Electricity Retail Performance Reporting Form

Reporting year	FY2025/26	Select reporting year
Licence holder	Change Energy ERL25	Select licensee
Contact person name	Geoff Gaston	Enter licensee contact details
Position	CEO	
Email address	geoff.gaston@changeenergy.com.au	
Phone number	0401903210	

Regulation references

The Code	Code of Conduct for the Supply of Electricity to Small Use Customers 2022
Obligations	Electricity Compliance Reporting Manual

Enter reporting year data into the "Input" column for each indicator - if the data value is zero, enter zero into the cell; if the indicator is not applicable, leave the cell blank.

If applicable, enter previous reporting year data corrections into the "Corrected" column for each indicator - if there is no correction to be applied, leave the cell blank.

Category	Indicator	Description	Unit	Input FY2025/26	Reported FY2024/25	Corrected FY2024/25	Var.	Comments
Residential customers								
	CCR1	Contestable residential customers as at 30 June.	Number of unique accounts	0	0			
	CCR2	Non-contestable residential customers excluding pre-payment meter customers as at 30 June.	Number of unique accounts	0	0			
	CCR17	Residential customer payment plans (including hardship payment plans) during the reporting year.	Number of unique accounts	N/A	#N/A			
	CCR125	Residential customers, excluding hardship customers, on a payment plan as at 30 June.	Number of unique accounts	N/A	#N/A			
	CCR19	Residential customers granted additional time to pay an energy bill during the reporting year.	Number of unique accounts	N/A	#N/A			
	CCR31	Residential customers who lodged a security deposit for their account during the reporting year.	Number of unique accounts	N/A	#N/A			
	CCR35	Residential customers who had a direct debit plan terminated by the retailer during the reporting year.	Number of unique accounts	N/A	#N/A			
	CCR117	Residential customers using Centrepay to pay their energy bills as at 30 June.	Number of unique accounts	N/A	#N/A			
	CCR126	Residential customers, excluding hardship customers, who had a payment plan cancelled due to non-payment during the reporting year.	Number of unique accounts	N/A	#N/A			
	CCR127	Residential customers, excluding hardship customers, who successfully completed a payment plan during the reporting year.	Number of unique accounts	N/A	#N/A			
	CCR115	Residential customers, excluding hardship customers, with energy bill debt as at 30 June.	Number of unique accounts	N/A	#N/A			
	CCR118	Mean energy bill debt of residential customers with energy bill debt, excluding hardship customers, as at 30 June.	Dollars	N/A	#N/A			
	CCR122	Residential customers, excluding hardship customers, with energy bill debt over $500 and up to $1,500 as at 30 June.	Number of unique accounts	N/A	#N/A			
	CCR123	Residential customers, excluding hardship customers, with energy bill debt over $1,500 and up to $2,500 as at 30 June.	Number of unique accounts	N/A	#N/A			
	CCR124	Residential customers, excluding hardship customers, with energy bill debt over $2,500 as at 30 June.	Number of unique accounts	N/A	#N/A			
	CCR129	Residential customers denied access to a hardship program during the reporting year.	Number of unique accounts	N/A	#N/A			
Business customers								
	CCR4	Contestable business customers as at 30 June.	Number of unique accounts	250	244		2%	
	CCR5	Non-contestable business customers as at 30 June.	Number of unique accounts	0	#N/A			
	CCR25	Business customers on a payment plan as at 30 June.	Number of unique accounts	0	1		-100%	
	CCR27	Business customers granted additional time to pay an energy bill during the reporting year.	Number of unique accounts	13	4		225%	
	CCR33	Business customers who lodged a security deposit for their account during the reporting year.	Number of unique accounts	0	0			
	CCR37	Business customers who had a direct debit plan terminated by the retailer during the reporting year.	Number of unique accounts	0	0			
	CCR116	Business customers with energy bill debt as at 30 June.	Number of unique accounts	1	0			
	CCR119	Mean energy bill debt of business customers with energy bill debt as at 30 June.	Dollars	$825	$0			
Pre-payment meter customers								
	CCR7	Pre-payment meter customers as at 30 June.	Number of unique accounts	N/A	#N/A			
	CCR10	Pre-payment meter customers at the start of the reporting year with a standard meter as at 30 June.	Number of unique accounts	N/A	#N/A			
	CCR8	Pre-payment meter customers who reverted to a standard meter during the reporting year within three months of commencing a pre-payment meter arrangement.	Number of occurrences	N/A	#N/A			
	CCR39	Pre-payment meter customers who informed the retailer of financial hardship at some time during the reporting year.	Number of unique accounts	N/A	#N/A			
Hardship customers								
	CCR120	Hardship customers as at 30 June.	Number of unique accounts	N/A	#N/A			
	CCR135	Hardship customers, excluding those using Centrepay, on a payment plan as at 30 June.	Number of unique accounts	N/A	#N/A			
	CCR136	Hardship customers using Centrepay as at 30 June.	Number of unique accounts	N/A	#N/A			
	CCR128	Hardship customers with a concession as at 30 June.	Number of unique accounts	N/A	#N/A			
	CCR137	Customers who exited a hardship program during the reporting year.	Number of unique accounts	N/A	#N/A			
	CCR138	Hardship customers at the start of the reporting year who are no longer hardship customers as at 30 June because they successfully completed their hardship program or by agreement with the retailer.	Number of unique accounts	N/A	#N/A			
	CCR139	Customers removed from a hardship program during the reporting year for non-compliance.	Number of unique accounts	N/A	#N/A			
	CCR140	Residential customers who exited a hardship program because they left the retailer.	Number of unique accounts	N/A	#N/A			
	CCR141	Customers who exited a hardship program during the reporting year or the previous reporting year because they successfully completed it or by agreement with the retailer, but who were subsequently disconnected during the reporting year for non-payment.	Number of unique accounts	N/A	#N/A			
	CCR142	Customers who exited a hardship program during the reporting year or the previous reporting year because they successfully completed it or by agreement with the retailer, but who were subsequently disconnected during the reporting year for non-payment and then reconnected within seven days.	Number of unique accounts	N/A	#N/A			
	CCR121	Mean energy bill debt of hardship customers as at 30 June.	Dollars	N/A	#N/A			
	CCR130	Mean energy bill debt of customers who entered a hardship program during the reporting year, at the time of entering the hardship program.	Dollars	N/A	#N/A			
	CCR131	Customers who entered a hardship program during the reporting year with energy bill debt up to $500 at the time.	Number of occurrences	N/A	#N/A			
	CCR132	Customers who entered a hardship program during the reporting year with energy bill debt over $500 and up to $1500 at the time.	Number of occurrences	N/A	#N/A			
	CCR133	Customers who entered a hardship program during the reporting year with energy bill debt over $1,500 and up to $2,500 at the time.	Number of occurrences	N/A	#N/A			
	CCR134	Customers who entered a hardship program during the reporting year with energy bill debt over $2,500 at the time.	Number of occurrences	N/A	#N/A			
Vulnerable customers								
	CCR143	Vulnerable customer accounts as at 30 June.	Number of unique accounts	N/A	#N/A			
	CCR144	Vulnerable customer accounts as at 30 June for which an identified vulnerable person is the account-holder.	Number of unique accounts	N/A	#N/A			
	CCR145	Vulnerable customer accounts as at 30 June for which an identified vulnerable person is not the account-holder.	Number of unique accounts	N/A	#N/A			
	CCR146	Vulnerable customer accounts as at 30 June on a nine-month disconnection moratorium.	Number of unique accounts	N/A	#N/A			
	CCR147	Mean energy bill debt of vulnerable customers at the time of exiting a nine-month disconnection moratorium during the reporting year.	Dollars	N/A	#N/A			
Call centre performance								
	CCR109	Calls to the licensee call centre that selected to speak to an operator during the reporting year.	Number of occurrences	N/A	#N/A			Change Energy does not operate a call centre
	CCR110	Calls to the licensee call centre answered by an operator within 30 seconds of selecting to speak to an operator, during the reporting year.	Number of occurrences	N/A	#N/A			
	CCR112	Mean waiting time for calls to the licensee call centre to be answered after selecting to speak to an operator, during the reporting year.	Seconds	N/A	#N/A			
	CCR113	Calls to the licensee call centre that selected to speak to an operator but were terminated before being answered, during the reporting year.	Number of occurrences	N/A	#N/A			
Billing delays								
	CCR11	Residential customers issued an energy bill outside the prescribed maximum timeframe during the reporting year where the delay was the fault of the retailer.	Number of occurrences	N/A	#N/A			
	CCR13	Residential customers issued an energy bill outside the prescribed maximum timeframe during the reporting year because the retailer did not receive timely billing data from the distributor.	Number of occurrences	N/A	#N/A			
	CCR23	Business customers issued an energy bill outside the prescribed maximum timeframe during the reporting year.	Number of occurrences	0	0			
Complaints								
	CCR72	Complaints from residential customers, excluding pre-payment meter customers, during the reporting year.	Number of occurrences	N/A	#N/A			
	CCR73	Complaints from business customers during the reporting year.	Number of occurrences	0	0			
	CCR98	Complaints from pre-payment meter customers during the reporting year.	Number of occurrences	N/A	#N/A			
	CCR74	Billing/credit complaints from residential customers during the reporting year.	Number of occurrences	N/A	#N/A			
	CCR76	Billing/credit complaints from business customers during the reporting year.	Number of occurrences	0	0			
	CCR78	Transfer complaints from residential customers during the reporting year.	Number of occurrences	N/A	#N/A			
	CCR80	Transfer complaints from business customers during the reporting year.	Number of occurrences	0	0			
	CCR82	Marketing complaints from residential customers (including those directly to the retailer) during the reporting year.	Number of occurrences	N/A	#N/A			
	CCR84	Marketing complaints from business customers (including those directly to the retailer) during the reporting year.	Number of occurrences	0	0			
	CCR86	Other complaints from residential customers during the reporting year.	Number of occurrences	N/A	#N/A			
	CCR88	Other complaints from business customers during the reporting year.	Number of occurrences	0	0			
	CCR90	Complaints from residential customers concluded within 15 business days during the reporting year.	Number of occurrences	N/A	#N/A			
	CCR92	Complaints from residential customers concluded within 20 business days during the reporting year.	Number of occurrences	N/A	#N/A			
	CCR94	Complaints from business customers concluded within 15 business days during the reporting year.	Number of occurrences	0	#N/A			
	CCR96	Complaints from business customers concluded within 20 business days during the reporting year.	Number of occurrences	0	#N/A			
	CCR99	Complaints from pre-payment meter customers concluded within 15 business days during the reporting year.	Number of occurrences	N/A	#N/A			
	CCR101	Complaints from pre-payment meter customers concluded within 20 business days during the reporting year.	Number of occurrences	N/A	#N/A			
Compensation payments								
	CCR103	Number of payments made to customers during the reporting year under clause 94 of the Code related to delayed connections.	Number of occurrences	0	0			
	CCR104	Total payment to customers during the reporting year under clause 94 of the Code related to delayed connections.	Dollars	$0	$0			
	CCR105	Number of payments made to customers during the reporting year under clause 95 of the Code related to wrongful disconnections.	Number of occurrences	0	0			
	CCR106	Total payment to customers during the reporting year under clause 95 of the Code related to wrongful disconnections.	Dollars	$0	$0			
	CCR107	Number of payments made to customers during the reporting year under clause 96 of the Code related to customer service.	Number of occurrences	0	0			
	CCR108	Total payment to customers during the reporting year under clause 96 of the Code related to customer service.	Dollars	$0	$0			
Disconnections and reconnections								
	CCR40	Residential customer disconnections during the reporting year.	Number of occurrences	N/A	#N/A			
	CCR42	Business customer disconnections during the reporting year.	Number of occurrences	0	0			
	CCR44	Residential customer disconnections during the reporting year or previous reporting year of customers on a payment plan at the time.	Number of occurrences	N/A	#N/A			
	CCR46	Residential customer disconnections during the reporting year where the customer was disconnected at least one other time during the reporting year or the previous reporting year.	Number of occurrences	N/A	#N/A			
	CCR48	Residential customer disconnections during the reporting year of customers with a concession.	Number of occurrences	N/A	#N/A			
	CCR50	Pre-payment meter customer disconnections due to insufficient pre-payment, during the reporting year.	Number of occurrences	N/A	#N/A			
	CCR53	Pre-payment meter customers disconnected during the reporting year for longer than two hours at least twice in any one month.	Number of unique accounts	N/A	#N/A			
	CCR64	Residential customer reconnections during the reporting year.	Number of occurrences	N/A	#N/A			
	CCR54	Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection.	Number of occurrences	N/A	#N/A			
	CCR66	Residential customer reconnections during the reporting year requested by the retailer that were not reconnected by the distributor within the prescribed timeframe.	Number of occurrences	N/A	#N/A			
	CCR58	Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection for customers on a payment plan.	Number of occurrences	N/A	#N/A			
	CCR60	Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection for customers reconnected on at least one other occasion during the reporting year or the previous reporting year.	Number of occurrences	N/A	#N/A			
	CCR62	Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection for customers with a concession.	Number of occurrences	N/A	#N/A			
	CCR68	Business customer reconnections during the reporting year.	Number of occurrences	0	#N/A			
	CCR56	Business customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection.	Number of occurrences	0	0			
	CCR70	Business customer reconnections during the reporting year requested by the retailer that were not reconnected by the distributor within the prescribed timeframe.	Number of occurrences	0	#N/A			