



**REPORT REQUIRED UNDER PART 13 OF THE
COMPENDIUM OF GAS CUSTOMER LICENCE
OBLIGATIONS (COMPENDIUM)
1 JULY 2020 TO 30 JUNE 2021**

GAS DIVISION

October 2021

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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	11040		
D 2	Total number of new connections that were not provided on or before the agreed date	2		2 connections were completed outside the 20 business day limit due to a new contractor experiencing initial issues in receiving work orders.
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	1510		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	781,436		Coastal – 766,149 Albany - 7,801 Kalgoorlie 7,486

2. GAS CONSUMPTION

Gas Consumption				
Indicator No.	Description	Basis of Reporting		Comments
		Number		
D 8	Gas consumption - residential connections (GJ)	10,314,749		This is for 2020 calendar year.
D 9	Gas consumption - non-residential connections (GJ)	1,278,508		This is for 2020 calendar year.
D 10	Unaccounted for gas (GJ)	466,026		This is for 2020 calendar year. The reduction in UAFG reflects multiple drivers including: <ul style="list-style-type: none"> • Ongoing Remediation of identified leaks. In particular, increasing the scope of the meter position leak survey from 2020 to 2021. • Progression of the Metallic Mains and Odd Size Steel replacement program. • Continuous monitoring of UAFG trending and communication with transmission 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	117	221	55	
Connections	1549	3436	992	<p>The overall decrease in the number of connection leak repairs (LP and MP connections) can be attributed to the improved levels of mechanical fitting reliability due to focussed asset replacement and maintenance activities.</p> <p>Aside from the overall decrease, the increase in connection leak repairs on HP connections can be attributed to increasing the scope of meter position leak survey from 2020 to 2021 (i.e. higher volume).</p>
Meters	428	749	307	<p>The overall increase in the number of meter leak repairs can be attributed to the RMC (Routine Meter Change) program. As they progress across the network, RMC activities are a key driver in the identification of leaking regulators. On the Kalgoorlie Network, in particular, a majority of domestic meters will reach end of life between 2021 and 2023. This has caused an increase in RMC activities across the Kalgoorlie network during the reporting period</p>
Totals	2094	4406	1354	

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	718		All 718 incidents noted were caused by water ingress. This includes two major outages, one in Byford in May 2021 that affected 219 customers, and one in Forrestfield in January 2021 affecting 158 customers
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	629		<p>The following has contributed to an increase in complaint volume:</p> <ul style="list-style-type: none"> • ATCO continues to improve and mature its complaint management process, including a major revision to the complaint handling training (implemented June 2020) provided to ATCO staff and Contractors. The revised training further reinforces complaint definitions and the complaint capture process. • ATCO have introduced a new online tool for customers to lodge complaints in December 2019, which has led to an increase in complaints received electronically from 12% in 2019/2020 to 39% in 2020/2021. <p>ATCO anticipate that, with an increase in network activities and ongoing complaints awareness training, combined with efforts to provide more streamlined access to the public for complaints submission, the trend toward increased complaint volumes will continue next year.</p>

Complaints				
D 18	Number of the complaints that relate to administrative process or customer service complaints	206		
D 19	Number of other complaints	285		
D 20	Number of connection and augmentation complaints	35		
D 21	Number of reliability of supply complaints	7		
D 22	Number of quality of supply complaints	2		
D 23	Number of network charges and costs complaints	94		
D 24	Number of complaints from customers concluded within 15 business days	534		
D 25	Percentage of complaints from customers concluded within 15 business days		84.9%	
D 26	Number of complaints from customers concluded within 20 business days	565		
D 27	Percentage of complaints from customers concluded within 20 business days		89.8%	

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	43,985		The following has contributed to a reduction in call volume: <ul style="list-style-type: none"> • Periods of lockdown due to COVID-19 • A pause on retailer disconnections (a large call driver). • An expansion of the online methods by which customers can contact us and source information on network status and provide feedback
D 29	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	36,477		
D 30	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		82.9%	
D 31	Average duration (in seconds) before a call is answered by a call centre operator	23.5		
D 32	Total number of the calls that are unanswered	1013		
D 33	Percentage of the calls that are unanswered		2.3%	

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	08	14.2	0.0	Reduction in unprotected steel due to Metallic Mains and Odd Size Steel replacement program.
Protected Steel	0.0	0.0	759.3	
PVC	3,470.3	5,961.2	0.0	
Polyethylene (PE)	123.6	3,690.0	459.5	
Other	0.0	0.0	0.0	
Totals	3,594.7	9,665.4	1,218.8	
Number of service connections per km of gas mains			54.0	