

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

## **Performance Report**

2011/12

Left blank intentionally

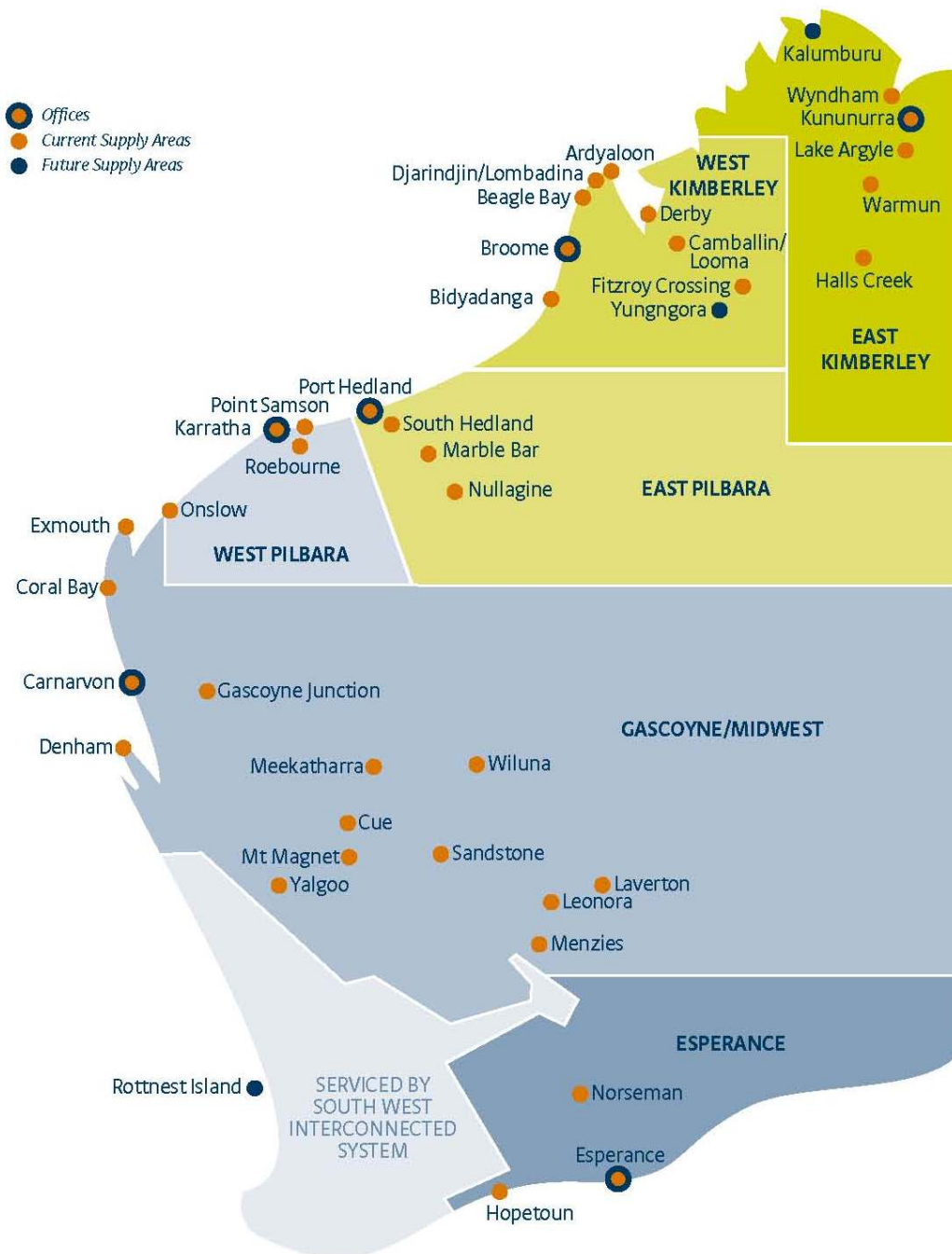
## CONTENTS

HORIZON POWER SERVICE AREA MAP .....	4
INTRODUCTION .....	5
DIVISION 1 – GENERAL.....	5
13.1 RECORDS TO BE KEPT .....	5
DIVISION 2 – OBLIGATIONS PARTICULAR TO RETAILERS .....	5
13.2 AFFORDABILITY AND ACCESS.....	5
13.3 CUSTOMER COMPLAINTS.....	7
13.4 COMPENSATION PAYMENTS.....	8
13.5 CALL CENTRE PERFORMANCE.....	8
13.6 SUPPORTING INFORMATION.....	8
13.7 PRE-PAYMENT METERS.....	8
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.....	11
13.12 CALL CENTRE PERFORMANCE.....	11
13.13 PRE-PAYMENT METERS.....	11
13.14 SUPPORTING INFORMATION.....	11

## 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. Part 13 – “Record Keeping” outlines the records to be kept by licensees.

## 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		%
(i) who are subject to an <i>instalment plan</i> ;	RB 1	1848	RB 2	5.43%
(ii) who have been granted additional time to pay their bill under Part 6;	RB 5	13022	RB 6	38.26%
(iii) who have been placed on a shortened <i>billing cycle</i> ;	RB 9	163	RB 10	0.48%
(iv) have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	RC 1	327	RC 2	0.96%
(v) have been disconnected who were previously the subject of an instalment plan;	RC 5	135	RC 6	0.40%
(vi) have been disconnected at the same <i>supply address</i> within the past 24 months;	RC 7	931	RC 8	2.74%
(vii) have been disconnected while receiving a <i>concession</i> ;	RC 9	75	RC 10	0.22%
(viii) the retailer requested to be reconnected, other than pursuant to clause 8.1(1)(b) or clause 8.1(1)(c), who were not reconnected within the prescribed timeframe;		6		0.02%
(ix) have been reconnected at the same <i>supply address</i> in the same name within 7 days of having been disconnected;	RD 1	197	RD 2	0.58%
(x) been reconnected in the same name who were previously the subject of an instalment plan.	RD 5	156	RD 6	0.46%
(xi) been reconnected in the same name and at the same <i>supply address</i> within the past 24 months;	RD 7	127	RD 8	0.37%

(xii) have been reconnected and who, immediately prior to disconnection, was receiving a <i>concession</i> ;	RD 9	40	RD 10	0.12%
(xiii) who have lodged security deposits;	RE 1	0	RE 2	0
(xiv) 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		%
(i) who are subject to an <i>instalment plan</i> ;	RB 3	120	RB 4	1.51%
(ii) who have been granted additional time to pay their bill under Part 6;	RB 7	1573	RB 8	19.81%
(iii) who have been placed on a shortened <i>billing cycle</i> ;	RB 11	46	RB 12	0.58%
(iv) who have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	RC 3	12	RC 4	0.15%
(v) the retailer requested to be reconnected, other than pursuant to clause 8.1(1)(b) or clause 8.1(1)(c), who were not reconnected within the prescribed timeframe;		0		0
(vi) have been reconnected at the same <i>supply address</i> in the same name within 7 days of having been disconnected;	RD 3	2	RD 4	0.03%
(vii) who have lodged security deposits;	RE 3	0	RE 4	0
(viii) 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.”

“within the prescribed timeframe” means any applicable regulated time limit for reconnections.

### 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
<b>Complaints</b>	RF 1	133	RF 7	4

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

Complaint Type		% Res		% Non
(i) <i>billing/credit complaints</i>	RF 2	63%	RF 8	50%
(ii) <i>transfer complaints</i>	RF 3	0	RF 9	0
(iii) <i>marketing complaints</i> (including <i>complaints</i> made directly to the retailer)	RF 4	0	RF 10	0
(iv) <i>other complaints</i> . (Note: clause 13.7 also provides for the recording of pre-payment meter complaints.)	RF 5	37%	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 Horizon Power 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.

Complaints	15 days	20 days
(e) the percentage of complaints from residential customers concluded within 15 business days and 20 business days	100%	100%
(f) the percentage of complaints from non residential customers concluded within 15 business days and 20 business days	100%	100%

(2) 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

<i>A retailer</i> must keep a record of the total number of payments and data on the average amount of payments made under –		<b>Total</b>		<b>Av.</b>
(a) clause 14.1 - Customer reconnections	RG 1	6	RG 2	\$240
(b) clause 14.2 – Wrongful disconnections	RG 3	2	RG 4	\$1000
(c) clause 14.3 – Customer Service	RG 5	0	RG 6	0

### 13.5 Call Centre Performance

<i>A retailer</i> must keep a record of:		<b>Total</b>		<b>%</b>
the total number of telephone calls to a call centre of the <i>retailer</i>	RH 1	82,587		
the number of, and percentage of, calls to an call centre responded to within 30 seconds	RH 2	73,061	RH 3	88.47%
the average duration (in seconds) before a call is answered by a call centre	RH 4	18 sec		
the percentage of calls that are unanswered			RH 5	1.64%

### 13.6 Supporting information

(1) <i>A retailer</i> must keep a record of the total number of –		<b>Total</b>
residential accounts held by <i>contestable customers</i>	RA 1	34,037
residential accounts held by <i>non-contestable customers</i>	RA 2	0
<i>business accounts</i> held by <i>contestable customers</i>	RA 3	7,939
<i>business accounts</i> held by <i>non-contestable customers</i>	RA 4	0

(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

<i>A retailer</i> must keep a record of –		<b>Total</b>
(a) the total number of <i>pre-payment meter customers</i>	RA 5	784
(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 <i>retailer</i> to address a <i>complaint</i> ;		n/a
(d) the time taken for the appropriate procedures for dealing with the <i>complaint</i> to be concluded.		n/a
(e) the percentage of complaints from PP meter customers other than those complaints specified in clause 13.13(a) concluded within 15 business days and 20 business days;		n/a



(f) the total number of customers reverting to a standard meter within 3 months of the later of the installation of the pre-payment meter or the date that the customer agrees to enter into a pre-payment meter contract;		0
(g) the total number of customers reverting to a standard meter in the three month period immediately following the expiry of the period referred to in paragraph (f).		0
(h) the total number of customers who have reverted to a standard meter		0
(i) the number of instances where a pre-payment meter customer has—		
(i) been disconnected; or		*
(ii) not received electricity other than being disconnected;		*
(j) the duration of each of the events referred to in paragraph (i)		*
(k) the number of pre-payment meter customers who have informed the retailer in writing, by telephone or by electronic means that the pre-payment meter customer is experiencing payment difficulties or financial hardship; and		0
(l) the number of pre-payment meter customers who the retailer identifies have been disconnected three or more times in any three-month period for longer than 240 minutes on each occasion.		*

\* This information is not available until new technology is in place.

(2) In this clause—  
“disconnected” has the meaning referred to in clause 9.1.

## Division 3 – Obligations particular to distributors

### 13.8 Connections

(1) A <i>distributor</i> must keep a record of –		<b>Total</b>
(a) the total number of connections provided	DA1	1,780
(b) the total not provided on or before the agreed date	DA2	2
(2) A <i>distributor</i> must keep a record of –		<b>Total</b>
(a) the total number of reconnections provided other than— (i) those recorded in subclause (1); (ii) pursuant to clause 8.1(1)(b); and (iii) pursuant to clause 8.1(1)(c); and		199
(b) the total number of reconnections in paragraph (a) not provided within the prescribed timeframe.		6

(3) In this clause (13.8) – “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*.  
“within the prescribed timeframe” means any applicable regulated time limit for reconnections.

### 13.9 Timely repair of faulty street lights

(1) A distributor must keep a record of –		Total
(a) the total number of street lights reported faulty each month in the metropolitan area;	DE 1	176
(b) the total number of street lights reported faulty each month in the regional area;	DE 2	166
(c) the total number of street lights not repaired within 5 days in the metropolitan area;	DE 3	51
(d) the total number of street lights not repaired within 9 days in the regional area;	DE 4	5
(e) the total number of street lights in the metropolitan area;	DE 5	6291
(f) the total number of street lights in the regional area;	DE 6	10047
(g) the average number of days to repair faulty street lights in the metropolitan area;	DE 7	9
(h) the average number of days to repair faulty street lights in the regional area.	DE 8	2

(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> received (excluding <i>quality and reliability complaints</i> ) but including complaints received under Part 9)	DC 1	137
(b) (i) the total number – administrative process or customer service complaints	DC 2	86
(b) (ii) the total number – other complaints	DC 3	51

(c) the action taken by a distributor to address a complaint (excluding quality and reliability complaints);

(d) the time taken for the appropriate procedures for dealing with the complaint (excluding quality and reliability complaints) to be concluded;

Details for (c) can be provided if required. For (d), all complaints were completed within the permitted timeframes.

	15 Days	20 Days
(e) the percentage of customer complaints concluded within 15 business days and 20 business days.	100%	100%

(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
	DD 1	0

### 13.12 Call Centre Performance

A distributor must keep a record of:		Total		%
(a) the total number of telephone calls to a call centre of the distributor	DF 1	82,587		
(b) the number of, and percentage of, telephone calls to an call centre responded to within 30 seconds	DF 2	73,061	DF 3	88.47%
(c) the average duration (in seconds) before a call is answered by a call centre.	DF 4	18		
(d) the percentage of calls that are unanswered			DF 5	1.64%

### 13.13 Pre-payment meters

A distributor must keep a record of		Total
(a) the number of complaints relating to the installation and operation of a pre-payment meter at a pre-payment meter customer's supply address	DC 5	0
(b) the action taken by the distributor to address a complaint,		n/a
(c) the time taken for the appropriate procedures for dealing with the complaint to be concluded.		n/a
(d) the percentage of complaints relating to the installation and operation of a pre-payment meter at a customer's supply address concluded within 15 business days and 20 business days.		n/a

### 13.14 Supporting information

A distributor must keep a record of the total number of customers who are connected to the distributor's network.		Total
	DA 3	44,328