



**REPORT REQUIRED UNDER PART 13 OF THE
COMPENDIUM OF GAS CUSTOMER LICENCE
OBLIGATIONS (COMPENDIUM)
1 JULY 2021 TO 30 JUNE 2022**

GAS DIVISION

October 2022

Contents

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	12,418		Completion of new dwellings are rebounding to pre-COVID levels, driving an increase in new connections.
D 2	Total number of new connections that were not provided on or before the agreed date	0		Existing contractor pool has stabilised, returning metric to normal levels
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	754		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	0		
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	792,130		Coastal - 776,702 Albany - 7,847 Kalgoorlie - 7,581

2. GAS CONSUMPTION

Gas Consumption				
Indicator No.	Description	Basis of Reporting		Comments
		Number		
D 8	Gas consumption - residential connections (GJ)	10,686,871		This is for 2021 calendar year.
D 9	Gas consumption - non-residential connections (GJ)	1,353,577		This is for 2021 calendar year.
D 10	Unaccounted for gas (GJ)	480,344		This is for 2021 calendar year.

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	146	286	43	The repair of Class 3 leaks (suspended due to COVID-19), recommenced in late 2021.
Connections	1713	4403	313	
Meters	507	986	114	
Totals	2366	5675	470	

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	717		<p>717 customers experienced gas supply interruption for more than 12 hours continuously during the reporting period. All the incidents were caused by water ingress.</p> <p>This includes two major outages. One in Dun Craig in August 2021 that affected 144 customers, and one in Balga, also in August 2021, that affected 215 customers. Majority of the water ingress is due to broken water main / service leaking into gas services and leaking hot water system entering into gas service.</p> <p>There were two issues, in relation to a third party damage to valve on gas feeder, that took place in Bassendean during October 2021 and affected 10 customers and high water table entering gas service through a leaking service tee.</p> <p>The breakdown of the water ingress incidents during the reporting period 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>Customer hot water system</td> <td>10</td> <td>275</td> </tr> <tr> <td>Water Corporation</td> <td>16</td> <td>435</td> </tr> <tr> <td>ATCO</td> <td>2</td> <td>7</td> </tr> <tr> <td>Total</td> <td>28</td> <td>717</td> </tr> </tbody> </table>		Number of water ingress incidents	Number of customers impacted	Customer hot water system	10	275	Water Corporation	16	435	ATCO	2	7	Total	28	717
	Number of water ingress incidents	Number of customers impacted																	
Customer hot water system	10	275																	
Water Corporation	16	435																	
ATCO	2	7																	
Total	28	717																	
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		99.9996%																

5. COMPLAINTS

Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 17	Total number of complaints received	848		<p>The following has contributed to an increase in complaint volume (and associated metrics):</p> <ul style="list-style-type: none"> • ATCO continues to refine its complaint management processes. This includes ERA complaint categories now being auto assigned in Salesforce, and the ongoing maturation of our centralised complaints process to better capture extant complaints data. In addition to this the ongoing growth in the adoption of the online complaint tool (complaints received electronically rose from 39% in 2020/2021 to 46% in 2021/2022) also contributes to an increase in complaint volumes. • Increased network activity towards the end of 2021, including a sizable program of works required by the State Government to support their infrastructure development projects, and increased PVC replacement activities (conducted in Attadale and Hamilton Hill), driving a 43% increase in complaints related to reinstatement activities. • An increase of 26% during the reporting period in regards to meter reading complaints. These complaints can be attributed to increasing meter access issues (an increased number of users requesting special access instructions not accommodated due to locked gates and other security measures) as well as an increased amount of estimated meter reads for the reporting period due to capacity constraints in the Western Australian labour market impacting ATCO's meter reading contractor. • A 19% increase in damages invoices was raised in 2021/2022, which is largely due to a backlog of invoices being processed in September/October 2021 and June 2022, as well as having an additional resource to focus on debt collection between July and December 2021. This contributed to the 22% increase in damages invoices complaints.

Complaints				
D 18	Number of the complaints that relate to administrative process or customer service complaints	336		
D 19	Number of other complaints	332		
D 20	Number of connection and augmentation complaints	33		
D 21	Number of reliability of supply complaints	0		
D 22	Number of quality of supply complaints	0		
D 23	Number of network charges and costs complaints	147		
D 24	Number of complaints from customers concluded within 15 business days	626		
D 25	Percentage of complaints from customers concluded within 15 business days		73.8%	
D 26	Number of complaints from customers concluded within 20 business days	703		
D 27	Percentage of complaints from customers concluded within 20 business days		82.9%	

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	38,160		<p>The following has contributed to the continuing downward trend on call volume (and associated metrics):</p> <ul style="list-style-type: none"> • A pause on retailer disconnections (a large call driver). • Low staff turnover, i.e., stability within the contact centre team improving response metrics. • A reduction in the Meter Replacement Program over the reporting period, resulting in fewer customer appointment bookings • Process improvements, in regards to: <ul style="list-style-type: none"> - Class G inspections – outbound calls, in regards to the booking of Class G inspections is no longer a call centre task – this has positively impacted call centres metrics on the average time before calls are answered and the amount of answered calls. - Growth in self service options such as: <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 (on average now 10% of SOG reports) has contributed to the downward trend on call volume and improved call response metrics. ▪ Open Trench requests – Historically Developers would call into the Contact Centre to make an Open Trench booking. Now developers submit requests via the Open Trench form, which the Planning Team processes. This precludes the need for a phone call. Follow-up calls, where required, come directly from the Planning department. This reduces

Call Centre Performance				
				<p>call volume by approximately 100 calls per month.</p> <ul style="list-style-type: none"> Continued growth in the adoption of the online methods by which customers can lodge complaints or feedback, and source information on network status.
D 29	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	34,532		
D 30	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		90.5%	
D 31	Average duration (in seconds) before a call is answered by a call centre operator	17.0		
D 32	Total number of the calls that are unanswered	636		
D 33	Percentage of the calls that are unanswered		1.7%	

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	Comments
Cast Iron	0.0	0.0	0.0	
Unprotected Steel	0.7	10.5	0.0	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	0.0	0.0	760.7	
PVC	3,467.8	5,904.9	0.0	
Polyethylene (PE)	143.6	3,845.1	465.5	
Other	0.0	0.0	0.0	
Totals	3,612.2	9,760.5	1,226.2	
Number of service connections per km of gas mains			54.3	