

PERFORMANCE OF THE RETAIL ENERGY MARKET NEW SOUTH WALES 2016-17

Energy affordability



Percentage of disposable income spent by low income households on a median market offer:

Electricity

5.2%

4.2%
concession

Gas

3.2%

2.8%
concession



Cost of energy bills



Energy bills of a low income household (consuming 4,300kWh and 24,000MJ)

Annual bill on median market offer was



Electricity

\$1419 (up 10.6%)

Concession

\$1144 (up 13.5%)



Gas

\$860 (up 1.8%)

Concession

\$761 (up 2%)

Annual bill on median standing offer was



Electricity

\$1555 (up 14.3%)

Concession

\$1280 (up 18%)



Gas

\$939 (down 4.4%)

Concession

\$840 (down 4.9%)

Hardship



Customers repaying debt under a retailer's hardship program

0.83% of customers

0.51% of customers

\$1126
average debt upon entry to a hardship program (up \$212)

\$817
average debt upon entry to a hardship program (up \$203)

\$1006
average debt (down \$215)

\$682
average debt (down \$160)

3,083,276 residential electricity households
1,296,547 residential gas households

Disconnections



Total number of customers disconnected for non-payment

Electricity

27,380
down from 30,065

Gas

5,536
down from 6,389

Debt levels (non-hardship)



Non-hardship customers repaying a debt

2.9%

3.3%

\$653
average electricity debt per customer (up \$100)

\$536
average gas debt per customer (up \$83)