

**Price Plan Types**

STANDARD\_PLAN = Standard assistance

TAILORED\_PLAN = Tailored assistance

**Customer Types**

Resident/Company/Occupier

**Product Types**

POWER/GAS

**Small Business**

Customer accounts consuming less than 40 MWh of electricity or 1,000 GJ of gas a year

**Large Business**

Customer accounts consuming more than 40 MWh of electricity or 1,000 GJ of gas a year

Accounts Receivable totals are derived from Customer debtor balances as at the end date of the reporting period.

The Detail version of the report shows all customers under each reference with Total specific to each customer.

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR011.a.i AR011.a.ii	Customer Type is 'Resident' Payment Plan type is one of: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Plan is active at the end date of report The customer is paying promptly. i - Customer has 'POWER' site ii - Customer has 'GAS' site	Total Balance is 'Average Total Arrears';  Note: These are the same accounts as referred to in AS022.a	Average total arrears of residential accounts receiving tailored assistance (\$) Residential (who can pay on-going usage) - amount (\$)

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR011.b.i AR011.b.ii	Customer Type is 'Resident' Payment Plan type is one of: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Plan is active at the end date of report The customer is NOT paying promptly. i - Customer has 'POWER' site ii - Customer has 'GAS' site	Total Balance is 'Average Total Arrears';  Note: These are the same accounts as referred to in AS022.b	Average total arrears of residential accounts receiving tailored assistance (\$) Residential (who cannot pay on-going usage) - amount (\$)
Arrears	AR021.a.i AR021.a.ii	Customer Type is 'Resident' Payment Plan type is one of: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Start date for plan is during the report month; The customer is paying promptly. i - Customer has 'POWER' site ii - Customer has 'GAS' site	Total Balance is 'Average Total Arrears';	Average total arrears of residential accounts commencing tailored assistance during the reporting month (\$) Residential (who can pay on-going usage) - amount (\$)
Arrears	AR021.b.i AR021.b.ii	Customer Type is 'Resident' Payment Plan type is one of: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'	Total Balance is 'Average Total Arrears';	Average total arrears of residential accounts commencing tailored assistance during the reporting month (\$) Residential (who

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
		<p>Start date for plan is during the reporting month;</p> <p>The customer is NOT paying promptly.</p> <p>i - Customer has 'POWER' site</p> <p>ii - Customer has 'GAS' site</p>		cannot pay on-going usage) - amount (\$)
Arrears	AR031.a.i AR031.a.ii	<p>Customer Type is 'Resident'</p> <p>Payment Plan type is one of: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'</p> <p>Start date for plan is during the reporting month;</p> <p>Payment Plan start amount &lt; 55 and including where account in credit at end of reporting month;</p> <p>i - Customer has 'POWER' site</p> <p>ii - Customer has 'GAS' site</p>	<p>Count of accounts is count of customers;</p> <p>Note: These are the same accounts as referred to in AR021.</p>	Residential accounts that commenced tailored assistance during the reporting month and their totals arrears at commencement of assistance. Less than \$55 (including credits)
Arrears	AR031.b.i AR031.b.ii	<p>Customer Type is 'Resident'</p> <p>Payment Plan type is one of: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'</p>	<p>Count of accounts is count of customers;</p> <p>Note: These are the same accounts as referred to in AR021.</p>	Residential accounts that commenced tailored assistance during the reporting month and their totals arrears at commencement of assistance. Greater than or

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
		<p>Start date for plan is during the reporting month;</p> <p>Payment Plan start amount <math>\geq 55</math> but <math>&lt; 1000</math> and including where account in credit at end of reporting month;</p> <p>i - Customer has 'POWER' site</p> <p>ii - Customer has 'GAS' site</p>		<p>equal to \$55 but less than \$1,000</p>
Arrears	AR031.c.i AR031.c.ii	<p>Customer Type is 'Resident'</p> <p>Payment Plan type is one of: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'</p> <p>Start date for plan is during the reporting month;</p> <p>Payment Plan start amount <math>\geq 1000</math> but <math>&lt; 2000</math> and including where account in credit at end of reporting month;</p> <p>i - Customer has 'POWER' site</p> <p>ii - Customer has 'GAS' site</p>	<p>Count of accounts is count of customers;</p> <p>Note: These are the same accounts as referred to in AR021.</p>	<p>Residential accounts that commenced tailored assistance during the reporting month and their totals arrears at commencement of assistance. Greater than or equal to \$1,000 but less than \$2,000</p>

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR031.d.i AR031.d.ii	Customer Type is 'Resident' Payment Plan type is one of: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Start date for plan is during the reporting month; Payment Plan start amount >= 2000 but < 3000 and including where account in credit at end of reporting month; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Count of accounts is count of customers;  Note: These are the same accounts as referred to in AR021.	Residential accounts that commenced tailored assistance during the reporting month and their totals arrears at commencement of assistance. Greater than or equal to \$2,000 but less than \$3,000
Arrears	AR031.e.i AR031.e.ii	Customer Type is 'Resident' Payment Plan type is one of: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Start date for plan is during the reporting month; Payment Plan start amount >= 3000 but < 5000 and including where account in credit at end of reporting month; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Count of accounts is count of customers;  Note: These are the same accounts as referred to in AR021.	Residential accounts that commenced tailored assistance during the reporting month and their totals arrears at commencement of assistance. Greater than or equal to \$3,000 but less than \$5,000

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR031.f.i AR031.f.ii	Customer Type is 'Resident' Payment Plan type is one of: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Start date for plan is during the reporting month; Payment Plan start amount >= 5000 and including where account in credit at end of reporting month; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Count of accounts is count of customers;  Note: These are the same accounts as referred to in AR021.	RResidential accounts that commenced tailored assistance during the reporting month and their totals arrears at commencement of assistance. Greater than or equal to \$5,000
Arrears	AR041.a.i AR041.a.ii	Customer Type is 'Resident' Payment Plan type is one of: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Start date for plan is during the reporting month; Total Balance is 'Total Arrears' > 1000 and <= 2000 at the end of the reporting month; 'Total Arrears' between 12 and 24 months old; i - Customer has 'POWER' site	Count of accounts is count of customers;	Residential accounts receiving tailored assistance, with aged total arrears 12-24 months old, greater than \$1,000 but less than or equal to \$2,000, where the total arrears is more than 12 months old but less than 24 months old

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR041.b.i AR041.b.ii	<p>ii - Customer has 'GAS' site</p> <p>Customer Type is 'Resident'            Payment Plan type is one of:            'TAILORED_PLAN'            'REVISED_PLAN'            'PLUS_PLAN'            Start date for plan is during the reporting month;            Total Balance is 'Total Arrears' &gt; 2000 and &lt;= 3000 at the end of the reporting month;            'Total Arrears' between 12 and 24 months old;            i - Customer has 'POWER' site            ii - Customer has 'GAS' site</p>	Count of accounts is count of customers;	Residential accounts receiving tailored assistance, with aged total arrears 12-24 months old greater than \$2,000 but less than or equal to \$3,000, where the total arrears is more than 12 months old but less than 24 months old
Arrears	AR041.c.i AR041.c.ii	<p>Customer Type is 'Resident'            Payment Plan type is one of:            'TAILORED_PLAN'            'REVISED_PLAN'            'PLUS_PLAN'            Start date for plan is during the reporting month;            Total Balance is 'Total Arrears' &gt; 3000 and &lt;= 5000 at the end of the reporting month;</p>	Count of accounts is count of customers;	Residential accounts receiving tailored assistance, with aged total arrears 12-24 months old greater than \$3,000 but less than or equal to \$5,000, where the total arrears is more than 12 months old but less than 24 months old

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR041.d.i AR041.d.ii	<p>'Total Arrears' between 12 and 24 months old;  i - Customer has 'POWER' site  ii - Customer has 'GAS' site</p> <p>Customer Type is 'Resident'  Payment Plan type is one of:  'TAILORED_PLAN'  'REVISED_PLAN'  'PLUS_PLAN'  Start date for plan is during the reporting month;  Total Balance is 'Total Arrears' &gt; 5000 at the end of the reporting month;  'Total Arrears' between 12 and 24 months old;  i - Customer has 'POWER' site  ii - Customer has 'GAS' site</p>	Count of accounts is count of customers;	Residential accounts receiving tailored assistance, with aged total arrears 12-24 months old greater than \$5,000 where the total arrears is more than 12 months old but less than 24 months old

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR042.a.i AR042.a.ii	Customer Type is 'Resident' Payment Plan type is one of: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Start date for plan is during the reporting month; Total Balance is 'Total Arrears' > 1000 and <= 2000 at the end of the reporting month; 'Total Arrears' > 24 months old; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Count of accounts is count of customers;	Residential accounts receiving tailored assistance, with aged total arrears older than 24 months greater than \$1,000 but less than or equal to \$2,000, where the total arrears is more than 24 months old
Arrears	AR042.b.i AR042.b.ii	Customer Type is 'Resident' Payment Plan type is one of: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Start date for plan is during the reporting month; Total Balance is 'Total Arrears' > 2000 and <= 3000 at the end of the reporting month; 'Total Arrears' > 24 months old; i - Customer has 'POWER' site	Count of accounts is count of customers;	Residential accounts receiving tailored assistance, with aged total arrears older than 24 months greater than \$2,000 but less than or equal to \$3,000, where the total arrears is more than 24 months old

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR042.c.i AR042.c.ii	<p>ii - Customer has 'GAS' site</p> <p>Customer Type is 'Resident'            Payment Plan type is one of:            'TAILORED_PLAN'            'REVISED_PLAN'            'PLUS_PLAN'            Start date for plan is during the reporting month;            Total Balance is 'Total Arrears' &gt; 3000 and &lt;= 5000 at the end of the reporting month;            'Total Arrears' &gt; 24 months old;            i - Customer has 'POWER' site            ii - Customer has 'GAS' site</p>	Count of accounts is count of customers;	Residential accounts receiving tailored assistance, with aged total arrears older than 24 months greater than \$3,000 but less than or equal to \$5,000, where the total arrears is more than 24 months old.
Arrears	AR042.d.i AR042.d.ii	<p>Customer Type is 'Resident'            Payment Plan type is one of:            'TAILORED_PLAN'            'REVISED_PLAN'            'PLUS_PLAN'            Start date for plan is during the reporting month;            Total Balance is 'Total Arrears' &gt; 5000 at the end of the reporting month;            'Total Arrears' &gt; 24 months old;            i - Customer has 'POWER' site</p>	Count of accounts is count of customers;	Residential accounts receiving tailored assistance, with aged total arrears older than 24 months greater than \$5,000, where the total arrears is more than 24 months old

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR051.a.i AR051.a.ii	ii - Customer has 'GAS' site  Customer Type is 'Resident' Customer is NOT on a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Total Balance is 'Total Arrears' > 1000 and <= 2000 at the end of the reporting month; 'Total Arrears' between 12 and 24 months old; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Count of accounts is count of customers;	Residential accounts not receiving tailored assistance, with aged total arrears 12-24 months old greater than \$1,000 but less than or equal to \$2,000, where the total arrears is more than 12 months old but less than 24 months old
Arrears	AR051.b.i AR051.b.ii	Customer Type is 'Resident' Customer is NOT on a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Total Balance is 'Total Arrears' > 2000 and <= 3000 at the end of the reporting month; 'Total Arrears' between 12 and 24 months old;	Count of accounts is count of customers;	Residential accounts not receiving tailored assistance, with aged total arrears 12-24 months old greater than \$2,000 but less than or equal to \$3,000, where the total arrears is more than 12 months old but less than 24 months old

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
		i - Customer has 'POWER' site ii - Customer has 'GAS' site		
Arrears	AR051.c.i AR051.c.ii	Customer Type is 'Resident' Customer is NOT on a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Total Balance is 'Total Arrears' > 3000 and <= 5000 at the end of the reporting month; 'Total Arrears' between 12 and 24 months old; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Count of accounts is count of customers;	Residential accounts not receiving tailored assistance, with aged total arrears 12-24 months old greater than \$3,000 but less than or equal to \$5,000, where the total arrears is more than 12 months old but less than 24 months old
Arrears	AR051.d.i AR051.d.ii	Customer Type is 'Resident' Customer is NOT on a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Total Balance is 'Total Arrears' > 5000 at the end of the reporting month; 'Total Arrears' between 12 and 24 months old;	Count of accounts is count of customers;	Residential accounts not receiving tailored assistance, with aged total arrears 12-24 months old greater than \$5,000, where the total arrears is more than 12 months old but less than 24 months old

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
		i - Customer has 'POWER' site ii - Customer has 'GAS' site		
Arrears	AR052.a.i AR052.a.ii	Customer Type is 'Resident' Customer is NOT on a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Total Balance is 'Total Arrears' > 1000 and <= 2000 at the end of the reporting month; 'Total Arrears' > 24 months old; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Count of accounts is count of customers;	Residential accounts not receiving tailored assistance, with aged total arrears older than 24 months greater than \$1,000 but less than or equal to \$2,000, where the total arrears is more than 24 months old
Arrears	AR052.b.i AR052.b.ii	Customer Type is 'Resident' Customer is NOT on a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Total Balance is 'Total Arrears' > 2000 and <= 3000 at the end of the reporting month; 'Total Arrears' > 24 months old; i - Customer has 'POWER' site	Count of accounts is count of customers;	Residential accounts not receiving tailored assistance, with aged total arrears older than 24 months greater than \$2,000 but less than or equal to \$3,000, where the total arrears is more than 24 months old

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR052.c.i AR052.c.ii	ii - Customer has 'GAS' site  Customer Type is 'Resident' Customer is NOT on a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Total Balance is 'Total Arrears' > 3000 and <= 5000 at the end of the reporting month; 'Total Arrears' > 24 months old; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Count of accounts is count of customers;	Residential accounts not receiving tailored assistance, with aged total arrears older than 24 months greater than \$3,000 but less than or equal to \$5,000, where the total arrears is more than 24 months old
Arrears	AR052.d.i AR052.d.ii	Customer Type is 'Resident' Customer is NOT on a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Total Balance is 'Total Arrears' > 5000 at the end of the reporting month; 'Total Arrears' > 24 months old; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Count of accounts is count of customers;	Residential accounts not receiving tailored assistance, with aged total arrears older than 24 months greater than \$5,000 where the total arrears is more than 24 months old

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR060.a AR060.b	Customer Type is 'Company' As at last day of the reporting month; Customer is on a Payment Plan of type: 'STANDARD_PLAN' 'PAY_PLAN' OR has an active invoice extension a - Customer has 'POWER' site b - Customer has 'GAS' site	Total Balance is 'Average Total Arrears';	Average total arrears of small business accounts receiving payment assistance (\$) Small business  Note: Small business accounts are those consuming less than 40 MWh of electricity or 1,000 GJ of gas a year. These are the same accounts as referred to in AS100
Arrears	AR070.a AR070.b	Customer Type is 'Resident' Customer has an active invoice extension at last day of the reporting month; a - Customer has 'POWER' site b - Customer has 'GAS' site	Total Balance is 'Average Total Arrears';	Average total amount deferred by residential accounts (\$) residential  Note: These are the same accounts as referred to in AS110.
Arrears	AR071.a AR071.b	Customer Type is 'Company' Customer has an active invoice extension at last day of the reporting month; a - Customer has 'POWER' site b - Customer has 'GAS' site	Total Balance is 'Average Total Arrears';	Average total amount deferred by small business accounts (\$) small business  Note: Small business accounts are those consuming less than 40 MWh of electricity or 1,000

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR080.a.i AR080.a.ii	<p>Customer Type is 'Resident'  Customer is NOT on a Payment Plan of type:  'TAILORED_PLAN'  'REVISED_PLAN'  'PLUS_PLAN'  Customer does not have an active Invoice extension  As at last day of the reporting month;  Total Arrears &lt; 300 at the end of the reporting month;  Includes credit balances;  i - Customer has 'POWER' site  ii - Customer has 'GAS' site</p>	Total Balance is 'Average Total Arrears';	<p>GJ of gas a year. These are the same accounts as referred to in AS111.</p> <p>Average total arrears of other residential accounts with arrears - that are not included in the residential accounts receiving tailored assistance or in the residential accounts deferring payments, as at the last day of the reporting month. With arrears (\$) less than \$300</p> <p>Note: These are the same accounts as referred to in AS120(a).</p>
Arrears	AR080.b.i AR080.b.ii	<p>Customer Type is 'Resident'  Customer is NOT on a Payment Plan of type:  'TAILORED_PLAN'  'REVISED_PLAN'  'PLUS_PLAN'  Customer does not have an active Invoice extension</p>	Total Balance is 'Average Total Arrears';	Average total arrears of other small business accounts with arrears - that are not included in the small business accounts receiving payment assistance or in the small business accounts which have deferred payments, as at the last day of

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR081.a.i AR081.a.ii	<p>As at last day of the reporting month; Total Arrears &gt;= 300 at the end of the reporting month; i - Customer has 'POWER' site ii - Customer has 'GAS' site</p> <p>Customer Type is 'Company' Customer is NOT on a Payment Plan of type: 'STANDARD_PLAN' 'PAY_PLAN' Customer does not have an active Invoice extension As at last day of the reporting month; Total Arrears &lt; 300 at the end of the reporting month; Includes credit balances; i - Customer has 'POWER' site ii - Customer has 'GAS' site</p>	Total Balance is 'Average Total Arrears';	<p>the reporting month. With arrears (\$) greater than or equal to \$300</p> <p>Note: These are the same accounts as referred to in AS120(b).</p> <p>Average total arrears of other small business accounts with arrears (\$) less than \$300</p> <p>Note: Small business accounts are those consuming less than 40 MWh of electricity or 1,000 GJ of gas a year. These are the same accounts as referred to in AS121(a).</p>

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Arrears	AR081.b.i AR081.b.ii	Customer Type is 'Company' Customer is NOT on a Payment Plan of type: 'STANDARD_PLAN' 'PAY_PLAN' Customer does not have an active Invoice extension As at last day of the reporting month; Total Arrears >= 300 at the end of the reporting month; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Total Balance is 'Average Total Arrears';	Average total arrears of other small business accounts with arrears (\$) greater than or equal to \$300  Note: Small business accounts are those consuming less than 40 MWh of electricity or 1,000 GJ of gas a year. These are the same accounts as referred to in AS121(b).
Assistance	AS012.a AS012.b	Customer Type is 'Resident' Customer is on a Payment Plan of type: 'STANDARD_PLAN' 'PAY_PLAN' OR Invoice extension OR total arrears < 0 As at last day of the reporting month; a - Customer has 'POWER' site b - Customer has 'GAS' site	Count of accounts is count of customers;	The count of residential accounts on standard assistance, regardless of the level of total arrears as at the last day of the reporting month. If a customer is in credit, this is also to be captured. Reported separately for electricity and gas. These customers should be receiving at least 3 of the following:

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
				<p>a) making payments of an equal amount over a specified period</p> <p>b) options for making payments at different intervals</p> <p>c) extending by a specified period the pay-by date for a bill for at least one billing cycle in any 12 month period</p> <p>d) paying for energy use in advance.</p> <p>Note: this indicator excludes customers that are on electricity or gas products that are generally available plans as structured prepaid/advance payment plans. The intention of this indicator is to capture customers that are on standard assistance to avoid getting into arrears, not to capture specific plan types or business models.</p>

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Assistance	AS022.a.i AS022.a.ii	Customer Type is 'Resident' Customer is on a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'; Customer is paying promptly; a - Customer has 'POWER' site b - Customer has 'GAS' site	Count of accounts is count of customers;	The count of residential accounts receiving tailored assistance (equivalent to or greater than the minimum assistance under tailored assistance), regardless of the level of total arrears, as at the last day of the reporting month. If a customer is in credit, this is also to be captured. Reported separately for electricity and gas. a) customers who can pay at least their on-going usage, as defined in the definitions
Assistance	AS022.b.i AS022.b.ii	Customer Type is 'Resident' Customer is on a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'; Customer is NOT paying promptly; a - Customer has 'POWER' site b - Customer has 'GAS' site	Count of accounts is count of customers;	The count of residential accounts receiving tailored assistance (equivalent to or greater than the minimum assistance under tailored assistance), regardless of the level of total arrears, as at the last day of the reporting month. If a customer is in credit, this is also to be captured. Reported

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Assistance	AS031.a AS031.b	Customer Type is 'Resident' Customer is on a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'; Customer is receiving POWER concessions; During the reporting month; a - Customer is paying promptly; b - Customer is NOT paying promptly;	Count of accounts is count of customers;	separately for electricity and gas. b) customers who cannot pay their on-going usage, as defined in the definitions.  The count of residential accounts receiving tailored assistance during the reporting month that are also an electricity concession. An electricity concession customer is a residential customer that is recorded by the retailer as eligible for and receiving an electricity concession, where the concession is administered by the retailer. a) An electricity concession account receiving tailored assistance as at the last day of the reporting month that can pay at least their on-going usage, as defined in the definitions.

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Assistance	AS032.a AS032.b	Customer Type is 'Resident' Customer is on a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'; Customer is receiving GAS concessions; During the reporting month; a - Customer is paying promptly; b - Customer is NOT paying promptly;	Count of accounts is count of customers;	<p>b) An electricity concession account receiving tailored assistance as at the last day of the reporting month that cannot pay their on-going usage, as defined in the definitions.</p> <p>The count of residential accounts receiving tailored assistance during the reporting month that are also a gas concession. A gas customer is a residential customer that is recorded by the retailer as eligible for and receiving an gas concession, where the concession is administered by the retailer.</p> <p>a) A gas concession account receiving tailored assistance as at the last day of the reporting month that can pay at least their on-going usage, as defined in the definitions.</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Assistance	AS041.a AS041.b	Customer Type is 'Resident' Customer started a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' during the reporting month; Customer has a COMPLETED Payment Plan of type: 'STANDARD_PLAN' 'PAY_PLAN' in the last 6 months; a - Customer has 'POWER' site b - Customer has 'GAS' site	Count of accounts is count of customers;	b) A gas concession account receiving tailored assistance as at the last day of the reporting month that cannot pay their on-going usage, as defined in the definitions.  Reported separately for electricity and gas. The count of accounts that are commencing tailored assistance during the reporting month, that had previously received standard assistance in the last 6 months.

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Assistance	AS042.a AS042.b	Customer Type is 'Resident' Customer has active Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' at end of the reporting month; Customer has a COMPLETED Payment Plan of type: 'STANDARD_PLAN' 'PAY_PLAN' in the last 6 months; a - Customer has 'POWER' site b - Customer has 'GAS' site	Count of accounts is count of customers;	Reported separately for electricity and gas. The count of accounts that are receiving tailored assistance as at the end of the month, that had previously received standard assistance within the last 6 months.
Assistance	AS050.a AS050.b	This is not reported. Parameters for this indicator yet to be determined.		Reported separately for electricity and gas. The count of residential accounts that were offered practical assistance to reduce their energy cost during the reporting month. As per clause 128(1)(f) of the Energy Retail Code of Practice. Practical assistance to help a customer lower their energy costs

Reference

Compliance Ref

Ultimate Criteria

Reported Value

Compliance Indicator  
(See [document](#) for full description)

including, but not limited to:  
the tariff that is most likely to minimise the customer's energy costs, based on the retailer's knowledge of the customer's pattern of energy use and payment history  
Performance indicator schedule – gas and electricity licensees Essential Services Commission Compliance and Performance Reporting Guideline – Version 9 56  
practical assistance to help the customer reduce their use of energy, based on the customer's pattern of energy use and on the circumstances of where the customer lives, provided there is scope for action to be taken for that purpose information about how the customer is progressing towards lowering their energy costs given at sufficient intervals for the

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Assistance	AS061.a AS061.b	Customer Type is 'Resident' Customer has COMPLETED Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' during the reporting month; Total Arrears <=0: a - Customer has 'POWER' site b - Customer has 'GAS' site	Count of accounts is count of customers;	customer to be able to adequately assess that progress. Note: In the additional notes field at the end of the template for electricity and gas retailers can provide further information on the type and extent of practical assistance measures offered to their customers.  The count of accounts that are no longer receiving tailored assistance and have total arrears of \$0 or are in credit at the end of their plan during the reporting month. Reported separately for electricity and gas. Note: Indicators AS061, AS062, AS070, AS080 are mutually exclusive and there should be no overlap or double counting.

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Assistance	AS062.a AS062.b	<p>Customer Type is 'Resident'  Customer do NOT have Payment Plan of type:  'TAILORED_PLAN'  'REVISED_PLAN'  'PLUS_PLAN'  at end of the reporting month;  Customer has COMPLETED Payment Plan of type:  'TAILORED_PLAN'  'REVISED_PLAN'  'PLUS_PLAN'  Set to COMPLETE during the reporting month;  Total Arrears &gt; 0  At the end of their plan;  a - Customer has 'POWER' site  b - Customer has 'GAS' site</p>		<p>The count of accounts that are no longer receiving tailored assistance and have total arrears that are above \$0 at the end of their plan during the reporting month. Reported separately for electricity and gas.  Note: If an account is no longer receiving tailored assistance due to non-compliance, they should be reported against AS080 and not AS062. Indicators AS061, AS062, AS070, AS080 are mutually exclusive and there should be no overlap or double counting.</p>

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Assistance	AS070.a AS070.b	<p>Customer Type is 'Resident'</p> <p>Customer did have Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'</p> <p>Payment Plan ended prior to 'Date Terminated' and during the reporting month;</p> <p>Customer has account status in 'CLOSED','PNDMOVOUT' With 'Date Terminated' during the reporting month: a - Customer has 'POWER' site b - Customer has 'GAS' site</p>		<p>The count of accounts that are no longer receiving tailored assistance because they switched / transferred to another retailer or otherwise left the retailer during the reporting month. Reported separately for electricity and gas.</p> <p>Note: Indicators AS061, AS062, AS070, AS080 are mutually exclusive and there should be no overlap or double counting.</p>
Assistance	AS080.a AS080.b	<p>Customer Type is 'Resident'</p> <p>Customer did have Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'</p> <p>Set to INCOMPLETE during the reporting month;</p> <p>Paying Promptly = N</p>	Count of accounts is count of customers;	<p>The count of accounts that are no longer receiving tailored assistance because of not complying with requirements during the reporting month. Reported separately for electricity and gas.</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
		<ul style="list-style-type: none"> <li>a - Customer has 'POWER' site</li> <li>b - Customer has 'GAS' site</li> </ul>		<p>As per clause 132(1)(a) and 132(1)(b) of the Energy Retail Code of Practice, which states that retailers must continue to provide assistance to a customer unless:</p> <ul style="list-style-type: none"> <li>a) the customer has refused or failed to take reasonable action towards paying for their on-going energy use and repaying their total arrears</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>b) the customer has refused or failed to take on reasonable action towards making payments towards the cost of their on-going energy use, following discussion between the retailer and the customer around varying the amount payable, or the frequency of those payments, or both, to give the customer more time to lower their energy costs.</li> </ul>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Assistance	AS091.a.i AS091.a.ii	Customer Type is 'Resident' Customer has an active Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' As at end of the reporting month; Payment Plan start date <= 01-JAN-2019; Paying promptly = 'Y'; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Average number of days for a customer;	Note: Indicators AS061, AS062, AS070, AS080 are mutually exclusive and there should be no overlap or double counting.  Average duration (days) of residential accounts currently receiving tailored assistance (since 1 January 2019) Residential (who can pay on-going usage) - length (days)

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Assistance	AS091.b.i AS091.b.ii	Customer Type is 'Resident' Customer had a Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' Plan set to 'INCOMPLETE' As at end of the reporting month; Payment Plan start date <= 01-JAN-2019; Paying promptly = 'N'; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Average number of days for a customer;	Average duration (days) of residential accounts currently receiving tailored assistance (since 1 January 2019) Residential (who cannot pay on-going usage) - length (days)
Assistance	AS100.a AS100.b	Customer Type is 'Company' Customer an active Payment Plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN' OR Customer has an active invoice extension; As at end of the reporting month; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Count of accounts is count of customers	Reported separately for electricity and gas, the count of small business accounts receiving such as payment flexibility to avoid getting into arrears or payment assistance to pay their ongoing usage, pay their arrears or lower their energy cost, as at the last day of the reporting month. Note: Small business accounts are those consuming less than 40 MWh of electricity or 1,000

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
		Consuming less than 40 MWh (40000 kWh) of electricity or 1,000 GJ (1000000 MJ) of gas a year.		GJ of gas a year. This indicator should be limited only to customers receiving their current round of payment assistance. Our definition assumes that customer arrears are based on the unpaid invoices of a customer.
Assistance	AS110.a AS110.b	Customer Type is 'Resident' Customer has an active invoice extension; As at end of the reporting month; a - Customer has 'POWER' site b - Customer has 'GAS' site	Count of accounts is count of customers	Reported separately for electricity and gas, the count of residential accounts deferring payments as at the last day of the reporting month.
Assistance	AS111.a AS111.b	Customer Type is 'Company' Customer has an active invoice extension; As at end of the reporting month; a - Customer has 'POWER' site b - Customer has 'GAS' site	Count of accounts is count of customers	Reported separately for electricity and gas, the count of small business accounts deferring payments as at the last day of the reporting month.

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Assistance	AS120.a.i AS120.a.ii	Count of accounts is count of customers; Customer Type is 'Resident' Customer does NOT have an active Payment plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'; AND Customer does NOT have an active Invoice Extension; at end of the reporting month; Total Arrears < 300; i - Customer has 'POWER' site ii - Customer has 'GAS' site	Count of accounts is count of customers	Reported separately for electricity and gas, the count of other residential accounts with arrears - that are not included in the residential accounts receiving tailored assistance or in the residential accounts deferring payments, as at the last day of the reporting month.  a) Residential accounts that owe less than \$300 as at the last day of the reporting month
Assistance	AS120.b.i AS120.b.ii	Customer Type is 'Resident' Customer does NOT have an active Payment plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'; AND Customer does NOT have an active Invoice Extension; at end of the reporting month;	Count of accounts is count of customers	Reported separately for electricity and gas, the count of other residential accounts with arrears - that are not included in the residential accounts receiving tailored assistance or in the residential accounts deferring payments, as at the last day of the reporting month.

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
		Total Arrears >= 300; i - Customer has 'POWER' site ii - Customer has 'GAS' site		b) Residential accounts that owe greater than or equal to \$300 as at the last day of the reporting month.
Assistance	AS121.a.i AS121.a.ii	Customer Type is 'Company' Customer does NOT have an active Payment plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'; AND Customer does NOT have an active Invoice Extension; Total Arrears < 300; Consumption < 40 MWh (40000 kWh) i - Customer has 'POWER' site ii - Customer has 'GAS' site	Count of accounts is count of customers	Reported separately for electricity and gas, the count of other small business accounts with arrears - that are not included in the small business accounts receiving payment assistance or in the small business accounts deferring payments, as at the last day of the reporting month.  a) Small business accounts that owe less than \$300 as at the last day of the reporting month

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Assistance	AS121.b.i AS121.b.ii	Customer Type is 'Company' Customer does NOT have an active Payment plan of type: 'TAILORED_PLAN' 'REVISED_PLAN' 'PLUS_PLAN'; AND Customer does NOT have an active Invoice Extension; Total Arrears >= 300; Consumption < 40 MWh (40000 kWh) i - Customer has 'POWER' site ii - Customer has 'GAS' site	Count of accounts is count of customers	Reported separately for electricity and gas, the count of other small business accounts with arrears - that are not included in the small business accounts receiving payment assistance or in the small business accounts deferring payments, as at the last day of the reporting month.  b) Small business accounts that owe greater than or equal to \$300 as at the last day of the reporting month.
Background	B009	Customer Type is 'Resident' Customer has 'POWER' site	Count of accounts is count of customers	The count of residential electricity customer IDs with at least one residential electricity account with the retailer. This is to be measured as at the last day of each reporting month.

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B010	Customer Type is 'Resident' Current price plan code is like 'VDO' or as defined by 'Price Plan Type' = 'STANDING OFFER'; Site Classification Code = 'RES'; Excludes Occupiers;	Count of NMIs;	The count of residential electricity NMIs on the Victorian Default Offer, that purchase electricity under a standard retail contract, principally for personal, household or domestic use at premises. This should exclude deemed contracts or occupier accounts and is to be measured as at the last day of each reporting month.
Background	B011	Customer Type is 'Occupier' Current price plan code is like 'VDO' or as defined by 'Price Plan Type' = 'STANDING OFFER'; Site Classification Code = 'RES'; As at last day of the reporting month	Count of NMIs;	The count of residential electricity NMIs on the Victorian Default Offer that purchase electricity under a deemed contract or occupier account. This is to be measured as at the last day of each reporting month and include both known and not-known customers to the retailer.

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B020	Customer Type is 'Resident' Current price plan type is defined as 'MARKET_OFFER'; Customer has 'POWER' site As at last day of the reporting month	Count of NMIs;	The count of residential electricity NMIs that purchase electricity under a market retail contract, principally for personal, household or domestic use at premises. This is to be measured as at the last day of each reporting month.
Background	B021	Customer Type is 'Resident' Current price plan code is like 'VDO' or as defined by 'Price Plan Type' = 'STANDING OFFER'; Customer has 'SOLAR' meter with usage; Usage transactions generated in the last 3 months;	Count of NMIs;	The count of unique residential electricity NMIs that received the feed-in tariff during the reporting quarter.  Note: Data is to be reported in QUARTERLY intervals
Background	B029	Customer Type is 'Company' Customer has 'POWER' site As at last day of the reporting month Consumption < 40 MWh (40000 kWh)	Count of accounts is count of customers;	The count of small business electricity customer IDs with at least one business electricity account with the retailer. This is to be measured as at the last day of each reporting month.

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B030	Customer Type is 'Company' Current price plan code is like 'VDO' or as defined by 'Price Plan Type' = 'STANDING OFFER'; Exclude Occupiers; Customer has 'POWER' site; Site classification type = 'BUS' Consumption < 40 MWh (40000 kWh);	Count of NMIs;	<p>The count of small business electricity NMIs, held by small business electricity customers, on the Victorian Default Offer, that purchase electricity for a business premise and consume less than 40 MWh a year.</p> <p>This should exclude deemed contracts or occupier accounts and is to be measured as at the last day of each reporting month and pro-rata usage for NMIs with less than 12 months of usage.</p> <p>For customers with multiple accounts, the consumption should not be aggregated across all accounts.</p>

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B031	<p>Customer Type is 'Occupier'  Site Classification Code = 'BUS'  Current price plan code is like 'VDO' or as defined by 'Price Plan Type' = 'STANDING OFFER';  Include only Occupiers where consumption &gt; 0 during reporting month;  Customer has 'POWER' site;  Consumption &lt; 40 MWh (40000 kWh);</p>	Count of NMIs;	<p>The count of small business electricity NMIs, consuming less than 40MWh per year, on the Victorian Default Offer that purchase electricity under a deemed contract or occupier account. This is to be measured as at the last day of each reporting month and pro-rata usage for NMIs with less than 12 months of usage. This includes both known and not-known customers to the retailer.  Note: Exclude NMIs on deemed contract or occupier account where there was no consumption in the reporting period.</p>
Background	B040	<p>Customer Type is 'Company'  Current price plan type is defined as 'MARKET_OFFER';  Customer has 'POWER' site;  Consumption &lt; 40 MWh (40000 kWh);</p>	Count of NMIs;	<p>The count of small business electricity NMIs, that consume less than 40 megawatt hours in a year, that purchase electricity for a business premises under a market retail</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B050	<p>As at the last day of the reporting month;</p> <p>Customer Type is 'Company'            Current price plan type is defined as 'MARKET_OFFER';            Customer has 'POWER' site;            Consumption between 40 MWh (40000 kWh) and 100 MWh (100000 kWh);            As at the last day of the reporting month;</p>	Count of NMIs;	<p>contract. This is to be measured as at the last day of each reporting month and pro-rata usage for NMIs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.</p> <p>The count of business electricity NMIs that purchase electricity for a business premise under a market retail contract and consume between 40-100 MWh a year. This is to be measured as at the last day of each reporting month and pro-rata usage for NMIs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.</p>

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B060	<p>Customer Type is 'Company'            Current price plan type is defined as 'MARKET_OFFER';            Customer has 'POWER' site;            Consumption between 100 MWh (100000 kWh) and 160 MWh (160000 kWh);            As at the last day of the reporting month;</p>	Count of NMIs;	<p>The count of business electricity NMIs that purchase electricity for a business premises under a market retail contract and consume between 100-160 MWh a year. This is to be measured as at the last day of each reporting month and pro-rata usage for NMIs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.</p>
Background	B070	<p>Customer Type is 'Company'            Current price plan type is defined as 'MARKET_OFFER';            Customer has 'POWER' site;            Consumption &gt; 160 MWh (160000 kWh);            As at the last day of the reporting month;</p>	Count of NMIs;	<p>The count of business electricity NMIs that purchase electricity for a business premises under a market retail contract and consume greater than 160 MWh a year. This is to be measured as at the last day of each reporting month and pro-rata usage for NMIs with less than 12 months of</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B079	Customer Type is 'Resident' Customer has 'GAS' site;	Count of Gas Customers;	usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.  The count of residential gas customer IDs, as at the last day of each reporting month, with at least one residential gas account with the retailer.
Background	B080	Customer Type is 'Resident' Excludes Occupiers; Current price plan code is like 'VDO' or as defined by 'Price Plan Type' = 'STANDING OFFER'; Customer has 'GAS' site;	Count of MIRNs;	The count of residential gas MIRNs, that purchase gas under a standard retail contract, principally for personal, household or domestic use at premises. This should exclude deemed contracts or occupier accounts and is to be measured as at the last day of each reporting month.

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B081	Customer Type is 'Occupier'; Site Classification Code = 'RES' Current price plan code is like 'VDO' or as defined by 'Price Plan Type' = 'STANDING OFFER'; Customer has 'GAS' site; As at last day of the reporting month	Count of MIRNs;	The count of residential gas MIRNs that purchase gas under a deemed contract or occupier account, including known and not-known customers. This is to be measured as at the last day of each reporting month.
Background	B090	Customer Type is 'Resident' Price plan type is 'MARKET_OFFER'; Customer has 'GAS' site; As at last day of the reporting month	Count of MIRNs;	The count of residential gas MIRNs that purchase gas under a market retail contract, principally for personal, household or domestic use at premises. This is to be measured as at the last day of each reporting month.
Background	B099	Customer Type is 'Company' Customer has 'GAS' site; Consumption < 1000 GJ (1000000 MJ) per year	Count of Gas Customers;	The count of small business gas customer IDs with at least one business gas account with the retailer, and consume less than 1,000 GJ per year. This is to be measured as at the last day of each reporting month.

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B100	<p>Customer Type is 'Company'            Current price plan code is like 'VDO' or as defined by 'Price Plan Type' = 'STANDING OFFER';            Exclude Occupiers;            Customer has 'GAS' site;            Consumption &lt; 1000 GJ (1000000 MJ) per year</p>	Count of MIRNs;	<p>The count of business gas MIRNs, that purchase gas for a business premises under a standard retail contract and consume less than 1,000 GJ a year. This should exclude deemed contracts or occupier accounts and is to be measured as at the last day of each reporting month, and pro-rata usage for MIRNs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.</p>
Background	B105	<p>Customer Type is 'Occupier'            Site Classification Code = 'BUS'            Current price plan code is like 'VDO' or as defined by 'Price Plan Type' = 'STANDING OFFER';            Customer has 'GAS' site;            Consumption &lt; 1000 GJ (1000000 MJ) per year</p>	Count of MIRNs;	<p>The count of small business MIRNs that purchase gas under a deemed contract or occupier account, including known and not-known customers and consume less than 1000 GJ a year. This is to be measured as at the last day of the reporting month and</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B110	Customer Type is 'Company' Price plan type is 'MARKET_OFFER'; Customer has 'GAS' site; Consumption < 1000 GJ (1000000 MJ) per year;	Count of MIRNs;	pro-rata usage for MIRNs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.
Background	B120	Customer Type is 'Company' Customer has 'GAS' site; Consumption >1000 GJ (1000000 MJ) per year;	Count of MIRNs;	The count of business gas MIRNs that purchase gas for a business premises under a market retail contract and consume less than 1,000 GJ a year. This is to be measured as at the last day of each reporting month and pro-rata usage for MIRNs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.
				The count of business gas MIRNs that purchase gas for business premises on any contract type and consume more than 1,000 GJ of gas a

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B160	Customer Type is 'Resident' Customer has 'POWER' site; Customer has received a Mail Merge document where the template desc = 'Price Change Notice' within the reporting month;	Count of MIRNs;	<p>year. This is to be measured as at the last day of each reporting month and pro-rata usage for MIRNs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.</p> <p>The count of residential electricity NMIs to be issued a bill change notices during the reporting month that purchase electricity, principally for personal, household or domestic use at premises, as required under clause 106 of the Energy Retail Code of Practice, as at the last day of each month.</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B170	Customer Type is 'Resident' Customer has 'GAS' site; Customer has received a Mail Merge document where the template desc = 'Price Change Notice' within the reporting month;	Count of MIRNs;	The count of residential gas MIRNs to be issued a bill change notices during the reporting month, that purchase gas principally for personal, household or domestic use at premises, as required under clause 106 of the Energy Retail Code of Practice, as at the last day of each month.
Background	B180	Customer Type is 'Resident' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month	Count of NMIs;	The count of residential electricity NMIs during the reporting month that received a message on their bill saying that they are not on the retailer's best offer
Background	B181(a)	Customer Type is 'Resident' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes savings amount > 22 and <= 50;	Count of NMIs;	The count of residential electricity NMIs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B181(b)	Customer Type is 'Resident' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes savings amount > 50 and <= 100;	Count of NMIs;	Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$22 and less than or equal to \$50  The count of residential electricity NMIs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$50 and less than or equal to \$100

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B181(c)	<p>Customer Type is 'Resident'</p> <p>Customer has 'POWER' site;</p> <p>Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month;</p> <p>Message includes savings amount &gt; 100 and &lt;= 150;</p>	Count of NMIs;	<p>The count of residential electricity NMIs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer</p> <p>Greater than \$100 and less than or equal to \$150</p>
Background	B181(d)	<p>Customer Type is 'Resident'</p> <p>Customer has 'POWER' site;</p> <p>Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month;</p> <p>Message includes savings amount &gt; 150 and &lt;= 200;</p>	Count of NMIs;	<p>The count of residential electricity NMIs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B181(e)	Customer Type is 'Resident' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes savings amount > 200 and <=2 50;	Count of NMIs;	Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$150 and less than or equal to \$200  The count of residential electricity NMIs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$200 and less than or equal to \$250

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B181(f)	Customer Type is 'Resident' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes savings amount > 250 and <= 300;	Count of NMIs;	The count of residential electricity NMIs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$250 and less than or equal to \$300
Background	B181(g)	Customer Type is 'Resident' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes savings amount > 300 and <=400;	Count of NMIs;	The count of residential electricity NMIs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B181(h)	Customer Type is 'Resident' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes savings amount > 400;	Count of NMIs;	Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$300 and less than or equal to \$400  The count of residential electricity NMIs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$400

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B182(a)	To be completed; Cannot be determined at this time;		<p>The count of residential electricity NMI's that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).</p> <p>This percentage would be calculated as: (annual total cost of the current plan minus annual total cost of the deemed best offer) / the annual cost of the current plan</p> <p>Greater than 0% and less than or equal to 5%</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B182(b)	To be completed; Cannot be determined at this time;		Greater than 5% and less than or equal to 10%
Background	B182(c)	To be completed; Cannot be determined at this time;		Greater than 10% and less than or equal to 15%
Background	B182(d)	To be completed; Cannot be determined at this time;		Greater than 15% and less than or equal to 20%

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B182(e)	To be completed; Cannot be determined at this time;		Greater than 20%
Background	B185	Customer Type is 'Company' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month;	Count of NMIs;	The count of small business electricity NMIs (consuming less than 40MWh per year) during the reporting month that received a message on their bill saying that they are not on the retailer's best offer
Background	B186(a)	Customer Type is 'Company' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes savings amount > 22 and <= 100;	Count of NMIs;	The count of small business electricity NMIs (consuming less than 40MWh per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B186(b)	Customer Type is 'Company' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes savings amount > 100 and <= 200;	Count of NMIs;	<p>cost of the current plan minus annual total cost of the deemed best offer Greater than \$22 and less than or equal to \$100</p> <p>The count of small business electricity NMIs (consuming less than 40MWh per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$100 and less than or equal to \$200</p>

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B186(c)	Customer Type is 'Company' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes savings amount > 200 and <= 300;	Count of NMIs;	The count of small business electricity NMIs (consuming less than 40MWh per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$200 and less than or equal to \$300
Background	B186(d)	Customer Type is 'Company' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes savings amount > 300 and <= 400;	Count of NMIs;	The count of small business electricity NMIs (consuming less than 40MWh per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B186(e)	<p>Customer Type is 'Company'</p> <p>Customer has 'POWER' site;</p> <p>Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month;</p> <p>Message includes savings amount &gt; 400 and &lt;= 500;</p>	Count of NMI's;	<p>(as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer</p> <p>Greater than \$300 and less than or equal to \$400</p> <p>The count of small business electricity NMI's (consuming less than 40MWh per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B186(f)	Customer Type is 'Company' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes savings amount > 500 and <= 600;	Count of NMIs;	Greater than \$400 and less than or equal to \$500  The count of small business electricity NMIs (consuming less than 40MWh per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$500 and less than or equal to \$600

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B186(g)	Customer Type is 'Company' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes savings amount > 600 and <=700;	Count of NMIs;	The count of small business electricity NMIs (consuming less than 40MWh per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$600 and less than or equal to \$700
Background	B186(h)	Customer Type is 'Company' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes savings amount > 700;	Count of NMIs;	The count of small business electricity NMIs (consuming less than 40MWh per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B187(a)	To be completed; Cannot be determined at this time;		<p>(as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$700</p> <p>The count of small business electricity NMI's (consuming less than 40MWh per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). Greater than 0% and less than or equal to 5%</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B187(b)	To be completed; Cannot be determined at this time;		Greater than 5% and less than or equal to 10%
Background	B187(c)	To be completed; Cannot be determined at this time;		Greater than 10% and less than or equal to 15%
Background	B187(d)	To be completed; Cannot be determined at this time;		Greater than 15% and less than or equal to 20%

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B187(e)	To be completed; Cannot be determined at this time;		Greater than 20%
Background	B190	Customer Type is 'Resident' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'BESTOFFER' within the reporting month;	Count of NMIs;	The count of residential electricity NMIs during the reporting month that received a message on their bill saying that they are on the retailer's best offer
Background	B191	Customer Type is 'Company' Customer has 'POWER' site; Customer has received an invoice with a message with code of 'BESTOFFER' within the reporting month;	Count of NMIs;	The count of small business electricity NMIs (consuming less than 40MWh per year) during the reporting month that received a message on their bill saying that they are on the retailer's best offer.
Background	B200	Customer Type is 'Resident' Customer has 'GAS' site; Customer has received an invoice with a message with code of	Count of MIRNs;	The count of residential gas MIRNs during the reporting month that received a message on their bill saying

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B201(a)	<p>'NOTBESTOFFER' within the reporting month;</p> <p>Customer Type is 'Resident'  Customer has 'GAS' site;  Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month;  Message includes annual savings amount &gt; 22 and &lt;= 50;</p>	Count of MIRNs;	<p>that they are not on the retailer's best offer.</p> <p>The count of residential gas MIRNs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer  Greater than \$22 and less than or equal to \$50</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B201(b)	Customer Type is 'Resident' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes annual savings amount > 50 and <= 100;	Count of MIRNs;	The count of residential gas MIRNs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$50 and less than or equal to \$100
Background	B201(c)	Customer Type is 'Resident' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes annual savings amount > 100 and <= 150;	Count of MIRNs;	The count of residential gas MIRNs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B201(d)	Customer Type is 'Resident' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes annual savings amount > 150 and <= 200;	Count of MIRNs;	<p>Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer            Greater than \$100 and less than or equal to \$150</p> <p>The count of residential gas MIRNs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer            Greater than \$150 and less than or equal to \$200</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B201(e)	Customer Type is 'Resident' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes annual savings amount > 200 and <= 250;	Count of MIRNs;	The count of residential gas MIRNs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$200 and less than or equal to \$250
Background	B201(f)	Customer Type is 'Resident' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes annual savings amount > 250 and <= 300;	Count of MIRNs;	The count of residential gas MIRNs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B201(g)	Customer Type is 'Resident' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes annual savings amount > 300 and <= 400;	Count of MIRNs;	<p>Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer            Greater than \$250 and less than or equal to \$300</p> <p>The count of residential gas MIRNs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer            Greater than \$300 and less than or equal to \$400</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B201(h)	Customer Type is 'Resident' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes annual savings amount > 400;	Count of MIRNs;	The count of residential gas MIRNs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$400
Background	B202(a)	To be completed; Cannot be determined at this time;		The count of residential gas MIRNs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
				Greater than 0% and less than or equal to 5%
Background	B202(b)	To be completed; Cannot be determined at this time;		Greater than 5% and less than or equal to 10%
Background	B202(c)	To be completed; Cannot be determined at this time;		Greater than 10% and less than or equal to 15%
Background	B202(d)	To be completed; Cannot be determined at this time;		Greater than 15% and less than or equal to 20%
Background	B202(e)	To be completed; Cannot be determined at this time;		Greater than 20%

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B205	Customer Type is 'Company' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month;	Count of MIRNs	The count of small business gas MIRNs (consuming less than 1,000GJ per year) during the reporting month received a message on their bill saying that they are not on the retailer's best offer.
Background	B206(a)	Customer Type is 'Company' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes annual savings amount > 22 and <= 100;	Count of MIRNs;	The count of small business gas MIRNs (consuming less than 1,000GJ per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$22 and less than or equal to \$100

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B206(b)	Customer Type is 'Company' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes annual savings amount > 100 and <= 300;	Count of MIRNs;	The count of small business gas MIRNs (consuming less than 1,000GJ per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$100 and less than or equal to \$300
Background	B206(c)	Customer Type is 'Company' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes annual savings amount > 300 and <= 500;	Count of MIRNs;	The count of small business gas MIRNs (consuming less than 1,000GJ per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B206(d)	<p>Customer Type is 'Company'</p> <p>Customer has 'GAS' site;</p> <p>Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month;</p> <p>Message includes annual savings amount &gt; 500 and &lt;= 700;</p>	Count of MIRNs;	<p>per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer</p> <p>Greater than \$300 and less than or equal to \$500</p> <p>The count of small business gas MIRNs (consuming less than 1,000GJ per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B206(e)	Customer Type is 'Company' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes annual savings amount > 700 and <= 900;	Count of MIRNs;	Greater than \$500 and less than or equal to \$700  The count of small business gas MIRNs (consuming less than 1,000GJ per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$700 and less than or equal to \$900

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B206(f)	Customer Type is 'Company' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes annual savings amount > 900 and <= 1100;	Count of MIRNs;	The count of small business gas MIRNs (consuming less than 1,000GJ per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$900 and less than or equal to \$1,100
Background	B206(g)	Customer Type is 'Company' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month; Message includes annual savings amount > 1100 and <= 2000;	Count of MIRNs;	The count of small business gas MIRNs (consuming less than 1,000GJ per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B206(h)	<p>Customer Type is 'Company'</p> <p>Customer has 'GAS' site;</p> <p>Customer has received an invoice with a message with code of 'NOTBESTOFFER' within the reporting month;</p> <p>Message includes annual savings amount &gt; 2000;</p>	Count of MIRNs;	<p>per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$1,100 and less than or equal to \$2,000</p> <p>The count of small business gas MIRNs (consuming less than 1,000GJ per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice). The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer Greater than \$2,000</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B207(a)	To be completed; Cannot be determined at this time;		Greater than 0% and less than or equal to 5%
Background	B207(b)	To be completed; Cannot be determined at this time;		Greater than 5% and less than or equal to 10%
Background	B207(c)	To be completed; Cannot be determined at this time;		Greater than 10% and less than or equal to 15%

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B207(d)	To be completed; Cannot be determined at this time;		Greater than 15% and less than or equal to 20%
Background	B207(e)	To be completed; Cannot be determined at this time;		Greater than 20%
Background	B210	Customer Type is 'Resident' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'BESTOFFER' within the reporting month;	Count of MIRNs;	The count of residential gas MIRNs during the reporting month that received a message on their bill saying that they are on the retailer's best offer.
Background	B211	Customer Type is 'Company' Customer has 'GAS' site; Customer has received an invoice with a message with code of 'BESTOFFER' within the reporting month;	Count of MIRNs;	The count of small business gas MIRNs (consuming less than 1,000 GJ per year) during the reporting month that received a message on their

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
				bill saying that they are on the retailer's best offer.
Background	B220(a)	Customer has 'POWER' site; Customer submitted an estimated read within the reporting month;	Count of NMIs;	The number of NMIs that submitted to their retailer a self-reported meter read before the due date for payment of the bill, during the reporting month.
Background	B220(b)	Customer has 'GAS' site; Customer submitted an estimated read within the reporting month;	Count of MIRNs;	The number of MIRNs that submitted to their retailer a self-reported meter read before the due date for payment of the bill, during the reporting month.
Background	B230(a)	Customer Type is 'Resident' Customer has 'POWER' site; Customer invoice due date during the reporting month not fully allocated;	Count of accounts is count of customers;	Reported separately for electricity and gas, the count of residential electricity accounts that did not pay part or total bill amount as at the due date of the bill, during the reporting month

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Background	B230(b)	Customer Type is 'Resident' Customer has 'GAS' site; Customer invoice due date during the reporting month not fully allocated;	Count of accounts is count of customers;	The count of residential gas accounts that did not pay part or total bill amount as at the due date of the bill, during the reporting month
Background	B231(a)/(b)	Customer Type is 'Company' Customer has 'POWER' site; Customer invoice due date during the reporting month not fully allocated;	Count of accounts is count of customers;	Small business accounts that missed bills during the month
Call Centre	C010(a)/(b)	Customer Type is 'Resident'/'Company' (a) - Residential (b) - Company Activity added in CRM with Activity Type Code of 'BILLING_COMPLAINT' or 'COMPLAINT_BILLING'; Product type = POWER/GAS;	Count of Customers;	The count of complaints, reported separately for residential and small business customers, received during the reporting month, reported separately for electricity and gas*, including (but not limited to) those regarding: <ul style="list-style-type: none"> <li>- prices</li> <li>- overcharging (including incorrect meter readings)</li> <li>- high bills</li> <li>- billing errors</li> <li>- payment terms and methods</li> </ul>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Call Centre	C020(a)/(b)	Customer Type is 'Resident'/'Company' (a) - Residential (b) - Company Activity added in CRM with Activity Type Code of 'MARKET_COMPLAINT'; Product type = POWER/GAS;	Count of Customers;	<ul style="list-style-type: none"> <li>- failure to receive government rebates</li> <li>- failure to provide advance notice of changes to price and benefits</li> <li>- debt recovery practices</li> </ul> <p>The count of complaints, reported separately for residential and small business customers, received during the reporting month, reported separately for electricity and gas*, including (but not limited to) complaints associated with a retailer's or its agents/representatives' actions in seeking to sign up a small customer for a contract for energy supply/service, and complaints regarding:</p> <ul style="list-style-type: none"> <li>- sales approach or conduct</li> <li>- advertising campaigns</li> <li>- energy fact sheets</li> <li>- contract terms</li> <li>- sales techniques</li> </ul>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Call Centre	C030(a)/(b)	Customer Type is 'Resident'/'Company' (a) - Residential (b) - Company Activity added in CRM with Activity Type Code of 'TRANSFER_COMPLAINT'; Product type = POWER/GAS;	Count of Customers;	<ul style="list-style-type: none"> <li>- unclear advice</li> <li>- misleading conduct.</li> </ul> <p>The count of complaints, reported separately for residential and small business customers, received during the reporting month, reported separately for electricity and gas*, regarding the financial responsibility for a customer's electricity and/or gas account being transferred to either an existing or new retailer, and includes (but not limited to):</p> <ul style="list-style-type: none"> <li>- failure to transfer within a certain time period</li> <li>- disruption of supply due to transfer</li> <li>- billing problems directly associated with transfer (for example, billing delays).</li> </ul>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Call Centre	C040(a)/(b)	Customer Type is 'Resident'/'Company' (a) - Residential (b) - Company Activity added in CRM with Activity Type Code is NOT: 'BILLING_COMPLAINT' / 'COMPLAINT_BILLING' / 'MARKET_COMPLAINT' / 'TRANSFER_COMPLAINT'; Product type = POWER/GAS;	Count of Customers;	The count of complaints, reported separately for residential and small business customers, received during the reporting month, reported separately for electricity and gas*, that do not classify as a billing, marketing or customer transfer complaint. Examples include (but are not limited to): - poor customer service - privacy issues - failure to respond to complaints - health and safety concerns.
Call Centre	CC010	0; Not able to be reported at this time		Calls to account line All energy customers
Call Centre	CC020	0; Not able to be reported at this time		Calls to an operator All energy customers
Call Centre	CC030	0; Not able to be reported at this time		Calls to an operator responded to within 30 seconds All energy customers

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Call Centre	CC040	0; Not able to be reported at this time		Average waiting time (in seconds) All energy customers
Call Centre	CC050	0; Not able to be reported at this time		Abandoned calls All energy customers
Disconnection	D050.a.i D050.a.ii	Customer Type is 'Resident' Work Order exists with work order type of 'DISCONN-NONPAYMENT'; Work order status is 'COMPLETE'; Work order preferred date during the reporting month; i - product type = 'POWER' ii - product type = 'GAS'	Count of NMI/MIRNs;	Reported separately for electricity and gas. The count of residential NMIs or MIRNs whose supply was disconnected for non-payment during the reporting month.  Note: These disconnections are as per section 40SM(1)(f) of the Electricity Industry Act or section 48DO(1)(f) of the Gas Industry Act, requiring that residential customers are only disconnected as a last resort for non-payment. If an account was disconnected twice in the same month, this is counted as two disconnections.  Premises that are vacant at the time of disconnection

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Disconnection	D050.b.i D050.b.ii	Customer Type is 'Company'; Work Order exists with work order type of 'DISCONN-NONPAYMENT'; Work order status is 'COMPLETE'; Work order preferred date during the reporting month; i - product type = 'POWER' ii - product type = 'GAS'	Count of NMI/MIRNs;	<p>should be excluded. Only completed disconnections should be recorded. That is, where a disconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period.</p> <p>Reported separately for electricity and gas. The count of small business NMIs or MIRNs whose supply was disconnected for non-payment during the reporting month.</p> <p>Note: If NMIs or MIRNs were disconnected twice in the same month, this is counted as two disconnections. Small business customers are those consuming less than 40 MWh of electricity or 1000 GJ of gas a year.</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Disconnection	D051.a.i D051.a.ii	Customer Type is 'Resident' Work Order exists with work order type is NOT 'DISCONN-NONPAYMENT'; Work order status is 'COMPLETE'; Work order preferred date during the reporting month; i - product type = 'POWER' ii - product type = 'GAS'	Count of NMI/MIRNs;	<p>Premises that are vacant at the time of disconnection should be excluded. Only completed disconnections should be recorded. That is, where a disconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period.</p> <p>Reported separately for electricity and gas. The count of residential NMIs or MIRNs disconnected during the reporting month that were not included in the indicator 'disconnections for non-payment' (residential accounts). If NMIs or MIRNs were disconnected twice in the same month, this is counted as two disconnections.</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Disconnection	D051.b.i D051.b.ii	Customer Type is 'Company'; Work Order exists with work order type is NOT 'DISCONN-NONPAYMENT'; Work order status is 'COMPLETE'; Work order preferred date during the reporting month; i - product type = 'POWER' ii - product type = 'GAS'	Count of NMI/MIRNs;	<p>Note: This indicator does not include disconnections due to non-payment (as per indicator D050A). Only completed disconnections should be recorded. That is, where a disconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period.</p> <p>Reported separately for electricity and gas. The count of small business NMIs or MIRNs during the reporting month that were not included in the indicator 'disconnections for non-payment'.</p> <p>Note: Small business customers are those consuming less than 40 MWh of electricity or 1,000 GJ of gas</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Disconnection	D060.a.i D060.a.ii	<p>Customer Type is 'Resident'            Work Order exists with work order type of 'DISCONN-NONPAYMENT';            Work order status is 'COMPLETE';            Work order preferred date during the reporting month;            Disconnection and later Reconnection event logged for the NMI/MIRN within 7 days.            i - product type = 'POWER'            ii- product type = 'GAS' ;</p>	Count of NMI/MIRNs;	<p>a year. This indicator does not include disconnections due to non-payment (as per indicator D050B).</p> <p>Only completed disconnections should be recorded. That is, where a disconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period.</p> <p>Reported separately for electricity and gas. The count of residential NMIs or MIRNs whose supply was reconnected in the same name and at the same address within 7 days of being disconnected for nonpayment (D050A) during the reporting month.</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Disconnection	D060.b.i D060.b.ii	Count of NMI/MIRNs;  Customer Type is 'BUS'; Work Order exists with work order type of 'DISCONN-NONPAYMENT'; Work order status is 'COMPLETE'; Work order preferred date during the reporting month; Disconnection and later Reconnection event logged for the NMI/MIRN within 7 days. i - product type = 'POWER'	Count of NMI/MIRNs;	<p>Note: Only completed reconnections should be recorded. That is, where a reconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period. The 7 days are inclusive, with the day of disconnection being counted as the first day and include weekends.</p> <p>Reported separately for electricity and gas. The count of small business NMIs or MIRNs whose supply was reconnected in the same name and at the same address within 7 days of being disconnected for non-payment (D050B) during the reporting month.</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
		ii- product type = 'GAS' ;		<p>Note: Small business customers; that is, those consuming less than 40 MWh of electricity or 1,000 GJ of gas a year.</p> <p>Only completed reconnections should be recorded. That is, where a reconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period. The 7 days are inclusive, with the day of disconnection being counted as the first day, including weekends.</p>

Reference	Compliance Ref	Ultimate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Disconnection	D090.a D090.b	Customer Type is 'Resident' The number of Work Order with work order type of 'DISCONN-NONPAYMENT' in the last 24 months is greater than 1; Each Work order status is 'COMPLETE'; a - product type = 'POWER' b - product type = 'GAS'	Count of Customers;	Reported separately for electricity and gas, the number of accounts that have been disconnected for non-payment multiple times in the last 24 months.
Disconnection	D140.a D140.b	Customer Type is 'Company'; The number of Work Order with work order type of 'DISCONN-NONPAYMENT' in the last 24 months is greater than 1; Each Work order status is 'COMPLETE'; a- product type = 'POWER' b- product type = 'GAS'	Count of NMI/MIRNs;	Reported separately for electricity and gas, the number of NMIs or MIRNs which the supply was disconnected for non-payment during each month within the reporting period, which had not received tailored or standard assistance within the 6 months prior to the disconnection date.

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Disconnection	D150.a D150.b	Customer Type is 'Resident' The number of Work Order with work order type of 'DISCONN-NONPAYMENT'; Work order status is 'COMPLETE'; Work order preferred date during the reporting month; Credit Status is 'OUTSOURCED' a- product type = 'POWER' b- product type = 'GAS' ;	Count of Customers;	Reported separately for electricity and gas. The count of residential accounts for which total arrears were referred or sold after disconnection to a collection agency/third party after disconnection counted as at the date of the referral.  Note: in accordance with clause 144(2) of the Energy Retail Code of Practice, the sale of debt cannot occur within 10 business days of disconnection.
Disconnection	D161.a.i D161.a.ii	Customer Type is 'Resident' The number of Work Order with work order type of 'DISCONN-NONPAYMENT'; Work order status is 'COMPLETE'; Work order preferred date during the reporting month; Total Arrears < 300 (including zero or credit);	Count of Customers;	Reported separately for electricity and gas. The count of accounts disconnected for non-payment with total arrears as at the time of disconnection, Less than \$300 (including zero or credit)

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Disconnection	D161.b.i D161.b.ii	i- product type = 'POWER' ii- product type = 'GAS' ;  Customer Type is 'Resident' The number of Work Order with work order type of 'DISCONN-NONPAYMENT'; Work order status is 'COMPLETE'; Work order preferred date during the reporting month; Total Arrears >= 300 and < 1000; i- product type = 'POWER' ii- product type = 'GAS' ;	Count of Customers;	Reported separately for electricity and gas. The count of accounts disconnected for non-payment with total arrears as at the time of disconnection, Greater than or equal to \$300 but less than \$1,000
Disconnection	D161.c.i D161.c.ii	Customer Type is 'Resident' The number of Work Order with work order type of 'DISCONN-NONPAYMENT'; Work order status is 'COMPLETE'; Work order preferred date during the reporting month; Total Arrears >= 1000 and < 2000; i- product type = 'POWER'	Count of Customers;	Reported separately for electricity and gas. The count of accounts disconnected for non-payment with total arrears as at the time of disconnection, Greater than or equal to \$1,000 but less than \$2,000

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Disconnection	D161.d.i D161.d.ii	Customer Type is 'Resident' The number of Work Order with work order type of 'DISCONN-NONPAYMENT'; Work order status is 'COMPLETE'; Work order preferred date during the reporting month; Total Arrears >= 2000 and < 5000 i- product type = 'POWER' ii- product type = 'GAS' ;	Count of Customers;	Reported separately for electricity and gas. The count of accounts disconnected for non-payment with total arrears as at the time of disconnection, Greater than or equal to \$2,000 but less than \$5,000
Disconnection	D161.e.i D161.e.ii	Customer Type is 'Resident' The number of Work Order with work order type of 'DISCONN-NONPAYMENT'; Work order status is 'COMPLETE'; Work order preferred date during the reporting month; Total Arrears >= 5000; i- product type = 'POWER' ii- product type = 'GAS' ;	Count of Customers;	Reported separately for electricity and gas. The count of accounts disconnected for non-payment with total arrears as at the time of disconnection, Greater than or equal to \$5,000

Reference	Compliance Ref	Utilmate Criteria	Reported Value	Compliance Indicator (See <a href="#">document</a> for full description)
Disconnection	D170.a.i D170.a.ii	Customer Type is 'Resident' Customer has received a Mail Merge document where the template desc = 'Reminder Notice' within the reporting month; i- product type = 'POWER' ii- product type = 'GAS'	Count of Customers;	Reported separately for electricity and gas. The count of notices issued to an account where the amount outstanding is greater than \$300 (inclusive of GST), where the account is not disconnected in that month - Reminder notices about unpaid bills
Disconnection	D170.b.i D170.b.ii	Customer Type is 'Resident' Customer has received a Mail Merge document where the template desc = 'Disconnection Notice' within the reporting month; i- product type = 'POWER' ii- product type = 'GAS'	Count of Customers;	Reported separately for electricity and gas. The count of notices issued to an account where the amount outstanding is greater than \$300 (inclusive of GST), where the account is not disconnected in that month - Disconnection warning notices