This document is a draft of Schedule A.2 of the AER Performance Reporting Procedures and Guidelines and has been released for consultation purposes only.

Template instructions

This template has been created using a number of formulas in order to simplify the information to be input by regulated entities.

The template has been locked so that regulated entities can only input values into the cells where required.

Step One

Enter the name of your regulated entity in the box below:

Company:

Select the reporting period from the drop down lists below:

Year: 2012-13 Reporting period Q1

Step Two

You can scroll through the cells where you are required to provide information by using the tab key, or you can use the arrow keys to scroll up and down through the required cells. You should input the required figures into each available green (electricity), yellow (gas) and purple (energy) cell.

Step Three

The locked cells (coloured orange) will automatically calculate the required total, percentage etc.

Step Four

Please provide the covering letter and attachments as specified in the AER's Performance Reporting Procedures and Guidelines, with your template submission.

For further instructions on how to fill out the template and information on each of the indicators, please see the AER's Performance Reporting Procedures and Guidelines [insert weblink].

Retailer 0 Year 2012-1	Period Q1

Small market offer customers

	Electricity	
S2.3	Are small market offer customers offered standard retail contracts?	yes
	Gas	
S2.3	Are small market offer customers offered standard retail contracts?	yes

Cust	tomer	Num	<u>bers</u>

uston	er Numbers																								
			A	CT			N	SW			Q	LD			S	SA .			T.	AS			٧	IC .	
	Electricity - standard retail contracts	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2.1.i	Number of residential customers on standard retail contracts																								
.1.ii	Number of small business customers on standard retail contracts																								
	Electricity - market retail contracts	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2.i	Number of residential customers on market retail contracts																								
2.ii	Number of small business customers on market retail contracts																								
2.iii	Number of large customers on market retail contracts																								
	Gas - standard retail contracts	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
i.i	Number of residential customers on standard retail contracts																								
1.ii	Number of small business customers on standard retail contracts																								
			•		•		•	•	•		•	•	•		•				•	•	•		•	•	•
	Gas - market retail contracts	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
.j	Number of residential customers on market retail contracts																								
.ii	Number of small business customers on market retail contracts																								
2.iii	Number of large customers on market retail contracts																								
	TOTAL number of customers	(0 (0 () (0 (0	C	0	0	0	(0	0	0	0	0	0	0	()	0	C	0	
	TOTAL number of electricity customers	(0 (0 () () (0	0	0	0	0	0	0	0	0	0	0	0	0	0	(0	0	0	
	TOTAL number of electricity residential customers	(0 (0 () () (0	0	0	0	0	0	0	0	0	0	0	0	0	0	(0	0	0	
	Total number of electricity small business customers	(0 (0 () () (0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	
	Total number of large electricity customers	(0 (0 () () (0	0	0	0	0	0	0	0	0	0	0	0	0	0	(0	0	0	
	TOTAL number of gas customers	(0 (0 () () (0	0	0	0	0	0	0	0	0	0	0	0	0	0	(0	0	0	
	TOTAL number of gas residential customers	(0 (0 () (0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	
	Total number of gas small business customers	(0 (0 () () (0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	
	Total number of large gas customers	(0 (0 () (0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	
											_		_				_							_	
	Total number of residential customers	(0 (0			0	0	0	0	0	0	U	U	U	U	U	U	U	ų u		U	0	0	
	Total number of residential customers Total number of small business customers	(0 (0 0			0 0	0	0	0	0	0	0	0	0	0	0	0	0	0		0 0	0	0	

	All juris	dictions	
Q1	Q2	Q3	Q4
0	0	0	(
0	0	0	(
Q1	Q2	Q3	Q4
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Q1	Q2	Q3	Q4
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0	0	0	(
Q1	Q2	Q3	Q4
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				_																	
Retailer	0	Year	2012-13	3	Period	Q1	J														
Customer Service		All jurisdic	ctions																		
National call centre performance - electricity and gas	Q1	Q2	Q3	Q4																	
S3.1 Total number of calls to an operator S3.2 Number of calls to an operator answered in 30 seconds																					
Percentage of calls answered in 30 seconds	#DIV/0!	#DIV/0	0! #DIV/0	0! #DIV/0!																	
S3.4 Number of calls abandoned before being answered by an operator																					
Percentage of calls abandoned before being answered by an operator	#DIV/0!	#DIV/0	0! #DIV/0	0! #DIV/0!																	
Complaints			ACT			NS	W			QLD	n			SA			TAS				<u> </u>
Energy complaints - residential customers	Q1		ACT Q3	Q4	Q1	Q2		Q4	Q1	QLD Q2		Q4	Q1 C	SA Q2 Q3	Q4	Q1 (TAS Q2 Q3	Q4	Q1	Q2	C Q3 Q
S3.5.a Number of marketing complaints																					
S3.6.a Number of billing complaints S3.7.a Number of customer transfer complaints																					
S3.8.a Number of other complaints Total number of complaints - residential customers		0	0	0	0	0 0	0	0 0	0	0	0	0	0	0	0 (0	0	0 0	0 0	0	0
		-	-	-		-	-		-	-	-				-			-	-	-	
Energy complaints - small business customers S3.5.b Number of marketing complaints	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1 C	Q2 Q3	Q4	Q1 (Q2 Q3	Q4	Q1	Q2	Q3 Q
S3.6.b Number of billing complaints S3.7.b Number of customer transfer complaints																					
S3.8.b Number of other complaints																					
Total number of complaints - small business customers		0	0	0	0	0 0	0	0	0	0	0	0	0	0	0 (0	0	0 0	0	0	0
Energy complaints - TOTAL	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1 C	Q2 Q3	Q4	Q1 (Q2 Q3	Q4	Q1	Q2	Q3 Q
Number of marketing complaints Number of billing complaints		0	0	0	0	0 0	0	0 0	0 0	0	0	0	0	0	0 0	0 0	0	0 0	0 0	0	0
Total number of customer transfer complaints Total number of other complaints		0	0	0	0	0 0	0	0 0	0 0	0	0	0	0	0	0 (0	0	0 0	0 0	0	0
TOTAL number of complaints		0	0	0	0	0 0	0	0	0	0	0	0	0	0	0 0	0	0	0 0	0 0	0	0
Handling customers experiencing payment difficulties	_																				
	Q1		ACT Q3	Q4	Q1	O2	SW Q3	Q4	Q1	QLD Q2		Q4	Q1 C	SA 03	Q4	Q1 (TAS 02 03	Q4	Q1	Q2	
S3.9.a Number of residential customers repaying a debt	<u> </u>	uz	ų,	4-	ų.	41	43							_ 43	44		- 43				~
S3.10.a Average amount of debt for residential customers S3.11.a Number of customers with a debt over \$500 but less than or equal to \$1500																					
S3.11.b Number of customers with a debt over \$1500 but less than or equal to \$2500																					
S3.11.c Number of customers with a debt over \$2500																					
Electricity - Small business customer energy bill debt	Q1		ACT Q3	Q4	Q1	Q2	SW Q3	Q4	Q1	QLD Q2		Q4	Q1 C	SA Q2 Q3	Q4	Q1 (TAS Q2 Q3	Q4	Q1	Q2	C Q3 Q
S3.9.b Number of small business customers repaying a debt									لثا												
S3.10.b Average amount of debt for small business customers Total customers repaying electricity debt		0	0	0	0	0 0	0	0 0	0	0	0	0	0	0	0 0	0	0	0 0	0 0	0	0
			ACT			NS	sw			QLD	D			SA			TAS			VI	C
Gas - Customers with energy bill debt	Q1			Q4	Q1	Q2	*	Q4	Q1			Q4	Q1 C	22 Q3	Q4	Q1 (Q2 Q3	Q4	Q1	Q2	Q3 Q
S3.9.a Number of residential customers repaying a debt S3.10.a Average amount of debt for residential customers																					
S3.11.a Number of customers with a debt over \$500 but less than or equal to \$1500																					
S3.11.b Number of customers with a debt over \$1500 but less than or equal to \$2500 S3.11.c Number of customers with a debt over \$2500																					
			ACT	1		NS	sw			QLD	D			SA			TAS			VI	c
				1 01				T													
Gas - Customers with energy bill debt	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1 C	Q2 Q3	Q4	Q1 (Q2 Q3	Q4	Q1	Q2	Q3 Q
Gas - Customers with energy bill debt S3.9.b Number of small business customers repaying a debt S3.10.b Nevrage amount of debt for small business customers	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1 C	Q2 Q3	Q4	Q1 (Q2 Q3	Q4	Q1	Q2	Q3 Q
S3.9.b Number of small business customers repaying a debt	Q1	Q2 0	Q3 0	0	Q1 0	Q2 0 0	Q3 0	Q4 D 0	Q1 0 0	Q2 0	Q3 0	Q4 0	Q1 C	0 Q3	Q4 0 (Q1 (Q2 Q3	0 0	Q1 0 0	Q2 0	Q3 Q
S3.9.b Number of small business customers repaying a debt	Q1	Q2 0	Q3 0	0	0 0	Q2 0 0	Q3 0	Q4 0 0	Q1 0 0	Q2 0	Q3 0	0	0 0	Q2 Q3	0 0	Q1 (0 Q3	0 0	Q1 0 0	Q2 0	0
S3.9.b Number of small business customers repaying a debt		0	0 0 ACT	0	0	0 0 0 0	0 0 SW	0 0	0 0	0	0 0	0	0	0 0 SA	0 0	0 0	0 0 TAS	0 0	0	0 0 VI	0 0
S3.9.b Number of small business customers repaying a debt	Q1 Q1	0	0	0	0	0 0 0 0	0	Q4 Q4	Q1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0 0	0	0	0	0 0	0 0	0	0 0	Q1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0 0
S3.9.b Number of small business customers repaying a debt		0 0	O O O O O O O O O O O O O O O O O O O	0 0	0	0 0 0 0	0 0 SW	0 0	0 0	0	0 0	0	0 0	0 0 SA	0 (0 (Q4	Q1 (0 0 TAS	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0 0 VI	0 0
S3.9.5 Number of small business customers repaying a debt	Q1	0 0	O O O O O O O O O O O O O O O O O O O	0 0	0 0 Q1	0 0 0 NS	0 0 SW Q3	Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 O O O O O O O O O O O O O O O O O O O	0 0 0	0	0 0	0 0 SA Q2 Q3	0 (0 (Q4	Q1 (0 0 TAS Q2 Q3	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q1	0 VII Q2	0 0 C Q3 Q
S3.10 Number of small business customers repaying a debt	Q1	0 0	O O O O O O O O O O O O O O O O O O O	0 0	0 0 Q1	0 0 0 NS	0 0 SW Q3	Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 O O O O O O O O O O O O O O O O O O O	0 0 0	0	0 0	0 0 SA Q2 Q3	0 (0 (Q4	Q1 (0 0 TAS Q2 Q3	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q1	0 VII Q2	0 0 C Q3 Q
S3.3 b	Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0 Q4 Q4	0 Q1 Q1 Q1	0 0 0 NS Q2 Q2 Q2 NS	0 0 SW Q3 Q3	Q4 Q4 Q4	Q1 Q1 Q1	0 0 QLD Q2 Q2 Q2 Q2 Q2 QD	0 0 0 0 0 0 0 0 0	0 0 0 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 SA 22 Q3 22 Q3 0	Q4 Q4 Q4 Q4	Q1 (0	Q4 Q4 Q4	Q1 Q1 Q1	0 VIII Q2 Q2 Q2 VIII VIII VIII VIII VIII	0 0 C Q3 Q Q3 Q
S3.9.5 Number of small business customers repaying a debt	Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0 0	0 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 SW Q3 Q3	Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 QLD Q2 Q2 Q2 Q2 Q2 QD	0 0 0 0 0 0 0 0	0 0 0 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 SA 22 Q3 22 Q3 0	0 (0 (Q4	Q1 (0 TAS Q2 Q3 Q3 Q2 Q3	Q4 Q4 Q4	Q1 Q1 Q1	0 VIII Q2 Q2 Q2 VIII VIII VIII VIII VIII	0 0 C Q3 Q Q3 Q
S3.3 b	Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0 Q4 Q4	0 Q1 Q1 Q1	0 0 0 NS Q2 Q2 Q2 NS	0 0 SW Q3 Q3	Q4 Q4 Q4	Q1 Q1 Q1	0 0 QLD Q2 Q2 Q2 Q2 Q2 QD	0 0 0 0 0 0 0 0 0	0 0 0 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 SA 22 Q3 22 Q3 0	Q4 Q4 Q4 Q4	Q1 (0	Q4 Q4 Q4	Q1 Q1 Q1	0 VIII Q2 Q2 Q2 VIII VIII VIII VIII VIII	0 0 C Q3 Q Q3 Q
Sa3.b Number of small business customers repaying a debt	Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4	0 Q1 Q1 Q1	0 0 0 NS Q2 Q2 Q2 NS	0 0 SW Q3 Q3	Q4 Q4 Q4	Q1 Q1 Q1	0 0 QLD Q2 Q2 Q2 Q2 Q2 QD	0 0 0 0 0 0 0 0 0	0 0 0 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 SA 22 Q3 22 Q3 0	Q4 Q4 Q4 Q4	Q1 (0	Q4 Q4 Q4	Q1 Q1 Q1	0 VIII Q2 Q2 Q2 VIII VIII VIII VIII VIII	0 0 C Q3 Q Q3 Q
S3.3 b	Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0 Q4 Q4	Q1 Q1 Q1	0 0 0 0 NS Q2 Q2 Q2 Q2 Q2	0 0 0 SW Q3 Q3 0 0 SW	Q4 Q4 Q4 Q4	Q1 Q1 Q1	0 0 QLD Q2 Q2 Q2 Q2 Q2 QD	0 0 0 0 0 0 0 0 0	0 0 0 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 SA 22 Q3 22 Q3 0	Q4 Q4 Q4 Q4	Q1 (0	Q4 Q4 Q4	Q1 Q1 Q1	0 VIII Q2 Q2 Q2 VIII VIII VIII VIII VIII	0 0 C Q3 Q Q3 Q
S3.9.5 Number of small business customers repaying a debt	Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0 Q4	Q1 Q1 Q1	0 0 0 0 NS Q2 Q2 Q2 Q2 Q2	0 0 0 SW Q3 Q3 0 0 SW	Q4 Q4 Q4 Q4	Q1 Q1 Q1	0 0 QLD Q2 Q2 Q2 Q2 Q2	0 0 0 0 0 0 0 0 0	0 0 0 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 SA 22 Q3 22 Q3 0	Q4 Q4 Q4 Q4	Q1 (0	Q4 Q4 Q4	Q1 Q1 Q1	0 VIII Q2 Q2 Q2 VIII VIII VIII VIII VIII	0 0 C Q3 Q Q3 Q
S3.31	Q1 Q1 Q1	0 Q2 Q2 Q2 Q2 NSW	0	0 Q4	Q1 Q1 Q1	0 0 0 0 NS Q2 Q2 Q2 Q2 Q2	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	Q1 Q1 Q1	0 0 QLD Q2 Q2 Q2 Q2 Q2	0 0 0 0 0 0 0 0 0	0 0 0 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 SA 22 Q3 22 Q3 0	Q4 Q4 Q4 Q4	Q1 (0	Q4 Q4 Q4	Q1 Q1 Q1	0 VIII Q2 Q2 Q2 VIII VIII VIII VIII VIII	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
S3.31	Q1 Q1 Q1	0 0 0 Q2 Q2 Q2 NSW	0	0 0 0 Q4	Q1 Q1 TAS	0 0 0 0 0 0 NS Q2 Q2 Q2 Q2 VIC NS	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	Q1 Q1 Q1	0 QLD Q2	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 04 04 04	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 SA 32 Q3	Q4 Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4	Q1 Q1 Q1 Q1	0 0 VR Q2 0 0 VR Q2 0 0 VR Q2	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Sa3.b Number of small business customers repaying a debt	Q1 Q1 Q1	0 0 0 Q2 Q2 Q2 NSW	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q1 Q1 TAS	0 0 0 0 0 0 NS Q2 Q2 Q2 Q2 VIC NS	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4	Q1 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 04 04	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4	Q1 Q1 Q1 Q1	0 0 VM Q2 Q2 Q2 Q2 VM VM	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Sa 3.0 Number of small business customers repaying a debt	Q1 Q1 Q1	0 0 0 Q2 Q2 Q2 NSW	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q1 Q1 TAS	0 0 0 0 0 0 NS Q2 Q2 Q2 Q2 VIC NS	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4	Q1 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 04 04	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4	Q1 Q1 Q1 Q1	0 0 VM Q2 Q2 Q2 Q2 VM VM	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
S3.3 b	Q1 Q1 ACT	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0	Q1 Q1 TAS	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 04 04	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4	Q1 Q1 Q1 Q1	0 0 VM Q2 Q2 Q2 Q2 VM VM	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
S3.31	Q1 Q1 ACT	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0	Q1 Q1 TAS	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 04 04	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4	Q1 Q1 Q1 Q1	0 0 VM Q2 Q2 Q2 Q2 VM VM	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Sa 3 D	Q1 Q1 ACT	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0	Q1 Q1 TAS	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 04 04	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4	Q1 Q1 Q1 Q1	0 0 VM Q2 Q2 Q2 Q2 VM VM	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
S3.10	Q1 Q1 ACT ACT	Q2 Q2 NSW	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4 Q4 Q4 Q4	Q1 (TAS 22 Q3 Q3 Q3 TAS 22 Q3	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1	0 0 0 VVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVV	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Sa Number of small business customers repaying a debt	Q1 Q1 ACT	Q2 Q2 NSW	0 0 0 ACT	Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SA 22 Q3 SA 22 Q3 SA 22 Q3	Q4 Q4 Q4 Q4 Q4 Q4	Q1 (TAS 22 Q3 Q3 TAS 22 Q3	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1	0 0 0 VVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVV	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
S3.15	Q1 Q1 ACT ACT	Q2 Q2 NSW	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4 Q4 Q4 Q4	Q1 (TAS 22 Q3 Q3 Q3 TAS 22 Q3	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1	0 0 0 VVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVV	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Sa 25 Number of small business customers repaying a debt	Q1 Q1 ACT ACT	Q2 Q2 NSW	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4 Q4 Q4 Q4	Q1 (TAS 22 Q3 Q3 Q3 TAS 22 Q3	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1	0 0 0 VVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVV	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Sa 10	Q1 Q1 ACT ACT	Q2 Q2 NSW	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4 Q4 Q4 Q4	Q1 (TAS 22 Q3 Q3 Q3 TAS 22 Q3	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1	0 0 0 VVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVV	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Sa 25 Number of small business customers repaying a debt	Q1 Q1 ACT ACT	Q2 Q2 NSW	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4 Q4 Q4 Q4	Q1 (TAS 22 Q3 Q3 Q3 TAS 22 Q3	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1	0 0 0 VVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVV	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Sa	Q1 Q1 ACT ACT	Q2	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	D 0 03 0 03 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q4 Q4 Q4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	Q4 Q4 Q4 Q4 Q4 Q4	Q1 (TAS 22 Q3 Q3 Q3 TAS 22 Q3	Q4 Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1	0 0 0 VVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVV	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
S3.10	Q1 Q1 ACT ACT	Q2 Q	ACT	0	Q1	NS Q2 VIC VIC VIC Q2 VIC VIC Q2 VIC Q2 VIC VIC Q2 VIC VIC Q2 VIC VIC Q3 VIC VIC VIC Q4 VIC VIC VIC Q5 VIC VI	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q	Q1 Q1 Q1 Q1 Q1 Q1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	D	Q4 Q	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SA 22 Q3 SA 22 Q3 SA 22 Q3	Q4 Q	Q1 (TAS 22 Q3 Q3 TAS 22 Q3	Q4 Q	Q1 Q1 Q1 Q1 Q1 Q1 Q1 Q1	0 0 0 VIII VIII VIII VIII VIII VIII VII	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Sa	Q1 Q1 ACT Q1	Q2 Q	ACT G3 ANN ACT G1 G1 G2 G3 G3 G1 G1 G1 G1 G1 G1	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	NS Q2 VIC VIC VIC Q2 VIC VIC Q2 VIC Q2 VIC VIC Q2 VIC VIC Q2 VIC VIC Q3 VIC VIC VIC Q4 VIC VIC VIC Q5 VIC VI	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q	Q1 Q1 Q1 Q1 Q1 Q1	OLD OLD	D	Q4 Q	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SA 22 Q3	Q4 Q	Q1 (TAS 22 Q3 TAS 22 Q3 TAS 22 Q3 TAS 22 Q3	Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1 Q1 Q1 Q1	0 0 0 VIII VIII VIII VIII VIII VIII VII	C Q3 Q Q Q3 Q Q Q3 Q Q Q Q Q Q Q Q Q Q Q
San December San	Q1 Q1 ACT Q1	Q2 Q	ACT G3 ANN ACT G1 G1 G2 G3 G3 G1 G1 G1 G1 G1 G1	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	NS Q2 VIC VIC VIC Q2 VIC VIC Q2 VIC Q2 VIC VIC Q2 VIC VIC Q2 VIC VIC Q3 VIC VIC VIC Q4 VIC VIC VIC Q5 VIC VI	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q	Q1 Q1 Q1 Q1 Q1 Q1	OLD OLD	D	Q4 Q	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SA 22 Q3	Q4 Q	Q1 (TAS 22 Q3 TAS 22 Q3 TAS 22 Q3 TAS 22 Q3	Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1 Q1 Q1 Q1	0 0 0 VIII VIII VIII VIII VIII VIII VII	C Q3 Q Q Q3 Q Q Q3 Q Q Q Q Q Q Q Q Q Q Q
Sa 3 D	Q1 Q1 ACT Q1	Q2 Q	ACT G3 ANN ACT G1 G1 G2 G3 G3 G1 G1 G1 G1 G1 G1	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	NS Q2 VIC VIC VIC Q2 VIC VIC Q2 VIC Q2 VIC VIC Q2 VIC VIC Q2 VIC VIC Q3 VIC VIC VIC Q4 VIC VIC VIC Q5 VIC VI	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q	Q1 Q1 Q1 Q1 Q1 Q1	OLD OLD	D	Q4 Q	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SA 22 Q3	Q4 Q	Q1 (TAS 22 Q3 TAS 22 Q3 TAS 22 Q3 TAS 22 Q3	Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1 Q1 Q1 Q1	0 0 0 VIII VIII VIII VIII VIII VIII VII	C Q3 Q Q Q3 Q Q Q3 Q Q Q Q Q Q Q Q Q Q Q
Sa 10	Q1 Q1 ACT Q1	Q2 Q	ACT G3 ANN ACT G1 G1 G2 G3 G3 G1 G1 G1 G1 G1 G1	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	NS Q2 VIC VIC VIC Q2 VIC VIC Q2 VIC Q2 VIC VIC Q2 VIC VIC Q2 VIC VIC Q3 VIC VIC VIC Q4 VIC VIC VIC Q5 VIC VI	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q	Q1 Q1 Q1 Q1 Q1 Q1	OLD OLD	D	Q4 Q	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SA 22 Q3	Q4 Q	Q1 (TAS 22 Q3 TAS 22 Q3 TAS 22 Q3 TAS 22 Q3	Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1 Q1 Q1 Q1	0 0 0 VIII VIII VIII VIII VIII VIII VII	C Q3 Q Q Q3 Q Q Q3 Q Q Q Q Q Q Q Q Q Q Q
Sa 10	Q1 Q1 ACT Q1	Q2 Q	ACT G3 ANN ACT G1 G1 G2 G3 G3 G1 G1 G1 G1 G1 G1	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	NS Q2 VIC VIC VIC Q2 VIC VIC Q2 VIC Q2 VIC VIC Q2 VIC VIC Q2 VIC VIC Q3 VIC VIC VIC Q4 VIC VIC VIC Q5 VIC VI	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4 Q	Q1 Q1 Q1 Q1 Q1 Q1	OLD OLD	D	Q4 Q	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SA 22 Q3	Q4 Q	Q1 (TAS 22 Q3 TAS 22 Q3 TAS 22 Q3 TAS 22 Q3	Q4 Q4 Q4	Q1 Q1 Q1 Q1 Q1 Q1 Q1 Q1	0 0 0 VIII VIII VIII VIII VIII VIII VII	C Q3 Q Q Q3 Q Q Q3 Q Q Q Q Q Q Q Q Q Q Q

Electricity	y disconnections (de-energisations)										
	ACT - Electricity disconnections	July	Q1 Aug	Sept	Oct No		Jan	Q3 Feb March	Q4 April May	June	ACT TOTAL
S3.24.a	Number of residential customers disconnected Number of small business customers disconnected										
	Total disconnections		0	0 (0	0	0 0	0	0 0 0	0	
İ	NSW - Electricity disconnections	July	Q1 Aug	Sept	Oct No	2 ov Dec	Jan	Q3 Feb March	Q4 April May	June	NSW TOTAL
S3.24.b	Number of residential customers disconnected Number of small business customers disconnected										
ļ	Total disconnections		0	0 (0	0	0 0	0	0 0 0	0	0 0 0
	QLD - Electricity disconnections	July	Q1 Aug	Sept	Oct No	2 ov Dec	Jan	Q3 Feb March	Q4 April May	June	QLD TOTAL Q1 Q2 Q3 Q4
S3.24.b	Number of residential customers disconnected Number of small business customers disconnected										0 0 0 0
	Total disconnections		0 01	0 (0	2	0 0	0	0 0 0	0	SATOTAL
	SA - Electricity disconnections	July		Sept	Oct No		Jan	Q3 Feb March		June	Q1 Q2 Q3 Q4
S3.24.b	Number of residential customers disconnected Number of small business customers disconnected Total disconnections										0 0 0
	Total disconnections		01	u c	1 0	2	<u> </u>	Q3	1 04	0	TAS TOTAL
	TAS - Electricity disconnections Number of residential customers disconnected	July	Aug	Sept	Oct No	ov Dec	Jan	Feb March	April May	June	Q1 Q2 Q3 Q4
S3.24.b	Number of small business customers disconnected Total disconnections		0	0 0	0	0	0 0	0	0 0 0	0	0 0 0
· •			Q1			2		Q3	Q4		VIC TOTAL
S3.24.a	VIC - Electricity disconnections Number of residential customers disconnected	July	Aug	Sept	Oct No	ov Dec	Jan	Feb March	April May	June	Q1 Q2 Q3 Q4 0 0 0 0
	Number of small business customers disconnected Total disconnections	-	0	0 (0	0	0 0	0	0 0 0	0	0 0 0
ı	Electricity disconnections - other customer categories	04		ACT	04		NSW	04 04	QLD Q2 Q3	04 04	SA TAS VIC All jurisdictions Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4
S3.24.c S3.24.d	Number of hardship program customers disconnected Number of concession customers disconnected	Q1	Q2	Q3	Q4 C	1 Q2	Q3	Q4 Q1	Q2 Q3	Q4 Q1	01 Q2 Q3 Q4 Q1 Q1 Q1 Q2 Q3 Q4 Q1
S3.24.e	Number of customers disconnected who were on a payment plan in the previous 12 mths Number of residential customers disconnected on more than one occasion										0 0 0 0
Gas disco	onnections (de-energisations)		Q1		I 0	2	_	Q3	04		ACTIOTAL
	ACT - Gas disconnections Number of residential customers disconnected	July		Sept		ov Dec	Jan	Feb March		June	Q1 Q2 Q3 Q4
S3.24.b	Number of residential customers disconnected Total disconnections		0	0 (0	0	0 0	0	0 0 0	0	
			Q1			2		Q3	Q4		NSW TOTAL
	NSW - Gas disconnections Number of residential customers disconnected	July	Aug	Sept	Oct No	ov Dec	Jan	Feb March	April May	June	Q1 Q2 Q3 Q4
S3.24.b	Number of small business customers disconnected Total disconnections		0	0 0	0	0	0 0	0	0 0 0	0	0 0 0
•			Q1					Q3	Q4		QLD TOTAL
S3.24.a	QLD - Gas disconnections Number of residential customers disconnected	July	Aug	Sept	Oct No	ov Dec	Jan	Feb March	April May	June	Q1 Q2 Q3 Q4 0 0 0 0
	Number of small business customers disconnected Total disconnections	ı	0	0 (0	0	0 0	0	0 0 0	0	0 0 0
,			Q1				ļ	Q3	Q4		SATOTAL
S3.24.a	SA - Gas disconnections Number of residential customers disconnected	July	Aug	Sept	Oct No	ov Dec	Jan	Feb March	April May	June	Q1 Q2 Q3 Q4 0 0 0 0
	Number of small business customers disconnected Total disconnections		0	0 (0	0	0 0	0	0 0 0	0	0 0 0
ĺ	TAS - Gas disconnections	July	Q1 Aug	Sept	Oct No		Jan	Q3 Feb March	Q4 April May	June	TASTOTAL
S3.24.a	Number of residential customers disconnected Number of small business customers disconnected	,							14		
	Total disconnections		0	0 (0	0	0 0	0	0 0 0	0	0 0 0
	VIC - Gas disconnections	July	Q1 Aug	Sept	Oct No		Jan	Q3 Feb March	Q4 April May	June	VIC TOTAL
S3.24.b	Number of residential customers disconnected Number of small business customers disconnected	10			100	100 10	100	100 10	100 100	100	
ļ	Total disconnections	10			100	100 10	.,	100 1		100	300 300 300 300
\$3.24.c	Gas disconnections - other customer categories	Q1		Q3	Q4 Q		Q3	Q4 Q1	QLD Q2 Q3	Q4 Q1	SA TAS VIC All jurisdictions Q1 Q2 Q3 Q4 Q1 Q1 Q1 Q2 Q3 Q4 Q1 Q1 Q1 Q2 Q3 Q4 Q1
S3.24.d	Number of hardship program customers disconnected Number of concession customers disconnected Number of customers disconnected who were on a payment plan in the previous 12 mths										0 0 0
S3.24.f	Number of residential customers disconnected on more than one occasion										
Electricity	y reconnections (re-energisations)		Q1		_ a	2		Q3	Q4		ACT TOTAL
S3.25.a	ACT - Electricity reconnections Number of residential customers reconnected within 7 days	July	Aug	Sept	Oct No	ov Dec	Jan	Feb March	April May	June	Q1 Q2 Q3 Q4 0 0 0 0
S3.25.b	Number of small business customers reconnected within 7 days Total reconnections		0	0 0	0	0	0 0	0	0 0 0	0	0 0 0
ļ	Reconnection as a % of disconnection	#DIV/0!		#DIV/0!			#DIV/0!		! #DIV/0! #DIV/0!	#DIV/0!	#DIV/0! #DIV/0! #DIV/0! #DIV/0!
	NSW - Electricity reconnections	July	Q1 Aug	Sept		2 ov Dec	Jan	Q3 Feb March	Q4 April May	June	NSW TOTAL Q1 Q2 Q3 Q4
S3.25.b	Number of residential customers reconnected within 7 days Number of small business customers reconnected within 7 days										
	Total reconnections Reconnection as a % of disconnection	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0! #DI	0 V/0! #DIV/0!	0 0 #DIV/0!	#DIV/0! #DIV/0!	! #DIV/0! #DIV/0!	#DIV/0!	#DIVIOI #DIVIOI #DIVIOI #DIVIOI
ĺ	QLD - Electricity reconnections	July	Q1 Aug	Sent	Oct No	2 Dec	.lan	Q3 Feb March	Q4 April May	June	QLD TOTAL
S3.25.a	Number of residential customers reconnected within 7 days Number of small business customers reconnected within 7 days	,							14		
	Total reconnections Reconnection as a % of disconnection	#DIV/0!	#DIV/0!	0 (0 #DIV/0!	0 #DIV/0! #DI	0 V/0! #DIV/0!	0 0 #DIV/0!	0 #DIV/0! #DIV/0!	0 0 0 ! #DIV/0! #DIV/0!	0 #DIV/0!	
			Q1		0	2		Q3	Q4		SATOTAL
S3.25.a	SA - Electricity reconnections Number of residential customers reconnected within 7 days	July	Aug	Sept	Oct No	ov Dec	Jan	Feb March	April May	June	Q1 Q2 Q3 Q4 Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q
_	Number of small business customers reconnected within 7 days Total reconnections		0	0 0	0	0	0 0	0	0 0 0	0	0 0 0
	Reconnection as a % of disconnection	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!		! #DIV/0! #DIV/0! Q4	#DIV/0!	SDIVIOI SDIVIOI SDIVIOI SDIVIOI
C2 2F -	TAS - Electricity reconnections	July		Sept		2 ov Dec	Jan	Q3 Feb March	Q4 April May	June	TAS TOTAL Q1 Q2 Q3 Q4
S3.25.b	Number of residential customers reconnected within 7 days Number of small business customers reconnected within 7 days Total reconnections		0	0	-	0	0 0	0	0 0 0	0	
	Total reconnections Reconnection as a % of disconnection	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0! #DI	V/0! #DIV/0!	#DIV/0!	#DIV/0! #DIV/0!	! #DIV/0! #DIV/0!	#DIV/0!	#DIVIOI #DIVIOI #DIVIOI
i	VIC - Electricity reconnections	July	Q1 Aug	Sept		2 ov Dec	Jan	Q3 Feb March	Q4 April May	June	VIC TOTAL
S3.25.a	Number of residential customers reconnected within 7 days Number of small business customers reconnected within 7 days								,		
	Total reconnections Reconnection as a % of disconnection	#DIV/0!	0 #DIV/0!	0 (0 #DIV/0!	0 #DIV/0! #DI	0 V/0! #DIV/0!	0 0 #DIV/0!	0 #DIV/0! #DIV/0!	0 0 0 0 ! #DIV/0! #DIV/0!	0 #DIV/0!	
											

				.CT			N	SW			QI	n			SA				TAS				VIC				All inrice	dictions	
	Electricity reconnections - other customer categories	Q1		Q3	Q4	Q1		Q3	Q4	Q1		Q3	Q4	Q1		Q3 Q4	Q1	Q2		Q4	Q1			Q4	_	Q1		Q3 Q4	4
S3.25.c	Number of hardship program customers reconnected																										0 0	0	0
S3.25.d	Number of concession customers disconnected																										0 0	0	0
S3.25.e																											0 0	0	0
S3.26																											0 0	0	0
	Reconnection within 7 days as a % of total reconnections	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	DIV/0! #I	DIV/0! #	:DIV/0! #D	IV/0! #DIV	/0! #DIV/	0! #DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0	! #DIV/0	0!	#DIV/0!	#DIV/0!	#DIV/0! #DIV	V/0!
Gae ro	connections (re-energisations)																												
Gasie	connections (re-energisations)		01		1	Q2			Q3			04				ACT TOTAL													
	ACT - Gas reconnections	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	_		Q2 Q3	Q4	_											
S3.25.a	Number of residential customers reconnected within 7 days	51	0												50	0	0	0											
S3.25.b	Number of small business customers reconnected within 7 days														0	0	0	0											
	Total reconnections	51	0	0	0	0) (0	0	0	0	0	0		50	0	0	0											
	Reconnection as a % of disconnection	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	DIV/0!	#	DIV/0! #D	DIV/0! #DIV	/0! #DIV/	0!											
														_				_											
	tuent a		Q1			Q2	-		Q3			Q4				NSW TOTAL													
S3.25.a	NSW - Gas reconnections	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		Q1 (Q2 Q3	Q4												
S3.25.b		1													0	0	0	0											
33.23.0	Number of small business customers reconnected within 7 days Total reconnections	ļ .						•					0		0	0	0	0											
	Reconnection as a % of disconnection	#DIV/01	#DIV/01	#DIV/01	#DIV/01	#DIV/01	#DIV/01	#DIV/01	#DIV/NI	#DIV/01	#DIV/01	#DIV/0!	DIV/OI	#	DIV/01 #D	OIV/0! #DIV	/n! #DIV/	ni o											
	incommental as a 70 of discommental	1101110.	#D1470.	WDIVIO.	#D1470.	WDIVIO.	#D1470.	#B1470.	WDIVIO.	BDIVIO.	moitro.	#D1470.	51470.		D1170. #D		10. #5117	-											
			Q1			Q2			Q3			Q4				QLD TOTAL													
	QLD - Gas reconnections	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		Q1 (Q2 Q3	Q4	_]											
S3.25.a															0	0	0	0											
S3.25.b															0	0	0	0											
	Total reconnections		0 (0	0	0	((0	0	0	0	0	0		0	0	0	0											
	Reconnection as a % of disconnection	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	DIV/0!	#	DIV/0! #D	DIV/0! #DIV	/0! #DIV/	U!											
			01		1	Q2			Q3			04	_			SA TOTAL													
	SA - Gas reconnections	July		Sept	Oct	Nov	Dec	Jan		March	April		June		Q1 (Q2 Q3	Q4	_											
S3.25.a	Number of residential customers reconnected within 7 days	T '													0	0	0	0											
S3.25.b	Number of small business customers reconnected within 7 days														0	0	0	0											
	Total reconnections		0	0	0	0) (0	0	0	0	0	0		0	0	0	0											
	Reconnection as a % of disconnection	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	DIV/0!	#	DIV/0! #D	IV/0! #DIV	/0! #DIV/	0!											
														_				_											
			Q1			Q2	-		Q3			Q4				TAS TOTAL	04												
S3.25.a	TAS - Gas reconnections	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		Q1 (Q2 Q3	Q4												
S3.25.b	Number of residential customers reconnected within 7 days	1													0	0	0	0											
33.23.0	Number of small business customers reconnected within 7 days Total reconnections	_						0							0	0	0	0											
	Reconnection as a % of disconnection	#DIV/0!	#DIV/01	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/01	#DIV/0!	#DIV/0!	#DIV/0!	DIV/01	#	DIV/0! #D	DIV/0! #DIV	/0! #DIV/	01											
	Reconnection as a % of disconnection	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	DIV/0!	#	DIV/0! #D	DIV/0! #DIV	/0! #DIV/	0!											
			Q1			Q2			Q3			Q4				VIC TOTAL													
	VIC - Gas reconnections	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!		Q4	DIV/0! June																
S3.25.a	VIC - Gas reconnections Number of residential customers reconnected within 7 days		Q1			Q2			Q3			Q4				VIC TOTAL													
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\$3.25.b	VIC - Gas reconnections Number of residential customers reconnected within 7 days Number of small business customers reconnected within 7 days Total reconnections Reconnection as 3% of disconnections Gas reconnections - other customer categories Number of hardship program customers reconnected	July 0%	Q1 Aug	Sept	Oct 0 0 0 0%	Q2 Nov	Dec 0%	Jan 0 0%	Q3 Feb 0	March 0	April 0	Q4 May 0 0%	June 0 0%		Q1 (0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	VIC TOTAL Q2 Q3 0 0	Q4 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Q4	Q1			Q4	=	Q1			14
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\$3.25.b \$3.25.c \$3.25.c \$3.25.c \$3.25.c \$3.27 \$3.27	WIG - Gas reconnections Number of residential customers reconnected within 7 days Number of residential customers reconnected within 7 days Total reconnections Reconnection as a % of disconnections Gas reconnections - other customer categories Number of hardship program customers reconnected Number of concession customers reconnected Number of concession customers reconnected Number of concession customers reconnected concessions Number of residential customers are connected concession concession concession concession concessions Sions Electricity - Concessions Number of customers who receive a concession Gas - Concessions Number of customers who receive a concession Total Concessions Total Concessions Sions Electricity - Security deposits	July 05 07 07 07 07 07 07 07 07 07 07 07 07 07	Q1 Aug 00 00 00 00 00 00 00 00 00 00 00 00 00	Sept	Oct	Q2 Nov 0 0% Q1 #DIV/0!	Dec 0% 0% N Q2 #DIV/0! N Q2 Q2 Q2 N N N Q2 Q2	#DIV/0! #DIV/0! ## Q3 Q3 Q3	Q3 Feb 0 0 0%	0 0% Q1 #DIV/0!	#DIV/0! #DIV/0! Q2 Q2 Q2 Q2	G4 May 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4	Q1	Q1 (0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	VIC TOTAL Q2 Q3 Q3 Q4	Q4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	#DIV/0!	#DIV/0! Q4 Q4 Q4	#DIV/0!	Q2 #DIV/0! Q2 Q2	#DIV/0 #DIV/0 Q3 Q3	! #DIV/0	0	#DIV/0!	Q2 Q2 Q2 Q2 Q2 Q2 Q2 Q2	Q3	0 0 0 0 0 0//0!
\$3.25.b \$3.25.c \$3.25.c \$3.25.e \$3.26 \$3.27 \$3.27 \$3.27	WIC - Gas reconnections Number of residential customers reconnected within 7 days Number of residential customers reconnected within 7 days Total reconnections Reconnections as % of disconnections Reconnections - other customer categories Number of hardship program customers reconnected Number of concession customers reconnected Number of concession customers reconnected within 7 days as a % of total reconnections of the days of the connection of the previous 12 mths Number of customers reconnected regardless of the date of disconnection) Reconnection within 7 days as a % of total reconnections sions Electricity - Concessions Number of customers who receive a concession das - Concessions Number of customers who receive a concession Total Concessions Verposits Electricity - Security deposits Electricity - Security deposits Number of security deposits	July 02 02 02 02 02 02 02 02 02 02 02 02 02	Q1 Aug 00 00 00 00 00 00 00 00 00 00 00 00 00	Sept	Oct	Q2 Nov 0% Q1 Q1 #DIV/0!	Dec 0% 0% N Q2 #DIV/0! N Q2 Q2 Q2 N N N Q2 Q2	Jan 0 0% SW Q3 #DIV/0! SW Q3 Q3	Q3 Feb 0 0% Q4 24 #DIV/0!	March 0 0% Q1 #DIV/0! Q1 Q1 Q1 Q1	April 0 0 0% Q1 Q2 Q2 Q2 Q2 Q2 Q2	G4 May 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4	Q1	Q1 (0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	VIC TOTAL Q4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	#DIV/0!	#DIV/0! Q4 Q4 Q4	#DIV/0! Q1 Q1 Q1	Q2 #DIV/0! Q2 Q2	#DIV/0 #DIV/0 Q3 Q3	Q4 Q4 0	0	#DIV/01	Q2 Q2 Q2 Q2 Q2 Q2 Q2 Q2	Q3 Q4	0 0 0 0 0 0//0!	
\$3.25.b \$3.25.c \$3.25.d \$3.25.e \$3.26.e \$3.26.e \$3.27.e \$3.27.e \$3.27.e \$3.27.e \$3.28.a \$3.29.a \$3.29.a	WC - Gas reconnections Number of residential customers reconnected within 7 days Number of residential customers reconnected within 7 days Total reconnections Reconnections as % of disconnections Reconnections as % of disconnections Reconnections - other customer categories Number of contession customers reconnected Number of contession customers reconnected residential customers of residential customers reconnected residential customers Number of customers who receive a concession Total Concessions Veloposits Electricity - Security deposits Number of security deposits Number of security deposits Number of security deposits - residential customers Aggregate value of security deposits Number of security deposits - residential customers	July 02 02 02 02 02 02 02 02 02 02 02 02 02	Q1 Aug 00 00 00 00 00 00 00 00 00 00 00 00 00	Sept	Oct	Q2 Nov 0% Q1 Q1 #DIV/0!	Dec 0% 0% N Q2 #DIV/0! N Q2 Q2 Q2 N N N Q2 Q2	Jan 0 0% SW Q3 #DIV/0! SW Q3 Q3	Q3 Feb 0 0% Q4 24 #DIV/0!	March 0 0% Q1 #DIV/0! Q1 Q1 Q1 Q1	April 0 0 0% Q1 Q2 Q2 Q2 Q2 Q2 Q2	G4 May 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4	Q1	Q1 (0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	VIC TOTAL Q4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	#DIV/0!	#DIV/0! Q4 Q4 Q4	#DIV/0! Q1 Q1 Q1	Q2 #DIV/0! Q2 Q2	#DIV/0 #DIV/0 Q3 Q3	Q4 Q4 0	0	#DIV/01	Q2 Q2 Q2 Q2 Q2 Q2 Q2 Q2	Q3 Q4	0 0 0 0 0 0//0!	
\$3.25.b \$3.25.c \$3.25.d \$3.25.e \$3.26.e \$3.26.e \$3.27.e \$3.27.e \$3.27.e \$3.27.e \$3.28.a \$3.29.a \$3.29.a	WC - Gas reconnections Number of residential customers reconnected within 7 days Number of residential customers reconnected within 7 days Total reconnections Reconnections as % of disconnections Reconnections as % of disconnections Reconnections - other customer categories Number of contession customers reconnected Number of contession customers reconnected residential customers of residential customers reconnected residential customers Number of customers who receive a concession Total Concessions Veloposits Electricity - Security deposits Number of security deposits Number of security deposits Number of security deposits - residential customers Aggregate value of security deposits Number of security deposits - residential customers	July 02 02 02 02 02 02 02 02 02 02 02 02 02	Q1 Aug 00 00 00 00 00 00 00 00 00 00 00 00 00	Sept	Oct	Q2 Nov 0% Q1 Q1 #DIV/0!	Dec 0% 0% N Q2 #DIV/0! N Q2 Q2 Q2 N N N Q2 Q2	Jan 0 0% SW Q3 #DIV/0! SW Q3 Q3	Q3 Feb 0 0% Q4 24 #DIV/0!	March 0 0% Q1 #DIV/0! Q1 Q1 Q1 Q1	April 0 0 0% Q1 Q2 Q2 Q2 Q2 Q2 Q2	G4 May 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4	Q1	Q1 (0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	VIC TOTAL Q4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	#DIV/0!	#DIV/0! Q4 Q4 Q4	#DIV/0! Q1 Q1 Q1	Q2 #DIV/0! Q2 Q2	#DIV/0 #DIV/0 Q3 Q3	Q4 Q4 0	0	#DIV/01	Q2 Q2 Q2 Q2 Q2 Q2 Q2 Q2	Q3 Q4	0 0 0 0 0 0//0!	
\$3.25.b \$3.25.c \$3.25.d \$3.25.e \$3.26.e \$3.26.e \$3.27.e \$3.27.e \$3.27.e \$3.27.e \$3.28.a \$3.29.a \$3.29.a	WIG - Gas reconnections Number of residential customers reconnected within 7 days Number of residential customers reconnected within 7 days Total reconnections Reconnections a a "X of disconnections Gas reconnections - other customer categories Number of hardship program customers reconnected Number of concession customers reconnected (regardless of the date of disconnection) Reconnection within 7 days as a "X of total reconnections sions Electricity - Concessions Number of customers who receive a concession Cas - Concessions Number of customers who receive a concession Total Concessions V deposits Electricity - Security deposits - residential customers Agregate value of security deposits - residential customers Number of security deposits - residential customers	July 02 02 02 02 02 02 02 02 02 02 02 02 02	Q1 Aug 00 00 00 00 00 00 00 00 00 00 00 00 00	Sept	Oct	Q2 Nov 0% Q1 Q1 #DIV/0!	Dec 0% 0% N Q2 #DIV/0! N Q2 Q2 Q2 N N N Q2 Q2	Jan 0 0% SW Q3 #DIV/0! SW Q3 Q3	Q3 Feb 0 0% Q4 24 #DIV/0!	March 0 0% Q1 #DIV/0! Q1 Q1 Q1 Q1	April 0 0 0% Q1 Q2 Q2 Q2 Q2 Q2 Q2	G4 May 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q4	Q1	Q1 (0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	VIC TOTAL Q4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	#DIV/0!	#DIV/0! Q4 Q4 Q4	#DIV/0! Q1 Q1 Q1	Q2 #DIV/0! Q2 Q2	#DIV/0 #DIV/0 Q3 Q3	Q4 Q4 0	0	#DIV/01	Q2 Q2 Q2 Q2 Q2 Q2 Q2 Q2	Q3 Q4	0 0 0 0 0 0//0!	
\$3.25.b \$3.25.c \$3.25.d \$3.25.e \$3.26.e \$3.26.e \$3.27.e \$3.27.e \$3.27.e \$3.27.e \$3.28.a \$3.29.a \$3.29.a	WIG-Gas reconnections Number of residential customers reconnected within 7 days Number of residential customers reconnected within 7 days Total reconnections as X of disconnections Reconnection as a X of disconnections Gas reconnections - other customer categories Number of hardship program customers reconnected Number of concession customers reconnected (regardless of the date of disconnection) Reconnection within 7 days as a X of total reconnections sions Electricity - Concessions Number of customers who receive a concession Gas - Concessions Number of customers who receive a concession Total Concessions V deposits Electricity - Security deposits Electricity - Security deposits Electricity - Security deposits Electricity - Security deposits Number of security deposits residential customers Agregate value of security deposits - residential customers Number of security deposits - residential customers Number of security deposits - residential customers Agregate value of security deposits - residential customers Number of security deposits - residential customers Number of security deposits - small business customers	July 02 02 02 02 02 02 02 02 02 02 02 02 02	Q1 Aug	Sept	Oct	Q2 Nov 0% Q1 Q1 #DIV/0!	Dec 0% 0% N Q2 #DIV/0! N Q2 Q2 Q2 N N N Q2 Q2	Jan 0 0% SW Q3 #DIV/0! SW Q3 Q3	Q3 Feb 0 0% Q4 24 #DIV/0!	March 0 0% Q1 #DIV/0! Q1 Q1 Q1 Q1	April	©4 May 0 0 0% 0 03 #DIV/0!	Q4	Q1	Q1	VIC TOTAL Q4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q2 Q2 Q2 Q2	Q3	#DIV/0! Q4 Q4 Q4	#DIV/0! Q1 Q1 Q1	Q2 #DIV/0! Q2 Q2 Q2	Q3	Q4 Q4 0	0	#DIV/01	Q2	Q3 Q4	0 0 0 0 0 0//0!	
\$3.25.b \$3.25.c \$3.25.d \$3.25.e \$3.26.e \$3.26.e \$3.27.e \$3.27.e \$3.27.e \$3.27.e \$3.28.a \$3.29.a \$3.29.a	WIC - Gas reconnections Number of residential customers reconnected within 7 days Number of small business customers reconnected within 7 days Total reconnections Reconnection as a % of disconnections Reconnection as a % of disconnections Reconnections - other customer categories Number of hardship program customers reconnected Number of concession customers reconnected visited of the connections of the connection	July 000 000 000 000 000 000 000 000 000 0	Aug	Sept Sept Of Control O	Oct	Q2 Nov Nov Q1	Dec	Jan	23 Feb 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	March	April	Q4 May 0 0 076 03 03 03 00 00 00 00 00 00 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q1	VICTOTAL Q2 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4	Q4 Q5 Q6 Q6 Q6 Q6 Q6 Q6 Q6	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q3 #DIV/0! TAS Q3 Q3 TAS Q3 Q3 TAS Q3 Q3 Q4 Q5 Q5 Q6 Q6 Q6 Q6 Q6 Q6	90 (4 Q4	#DIV/01 Q1 Q1 Q1 Q1 Q1 Q1	Q2 #DIV/0! Q2 Q2 Q2	#DIV/0 WIC Q3 Q3 O O VIC Q3 O VIC Q3	Q4 Q4 Q4 Q4 Q4	0	#DIV/01	Q2 Q2 Q2 Q2 Q2 Q2 Q2 Q2	Q3	0 0 0 0 0 0 0 0 0 0 14 0 0 0
\$3.25.b \$3.25.c \$3.25.d \$3.25.e \$3.27 \$3.27 \$3.27 \$3.27 \$3.28.b \$3.29.b	WIG-Gas reconnections Number of residential customers reconnected within 7 days Number of residential customers reconnected within 7 days Number of small business customers reconnected within 7 days Total reconnections Reconnections as a % of disconnections Reconnections - other customer categories Number of hardship program customers reconnected Number of concession customers reconnected where or a payment plan in the previous 12 mths Number of residential customers reconnected (regardless of the date of disconnection) Reconnection within 7 days as a % of total reconnections sions Electricity - Concessions Number of customers who receive a concession Sas - Concessions Number of customers who receive a concession Total Concessions Videposits Electricity - Security deposits Electricity - Security deposits Number of security deposits Number of security deposits Number of security deposits Total Concessions Number of security deposits Total certificity - Security deposits Number of security deposits - residential customers Number of security deposits - small business customers Total Certificity security deposit Total Certificity security deposit	July 02 02 02 02 02 02 02 02 02 02 02 02 02	Q1 Aug	Sept	Oct	Q2 Nov 0% Q1 Q1 #DIV/0!	Dec 0% 0% N Q2 #DIV/0! N Q2 Q2 Q2 N N N Q2 Q2	Jan 0 0% SW Q3 #DIV/0! SW Q3 Q3	Q3 Feb 0 0% Q4 24 #DIV/0!	March 0 0% Q1 #DIV/0! Q1 Q1 Q1 Q1	April	Q4 May 0 0 076 03 03 03 00 00 00 00 00 00 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q1	VIC TOTAL Q4 Q5 Q6 Q6 Q6 Q6 Q6 Q6 Q6	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q3 #DIV/0! TAS Q3 Q3 TAS Q3 Q3 TAS Q3 Q3 Q4 Q5 Q5 Q6 Q6 Q6 Q6 Q6 Q6	#DIV/0! Q4 Q4 Q4	#DIV/0! Q1 Q1 Q1	Q2 #DIV/0! Q2 Q2 Q2	#DIV/0 WIC Q3 Q3 O O VIC Q3 O VIC Q3	Q4 Q4 Q4 Q4 Q4 Q4	0	#DIV/01	Q2 Q2 Q2 Q2 Q2 Q2 Q2 Q2	Q3 Q4	0 0 0 0 0 0 0 0 0 0 14 0 0 0	
\$3.25.b \$3.25.c \$3.25.d \$3.25.e \$3.26 \$3.27 \$3.27 \$3.28.a \$3.29.a \$3.29.b \$3.29.b	WIC - Gas reconnections Vamber of residential customers reconnected within 7 days Vamber of small business customers reconnected within 7 days Total reconnections Reconnection as a % of disconnections Reconnections - other customer categories Number of hardship program customers reconnected Vamber of concession customers reconnected as payment plan in the previous 12 mths Vamber of concessions Vamber of residential conscioned reconnections Sions Electricity - Concessions Vamber of customers who receive a concession Sas - Concessions Vamber of customers who receive a concession Total Concessions V deposits Number of security deposits - residential customers Aggregate value of security deposits - residential customers Aggregate value of security deposits - small business customers Aggregate value of security deposits - small business customers Aggregate value of security deposits - small business customers Aggregate value of security deposits - small business customers Aggregate value of security deposits - residential customers Aggregate value of security deposits - small business customers Total Concessions Vamber of security deposits - residential customers Aggregate value of security deposits - small business customers	July 000 000 000 000 000 000 000 000 000 0	Aug	Sept Sept Of Control O	Oct	Q2 Nov Nov Q1	Dec	Jan	23 Feb 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	March	April	Q4 May 0 0 076 03 03 03 00 00 00 00 00 00 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q1	VICTOTAL Q2 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4	Q4 Q5 Q6 Q6 Q6 Q6 Q6 Q6 Q6	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q3 #DIV/0! TAS Q3 Q3 TAS Q3 Q3 TAS Q3 Q3 Q4 Q5 Q5 Q6 Q6 Q6 Q6 Q6 Q6	90 (4 Q4	#DIV/01 Q1 Q1 Q1 Q1 Q1 Q1	Q2 #DIV/0! Q2 Q2 Q2	#DIV/0 WIC Q3 Q3 O O VIC Q3 O VIC Q3	Q4 Q4 Q4 Q4 Q4	0	#DIV/01	Q2 Q2 Q2 Q2 Q2 Q2 Q2 Q2	Q3	0 0 0 0 0 0 0 0 0 0 14 0 0 0
\$3.25.b \$3.25.c \$3.25.d \$3.25.e \$3.27 \$3.27 \$3.27 \$3.27 \$3.28.b \$3.29.b	VIC - Gas reconnections Number of residential customers reconnected within 7 days Number of residential customers reconnected within 7 days Number of small business customers reconnected within 7 days Total reconnections Reconnections as % of disconnections Reconnections - other customer categories Number of hardship program customers reconnected Number of concession customers reconnected on the previous 12 mths Number of concession customers reconnected (regardless of the date of disconnection) Reconnection of residential customers reconnected (regardless of the date of disconnection) Reconnection within 7 days as a % of total reconnections sions Electricity - Concessions Number of customers who receive a concession Jas - Concessions Number of customers who receive a concession Total Concessions Videposits Electricity - Security deposits Number of security deposits Number of security deposits - residential customers Aggregate value of security deposits - residential customers TOTAL electricity security deposits Number of security deposits - residential customers Aggregate value of security deposits - residential customers Number of security deposits - residential customers	July 000 000 000 000 000 000 000 000 000 0	Aug	Sept Sept Of Control O	Oct	Q2 Nov Nov Q1	Dec	Jan	23 Feb 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	March	April	Q4 May 0 0 076 03 03 03 00 00 00 00 00 00 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q1	VICTOTAL Q2 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4	Q4 Q5 Q6 Q6 Q6 Q6 Q6 Q6 Q6	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q3 #DIV/0! TAS Q3 Q3 TAS Q3 Q3 TAS Q3 Q3 Q4 Q5 Q5 Q6 Q6 Q6 Q6 Q6 Q6	90 (4 Q4	#DIV/01 Q1 Q1 Q1 Q1 Q1 Q1	Q2 #DIV/0! Q2 Q2 Q2	#DIV/0 WIC Q3 Q3 O O VIC Q3 O VIC Q3	Q4 Q4 Q4 Q4 Q4	0	#DIV/01	Q2 Q2 Q2 Q2 Q2 Q2 Q2 Q2	Q3	0 0 0 0 0 0 0 0 0 0 14 0 0 0
\$3.25.b \$3.25.c \$3.25.c \$3.25.c \$3.26 \$3.27 \$3.27 \$3.28.a \$3.29.a \$3.29.a \$3.29.a \$3.29.a \$3.29.a	WIC - Gas reconnections Variable of residential customers reconnected within 7 days Variable of small business customers reconnected within 7 days Total reconnections Reconnection as a % of disconnections Reconnection as a % of disconnections Reconnections - other customer categories Variable of hardship program customers reconnected Variable of concession customers reconnected variable of the connections Variable of concession customers reconnected (regardless of the date of disconnection) Variable of residential customers reconnected (regardless of the date of disconnection) Variable of residential customers reconnected (regardless of the date of disconnection) Electricity - Concessions Variable of customers who receive a concession Sions Electricity - Concessions Variable of customers who receive a concession Total Concessions Veloposits Veloposits Number of security deposits - residential customers Aggregate value of security deposits - small business customers Aggregate value of security deposits Number of security deposits - small business customers Aggregate value of security deposits Number of security deposits Number of security deposits - small business customers Aggregate value of security deposits Number of security deposits Number of security deposits - residential customers Aggregate value of security deposits - residential customers	July 000 000 000 000 000 000 000 000 000 0	Aug	Sept Sept Of Control O	Oct	Q2 Nov Nov Q1	Dec	Jan	23 Feb 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	March	April	Q4 May 0 0 076 03 03 03 00 00 00 00 00 00 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 Q1	Q1	VICTOTAL Q2 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4	Q4 Q5 Q6 Q6 Q6 Q6 Q6 Q6 Q6	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q3 #DIV/0! TAS Q3 Q3 TAS Q3 Q3 TAS Q3 Q3 Q4 Q5 Q5 Q6 Q6 Q6 Q6 Q6 Q6	90 (4 Q4	#DIV/01 Q1 Q1 Q1 Q1 Q1 Q1	Q2 #DIV/0! Q2 Q2 Q2	#DIV/0 WIC Q3 Q3 O O VIC Q3 O VIC Q3	Q4 Q4 Q4 Q4 Q4	0	#DIV/01	Q2 Q2 Q2 Q2 Q2 Q2 Q2 Q2	Q3	0 0 0 0 0 0 0 0 0 0 14 0 0 0
\$3.25.b \$3.25.c \$3.25.c \$3.25.c \$3.26 \$3.27 \$3.27 \$3.28.a \$3.29.a \$3.29.a \$3.29.a \$3.29.a \$3.29.a	VIC - Gas reconnections Number of residential customers reconnected within 7 days Number of residential customers reconnected within 7 days Number of small business customers reconnected within 7 days Total reconnections Reconnections as % of disconnections Reconnections - other customer categories Number of hardship program customers reconnected Number of concession customers reconnected on the previous 12 mths Number of concession customers reconnected (regardless of the date of disconnection) Reconnection of residential customers reconnected (regardless of the date of disconnection) Reconnection within 7 days as a % of total reconnections sions Electricity - Concessions Number of customers who receive a concession Jas - Concessions Number of customers who receive a concession Total Concessions Videposits Electricity - Security deposits Number of security deposits Number of security deposits - residential customers Aggregate value of security deposits - residential customers TOTAL electricity security deposits Number of security deposits - residential customers Aggregate value of security deposits - residential customers Number of security deposits - residential customers	July 000 000 000 000 000 000 000 000 000 0	Aug	Sept Sept Of Control O	Oct Oct	Q2 Nov Nov Q1	Dec	Jan	23 Feb 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	March	April	Q4 May 0 0 076 03 03 03 00 00 00 00 00 00 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 Q1	Q1	VICTOTAL Q2 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4 Q3 Q4	Q4 Q5 Q6 Q6 Q6 Q6 Q6 Q6 Q6	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q3 #DIV/0! TAS Q3 Q3 TAS Q3 Q3 TAS Q3 Q3 Q4 Q5 Q5 Q6 Q6 Q6 Q6 Q6 Q6	90 (4 Q4	#DIV/01 Q1 Q1 Q1 Q1 Q1 Q1	Q2 #DIV/0! Q2 Q2 Q2	#DIV/0 WIC Q3 Q3 O O VIC Q3 O VIC Q3	Q4 Q4 Q4 Q4 Q4	0	#DIV/01	Q2 Q2 Q2 Q2 Q2 Q2 Q2 Q2	Q3	0 0 0 0 0 0 0 0 0 0 0 14 0 0 0

Retailer	0	Year	2012-13	Period	Q1

Hardship Program Indicators

												~ .	
	ACT - Electricity customers on the hardship program	July	Q1	Sept	Oct	Q2 Nov	Dec	Jan	Q3 Feb	March	April	Q4 May	June
S4.1	Number of customers on a hardship program	July	Aug	Зері	OCI	NOV	Dec	Jan	I CD	Iviai Cii	Арін	iviay	Julie
S4.3	Number of customers denied access to the program												
S4.8	Total number of customers exiting the hardship program												
	Customers entering the program	N/A	0	0	0	0	0	0	0	0	0	0	0
			Q1			Q2			Q3			Q4	
C4.4	ACT - Gas customers on the hardship program	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
S4.1 S4.3	Number of customers on a hardship program Number of customers denied access to the program												
S4.8	Total number of customers exiting the hardship program												
	Customers entering the program	N/A	0	0	0	0	0	0	n	0	0	0	0
	outsime onto my mo program		·	· ·				·				· ·	
			Q1			Q2			Q3			Q4	
	NSW - Electricity customers on the hardship program	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
S4.1	Number of customers on a hardship program												
\$4.3	Number of customers denied access to the program												
S4.8	Total number of customers exiting the hardship program												
	Customers entering the program	N/A	0	0	0	0	0	0	0	0	0	0	0
			Q1		1	Q2		1	Q3		1	Q4	
	NSW - Gas customers on the hardship program	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
S4.1	Number of customers on a hardship program	July	Aug	Зері	OCI	NOV	Dec	Jan	reb	Warch	April	IVIAY	June
S4.3	Number of customers denied access to the program												
S4.8	Total number of customers exiting the hardship program												
	Customers entering the program	N/A	0	0	0	0	0	0	0	0	0	0	0
			Q1			Q2			Q3			Q4	
_	QLD - Electricity customers on the hardship program	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
S4.1	Number of customers on a hardship program												
S4.3 S4.8	Number of customers denied access to the program Total number of customers exiting the hardship program												
J4.0		N/A							•				
	Customers entering the program	N/A	0	U	0	0	U	0	U	0	U	U	0
			Q1			Q2			Q3			Q4	
	QLD - Gas customers on the hardship program	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
S4.1	Number of customers on a hardship program	- vary	7.09	СОР		1101	200	- Oun	100	mar on	747	may	- Cuno
S4.3	Number of customers denied access to the program												
S4.8	Total number of customers exiting the hardship program												
	Customers entering the program	N/A	0	0	0	0	0	0	0	0	0	0	0
			Q1			Q2	_		Q3			Q4	
04.4	SA - Electricity customers on the hardship program Number of customers on a hardship program	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
S4.1 S4.3	Number of customers on a nardship program Number of customers denied access to the program												
S4.8	Total number of customers exiting the hardship program												
	Customers entering the program	N/A	0	n	0	0	0	0	0	0	0	n	0
	oustomers entering the program	IVA	U	U	U	U	U	U	U	ı .	U	U	· ·
			Q1			Q2			Q3			Q4	
	SA - Gas customers on the hardship program	July	Q1 Aug	Sept	Oct	Q2 Nov	Dec	Jan	Q3 Feb	March	April	Q4 May	June
S4.1	SA - Gas customers on the hardship program Number of customers on a hardship program	July		Sept	Oct		Dec	Jan		March	April		June
S4.3	Number of customers on a hardship program Number of customers denied access to the program	July		Sept	Oct		Dec	Jan		March	April		June
	Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program			Sept	Oct		Dec	Jan		March	April		June
S4.3	Number of customers on a hardship program Number of customers denied access to the program	July N/A		Sept 0	Oct		Dec 0	Jan 0		March 0	April 0		June 0
S4.3	Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program		Aug 0	Sept 0	Oct	Nov 0	Dec 0	Jan 0	Feb 0	March 0	April 0	May 0	June 0
S4.3	Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program	N/A	Aug 0	0	0	Nov 0	0	0	Feb 0	0	0	May 0	0
S4.3 S4.8	Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Electricity customers on the hardship program		Aug 0	Sept 0	Oct 0	Nov 0	Dec 0	Jan 0	Feb 0	March 0	April 0	May 0	June 0 June
\$4.3 \$4.8	Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program	N/A	Aug 0	0	0	Nov 0	0	0	Feb 0	0	0	May 0	0
\$4.3 \$4.8	Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Electricity customers on the hardship program Number of customers on a hardship program	N/A	Aug 0	0	0	Nov 0	0	0	Feb 0	0	0	May 0	0
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\$4.3 \$4.8 \$4.1 \$4.3	Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Electricity customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program	N/A July	Q1 Aug	0	0	Nov 0	0	0	Feb 0	0	0	May 0	0
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\$4.3 \$4.8 \$4.1 \$4.3 \$4.8	Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Electricity customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program Customers entering the program	N/A July	Q1 Aug	0	0	O Q2 Nov	0	0	Q3 Feb	0	0	May 0 Q4 May	0
\$4.3 \$4.8 \$4.1 \$4.3 \$4.8	Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Electricity customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Gas customers on the hardship program Number of customers on a hardship program	N/A July N/A	Q1 Aug	Sept 0	Oct 0	Q2 Nov	Dec 0	Jan 0	Q3 Feb 0 Q3 Feb	0 March	O April	0 Q4 May	June 0
S4.3 S4.8 S4.1 S4.3 S4.8	Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Electricity customers on the hardship program Number of customers on a hardship program Total number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Gas customers on the hardship program Number of customers on a hardship program	N/A July N/A	Q1 Aug	Sept 0	Oct 0	Q2 Nov	Dec 0	Jan 0	Q3 Feb 0 Q3 Feb	0 March	O April	0 Q4 May	June 0
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S4.3 S4.8 S4.1 S4.3 S4.8	Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Electricity customers on the hardship program Number of customers on a hardship program Total number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Gas customers on the hardship program Number of customers on a hardship program	N/A July N/A	Q1 Aug	Sept 0	Oct 0	Q2 Nov	Dec 0	Jan 0	Peb O Q3 Feb O Q3 Feb	0 March	O April	0 Q4 May	June 0
S4.3 S4.8 S4.1 S4.3 S4.8	Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Electricity customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Gas customers on a hardship program Number of customers on a hardship program Number of customers on a hardship program Number of customers on the hardship program Total number of customers exiting the hardship program Total number of customers exiting the hardship program	N/A July N/A	Aug 0 Q1 Aug 0 Q1 Aug 0 Q1 Aug	Sept 0	Oct 0	Nov 0 Q2 Nov 0 Q2 Nov	Dec 0	Jan 0	Peb O Q3 Feb O Q3 Feb	0 March	April April	0 Q4 May	June 0
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\$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8	Number of customers on a hardship program Total number of customers denied access to the program Total number of customers exiting the hardship program Tas - Electricity customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program Tas - Gas customers on the hardship program Tas - Gas customers on a hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program Total number of customers exiting the hardship program Total number of customers on the hardship program Number of customers on the hardship program Number of customers on a hardship program Number of customers on a hardship program Number of customers on a hardship program Total number of customers exiting the hardship program Customers entering the program Number of customers denied access to the program Number of customers denied access to the program Customers entering the program Customers entering the program Customers entering the program Customers entering the program Total number of customers exiting the hardship program Customers entering the program	N/A July N/A July N/A July N/A	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Sept Sept Sept Sept Sept O Sept	Oct Oct Oct Oct Oct Oct	0 Q2 Nov 0 Q2 Nov 0 Q2 Nov 0 Q2 Nov Q2 Q2 Nov Q2	Dec Dec Dec O	Jan Jan O Jan O Jan O Jan O	9	March March March March March	April April April April April O April	0 Q4 May Q4 Q4 May Q4	June June June June June O June
\$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.8 \$4.1 \$4.3 \$4.8	Number of customers on a hardship program Total number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Electricity customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Gas customers on the hardship program Number of customers on the hardship program Number of customers denied access to the program Total number of customers denied access to the program Customers entering the program VIC - Electricity customers on the hardship program Number of customers on a hardship program Number of customers on the hardship program Number of customers on the hardship program Total number of customers exiting the hardship program Total number of customers exiting the hardship program Customers entering the program Number of customers denied access to the program Total number of customers denied access to the program Customers entering the program Total number of customers exiting the hardship program Customers entering the program Total number of customers exiting the hardship program Customers entering the program Total number of customers exiting the hardship program Total number of customers exiting the hardship program	N/A July N/A July N/A July N/A July N/A O O O	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Sept Sept Sept Sept Sept O Sept	Oct Oct Oct Oct Oct Oct	0 Q2 Nov 0 Q	Dec Dec Dec O	Jan 0 0 Jan 0 0 0 0 0 0 0 0 0 0	9	March March March March March	April April April April April O April	0 Q4 May 0 Q	June June June June June O June
\$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.8 \$4.1 \$4.3 \$4.8	Number of customers on a hardship program Total number of customers denied access to the program Total number of customers exiting the hardship program Tas - Electricity customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program Tas - Gas customers on the hardship program Number of customers denied access to the program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program VIC - Electricity customers on the hardship program Number of customers on a hardship program Number of customers on a hardship program Total number of customers on the hardship program Total number of customers exiting the hardship program Total number of customers exiting the hardship program Customers entering the program VIC - Gas customers on the hardship program Number of customers denied access to the program Total number of customers denied access to the program Customers entering the program Total number of customers exiting the hardship program Customers entering the program Total number of customers exiting the hardship program Customers entering the program Total customers exiting the hardship program Number of customers exiting the hardship program Total number of customers exiting the hardship program	N/A July N/A July N/A July N/A July N/A N/A	Q1 Aug	Sept	Oct	0 Q2 Nov Q2 Q2 Nov Q2 Q2 Nov Q2	Dec	Jan 0 0 Jan 0 0 0 0 0 0 0 0 0 0	Q3 Feb 0 Q3	March March March March March March March	April 0 April 0 April 0 April 0 April 0 0 April 0	0 Q4 May 0 Q	June June June June June June June O O O O O O O O
\$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.8	Number of customers on a hardship program Total number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Electricity customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Gas customers on the hardship program Number of customers on the hardship program Number of customers denied access to the program Total number of customers denied access to the program Customers entering the program VIC - Electricity customers on the hardship program Number of customers on a hardship program Number of customers on the hardship program Number of customers on the hardship program Total number of customers exiting the hardship program Total number of customers exiting the hardship program Customers entering the program Number of customers denied access to the program Total number of customers denied access to the program Customers entering the program Total number of customers exiting the hardship program Customers entering the program Total number of customers exiting the hardship program Customers entering the program Total number of customers exiting the hardship program Total number of customers exiting the hardship program	N/A July N/A July N/A July N/A July N/A O O O	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Sept Sept Sept Sept Sept O Sept	Oct Oct Oct Oct Oct Oct	0 Q2 Nov 0 Q	Dec Dec Dec O	Jan 0 0 Jan 0 0 0 0 0 0 0 0 0 0	9	March March March March March	April April April April April O April	0 Q4 May 0 Q	June June June June June O June
\$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8	Number of customers on a hardship program Total number of customers denied access to the program Total number of customers exiting the hardship program TAS - Electricity customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Gas customers on the hardship program Customers entering the program TAS - Gas customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers denied access to the program Customers entering the program VIC - Electricity customers on a hardship program Number of customers on a hardship program Number of customers on a hardship program Total number of customers exiting the hardship program Customers entering the program Total number of customers exiting the hardship program Number of customers denied access to the program Total number of customers denied access to the program Total number of customers denied access to the program Total number of customers exiting the hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Number of customers denied access to the program Total number of customers on a hardship program Number of customers denied access to the program Total number of customers denied access to the program Customers entering the program Number of customers denied access to the program Customers entering the program Customers entering the program Total number of customers denied access to the program Customers entering the program Customers entering the program Customers entering the program Customers to the program	N/A July N/A July N/A July N/A July N/A N/A	Q1 Aug	Sept	Oct	0 Q2 Nov Q2 Q2 Nov Q2 Q2 Nov Q2	Dec Dec Dec O O O O O O O O O O O O O O O O O O O	Jan 0 0 Jan 0 0 0 0 0 0 0 0 0 0	Q3 Feb 0 Q3	March March March March March March March	April 0 April 0 April 0 April 0 April 0 0 April 0	0 Q4 May 0 Q	June June June June June June June O O O O O O O O
\$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.8 \$4.1 \$4.3 \$4.8 \$4.8	Number of customers denied access to the program Total number of customers exiting the hardship program Total number of customers exiting the hardship program Tas - Electricity customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program Total number of customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program Total number of customers exiting the hardship program Number of customers exiting the hardship program Number of customers on the hardship program Number of customers on the hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program Number of customers on a hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program Total number of customers exiting the hardship program	N/A July N/A July N/A July N/A July O O N/A July O O O O O O O O O O O O O	Q1 Aug O O O O O O O O O O O O O O O O O O O	Sept	Oct	0 Q2 Nov Q2 Q2 Nov Q2 Q2 Nov Q2	Dec Dec Dec O O O O O O O O O O O O O O O O O O O	Jan 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q3 Feb 0 Q3	March March March March March March March	April 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 Q4 May 0 Q	June June June June June June June O O O O O O O O
\$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8 \$4.1 \$4.3 \$4.8	Number of customers on a hardship program Total number of customers denied access to the program Total number of customers exiting the hardship program TAS - Electricity customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Customers entering the program TAS - Gas customers on the hardship program Customers entering the program TAS - Gas customers on the hardship program Number of customers on a hardship program Number of customers denied access to the program Total number of customers denied access to the program Customers entering the program VIC - Electricity customers on a hardship program Number of customers on a hardship program Number of customers on a hardship program Total number of customers exiting the hardship program Customers entering the program Total number of customers exiting the hardship program Number of customers denied access to the program Total number of customers denied access to the program Total number of customers denied access to the program Total number of customers exiting the hardship program Number of customers denied access to the program Total number of customers exiting the hardship program Number of customers denied access to the program Total number of customers on a hardship program Number of customers denied access to the program Total number of customers denied access to the program Customers entering the program Number of customers denied access to the program Customers entering the program Customers entering the program Total number of customers denied access to the program Customers entering the program Customers entering the program Customers entering the program Customers to the program	N/A July N/A July N/A July N/A July N/A N/A	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Sept	Oct	0 Q2 Nov Q2 Q2 Nov Q2 Q2 Nov Q2	Dec Dec Dec O O O O O O O O O O O O O O O O O O O	Jan 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Q3 Feb 0 Q3	March March March March March March March	April 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 Q4 May 0 Q	June June June June June June June O O O O O O O O

		ACT T		Ξ,	Ţ
Q1	0	Q2	Q3	0	Q4
	0	0		0	
	0	0		0	
N/A		0		0	
		ACT T	OTAL	_	
Q1		Q2	Q3		Q4
	0	0		0	
	0	0		0	
N/A	Ť	0		0	
	Ţ	NSW 1		Ţ	
Q1	0	Q2	Q3	0	Q4
	0	0		0	
	0	0		0	
N/A		0		0	
		NSW 1	OTAL		
Q1	I	Q2	Q3	I	Q4
	0	0		0	
	0	0		0	
N/A	Ť	0		0	
		QLD T			
Q1	0	Q2	Q3	0	Q4
	0	0		0	
	0	0		0	
N/A		0		0	
		QLD T	OTAL		
Q1	Т	Q2	Q3	Т	Q4
	0	0		0	
	0	0		0	
N/A	0	0		0	
IVA		9		٧	
		SA T	OTAL		
Q1	0	Q2 0	Q3	0	Q4
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	0	0		0	
N/A		0		0	
		SAT	OT AL		
Q1	┱	Q2	Q3	┰	Q4
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	0	0		0	
N/A	Ť	0		0	
- 04		TAS T			
Q1	0	Q2 0	Q3	0	Q4
	0	0		0	
	0	0		0	
N/A		0		0	
		TAS T	OTAL		
Q1	I	Q2		I	Q4
	0	0		0	
	0	0		0	
N/A	Ť	0		0	
		VIC T			
Q1	0	Q2	Q3	0	Q4
	0	0		0	
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N/A		0		0	
		VIC T	OTAL		
Q1	┰	Q2	Q3	┰	Q4
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	Ŭ	0		0	
N/A					
N/A			TAL		
		TO			
N/A Q1	0	Q2	Q3	0	Q4
	0			0	Q4
Q1	0	Q2			Q4
	0	Q2 0		0	Q4
Q1	0	Q2 0 0 0	Q3	0	Q4
Q1 N/A	0	Q2 0 0 0 0	Q3	0	
Q1	0 0 0	Q2 0 0 0 0 0 TO Q2	Q3	0 0 0	Q4
Q1 N/A	0 0 0	Q2 0 0 0 0 0 TO Q2 0	Q3	0 0 0	
Q1 N/A	0 0 0	Q2 0 0 0 0 0 TO Q2	Q3	0 0 0	

																										_				
			F	ACT			N	SW			Q	LD				SA			TAS	TOTAL			VIC	TOTAL] [All jurisdi	ctions	
	Electricity - hardship program - concessions	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4] [Q1	Q2	Q3	Q4
S4.2	Number of hardship customers in receipt of concessions																										0	0	0	0
	· · ·																									- -				
				ACT				SW				LD				SA				TOTAL			_	TOTAL				All jurisdi		
	Gas - hardship program - concessions	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4] [Q1	Q2	Q3	Q4
S4.2	Number of hardship customers in receipt of concessions]]	0	0	0	0
	Total hardship program - concessions		0	0	0 (0	0 (0	0	0	0	0	0		0	(0 (0 0	(0) (0 (0	0 (0 0	f h	0	0	0	0
				ACT			N	SW			0	LD			9	SA			TAS	TOTAL			VIC.	TOTAL		1 1		All iurisdi	ctions	
	Electricity - hardship program - debt	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	,,,	Q4	Q1	Q2	-	Q4	Q1	Q2		Q4	1 1	Q1	Q2	Q3	Q4
S4.4	Average debt upon entry into the hardship program																									j	<u> </u>	0	0	0
S4.5.a	Number hardship customers with a debt between \$0 and \$500																									1	0	0	0	0
S4.5.b	Number hardship customers with a debt \$500 ≤ \$1500]	0	0	0	0
S4.5.c	Number hardship customers with a debt \$1500 ≤ \$2500] [0	0	0	0
S4.5.d	Number hardship customers with a debt that is over \$2500] [0	0	0	0
S4.7	Average debt of hardship program customers																									j L	0	0	0	C
				NOT.				CW				1.0				24			T/0	TOTAL			1//0	TOTAL		, .		All in all 1	-4:	
	Gas - hardship program - debt	Q1	l Q2	ACT Q3	Q4	Q1	l Q2	SW Q3	Q4	Q1	l Q2	LD Q3	Q4	Q1		SA Q3	Q4	Q1	Q2	TOTAL Q3	Q4	Q1	Q2	TOTAL Q3	Q4	, ,	Q1	All jurisdi Q2	Q3	Q4
S4.4	Average debt upon entry into the hardship program	ŲΊ	Q2	ųз	Ų4	ŲΊ	Q2	ųз	Q4	ŲΊ	Ų2	ųз	Q4	ŲΊ	Q2	Ų3	Q4	ŲΊ	Q2	ųз	Ų4	ŲΊ	Q2	Ų3	Ų4	!	Q1	QZ O	ųs n	Q4
S4.5.a	Number hardship customers with a debt between \$0 and \$500																									† •	0	0	0	- 0
S4.5.b	Number hardship customers with a debt \$500 ≤ \$1500																									†	0	0	0	0
S4.5.c	Number hardship customers with a debt \$1500 ≤ \$2500							1																		1 1	0	0	0	
S4.5.d	Number hardship customers with a debt that is over \$2500																									1 1	0	0	0	(
S4.7	Average debt of hardship program customers																										0	0	0	C
				ACT				SW				LD				SA				TOTAL	,			TOTAL				All jurisdi		
	Electricity - hardship program - exiting the program	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	, l	Q1	Q2	Q3	Q4
S4.9.a	Number customers who successfully completed the program																									ļ ļ				
S4.9.b S4.9.c	Number customers who were excluded from the program																										0	0	0	
54.9.0	Number customers who transferred																									j L	0	0	0	
				ACT			N	SW			0	LD			9	SA			TAS	TOTAL			VIC.	TOTAL		1 1		All iurisdi	ctions	
	Gas - hardship program - exiting the program	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	1 1	Q1	Q2	Q3	Q4
S4.9.a	Number customers who successfully completed the program	<u> </u>									~~															† †	~.	~~	~~	
S4.9.b	Number customers who were excluded from the program																									1	0	0	0	(
S4.9.c	Number customers who transferred																										0	0	0	C
																										- -				
				ACT				SW				LD				SA				TOTAL				TOTAL				All jurisdi		
-	Electricity - hardship program - disconnection and reconnection	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Į <u> </u>	Q1	Q2	Q3	Q4
S4.10	Number of customers disconnected who successfully completed the																													
04.44	hardship program in prev 12mths																										0	0	0	0
S4.11	Number of customers who successfully completed the hardship program in the previous 12 months who were reconnected																										0	0	0	0
	program in the previous 12 months who were reconnected																									j L	U	0	0	
			, and a	ACT			N	SW			Q	LD				SA			TAS	TOTAL			VIC	TOTAL		1 [All jurisdi	ctions	
	Gas - hardship program - disconnection and reconnection	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1		Q3	Q4	1 1	Q1	Q2	Q3	Q4
S4.10	Number of customers disconnected who successfully completed the																									j j				
	hardship program in prev 12mths																										0	0	0	0
S4.11	Number of customers who successfully completed the hardship																													
	program in the previous 12 mths who were reconnected																									j [0	0	0	C
				ANIATT	N TOTAL			1																						
	Electricity Doymont methods	ACT	NOW		AL TOTAL	TAC	1///0	TOTAL	1																					
S4.6.a	Electricity - Payment methods Number of customers who use a payment plan	ACT	NSW	QLD	SA	TAS	VIC	TOTAL	1																					
54.6.a	Number of customers who use Contropor				-	+			<u> </u>																					

S4.6.a Number of customers who use a payment plan
S4.6.b Number of customers who use Centrepay
S4.6.c Number of customers who use Centrepay
S4.6.c Number of customers who use a PPM
S4.6.d Number of customers who use any other payment method

ANNUAL TOTAL
ACT NSW QLD SA TAS VIC