

# 2022

## Gas Performance Reporting Datasheets - Distribution Indicators

Retailer: Wesfarmers Kleenheat Gas Pty Ltd

Reporting period: 2021 - 2022

Customers and Customer Connections			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D 1	Total number of new connections provided	20	
D 2	Total number of new connections that were not provided on or before the agreed date	0	
D 3	Percentage of new connections that were not provided on or before the agreed date		0.00%
D 4	Total number of reconnections provided	0	
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		0.00%
D 7	Total number of connections on the distribution system(s)	1185	

**Kleenheat**

Wesfarmers Kleenheat Gas Pty Ltd ABN 40 008 679 543



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## Gas Consumption

Indicator No.	Description	Basis of Reporting
		Number
D 8	Gas consumption - residential connections (GJ)	8727.0
D 9	Gas consumption - non-residential connections (GJ)	63.0
D 10	Unaccounted for gas (GJ)	437.0



Leaks			
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
Mains		3	
Connections		6	
Meters		26	
Totals	0	35	0



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 year	0	
D 15	Number of customer connections that have been affected by 5 or more unplanned interruptions during the reporting year	0	
D 16	The average percentage of time that gas has been supplied to customer premises during the reporting year		99.999



Complaints			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D 17	Total number of complaints received	1	
D 18	Number of the complaints that relate to administrative process or customer service complaints	1	
D 19	Number of other complaints	0	
D 20	Number of connection and augmentation complaints	0	
D 21	Number of reliability of supply complaints	0	
D 22	Number of quality of supply complaints	0	
D 23	Number of network charges and costs complaints	0	
D 24	Number of complaints from customers concluded within 15 business days	1	
D 25	Percentage of complaints from customers concluded within 15 business days		100%
D 26	Number of complaints from customers concluded within 20 business days	0	
D 27	Percentage of complaints from customers concluded within 20 business days		0%



## 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	204,465	
D 29	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	169,559	
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	16	
D 32	Total number of the calls that are unanswered	2,399	
D 33	Percentage of the calls that are unanswered		1.2%



## Distribution Mains Installed and In Service

	Length of in-service distribution mains by operating pressure (km)		
	Low Pressure	Medium Pressure	High Pressure
Cast Iron			
Unprotected Steel			
Protected Steel			
PVC		8.9	
Polyethylene (PE)		33.9	
Other			
Totals	0.0	42.8	0.0
Number of service connections per km of gas mains		27.7	

