

**Power and Water Retail (Franchise) - Quality of Service Report**  
for the year ending 30 June 2005

**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 2004 - 30 June 2005  
**Coverage:** Retail Franchise throughout the NT (customers consuming < 750 MWh pa)

**Supporting Information**

Customer numbers:	<i>Total residential customers:</i>	<b>63,264</b>
	<i>Total business customers:</i>	<b>13,048</b>
	<i>Total Number of Customers:</i>	<b>76,312</b>
Customer inquiry and complaints*	<i>Total number of contacts with call centre or inquiry line:</i>	<b>138,356</b>

\* 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>	<b>86</b>
	<i>%:</i>	<b>0.14%</b>
	<i>No. of business customers (agreements):</i>	<b>16</b>
	<i>%:</i>	<b>0.12%</b>
Direct debit payment defaults	Number and % of customers who default on direct debit payments	
	<i>No. of residential customers:</i>	<b>1,399</b>
	<i>% default:</i>	<b>2.2%</b>
	<i>No. of business customers:</i>	<b>52</b>
	<i>% default:</i>	<b>0.4%</b>
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>	<b>0</b>
	<i>% disconnected:</i>	
	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>	<b>0</b>
	<i>% reconnected:</i>	
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>	<b>1,728</b>
Billing or account complaints	<i>As % of total complaints</i>	<b>60.30%</b>
	<i>Residential customers %:</i>	
	<i>Business customers %:</i>	
	<i>Total customers %:</i>	<b>1042</b>
Other complaints	<i>As % of total complaints</i>	<b>39.70%</b>
	<i>Residential customers %:</i>	
	<i>Business customers %:</i>	
	<i>Total customers %:</i>	<b>686</b>
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>	<b>67,033</b>
	<i>% of calls:</i>	<b>48.45% (within 20 secs)</b>
	<i>Average waiting time before a call is answered:</i>	<b>2 minutes and 12 seconds</b>
	<i>Number of overload events:</i>	
	<i>% of calls abandoned:</i>	<b>9.94%</b>

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