

AER (Retail Law) Performance Reporting Procedures and Guidelines

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Shortened forms

ACCC	Australian Competition and Consumer Commission
<u>AEMO</u>	<u>Australian Energy Market Operator</u>
AER	Australian Energy Regulator
<u>MSATS</u>	<u>Market Settlement and Transfer Solutions</u>
Procedures and Guidelines	The AER Performance Reporting Procedures and Guidelines, developed under s. 286 of the National Energy Retail Law
Regulated Entity	Has the meaning given in s. 2 of the National Energy Retail Law
Retail Law	National Energy Retail Law
Retail Regulations	National Energy Retail Regulations
Retail Rules	National Energy Retail Rules
Gas Law	National Gas Law
Gas Rules	National Gas Rules
Electricity Law	National Electricity Law
Electricity Rules	National Electricity Rules
ACCC/AER Information Policy	<u>ACCC & AER information policy: collection, use and disclosure of information</u> , available from the AER's website

1 Introduction

1.1. Purpose of these Procedures and Guidelines

- 1.1.1. The AER Performance Reporting Procedures and Guidelines (Procedures and Guidelines) set out the manner and form in which regulated entities must submit information and data to the AER relating to their performance under the National Energy Retail Law (Retail Law) and National Energy Retail Rules (Retail Rules), including the dates by which it must be submitted.¹
- 1.1.2. Regulated entities are required to submit information and data to the AER in the manner prescribed by these Procedures and Guidelines.²

1.2. Application of these Procedures and Guidelines

- 1.2.1. These Procedures and Guidelines apply to regulated entities in a participating jurisdiction from the date the Retail Law and Rules commence in that participating jurisdiction. The AER will report on regulated entities' performance under the Retail Law and Rules from that date.
- 1.2.2. This Version 4 of the Guidelines commences on 1 July 2025 and replaces Version 3 of the Guidelines.

1.3. Confidentiality and use of information

- 1.3.1. The AER's obligations regarding confidentiality and disclosure of information provided to it by a regulated entity are governed by the Retail Law, National Electricity Law (Electricity Law), National Gas Law (Gas Law) and the *Competition and Consumer Act 2010* (Cth). For further information refer to the ACCC/AER Information Policy: collection and disclosure of information (ACCC/AER Information Policy), available from the AER's web site.³
- 1.3.2. Where information or data is obtained by the AER provided by a regulated entity under section 282(1) of the Retail Law, the AER may use the information or data for preparing one or more retail market performance

¹ [These Guidelines are made pursuant to the AER's obligations under s. 286 of the](#) National Energy Retail Law.

² s. 282, National Energy Retail Law.

³ See the [ACCC/AER Information Policy](#) for more information.

~~reports or one or more reports under the Electricity Law or Gas Law or both a purpose connected with the performance or exercise of its functions or powers under the Electricity Law, Electricity Rules, Gas Law or Gas Rules.~~⁴

1.3.3 Information may be shared between the AER and ACCC under sections 44AAF and 157A of the *Competition and Consumer Act 2010* (Cth). As set out in the ACCC/AER Information Policy, if the ACCC or the AER has obtained information in the course of one matter ~~which~~that is relevant to another matter, the ACCC or the AER will, in general, share and use that information in the context of the other matter subject to any specific legal requirement to the contrary.

1.4. Processes for guideline revision

1.4.1 The AER may amend or replace these Procedures and Guidelines from time to time in accordance with the retail consultation procedure set out in Part 12 of the Retail Rules.⁵

2 Obligation to submit information and data on performance to the AER

2.1 Reporting requirements for regulated entities

2.1.1 Regulated entities must submit information and data relating to their performance to the AER in the manner and form (including by the date or dates) required by these Procedures and Guidelines.⁶

2.1.2 The information and data to be submitted under these Procedures and Guidelines is outlined in s. 282(1)(a)-(b) of the Retail Law and relates to:

- (a) the performance of the entity against the hardship program indicators and distributor service standards, and

⁴ ~~ss. 216, 274(2) and~~ s. 282(2), National Energy Retail Law.

⁵ s. 286(4), National Energy Retail Law; r. 173, National Energy Retail Rules.

⁶ s. 282(1), National Energy Retail Law.

(b) the activities of the entity in relation to the other matters that are required by the Retail Rules to be included in a retail market performance report.

2.1.3 Each regulated entity must submit information and data relating to its individual performance to the AER in the manner and form (including by the date or dates) required by these Procedures and Guidelines. Consolidated reports covering multiple regulated entities are not permitted, except where explicitly stated in these Procedures and Guidelines.

2.1.4 Nothing in this Guideline should be read to require a regulated entity to provide information or data in relation to a period prior to the commencement of the Retail Law in the relevant jurisdiction.

2.1.5 The AER has listed the information and data that is required to be submitted to the AER under these Procedures and Guidelines in the following schedules:

(a) Schedule 1 – Glossary

(b) Schedule 2 – Retail market overview

(c) Schedule 3 – Retail market activities report

(d) Schedule 4 – Hardship program indicators⁷

(e) Schedule 5 – Distribution service standards, associated GSL schemes and small claims compensation regimes

(f) Schedule 6 – Embedded networks, life support customers and customers affected by family violence.

2.1.6 All regulated entities must submit information and data to the AER even if a nil figure is recorded in relation to data required to be submitted in accordance with these Procedures and Guidelines.

⁷ r. 75, National Energy Retail Rules.

- 2.1.7 The AER may use any information or data provided to it under s. 282(~~1~~²) of the Retail Law for the preparation of retail market performance reports; or reports under the Retail Law, Electricity Law or Gas Law, or both.⁸
- 2.1.8 Failure to submit information and data referred to in s. 282(1) of the Retail Law in the manner and form required by the AER Performance Procedures and Guidelines is a breach of the Retail Law, and may attract civil penalties.⁹ If a corporation contravenes this obligation to comply, each officer of the corporation is to be taken to have contravened this obligation if the officer knowingly authorised or permitted the contravention or breach.¹⁰ An officer of a corporation may be proceeded against whether or not proceedings have been taken against the corporation itself.¹¹
- 2.1.9 The *Criminal Code Act 1995* (Cth) makes it a serious offence to give information to the AER knowing it to be false or misleading or omitting any matter or thing without which the information is misleading. If found guilty of such an offence, a penalty may be imposed under the *Crimes Act 1914* (Cth).

2.2 Date(s) by which information and data must be submitted

Quarter 1, 2 and 3 reports

- 2.2.1 Quarter 1, 2 and 3 reports on the performance indicators must be submitted to the AER by the following dates:
- (a) The report for the period 1 July to 30 September (the Q.1 report) must be submitted to the AER no later than 31 October in each year
 - (b) The report for the period 1 October to 31 December (the Q.2 report) must be submitted to the AER no later than 31 January in each year
 - (c) The report for the period 1 January to 31 March (the Q.3 report) must be submitted to the AER no later than 30 April in each year.

⁸ [s. 282\(2\), National Energy Retail Law.](#)

⁹ ss. 282(1), National Energy Retail Law.

¹⁰ s. 304(1), National Energy Retail Law.

¹¹ s. 304(2), National Energy Retail Law.

2.2.2 There will be a temporary report submission extension applied for the first two reporting quarters of the Guidelines, version 4. The report submission schedule is:

<u>Reporting period</u>	<u>Reporting submission obligation</u>
<u>Quarter 1, 2025–26 (1 July 2025 to 30 September 2025)</u>	<u>The report for the period 1 July to 30 September (the Q.1 report) must be submitted to the AER no later than 12 November 2025</u>
<u>Quarter 2, 2025–26 (1 October 2025 to 31 December 2025)</u>	<u>The report for the period 1 October to 31 December (the Q.2 report) must be submitted to the AER no later than 12 February 2026</u>
<u>Quarter 3, 2025–26 and onwards</u>	<u>As outlined in sections 2.2.1 and 2.2.3 of the Guidelines</u>

Quarter 4 and Annual reports

2.2.3 The Quarter 4 and Annual report on all performance indicators for the relevant financial year must be submitted by 31 July in each year. The report must contain all information and data required for quarterly indicators for the period 1 April to 30 June, as well as the information and data required for the annual indicators.

2.3 Manner and form in which information and data must be submitted

2.3.1 Reports by a regulated entity under clauses 2.2.1, and 2.2.3 must be:

- (a) prepared using the pro-forma in Appendix A.1
- (b) accompanied by a completed AER Performance Reporting Template or a digital submission (see Appendix A.2)
- (c) submitted electronically. Where a **signed** report has been submitted electronically it is not necessary to submit an additional copy by post.

- 2.3.2 Information and data must be provided on a monthly, quarterly and/or annual basis as specified in the AER Performance Reporting Template or a digital submission.
- 2.3.3 Unless otherwise specified in the AER Performance Reporting Template or a digital submission or in these Procedures and Guidelines, data must be reported on a jurisdictional basis.
- 2.3.4 To ensure robust interpretation of this data, the AER encourages regulated entities to provide accompanying commentary. The AER Performance Reporting Template or a digital submission (see Appendix A.2) allows regulated entities to provide commentary within the template by adding a comment box. Regulated entities should provide commentary where they consider it appropriate to highlight and explain key factors relevant to the level of, and trends in, their performance. The AER may also seek further information from regulated entities to assist in understanding and interpreting any information and data provided.
- 2.3.5 Quarter 1, 2, 3, and 4 reports on quarterly and annual performance indicators under clause 2.2.1, and 2.2.3 must be signed by the Chief Executive Officer (CEO) of the regulated entity or a delegate appointed by the CEO for this purpose.

2.4 Process for submission of reports

- 2.4.1 Reports must be submitted via the AER Portal~~by email or by digital or electronic means specified by the AER. to the AER. Australian Energy Regulator at MarketPerformance@aer.gov.au, with subject heading "Retail Market Performance Report [Q.1/2/3/4] or as advised in writing by the Australian Energy Regulator.~~
- 2.4.2 Subject to AER approval, reports required to be resubmitted by retailers must be submitted via the AER Portal or by digital or electronics means specified by the AER, by the approved date specified by the AER.

2.5 Process for requesting an information and data submission extension

2.5.1 Section 2.2 of these Procedures and Guidelines outlines the dates that retailers must submit information and data reports by. A retailer may contact the AER in writing to request an extension of time to submit information and data reports. The request should specify the length of the extension sought and the reason for the extension sought. The AER retains full discretion of whether to grant an extension and set a revised date for report submission.

2.5.2 The process described in section 2.5.1 also applies in the event where a retailer requests an extension on a revised report submission date approved by the AER.

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Schedule 1: Glossary and general reporting conventions

Glossary

Customer:	has the meaning given in sections 2 and 5(1) of the Retail Law. Different customer categories must be identified for different indicators, as specified in the tables below. Unless otherwise specified, the following definitions apply:
Small customer:	has the meaning given in sections 2 and 5(2) of the Retail Law, and includes residential customers and small business customers.
Residential customer:	has the meaning given in section 2 of the Retail Law.
Small business customer:	has the meaning given in sections 2 and 5(2)(b) of the Retail Law, and includes small market offer customers.
Small market offer customer:	has the meaning given in section 5(4) of the Retail Law.
Large customer:	has the meaning given in section 5(3) of the Retail Law.
Hardship program customer:	means a residential customer who has been accepted into, or is participating in, a retailer's hardship program. A retailer hardship program has the meaning given in Division 6 of the Retail Law.
Energy concession customer:	means a residential customer that is recorded by the retailer as being entitled to receive an energy concession, where the concession is administered or delivered by the retailer. Additional explanatory detail is provided in Schedule 3.
Prepayment meter customer:	means a small customer using a prepayment meter system (PPM) under a prepayment meter market retail contract and includes customers using a PPM during a trial period. Prepayment meter system is defined in Schedule 3, a small customer using a prepayment meter system (PPM) under a prepayment meter market retail contract for electricity or gas, and includes customers using a PPM during a trial period.
A deemed customer retail arrangement:	has the meaning given in section 54 of the Retail Law.
Metering contestability:	the competitive deployment of smart meters also known as a Type 4 or a Type 4A meter.

New meter deployment:	has the meaning given in Part 1, Division 1 of the Retail Rules.
Flat rate tariff:	a flat rate retail tariff means a single rate charged per kwh regardless of when usage occurs, <u>could also include a fixed or daily supply charge.</u>
Block retail tariff:	a block retail tariff means either an inclining or declining retail block tariff where the rate per kwh depends on the customer's total usage, but does not depend on when usage occurs. An inclining or declining retail block tariff means the rate per kwh for the first usage block is charged the lowest or highest rate, and each successive usage block is charged at higher or lower rates. <u>It could also include a fixed or daily supply charge.</u>
Time of use tariff:	<u>a consumption only tariff with time variable charges depending on the time of day. It may also include a fixed charge or daily supply charge.</u> a time of use tariff means a multi-part tariff that is varied depending on when usage occurs.
<u>Other tariff:</u>	<u>any other tariff not specifically captured in this glossary.</u>
<u>Demand tariff:</u>	<u>a consumption only tariff with a demand component that is based on the customer's actual maximum demand (i.e. the highest level of electricity used at once, measured in kilowatts or kilovolt amps) or a contracted level of demand. The maximum demand to which the demand charge applies may be calculated on a monthly basis and reset each month, or it might apply to a full 12-month period depending on how the distributor proposes to calculate maximum demand. It may also include time-of-use or variable components and a fixed or daily supply charge. A demand tariff may also be known as a capacity tariff.;</u>
<u>Two-way tariff:</u>	<u>a tariff with charges and/or rebates for exporting electricity to the grid from a renewable energy source, such as solar panels. The charges only apply to exports above a given threshold and only during limited hours, usually in the middle of the day. The rebate also applies to limited hours, usually in the early evening. A two-way tariff may also include time of use, demand and a fixed charge or daily supply price parameters. A two-way network tariff is separate to a feed-in tariff.</u>
Government feed-in tariff:	means a payment made to a customer by the relevant government for the solar energy generated and fed into the electricity grid. The tariff will vary depending on the state or territory the customer resides in. <u>For the purposes of this Guideline, this includes distributor funded feed-in tariffs which are required under state legislation.</u>
Retailer (only) feed-in tariff:	means a payment made to a customer by a retailer for the solar energy generated and fed into the electricity grid. The

tariff does not include any government-funded feed-in tariff component.

Benefit change: has the meaning given in Schedule 1 Amendments of the National Energy Retail Rules (Rule 45A).

Participating jurisdiction: means a jurisdiction in which the Retail Law, Rules and Regulations have commenced in whole or in part. For this purpose, the Retail Law, Rules and Regulations are taken to have commenced on the date from which the provisions of the Retail Law, Rules and Regulations apply to regulated entities in that jurisdiction.

Relevant reporting period: means the period by reference to which an indicator is to be measured, recorded and submitted to the AER.
e.g. If the relevant reporting period for an indicator is 'Quarterly', data must be recorded for that quarter (at the required interval) and submitted to the AER at the conclusion of the quarter.
Previous 12 months is the 12-month (4 quarters) period prior to the end of (but including) the relevant reporting period.
Previous 24 months is the 24-month (8 quarters) period prior to the end of (but including) the calendar month to which the report applies.

Relevant reporting basis: means the basis by reference to which an indicator is to be measured, recorded and submitted to the AER.

Type 4 or 4A meter: an interval meter which measures how much electricity is used by a customer at least every 30 minutes. These meters are for customers that use less than 750 MWh of electricity per annum. Type 4 meters are contestable and include 'smart' meters with remote communication capabilities. Type 4A meters have deactivated remote communication capabilities.

Type 5 meter: an interval meter, read manually, with a load cap set by the jurisdiction between 0 and 750 MWh per annum.

Type 6 meter: an accumulation meter, with a load cap set by the jurisdiction between 0 and 750 MWh per annum.

General reporting conventions

Reporting frequency:	<p>Different protocols apply to different indicators:</p> <p>Data for a specified relevant reporting period may be required in aggregate/total or as an average e.g. If the relevant reporting period for an indicator is 'Quarterly', data may be required in aggregate for that quarter, or as an average over that quarter.</p> <p>Data for a specified relevant reporting period may be required by reference to the period as a whole, or at a fixed point in time within that period e.g. If the relevant reporting period for an indicator is 'Quarterly', data may be required in aggregate/on average for that quarter, or as at the last calendar day of that quarter.</p>
Fuel type (electricity, gas):	<p>Data must be reported separately for electricity and gas for all indicators unless otherwise specified.</p> <p>A customer who purchases both gas and electricity from a single retailer must be counted as one electricity customer and one gas customer.</p> <p>Dual fuel customers will not be counted separately.</p>
Participating jurisdictions:	<p>Data must be reported separately for each participating jurisdiction unless otherwise specified.</p>
Customer category:	<p>Data must be reported separately for residential customers, small business customers and large customers unless otherwise specified.</p> <p>Additional customer categories may apply to particular indicators.</p> <p>The consumption threshold determined by the relevant jurisdiction should be applied.</p> <p>The number of contracts held by small business customers must be presented as including small market offer customers.</p> <p>Large customers include any large customers on other contract types.</p>

Schedule 2: Retail market overview

Indicators

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S2.1. The number of customers on standard retail contracts	Retailers are required to submit the total number of standard retail contracts as at the last calendar day of the reporting period for each of the following: <ul style="list-style-type: none"> a) Electricity standard retail contracts held by <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. large customers. b) Gas standard retail contracts held by <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. large customers. 	Quarterly, <u>Jurisdictional</u>
S2.2. The number of customers on market retail contracts	Retailers are required to submit the total number of market retail contracts as at the last calendar day of the reporting period for each of the following: <ul style="list-style-type: none"> a) Electricity market retail contracts held by <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. large customers. b) Gas market retail contracts held by <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. large customers. 	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S2.3. The number of customers that have moved from standard to market retail contracts	<p>Retailers are required to submit the total number of customers that have moved from standard to market retail contracts during the reporting period for each of the following:</p> <p>a) Electricity</p> <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. large customers. <p>b) Gas</p> <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. large customers. 	Quarterly, <u>Jurisdictional</u>
S2.4. The number of customers that have moved from market to standard retail contracts	<p>Retailers are required to submit the total number of customers that have moved from market to standard retail contracts during the reporting period for each of the following:</p> <p>a) Electricity</p> <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. large customers. <p>b) Gas</p> <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. large customers. 	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S2.5. The number of customers on a market retail contract with an expired or changed benefit	<p>Retailers are required to submit the total number of customers on market retail contracts where their benefit has changed or expired, as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. residential customers ii. small business customers. b) Gas <ul style="list-style-type: none"> i. residential customers ii. small business customers. 	Quarterly. <u>Jurisdictional</u>
S2.6. The number of customers placed on a deemed customer retail arrangement without a customer retail contract	<p>Retailers are required to submit the total number of customers taking energy supply after 120 days on a deemed customer retail arrangement, as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. large customers. b) Gas <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. large customers. <p>For the purposes of this indicator a bill must have sent by the retailer during the 120 days on a deemed customer retail arrangement.</p>	Quarterly. <u>Jurisdictional</u>
S2.7. The number of customers with Type 4 or 4A smart meters and reasons for installation	<p>Retailers are required to submit the total number of customers during the reporting period that had a Type 4 or 4A meter installed for each of the following:</p> <ul style="list-style-type: none"> a) under the New Meter Deployment b) as part of a meter repair or replacement schedule c) as part of a new connection d) as per a customer's request. 	Quarterly. <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S2.8. Types of tariff structures for electricity customers with smart meters	<p><u>Retailers are required to submit the total number of customers with the following types of meter structures installed, as at the last calendar day of the reporting period for each of the following:</u></p> <p><u>a) Type 4 or 4A (smart) receiving:</u></p> <ul style="list-style-type: none"> <u>i. a flat or block retail tariff with no controlled load retail tariff and with an underlying distributor-based flat network tariff.</u> <u>ii. a flat or block retail tariff with no controlled load retail tariff and with an underlying distributor-based time of use or demand network tariff.</u> <u>iii. a flat or block retail tariff with a controlled load retail tariff and with an underlying distributor-based flat network tariff.</u> <u>iv. a flat or block retail tariff with a controlled load retail tariff and with an underlying distributor-based time of use or demand network tariff.</u> <u>v. a time of use retail tariff with an underlying distributor-based flat network tariff.</u> <u>vi. a time of use retail tariff with an underlying distributor-based time of use or demand network tariff.</u> <u>vii. a demand retail tariff with an underlying distributor-based flat network tariff.</u> <u>viii. a demand retail tariff with an underlying distributor-based time of use or demand network tariff</u> <u>ix. any retail tariff, other than a two-way retail tariff, with an underlying distributor-based two-way network tariff</u> <u>x. a two-way retail tariff with an underlying distributor-based two-way network tariff</u> <u>xi. any retail tariff not captured by the above descriptors.</u> <p><u>b) Type 5 receiving:</u></p> <ul style="list-style-type: none"> <u>i. a flat or block retail tariff with no controlled load retail tariff and with an underlying distributor-based flat network tariff.</u> <u>ii. a flat or block retail tariff with no controlled load retail tariff and with an underlying distributor-based time of use or demand network tariff.</u> <u>iii. a flat or block retail tariff with a controlled load retail tariff and with an underlying distributor-based flat network tariff.</u> <u>iv. a flat or block retail tariff with a controlled load retail tariff and with an underlying distributor-based time of use or demand network tariff.</u> <u>v. a time of use retail tariff with an underlying distributor-based flat network tariff.</u> 	Quarterly, ¹ <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	<p>vi. a time of use retail tariff with an underlying distributor-based time of use or demand network tariff.</p> <p>vii. a demand retail tariff with an underlying distributor-based flat network tariff.</p> <p>viii. a demand retail tariff with an underlying distributor-based time of use or demand network tariff</p> <p>ix. any retail tariff, other than a two-way retail tariff, with an underlying distributor-based two-way network tariff</p> <p>x. a two-way retail tariff with an underlying distributor-based two-way network tariff</p> <p>xi. any retail tariff not captured by the above descriptors.</p> <p>c) Type 6 receiving:</p> <p>i. a flat or block retail tariff with no controlled load retail tariff</p> <p>ii. a flat or block retail tariff with a controlled load retail tariff.</p> <p>For the purposes of S2.8 indicator:</p> <p>Refer to Schedule 1 for a clear distinction amongst tariff types, which vary by time-of-use and demand components, and rebates. For example, a tariff with both demand and time-of-use charging components should be considered a demand tariff for reporting purposes. However, a time-of-use tariff is a consumption only tariff and will not contain demand charging components.</p> <p>Retailers are required to submit the total number of customers with a 4 or 4A (smart) meter installed, as at the last calendar day of the reporting period, receiving:</p> <p>a) a flat or block retail tariff with no controlled load retail tariff</p> <p>b) a flat or block retail tariff with a controlled load retail tariff</p> <p>c) a time of use or flexible retail tariff with no underlying distributor based time of use or flexible network tariff</p> <p>d) a time of use or flexible retail tariff with an underlying distributor based time of use or flexible network tariff.</p>	
S2.9. Types of <u>feed-in</u> tariff structures for solar electricity customers	<p>Retailers are required to submit the total number of customers during the reporting period that had:</p> <p>a) received a Ggovernment-funded feed-in tariff</p> <p>b) received a retailer (only) funded feed-in tariff.</p> <p>For the purposes of this indicator (b) refers to customers that are not receiving any gGovernment feed-in tariff.</p>	Quarterly. <u>Jurisdictional</u>

Schedule 3: Retail market activities report

Customer service and complaints

Definitions

Automated or Integrated Voice Response (IVR) telephone systems:	include technology which allows customers to service their own enquiries by following the instructions and navigating menu choices via the telephone keypad or by speech recognition.
Complaint:	<p>means 'an expression of dissatisfaction made to an organisation, related to its product/services, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected'. Complaints can be made in person, by telephone or in writing (for example, letter, email, facsimile).</p> <p>For the avoidance of doubt, complaints include the following type of contacts:</p> <ul style="list-style-type: none">• Where a customer expresses dissatisfaction and seeks a response or resolution regarding the conduct, action, proposed action, or failure to act by the retailer, its employees, agents, contractors or other representatives. This includes failure by the retailer to observe its published or agreed practices or procedures or in respect of a product or service offered or provided by the retailer or its representatives• Where a customer threatens to involve, or enquired about the possibility of involving, a third party, for example, the jurisdictional energy ombudsman or Member of Parliament• Where a complaint is directed to the retailer on behalf of the customer by an energy ombudsman scheme.
Billing complaint:	includes (but is not limited to) a complaint regarding prices, overcharging, high bills, billing errors, payment terms and methods, failure to receive government rebates and debt recovery practices including complaints about imminent and actual disconnection, etc.
Energy marketing complaint:	includes (but is not limited to) a complaint associated with a retailer's or its agents/representatives' actions in seeking to sign up a small customer for a contract for energy supply/service and may include matters such as the sales approach or conduct, advertising campaigns, contract terms, sales techniques, misleading conduct, etc.
Customer transfer complaint:	includes (but is not limited to) a complaint regarding the financial responsibility for a customer's electricity or gas account being transferred to either an existing or new retailer and may also include general transfer complaints such

as failure to transfer within a certain period, disruption of supply due to transfer and billing problems directly associated with transfer, etc.

Metering complaints:

includes any complaint related metering contestability in relation to the meter installation process, or metering related issues.

Meter installation – refers to any complaint raised by a customer in relation to the installation of a smart meter (type 4 or 4A). -This excludes complaints related to smart meter installation delays.

Meter installation delay – refers to any complaint raised by a customer in relation to the delay in installing a smart meter (type 4 or 4A).

Meter installation – de-energisation – refers to any complaint raised by a customer in relation to being de-energised as a direct result of the installation of a smart meter (type 4 or 4A).

Meter installation – meter data – refers to any complaint raised by a customer in relation to access to meter data from their smart meter (type 4 or 4A). This may include, but is not limited to issues about access to data, provision of data, the display of data on a smart meter or bill, or the content of the data.

Meter installation – privacy – refers to any complaint raised by a customer in relation to privacy issues that relate to the installation of a smart meter (type 4 or 4A). This may include, but is not limited to concerns about who can access to usage data, or who has accessed usage data.

Meter installation – cost – refers to any complaint raised by a customer in relation to the cost of installing a smart meter (type 4 or 4A). This may include, but is not limited to concerns with the cost involved in the installation of the meter, costs that arise out of the installation, or ongoing charges or costs related to the metering.

Other complaints:

includes any complaint not included in the definitions of billing, energy marketing, customer transfer, and metering contestability complaints above.

Indicators

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
<p>S3.1. Total number of calls to an operator</p>	<p>Retailers are required to report the total number of calls to an operator or customer service officer, including sales calls and any abandoned calls to an operator during the reporting period for all participating jurisdictions, customer categories and fuel types.</p> <p>For the purposes of this indicator:</p> <ul style="list-style-type: none"> • Where retailers use an automated or IVR telephone system, any calls abandoned before the customer opts to speak to an operator should be excluded. • National data can be reported under a single 'energy' category. • Where one retail group holds a number of individual national retailer authorisations and a common IVR telephone system is used, separate reporting is not required. • Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator. 	<p><u>Quarterly,</u> <u>Jurisdictional Annual</u> <u>(financial year)</u></p>
<p>S3.2. Number and percentage of calls forwarded to an operator that are answered within 30 seconds</p>	<p>Retailers are required to report the number of calls forwarded to an operator that are answered within 30 seconds during the reporting period for all participating jurisdictions, customer categories and fuel types.</p> <p>For the purposes of this indicator:</p> <ul style="list-style-type: none"> • Where retailers use an automated or IVR telephone system, the time to answer is measured from when the caller chooses to speak to an operator. In the case of non-automated or IVR telephone systems, the time commences when the call is received by the switchboard. Where a retailer's call centre provides an option to call the customer back within a defined period of time (rather than have the customer wait on hold until the next operator is available), the call will be considered to have been answered within 30 seconds providing the caller selected the 	<p><u>Quarterly,</u> <u>Jurisdictional Annual</u> <u>(financial year)</u></p>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	<p>option within 30 seconds and the telephone call was returned by the call centre within the defined time period.</p> <ul style="list-style-type: none"> National data can be reported under a single 'energy' category. Where one retail group holds a number of individual national retailer authorisations and a common IVR telephone system is used, separate reporting is not required. Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator. 	
<p>S3.3. Average time before an operator answers a call</p>	<p>Retailers are required to report for those calls forwarded to an operator, the average time before an operator answers the call as at the last calendar day of the reporting period for all participating jurisdictions, customer categories and fuel types.</p> <p>For the purposes of this indicator:</p> <ul style="list-style-type: none"> Average time before an operator answers the call, will be the total time spent waiting (measured as per S3.2) divided by the total number of calls to an operator (measured as per S3.1). National data can be reported under a single 'energy' category. Where one retail group holds a number of individual national retailer authorisations and a common IVR telephone system is used, separate reporting is not required. Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator. 	<p><u>Quarterly,</u> <u>Jurisdictional</u> Annual (financial year)</p>
<p>S3.4. Number and percentage of calls abandoned before being answered by an operator</p>	<p>Retailers are required to report for those calls forwarded to an operator, the number of calls abandoned before being answered by an operator as at the last calendar day of the reporting period for all participating jurisdictions, customer categories and fuel types.</p> <p>For the purposes of this indicator:</p> <ul style="list-style-type: none"> For retailers with an automated or IVR telephone system, retailers are required to report only those calls where the caller chooses to speak to an operator. 	<p><u>Quarterly,</u> <u>Jurisdictional</u> Annual (financial year)</p>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	<ul style="list-style-type: none"> National data can be reported under a single 'energy' category. Where one retail group holds a number of individual national retailer authorisations and a common IVR telephone system is used, separate reporting is not required. Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator. 	
<p><u>S3.43 Total number of contacts made through the retailer's customer service website portal</u></p>	<p><u>Retailers are required to submit the total number of contacts made through the retailer's customer service website portal during the reporting period for all participating jurisdictions, customer categories and fuel types.</u></p> <p><u>For the purposes of this indicator:</u></p> <ul style="list-style-type: none"> <u>A retailer's customer service website portal includes any digital channels of engagement utilised by the customer to contact their retailer such as retailer apps, online chat, and websites. This does not extend to customer interactions with the retailer via third party social media services.</u> <u>National data can be reported under a single 'energy' category.</u> <u>Where one retail group holds a number of individual national retailer authorisations, separate reporting is not required.</u> <u>Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.</u> <u>—</u> <u>A 'contact' refers to any interaction between a visitor (whether a customer or not) and a retailer via a retailer's customer service website portal. These include both routine interactions (such as logging in from any channel), and instances where a visitor makes an inquiry or service request. If contacts span across various mediums for the same visitor, each interaction is distinct and should be recorded separately.</u> 	<p><u>Quarterly, Jurisdictional</u></p>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S3.5. Complaints— <u>—</u> billing	<p><u>Retailers are required to submit the total number of complaints made during the reporting period about billing for each of the following:</u></p> <p><u>a) residential customers</u></p> <ul style="list-style-type: none"> <u>i. High bill (including perceived or unexpectedly high bill)</u> <u>ii. refund or credit (including potential overcharging and incorrect meter readings)</u> <u>iii. billing errors (including estimated reads, delays, back bills)</u> <u>iv. government rebates or an energy concession</u> <u>v. notice of changes to pricing, tariffs and benefits</u> <u>vi. payment difficulties (including hardship calls)</u> <u>vii. other billing complaints.</u> <p><u>b) small business customers</u></p> <ul style="list-style-type: none"> <u>i. High bill (including perceived or unexpectedly high bill)</u> <u>ii. refund or credit (including potential overcharging and incorrect meter readings)</u> <u>iii. billing errors (including estimated reads, delays, back bills)</u> <u>iv. government rebates or an energy concession</u> <u>v. notice of changes to pricing, tariffs and benefits</u> <u>vi. payment difficulties (including hardship calls)</u> <u>vii. other billing complaints.</u> <p><u>For the purposes of this indicator:</u></p> <ul style="list-style-type: none"> • <u>Data for each jurisdiction can be reported under a single ‘energy’ category. Each individual customer contact (written or verbal) that is a complaint should be recorded and categorised as a complaint, irrespective of the number of times the customer has engaged with their retailer on an issue. Multiple billing complaints can be recorded in one interaction.</u> <p><u>Retailers are required to submit the total number of complaints made during the reporting period about energy marketing by:</u></p> <p><u>residential customers</u></p> <p><u>small business customers.</u></p>	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	For the purposes of this indicator data for each jurisdiction can be reported under a single 'energy' category.	
S3.6. Complaints— <u>—</u> energy marketing	Retailers are required to submit the total number of complaints made during the reporting period about energy marketing by: a) residential customers b) small business customers. For the purposes of this indicator data for each jurisdiction can be reported under a single 'energy' category.	Quarterly, <u>Jurisdictional</u>
S3.7. Complaints— <u>—</u> customer transfers	Retailers are required to submit the total number of complaints made during the reporting period about customer transfers by: a) residential customers b) small business customers. For the purposes of this indicator data for each jurisdiction can be reported under a single 'energy' category.	Quarterly, <u>Jurisdictional</u>
S3.8. Complaints-meter contestability – meter installation	Retailers are required to submit the total number of complaints made during the reporting period about the installation of a Type 4 or 4A meter by: a) residential customers b) small business customers.	Quarterly, <u>Jurisdictional</u>
S3.9. Complaints – meter contestability – meter installation delay	Retailers are required to submit the total number of complaints made during the reporting period about the delayed installation of a Type 4 or 4A meter by: a) residential customers b) small business customers.	Quarterly, <u>Jurisdictional</u>
S3.10. Complaints-meter contestability – de-	Retailers are required to submit the total number of complaints made during the reporting period about issues relating to the de-energisation of a Type 4 or 4A meter as a result of the installation	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
energisation	process by: a) residential customers b) small business customers.	
S3.11. Complaints-meter contestability – meter data	Retailers are required to submit the total number of complaints made during the reporting period about access to or presentation of meter data by: a) residential customers b) small business customers.	Quarterly, <u>Jurisdictional</u>
S3.12. Complaints-meter contestability – privacy	Retailers are required to submit the total number of complaints made during the reporting period about privacy issues in relation to Type 4 or 4A meters: a) residential customers b) small business customers.	Quarterly, <u>Jurisdictional</u>
S3.13. Complaints-meter contestability – cost	In each participating jurisdiction, retailers must report the number of complaints made in the reporting period about the cost of a Type 4 or 4A meter: a) residential customers b) small business customers.	Quarterly, <u>Jurisdictional</u>
<u>S3.14 -Complaints – non-smart meters</u>	<u>Retailers are required to submit the total number of complaints made during the reporting period in relation non-smart meters (any meter type that is not Type 4 or 4A) by:</u> <u>a) residential customers</u> <u>b) small business customers.</u>	<u>Quarterly,</u> <u>Jurisdictional</u>
S3.14.Complaints <u>—</u> other	Retailers are required to submit the total number of complaints made during the reporting period about other matters by: a) residential customers b) small business customers. For the purposes of this indicator data for each jurisdiction can be reported under a single 'energy'	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	category.	

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Handling customers experiencing payment difficulties

Definitions

Centrepay:	is a service offered by Centrelink that allows customers to pay their energy bills by having an amount deducted from their Centrelink payments and paid directly to the retailer.
Energy bill debt:	is the dollar amount owed <u>(in arrears)</u> to the retailer for the sale and supply of gas or electricity, excluding other services, which has been outstanding to the energy retailer for a period <u>s specified in these Procedures and Guidelines. of 90 calendar days or more.</u> An amount owing after the final bill has been issued by a retailer to a customer on termination of a customer contract (e.g. where a customer changes retailer) should not be counted as energy bill debt.
Payment plan:	is a plan for a residential customer experiencing payment difficulties to pay a retailer by periodic instalments, any amount payable by the customer. A payment plan must only include an arrangement (oral or in writing) in which the customer is paying off an arrears component (of any overdue amount) and must consist of at least three instalments. Customers using flexible payment arrangements for convenience or budgeting purposes must be excluded for the purposes of 'payment plan' reporting.
Payment plan cancelled for non-payment:	is when the retailer cancels or terminates the payment plan as a result of the customer failing to make or pay instalments agreed to under the plan.
Successfully completed payment plan:	occurs when a customer has made or paid all instalments agreed to under the payment plan, including instances where on completion the customer agrees to a new flexible payment arrangement or payment plan.
Third party credit collection activity:	is when the retailer refers the customer's debt to an external credit collection agency for collection.
Credit default:	a credit default refers to negative listing on a consumer's credit file in accordance with the Privacy Act (1988) definitions, Privacy Regulation (2013) and the Privacy (Credit Reporting) Code (2014).
<u>Alternative debt arrangements or deferred debt arrangements:</u>	<u>any arrangement where the repayment of energy bills is deferred. This may include promise to pay agreements, payment extensions or agreements of a similar nature. For the purposes of this reporting, this excludes payment plans and hardship programs.</u>

Indicators

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
<p>S3.15. Number of small customers with <u>repaying</u> an energy bill debt</p>	<p><u>Retailers are required to submit the total number of customers with an energy bill debt as at the last calendar day of the reporting period for each of the following:</u></p> <p>a) <u>residential electricity customers (excluding hardship program customers):</u></p> <ul style="list-style-type: none"> <u>i. which has been outstanding for between 30 and 59 calendar days</u> <u>ii. which has been outstanding for between 60 and 89</u> <u>iii. which has been outstanding for 90 calendar days or greater</u> <p>b) <u>small business electricity customers:</u></p> <ul style="list-style-type: none"> <u>i. which has been outstanding for between 30 and 59 calendar days</u> <u>ii. which has been outstanding for between 60 and 89 calendar days</u> <u>iii. which has been outstanding for 90 calendar days or greater</u> <p>c) <u>residential gas customers (excluding hardship program customers):</u></p> <ul style="list-style-type: none"> <u>i. which has been outstanding for between 30 and 59 calendar days</u> <u>ii. which has been outstanding for between 60 and 89 calendar days</u> <u>iii. which has been outstanding for 90 calendar days or greater</u> <p>d) <u>small business gas customers:</u></p> <ul style="list-style-type: none"> <u>i. which has been outstanding for between 30 and 59 calendar days</u> <u>ii. which has been outstanding for between 60 and 89 calendar days</u> <u>iii. which has been outstanding for 90 calendar days or greater.</u> <p><u>For the purpose of this indicator:</u> <u>Customers with energy bill debt in arrears should be counted based on the age of the debt within the defined ranges. As an example, if a customer has a monthly billing cycle and has not settled a bill in four months, they would have debt in the 30-59 day range, the 60-89 day range and the 90 days and over range. In this instance, the retailer would count the customer separately under each debt range.</u></p>	<p>Quarterly;_i <u>Jurisdictional</u></p>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	<p>Retailers are required to submit the total number of customers repaying an energy bill debt as at the last calendar day of the reporting period by:</p> <p>a) residential customers (excluding hardship program customers)</p> <p>b) small business customers.</p>	
S3.16. Nature of payment plan – fortnightly amounts	<p>Retailers are required to submit the total number of customers (excluding hardship <u>program</u> customers) on payment plans as at the last calendar day of the reporting period for each of the following:</p> <p>a) Electricity residential customers paying</p> <ul style="list-style-type: none"> i. less than \$50 per fortnight ii. \$50 to less than \$100 per fortnight iii. \$100 to less than \$200 per fortnight iv. \$200 or more per fortnight. <p>b) Electricity small business customers paying</p> <ul style="list-style-type: none"> i. less than \$50 per fortnight ii. \$50 to less than \$100 per fortnight iii. \$100 to less than \$200 per fortnight iv. \$200 or more per fortnight. <p>c) Gas residential customers paying</p> <ul style="list-style-type: none"> i. less than \$50 per fortnight ii. \$50 to less than \$100 per fortnight iii. \$100 to less than \$200 per fortnight iv. \$200 or more per fortnight. <p>d) Gas small business customers paying</p> <ul style="list-style-type: none"> i. less than \$50 per fortnight ii. \$50 to less than \$100 per fortnight iii. \$100 to less than \$200 per fortnight iv. \$200 or more per fortnight. 	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S3.45. <u>Nature of payment plan – average fortnightly amounts</u>	<p><u>Retailers are required to submit the average committed fortnightly amount customers on payment plans are paying, as at the last calendar day of the reporting period for each of the following:</u></p> <p><u>a) Electricity:</u></p> <ul style="list-style-type: none"> <u>i. residential customers</u> <u>ii. small business customers.</u> <p><u>b) Gas:</u></p> <ul style="list-style-type: none"> <u>i. residential customers</u> <u>ii. small business customers.</u> <p><u>For the purpose of this indicator, this the fortnightly instalment amount agreed to by the customer under terms the payment plan.</u></p>	<u>Quarterly, Jurisdictional</u>
S3.17. Average amount of energy bill debt for small customers	<p><u>Retailers are required to submit the average amount of energy bill debt as at the last calendar day of the reporting period for each of the following:</u></p> <p><u>a) residential electricity customers (excluding hardship program customers):</u></p> <ul style="list-style-type: none"> <u>i. which has been outstanding for between 30 and 59 calendar days</u> <u>ii. which has been outstanding for between 60 and 89 calendar days</u> <u>iii. which has been outstanding for 90 calendar days or greater</u> <p><u>b) small business electricity customers:</u></p> <ul style="list-style-type: none"> <u>i. which has been outstanding for between 30 and 59 calendar days</u> <u>ii. which has been outstanding for between 60 and 89 calendar days</u> <u>iii. which has been outstanding for 90 calendar days or greater</u> <p><u>c) residential gas customers (excluding hardship program customers):</u></p> <ul style="list-style-type: none"> <u>i. which has been outstanding for between 30 and 59 calendar days</u> <u>ii. which has been outstanding for between 60 and 89 calendar days</u> <u>iii. which has been outstanding for 90 calendar days or greater</u> 	<u>Quarterly, Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	<p>— small business electricity customers:</p> <p>— which has been outstanding for between 30 and 59 calendar days</p> <p>— which has been outstanding for between 60 and 89 calendar days</p> <p>— which has been outstanding for 90 calendar days or greater</p> <p>d) small business gas customers:</p> <p>i. which has been outstanding for between 30 and 59 calendar days</p> <p>ii. which has been outstanding for between 60 and 89 calendar days</p> <p>iii. which has been outstanding for 90 calendar days or greater.</p> <p><u>For the purpose of this indicator:</u></p> <p><u>The average bill energy debt of customers reported under S3.17 should be recorded based on the customers' accumulated outstanding debt within the defined ranges. As an example, if a customer has a monthly billing cycle and has not settled a bill in in four months, they will have debt in the 30 to 59 day range, the 60 to 89 day range and the 90 days and over range. In this instance, the retailer would record the average amount of energy bill debt accumulated by customers separately for each debt range. Retailers are required to report the average amount of energy bill debt as at the last calendar day of the reporting period for each of the following:</u></p> <p>residential customers (excluding hardship program customers)</p> <p>b) small business customers.</p>	
S3.46. <u>Number of customers on a deferred debt or alternative debt arrangement</u>	<p><u>Retailers are required to submit the total number of customers on a deferred debt arrangement or alternative debt arrangement as at the last calendar day of the reporting period for each of the following:</u></p> <p>a) <u>Electricity:</u></p> <p><u>i. residential customers</u></p> <p><u>ii. small business customers</u></p> <p>b) <u>Gas:</u></p> <p><u>i. residential customers</u></p> <p><u>ii. small business customers.</u></p>	<u>Quarterly, Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	<p><u>For the purposes of this indicator, 'deferred debt arrangements' and 'alternative debt arrangements' are those not reported through the payment plan, hardship program or energy bill debt indicators. Retailers who allow customers to defer bill payments or utilise alternative debt arrangements are obligated to report these services. For example, a customer defers paying their energy bill before the energy bill due date with a promise to pay or payment extension facility.</u></p>	
<p>S3.47. <u>Total amount of deferred debt or alternative debt arrangements</u></p>	<p><u>Retailers are required to submit the total amount of deferred debt arrangements or alternative debt as at the last calendar day of the reporting period for each of the following:</u></p> <p>a) <u>Electricity:</u></p> <ul style="list-style-type: none"> <u>i. residential customers</u> <u>ii. small business customers</u> <u>iii. _____</u> <p>b) <u>Gas:</u></p> <ul style="list-style-type: none"> <u>i. residential customers</u> <u>ii. small business customers.</u> <p><u>For the purposes of this indicator, 'deferred debt arrangements' and 'alternative debt arrangements' are those not reported through the payment plan, hardship program or energy bill debt indicators. Retailers who allow customers to defer bill payments or utilise alternative debt arrangements and obligated to report these services. For example, a customer defers paying their bill before the energy bill due date with a promise to pay or payment extension facility.</u></p>	<p><u>Quarterly, Jurisdictional</u></p>
<p>S3.18. Amount of residential customer energy bill debt</p>	<p>Retailers are required to report <u>submit</u> the <u>total</u> number of residential customers (excluding hardship program customers) with energy bill debt, <u>which has been outstanding for 90 calendar days or greater</u>which has been outstanding for at least 90 calendar days or greater., as at the last calendar day of the reporting period that is:</p> <p>a) Electricity</p> <ul style="list-style-type: none"> <u>i. over \$500 but less than \$1500</u> <u>ii. over \$1500 but less than \$2500</u> 	<p><u>Quarterly, Jurisdictional</u></p>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	<ul style="list-style-type: none"> iii. over \$2500. <p>b) Gas</p> <ul style="list-style-type: none"> i. over \$500 but less than \$1500 ii. over \$1500 but less than \$2500 iii. over \$2500. 	
<p>S3.19. Number of residential customers that have energy bill debt</p>	<p>Retailers are required to report<u>submit</u> the total number of customers (excluding hardship program customers not on a hardship program) who have accrued an energy bill debt, which has been outstanding for 90 calendar days or greater<u>which has been outstanding for at least 90 calendar days or greater</u>, as at the last calendar day of the reporting period <u>that is:</u></p> <p>a) Electricity</p> <ul style="list-style-type: none"> i. over \$1000 but less than \$1500 where the debt is more than 12 months old but less than 24 ii. over \$1000 but less than \$1500 where the debt is more than 24 months old iii. over \$1500 but less than \$2500 where the debt is more than 12 months old but less than 24 iv. over \$1500 but less than \$2500 where the debt is more than 24 months old v. over \$2500 where the debt is more than 12 months old but less than 24 vi. over \$2500 where the debt is more than 24 months old. <p>b) Gas</p> <ul style="list-style-type: none"> i. over \$1000 but less than \$1500 where the debt is more than 12 months old but less than 24 ii. over \$1000 but less than \$1500 where the debt is more than 24 months old iii. over \$1500 but less than \$2500 where the debt is more than 12 months old but less than 24 iv. over \$1500 but less than \$2500 where the debt is more than 24 months old 	<p>Quarterly, <u>Jurisdictional</u></p>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	v. over \$2500 where the debt is more than 12 months old but less than 24 vi. over \$2500 where the debt is more than 24 months old. For the purposes of this indicator 'energy bill debt' is the debt outstanding to the retailer for the period of time described in the indicator sub-category.	
S3.20.Number of residential customers using Centrepay	Retailers are required to report <u>submit</u> the <u>total</u> number of residential customers that are using Centrelink's Centrepay to pay their energy bills during each reporting period for: a) Electricity customers b) Gas customers.	Quarterly, <u>Jurisdictional</u>
S3.21.Number of residential customers that have missed one or more pay on time (or conditional) discounts as a result of late payment	Retailers are required to submit the total number of customers during the reporting period that have missed receiving pay on time (or conditional) discounts due to making a late or missed payment for each of the following: a) Electricity: i. residential customers ii. small business customers. b) Gas: i. residential customers ii. small business customers.	Quarterly, <u>Jurisdictional</u>
S3.22.Number of <u>small residential</u> customers on a	Retailers are required to report <u>submit</u> the <u>total</u> number of residential customers (excluding hardship program customers) that are on a payment plan as at the last calendar day of the reporting period for <u>each of the following</u> :	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
payment plan	a) Electricity <u>i. residential customers (excluding hardship program customers)</u> <u>ii. small business customers.</u> b) Gas- <u>i. residential customers (excluding hardship program customers)</u> <u>ii. small business customers.</u> <u>For the purposes of this indicator, the report should include customers in embedded networks and customers identified as affected customers on payment plans captured within indicators S6.4. and S6.14.</u>	
S3.23.Number of residential customers who had their payment plans cancelled for non-payment	Retailers are required to report-submit the <u>total</u> number of residential customers (excluding hardship program customers) who had their payment plan cancelled by the retailer for non-payment during the reporting period for: a) Electricity b) Gas.	Quarterly, <u>Jurisdictional</u>
S3.24.Number of residential customers with two or more payment plans cancelled for non-payment in the last 12 months	Retailers are required to report-submit the <u>total</u> number of residential customers (excluding hardship program customers) who had their payment plan cancelled by the retailer for non-payment during the reporting period and who also had at least one other payment plan cancelled by the retailer for non-payment in the previous 12 months, for: a) Electricity b) Gas.	Quarterly, <u>Jurisdictional</u>
S3.25.Number of residential customers who successfully completed their	Retailers are required to report-submit the <u>total</u> number of residential customers (excluding hardship program customers) who successfully completed their payment plan, during the reporting period for: Electricity a) Gas.	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
payment plan		
S3.26. Number of residential customers who have been referred to an external credit collection agency for the purposes of debt recovery	<p>Retailers are required to submit the total number of current or previous residential customers during the reporting period who were referred to an external credit collection agency for the purposes of debt recovery.</p> <ul style="list-style-type: none"> a) for electricity bill debt b) for gas bill debt. 	Quarterly, <u>Jurisdictional</u>
S3.27. Number of residential customers who have been referred to an external credit collection agency for the purposes of debt recovery – amount of debt	<p>Retailers are required to submit the total number of current or previous residential customers during the reporting period who were referred to an external credit collection agency for the purposes of debt recovery, where the energy bill debt <u>has been outstanding for 90 calendar days or greater</u>, is:</p> <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. up to \$500 ii. over \$500 but less than \$1500 iii. over \$1500 but less than \$2500 iv. over \$2500. b) Gas <ul style="list-style-type: none"> i. up to \$500 	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	<ul style="list-style-type: none"> ii. over \$500 but less than \$1500 iii. over \$1500 but less than \$2500 iv. over \$2500. 	
<p>S3.48. <u>Average amount of debt for residential customers referred to an external credit collection agency</u></p>	<p><u>Retailers are required to submit the average amount of debt which has been outstanding for 90 calendar days or greater, for current or previous residential customers who were referred to an external credit collection agency for the purposes of debt recovery during the reporting period, for:</u></p> <ul style="list-style-type: none"> a) <u>Electricity</u> b) <u>Gas</u> 	<p><u>Quarterly, Jurisdictional</u></p>
<p>S3.28. Number of residential customers who have been credit defaulted – credit rating</p>	<p>Retailers are required to submit the total number of current or previous residential customers during the reporting period who were referred to a credit collection agency, or through an internal credit collection process, for the purposes of debt recovery, for each of the following:</p> <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. where a credit default was applied against their name for debt associated with the retailer ii. where a credit default listing was reversed for the debt associated with the retailer. b) Gas <ul style="list-style-type: none"> i. where a credit default was applied against their name for debt associated with the retailer ii. where a credit default listing was reversed for the debt associated with the retailer. <p>For the purposes of the indicator:</p> <ul style="list-style-type: none"> • if a customer has been defaulted for multiple debts each must be recorded separately 	<p><u>Quarterly, Jurisdictional</u></p>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	<ul style="list-style-type: none">• if a customer has had separate listings reversed, each must be recorded separately.	

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Pre-payment meters

Definitions

Prepayment meter system (PPM):	has the meaning given in section 2 of the Retail Law.
Prepayment meter market retail contract:	has the meaning given in section 2 of the Retail Law.
Removal of a prepayment meter system:	has the meaning given in r. 127 of the Retail Rules.
Self-disconnection:	has the meaning given in r. 127 of the Retail Rules.
Trial period:	has the meaning given in clauses 127 and 130 of the Retail Rules.

Indicators

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S3.29.Total number of PPM customers	<p>Retailers are required to <u>report-submit</u> the total number of PPM customers as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. residential PPM customers ii. small business PPM customers. b) Gas <ul style="list-style-type: none"> i. residential PPM customers ii. small business PPM customers. <p><u>For the purposes of this indicator, reporting is contingent with the actual usage of the prepayment meter, rather than whether the meter has a prepayment meter functionality.</u></p>	Quarterly ¹ <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S3.30.Number of PPM customers that receive an energy concession	Retailers are required to report-submit the total number of PPM customers receiving an energy concession as at the last calendar day of the reporting period for: <ul style="list-style-type: none"> a) Electricity b) Gas. <p><u>For the purposes of this indicator, reporting is contingent with the actual usage of the prepayment meter, rather than whether the meter# has a prepayment meter functionality.</u></p>	Quarterly. <u>Jurisdictional</u>
S3.31.Number of PPMs removed due to payment difficulties	Retailers are required to report-submit the total number of PPMs removed due to payment difficulties during the reporting period for each of the following: <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. residential PPM customers ii. small business PPM customers. b) Gas <ul style="list-style-type: none"> i. residential PPM customers ii. small business PPM customers. <p><u>For the purposes of this indicator, reporting is contingent with the actual usage of the prepayment meter, rather than whether the meter# has a prepayment meter functionality.</u></p>	Quarterly. <u>Jurisdictional</u>
S3.32.Number of PPM customers using a PPM system capable of detecting and reporting self-disconnections	Retailers are required to report-submit the total number of PPMs that are able to detect and report self-disconnections as at the last calendar day of the reporting period for each of the following: <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. residential PPM customers ii. small business PPM customers. b) Gas <ul style="list-style-type: none"> i. residential PPM customers ii. small business PPM customers. <p><u>For the purposes of this indicator, reporting is contingent with the actual usage of the prepayment meter, rather than whether the meter# has a prepayment meter functionality.</u></p>	Quarterly. <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S3.33.Total number of PPM self-disconnection events	<p>Retailers are required to report-submit the total number of self-disconnection events recorded by PPMs during the reporting period for each of the following:</p> <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. residential PPM customers ii. small business PPM customers. b) Gas <ul style="list-style-type: none"> i. residential PPM customers ii. small business PPM customers. <p><u>For the purposes of this indicator, reporting is contingent with the actual usage of the prepayment meter, rather than whether the meter# has a prepayment meter functionality.</u></p>	Quarterly, <u>Jurisdictional</u>
S3.34.Total number of PPM customers self-disconnected	<p>Retailers are required to report-submit the total number of customers recorded by their PPM as having been self-disconnected during the reporting period for each of the following:</p> <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. residential PPM customers ii. small business PPM customers. b) Gas <ul style="list-style-type: none"> i. residential PPM customers ii. small business PPM customers. <p><u>For the purposes of this indicator, reporting is contingent with the actual usage of the prepayment meter, rather than whether the meter# has a prepayment meter functionality.</u></p>	Quarterly, <u>Jurisdictional</u>
S3.35.Average duration of self-disconnection events	<p>Retailers are required to report-submit the total average (minutes) duration of self-disconnection events recorded by PPMs during the reporting period for each of the following:</p> <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. residential PPM customers ii. small business PPM customers. 	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	b) Gas <ul style="list-style-type: none"> i. residential PPM customers ii. <u>small business PPM customers.</u> <p><u>For the purposes of this indicator, reporting is contingent with the actual usage of the prepayment meter, rather than whether the meter# has a prepayment meter functionality.</u></p>	

De-energisation (disconnection) and re-energisation (reconnection)

Definitions

De-energisation or disconnection:	has the meaning given in section 2 of the Retail Law. Premises that are vacant at the time of disconnection should be excluded. Only completed disconnections should be reported. Where a disconnection has been requested by a retailer but not completed within the relevant reporting period, it should not be included in the total for that period. Each disconnection event should be recorded separately.
Re-energisation or reconnection:	has the meaning given in section 2 of the Retail Law. Only completed reconnections should be reported. Where a reconnection has been requested by a retailer but not completed within the relevant reporting period, it should not be included in the total for that period. Each reconnection event should be recorded separately.
Seven (7) calendar days:	are inclusive, and the first calendar day should be counted as the day that the disconnection occurred.

Indicator	Information and data required	Relevant reporting period/basis
S3.36.Number of customers disconnected for non-payment	<p>Retailers are required to submit the total number of customers during the reporting period disconnected for non-payment for each of the following:</p> <p>a) Electricity</p> <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. hardship program customers iv. energy concession customers v. residential customers who have been on a payment plan in the previous 12 months vi. residential customers who have been disconnected for non-payment on more than one occasion in the previous 24 months. <p>b) Gas</p> <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. hardship program customers iv. energy concession customers v. residential customers who have been on a payment plan in the previous 12 months vi. residential customers who have been disconnected for non-payment on more than one occasion in the previous 24 months. 	<p>Quarterly,</p> <p>Jurisdictional</p>

Indicator	Information and data required	Relevant reporting period/basis
S3.37. Number of customers reconnected within 7 days of disconnection	<p>Retailers are required to submit the total number of customers during the reporting period reconnected in the same name and address within seven days of disconnection for non-payment for each of the following:</p> <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. hardship program customers iv. energy concession customers v. residential customers who have been on a payment plan in the previous 12 months vi. residential customers who have been disconnected for non-payment on more than one occasion in the previous 24 months. b) Gas <ul style="list-style-type: none"> i. residential customers ii. small business customers iii. hardship program customers iv. energy concession customers v. residential customers who have been on a payment plan in the previous 12 months vi. residential customers who have been disconnected for non-payment on more than one occasion in the previous 24 months. 	Quarterly, Jurisdictional

Indicator	Information and data required	Relevant reporting period/basis
<p>S3.39.Total number of customers with debts at time of disconnection</p>	<p>Retailers are required to submit the total number of customers disconnected for non-payment during the reporting period with debts outstanding for 90 calendar days or greater, in the following ranges at the time of disconnection for each of the following:</p> <ul style="list-style-type: none"> a) Electricity residential customers <ul style="list-style-type: none"> i. less than \$500 ii. over \$500 but less than \$1500 iii. over \$1500 but less than \$2500 iv. more than \$2500. b) Electricity small business customers <ul style="list-style-type: none"> i. less than \$500 ii. over \$500 but less than \$1500 iii. over \$1500 but less than \$2500 iv. more than \$2500. c) Gas residential customers <ul style="list-style-type: none"> i. less than \$500 ii. over \$500 but less than \$1500 iii. over \$1500 but less than \$2500 iv. more than \$2500. d) Gas small business customers <ul style="list-style-type: none"> i. less than \$500 ii. over \$500 but less than \$1500 iii. over \$1500 but less than \$2500 iv. more than \$2500. 	<p>Quarterly, Jurisdictional</p>

Indicator	Information and data required	Relevant reporting period/basis
S3.49. Average amount of debt at time of disconnection	<p>Retailers are required to submit the average amount of debt which has been outstanding for 90 calendar days or greater, of customers disconnected for non-payment during the reporting period, for each of the following:</p> <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. residential customers ii. small business customers. b) Gas <ul style="list-style-type: none"> i. residential customers ii. small business customers. 	Quarterly, Jurisdictional

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Concessions

Definitions

Energy concession customers:	<p>means a residential customer that is recorded by the retailer as being entitled to receive an energy concession, where the concession is administered or delivered by the retailer.</p> <p>Customers who are recorded by the retailer as receiving an energy concession which is applied on a seasonal basis or where the energy concession is not applied uniformly during the year should be reported in all reporting periods, even during periods where the concession is not applied to their account, as long as the customer remains eligible for the concession.</p> <p>Customers who only receive a concession which is not administered or delivered by the retailer (for example, Queensland's Medical Cooling and Heating Electricity Concession Scheme) should be excluded for the purposes of this reporting.</p>
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Indicators

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S3.40.Number of energy concession customers	<p>Number of residential customers that are recorded by the retailer as being entitled to receive an energy concession, where the concession is administered or delivered by the retailer as at the last calendar day of the reporting period for:</p> <ul style="list-style-type: none">a) Electricityb) Gas.	Quarterly, <u>Jurisdictional</u>

Security deposits

Definitions

Security deposit: has the meaning given in Division 1 of the Retail Rules.

Indicators

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S3.41.Number of security deposits held by retailers for residential and small business customers	Number of security deposits held by retailers as at the end of each quarter in the reporting period for: a) residential customers b) small business customers.	<u>Quarterly.</u> Jurisdictional Annual (financial year)
S3.42.Aggregate value of security deposits held by retailers for residential and small business customers	Aggregate value (\$) of security deposits held by retailers as at the end of each quarter in the reporting period for: a) residential customers b) small business customers.	<u>Quarterly.</u> Jurisdictional Annual (financial year)

Schedule 4: Hardship Program Indicators

Definitions

Energy bill debt:	as defined in Schedule 3.
Energy concessions customers:	as defined in Schedule 3.
Payment plan:	as defined in Schedule 3.
On a retailer's hardship program:	means a residential customer who has been accepted into, or is participating in, a retailer's hardship program. See also hardship program customer as defined in Schedule 1.
Successfully completed the program:	or exited the hardship program by agreement with the retailer is where a customer has completed or exited the hardship program and is returned, by agreement with the retailer, to the normal billing and collection cycles (including where the customer agrees to a new payment plan or flexible payment arrangement).
Excluded from accessing a hardship program:	means a residential customer who is referred to the hardship program by any means but is removed from the hardship program for any reason other than successfully completing the hardship program or not accepted onto the hardship program. This does not include customers who decline to participate in the program.
Switch, transferred or left the retailer:	includes customers who exit the hardship program because they are no longer a customer of that retailer. This will include customers who have transferred or switched to another retailer and those who have changed retailers through moving premises etc.
Prepayment meter (PPM):	as defined in Schedule 3.

Indicators

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S4.1. Number of customers on a retailer's hardship program	Retailers are required to submit the total number of customers on a retailer's hardship program as at the last calendar day of the reporting period for each of the following : <ul style="list-style-type: none"> a) Electricity hardship <u>program</u> customers b) Gas hardship <u>program</u> customers. 	Quarterly ₁ <u>Distribution network (electricity),</u> <u>Jurisdictional (gas)</u>
S4.2. Type of contract for hardship program customers	Retailers are required to submit the total number of hardship <u>program</u> customers as at the last day calendar of the reporting period for each of the following: <ul style="list-style-type: none"> a) Electricity hardship <u>program</u> customers <ul style="list-style-type: none"> i. on a standard retail contract ii. on a market retail contract. b) Gas <u>hardship program</u> customers <ul style="list-style-type: none"> i. on a standard retail contract ii. on a market retail contract. 	Quarterly ₁ <u>Jurisdictional</u>
S4.3. Average debt upon entry into the hardship program	Retailers are required to report-submit the average energy bill debt for customers who entered the hardship program during the reporting period for: <ul style="list-style-type: none"> a) Electricity hardship <u>program</u> customers b) Gas hardship <u>program</u> customers. <p>For the purposes of this indicator energy bill debt is at the time of entry into the hardship program.</p>	Quarterly ₁ <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
<p>S4.4. Levels of debt of customers entering the hardship program</p>	<p>Retailers are required to submit the total number of customers who entered the hardship program during the reporting period, with an energy bill debt in the following ranges:</p> <p>a) Electricity residential <u>hardship program</u> customers</p> <ol style="list-style-type: none"> i. less than \$500 ii. over \$500 but less than \$1500 iii. over \$1500 but less than \$2500 iv. over \$2500 but less than \$3500 v. more than \$3500. <p>b) Gas residential <u>hardship program</u> customers</p> <ol style="list-style-type: none"> i. less than \$500 ii. over \$500 but less than \$1500 iii. over \$1500 but less than \$2500 iv. over \$2500 but less than \$3500 v. more than \$3500. <p>For the purposes of this indicator:</p> <ul style="list-style-type: none"> - Energy energy bill debt is at the time of entry into the hardship program. - <u>Customers who entered the hardship program with no energy bill debt should be included in the 'less than \$500' subcategories.</u> 	<p>Quarterly, <u>Jurisdictional</u></p>
<p>S4.5. Average debt of hardship program customers</p>	<p>Retailers are required to submit the average energy bill debt of hardship program customers, as at the last calendar day of the relevant reporting period for:</p> <p>a) Electricity hardship <u>program</u> customers' average energy bill debt</p> <p>b) Gas hardship <u>program</u> customers' average energy bill debt.</p> <p>For the purposes of this indicator the calculation of the average energy bill debt amount must not include hardship program customers in credit</p>	<p>Quarterly, <u>Jurisdictional</u></p>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S4.6. Age of debt for customers on the hardship program	<p>Retailers are required to submit the age of the oldest energy bill debt for hardship program customers who entered the hardship program during the reporting period, as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. less than 6 months ii. over 6 months but less than 12 months iii. over 12 months but less than 2 years iv. 2 years or more. b) Gas <ul style="list-style-type: none"> i. less than 6 months ii. over 6 months but less than 12 months iii. over 12 months but less than 2 years iv. 2 years or more. <p>For the purpose of this indicator if a customer enters a hardship program with zero debt they should be excluded from this indicator.</p>	Quarterly, <u>Jurisdictional</u>
S4.7. Number of hardship program customers receiving energy concessions	<p>Number of hardship program customers that are recorded by the retailer as being entitled to receive an energy concession, where the concession is administered or delivered by the retailer as at the last calendar day of the reporting period for:</p> <ul style="list-style-type: none"> a) Electricity hardship <u>program</u> customers b) Gas hardship <u>program</u> customers. 	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S4.8. Number of hardship program customers on types of payment plans	<p>Retailers are required to submit the total number of hardship <u>program</u> customers making the following categories of payment plans, as at the last calendar day of the reporting period:</p> <p>a) Electricity</p> <ol style="list-style-type: none"> i. less than usage costs ii. meeting usage costs iii. meeting usage costs and expected to clear arrears within 12 months iv. meeting usage costs and expected to clear arrears over 12 months- <u>v. meeting usage costs with no arrears</u> vi. <u>unable to determine usage costs.</u> <p>b) Gas</p> <ol style="list-style-type: none"> i. less than ongoing usage costs ii. meeting usage costs iii. meeting usage costs and expected to clear arrears within 12 months iv. meeting usage costs and expected to clear arrears over 12 months- <u>v. meeting usage costs with no arrears.</u> vi. <u>unable to determine usage costs</u> <p>For the purposes of this indicator:</p> <ul style="list-style-type: none"> • usage costs is the amount the customer is billed for usage and supply charges. • <u>A payment plan is a plan for a residential customer experiencing payment difficulties to pay a retailer by periodic instalments, any amount payable by the customer. A payment plan refers to the amount they are committed to paying under the plan.</u> 	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S4.9. Payment methods of hardship program customers	<p>Retailers are required to submit the total number of hardship <u>program</u> customers making payments using each of the following payment methods during the reporting period:</p> <ul style="list-style-type: none"> a) Payment plan (excluding those who make their payment plan payments using Centrepay) b) Centrepay c) Prepayment meter (PPM) d) Australia Post e) Direct debit f) Any other payment method. 	Quarterly, <u>Jurisdictional</u>
S4.10. Number of customers entering the hardship program	<p>Retailers are required to submit the total number of customers during the reporting period who entered the hardship program:</p> <ul style="list-style-type: none"> a) Electricity <ul style="list-style-type: none"> i. after the customer self identified as being in hardship ii. via a financial counsellor referral (or external agent acting on behalf of the customer in a professional capacity) iii. via a retailer referral. b) Gas <ul style="list-style-type: none"> i. after the customer self identified as being in hardship ii. via a financial counsellor referral (or external agent acting on behalf of the customer in a professional capacity) iii. via a retailer referral. <p><u>For the purposes of this indicator:</u></p> <ul style="list-style-type: none"> • <u>Self-identified means a residential customer who informs their retailer that they are experiencing payment difficulties due to hardship.</u> 	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	<ul style="list-style-type: none"> • <u>Financial counsellor referral means a residential customer who has been referred by a financial counsellor or other external agent acting on behalf of the customer in a professional capacity.</u> • <u>Retailer referral means a residential customer who has been identified by a retailer as a customer experiencing payment difficulties due to hardship. This would be, but not limited to, the retailer's early response to customers experiencing payment difficulties such as those with a history of late payments, broken payment plans, payment extension requests, receiving a disconnection warning notice and/or been disconnected for non-payment.</u> 	
S4.11. Number of customers exiting the hardship program	<p>Retailers are required to submit the total number of customers during the reporting period who exited the hardship program for each of the following:</p> <p>a) Electricity</p> <ol style="list-style-type: none"> i. after successfully completing the hardship program or exiting with the agreement of the retailer ii. as they were excluded or removed from the program for non-compliance (for example, where the customer did not make the required payments, or where they failed to contact the retailer. This should also include those hardship program customers who leave the program because they feel they are not able to meet the program requirements or payments requested by the retailer) iii. switched, transferred or left the retailer. <p>b) Gas</p> <ol style="list-style-type: none"> i. after successfully completing the hardship program or exiting with the agreement of the retailer ii. as they were excluded or removed from the program for non-compliance (for example, where the customer did not make the required payments, or where they failed to contact the retailer. This should also include those hardship program customers who leave the program because they feel they are not able to meet the program requirements or payments requested by the retailer) iii. switched, transferred or left the retailer. 	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S4.12. Length of customer participation in a hardship program	<p>Retailers are required to submit the total number of hardship <u>program</u> customers that have continuously received assistance through the hardship program, as at the last calendar day of the reporting period for each of the following:</p> <p>a) Electricity</p> <ul style="list-style-type: none"> i. under 1 year ii. over 1 year to under 2 years iii. more than 2 years. <p>b) Gas</p> <ul style="list-style-type: none"> i. under 1 year ii. over 1 year to under 2 years iii. more than 2 years. 	Quarterly, <u>Jurisdictional</u>
S4.13. Number of customers excluded from the hardship program	<p>Retailers are required to submit the total number of customers that have been excluded from participating in the hardship program, as at the last calendar day of the reporting period for each of the following:</p> <p>a) Electricity</p> <ul style="list-style-type: none"> i. the customer did not agree to the suggested payment plan ii. the retailer was unable to contact the customer iii. the customer did not make the requested payments iv. it was more appropriate to return the customer to a normal payment plan or billing cycle v. other. <p>b) Gas</p> <ul style="list-style-type: none"> i. the customer did not agree to the suggested payment plan ii. the retailer was unable to contact the customer iii. the customer did not make the requested payments iv. it was more appropriate to return the customer to a normal payment plan or billing cycle v. other. 	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
S4.14. Assistance provided to hardship program customers	<p>Retailers are required to submit data on the types of assistance provided to hardship <u>program</u> customers throughout the reporting period. Where possible retailers should provide quantitative data on the various types of initiatives and assistance provided to hardship program customers in the reporting period, including:</p> <p>a) Number of electricity hardship <u>program</u> customers that:</p> <ul style="list-style-type: none"> i. were transferred to a different market retail contract ii. were transferred from a standard retail contract to a market retail contract iii. received concessions that they were not otherwise receiving iv. received a rebate that they were not otherwise receiving v. received new appliances through appliance replacement programs vi. received incentive payments or discounts vii. received debt reductions viii. had onsite energy audits completed by the retailer (or third party agency at the request of the retailer) ix. received reimbursement/credit of late payment fees x. received reimbursement/credit of lost pay on time discounts. <p>b) Number of gas hardship <u>program</u> customers that:</p> <ul style="list-style-type: none"> i. were transferred to a different market retail contract ii. were transferred from a standard retail contract to a market retail contract iii. received concessions that they were not otherwise receiving iv. received a rebate that they were not otherwise receiving v. received new appliances through appliance replacement programs vi. received incentive payments or discounts vii. received debt reductions viii. had onsite energy audits completed by the retailer (or third party agency at the request of the retailer) ix. received reimbursement/credit of late payment fees x. received reimbursement/credit of lost pay on time discounts. 	Quarterly, <u>Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/ <u>basis</u>
	For the purposes of the indicator <ul style="list-style-type: none"> • individual customers must be counted in each category where assistance was provided • each initiative or assistance provided must be received by a customer to be counted. 	
S4.15. Disconnection of previous hardship program customers	Retailers are required to <u>report-submit</u> the number of residential customers disconnected for non-payment during the reporting period, who successfully completed the hardship program, or exited by agreement with the retailer, in the previous 12 months for: <ol style="list-style-type: none"> a) Electricity b) Gas. <p><u>For the purposes of the indicator, 'previous 12 months' is from the date of disconnection.</u></p>	Quarterly, <u>Jurisdictional</u>
S4.16. Reconnection of previous hardship program customers	Retailers are required to <u>report-submit</u> the number of residential customers who were reconnected in the same name and at the same address within seven days of disconnection for non-payment during the reporting period who successfully completed the hardship program, or exited by agreement with the retailer, in the previous 12 months, for: <ol style="list-style-type: none"> a) Electricity b) Gas. 	Quarterly, <u>Jurisdictional</u>

Schedule 5: Distribution service standards, associated GSL schemes and small claims compensation regimes

Definitions

No definitions are proposed at this time.

Indicators

No reporting requirements are proposed at this time.

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Schedule 6: Embedded networks, life support customers and customers affected by family violence

Embedded networks

Definitions

<u>Embedded network:</u>	<u>means a privately owned energy network, connected to the distribution network by a metering installation comprising one or more meters (a gate meter). Energy is delivered to customers via the private network (child meters). For the purposes of this reporting, a private embedded network connected to another privately owned network is also considered an embedded network.</u>
<u>Energy only contract:</u>	<u>means a contract between an authorised retailer and a customer in an embedded network only for the sale of the customer's energy, and not including network usage or other types of services provided by the embedded network operator and/or manager.</u>
<u>Off market contract:</u>	<u>means a contract between an authorised retailer or exempt seller and a customer in an embedded network for electricity supplied through a meter that has not been registered in the wholesale market settlement and transfer system (MSATS), which system is operated by the market operator, AEMO. (Note: meter refers to a child meter within an embedded network.)</u>
<u>On market contract:</u>	<u>means a contract between an authorised retailer and a customer for the supply of electricity through a customer's meter that is registered in the wholesale market settlement and transfer system (MSATS), which system is operated by the market operator, AEMO. (Note: meter refers to a child meter within an embedded network.)</u>
<u>Energy Bill Debt:</u>	<u>as defined in Schedule 3.</u>
<u>Payment Plan:</u>	<u>as defined in Schedule 3</u>
<u>De-energisation or disconnection:</u>	<u>as defined in Schedule 3</u>

Indicators

Indicator	Information and data required	Relevant reporting period/basis
<p>S6.1. <u>Number of electricity customers in embedded networks</u></p>	<p><u>Retailers are required to submit the total number of customers in embedded networks, as at the last calendar day of the reporting period for each of the following:</u></p> <ul style="list-style-type: none"> a) <u>residential customers on a</u> <ul style="list-style-type: none"> i. <u>on market retail contract (excluding energy only retail contracts)</u> ii. <u>off market retail contract</u> iii. <u>energy only retail contract</u> b) <u>small business customers on a</u> <ul style="list-style-type: none"> i. <u>on market retail contract (excluding energy only retail contracts)</u> ii. <u>off market retail contract</u> iii. <u>energy only retail contract</u> c) <u>large customers on a</u> <ul style="list-style-type: none"> i. <u>on market retail contract (excluding energy only retail contracts)</u> ii. <u>off market retail contract</u> iii. <u>energy only retail contract.</u> <p><u>For the purposes of this indicator, retailers are required to provide data if there is a contractual arrangement with the customer at the child meter within an embedded network</u></p>	<p><u>Quarterly, Jurisdictional</u></p>
<p>S6.2. <u>Number of residential customers in embedded networks with electricity debt</u></p>	<p><u>Retailers are required to submit the total number of residential customers in embedded networks with electricity energy bill debt as at the last calendar day of the reporting period for each of the following:</u></p> <ul style="list-style-type: none"> a) <u>residential electricity customers (excluding hardship program customers):</u> <ul style="list-style-type: none"> i. <u>which has been outstanding for between 30 and 59 calendar days</u> ii. <u>which has been outstanding for between 60 and 89</u> iii. <u>which has been outstanding for 90 calendar days or greater</u> <p><u>For the purposes of this indicator, retailers are required to provide data if there is a contractual arrangement with the customer at the child meter within an embedded network.</u></p>	<p><u>Quarterly, Jurisdictional</u></p>

Indicator	Information and data required	Relevant reporting period/basis
<p>S6.3. <u>Average electricity debt of residential customers in embedded networks</u></p>	<p>Retailers are required to submit the average amount of electricity bill debt for residential customers in embedded networks as at the last calendar day of the reporting period for each of the following:</p> <p>a) <u>residential electricity customers (excluding hardship program customers):</u></p> <p>i. <u>which has been outstanding for between 30 and 59 calendar days</u></p> <p>ii. <u>which has been outstanding for between 60 and 89</u></p> <p>iii. <u>which has been outstanding for 90 calendar days or greater</u></p> <p>For the purposes of this indicator, retailers are required to provide data if there is a contractual arrangement with the customer at the child meter within an embedded network.</p>	<p><u>Quarterly, Jurisdictional</u></p>
<p>S6.4. <u>Number of residential customers in embedded networks on a payment plan</u></p>	<p>Retailers are required to submit the total number of residential electricity customers in embedded networks (excluding hardship program customers) that are on a payment plan as at the last calendar day of the reporting period.</p> <p>For the purposes of this indicator, retailers are required to provide data if there is a contractual arrangement with the customer at the child meter within an embedded network.</p>	<p><u>Quarterly, Jurisdictional</u></p>
<p>S6.5. <u>Number of residential customers in embedded networks disconnected for non-payment</u></p>	<p>Retailers are required to submit the total number of residential electricity customers in embedded networks disconnected for non-payment during the reporting period.</p> <p>For the purposes of this indicator, retailers are required to provide data if there is a contractual arrangement with the customer at the child meter. within an embedded network.;</p>	<p><u>Quarterly, Jurisdictional</u></p>
<p>S6.6. <u>Average electricity debt at time of disconnection of residential customers in embedded networks</u></p>	<p>Retailers are required to submit the average amount of electricity bill debt outstanding for 90 calendar days or greater at time of disconnection for residential customers in embedded networks disconnected for non-payment during the reporting period.;</p> <p>For the purposes of this indicator, retailers are required to provide data if there is a contractual arrangement with the customer at the child meter within an embedded network.</p>	<p><u>Quarterly, Jurisdictional</u></p>

Indicator	Information and data required	Relevant reporting period/basis
S6.7. <u>Number of residential customers in embedded networks on hardship programs</u>	<p><u>Retailers are required to submit the total number of residential electricity customers in embedded networks on a retailer's hardship program as at the last calendar day of the reporting period.</u></p> <p><u>For the purposes of this indicator, retailers are required to provide data if there is a contractual arrangement with the customer at the child meter within an embedded network.-</u></p>	<u>Quarterly, Jurisdictional</u>
S6.8. <u>Average debt of residential customers in embedded networks on hardship programs</u>	<p><u>Retailers are required to submit the average amount of electricity bill debt for residential customers in embedded networks on retailer's hardship program as at the last calendar day of the reporting period</u></p> <p><u>For the purposes of this indicator, retailers are required to provide data if there is a contractual arrangement with the customer at the child meter within an embedded network.</u></p>	<u>Quarterly, Jurisdictional</u>

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Life support customers

Definitions

<u>Life support customer:</u>	<u>a customer whose premises is registered under subrules 124(1)(a), 124(3), 124(4)(a) or 124(5) of the Retail Rules as having a person residing or intending to reside at the premises who requires life support equipment. This person may or may not be the customer themselves.</u>
<u>Life support equipment:</u>	<u>has the meaning given in Rule 3 of the Retail Rules.</u>
<u>Medical confirmation:</u>	<u>has the meaning given in Rule 123A of the Retail Rules.</u>
<u>Deregistration:</u>	<u>has the meaning given in Rule 123A of the Retail Rules.</u>

Indicators

Indicator	Information and data required	Relevant reporting period/basis
S6.9. <u>Number of life support customers</u>	<p>Retailers are required to submit the total number of life support customers as at the last calendar day of the reporting period for each of the following:</p> <ul style="list-style-type: none">— With medical confirmation— Without medical confirmation. <p>Retailers are required to submit the total number of life support customers as at the last calendar day of the reporting period for each of the following:</p> <p>a) <u>Electricity</u></p> <ul style="list-style-type: none">i. <u>With medical confirmation</u>ii. <u>Without medical confirmation.</u>	<u>Quarterly, Jurisdictional</u>

Indicator	Information and data required	Relevant reporting period/basis
	<u>b) Gas.</u> i. <u>With medical confirmation</u> ii. <u>Without medical confirmation.</u>	
S6.10. <u>Number of life support customers registered</u>	<u>Retailers are required to submit the total number of life support customers registered during the reporting period, for</u> a) <u>Electricity</u> b) <u>Gas.</u>	<u>Quarterly, Jurisdictional</u>
S6.11. <u>Number of life support customers deregistered</u>	<u>Retailers are required to submit the total number of life support customers deregistered during the reporting period, for:</u> a) <u>Electricity</u> b) <u>Gas.</u>	<u>Quarterly, Jurisdictional</u>

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Customers affected by family violence

Definitions

Affected customer: has the meaning given in Rule 3 of the Retail Rules.

Indicators

<u>Indicator</u>	<u>Information and data required</u>	<u>Relevant reporting period/basis</u>
S6.12. <u>Number of affected customers</u>	<u>Retailers are required to submit the total number of customers identified as affected customers in the retailer's system, as at last calendar day of the reporting period.</u>	<u>Quarterly, Jurisdictional</u>
S6.13. <u>Number of affected customers added to a retailer's system</u>	<u>Retailers are required to submit the number of customers identified as affected customers that were added to the retailer's system during the reporting period.</u>	<u>Quarterly, Jurisdictional</u>
S6.14. <u>Number of affected customers on a payment plan</u>	<u>Retailers are required to submit the total number of customers identified as affected customers (excluding hardship program customers) that are on a payment plan as at the last calendar day of the reporting period for:</u> <u>a) Electricity</u> <u>b) Gas.</u>	<u>Quarterly, Jurisdictional</u>
S6.15. <u>Number of affected customers on a retailer's hardship program</u>	<u>Retailers are required to submit the total number of customers identified as affected customers on a retailer's hardship program as at the last calendar day of the reporting period for:</u> <u>a) Electricity hardship program customers</u> <u>b) Gas hardship program customers.</u>	<u>Quarterly, Jurisdictional</u>

A. Pro-forma reports and submission process and templates

A.1 Pro-forma – Written report to the AER

Written reports provided under clause 2.3 of these Procedures and Guidelines must be submitted using a sample pro-forma and/or online form, and must be accompanied by a completed AER Performance Reporting Template or through the digital submission process (see Appendix A.2).

From:	[Name] [Title] [Regulated entity]
To:	Australian Energy Regulator GPO Box 520 Melbourne VIC 3001
AER Performance Reporting – Performance for [reporting period]	
This report documents the performance and activities of [regulated entity] in accordance with section 282(1) of the National Energy Retail Law. Information and data in this report is documented as required by the AER's Performance Reporting Procedures and Guidelines during [reporting period].	
This report and all attachments have been prepared by [regulated entity] with all due care and skill and in accordance with the AER Performance Reporting Procedures and Guidelines.	
Date:	
Signed	-----
Print name	-----
Chief Executive Officer / Delegate	
<i>Failure to comply with the AER Performance Reporting Procedures and Guidelines is a breach of the Retail Law, and may attract civil penalties. If a corporation contravenes this obligation to comply, each officer of the corporation is to be taken to have contravened this obligation if the officer knowingly authorised or permitted the contravention or breach. An officer of a corporation may be proceeded against whether or not proceedings have been taken against the corporation itself.</i>	
<i>The Criminal Code Act 1995 (Cth) makes it a serious offence to give false or misleading information to the AER knowing it to be false or misleading or omitting any matter or thing without which the information is misleading.</i>	
Attachments: [see Appendices A.2] AER Performance Reporting Template <u>or the digital submission process</u>.	

A.2 AER Performance Reporting Template or digital submission process

The AER's Performance Reporting Template or instructions for the process for digital submission are available on the AER's website: www.aer.gov.au.

Regulated entities should check the website to ensure they are using the most recent instructions ~~version of the reporting template~~ before preparing each report.

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