



**REPORT REQUIRED UNDER PART 13 OF THE  
COMPENDIUM OF GAS CUSTOMER LICENCE  
OBLIGATIONS (COMPENDIUM)  
1 JULY 2018 TO 30 JUNE 2019**

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**GAS DIVISION**

September 2019

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Pursuant to Part 13 of the Compendium of Gas Customer Licence Obligation (Compendium), ATCO Gas Australia prepares and publishes this annual Gas Customer Code report setting out the following information in relation to -

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## 1. CUSTOMERS AND CUSTOMER CONNECTIONS

Customers and Customer Connections			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D 1	Total number of connections provided	12,758	
D 2	Total number of connections that were not provided on or before the agreed date	0	
D 3	Percentage of connections that were not provided on or before the agreed date		0%
D 4	Total number of reconnections provided	11,850	
D 5	Total number of reconnections that were not provided within the prescribed timeframe	23	
D 6	Percentage of reconnections that were not provided within the prescribed timeframe		0.2%
D 7	Total number of connections on the distributor's network	769,597	

## 2. GAS CONSUMPTION

Gas Consumption		
Indicator No.	Description	Basis of Reporting
		Number
D 8	Gas consumption - residential connections (GJ)	10278910
D 9	Gas consumption - non-residential connections (GJ)	1380910
D 10	Unaccounted for gas (GJ)	569621

## 3. LEAKS

Table 1 - Number of Leak Repairs			
No. of Leak Repairs			
	Low Pressure	Medium Pressure	High Pressure
Mains	95	324	34
Connections	1944	4716	167
Meters	480	1034	85
Totals	<b>2519</b>	<b>6074</b>	<b>286</b>

#### 4. NETWORK RELIABILITY

Network Reliability			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D 14	Number of customer connections that have been interrupted for more than 12 hours continuously during the reporting period	1039	
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		99.9994%

#### 5. COMPLAINTS

Complaints			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D 17	Total number of complaints received	371	
D 18	Number of the complaints that relate to administrative process or customer service complaints	146	
D 19	Number of other complaints	199	
D 20	Number of connection and augmentation complaints	7	
D 21	Number of reliability of supply complaints	6	
D 22	Number of quality of supply complaints	4	
D 23	Number of network charges and costs complaints	9	
D 24	Number of complaints from customers concluded within 15 business days	324	
D 25	Percentage of complaints from customers concluded within 15 business days		87.3%
D 26	Number of complaints from customers concluded within 20 business days	363	
D 27	Percentage of complaints from customers concluded within 20 business days		97.8%

## 6. CALL CENTRE PERFORMANCE

Call Centre Performance			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D 28	Total number of telephone calls to a call centre of the distributor	68,029	
D 29	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	53,799	
D 30	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		79.1%
D 31	Average duration (in seconds) before a call is answered by a call centre operator	25.5	
D 32	Total number of the calls that are unanswered	2135	
D 33	Percentage of the calls that are unanswered		3.1%

## 7. INSTALLED MAINS

Table 2 - Distribution Mains Installed and In Service			
Length of in-service distribution mains by operating pressure (km)			
	Low Pressure	Medium Pressure	High Pressure
Cast Iron	0.0	0.0	0.0
Unprotected Steel	2.7	24.3	0.0
Protected Steel	0.0	0.0	757.2
PVC	3500.2	6041.5	0.0
Polyethylene (PE)	108.5	3416.9	450.5
Other	0.0	0.1	0.0
Totals	<b>3611.4</b>	<b>9482.8</b>	<b>1207.7</b>
Number of service connections per km of gas mains			53.8