

# AER (Retail Law) Performance Reporting Procedures and Guidelines

**DRAFT Guidelines for  
Consultation**

**February 2024  
Version 4**

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Inquiries about this publication should be addressed to:

Australian Energy Regulator  
GPO Box 3131  
Canberra ACT 2601  
Tel: 1300 585 165

Email: [MarketPerformance@aer.gov.au](mailto:MarketPerformance@aer.gov.au)  
AER Reference: 212377

## Amendment record

Version	Date	Pages
Version 1	July 2011	35
Version 2	June 2012	35
Version 3	April 2018	42
Version 4	February 2024	64

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## Shortened forms

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ACCC	Australian Competition and Consumer Commission
AEMO	Australian Energy Market Operator
AER	Australian Energy Regulator
MSATS	Market Settlement and Transfer Solutions
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
Electricity Law	National Electricity Law
Electricity Rules	National Electricity Rules
ACCC/AER Information Policy	<a href="#">ACCC &amp; AER information policy: collection, use and disclosure of information</a> available from the AER's website

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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 or data is provided by a regulated entity under section 282(1) of the Retail Law, the AER may use the information or data for preparing one or more retail market performance reports or one or more reports under the Electricity Law or Gas Law or both.<sup>4</sup>

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<sup>1</sup> These Guidelines are made pursuant to the AER's obligations under s. 286 of the National Energy Retail Law.

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

<sup>3</sup> See the [ACCC/AER Information Policy](#) for more information.

<sup>4</sup> s. 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 that 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
  - (f) Schedule 6 – Embedded networks, life support customers and customers affected by family violence.
- 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(1) of the Retail Law for the preparation of retail market performance reports; or reports under the Retail Law, Electricity Law or Gas Law, or both.<sup>8</sup>
- 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>9</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

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

<sup>8</sup> s. 282(2), National Energy Retail Law.

<sup>9</sup> ss. 282(1), National Energy Retail Law.

knowingly authorised or permitted the contravention or breach.<sup>10</sup> An officer of a corporation may be proceeded against whether or not proceedings have been taken against the corporation itself.<sup>11</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:

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<sup>10</sup> s. 304(1), National Energy Retail Law.

<sup>11</sup> s. 304(2), National Energy Retail Law.



- (a) prepared using the pro-forma in Appendix A.1
- (b) accompanied by a completed AER Performance Reporting Template (see Appendix A.2)
- (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 or in these Procedures and Guidelines, 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 via the AER Portal to the AER.

2.4.2 Subject to AER approval, reports required to be resubmitted by retailers must be submitted via the AER Portal by the approved date specified by the AER.

## **2.5 Process for requesting an information and data submission extension**

- 2.5.1 Section 2.2 of these Procedures and Guidelines outlines the dates that retailers must submit information and data reports by. A retailer may contact the AER in writing to request an extension of time to submit information and data reports. The request should specify the length of the extension sought and the reason for the extension sought. The AER retains full discretion of whether to grant an extension and set a revised date for report submission.
- 2.5.2 The process described in section 2.5.1 also applies in the event where a retailer requests an extension on a revised report submission date approved by the AER.

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# 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 or standard retail contract (card operated meters), and includes customers using a PPM during a trial period. Prepayment meter system is defined in Schedule 3.
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 (other than a demand tariff) that may include a time of use tariff, capacity component, or other non-flat tariff structure.
Demand tariff:	a demand tariff means a way of charging for electricity that is based on either the customer's actual Maximum Demand or a contracted level of demand. Customers on a demand tariff may also pay a fixed charge and a charge based on energy consumption in addition to the demand charge. Maximum Demand has the same meaning given in the Electricity Rules.
Two-way tariff:	a primary or secondary tariff with charges and/or rebates for exporting electricity. It may also include time of use, flexible and/or demand components. A two-way tariff is separate to a feed-in tariff.
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. For the purposes of this Guideline, this includes distributor funded feed-in tariffs which are required under state legislation.
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.

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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 (4 quarters) period prior to the end of (but including) the relevant reporting period.</p> <p>Previous 24 months is the 24-month (8 quarters) period prior to the end of (but including) the calendar month to which the report applies.</p>
Relevant reporting basis:	<p>means the basis by reference to which an indicator is to be measured, recorded and submitted to the AER.</p> <p>e.g. If the relevant reporting basis for an indicator is 'Distribution network', data must be recorded and submitted to the AER, split by the distribution network the customer is located in, across participating jurisdictions.</p>
Type 4 or 4A meter:	<p>an interval meter which measures how much electricity is used by a customer at least every 30 minutes. These meters are for customers that use less than 750 MWh of electricity per annum. Type 4 meters are contestable and include 'smart' meters with remote communication capabilities. Type 4A meters have deactivated remote communication capabilities.</p>
Type 5 meter:	<p>an interval meter, read manually, with a load cap set by the jurisdiction between 0 and 750 MWh per annum.</p>
Type 6 meter:	<p>an accumulation meter, with a load cap set by the jurisdiction between 0 and 750 MWh per annum.</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>

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A customer who purchases both gas and electricity from a single retailer must be counted as one electricity customer **and** one gas customer.

Dual fuel customers will **not** be counted separately.

Participating jurisdictions: Data must be reported separately for each participating jurisdiction unless otherwise specified.

Customer category: Data must be reported separately for residential customers, small business customers and large customers unless otherwise specified.

Additional customer categories may apply to particular indicators.

The consumption threshold determined by the relevant jurisdiction should be applied.

The number of contracts held by small business customers must be presented as including small market offer customers.

Large customers include any large customers on other contract types.

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## Schedule 2: Retail market overview

### Indicators

Indicator	Information and data required	Relevant reporting period/basis
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, Distribution network (electricity), Jurisdictional (gas)
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, Distribution network (electricity), Jurisdictional (gas)
S2.3. The number of	Retailers are required to submit the total number of customers that have moved from standard to market	Quarterly,

Indicator	Information and data required	Relevant reporting period/basis
customers that have moved from standard to market retail contracts	retail contracts during the reporting period for each of the following: <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>	Jurisdictional
S2.4. The number of customers that have moved from market to standard retail contracts	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: <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>	Quarterly, Jurisdictional
S2.5. The number of customers on a market retail contract with an expired or changed benefit	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: <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</li> </ul>	Quarterly, Jurisdictional



Indicator	Information and data required	Relevant reporting period/basis
	<ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers.</li> </ul>	
<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, Distribution network (electricity), Jurisdictional (gas)</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, Jurisdictional</p>
<p>S2.8. Types of tariff structures for electricity customers</p>	<p>Retailers are required to submit the total number of customers with the following types of meter structures installed, as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) Type 4 or 4A (smart) receiving: <ul style="list-style-type: none"> <li>i. a flat or block retail tariff with no controlled load retail tariff and with no underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> </ul> </li> </ul>	<p>Quarterly, Distribution network (electricity)</p>

Indicator	Information and data required	Relevant reporting period/basis
	<ul style="list-style-type: none"> <li>ii. a flat or block retail tariff with no controlled load retail tariff and with an underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>iii. a flat or block retail tariff with a controlled load retail tariff and with no underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>iv. a flat or block retail tariff with a controlled load retail tariff and with an underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>v. a time of use or flexible retail tariff with no underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>vi. a time of use or flexible retail tariff with an underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>vii. a demand retail tariff with no underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>viii. a demand retail tariff with an underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>ix. any retail tariff, other than a two-way retail tariff, with an underlying distributor-based two-way network tariff</li> <li>x. a two-way retail tariff with an underlying distributor-based two-way network tariff</li> </ul> <p>b) Type 5 receiving:</p> <ul style="list-style-type: none"> <li>i. a flat or block retail tariff with no controlled load retail tariff and with no underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>ii. a flat or block retail tariff with no controlled load retail tariff and with an underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>iii. a flat or block retail tariff with a controlled load retail tariff and with no underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>iv. a flat or block retail tariff with a controlled load retail tariff and with an underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>v. a time of use or flexible retail tariff with no underlying distributor-based time of use, demand or flexible</li> </ul>	

Indicator	Information and data required	Relevant reporting period/basis
	<p>network tariff (excluding two-way network tariffs)</p> <ul style="list-style-type: none"> <li>vi. a time of use or flexible retail tariff with an underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>vii. a demand retail tariff with no underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>viii. a demand retail tariff with an underlying distributor-based time of use, demand or flexible network tariff (excluding two-way network tariffs)</li> <li>ix. any retail tariff, other than a two-way retail tariff, with an underlying distributor-based two-way network tariff</li> <li>x. a two-way retail tariff with an underlying distributor-based two-way network tariff</li> </ul> <p>c) Type 6 receiving:</p> <ul style="list-style-type: none"> <li>i. a flat or block retail tariff with no controlled load retail tariff</li> <li>ii. a flat or block retail tariff with a controlled load retail tariff.</li> </ul>	
S2.9. Types of feed-in tariff structures for solar electricity customers	<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>	Quarterly, Jurisdictional

# 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:	<p>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).</p> <p>For the avoidance of doubt, complaints include the following type of contacts:</p> <ul style="list-style-type: none"><li>• 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</li><li>• 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</li><li>• Where a complaint is directed to the retailer on behalf of the customer by an energy ombudsman scheme.</li></ul>
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/basis
<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>Quarterly, Jurisdictional</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</li> </ul>	<p>Quarterly, Jurisdictional</p>

Indicator	Information and data required	Relevant reporting period/basis
	<p>period.</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>	
<p>S3.3. Average time before an operator answers a call</p>	<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>	<p>Quarterly, Jurisdictional</p>
<p>S3.4. Number and percentage of calls abandoned before being answered by an operator</p>	<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</li> </ul>	<p>Quarterly, Jurisdictional</p>

Indicator	Information and data required	Relevant reporting period/basis
	<p>those calls where the caller chooses to speak to an operator.</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>	
<p>S3.5. Total number of customer contacts made through the retailer's customer service website portal</p>	<p>Retailers are required to submit the total number of contacts made by customers through the retailer's customer service website portal 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>• A retailer's customer service website portal includes any digital channels of engagement utilised by the customer to contact their retailer such as retailer apps, online chat, and websites. This does not extend to customer interactions with the retailer via third party social media services.</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, 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>Quarterly, Jurisdictional</p>
<p>S3.6. Complaints – billing</p>	<p>Retailers are required to submit the total number of complaints made during the reporting period about billing for each of the following:</p> <ol style="list-style-type: none"> <li>a) residential customers <ol style="list-style-type: none"> <li>i. prices (including high bills)</li> <li>ii. overcharging (including incorrect meter readings)</li> <li>iii. billing errors (including estimated reads problems)</li> <li>iv. payment terms and methods</li> <li>v. failure to receive government rebates or an energy concession</li> </ol> </li> </ol>	<p>Quarterly, Jurisdictional</p>



Indicator	Information and data required	Relevant reporting period/basis
	<ul style="list-style-type: none"> <li>vi. failure to provide advance notice of changes to price and benefits</li> <li>vii. debt recovery practices</li> <li>viii. imminent and actual disconnection</li> <li>ix. other billing complaint (not specified).</li> </ul> <ul style="list-style-type: none"> <li>b) small business customers               <ul style="list-style-type: none"> <li>i. prices (including high bills)</li> <li>ii. overcharging (including incorrect meter readings)</li> <li>iii. billing errors (including estimated reads problems)</li> <li>iv. payment terms and methods</li> <li>v. failure to receive government rebates or an energy concession</li> <li>vi. failure to provide advance notice of changes to price and benefits</li> <li>vii. debt recovery practices</li> <li>viii. imminent and actual disconnection</li> <li>ix. other billing complaint (not specified).</li> </ul> </li> </ul> <p>For the purposes of this indicator data for each jurisdiction can be reported under a single 'energy' category.</p>	
S3.7. Complaints – energy marketing	<p>Retailers are required to submit the total number of complaints made during the reporting period about energy marketing by:</p> <ul style="list-style-type: none"> <li>a) residential customers</li> <li>b) small business customers.</li> </ul> <p>For the purposes of this indicator data for each jurisdiction can be reported under a single 'energy' category.</p>	Quarterly, Jurisdictional
S3.8. Complaints – customer transfers	<p>Retailers are required to submit the total number of complaints made during the reporting period about customer transfers by:</p> <ul style="list-style-type: none"> <li>a) residential customers</li> <li>b) small business customers.</li> </ul>	Quarterly, Jurisdictional

Indicator	Information and data required	Relevant reporting period/basis
	For the purposes of this indicator data for each jurisdiction can be reported under a single 'energy' category.	
S3.9. Complaints-meter contestability – meter installation	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: a) residential customers b) small business customers.	Quarterly, Jurisdictional

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S3.10. 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, Jurisdictional
S3.11. 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, Jurisdictional
S3.12. 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, Jurisdictional
S3.13. 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, Jurisdictional
S3.14. 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, Jurisdictional
S3.15. Complaints – non-smart meters	Retailers are required to submit the total number of complaints made during the reporting period in relation non-smart meters (any meter type that is not Type 4 or 4A) by: a) residential customers b) small business customers.	Quarterly, Jurisdictional
S3.16. 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, Jurisdictional

## 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 periods specified in these Procedures and Guidelines. 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).
Alternative debt arrangements or deferred debt arrangements:	any arrangement where the repayment of energy bills is deferred. This may include promise to pay agreements, payment extensions or agreements of a similar nature. For the purposes of this reporting, this excludes payment plans and hardship programs.

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Buy now pay later service:

a payment arrangement offered by a third-party provider which a customer uses to pay a retailer for energy, and involves the customer repaying the third-party provider in instalments over time.

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## Indicators

Indicator	Information and data required	Relevant reporting period/basis
S3.17. Number of small customers with an energy bill debt	<p>Retailers are required to submit the total number of customers with an energy bill debt as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) residential electricity customers (excluding hardship program customers):               <ul style="list-style-type: none"> <li>i. which has been outstanding for at least 30 calendar days but less than 60 calendar days</li> <li>ii. which has been outstanding for at least 60 calendar days but less than 90 calendar days</li> <li>iii. which has been outstanding for at least 90 calendar days or greater</li> </ul> </li> <li>b) residential gas customers (excluding hardship program customers):               <ul style="list-style-type: none"> <li>i. which has been outstanding for at least 30 calendar days but less than 60 calendar days</li> <li>ii. which has been outstanding for at least 60 calendar days but less than 90 calendar days</li> <li>iii. which has been outstanding for at least 90 calendar days or greater</li> </ul> </li> <li>c) small business electricity customers:               <ul style="list-style-type: none"> <li>i. which has been outstanding for at least 30 calendar days but less than 60 calendar days</li> <li>ii. which has been outstanding for at least 60 calendar days but less than 90 calendar days</li> <li>iii. which has been outstanding for at least 90 calendar days or greater</li> </ul> </li> <li>d) small business gas customers:               <ul style="list-style-type: none"> <li>i. which has been outstanding for at least 30 calendar days but less than 60 calendar days</li> <li>ii. which has been outstanding for at least 60 calendar days but less than 90 calendar days</li> <li>iii. which has been outstanding for at least 90 calendar days or greater.</li> </ul> </li> </ul>	<p>Quarterly, Distribution network (electricity), Jurisdictional (gas)</p>
S3.18. Nature of payment plan – fortnightly amounts	<p>Retailers are required to submit the total number of customers (excluding hardship program customers) on payment plans 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 residential customers paying               <ul style="list-style-type: none"> <li>i. less than \$50 per fortnight</li> <li>ii. \$50 to less than \$100 per fortnight</li> <li>iii. \$100 to less than \$200 per fortnight</li> <li>iv. \$200 or more per fortnight.</li> </ul> </li> </ul>	<p>Quarterly, Jurisdictional</p>

Indicator	Information and data required	Relevant reporting period/basis
	<ul style="list-style-type: none"> <li>b) Electricity small business customers paying               <ul style="list-style-type: none"> <li>i. less than \$50 per fortnight</li> <li>ii. \$50 to less than \$100 per fortnight</li> <li>iii. \$100 to less than \$200 per fortnight</li> <li>iv. \$200 or more per fortnight.</li> </ul> </li> <li>c) Gas residential customers paying               <ul style="list-style-type: none"> <li>i. less than \$50 per fortnight</li> <li>ii. \$50 to less than \$100 per fortnight</li> <li>iii. \$100 to less than \$200 per fortnight</li> <li>iv. \$200 or more per fortnight.</li> </ul> </li> <li>d) Gas small business customers paying               <ul style="list-style-type: none"> <li>i. less than \$50 per fortnight</li> <li>ii. \$50 to less than \$100 per fortnight</li> <li>iii. \$100 to less than \$200 per fortnight</li> <li>iv. \$200 or more per fortnight.</li> </ul> </li> </ul>	
S3.19. Nature of payment plan – average fortnightly amounts	<p>Retailers are required to submit the average fortnightly amount customers on payment plans are paying, 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>	Quarterly, Jurisdictional
S3.20. Average amount of energy bill debt for small customers	<p>Retailers are required to submit the average amount of energy bill debt as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) residential electricity customers (excluding hardship program customers):           <ul style="list-style-type: none"> <li>i. which has been outstanding for at least 30 calendar days but less than 60 calendar days</li> </ul> </li> </ul>	Quarterly, Jurisdictional

Indicator	Information and data required	Relevant reporting period/basis
	<ul style="list-style-type: none"> <li>ii. which has been outstanding for at least 60 calendar days but less than 90 calendar days</li> <li>iii. which has been outstanding for at least 90 calendar days or greater</li> <li>b) residential gas customers (excluding hardship program customers):               <ul style="list-style-type: none"> <li>i. which has been outstanding for at least 30 calendar days but less than 60 calendar days</li> <li>ii. which has been outstanding for at least 60 calendar days but less than 90 calendar days</li> <li>iii. which has been outstanding for at least 90 calendar days or greater</li> </ul> </li> <li>c) small business electricity customers:               <ul style="list-style-type: none"> <li>i. which has been outstanding for at least 30 calendar days but less than 60 calendar days</li> <li>ii. which has been outstanding for at least 60 calendar days but less than 90 calendar days</li> <li>iii. which has been outstanding for at least 90 calendar days or greater</li> </ul> </li> <li>d) small business gas customers:               <ul style="list-style-type: none"> <li>i. which has been outstanding for at least 30 calendar days but less than 60 calendar days</li> <li>ii. which has been outstanding for at least 60 calendar days but less than 90 calendar days</li> <li>iii. which has been outstanding for at least 90 calendar days or greater.</li> </ul> </li> </ul>	
<p>S3.21. Number of customers on a deferred debt or alternative debt arrangement</p>	<p>Retailers are required to submit the total number of customers on a deferred debt arrangement or alternative debt 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> </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>For the purposes of this indicator, 'deferred debt arrangements' and 'alternative debt arrangements' are those not reported through the payment plan, hardship program or energy debt indicators. Many retailers allow customers to defer bill payments or utilise alternative debt arrangements rather than</p>	<p>Quarterly, Jurisdictional</p>



Indicator	Information and data required	Relevant reporting period/basis
<p>S3.22. Total amount of deferred debt or alternative debt arrangements</p>	<p>placing customers on payment plans or hardship programs.</p> <p>Retailers are required to submit the total amount of deferred debt arrangements or alternative debt as at the last calendar day of the reporting period 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> </ul> <p>b) Gas:</p> <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers.</li> </ul> <p>For the purposes of this indicator, 'deferred debt arrangements' and 'alternative debt arrangements' are those not reported through the payment plan, hardship program or energy debt indicators. Many retailers allow customers to defer bill payments or utilise alternative debt arrangements rather than placing customers on payment plans or hardship programs.</p>	<p>Quarterly, Jurisdictional</p>
<p>S3.23. Amount of residential customer energy bill debt</p>	<p>Retailers are required to submit the total number of residential customers (excluding hardship program customers) with energy bill debt, which has been outstanding for at least 90 calendar days or greater, as at the last calendar day of the reporting period that is:</p> <p>a) Electricity</p> <ul style="list-style-type: none"> <li>i. over \$500 but less than \$1500</li> <li>ii. over \$1500 but less than \$2500</li> <li>iii. over \$2500.</li> </ul> <p>b) Gas</p> <ul style="list-style-type: none"> <li>i. over \$500 but less than \$1500</li> <li>ii. over \$1500 but less than \$2500</li> <li>iii. over \$2500.</li> </ul>	<p>Quarterly, Jurisdictional</p>
<p>S3.24. Number of residential customers that have</p>	<p>Retailers are required to submit the total number of customers (excluding hardship program customers) who have accrued an energy bill debt, which has been outstanding for at least 90 calendar days or greater, as at the last calendar day of the reporting period that is:</p>	<p>Quarterly, Jurisdictional</p>

Indicator	Information and data required	Relevant reporting period/basis
energy bill debt	<p>a) Electricity</p> <ul style="list-style-type: none"> <li>i. over \$1000 but less than \$1500 where the debt is more than 12 months old but less than 24</li> <li>ii. over \$1000 but less than \$1500 where the debt is more than 24 months old</li> <li>iii. over \$1500 but less than \$2500 where the debt is more than 12 months old but less than 24</li> <li>iv. over \$1500 but less than \$2500 where the debt is more than 24 months old</li> <li>v. over \$2500 where the debt is more than 12 months old but less than 24</li> <li>vi. over \$2500 where the debt is more than 24 months old.</li> </ul> <p>b) Gas</p> <ul style="list-style-type: none"> <li>i. over \$1000 but less than \$1500 where the debt is more than 12 months old but less than 24</li> <li>ii. over \$1000 but less than \$1500 where the debt is more than 24 months old</li> <li>iii. over \$1500 but less than \$2500 where the debt is more than 12 months old but less than 24</li> <li>iv. over \$1500 but less than \$2500 where the debt is more than 24 months old</li> <li>v. over \$2500 where the debt is more than 12 months old but less than 24</li> <li>vi. over \$2500 where the debt is more than 24 months old.</li> </ul> <p>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.</p>	
S3.25. Number of residential customers using Centrepay	<p>Retailers are required to submit the total number of residential customers that are using Centrelink's Centrepay to pay their energy bills during each reporting period for:</p> <ul style="list-style-type: none"> <li>a) Electricity customers</li> <li>b) Gas customers.</li> </ul>	Quarterly, Jurisdictional
S3.26. Number of residential customers using buy now pay later services	<p>Retailers are required to submit the total number of residential customers that are using a buy now pay later service to pay their energy bills during each reporting period for:</p> <ul style="list-style-type: none"> <li>a) Electricity customers</li> <li>b) Gas customers.</li> </ul>	Quarterly, Jurisdictional
S3.27. Number of residential customers that have missed one or more pay on time (or conditional)	<p>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:</p>	Quarterly, Jurisdictional

Indicator	Information and data required	Relevant reporting period/basis
discounts as a result of late payment	a) Electricity: <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers.</li> </ul> b) Gas: <ul style="list-style-type: none"> <li>i. residential customers</li> <li>ii. small business customers.</li> </ul>	
S3.28. Number of small customers on a payment plan	Retailers are required to submit the total number of customers that are on a payment plan as at the last calendar day of the reporting period for each of the following: <ul style="list-style-type: none"> <li>a) Electricity               <ul style="list-style-type: none"> <li>i. residential customers (excluding hardship program customers)</li> <li>ii. small business customers.</li> </ul> </li> <li>b) Gas               <ul style="list-style-type: none"> <li>i. residential customers (excluding hardship program customers)</li> <li>ii. small business customers.</li> </ul> </li> </ul> For the purposes of this indicator, the report should include customers in embedded networks and customers identified as affected customers on payment plans captured within indicators S6.4. and S6.14.	Quarterly, Distribution network (electricity), Jurisdictional (gas)
S3.29. Number of residential customers who had their payment plans cancelled for non-payment	Retailers are required to submit the total 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: <ul style="list-style-type: none"> <li>a) Electricity</li> <li>b) Gas.</li> </ul>	Quarterly, Jurisdictional
S3.30. Number of residential customers with two or more payment plans cancelled for non-payment in the last 12	Retailers are required to submit the total 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: <ul style="list-style-type: none"> <li>a) Electricity</li> </ul>	Quarterly, Jurisdictional

Indicator	Information and data required	Relevant reporting period/basis
months	b) Gas.	
S3.31. Number of residential customers who successfully completed their payment plan	Retailers are required to submit the total number of residential customers (excluding hardship program customers) who successfully completed their payment plan, during the reporting period for: a) Electricity b) Gas.	Quarterly, Jurisdictional
S3.32. Number of residential customers who have been referred to an external credit collection agency for the purposes of debt recovery	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. a) for electricity bill debt b) for gas bill debt.	Quarterly, Distribution network (electricity), Jurisdictional (gas)
S3.33. Number of residential customers who have been referred to an external credit collection agency for the purposes of debt recovery – amount of debt	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: a) Electricity i. up to \$500 ii. over \$500 but less than \$1500 iii. over \$1500 but less than \$2500 iv. over \$2500. b) Gas i. up to \$500 ii. over \$500 but less than \$1500 iii. over \$1500 but less than \$2500 iv. over \$2500.	Quarterly, Jurisdictional
S3.34. Average amount of debt for residential customers referred to	Retailers are required to submit the average amount of debt for current or previous residential customers who were referred to an external credit collection agency for the purposes of debt recovery during the reporting period, for:	Quarterly, Jurisdictional

<b>Indicator</b>	<b>Information and data required</b>	<b>Relevant reporting period/basis</b>
an external credit collection agency	a) Electricity b) Gas.	

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<p>S3.35. 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, Jurisdictional</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. For the purposes of this reporting, this includes a device, componentry, software or other mechanism that is or includes a card-operated meter. Card-operated meter has the meaning given in section 2 of the Retail Law as applied in Queensland.
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/basis
S3.36.Total number of PPM customers	<p>Retailers are required to submit the total number of PPM customers 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 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>	Quarterly, Jurisdictional

S3.37. Number of PPM customers that receive an energy concession	Retailers are required to submit 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, Jurisdictional
S3.38. Number of PPMs removed due to payment difficulties	Retailers are required to submit 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, Jurisdictional
S3.39. Number of PPM customers using a PPM system capable of detecting and reporting self-disconnections	Retailers are required to submit 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, Jurisdictional
S3.40. Total number of PPM self-disconnection events	Retailers are required to submit 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, Jurisdictional



<p>S3.41. Total number of PPM customers self-disconnected</p>	<p>Retailers are required to submit 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, Jurisdictional</p>
<p>S3.42. Average duration of self-disconnection events</p>	<p>Retailers are required to submit 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, Jurisdictional</p>

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

### Definitions

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**De-energisation or disconnection:** 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.

Each disconnection event should be recorded separately.

**Re-energisation or reconnection:** 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.

Each reconnection event should be recorded separately.

**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/basis
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<p>S3.43. Number of customers disconnected for non-payment</p>	<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> <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, Distribution network (electricity), Jurisdictional (gas)</p>
<p>S3.44. 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> </ul>	<p>Quarterly, Jurisdictional</p>

Indicator	Information and data required	Relevant reporting period/basis
S3.43. 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> <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, Distribution network (electricity), Jurisdictional (gas)</p>
	<ul style="list-style-type: none"> <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>S3.45. 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, Jurisdictional</p>
<p>S3.46. Average amount of debt at time of disconnection</p>	<p>Retailers are required to submit the average amount of debt of customers disconnected for non-payment 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> </ul> </li> <li>b) Gas</li> </ul>	<p>Quarterly, Jurisdictional</p>

	<ul style="list-style-type: none"><li>i. residential customers</li><li>ii. small business customers.</li></ul>	
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## 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/basis
S3.47.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, Jurisdictional

## 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/basis
S3.48. 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.	Quarterly, Jurisdictional
S3.49. 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.	Quarterly, Jurisdictional



## 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/basis
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: a) Electricity hardship program customers b) Gas hardship program customers.	Quarterly, Distribution network (electricity), Jurisdictional (gas)
S4.2. Type of contract for hardship program customers	Retailers are required to submit the total number of hardship program customers as at the last day calendar of the reporting period for each of the following: a) Electricity hardship program customers i. on a standard retail contract ii. on a market retail contract. b) Gas hardship program customers i. on a standard retail contract ii. on a market retail contract.	Quarterly, Jurisdictional
S4.3. Average debt upon entry into the hardship program	Retailers are required to submit the average energy bill debt for customers who entered the hardship program during the reporting period for: a) Electricity hardship program customers b) Gas hardship program customers.  For the purposes of this indicator energy bill debt is at the time of entry into the hardship program.	Quarterly, Jurisdictional
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 hardship program 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, Jurisdictional

Indicator	Information and data required	Relevant reporting period/basis
	<p>b) Gas residential hardship program 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:</p> <ul style="list-style-type: none"> <li>- Energy bill debt is at the time of entry into the hardship program.</li> <li>- Customers who entered the hardship program with no energy bill debt should be included in the 'less than \$500' subcategories.</li> </ul>	
<p>S4.5. Average debt of hardship program customers</p>	<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 program customers' average energy bill debt</li> <li>b) Gas hardship program 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>	<p>Quarterly, Jurisdictional</p>
<p>S4.6. Age of debt for customers on the hardship program</p>	<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> </ul> </li> </ul>	<p>Quarterly, Jurisdictional</p>

<b>Indicator</b>	<b>Information and data required</b>	<b>Relevant reporting period/basis</b>
	iii. over 12 months but less than 2 years iv. 2 years or more.	

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<p>S4.7. Number of hardship program customers receiving energy concessions</p>	<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 program customers</li> <li>b) Gas hardship program customers.</li> </ul>	<p>Quarterly, Jurisdictional</p>
<p>S4.8. Number of hardship program customers on types of payment plans</p>	<p>Retailers are required to submit the total number of hardship program 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> <li>v. meeting usage costs with no arrears</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> <li>v. meeting usage costs with no arrears.</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>	<p>Quarterly, Jurisdictional</p>
<p>S4.9. Payment methods of hardship program customers</p>	<p>Retailers are required to submit the total number of hardship program 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) Buy now pay later service</li> <li>g) Any other payment method.</li> </ul>	<p>Quarterly, Jurisdictional</p>

<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> <p>a) Electricity</p> <ol 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> </ol> <p>b) Gas</p> <ol 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> </ol> <p>For the purposes of this indicator:</p> <ul style="list-style-type: none"> <li>• Self-identified means a residential customer who informs their retailer that they are experiencing payment difficulties due to hardship.</li> <li>• Financial counsellor referral means a residential customer who has been referred by a financial counsellor or other external agent acting on behalf of the customer in a professional capacity.</li> <li>• Retailer referral means a residential customer who has been identified by a retailer as a customer experiencing payment difficulties due to hardship. This would be, but not limited to, the retailer's early response to customers experiencing payment difficulties such as those with a history of late payments, broken payment plans, payment extension requests, receiving a disconnection warning notice and/or been disconnected for non-payment.</li> </ul>	<p>Quarterly, Jurisdictional</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> <p>a) Electricity</p> <ol 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</li> </ol>	<p>Quarterly, Jurisdictional</p>

	<p>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)</p> <ul style="list-style-type: none"><li>iii. switched, transferred or left the retailer.</li></ul> <p>b) Gas</p> <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>	
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<p>S4.12. Length of customer participation in a hardship program</p>	<p>Retailers are required to submit the total number of hardship program 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, Jurisdictional</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, Jurisdictional</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 program 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 program customers that:</p> <ol 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> </ol> <p>b) Number of gas hardship program customers that:</p> <ol 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> </ol> <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, Jurisdictional</p>
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<p>S4.15. Disconnection of previous hardship program customers</p>	<p>Retailers are required to submit 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:</p> <ul style="list-style-type: none"> <li>a) Electricity</li> <li>b) Gas.</li> </ul> <p>For the purposes of the indicator, 'previous 12 months' is from the date of disconnection.</p>	<p>Quarterly, Jurisdictional</p>
<p>S4.16. Reconnection of previous hardship program customers</p>	<p>Retailers are required to submit 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:</p> <ul style="list-style-type: none"> <li>a) Electricity</li> <li>b) Gas.</li> </ul>	<p>Quarterly, Jurisdictional</p>

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## **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.

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## Schedule 6: Embedded networks, life support customers and customers affected by family violence

### Embedded networks

#### Definitions

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Embedded network:	means a privately owned energy network, connected to the distribution network by a metering installation comprising one or more meters (a gate meter). Energy is delivered to customers via the private network. For the purposes of this reporting, a private embedded network connected to another privately owned network is also considered an embedded network.
Energy only contract:	means a contract between an authorised retailer and a customer in an embedded network only for the sale of the customer's energy, and not including network usage or other types of services provided by the embedded network operator and/or manager.
Off market contract:	means a contract between an authorised retailer or exempt seller and a customer in an embedded network for electricity supplied through a meter that has not been registered in the wholesale market settlement and transfer system (MSATS), which system is operated by the market operator, AEMO.
On market contract:	means a contract between an authorised retailer and a customer for the supply of electricity through a customer's meter that is registered in the wholesale market settlement and transfer system (MSATS), which system is operated by the market operator, AEMO.

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## Indicators

Indicator	Information and data required	Relevant reporting period/basis
S6.1. Number of electricity customers in embedded networks	<p>Retailers are required to submit the total number of customers in embedded networks, as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) residential customers on a               <ul style="list-style-type: none"> <li>i. on market retail contract</li> <li>ii. off market retail contract</li> <li>iii. energy only retail contract</li> </ul> </li> <li>b) small business customers on a               <ul style="list-style-type: none"> <li>i. on market retail contract</li> <li>ii. off market retail contract</li> <li>iii. energy only retail contract</li> </ul> </li> <li>c) large customers on a               <ul style="list-style-type: none"> <li>i. on market retail contract</li> <li>ii. off market retail contract</li> <li>iii. energy only retail contract.</li> </ul> </li> </ul> <p>For the purposes of this indicator, retailers are required to provide embedded network data if there is a contractual arrangement with the gate (parent) meter and the customer at the child meter.</p>	Quarterly, Jurisdictional
S6.2. Number of residential customers in embedded networks with electricity debt	<p>Retailers are required to submit the total number of residential customers in embedded networks with energy bill debt as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> <li>a) residential electricity customers (excluding hardship program customers)               <ul style="list-style-type: none"> <li>i. which has been outstanding for at least 30 calendar days but less than 60 calendar days</li> <li>ii. which has been outstanding for at least 60 calendar days but less than 90 calendar days</li> </ul> </li> </ul>	Quarterly, Jurisdictional

Indicator	Information and data required	Relevant reporting period/basis
	<p>iii. which has been outstanding for at least 90 calendar days or greater.</p> <p>For the purposes of this indicator, retailers are required to provide embedded network data if there is a contractual arrangement with the gate (parent) meter and the customer at the child meter.</p>	
<p>S6.3. Average electricity debt of residential customers in embedded networks</p>	<p>Retailers are required to submit the average amount of electricity bill debt for residential customers in embedded networks as at the last calendar day of the reporting period for each of the following:</p> <p>a) residential electricity customers (excluding hardship program customers)</p> <p>i. which has been outstanding for at least 30 calendar days but less than 60 calendar days</p> <p>ii. which has been outstanding for at least 60 calendar days but less than 90 calendar days</p> <p>iii. which has been outstanding for at least 90 calendar days or greater.</p> <p>For the purposes of this indicator, retailers are required to provide embedded network data if there is a contractual arrangement with the gate (parent) meter and the customer at the child meter.</p>	<p>Quarterly, Jurisdictional</p>
<p>S6.4. Number of residential customers in embedded networks on a payment plan</p>	<p>Retailers are required to submit the total number of residential electricity customers in embedded networks (excluding hardship program customers) that are on a payment plan as at the last calendar day of the reporting period.</p> <p>For the purposes of this indicator, retailers are required to provide embedded network data if there is a contractual arrangement with the gate (parent) meter and the customer at the child meter..</p>	<p>Quarterly, Jurisdictional</p>
<p>S6.5. Number of residential customers in embedded networks disconnected for non-payment</p>	<p>Retailers are required to submit the total number of residential electricity customers in embedded networks disconnected for non-payment during the reporting period.</p> <p>For the purposes of this indicator, retailers that do not control an embedded network metering installation comprising one or more meters (a gate meter) are not obliged to report on this indicator.</p>	<p>Quarterly, Jurisdictional</p>

Indicator	Information and data required	Relevant reporting period/basis
S6.6. Average electricity debt at time of disconnection of residential customers in embedded networks	<p>Retailers are required to submit the average amount of electricity bill debt at time of disconnection for residential customers in embedded networks disconnected for non-payment during the reporting period.</p> <p>For the purposes of this indicator, retailers are required to provide embedded network data if there is a contractual arrangement with the gate (parent) meter and the customer at the child meter.</p>	Quarterly, Jurisdictional
S6.7. Number of residential customers in embedded networks on hardship programs	<p>Retailers are required to submit the total number of residential electricity customers in embedded networks on a retailer's hardship program as at the last calendar day of the reporting period.</p> <p>For the purposes of this indicator, retailers are required to provide embedded network data if there is a contractual arrangement with the gate (parent) meter and the customer at the child meter.</p>	Quarterly, Jurisdictional
S6.8. Average debt of residential customers in embedded networks on hardship programs	<p>Retailers are required to submit the average amount of electricity bill debt for residential customers in embedded networks on retailer's hardship program as at the last calendar day of the reporting period.</p> <p>For the purposes of this indicator, retailers are required to provide embedded network data if there is a contractual arrangement with the gate (parent) meter and the customer at the child meter.</p>	Quarterly, Jurisdictional

## Life support customers

### Definitions

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Life support customer:	a customer whose premises is registered under subrules 124(1)(a), 124(3), 124(4)(a) or 124(5) of the Retail Rules as having a person residing or intending to reside at the premises who requires life support equipment. This person may or may not be the customer themselves.
Life support equipment:	has the meaning given in Rule 3 of the Retail Rules.
Medical confirmation:	has the meaning given in Rule 123A of the Retail Rules.
Deregistration:	has the meaning given in Rule 123A of the Retail Rules.

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### Indicators

Indicator	Information and data required	Relevant reporting period/basis
S6.9. Number of life support customers	Retailers are required to submit the total number of life support customers as at the last calendar day of the reporting period for each of the following: a) With medical confirmation b) Without medical confirmation.	Quarterly, Jurisdictional
S6.10. Number of life support customers registered	Retailers are required to submit the total number of life support customers registered during the reporting period.	Quarterly, Jurisdictional



Indicator	Information and data required	Relevant reporting period/basis
S6.11. Number of life support customers deregistered	Retailers are required to submit the total number of life support customers deregistered during the reporting period.	Quarterly, Jurisdictional

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## Customers affected by family violence

### Definitions

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Affected customer: has the meaning given in Rule 3 of the Retail Rules.

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### Indicators

Indicator	Information and data required	Relevant reporting period/basis
S6.12. Number of affected customers	Retailers are required to submit the total number of customers identified as affected customers in the retailer's system, as at last calendar day of the reporting period.	Quarterly, Jurisdictional
S6.13. Number of affected customers added to a retailer's system	Retailers are required to submit the number of customers identified as affected customers that were added to the retailer's system during the reporting period.	Quarterly, Jurisdictional
S6.14. Number of affected customers on a payment plan	Retailers are required to submit the total number of customers identified as affected 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, Jurisdictional
S6.15. Number of affected customers on a retailer's hardship program	Retailers are required to submit the total number of customers identified as affected customers on a retailer's hardship program as at the last calendar day of the reporting period for: a) Electricity hardship program customers b) Gas hardship program customers.	Quarterly, Jurisdictional

## 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.

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