



Electricity Retail Performance Reporting Form

Reporting year	FY2023-24
Licence holder	AER Retail Pty Ltd (ERL18)
Contact person name	Claire Nicholas
Position	Operations
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Reporting category	Description	Indicator	Unit	Data Input	Comments	
Customer numbers	Contestable residential customers as of June 30	CCR 1	Number of		We do not supply SUC	
	Non-contestable residential customers as of June 30	CCR 2	Number of			
	Contestable business customers as of June 30	CCR 4	Number of			
	Non-contestable business customers as of June 30	CCR 5	Number of			
	Pre-payment meter customers total as of June 30	CCR 7	Number of			
	Pre-payment meter customers who have reverted to a standard meter within 3 months of meter installation or entering into a contract	CCR 8	Number of			
	Pre-payment meter customers who have reverted to a standard meter	CCR 10	Number of			
	Billing and payment	Residential customers issued a bill outside the maximum timeframe and where the delay is the fault of the retailer	CCR 11	Number of		
		Residential customers issued a bill outside the maximum timeframe and where the delay is because the retailer did not receive billing data from the distributor	CCR 13	Number of		
		Residential customers subject to a payment plan	CCR 17	Number of		
Residential customers granted additional time to pay a bill		CCR 19	Number of			
Business customers issued a bill outside the maximum timeframe		CCR 23	Number of			
Business customers subject to a payment plan		CCR 25	Number of			
Business customers granted additional time to pay a bill		CCR 27	Number of			
Residential customers who have lodged security deposits for their account		CCR 31	Number of			
Business customers who have lodged security deposits for their account		CCR 33	Number of			
Residential customers who have had their direct debit plans terminated		CCR 35	Number of			
Business customers who have had their direct debit plans terminated		CCR 37	Number of			
Pre-payment meter customers who have informed the retailer they are experiencing payment problems or financial hardship		CCR 39	Number of			
Residential customers using Centrepay to pay their energy bill debt as of June 30		CCR 117	Number of			
Disconnections for non-payment		Residential customer disconnections for failure to pay a bill	CCR 40	Number of		
		Business customer disconnections for failure to pay a bill	CCR 42	Number of		
		Residential customer disconnections of customers subject to a payment plan	CCR 44	Number of		
		Residential customer disconnections where customer was disconnected on at least one other occasion during the reporting year or previous reporting year	CCR 46	Number of		
	Residential customer disconnections where customer had a concession	CCR 48	Number of			
	Pre-payment meter customer disconnections	CCR 50	Number of			
	Pre-payment meter customer disconnections where the customer has been disconnected for longer than two hours at least twice in any one month	CCR 53	Number of			
	Reconnections	Residential customer reconnections requested by retailer within seven days of requesting the disconnection	CCR 54	Number of		
		Business customer reconnections requested by retailer within seven days of requesting the disconnection	CCR 56	Number of		
		Residential customer reconnections within seven days where customer was subject to a payment plan	CCR 58	Number of		
Residential customer reconnections within seven days where customer was reconnected on at least one other occasion during the reporting year or the previous reporting year		CCR 60	Number of			
Residential customer reconnections within seven days where customer had a concession		CCR 62	Number of			
Residential customer reconnections requested by retailer after requesting the customer be disconnected (including those reconnected within 7 days)		CCR 64	Number of			
Residential customer reconnections requested by retailer that were not reconnected within the prescribed timeframe		CCR 66	Number of			
Business customer reconnections requested by retailer after requesting the customer be disconnected (including those reconnected within 7 days)		CCR 68	Number of			
Business customer reconnections requested by retailer that were not reconnected within the prescribed timeframe		CCR 70	Number of			
Complaints		Complaints received from residential customers, other than those received from pre-payment meter customers	CCR 72	Number of		
	Complaints received from business customers, other than those received from pre-payment meter customers	CCR 73	Number of			
	Residential customer complaints about billing/credit	CCR 74	Number of			
	Business customer complaints about billing/credit	CCR 76	Number of			
	Residential customer complaints about transfers	CCR 78	Number of			
	Business customer complaints about transfers	CCR 80	Number of			
	Residential customer complaints about marketing (including those directly to retailer)	CCR 82	Number of			
	Business customer complaints about marketing (including those directly to a retailer)	CCR 84	Number of			
	Residential customer complaints about all other matters	CCR 86	Number of			
	Business customer complaints about all other matters	CCR 88	Number of			
	Residential customer complaints concluded within 15 business days	CCR 90	Number of			
	Residential customer complaints concluded within 20 business days	CCR 92	Number of			
	Business customer complaints concluded within 15 business days	CCR 94	Number of			
	Business customer complaints concluded within 20 business days	CCR 96	Number of			
	Pre-payment meter customer complaints	CCR 98	Number of			
	Pre-payment meter customer complaints concluded within 15 business days	CCR 100	Number of			
	Pre-payment meter customer complaints concluded within 20 business days	CCR 102	Number of			
Compensation payments	Number of payments made to customers under clause 94 of the Code of Conduct	CCR 103	Number of			
	Total sum paid to customers under clause 94 of the Code of Conduct	CCR 104	Dollars			
	Number of payments made to customers under clause 95 of the Code of Conduct	CCR 105	Number of			
	Total sum paid to customers under clause 95 of the Code of Conduct	CCR 106	Dollars			
	Number of payments made to customers under clause 96 of the Code of Conduct	CCR 107	Number of			
	Total sum paid to customers under clause 96 of the Code of Conduct	CCR 108	Dollars			
Call centre performance	Calls attempts to a retailer call centre	CCR 109	Number of			
	Calls to retailer call centre answered by operator within 30 seconds	CCR 110	Number of			
	Mean duration for call centre operator to answer call	CCR 112	Seconds			
	Calls to a call centre that go unanswered	CCR 113	Number of			
Energy bill debt	Residential customers repaying bill debt as of 30 June (excluding hardship customers)	CCR 115	Number of			
	Business customers repaying bill debt as of 30 June (excluding hardship customers)	CCR 116	Number of			
	Mean bill debt for residential customers as of 30 June (excluding hardship customers)	CCR 118	Dollars			
	Mean bill debt for business customers as of 30 June (excluding hardship customers)	CCR 119	Dollars			
	Residential customers with bill debt between \$500 and \$1,500 as of 30 June (excluding hardship customers)	CCR 122	Number of			
	Residential customers with bill debt between \$1,500 and \$2,500 as of 30 June (excluding hardship customers)	CCR 123	Number of			
	Residential customers with bill debt exceeding \$2,500 as of 30 June (excluding hardship customers)	CCR 124	Number of			
	Residential customers subject to a payment plan as of 30 June (excluding hardship customers)	CCR 125	Number of			
	Residential customers who had their payment plan cancelled by the retailer for non-payment (excluding hardship customers)	CCR 126	Number of			
	Residential customers who successfully completed their payment plan (excluding hardship customers)	CCR 127	Number of			
Hardship customers	Residential customers on a hardship program as at 30 June	CCR 120	Number of			
	Mean bill debt of hardship customers as of June 30	CCR 121	Dollars			
	Total number of hardship customers who are the subject of a concession as at 30 June	CCR 128	Number of			
	Residential customers denied access to a retailer hardship program	CCR 129	Number of			
	Mean bill debt for customers at the time of entering hardship program	CCR 130	Dollars			
	Customers who entered a hardship program with bill debt up to \$500 at the time	CCR 131	Number of			
	Customers who entered a hardship program with bill debt between \$500 and \$1,500 at the time	CCR 132	Number of			
	Customers who entered a hardship program with bill debt between \$1,500 and \$2,500 at the time	CCR 133	Number of			
	Customers who entered a hardship program with bill debt exceeding \$2,500 at the time	CCR 134	Number of			
	Hardship customers subject to a payment plan as of June 30 (excluding those using Centrepay)	CCR 135	Number of			
	Hardship customers using Centrepay for bill debt	CCR 136	Number of			
	Residential customers who exited a hardship program	CCR 137	Number of			
	Residential customers who exited a hardship program because they successfully completed it or by agreement with the retailer	CCR 138	Number of			
	Residential customers who exited a hardship program because they were removed from it for non-compliance	CCR 139	Number of			
	Residential customers who exited a hardship program because they left the retailer	CCR 140	Number of			
	Residential customers who completed a hardship program or exited by agreement with the retailer, during the reporting year or previous reporting year, who were then disconnected during the reporting year for non-payment	CCR 141	Number of			
	Residential customers who completed a hardship program or exited by agreement with the retailer, during the reporting year or previous reporting year, who were then disconnected during the reporting year for non-payment but reconnected within seven days	CCR 142	Number of			
Vulnerable customers	Vulnerable customers as of 30 June	CCR 143	Number of			
	Vulnerable customers who were the account holder as of 30 June	CCR 144	Number of			
	Vulnerable customers named on another person's account as of 30 June	CCR 145	Number of			
	Vulnerable customers on the 9-month disconnection moratorium as of 30 June	CCR 146	Number of			
	Mean bill debt of vulnerable customers on the 9-month disconnection moratorium when they exit the moratorium	CCR 147	Dollars			
	Vulnerable customers with a pre-payment at any time during reporting year	CCR 148	Number of			
	Pre-payment meters reverted to standard meters by retailer as requested by vulnerable customers who were on the 9-month disconnection moratorium during the reporting year	CCR 149	Number of			