

AGL DASHBOARD REPORT AND NARRATIVE – May 2017

Closed Case Summary - Past 30 days (top right hand corner)

Shows the AGL Service Team dedicated to the PA Members' contract closed 78 reported cases:

Cases closed	In period (days)	April closure rate result	Previous month	Target %
65	0 to 7	$(65/78)*100$ 80%	80%	70%
7	8 to 15	$((65+7)/78)*100$ 86%	86%	80%
1	16 to 20	$((65+7+1)/78)*100$ 89%	89%	95%
5	20+	$((65+7+1+5)/78)*100$ 100%	100%	100%
Total = 78			Total cases = 44	

Overall number of cases reported and closed (78) in May was much higher than April's total of 44. Closure rates are the same as April's, although 16 to 20 days remains slightly below target.

Closed case summary over the past 12 months by age (bar chart at bottom centre-right of page)

- Covers a total of 3,618 reported cases closed (resolved) by AGL over the previous 12 months.
- Shows month by month a breakdown of time taken to resolve reported cases.

Open Case Count By Ageing (Left-hand side of dashboard)

77 cases overall and of these, 72 of them related to the March-May 2017 period. Open cases dating back over three months old remained static in number at five in May. Of these older cases:

- The October and December 2016 cases remain open;
- January 2017 open cases reduced from three to two, and
- One case remains open from February 2017 (was five cases in the April report).

A more detailed summary of status of these five cases is provided in the table below:

Case ID	Status Description	Dependency	Planned Close Date	Category	Creation Date	Summary
In Progress: Awaiting customer						
376162	In Progress: Awaiting customer	Distributor - Jemena	7/06/2017	Metering and Data	17/01/2017	Realistic closure date, as we are only awaiting a response from Jemena confirming abolishment has been completed - Followed up with Jemena on the 30.05.2017
355061	In Progress: Awaiting customer	Customer	7/06/2017	Connections/Disconnections	11/10/2016	customer yet to provide ESV number, without this the case cannot progress. Last touched on the 23.05.2017, customer has advised will be following up with contractor to provide the ESV number..
In Progress: Awaiting Internal Dept						
374253	In Progress: Awaiting Internal Dept	Billing	6/06/2017	Contract Enquiries	6/01/2017	Customer wanting to be switch to a contract with 100% greenpower
384030	In Progress: Awaiting Internal Dept	Distributor - Citipower/Powercor	5/06/2017	Sales	24/02/2017	Unbilled UMS collective billing site. DB have been unable to provide the required information for AGL to generate a bills for the customer
Incoming: Email						
369989	Incoming: Email	Distributor - SAPN	6/06/2017	Billing Adjustments	8/12/2016	incorrect charges on invoices, customer is disputing the amount of sites being charged.

A further breakdown of open cases is available in the Case Count by Category and by Category and Ageing bar charts:

- The 'By Ageing' graphic breaks down the 77 open case total into periods of time open (one to three days, four to seven days, and so on), and
- Older open cases (open for more than 15 days) at 23 in number had reduced as a percentage of the total open case count, from 43% in March-April to 30% in May, a significant improvement.

Contact details regarding the report and narrative:

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