

PERFORMANCE OF THE RETAIL ENERGY MARKET AUSTRALIAN CAPITAL TERRITORY 2015-16

Market overview

Retailers: 3 retailers marketing to residential electricity customers, with the biggest retailer, ActewAGL supplying 93% of customers. ActewAGL also supplies 93% per cent of the residential gas market.

Electricity switching activity generally increased from 0.4% to 0.5% while gas switching decreased from 0.6% to 0.1% over the year

Energy affordability

Energy bills for a low income household (consuming 5,600kWh and 48,000MJ)

ELECTRICITY

The annual electricity bill on the median market offer is

Concession	Without concession
\$1004 (up 0.3%)	\$1203 (up 0.3%)

The annual electricity bill on the median standing offer was

Concession	Without concession
\$1045 (down 8.8%)	\$1244 (down 7.4%)

For electricity, the median market offer is about 3.3% cheaper than the standing offer.

GAS

The annual gas bill on the median market offer was

Concession	Without concession
\$1334 (up 0.1%)	\$1533 (up 0.1%)

The annual gas bill on the median standing offer is

Concession	Without concession
\$1489 (up 5.3%)	\$1688 (up 4.7%)

For gas, the median market offer is about 9.2% cheaper than the standing offer.

Debt levels (non-hardship)

2.7% of non-hardship residential electricity customers are repaying a debt (down from 2.8% in 2014/15). This is the second highest rate of residential electricity debt nationally.

\$833 is the average electricity debt per customer (up \$6 from 2014/15). This is the highest average electricity debt per customer nationally.

7.2% of non-hardship gas customers are repaying a debt (down from 7.4% in 2014/15). This is the highest rate of residential gas debt nationally.

\$442 is the average gas debt (down \$6 from 2014/15).

The benefits of comparing offers on EME and switching from median standing to lowest market offer at 30 June 2016

EME ELECTRICITY OFFERS

48 residential electricity offers

ELECTRICITY SAVINGS

Resident of Canberra area can save up to **\$184**

EME GAS OFFERS

4 residential gas offers

GAS SAVINGS

Resident of Canberra area can save up to **\$207**

Market offers

24% of electricity customers are on market retail contracts (no change from 2014/15)

27% of gas customers are on market retail contracts (no change from 2014/15)

Bills as percentage of income

A low income household on the median market offer and receiving an energy concession would spend:

3.0% of its disposable income on electricity (or 3.6% without a concession)

4.0% of its disposable income on gas (or 4.6% without a concession)

Disconnections

12%

The number of residential electricity customers who were disconnected for non-payment increased by 12% (from 345 in 2014/15). This represents 0.24% of residential electricity customers. This is the lowest residential electricity disconnection rates nationally.

1.19%

The number of residential gas customers who were disconnected remained static (from 1,403 in 2014/15). This represents 1.19% of residential gas customers.

Hardship

0.37% of electricity customers are repaying debt under a retailer's hardship program (down from 0.42% in 2014/15). This is the lowest rate of electricity customers participating in hardship programs nationally.

\$1293 is the average electricity debt upon entry when entering a retailer's hardship program (up \$457 from 2014/15).

\$1091 is the average electricity debt (up \$12 from 2014/15).

The ACT has the lowest rate of gas hardship customers successfully completing hardship programs.

0.68% of gas customers are repaying debt on a hardship program (up from 0.50% in 2014/15). This is the second highest rate nationally.

\$1106 is the average gas debt upon entry when entering a retailer's hardship program (down \$317 from 2014/15).

\$1817 is the average gas debt (up \$283 from 2014/15). This is the highest nationally.