



**REPORT REQUIRED UNDER PART 13 OF THE
COMPENDIUM OF GAS CUSTOMER LICENCE
OBLIGATIONS (COMPENDIUM)
1 JULY 2019 TO 30 JUNE 2020**

GAS DIVISION

October 2020

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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		Comments
		Number	Percentage	
D 1	Total number of new connections provided	11,334		The reduction in new connections reflects WA market conditions which have been further impacted by COVID-19.
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	9,964		The reduction in reconnections for the period is primarily due to COVID-19 as retailers suspended disconnections
D 5	Total number of reconnections that were not provided within the prescribed timeframe	2		<p>Two reconnections were not performed within the required timeframe due to the complexity of the reconnection and incorrect job allocation.</p> <p>Please refer to ATCO's 2020 Compliance report submitted to the ERA on 28th August 2020 for further details.</p>
D 6	Percentage of reconnections that were not provided within the prescribed timeframe		0.0%	
D 7	Total number of connections on the distributor's network	772,861		<p>Coastal - 757,678 Albany - 7,732 Kalgoorlie 7,451</p> <p>Net connections impacted by one retailer electing to deregister approximately 6,500 MIRNS in the period.</p>

2. GAS CONSUMPTION

Gas Consumption			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
D 8	Gas consumption - residential connections (GJ)	10,129,859	This is for 2019 calendar year.
D 9	Gas consumption - non-residential connections (GJ)	1,360,766	This is for 2019 calendar year.
D 10	Unaccounted for gas (GJ)	517,200	This is for 2019 calendar year. The reduction in unaccounted for gas reflects multiple drivers including: 1. Ongoing remediation of identified leaks 2. Working on inflow measurement accuracy with pipeline operators.

3. LEAKS

Gas Consumption			
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	94	234	73	Increase in the number of leaks on High Pressure connections due to increased leak survey and remediation. A reduction in leak repairs on the Medium Pressure mains is due to less leaks found through leak survey due to the targeted ongoing mains replacement program.
Connections	1,935	4,558	276	
Meters	386	801	81	Reduction in leaks repaired on meters due to improvement in the standardisation of tasks during Routine Meter Change (RMC) program.
Totals	2,415	5,593	430	

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	517		There was one major outage in Maylands in January 2020 affecting 83 customers, which was caused by water ingress. The remaining 24 incidents also resulted from water ingress.
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	299		Reduction in complaint volume reflects an overall reduction in network activity during the reporting period.
D 18	Number of the complaints that relate to administrative process or customer service complaints	132		
D 19	Number of other complaints	135		
D 20	Number of connection and augmentation complaints	7		
D 21	Number of reliability of supply complaints	4		
D 22	Number of quality of supply complaints	1		
D 23	Number of network charges and costs complaints	20		
D 24	Number of complaints from customers concluded within 15 business days	272		
D 25	Percentage of complaints from customers concluded within 15 business days		91.0%	
D 26	Number of complaints from customers concluded within 20 business days	285		
D 27	Percentage of complaints from customers concluded within 20 business days		95.3%	

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	60,753		
D 29	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	44,446		
D 30	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		73.2%	
D 31	Average duration (in seconds) before a call is answered by a call centre operator	34.9		
D 32	Total number of the calls that are unanswered	2,146		
D 33	Percentage of the calls that are unanswered		3.5%	

7. INSTALLED MAINS

Table 2 - 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	1.2	21.6	0.0	
Protected Steel	0.0	0.0	759.2	
PVC	3,489.0	5,989.8	0.0	
Polyethylene (PE)	118.6	3,551.8	454.8	
Other	0.0	0.0	0.0	
Totals	3,608.8	9,563.2	1,214.0	
Number of service connections per km of gas mains			53.7	