



**Code of Conduct for the Supply of
Electricity to Small Use Customers**

Annual Report

2007/08

Prepared by: Governance and Company Secretariat
DMS #: 3126249v1

CONTENTS

HORIZON POWER	4
INTRODUCTION.....	6
Division 1 – General.....	6
13.1 Records to be kept	6
Division 2 – Obligations particular to retailers	6
13.2 Affordability and access	6
13.3 Customer complaints	7
13.4 Compensation payments	8
13.5 Call Centre Performance	8
13.6 Supporting information	9
13.7 Pre-payment meters	9
Division 3 – Obligations particular to distributors	9
13.8 Connections	9
13.9 Timely repair of faulty street lights	10
13.10 Customer Complaints	10
13.11 Compensation payments	10
13.12 Call Centre Performance	10
13.13 Pre-payment meters	11
13.14 Supporting information	11

HORIZON POWER

Horizon Power is the Network Operator for the North West Interconnected System and thirty-three isolated systems.



INTRODUCTION

This report has been produced to meet the requirements of the Code of Conduct for the Supply of Electricity to Small Use Customers 2008.

The results in this report are presented as they appear as items in the Code.

Division 1 – General

13.1 Records to be kept

Unless expressly provided otherwise, a *retailer, distributor or marketer* must keep a record or other information that a *retailer, distributor or marketer* is required to keep by the *Code* for at least 2 years from the last date on which the information was recorded.

Division 2 – Obligations particular to retailers

13.2 Affordability and access

(1) A *retailer* must keep a record of –

(a) the total number of, and percentage of, its *residential customers*:

Obligation		Total		%
who are subject to an <i>instalment plan</i> ;	RB1	1,491	RB2	4.15%
who have been granted additional time to pay their bill under Part 6;	RB5	2,924	RB6	8.14%
who have been placed on a shortened <i>billing cycle</i> ;	RB9	0	RB10	0%
have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	RC1	1,793	RC2	4.99%
have been disconnected who were previously the subject of an instalment plan;	RC5	408	RC6	1.14%
have been disconnected at the same <i>supply address</i> within the past 24 months;	RC7	583	RC8	1.62%
have been disconnected while receiving a <i>concession</i> ;	RC9	215	RC10	0.60%
have been reconnected at the same <i>supply address</i> in the same name within 7 days of having been disconnected;	RD1	826	RD2	2.30%
have been reconnected in the same name who were previously the subject of an instalment plan.	RD5	277	RD6	0.77%
have been reconnected in the same name and at the same <i>supply address</i> within the past 24 months;	RD7	183	RD8	0.51%
have been reconnected and who, immediately prior to disconnection, was receiving a <i>concession</i> ;	RD9	220	RD10	0.61%

who have lodged security deposits;	RE1	0	RE2	0%
who have had direct debit plans terminated.	RB13	0	RB14	0%

(b) the total number of, and percentage of, its *non-residential customers*:

Obligation		Total		%
who are subject to an <i>instalment plan</i> ;	RB3	77	RB4	1.19%
who have been granted additional time to pay their bill under Part 6;	RB7	195	RB8	3.01%
who have been placed on a shortened <i>billing cycle</i> ;	RB11	0	RB12	0%
who have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	RC3	44	RC4	0.68%
have been reconnected at the same <i>supply address</i> in the same name within 7 days of having been disconnected;	RD3	16	RD4	0.25%
who have lodged security deposits;	RE3	1	RE4	0.02%
who have had direct debit plans terminated	RB15	0	RB16	0%

(2) In this clause –

“direct debit plans terminated” means a direct debit plan terminated as a result of a default or non payment in two or more successive payment periods.

“instalment plan” means an arrangement between a *retailer* and a *customer* for the *customer* to pay arrears or in advance and continued usage on their account according to an agreed payment schedule (generally involving payment of at least 3 instalments) taking into account their capacity to pay. It does not include *customers* using a payment plan as a matter of convenience or for flexible budgeting purposes.”

13.3 Customer complaints

(1) A *retailer* must keep a record of –

(a) the total number of *complaints* received from *residential customers* and *non-residential customers*;

		Res		Non
Complaints	RF1	195	RF7	63

(b) the percentage of total *complaints* from *residential customers* and *non-residential customers* that relate to –

Complaint Type		% Res		% Non
<i>billing/credit complaint</i>	RF2	8.21%	RF8	20.63%
<i>transfer complaints</i>	RF3	0%	RF9	0%
<i>marketing complaints</i> (including <i>complaints</i> made directly to a <i>marketer</i>)	RF4	0%	RF10	0%
<i>other complaints</i> . [Note: clause 13.7 also provides for the recording of pre-payment meter complaints.]	RF5	80.51%	RF11	79.37%

- (c) the action taken by a *retailer* to address a *complaint*; and
- (d) the time taken for the appropriate procedures for dealing with the *complaint* to be concluded.

All complaints are logged, complaints requiring further action are recorded and the actions taken are date and time stamped, assigned to an operative and managed through to resolution.

(2) A *retailer* must keep a copy of each *complaint* referred to in subclause (1) (including *complaints* made directly to a *marketer*).

(3) In this clause –

“billing/credit complaints” includes billing errors, incorrect billing of fees and charges, failure to receive relevant government rebates, high billing, credit collection, disconnection and reconnection, and restriction due to billing discrepancy.

“marketing complaints” includes advertising campaigns, contract terms, sales techniques and misleading conduct.

“transfer complaints” includes failure to transfer *customer* within a certain time period, disruption of supply due to transfer and billing problems directly associated with the transfer (e.g. delay in billing, double billing).

“other complaints” includes poor service, privacy consideration, failure to respond to *complaints*, and health and safety issues.

13.4 Compensation payments

A <i>retailer</i> must keep a record of the total number of payments and data on the average amount of payments made under –		Total		Av.
(a) clause 14.1 - Customer reconnections	RG1	1	RG2	\$200
(b) clause 14.2 – Wrongful disconnections	RG3	1	RG4	0
(c) clause 14.3 – Customer Service	RG5	0	RG6	0

13.5 Call Centre Performance

A <i>retailer</i> must keep a record of:		Total		%
the total number of telephone calls to an operator of the <i>retailer</i>	RH1	85,356		
the number of, and percentage of, calls to an operator responded to within 30 seconds	RH2	71,228	RH3	83.4%
the average duration (in seconds) before a call is answered by an operator	RH4	11.5		
the percentage of calls that are unanswered			RH5	4.5%

13.6 Supporting information

(1) A <i>retailer</i> must keep a record of the total number of –		Total
residential accounts held by <i>contestable customers</i>	RA1	697
residential accounts held by <i>non-contestable customers</i>	RA2	30,303
<i>business accounts</i> held by <i>contestable customers</i>	RA3	1,047
<i>business accounts</i> held by <i>non-contestable customers</i>	RA4	4,583

(2) In this clause –

“business account” means an account for which a *customer* is eligible to receive a tariff other than a tariff for the supply of electricity for residential purposes.

13.7 Pre-payment meters

A <i>retailer</i> must keep a record of –		Total
(a) the total number of <i>pre-payment meter customers</i>	RA5	479
(b) the total number of <i>complaints</i> , other than those <i>complaints</i> specified in clause 13.13(a), relating to a <i>p-p meter customer</i> ,	RF13	0

(c) the action taken by the *retailer* to address a *complaint*; and (d) the time taken for the appropriate procedures for dealing with the *complaint* to be concluded.

Complaint	Action	Time
N/A	N/A	N/A

Division 3 – Obligations particular to distributors

13.8 Connections

(1) A <i>distributor</i> must keep a record of –		Total
(a) the total number of connections provided	DA1	1,749
(b) the total not provided on or before the agreed date	DA2	273

(2) In this clause –

“not provided on or before the agreed date” includes connections not provided within any regulated time limit and connections not provided by the date agreed with a *customer*.

13.9 Timely repair of faulty street lights

(1) A distributor must keep a record of –		Total
(a) the number of street lights reported faulty each month	DE1/2	58/mth
(b) the number of street lights not repaired before agreed date	DE3/4	105
(c) the total number of street lights	DE5/6	12,861
(d) the average number of days to repair faulty street lights	DE7/8	3.5

(2) For the purpose of subclause (1), the number of days taken to repair a street light is counted from the date of notification.

13.10 Customer Complaints

(1) A distributor must keep a record of –		Total
(a) the total number of <i>complaints</i> (excluding <i>quality and reliability complaints</i>) received	DC1	258
(b) (i) the total number – administrative process or customer service complaints	DC2	51
(b) (ii) other complaints		207

(c) the action taken by a *distributor* to address a *complaint* (excluding *quality and reliability complaints*); and (d) the time taken for the appropriate procedures for dealing with the *complaint* (excluding *quality and reliability complaints*) to be concluded.

(2) A *distributor* must keep a copy of each *complaint* referred to in subclause (1).

(3) In this clause – “*quality and reliability complaints*” means a complaint as defined in Schedule 1 of the *Electricity Industry (Network Quality and Reliability of Supply) Code 2005*.

13.11 Compensation payments

A distributor must keep a record of the total number of payments made under clause 14.4.		Total
	DD1	0

13.12 Call Centre Performance

A distributor must keep a record of:		Total		%
(a) the total number of telephone calls to an operator of the <i>distributor</i>	DF1	85,356		
(b) the number of, and percentage of, telephone calls to an operator responded to within 30 seconds	DF2	71,228	DF3	83.4%
(c) the average duration (in seconds) before a call is answered by an operator	DF4	11.5 SECS		

(d) the percentage of calls that are unanswered			DF5	4.5%
---	--	--	-----	------

13.13 Pre-payment meters

A *distributor* must keep a record of –

(a) the number of <i>complaints</i> relating to the installation and operation of a <i>pre-payment meter</i> at a <i>pre-payment meter customer's supply address</i>		Total
	DC5	0

(b) the action taken by the *distributor* to address a *complaint*; and (c) the time taken for the appropriate procedures for dealing with the *complaint* to be concluded.

13.14 Supporting information

A <i>distributor</i> must keep a record of the total number of <i>customers</i> who are connected to the <i>distributor's</i> network.		Total
	DA3	37,580