



**REPORT REQUIRED UNDER PART 13 OF THE
COMPENDIUM OF GAS CUSTOMER LICENCE
OBLIGATIONS (COMPENDIUM)
1 JULY 2017 TO 30 JUNE 2018**

GAS DIVISION

October 2018

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 -

1.	CUSTOMERS AND CUSTOMER CONNECTIONS	2
2.	GAS CONSUMPTION.....	2
3.	LEAKS	2
4.	NETWORK RELIABILITY	3
5.	COMPLAINTS	3
6.	CALL CENTRE PERFORMANCE	4
7.	INSTALLED MAINS.....	4

1. CUSTOMERS AND CUSTOMER CONNECTIONS

Customers and Customer Connections			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D 1	Total number of connections provided	13,555	
D 2	Total number of connections that were not provided on or before the agreed date	3	
D 3	Percentage of connections that were not provided on or before the agreed date		0.0%
D 4	Total number of reconnections provided	12,324	
D 5	Total number of reconnections that were not provided within the prescribed timeframe	7	
D 6	Percentage of reconnections that were not provided within the prescribed timeframe		0.1%
D 7	Total number of connections on the distributor's network	760,355	

2. GAS CONSUMPTION

Gas Consumption		
Indicator No.	Description	Basis of Reporting
		Number
D 8	Gas consumption - residential connections (GJ)	10137903
D 9	Gas consumption - non-residential connections (GJ)	1336979
D 10	Unaccounted for gas (GJ)	554736

3. LEAKS

Table 1 - Number of Leak Repairs			
No. of Leak Repairs			
	Low Pressure	Medium Pressure	High Pressure
Mains	100	441	21
Connections	1794	3818	164
Meters	467	1223	111
Totals	2361	5482	296

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	435	
D 15	Number of customer connections that have been affected by 5 or more unplanned interruptions during the reporting period	2	
D 16	The average percentage of time that gas has been supplied to customer premises during the reporting year		99.9997%

5. COMPLAINTS

Complaints			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D 17	Total number of complaints received	431	
D 18	Number of the complaints that relate to administrative process or customer service complaints	140	
D 19	Number of other complaints	250	
D 20	Number of connection and augmentation complaints	16	
D 21	Number of reliability of supply complaints	5	
D 22	Number of quality of supply complaints	12	
D 23	Number of network charges and costs complaints	8	
D 24	Number of complaints from customers concluded within 15 business days	376	
D 25	Percentage of complaints from customers concluded within 15 business days		87.2%
D 26	Number of complaints from customers concluded within 20 business days	395	
D 27	Percentage of complaints from customers concluded within 20 business days		91.6%

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	71258.0	
D 29	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	57557.0	
D 30	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		80.8%
D 31	Average duration (in seconds) before a call is answered by a call centre operator	23.2	
D 32	Total number of the calls that are unanswered	2360.0	
D 33	Percentage of the calls that are unanswered		3.3%

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
Cast Iron	0.0	0.0	0.0
Unprotected Steel	25.7	34.7	0.0
Protected Steel	0.0	43.0	719.4
PVC	3512.5	6047.9	0.0
Polyethylene (PE)	91.1	3311.4	424.6
Other	0.1	0.1	0.0
Totals	3629.3	9437.2	1143.9
Number of service connections per km of gas mains			53.1