



Code of Conduct for the Supply of Electricity to
Small Use Customers Report - 2013

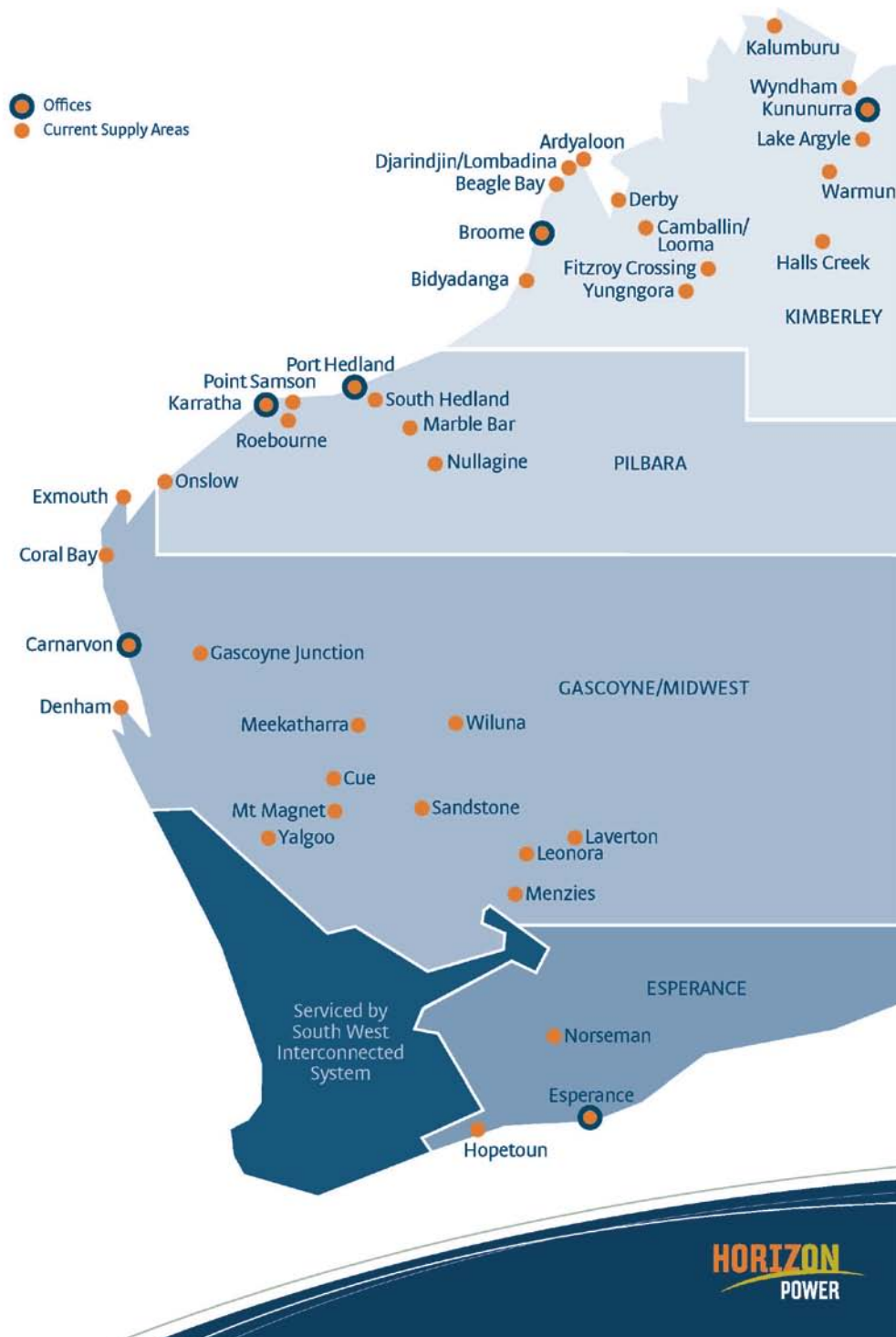
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CONTENTS

Contents

INTRODUCTION	4
OBLIGATIONS PARTICULAR TO RETAILERS	4
13.2 Affordability and access	4
13.3 Customer complaints	5
13.4 Compensation payments	6
13.5 Call Centre Performance	6
13.6 Supporting information	6
13.7 Pre-payment meters	6
OBLIGATIONS PARTICULAR TO DISTRIBUTORS	7
13.8 Connections	7
13.9 Timely repair of faulty street lights	7
13.10 Customer Complaints	8
13.11 Compensation payments	8
13.12 Call Centre Performance	8
13.13 Pre-payment meters	9
13.14 Supporting information	9

Horizon Power Service Areas



INTRODUCTION

This report has been produced to meet the requirements of the Code of Conduct for the Supply of Electricity to Small Use Customers 2012.

DIVISION 2 – OBLIGATIONS PARTICULAR TO RETAILERS

13.2 Affordability and access

(a) the total number of and percentage of *residential customer accounts that*:

Obligation		Total		%
(i) have been issued with a bill outside the timeframes prescribed in clause 4.1, categorised according to circumstances where the delay is due to fault on the part of the retailer; due to the retailer not receiving the required metering data from the distributor in accordance with clause 4.1(b)(ii); and due to the actions of the customer in accordance with clause 4.1(b)(iii);	* Note: At present Horizon Power's data systems can only produce an overall number of "accounts that have been issued with a bill outside the prescribed timeframes". This year that number is 19,655 and it includes Business and Residential.			
(ii) who are subject to an instalment plan under Part 6;	RB 7	3084	RB 8	8.6%
((iii) have been granted additional time to pay a bill under Part 6;	RB 9	8781	RB 10	24.36%
(iv) have been placed on a shortened billing cycle under Part 6; (iv) have been placed on a shortened billing cycle under Part 6;	RB 11	0	RB 12	0
(v) have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	RC 1	424	RC 2	1.2%
(vi) have been disconnected under subclause (v) that were previously the subject of an instalment plan;	RC 5	169	RC 6	39.9%
(vii) have been disconnected under subclause (v) and that have been disconnected pursuant to clauses 7.1 and 7.3 at the same supply address on at least 1 other occasion during the reporting year or the previous reporting year;	RC 7	29	RC 8	6.8%
(viii) have been disconnected under subclause (v) while the subject of a concession;	RC 9	48	RC 10	6.8%
(ix) the retailer has requested to be reconnected , pursuant to clause 8.1(1)(a), at the same supply address and in the same name within 7 days of requesting the residential customer account to be disconnected under subclause (v);	RD 1	30	RD 2	7.1%
(x) the retailer has requested to be reconnected pursuant to clause 8.1(1)(a) that were not reconnected within the prescribed timeframe;	RD 12	5	RD 13	5.3%
(xi) have been reconnected pursuant to subclause (ix) that were previously the subject of an instalment plan;	RD 5	29	RD 6	6.8%
(xii) have been reconnected pursuant to subclause (ix) and that have also been reconnected pursuant to subclause (ix) on at least 1 other occasion during the reporting year or the previous reporting year;	RD 7	6	RD 8	1.4%
(xiii) have been reconnected pursuant to subclause (ix) and that, immediately prior to disconnection, were the subject of a concession;	RD 9	10	RD 10	2.4%
(xiv) have lodged security deposits in relation to the residential customer account; and	RB 21	0	RB 22	0
(xv) have had direct debit plans terminated.	RB 25	27	RB 26	0.1%

(b) the total number of, and percentage of, its business customer accounts that:

Obligation		Total		%
(i) have been issued with a bill outside the timeframes prescribed in clause 4.1;	RB 13	* See note above	RB 14	
(ii) are subject to an instalment plan under Part 6;	RB 15	197	RB 16	2.45%
(iii) have been granted additional time to pay a bill under Part 6;	RB 17	1420	RB 18	17.64%
(iv) have been placed on a shortened billing cycle under Part 6;	RB 19	0	RB 20	0
(v) have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	RC 3	7	RC 4	.09%
(vi) the retailer has requested to be reconnected, pursuant to clause 8.1(1)(a), at the same supply address and in the same name within 7 days of requesting the business customer account to be disconnected under clauses 7.1 to 7.3;	RD 3	0	RD 4	0
(vii) the retailer has requested to be reconnected pursuant to clause 8.1(1)(a) that were not reconnected within the prescribed timeframe;	RD 15	0	RD 16	0
(viii) have lodged security deposits in relation to the business customer account; and	RB 23	0	RB 24	0
(ix) have had direct debit plans terminated.	RB 27	0	RB 28	0

13.3 Customer complaints

(a) the total number of complaints received from residential customers and business customers, other than complaints received under clause 13.7(1)(b); and;

Complaints	RE 1	Res	RE 2	Bus
		382		87

(b) the number of the complaints in subclause (1)(a) that relate to—

Complaint Type		Res		Bus
(i) <i>billing/credit complaints</i>	RE 3	339	RE 4	75
(ii) <i>transfer complaints</i>	RE 5	0	RE 6	0
(iii) <i>marketing complaints</i> (including <i>complaints</i> made directly to the retailer)	RE 7	0	RE 8	0
(iv) <i>other complaints</i> .	RE 9	43	RE 10	12

(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.

Complaint Times		Res		Bus
<i>the percentage of complaints concluded within 15 business days</i>	RE 12	53.66%	RE 16	44.83%
<i>the percentage of complaints concluded within 20 business days</i>	RE 14	100%	RE 18	100%

13.4 Compensation payments

A retailer must keep a record of payments, including the total number of payments and the amount paid to the customer for each payment made under—		Total Number		\$ Total Amount
(a) clause 14.1 - Customer reconnections	RF 1	5	RF 2	\$1,000
(b) clause 14.2 – Wrongful disconnections	RF 3	4	RF 4	\$1800
(c) clause 14.3 – Customer Service	RF 5	0	RF 6	0

13.5 Call Centre Performance

A retailer must keep a record of:		Total		%
the total number of telephone calls to a call centre of the <i>retailer</i>	RG 1	103,301		
the number of and percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds;	RG 2	78,397	RG 3	75.9%
the average duration (in seconds) before a call is answered by a call centre operator; and	RG 4	35.5		
the percentage of calls that are unanswered			RG 6	2.6%

13.6 Supporting information

(1) A retailer must keep a record of the total number of –		Total
residential accounts held by <i>contestable customers</i>	RA 1	36,051
residential accounts held by <i>non-contestable customers</i>	RA 2	0
<i>business customer accounts held by contestable customers; and</i>	RA 4	8,050
<i>business customer accounts held by non-contestable customers</i>	RA 5	0

13.7 Pre-payment meters

A retailer must keep a record of –		Total
(a) the total number of <i>pre-payment meter customers</i>	RA 7	811
(b) the total number of <i>complaints</i> , other than those <i>complaints</i> specified in clause 13.13(1)(a), relating to a <i>p-p meter customer</i> ;	RE 19	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(1)(a) concluded within 15 business days;	RE 21	n/a
(e) the percentage of complaints from PPM customers other than those complaints specified in clause 13.13(1)(a) concluded within 20 business days;	RE 23	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 PPM contract;	RA 8	n/a

(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).	RA 9	n/a
(h) the total no. of customers who have reverted to a standard meter	RA 10	2*
(i) the number of instances where a PPM 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 2 or more times in any 1 month period for longer than 120 minutes on each occasion.		**

* 2 customers reverted to a standard meter due to life support status change.

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

DIVISION 3 – OBLIGATIONS PARTICULAR TO DISTRIBUTORS

13.8 Connections

(1) A distributor must keep a record of –		Total
(a) the total number of connections provided	DA 1	2,401
(b) the total not provided on or before the agreed date	DA 2	15
(2) A distributor must keep a record of –		Total
(a) the total number of reconnections provided other than—		
(i) those recorded in subclause (1);		
(ii) pursuant to clause 8.1(1)(b); and	DA 3	95
(iii) pursuant to clause 8.1(1)(c); and		
(b) the total number of reconnections in subclause (a) not provided within the prescribed timeframe.	DA 4	5

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	9
(b) the total number of street lights reported faulty each month in the regional area;	DE 2	14
(c) the total street lights not repaired within 5 days in the metro area;	DE 3	13
(d) the total street lights not repaired within 9 days in the regional area;	DE 4	1
(e) the total number of street lights in the metropolitan area;	DE 5	5,993
(f) the total number of street lights in the regional area;	DE 6	10,311
(g) the average number of days to repair faulty street lights in the metropolitan area;	DE 7	3
(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	469
(b) (i) the total number – administrative process or customer service complaints	DC 2	414
(b) (ii) the total number – other complaints	DC 3	55

(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.

(e) Complaint Times		
<i>the percentage of complaints concluded within 15 business days</i>	DC 5	52%
<i>the percentage of complaints concluded within 20 business days</i>	DC 7	100%

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

13.11 Compensation payments

A distributor must keep a record of the payments made under clauses 14.4 and 14.5, including the total number of payments made and the amount paid to the customer for each payment.		Total Number		\$ Total Amount
(a) clause 14.4 – Late complaint response	DD 1	0	DD 1	0
(b) clause 14.5 – Wrongful disconnections	DD 2	4	DD 2	\$1,800

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 <i>distributor</i>	DF 1	103,301		
(b) the number of, and percentage of, telephone calls to an call centre responded to within 30 seconds	DF 2	78,397	DF 3	75.9%
(c) the average duration (in seconds) before a call is answered by a call centre.	DF 4	35.5		
(d) the percentage of calls that are unanswered			DF 6	2.6%

13.13 Pre-payment meters

A distributor must keep a record of		Total
(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>	DC 12	0
(b) the action taken by the <i>distributor</i> to address a <i>complaint</i> ;		n/a
(c) the time taken for the appropriate procedures for dealing with the <i>complaint</i> 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

(1) A distributor must keep a record of the total number of exit points of customers who are connected to the distributor's network.		Total
	DA 5	45,866