

## 2017 Electricity Performance Reporting Datasheets - Retail

Retailer: AER Retail Pty Ltd

Reporting Period: 2016/17

| Customers     |   |                    |  |
|---------------|---|--------------------|--|
| Indicator No. | Description   | Basis of Reporting | Comments   |
|               |   | Number             |  |
| CCR 1         | Total number of residential customers that are contestable customers  | 0                  | N/A  |
| CCR 2         | Total number of residential customers that are non-contestable customers  | 0                  | N/A  |
| CCR 3         | Total number of residential customers   | 0                  | N/A  |
| CCR 4         | Total number of business customers that are contestable customers   | 23                 | This is the total number of small use business customers accounts that have been held contestable customers during the Reporting Period of 2016/2017 |
| CCR 5         | Total number of business customers that are non-contestable customers   | 0                  |  |
| CCR 6         | Total number of business customers  | 23                 |  |
| CCR 7         | Total number of pre-payment meter customers   | 0                  | N/A  |
| CCR 8         | Total number of pre-payment meter customers who have reverted to a standard meter within 3 months of meter installation or entering into a contract | 0                  | N/A  |
| CCR 9         | Not used  |                    |  |
| CCR 10        | Total number of pre-payment meter customers who have reverted to a standard meter   | 0                  | N/A  |

**2017 Electricity Performance Reporting Datasheets - Retail**

| <b>Affordability and Access</b> |  |                           |                   |                 |
|---------------------------------|--|---------------------------|-------------------|-----------------|
| <b>Indicator No.</b>            | <b>Description</b>   | <b>Basis of Reporting</b> |                   | <b>Comments</b> |
|                                 |  | <b>Number</b>             | <b>Percentage</b> |                 |
| CCR 11                          | Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer                                | 0                         |                   | N/A             |
| CCR 12                          | Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer                                  | 0                         |                   | N/A             |
| CCR 13                          | Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor | 0                         |                   | N/A             |
| CCR 14                          | Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor   | 0                         |                   | N/A             |
| CCR 15                          | Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer                                      | 0                         |                   | N/A             |
| CCR 16                          | Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer  | 0                         |                   | N/A             |
| CCR 17                          | Total number of residential customers that are subject to an instalment plan   | 0                         |                   | N/A             |
| CCR 18                          | Percentage of residential accounts that are subject to an instalment plan  | 0                         |                   | N/A             |
| CCR 19                          | Total number of residential customers that have been granted additional time to pay a bill   | 0                         |                   | N/A             |
| CCR 20                          | Percentage of residential customers that have been granted additional time to pay a bill   | 0                         |                   | N/A             |
| CCR 21                          | Total number of residential customers that have been placed on a shortened billing cycle   | 0                         |                   | N/A             |
| CCR 22                          | Percentage of residential customers that have been placed on a shortened billing cycle   | 0                         |                   | N/A             |
| CCR 23                          | Total number of business customers that have been issued with a bill outside the prescribed timeframes   | 0                         |                   |                 |
| CCR 24                          | Percentage of business customers that have been issued with a bill outside the prescribed timeframes   | 0                         |                   |                 |
| CCR 25                          | Total number of business customers that are subject to an instalment plan  | 0                         |                   |                 |
| CCR 26                          | Percentage of business customers that are subject to an instalment plan  | 0                         |                   |                 |
| CCR 27                          | Total number of business customers that have been granted additional time to pay a bill  | 0                         |                   |                 |
| CCR 28                          | Percentage of business customers that have been granted additional time to pay a bill  | 0                         |                   |                 |
| CCR 29                          | Total number of business customers that have been placed on a shortened billing cycle  | 0                         |                   |                 |
| CCR 30                          | Percentage of business customers that have been placed on a shortened billing cycle  | 0                         |                   |                 |
| CCR 31                          | Total number of residential customers that have lodged security deposits in relation to their residential account  | 0                         |                   | N/A             |
| CCR 32                          | Percentage of residential customers that have lodged security deposits in relation to their residential account  | 0                         |                   | N/A             |
| CCR 33                          | Total number of business customers that have lodged security deposits in relation to their business customer account   | 0                         |                   |                 |
| CCR 34                          | Percentage of business customers that have lodged security deposits in relation to their business customer account   | 0                         |                   |                 |
| CCR 35                          | Total number of residential customers that have had their direct debit plans terminated  | 0                         |                   | N/A             |
| CCR 36                          | Percentage of residential customers that have had their direct debit plans terminated  | 0                         |                   | N/A             |
| CCR 37                          | Total number of business customers that have had their direct debit plans terminated   | 0                         |                   |                 |
| CCR 38                          | Percentage of business customers that have had their direct debit plans terminated   | 0                         |                   |                 |
| CCR 39                          | The number of pre-payment meter customers who have informed the retailer that the customer is experiencing payment difficulties or financial hardship  | 0                         |                   |                 |

**2017 Electricity Performance Reporting Datasheets - Retail**

| <b>Disconnections for Non-Payment</b> |   |                           |                   |                 |
|---------------------------------------|---|---------------------------|-------------------|-----------------|
| <b>Indicator No.</b>                  | <b>Description</b>  | <b>Basis of Reporting</b> |                   | <b>Comments</b> |
|                                       |   | <b>Number</b>             | <b>Percentage</b> |                 |
| CCR 40                                | Total number of residential customers that have been disconnected for failure to pay a bill   | 0                         |                   | N/A             |
| CCR 41                                | Percentage of residential customers that have been disconnected for failure to pay a bill   | 0                         |                   | N/A             |
| CCR 42                                | Total number of business customers that have been disconnected for failure to pay a bill  | 0                         |                   |                 |
| CCR 43                                | Percentage of business customers that have been disconnected for failure to pay a bill  | 0                         |                   |                 |
| CCR 44                                | Total number of residential customer disconnections involving customers that were previously the subject of an instalment plan  | 0                         |                   | N/A             |
| CCR 45                                | Percentage of residential customer disconnections involving customers that were previously the subject of an instalment plan  | 0                         |                   | N/A             |
| CCR 46                                | Total number of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year | 0                         |                   |                 |
| CCR 47                                | Percentage of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year   | 0                         |                   | N/A             |
| CCR 48                                | Total number of residential customers that have been disconnected while the subject of a concession   | 0                         |                   | N/A             |
| CCR 49                                | Percentage of residential customers that have been disconnected while the subject of a concession   | 0                         |                   | N/A             |
| CCR 50                                | The number of instances where a pre-payment meter customer has been disconnected  | 0                         |                   |                 |
| CCR 51                                | Percentage of pre-payment meter customer disconnections   | 0.00%                     |                   |                 |
| CCR 52                                | Not used  | 0                         |                   |                 |
| CCR 53                                | The number of pre-payment meter customers who the retailer identifies have been disconnected 2 or more times in any 1 month period for longer than 120 minutes on each occasion         | 0                         |                   |                 |

**2017 Electricity Performance Reporting Datasheets - Retail**

| Reconnections |  |                    |            |          |
|---------------|--|--------------------|------------|----------|
| Indicator No. | Description  | Basis of Reporting |            | Comments |
|               |  | Number             | Percentage |          |
| CCR 54        | Total number of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer be disconnected   | 0                  |            | N/A      |
| CCR 55        | Percentage of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected   | 0                  |            | N/A      |
| CCR 56        | Total number of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected   | 0                  |            |          |
| CCR 57        | Percentage of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected   | 0                  |            |          |
| CCR 58        | Total number of reconnections within 7 days involving residential customers that were previously the subject of an instalment plan   | 0                  |            | N/A      |
| CCR 59        | Percentage of disconnections reconnected within 7 days involving residential customers that were previously the subject of an instalment plan  | 0                  |            | N/A      |
| CCR 60        | Total number of reconnections within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year            | 0                  |            | N/A      |
| CCR 61        | Percentage of disconnections reconnected within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year | 0                  |            | N/A      |
| CCR 62        | Total number of reconnections within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession   | 0                  |            | N/A      |
| CCR 63        | Percentage of disconnections reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession  | 0                  |            | N/A      |
| CCR 64        | Total number of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected             | 0                  |            | N/A      |
| CCR 65        | Percentage of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected               | 0.00%              |            | N/A      |
| CCR 66        | Total number of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe  | 0                  |            | N/A      |
| CCR 67        | Percentage of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe  | 0                  |            | N/A      |
| CCR 68        | Total number of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected                | 0                  |            |          |
| CCR 69        | Percentage of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected                  | 0.00%              |            |          |
| CCR 70        | Total number of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe   | 0                  |            |          |
| CCR 71        | Percentage of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe   | 0                  |            |          |

**2017 Electricity Performance Reporting Datasheets - Retail**

| <b>Complaints</b>    |  |                           |                   |                 |
|----------------------|--|---------------------------|-------------------|-----------------|
| <b>Indicator No.</b> | <b>Description</b>   | <b>Basis of Reporting</b> |                   | <b>Comments</b> |
|                      |  | <b>Number</b>             | <b>Percentage</b> |                 |
| CCR 72               | Total number of complaints received from residential customers, other than complaints received from pre-payment meter customers            | 0                         |                   | N/A             |
| CCR 73               | Total number of complaints received from business customers, other than complaints received from pre-payment meter customers               | 0                         |                   |                 |
| CCR 74               | Total number of the residential customer complaints that relate to billing/credit complaints   | 0                         |                   | N/A             |
| CCR 75               | Percentage of the residential customer complaints that relate to billing/credit complaints   | 0                         |                   | N/A             |
| CCR 76               | Total number of the business customer complaints that relate to billing/credit complaints  | 0                         |                   |                 |
| CCR 77               | Percentage of the business customer complaints that relate to billing/credit complaints  | 0                         |                   |                 |
| CCR 78               | Total number of the residential customer complaints that relate to transfer complaints   |                           |                   | N/A             |
| CCR 79               | Percentage of the residential customer complaints that relate to transfer complaints   |                           |                   | N/A             |
| CCR 80               | Total number of the business customer complaints that relate to transfer complaints  | 0                         |                   |                 |
| CCR 81               | Percentage of the business customer complaints that relate to transfer complaints  | 0                         |                   |                 |
| CCR 82               | Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer) | 0                         |                   | N/A             |
| CCR 83               | Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)   | 0                         |                   | N/A             |
| CCR 84               | Total number of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)    | 0                         |                   |                 |
| CCR 85               | Percentage of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)      | 0                         |                   |                 |
| CCR 86               | Total number of the residential customer complaints that relate to other complaints  | 0                         |                   | N/A             |
| CCR 87               | Percentage of the residential customer complaints that relate to other complaints  | 0                         |                   | N/A             |
| CCR 88               | Total number of the business customer complaints that relate to other complaints   | 0                         |                   |                 |
| CCR 89               | Percentage of the business customer complaints that relate to other complaints   | 0                         |                   |                 |
| CCR 90               | Total number of complaints from residential customers concluded within 15 business days  | 0                         |                   | N/A             |
| CCR 91               | Percentage of complaints from residential customers concluded within 15 business days  | 0                         |                   | N/A             |
| CCR 92               | Total number of complaints from residential customers concluded within 20 business days  | 0                         |                   | N/A             |
| CCR 93               | Percentage of complaints from residential customers concluded within 20 business days  | 0                         |                   | N/A             |
| CCR 94               | Total number of complaints from business customers concluded within 15 business days   | 0                         |                   |                 |
| CCR 95               | Percentage of complaints from business customers concluded within 15 business days   | 0                         |                   |                 |
| CCR 96               | Total number of complaints from business customers concluded within 20 business days   | 0                         |                   |                 |
| CCR 97               | Percentage of complaints from business customers concluded within 20 business days   | 0                         |                   |                 |
| CCR 98               | Total number of complaints from pre-payment meter customers  | 0                         |                   |                 |
| CCR 99               | Total number of complaints from pre-payment meter customers concluded within 15 business days  | 0                         |                   |                 |
| CCR 100              | Percentage of complaints from pre-payment meter customers concluded within 15 business days  | 0                         |                   |                 |
| CCR 101              | Total number of complaints from pre-payment meter customers concluded within 20 business days  | 0                         |                   |                 |
| CCR 102              | Percentage of complaints from pre-payment meter customers concluded within 20 business days  | 0                         |                   |                 |

**2017 Electricity Performance Reporting Datasheets - Retail**

| <b>Compensation Payments</b> |   |                           |                   |                 |
|------------------------------|---|---------------------------|-------------------|-----------------|
| <b>Indicator No.</b>         | <b>Description</b>  | <b>Basis of Reporting</b> |                   | <b>Comments</b> |
|                              |   | <b>Number</b>             | <b>Value (\$)</b> |                 |
| CCR 103                      | Total number of payments made to customers under clause 14.1 of the Code of Conduct | 0                         |                   |                 |
| CCR 104                      | The total amount paid to customers under clause 14.1 of the Code of Conduct         | 0                         |                   |                 |
| CCR 105                      | Total number of payments made to customers under clause 14.2 of the Code of Conduct | 0                         |                   |                 |
| CCR 106                      | Total amount paid to customers under clause 14.2 of the Code of Conduct             | 0                         |                   |                 |
| CCR 107                      | Total number of payments made to customers under clause 14.3 of the Code of Conduct | 0                         |                   |                 |
| CCR 108                      | Total amount paid to customers under clause 14.3 of the Code of Conduct             | 0                         |                   |                 |

**2017 Electricity Performance Reporting Datasheets - Retail**

| <b>Call Centre Performance</b> |   |                           |                   |                |
|--------------------------------|---|---------------------------|-------------------|----------------|
| <b>Indicator No.</b>           | <b>Description</b>  | <b>Basis of Reporting</b> |                   | <b>Comment</b> |
|                                |   | <b>Number</b>             | <b>Percentage</b> |                |
| CCR 109                        | Total number of telephone calls to a call centre of the retailer                                      | 0                         |                   | n/a            |
| CCR 110                        | Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds | 0                         |                   | n/a            |
| CCR 111                        | Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds   | 0                         |                   | n/a            |
| CCR 112                        | Average duration (in seconds) before a is call answered by a call centre operator                     | 0.0                       |                   | n/a            |
| CCR 113                        | Number of the calls that are unanswered   | 0                         |                   | n/a            |
| CCR 114                        | Percentage of the calls that are unanswered   | 0                         |                   | n/a            |

**2017 Electricity Performance Reporting Datasheets - Retail**

| <b>Energy Bill Debt Indicators</b> |   |                           |                    |                |
|------------------------------------|---|---------------------------|--------------------|----------------|
| <b>Indicator No.</b>               | <b>Description</b>  | <b>Basis of Reporting</b> |                    | <b>Comment</b> |
|                                    |   | <b>Number</b>             | <b>Amount (\$)</b> |                |
| CCR 115                            | Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June | 0                         | 0                  | N/A            |
| CCR 116                            | Total number of business customers repaying an energy bill debt as at 30 June   |                           | 0                  | N/A            |
| CCR 117                            | Number of residential customers using Centrelink's Centrepay to pay their energy bills as at 30 June                    | 0                         | 0                  | N/A            |
| CCR 118                            | Average amount of energy bill debt for residential customers (excluding hardship program customers), as at 30 June      | 0                         |                    | N/A            |
| CCR 119                            | Average amount of energy bill debt for business customers as at 30 June   | 0                         |                    |                |

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**2017 Electricity Performance Reporting Datasheets - Retail**

| <b>Hardship Programs</b> |   |                           |                   |                |
|--------------------------|---|---------------------------|-------------------|----------------|
| <b>Indicator No.</b>     | <b>Description</b>  | <b>Basis of Reporting</b> |                   | <b>Comment</b> |
|                          |   | <b>Number</b>             | <b>Value (\$)</b> |                |
| CCR 120                  | Number of residential customers on a retailer's hardship program as at 30 June    | 0                         | 0.0%              |                |
| CCR 121                  | Average energy bill debt of residential hardship program customers, as at 30 June | 0                         | 0.0%              |                |

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