

2019/20 Electricity Performance Reporting Datasheets - Retail

Billing and payment			
IndicatorNo.	Description	Basis of Reporting	
		Number	Percentage
CCR 11	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.	N/A	
CCR 12	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.		N/A
CCR 13	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor.	N/A	
CCR 14	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor.		N/A
CCR 15	Not used.		
CCR 16	Not used.		
CCR 17	Total number of residential customers who are subject to an instalment plan.	N/A	
CCR 18	Percentage of residential accounts who are subject to an instalment plan.		N/A
CCR 19	Total number of residential customers who have been granted additional time to pay a bill.	N/A	
CCR 20	Percentage of residential customers who have been granted additional time to pay a bill.		N/A
CCR 21	Not used.		
CCR 22	Not used.		
CCR 23	Total number of business customers that have been issued with a bill outside the prescribed maximum timeframe.	N/A	
CCR 24	Percentage of business customers that have been issued with a bill outside the prescribed maximum timeframe.		N/A
CCR 25	Total number of business customers that are subject to an instalment plan.	N/A	
CCR 26	Percentage of business customers that are subject to an instalment plan.		N/A
CCR 27	Total number of business customers that have been granted additional time to pay a bill.	N/A	
CCR 28	Percentage of business customers that have been granted additional time to pay a bill.		N/A
CCR 29	Not used.		
CCR 30	Not used.		
CCR 31	Total number of residential customers who have lodged security deposits in relation to their residential customer account.	N/A	
CCR 32	Percentage of residential customers who have lodged security deposits in relation to their residential customer account.		N/A
CCR 33	Total number of business customers that have lodged security deposits in relation to their business customer account.	N/A	
CCR 34	Percentage of business customers that have lodged security deposits in relation to their business customer account.		N/A
CCR 35	Total number of residential customers who have had their direct debit plans terminated.	N/A	
CCR 36	Percentage of residential customers who have had their direct debit plans terminated.		N/A
CCR 37	Total number of business customers that have had their direct debit plans terminated.	N/A	
CCR 38	Percentage of business customers that have had their direct debit plans terminated.		N/A
CCR 39	The number of pre-payment meter customers who have informed the retailer that the customer is experiencing payment difficulties or financial hardship.	N/A	
CCR 117	Total number of residential customers using Centrelink's Centrepay to pay their energy bill debt as at 30 June.	N/A	

