

**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:

<b>Company:</b>	
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Select the reporting period from the drop down lists below:

<b>Year:</b>	2012-13	<b>Reporting period</b>	Q1
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**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  Year  Period

**Small market offer customers**

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

**Customer Numbers**

	ACT				NSW				QLD				SA				TAS				VIC			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Electricity - standard retail contracts</b>																								
S2.1.i	Number of residential customers on standard retail contracts																							
S2.1.ii	Number of small business customers on standard retail contracts																							
<b>Electricity - market retail contracts</b>																								
S2.2.i	Number of residential customers on market retail contracts																							
S2.2.ii	Number of small business customers on market retail contracts																							
S2.2.iii	Number of large customers on market retail contracts																							
<b>Gas - standard retail contracts</b>																								
S2.1.i	Number of residential customers on standard retail contracts																							
S2.1.ii	Number of small business customers on standard retail contracts																							
<b>Gas - market retail contracts</b>																								
S2.2.i	Number of residential customers on market retail contracts																							
S2.2.ii	Number of small business customers on market retail contracts																							
S2.2.iii	Number of large customers on market retail contracts																							
<b>TOTAL number of customers</b>																								
0																								
<b>TOTAL number of electricity customers</b>																								
0																								
<b>TOTAL number of electricity residential customers</b>																								
0																								
<b>Total number of electricity small business customers</b>																								
0																								
<b>Total number of large electricity customers</b>																								
0																								
<b>TOTAL number of gas customers</b>																								
0																								
<b>TOTAL number of gas residential customers</b>																								
0																								
<b>Total number of gas small business customers</b>																								
0																								
<b>Total number of large gas customers</b>																								
0																								
<b>Total number of residential customers</b>																								
0																								
<b>Total number of small business customers</b>																								
0																								
<b>Total number of large customers</b>																								
0																								

All jurisdictions				
Q1	Q2	Q3	Q4	
0	0	0	0	0
0	0	0	0	0
<b>Electricity - standard retail contracts</b>				
0	0	0	0	0
0	0	0	0	0
<b>Electricity - market retail contracts</b>				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
<b>Gas - standard retail contracts</b>				
0	0	0	0	0
0	0	0	0	0
<b>Gas - market retail contracts</b>				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
<b>TOTAL number of customers</b>				
0	0	0	0	0
<b>TOTAL number of electricity customers</b>				
0	0	0	0	0
<b>TOTAL number of electricity residential customers</b>				
0	0	0	0	0
<b>Total number of electricity small business customers</b>				
0	0	0	0	0
<b>Total number of large electricity customers</b>				
0	0	0	0	0
<b>TOTAL number of gas customers</b>				
0	0	0	0	0
<b>TOTAL number of gas residential customers</b>				
0	0	0	0	0
<b>Total number of gas small business customers</b>				
0	0	0	0	0
<b>Total number of large gas customers</b>				
0	0	0	0	0
<b>Total number of residential customers</b>				
0	0	0	0	0
<b>Total number of small business customers</b>				
0	0	0	0	0
<b>Total number of large customers</b>				
0	0	0	0	0

Retailer  Year  Period

**Customer Service**

	All jurisdictions			
	Q1	Q2	Q3	Q4
S3.1 National call centre performance - electricity and gas				
S3.2 Total number of calls to an operator				
S3.2 Number of calls to an operator answered in 30 seconds				
S3.3 Percentage of calls answered in 30 seconds	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
S3.3 Average time before operator answers the call				
S3.4 Number of calls abandoned before being answered by an operator				
S3.4 Percentage of calls abandoned before being answered by an operator	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

**Complaints**

	ACT				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
<b>Energy complaints - residential customers</b>																												
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																											
<b>Total number of complaints - residential customers</b>																												
<b>Energy complaints - small business customers</b>																												
S3.5.b	Number of marketing complaints																											
S3.6.b	Number of billing complaints																											
S3.7.b	Number of customer transfer complaints																											
S3.8.b	Number of other complaints																											
<b>Total number of complaints - small business customers</b>																												
<b>Energy complaints - TOTAL</b>																												
Number of marketing complaints																												
Number of billing complaints																												
Number of customer transfer complaints																												
Number of other complaints																												
<b>TOTAL number of complaints</b>																												

**Handling customers experiencing payment difficulties**

	ACT				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
<b>Electricity - Residential customer energy bill debt</b>																												
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				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
<b>Electricity - Small business customer energy bill debt</b>																												
S3.9.b	Number of small business customers repaying a debt																											
S3.10.b	Average amount of debt for small business customers																											
<b>Total customers repaying electricity debt</b>																												

	ACT				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
<b>Gas - Customers with energy bill debt</b>																												
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				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
<b>Gas - Customers with energy bill debt</b>																												
S3.9.b	Number of small business customers repaying a debt																											
S3.10.b	Average amount of debt for small business customers																											
<b>Total customers repaying gas debt</b>																												
<b>Total customers repaying energy debt</b>																												

**Centrepay**

	ACT				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
<b>Electricity - Centrepay</b>																												
S3.12	Number of customers using Centrepay																											
<b>Gas - Centrepay</b>																												
S3.12	Number of customers using Centrepay																											
<b>Total customers using Centrepay</b>																												

**Payment plans**

	ACT				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
<b>Electricity - payment plans</b>																												
S3.13	Number of customers on a payment plan																											
S3.14	Number of customers who had their payment plans cancelled																											
S3.15	Number of customers with two or more payment plans cancelled in the last 12 months																											

	ANNUAL TOTAL						
	ACT	NSW	QLD	SA	TAS	VIC	TOTAL
S3.16	Number of customers who successfully completed their payment plan						

	ACT				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
<b>Gas - payment plans</b>																												
S3.13	Number of customers on a payment plan																											
S3.14	Number of customers who had their payment plans cancelled																											
S3.15	Number of customers with two or more payment plans cancelled in the last 12 months																											

	ANNUAL TOTAL						
	ACT	NSW	QLD	SA	TAS	VIC	TOTAL
S3.16	Number of customers who successfully completed their payment plan						

**Prepayment meters (PPMs)**

	ACT				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
<b>Electricity - Prepayment Meters</b>																												
S3.17	Total number of PPM customers																											
S3.18	Number of PPM customers that receive an energy concession																											
S3.19	Number of PPMs removed due to payment difficulties																											
S3.20	Number of customers using a PPM able to detect & report self-disconnections																											
S3.21	Number of PPM self-disconnection events																											
S3.22	Number of PPM customers self-disconnected																											
S3.23	Average duration of self-disconnection events																											

	ACT				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
<b>Gas - Prepayment Meters</b>																												
S3.17	Total number of PPM customers																											
S3.18	Number of PPM customers that receive an energy concession																											
S3.19	Number of PPMs removed due to payment difficulties																											
S3.20	Number of customers using a PPM able to detect & report self-disconnections																											
S3.21	Number of PPM self-disconnection events																											
S3.22	Number of PPM customers self-disconnected																											
S3.23	Average duration of self-disconnection events																											



Electricity reconnections - other customer categories	ACT				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
S3.25.c	Number of hardship program customers reconnected																											
S3.25.d	Number of concession customers reconnected																											
S3.25.e	Number of customers reconnected who were on a payment plan in the previous 12 mths																											
S3.26	Number of residential customers reconnected (regardless of the date of disconnection)																											
	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!	#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!	#DIV/0!	#DIV/0!	#DIV/0!

  

Gas reconnections (re-energisations)																
ACT - Gas reconnections	Q1			Q2			Q3			Q4			ACT TOTAL			
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		Q1	Q2	Q3
S3.25.a	Number of residential customers reconnected within 7 days												50	0	0	0
S3.25.b	Number of small business customers reconnected within 7 days												0	0	0	0
	Total reconnections												50	0	0	0
	Reconnection as a % of disconnection												#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

  

NSW - Gas reconnections	Q1			Q2			Q3			Q4			NSW TOTAL			
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		Q1	Q2	Q3
S3.25.a	Number of residential customers reconnected within 7 days												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
	Reconnection as a % of disconnection												#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

  

QLD - Gas reconnections	Q1			Q2			Q3			Q4			QLD TOTAL			
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		Q1	Q2	Q3
S3.25.a	Number of residential customers reconnected within 7 days												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
	Reconnection as a % of disconnection												#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

  

SA - Gas reconnections	Q1			Q2			Q3			Q4			SA TOTAL			
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		Q1	Q2	Q3
S3.25.a	Number of residential customers reconnected within 7 days												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
	Reconnection as a % of disconnection												#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

  

TAS - Gas reconnections	Q1			Q2			Q3			Q4			TAS TOTAL			
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		Q1	Q2	Q3
S3.25.a	Number of residential customers reconnected within 7 days												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
	Reconnection as a % of disconnection												#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

  

VIC - Gas reconnections	Q1			Q2			Q3			Q4			VIC TOTAL			
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		Q1	Q2	Q3
S3.25.a	Number of residential customers reconnected within 7 days												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
	Reconnection as a % of disconnections												0%	0%	0%	0%

  

Gas reconnections - other customer categories	ACT				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
S3.25.c	Number of hardship program customers reconnected																											
S3.25.d	Number of concession customers reconnected																											
S3.25.e	Number of customers reconnected who were on a payment plan in the previous 12 mths																											
S3.26	Number of residential customers reconnected (regardless of the date of disconnection)																											
	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!	#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!	#DIV/0!	#DIV/0!	#DIV/0!

  

Concessions																												
Electricity - Concessions	ACT				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
S3.27	Number of customers who receive a concession																											
	Total Concessions																											
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

  

Security deposits																												
Electricity - Security deposits	ACT				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
S3.28.a	Number of security deposits - residential customers																											
S3.29.a	Aggregate value of security deposits - residential customers																											
S3.28.b	Number of security deposits - small business customers																											
S3.29.b	Aggregate value of security deposits - small business customers																											
	TOTAL electricity security deposit																											
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

  

Gas - Security deposits	ACT				NSW				QLD				SA				TAS				VIC				All jurisdictions			
	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
S3.28.a	Number of security deposits - residential customers																											
S3.29.a	Aggregate value of security deposits - residential customers																											
S3.28.b	Number of security deposits - small business customers																											
S3.29.b	Aggregate value of security deposits - small business customers																											
	TOTAL gas security deposit																											
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Retailer  Year  Period

**Hardship Program Indicators**

		Q1			Q2			Q3			Q4		
		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
<b>ACT - Electricity customers on the hardship program</b>													
S4.1	Number of customers on a hardship program												
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
<b>ACT - Gas customers on the hardship program</b>													
S4.1	Number of customers on a hardship program												
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
<b>NSW - Electricity customers on the hardship program</b>													
S4.1	Number of customers on a hardship program												
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
<b>NSW - Gas customers on the hardship program</b>													
S4.1	Number of customers on a hardship program												
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
<b>QLD - Electricity customers on the hardship program</b>													
S4.1	Number of customers on a hardship program												
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
<b>QLD - Gas customers on the hardship program</b>													
S4.1	Number of customers on a hardship program												
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
<b>SA - Electricity customers on the hardship program</b>													
S4.1	Number of customers on a hardship program												
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
<b>SA - Gas customers on the hardship program</b>													
S4.1	Number of customers on a hardship program												
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
<b>TAS - Electricity customers on the hardship program</b>													
S4.1	Number of customers on a hardship program												
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
<b>TAS - Gas customers on the hardship program</b>													
S4.1	Number of customers on a hardship program												
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
<b>VIC - Electricity customers on the hardship program</b>													
S4.1	Number of customers on a hardship program												
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
<b>VIC - Gas customers on the hardship program</b>													
S4.1	Number of customers on a hardship program												
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
<b>TOTAL - Electricity customers on the hardship program</b>													
S4.1	Number of customers on a hardship program	0	0	0	0	0	0	0	0	0	0	0	0
S4.3	Number of customers denied access to the program	0	0	0	0	0	0	0	0	0	0	0	0
S4.8	Total number of customers exiting the hardship program	0	0	0	0	0	0	0	0	0	0	0	0
Customers entering the program		N/A	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL - Gas customers on the hardship program</b>													
S4.1	Number of customers on a hardship program	0	0	0	0	0	0	0	0	0	0	0	0
S4.3	Number of customers denied access to the program	0	0	0	0	0	0	0	0	0	0	0	0
S4.8	Total number of customers exiting the hardship program	0	0	0	0	0	0	0	0	0	0	0	0
Customers entering the program		N/A	0	0	0	0	0	0	0	0	0	0	0

ACT TOTAL				
Q1	Q2	Q3	Q4	
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0
ACT TOTAL				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0
NSW TOTAL				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0
NSW TOTAL				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0
QLD TOTAL				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0
QLD TOTAL				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0
SA TOTAL				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0
SA TOTAL				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0
TAS TOTAL				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0
TAS TOTAL				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0
VIC TOTAL				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0
VIC TOTAL				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0
TOTAL				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0
TOTAL				
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
N/A	0	0	0	0

		ACT				NSW				QLD				SA				TAS TOTAL				VIC TOTAL			
		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	Electricity - hardship program - concessions																								
S4.2	Number of hardship customers in receipt of concessions																								
		ACT				NSW				QLD				SA				TAS TOTAL				VIC TOTAL			
		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	Gas - hardship program - concessions																								
S4.2	Number of hardship customers in receipt of concessions																								
S4.2	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	0	0	
		ACT				NSW				QLD				SA				TAS TOTAL				VIC TOTAL			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
S4.4	Electricity - hardship program - debt																								
S4.4	Average debt upon entry into the hardship program																								
S4.5.a	Number hardship customers with a debt between \$0 and \$500																								
S4.5.b	Number hardship customers with a debt \$500 ≤ \$1500																								
S4.5.c	Number hardship customers with a debt \$1500 ≤ \$2500																								
S4.5.d	Number hardship customers with a debt that is over \$2500																								
S4.7	Average debt of hardship program customers																								
		ACT				NSW				QLD				SA				TAS TOTAL				VIC TOTAL			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
S4.4	Gas - hardship program - debt																								
S4.4	Average debt upon entry into the hardship program																								
S4.5.a	Number hardship customers with a debt between \$0 and \$500																								
S4.5.b	Number hardship customers with a debt \$500 ≤ \$1500																								
S4.5.c	Number hardship customers with a debt \$1500 ≤ \$2500																								
S4.5.d	Number hardship customers with a debt that is over \$2500																								
S4.7	Average debt of hardship program customers																								
		ACT				NSW				QLD				SA				TAS TOTAL				VIC TOTAL			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
S4.9.a	Electricity - hardship program - exiting the program																								
S4.9.a	Number customers who successfully completed the program																								
S4.9.b	Number customers who were excluded from the program																								
S4.9.c	Number customers who transferred																								
		ACT				NSW				QLD				SA				TAS TOTAL				VIC TOTAL			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
S4.9.a	Gas - hardship program - exiting the program																								
S4.9.a	Number customers who successfully completed the program																								
S4.9.b	Number customers who were excluded from the program																								
S4.9.c	Number customers who transferred																								
		ACT				NSW				QLD				SA				TAS TOTAL				VIC TOTAL			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
S4.10	Electricity - hardship program - disconnection and reconnection																								
S4.10	Number of customers disconnected who successfully completed the hardship program in prev 12mths																								
S4.11	Number of customers who successfully completed the hardship program in the previous 12 months who were reconnected																								
		ACT				NSW				QLD				SA				TAS TOTAL				VIC TOTAL			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
S4.10	Gas - hardship program - disconnection and reconnection																								
S4.10	Number of customers disconnected who successfully completed the hardship program in prev 12mths																								
S4.11	Number of customers who successfully completed the hardship program in the previous 12 mths who were reconnected																								
		ANNUAL TOTAL																							
		ACT	NSW	QLD	SA	TAS	VIC	TOTAL																	
S4.6.a	Electricity - Payment methods							0																	
S4.6.a	Number of customers who use a payment plan							0																	
S4.6.b	Number of customers who use Centrepay							0																	
S4.6.c	Number of customers who use a PPM							0																	
S4.6.d	Number of customers who use any other payment method							0																	
		ANNUAL TOTAL																							
		ACT	NSW	QLD	SA	TAS	VIC	TOTAL																	
S4.6.a	Gas - Payment methods							0																	
S4.6.a	Number of customers who use a payment plan							0																	
S4.6.b	Number of customers who use Centrepay							0																	
S4.6.c	Number of customers who use a PPM							0																	
S4.6.d	Number of customers who use any other payment method							0																	

All jurisdictions				
Q1	Q2	Q3	Q4	
0	0	0	0	0
All jurisdictions				
Q1	Q2	Q3	Q4	
0	0	0	0	0
0	0	0	0	0
All jurisdictions				
Q1	Q2	Q3	Q4	
0	0	0	0	0
0	0	0	0	0
All jurisdictions				
Q1	Q2	Q3	Q4	
0	0	0	0	0
0	0	0	0	0
All jurisdictions				
Q1	Q2	Q3	Q4	
0	0	0	0	0
0	0	0	0	0
All jurisdictions				
Q1	Q2	Q3	Q4	
0	0	0	0	0
0	0	0	0	0