

2023

Gas Performance Reporting Datasheets – Distribution Indicators

Retailer: Wesfarmers Kleenheat Gas Pty Ltd
Reporting period: 2022-2023

Customers and Customer Connections			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D1	Total number of new connections provided	18	
D2	Total number of new connections that were not provided on or before the agreed date	0	
D3	Percentage of new connections that were not provided on or before the agreed date		0.00%
D4	Total number of reconnections provided	8	
D5	Total number of reconnections that were not provided within the prescribed timeframe	0	
D6	Percentage of reconnections that were not provided within the prescribed timeframe		0.00%
D7	Total number of connections on the distribution system(s)	1,220	

Gas Consumption			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D8	Gas consumption – residential connections (GJ)	10,510	
D9	Gas consumption – non-residential connections (GJ)	79	
D10	Unaccounted for gas (GJ)	295.0	

Leaks			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D11	Number of leak repairs to HP, MP and LP mains	Refer to Table 1	
D12	Number of leak repairs to HP, MP and LP connections	Refer to Table 1	
D13	Number of leak repairs to HP, MP and LP meters	Refer to Table 1	

Table 1 – Number of Leak Repairs			
	No. of Leak repairs		
	Low Pressure	Medium Pressure	High Pressure
Mains		12	
Connections		2	
Meters		4	
Totals	0	18	0

Network Reliability			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D14	Number of customer connections that have been interrupted for more than 12 hours continuously during the reporting year	0	
D15	Number of customer connections that have been affected by 5 or more unplanned interruptions during the reporting year	0	
D16	The average percentage of time that gas has been supplied to customer premises during the reporting year		99.999

Complaints			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D17	Total number of complaints received	0	
D18	Number of the complaints that relate to administrative process or customer service complaints	0	
D19	Number of other complaints	0	
D20	Number of connection and augmentation complaints	0	
D21	Number of reliability of supply complaints	0	
D22	Number of quality of supply complaints	0	
D23	Number of network charges and costs complaints	0	
D24	Number of complaints from customers concluded within 15 business days	0	
D25	Percentage of complaints from customers concluded within 15 business days		0%
D26	Number of complaints from customers concluded within 20 business days	0	
D27	Percentage of complaints from customers concluded within 20 business days		0%

Call Centre Performance			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D28	Total number of telephone calls to a call centre of the distributor	189,164	
D29	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	153,846	
D30	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		81.3%
D31	Average duration (in seconds) before a call is answered by a call centre operator	22	
D32	Total number of the calls that are unanswered	3,207	
D33	Percentage of the calls that are unanswered		1.7%

Distribution Mains Installed and In Service			
	Length of in-service distribution mains by operating pressure (km)		
	Low Pressure	Medium Pressure	High Pressure
Cast Iron			
Unprotected Steel			
Protected Steel			
PVC		8.9	
Polyethylene (PE)		35.2	
Other			
Total	0.0	44.1	0.00
Number of service connections per km of gas mains			27.7