



ATCO GAS AUSTRALIA – 2022/2023 ERA PERFORMANCE REPORT

GAS DIVISION

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In accordance with Section 11M (Schedule 1A) of the Energy Coordination Act, the ERA requires gas licensees to provide performance information to the ERA for each year ending 30 June in relation to:

1. CUSTOMERS AND CUSTOMER CONNECTIONS

Customers and Customer Connections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 1	Total number of new connections provided	13,432		Completion of new dwellings, as a result of post COVID-19 incentives, and the release of new subdivisions, are driving an increase in new connections
D 2	Total number of new connections that were not provided on or before the agreed date	0		
D 3	Percentage of new connections that were not provided on or before the agreed date		0.0%	
D 4	Total number of reconnections provided	2246		The increase in reconnections is due to retailers processing disconnections that were previously suspended due to COVID-19.
D 5	Total number of reconnections that were not provided within the prescribed timeframe	1		Increase in volume of reconnections, from the previous reporting period, has caused some isolated issues with Service Provider resourcing, and scheduling processes. Increased monitoring and controls are now in place.
D 6	Percentage of reconnections that were not provided within the prescribed timeframe		0.045%	
D 7	Total number of connections on the distributor's network	804,033		Coastal - 788,460 Albany - 7,877 Kalgoorlie - 7,696

2. GAS CONSUMPTION

Gas Consumption			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
D 8	Gas consumption - residential connections (GJ)	10,493,741	
D 9	Gas consumption - non-residential connections (GJ)	1,336,548	
D 10	Unaccounted for gas (GJ)	324,455	UAFG for the 2022 calendar year has decreased due to the cumulative impact of management initiatives such as leak repair and measurement enhancement. ATCO's ongoing improvement efforts continue to yield positive outcomes in reducing UAFG, while the effect of fluctuating environmental factors like seasonal temperature variations on Gas measurement is being investigated.

3. LEAKS

Leaks			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D 11	Number of leak repairs to HP, MP, and LP mains	REFER TABLE 1	
D 12	Number of leak repairs to HP, MP, and LP connections	REFER TABLE 1	
D 13	Number of leak repairs to HP, MP, and LP meters	REFER TABLE 1	

Table 1 - Number of Leak Repairs

No. of Leak Repairs				
	Low Pressure	Medium Pressure	High Pressure	Comments
Mains	63	163	28	<p>In the current reporting period, there has been an overall decrease in leak repairs when compared to 2021/2022. This decline can be attributed to the lower number of leaks that were identified during the winter of 2022, particularly in comparison to previous years. The reduction in leak repairs encompasses both reactive leaks, and leaks identified through proactive leak surveys:</p> <ul style="list-style-type: none"> The decrease in reactive leaks can be attributed to milder winter conditions. The decline in leaks identified through leak surveys is primarily a result of the age and material composition of the surveyed suburbs. Specifically, the suburbs that underwent leak surveys in 2022 had a lower proportion of PVC components in their infrastructure, contributing to this reduction.
Connections	1484	4064	259	
Meters	387	903	95	
Totals	1934	5130	382	

4. NETWORK RELIABILITY

Network Reliability																			
Indicator No.	Description	Basis of Reporting		Comments															
		Number	Percentage																
D 14	Number of customer connections that have been interrupted for more than 12 hours continuously during the reporting period	318		<p>During the reporting period, 318 customers experienced continuous gas supply interruptions lasting more than 12 hours. The primary cause of these incidents was water ingress. Notably, there were four water ingress episodes that each affected over 30 customers. One noteworthy incident occurred in Girrawheen, where a burst water main disrupted gas supply to 42 customers. The second significant factor contributing to gas supply interruptions was third-party damage. Throughout the reporting period, there were four incidents involving damage to mains and services caused by external parties.</p> <p>The breakdown of all water ingress incidents (regardless of outage duration) during the reporting period is shown below:</p> <table border="1"> <thead> <tr> <th></th> <th>Number of water ingress incidents</th> <th>Number of customers impacted</th> </tr> </thead> <tbody> <tr> <td>Water Utility</td> <td>20</td> <td>370</td> </tr> <tr> <td>Third Party</td> <td>4</td> <td>156</td> </tr> <tr> <td>Customer</td> <td>7</td> <td>144</td> </tr> <tr> <td>Total</td> <td>33</td> <td>680</td> </tr> </tbody> </table>		Number of water ingress incidents	Number of customers impacted	Water Utility	20	370	Third Party	4	156	Customer	7	144	Total	33	680
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Water Utility	20	370																	
Third Party	4	156																	
Customer	7	144																	
Total	33	680																	
D 15	Number of customer connections that have been affected by 5 or more unplanned interruptions during the reporting period	0																	
D 16	The average percentage of time that gas has been supplied to customer premises during the reporting year		99.9998%																

5. COMPLAINTS

Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 17	Total number of complaints received	922		<p>The following has contributed to an increase in complaint volume (and associated metrics):</p> <ul style="list-style-type: none"> In the 2022 / 2023 period ATCO issued approximately 2500 invoices to customers. During this period, ATCO has seen an increase in the percentage of Network Charges and Costs complaints (an 8% increase up to 25% of all complaints). This is
D 18	Number of the complaints that relate to administrative process or customer service complaints	340		
D 19	Number of other complaints	316		
D 20	Number of connection and augmentation complaints	35		
D 21	Number of reliability of supply complaints	0		

Complaints				
D 22	Number of quality of supply complaints	0		<p>primarily due to the clearing of an invoice backlog in the early part of 2023 where the relative delay of invoice issue has prompted an increase in invoice disputes.</p> <ul style="list-style-type: none"> ATCO also continues to refine our complaint management processes. This includes improved email templates, Salesforce integration, and continued growth in the adoption of the online complaint submission tool (complaints received electronically rose from 46% in 2021/2022 to 55% in 2022/2023).
D 23	Number of network charges and costs complaints	226		
D 24	Number of complaints from customers concluded within 15 business days	672		
D 25	Percentage of complaints from customers concluded within 15 business days		72.9%	
D 26	Number of complaints from customers concluded within 20 business days	737		
D 27	Percentage of complaints from customers concluded within 20 business days		79.9%	

6. CALL CENTRE PERFORMANCE

Call Centre Performance				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 28	Total number of telephone calls to a call centre of the distributor	34,837		<p>The following has contributed to the continuing downward trend on call volume (and associated metrics):</p> <ul style="list-style-type: none"> Retailer disconnections (a large call driver) not having yet returned to pre COVID-19 levels. Improvement in response metrics, such as the percentage of unanswered calls, directly relating to stable core of Call Centre staff, the training provided for those few new starters, and the ongoing review and assessment of staff performance. We are also continually improving the self-service section of our website and directing our customers to this where applicable. <p>Specifically, in regard to our self-service options, we have seen growth in:</p> <ul style="list-style-type: none"> Smell of Gas (SOG) reporting - These calls are typically of long duration and have historically contributed to approx. 15% of total call volume. Adoption of the online SOG reporting form has increased 12.5 % from the last reporting period and has contributed to the downward trend on call volume. The adoption of the online methods, by which customers can lodge complaints or feedback, continues to grow. The percentage of total complaints submitted via our by online methods having increased 9% from the 2021 / 2022 reporting period.
D 29	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	31,789		
D 30	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		91.3%	
D 31	Average duration (in seconds) before a call is answered by a call centre operator	16.0		
D 32	Total number of the calls that are unanswered	502		
D 33	Percentage of the calls that are unanswered		1.4%	

7. INSTALLED MAINS

Distribution Mains Installed and In Service				
Length of in-service distribution mains by operating pressure (km)				Comments
	Low Pressure	Medium Pressure	High Pressure	
Cast Iron	0.0	0.0	0.0	
Unprotected Steel	0.4	9.6		Reduction in unprotected steel due to Metallic Mains and Odd Size Steel replacement program, which also resulted in an increase of PE mains.
Protected Steel		37.8	731.0	
PVC	3467.2	5842.8	0.0	
Polyethylene (PE)	127.2	4030.7	455.2	PE is the recommended material and is used for network expansion and replacement which is reflected in the increased length of the network.
Other	0.0	0.0	0.0	
Totals	3594.8	9920.9	1186.2	

Number of service connections per km of gas mains	54.7
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