment meter customer has been disconnected	0		
CCR 51	Percentage of pre-payment meter customer disconnections			
CCR 52	Not used			
CCR 53	The number of pre-payment meter customers who the retailer identifies have been disconnected 2 or more times in any 1 month period for longer than 120 minutes on each occasion	0		

**2017 Electricity Performance Reporting Datasheets - Retail**

<b>Reconnections</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comments</b>
		<b>Number</b>	<b>Percentage</b>	
CCR 54	Total number of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer be disconnected	0		
CCR 55	Percentage of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected			
CCR 56	Total number of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected	0		
CCR 57	Percentage of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected			
CCR 58	Total number of reconnections within 7 days involving residential customers that were previously the subject of an instalment plan	0		
CCR 59	Percentage of disconnections reconnected within 7 days involving residential customers that were previously the subject of an instalment plan			
CCR 60	Total number of reconnections within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year	0		
CCR 61	Percentage of disconnections reconnected within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year			
CCR 62	Total number of reconnections within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession	0		
CCR 63	Percentage of disconnections reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession			
CCR 64	Total number of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	0		
CCR 65	Percentage of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected			
CCR 66	Total number of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	0		
CCR 67	Percentage of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe			
CCR 68	Total number of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	0		
CCR 69	Percentage of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected			
CCR 70	Total number of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	0		
CCR 71	Percentage of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe			

**2017 Electricity Performance Reporting Datasheets - Retail**

<b>Complaints</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comments</b>
		<b>Number</b>	<b>Percentage</b>	
CCR 72	Total number of complaints received from residential customers, other than complaints received from pre-payment meter customers	0		
CCR 73	Total number of complaints received from business customers, other than complaints received from pre-payment meter customers	0		
CCR 74	Total number of the residential customer complaints that relate to billing/credit complaints	0		
CCR 75	Percentage of the residential customer complaints that relate to billing/credit complaints			
CCR 76	Total number of the business customer complaints that relate to billing/credit complaints	0		
CCR 77	Percentage of the business customer complaints that relate to billing/credit complaints			
CCR 78	Total number of the residential customer complaints that relate to transfer complaints	0		
CCR 79	Percentage of the residential customer complaints that relate to transfer complaints			
CCR 80	Total number of the business customer complaints that relate to transfer complaints	0		
CCR 81	Percentage of the business customer complaints that relate to transfer complaints			
CCR 82	Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	0		
CCR 83	Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)			
CCR 84	Total number of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	0		
CCR 85	Percentage of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)			
CCR 86	Total number of the residential customer complaints that relate to other complaints	0		
CCR 87	Percentage of the residential customer complaints that relate to other complaints			
CCR 88	Total number of the business customer complaints that relate to other complaints	0		
CCR 89	Percentage of the business customer complaints that relate to other complaints			
CCR 90	Total number of complaints from residential customers concluded within 15 business days	0		
CCR 91	Percentage of complaints from residential customers concluded within 15 business days			
CCR 92	Total number of complaints from residential customers concluded within 20 business days	0		
CCR 93	Percentage of complaints from residential customers concluded within 20 business days			
CCR 94	Total number of complaints from business customers concluded within 15 business days	0		
CCR 95	Percentage of complaints from business customers concluded within 15 business days			
CCR 96	Total number of complaints from business customers concluded within 20 business days	0		
CCR 97	Percentage of complaints from business customers concluded within 20 business days			
CCR 98	Total number of complaints from pre-payment meter customers	0		
CCR 99	Total number of complaints from pre-payment meter customers concluded within 15 business days	0		
CCR 100	Percentage of complaints from pre-payment meter customers concluded within 15 business days			
CCR 101	Total number of complaints from pre-payment meter customers concluded within 20 business days	0		
CCR 102	Percentage of complaints from pre-payment meter customers concluded within 20 business days			

**2017 Electricity Performance Reporting Datasheets - Retail**

<b>Compensation Payments</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comments</b>
		<b>Number</b>	<b>Value (\$)</b>	
CCR 103	Total number of payments made to customers under clause 14.1 of the Code of Conduct	0		
CCR 104	The total amount paid to customers under clause 14.1 of the Code of Conduct		\$0	
CCR 105	Total number of payments made to customers under clause 14.2 of the Code of Conduct	0		
CCR 106	Total amount paid to customers under clause 14.2 of the Code of Conduct		\$0	
CCR 107	Total number of payments made to customers under clause 14.3 of the Code of Conduct	0		
CCR 108	Total amount paid to customers under clause 14.3 of the Code of Conduct		\$0	

2017 Electricity Performance Reporting Datasheets - Retail

Call Centre Performance				
Indicator No.	Description	Basis of Reporting		Comment
		Number	Percentage	
CCR 109	Total number of telephone calls to a call centre of the retailer			Change Energy does not have a call centre - all call are answered by the account manager
CCR 110	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds			
CCR 111	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds			
CCR 112	Average duration (in seconds) before a is call answered by a call centre operator			
CCR 113	Number of the calls that are unanswered			
CCR 114	Percentage of the calls that are unanswered			



**2017 Electricity Performance Reporting Datasheets - Retail**

<b>Energy Bill Debt Indicators</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comment</b>
		<b>Number</b>	<b>Amount (\$)</b>	
CCR 115	Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June	0		
CCR 116	Total number of business customers repaying an energy bill debt as at 30 June	0		
CCR 117	Number of residential customers using Centrelink's Centrepay to pay their energy bills as at 30 June	0		
CCR 118	Average amount of energy bill debt for residential customers (excluding hardship program customers), as at 30 June		0.0%	
CCR 119	Average amount of energy bill debt for business customers as at 30 June		0	

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<b>Hardship Programs</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comment</b>
		<b>Number</b>	<b>Value (\$)</b>	
CCR 120	Number of residential customers on a retailer's hardship program as at 30 June	0		
CCR 121	Average energy bill debt of residential hardship program customers, as at 30 June		0.0%	

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