

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

Performance Report

2009/10

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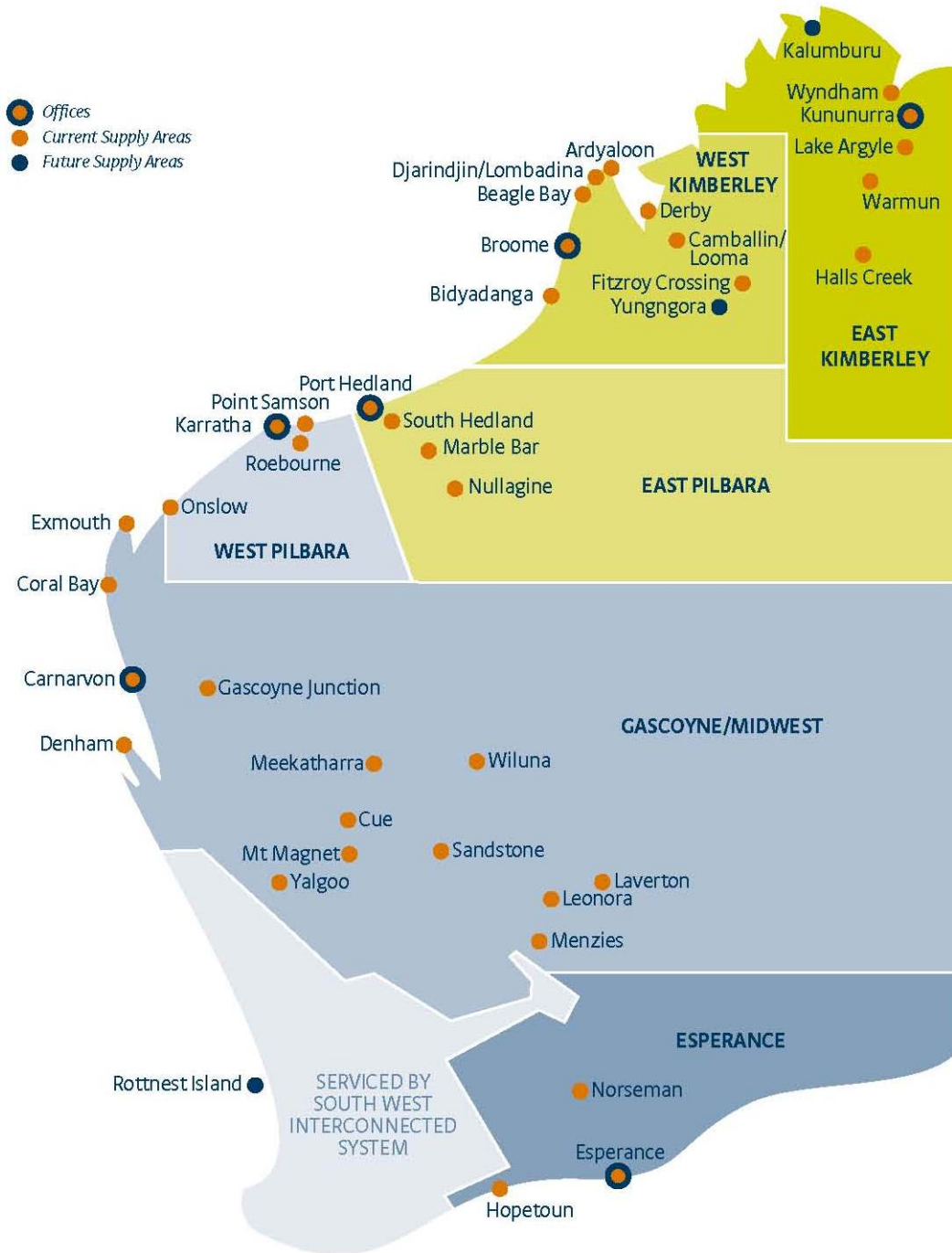
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HORIZON POWER SERVICE AREA MAP

Horizon Power is the Network Operator for thirty six discrete areas including the North West Interconnected System.

The areas we serve



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		Tot		%
who are subject to an <i>instalment plan</i> ;	RB 1	1134	RB 2	3.71%
who have been granted additional time to pay their bill under Part 6;	RB 5	4589	RB 6	15.00%
who have been placed on a shortened <i>billing cycle</i> ;	RB 9	0	RB 10	0
have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	RC 1	604	RC 2	1.97%
have been disconnected who were previously the subject of an instalment plan;	RC 5	135	RC 6	0.44%
have been disconnected at the same <i>supply address</i> within the past 24 months;	RC 7	58	RC 8	0.19%
have been disconnected while receiving a <i>concession</i> ;	RC 9	19	RC 10	0.06%
have been reconnected at the same <i>supply address</i> in the same name within 7 days of having been disconnected;	RD 1	145	RD 2	0.47%
been reconnected in the same name who were previously the subject of an instalment plan.	RD 5	54	RD 6	0.18%
been reconnected in the same name and at the same <i>supply address</i> within the past 24 months;	RD 7	6	RD 8	0.02%
have been reconnected and who, immediately prior to disconnection, was receiving a <i>concession</i> ;	RD 9	6	RD 10	0.02%
who have lodged security deposits;	RE 1	0	RE 2	0
who have had direct debit plans terminated.	RB 13	0	RB 14	0

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

Obligation		Total		%
who are subject to an <i>instalment plan</i> ;	RB 3	286	RB 4	3.95%
who have been granted additional time to pay their bill under Part 6;	RB 7	736	RB 8	10.15%
who have been placed on a shortened <i>billing cycle</i> ;	RB 11	0	RB 12	0
who have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	RC 3	132	RC 4	1.82%
have been reconnected at the same <i>supply address</i> in the same name within 7 days of having been disconnected;	RD 3	44	RD 4	0.61%
who have lodged security deposits;	RE 3	0	RE 4	0
who have had direct debit plans terminated	RB 15	0	RB 16	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	RF 1	174	RF 7	4

(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>	RF 2	36.21%	RF 8	50%
<i>transfer complaints</i>	RF 3	0	RF 9	0
<i>marketing complaints</i> (including <i>complaints</i> made directly to a <i>marketer</i>)	RF 4	0	RF 10	0
<i>other complaints.</i> [Note: clause 13.7 also provides for the recording of pre-payment meter complaints.]	RF 5	63.79%	RF 11	50%

(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 retailer 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	RG 1	0	RG 2	0
(b) clause 14.2 – Wrongful disconnections	RG 3	1	RG 4	\$250
(c) clause 14.3 – Customer Service	RG 5	0	RG 6	0

13.5 Call Centre Performance

A retailer must keep a record of:		Total		%
the total number of telephone calls to an operator of the <i>retailer</i>	RH 1	89,200		
the number of, and percentage of, calls to an operator responded to within 30 seconds	RH 2	74,357	RH 3	83.36%
the average duration (in seconds) before a call is answered by an operator	RH 4	34 sec		
the percentage of calls that are unanswered			RH 5	1.74%

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>	RA 1	168
residential accounts held by <i>non-contestable customers</i>	RA 2	30,427
<i>business accounts</i> held by <i>contestable customers</i>	RA 3	1,375
<i>business accounts</i> held by <i>non-contestable customers</i>	RA 4	5,874

(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>	RA 5	608
(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> ,	RF 13	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	DA 1	1,764
(b) the total not provided on or before the agreed date	DA 2	0

(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 <i>distributor</i> must keep a record of –		Total
(a) the number of street lights reported faulty each month	DE 1/2	29
(b) the number of street lights not repaired before agreed date	DE 3/4	58
(c) the total number of street lights	DE 5/6	14,274
(d) the average number of days to repair faulty street lights	DE 7/8	4.5

(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 <i>distributor</i> must keep a record of –		Total
(a) the total number of <i>complaints</i> (excluding <i>quality and reliability complaints</i>) received	DC 1	178
(b) (i) the total number – administrative process or customer service complaints	DC 2	65
(b) (ii) other complaints	DC 3	113

(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 <i>distributor</i> must keep a record of the total number of payments made under clause 14.4.		Total
	DD 1	0

13.12 Call Centre Performance

A <i>distributor</i> must keep a record of:		Total		%
(a) the total number of telephone calls to an operator of the <i>distributor</i>	DF 1	89,200		
(b) the number of, and percentage of, telephone calls to an operator responded to within 30 seconds	DF 2	74,357	DF 3	83.36%
(c) the average duration (in seconds) before a call is answered by an operator	DF 4	34		
(d) the percentage of calls that are unanswered			DF 5	1.74%

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
	DC 5	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
	DA 3	42,474