

Power and Water Retail (Franchise) - Quality of Service Report
for the year ending 30 June 2004

Jurisdiction: Northern Territory
Utility: Power and Water Corporation
Business Unit: Power and Water Retail (Franchise)
Contact: Regulatory Affairs and Economic Analysis
 Manager: Darren Nelson, Ph: (08) 8924 7922
Period of Report: 1 July 2003 - 30 June 2004
Coverage: Retail Franchise throughout the NT (customers consuming < 750 MWh pa)

Supporting Information

| | | |
|----------------------------------|---|----------------|
| Customer numbers: | <i>Total residential customers:</i> | 62,330 |
| | <i>Total business customers:</i> | 12,855 |
| | <i>Total Number of Customers:</i> | 75,185 |
| Customer inquiry and complaints* | <i>Total number of contacts with call centre or inquiry line:</i> | 126,022 |

* Note – Fault calls are identified separately in Power and Water Networks Quality of Service Report in Attachment B.

Affordability and Access

| | | |
|--|---|---------------|
| Payment plans | Number and % of customers on instalment plans | |
| | <i>No. of residential customers (agreements):</i> | 46,116 |
| | <i>%:</i> | 73.99% |
| | <i>No. of business customers (agreements):</i> | 9,510 |
| | <i>%:</i> | 74.0% |
| Direct debit payment defaults | Number and % of customers who default on direct debit payments | |
| | <i>No. of residential customers:</i> | 1,127 |
| | <i>% default:</i> | 1.8% |
| | <i>No. of business customers:</i> | 30 |
| | <i>% default:</i> | 0.2% |
| Disconnections-reconnections in the same name* | Number and % of customers disconnected for failure to pay amount due. | |
| | <i>Total Number of Disconnections (All Customers):</i> | 5,258 |
| | <i>% disconnected:</i> | 7.0% |
| | Number and % of reconnections at the same premises in the same name within 7 days of disconnection. | |
| | <i>Total Number of Customer Disconnections and Reconnections:</i> | 4,995 |
| | <i>% reconnected:</i> | 6.6% |
| Refundable advances-domestic-number | <i>% of customers paying refundable advances:</i> | |

* During 2003/04 data relating to disconnections was not disaggregated into residential and business customers.

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Customer Service

| | | |
|---------------------------------|--|-------------------|
| Customer complaints* | <i>Residential customers:</i> | |
| | <i>Business customers:</i> | |
| | <i>Total Number of Complaints:</i> | 1,108 |
| Billing or account complaints | <i>As % of total complaints</i> | |
| | <i>Residential customers %:</i> | |
| | <i>Business customers %:</i> | |
| | <i>Total customers %:</i> | 71.0% |
| Other complaints | <i>As % of total complaints</i> | |
| | <i>Residential customers %:</i> | |
| | <i>Business customers %:</i> | |
| | <i>Total customers %:</i> | 29.0% |
| Telephone inquiries and service | <i>Number and % of calls responded to within 20 seconds from when a customer is connected to a complaint/inquiry line.</i> | |
| | <i>No. of calls:</i> | 78,058 |
| | <i>% of calls:</i> | 61.9% |
| | <i>Average waiting time before a call is answered:</i> | 48 seconds |
| | <i>Number of overload events:</i> | |
| | <i>% of calls abandoned:</i> | 5.3% |

* During 2003/04 this data was not disaggregated into residential and business customers.