

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



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%)

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

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)