

# PERFORMANCE OF THE RETAIL ENERGY MARKET QUEENSLAND 2016-17

## Energy affordability



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

### Electricity

**5.6%**

**4.3%**  
concession

### Gas

**2.9%**

**2.6%**  
concession

## Hardship



Customers repaying debt under a retailer's hardship program

**1.02%**  
of customers

**0.58%**  
of customers

**\$776**  
average debt upon entry to a hardship program (up \$47)

**\$424**  
average debt upon entry to a hardship program (up \$142)

**\$1012**  
average debt (up \$11)

**\$426**  
average debt (up \$85)

1,931,579 residential electricity households  
184,626 residential gas households

## Disconnections



Total number of customers disconnected for non-payment

**Electricity**  
**25,201**  
up from 21,672



**Gas**  
**1,029**  
down from 1,410



## Cost of energy bills



Energy bills of a low income household (consuming 4,100kWh and 10,000MJ)

### Annual bill on median market offer was



#### Electricity

**\$1441**  
(up 2.9%)

**Concession**  
**\$1100**  
(up 2.7%)



#### Gas

**\$742**  
(up 1.2%)

**Concession**  
**\$671**  
(up 1.1%)

### Annual bill on median standing offer was



#### Electricity

**\$1511**  
(up 2.8%)

**Concession**  
**\$1170**  
(up 2.6%)



#### Gas

**\$749**  
(down 0.9%)

**Concession**  
**\$678**  
(down 1.2%)

## Debt levels (non-hardship)



Non-hardship customers repaying a debt

**2.3%**

**4.3%**

**\$580**  
average electricity debt per customer (up \$100)

**\$373**  
average gas debt per customer (up \$83)