

# PERFORMANCE OF THE RETAIL ENERGY MARKET AUSTRALIAN CAPITAL TERRITORY 2016-17

## Energy affordability



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

### Electricity

**3.7%**

**3.1%**  
concession

### Gas

**4.5%**

**3.9%**  
concession

## Hardship



Customers repaying debt under a retailer's hardship program

**0.39%** of customers  
**0.47%** of customers

**\$1538**  
average debt upon entry to a hardship program  
(up **\$245**)

**\$1784**  
average debt upon entry to a hardship program  
(up **\$678**)

**\$1545**  
average debt (up **\$454**)

**\$2157**  
average debt (up **\$340**)

167,967 residential electricity households  
117,501 residential gas households

## Disconnections



Total number of customers disconnected for non-payment

**Electricity**  
**427**  
up from 388

**Gas**  
**423**  
down from 1403

## Cost of energy bills



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

Annual bill on median market offer was



**Electricity**

**\$1266**  
(up 5.2%)

**Concession**  
**\$1065**  
(up 6.0%)



**Gas**

**\$1514**  
(down 1.2%)

**Concession**  
**\$1313**  
(down 1.6%)

Annual bill on median standing offer was



**Electricity**

**\$1387**  
(up 11.5%)

**Concession**  
**\$1186**  
(up 13.4%)



**Gas**

**\$1581**  
(down 6.3%)

**Concession**  
**\$1380**  
(down 7.4%)

## Debt levels (non-hardship)



Non-hardship customers repaying a debt

**3.7%**



**4.7%**



**\$776**  
average electricity debt per customer  
(down **\$57**)

**\$623**  
average gas debt per customer  
(up **\$181**)

