



## 7. Appendices

## Appendix 1: Customer Numbers

Table 7.1: Residential customers—electricity

	Customer numbers			Market Share (%)			Market Contracts		Customers on market contracts %	
	June 2017	June 2018	% change	June 2017	June 2018	Variance	June 2017	June 2018	June 2017	June 2018
<b>Queensland</b>										
1st Energy	-	3 125	-	-	0.16	-	-	3 090	-	98.88
AGL	360 451	334 304	-7.25	18.65	16.88	-1.77	288 566	282 301	80.06	84.44
Alinta	2	124 966	6248200	0	6.31	6.31	2	124 873	100	99.93
amaysim/Click	59 664	45 837	-23.17	3.09	2.31	-0.78	58 825	45 016	98.59	98.21
Diamond Energy	6 278	4 632	-26.22	0.32	0.23	-0.09	845	582	13.46	12.56
Energy Locals	180	1 520	744.44	0.01	0.08	0.07	180	1 507	100	99.14
EnergyAustralia	109 808	97 842	-10.9	5.68	4.94	-0.74	107 171	96 017	97.6	98.13
Ergon Energy	598 848	613 300	2.41	30.99	30.97	-0.02	-	-	-	-
Flow Systems	-	244	-	-	0.01	-	-	244	-	100
Locality Planning Energy	7 951	14 657	84.34	0.41	0.74	0.33	7 951	14 657	100	100
Lumo	4 632	960	-79.27	0.24	0.05	-0.19	4 352	916	93.96	95.42
M2 (Dodo)	18 040	12 287	-31.89	0.93	0.62	-0.31	17 642	11 940	97.79	97.18
Metered Energy	10 939	11 598	6.02	0.57	0.59	0.02	-	-	-	-
Mojo Power	1 781	826	-53.62	0.09	0.04	-0.05	1 761	793	98.88	96
Momentum Energy	1	2	100	0	0	0	1	1	100	50
Next Business Energy	-	2	-	-	0	-	-	2	-	100
OC Energy	17	740	4252.94	0	0.04	0.04	17	491	100	66.35
Origin	681 527	634 013	-6.97	35.27	32.02	-3.25	475 823	492 108	69.82	77.62
People Energy	152	122	-19.74	0.01	0.01	0	152	120	100	98.36
Powerdirect	11 299	7 586	-32.86	0.58	0.38	-0.2	10 844	7 266	95.97	95.78
Powershop	3 733	5 297	41.9	0.19	0.27	0.08	3 733	5 297	100	100
Qenergy	1 001	1 631	62.94	0.05	0.08	0.03	191	1 240	19.08	76.03
Red Energy	49 274	47 065	-4.48	2.55	2.38	-0.17	48 578	46 781	98.59	99.4
Sanctuary Energy	1 056	1 283	21.5	0.05	0.06	0.01	1 051	937	99.53	73.03

	Customer numbers			Market Share (%)			Market Contracts		Customers on market contracts %	
	June 2017	June 2018	% change	June 2017	June 2018	Variance	June 2017	June 2018	June 2017	June 2018
Savant Energy Power Networks	74	87	17.57	0	0	0	-	87	-	100
Simply Energy	5 576	16 254	191.5	0.29	0.82	0.53	5 569	16 243	99.87	99.93
<b>Total</b>	<b>1 932 284</b>	<b>1 980 180</b>	<b>2.48</b>				<b>1 033 254</b>	<b>1 152 509</b>	<b>53.47</b>	<b>58.2</b>
<b>South Australia</b>										
AGL	323 594	302 430	-6.54	42.55	39.23	-3.32	244 386	242 112	75.52	80.06
Alinta	36 191	49 854	37.75	4.76	6.47	1.71	35 458	49 275	97.97	98.84
amaysim/Click	3 771	5 737	52.13	0.5	0.74	0.24	3 730	5 678	98.91	98.97
Diamond Energy	592	1 893	219.76	0.08	0.25	0.17	581	1 885	98.14	99.58
Energy Locals	-	13	-	-	0	-	-	13	-	100
EnergyAustralia	79 089	69 346	-12.32	10.4	8.99	-1.41	78 117	68 546	98.77	98.85
Lumo	40 522	33 676	-16.89	5.33	4.37	-0.96	39 170	32 983	96.66	97.94
M2 (Dodo)	5 150	4 832	-6.17	0.68	0.63	-0.05	5 050	4 745	98.06	98.2
Momentum Energy	4 776	3 611	-24.39	0.63	0.47	-0.16	4 665	3 492	97.68	96.7
Origin	171 390	197 667	15.33	22.53	25.64	3.11	163 886	191 016	95.62	96.64
People Energy	1	2	100	0	0	0	1	2	100	100
Powerdirect	15 841	17 974	13.47	2.08	2.33	0.25	15 237	17 505	96.19	97.39
Qenergy	67	131	95.52	0.01	0.02	0.01	20	111	29.85	84.73
Red Energy	2 396	4 202	75.38	0.32	0.55	0.23	2 377	4 197	99.21	99.88
Sanctuary Energy	389	344	-11.57	0.05	0.04	-0.01	288	341	74.04	99.13
Savant Energy Power Networks	1 206	1 566	29.85	0.16	0.2	0.04	-	1 566	-	100
Simply Energy	75 555	77 670	2.8	9.93	10.07	0.14	74 677	77 025	98.84	99.17
Tango Energy	23	21	-8.7	0	0	0	23	21	100	100
<b>Total</b>	<b>760 553</b>	<b>770 969</b>	<b>1.37</b>				<b>667 666</b>	<b>700 513</b>	<b>87.79</b>	<b>90.86</b>
<b>ACT</b>										
ActewAGL	152 349	151 987	-0.24	90.7	88.33	-2.37	19 792	48 069	12.99	31.63
EnergyAustralia	5 555	6 583	18.51	3.31	3.83	0.52	5 211	6 309	93.81	95.84
Momentum Energy	-	1	-	-	0	-	-	1	-	100
Origin	10 037	13 445	33.95	5.98	7.81	1.83	9 704	12 768	96.68	94.96
Red Energy	4	4	0	0	0	0	4	4	100	100

	Customer numbers			Market Share (%)			Market Contracts		Customers on market contracts %	
	June 2017	June 2018	% change	June 2017	June 2018	Variance	June 2017	June 2018	June 2017	June 2018
Simply Energy	22	48	118.18	0.01	0.03	0.02	22	48	100	100
<b>Total</b>	<b>167 967</b>	<b>172 068</b>	<b>2.44</b>				<b>34 733</b>	<b>67 199</b>	<b>20.68</b>	<b>39.05</b>
<b>NSW</b>										
1st Energy	9 482	9 993	5.39	0.31	0.32	0.01	9 468	9 585	99.85	95.92
ActewAGL	28 218	28 592	1.33	0.92	0.91	-0.01	14 927	23 918	52.9	83.65
AGL	727 458	742 043	2	23.59	23.63	0.04	685 862	706 684	94.28	95.23
Alinta	28 710	66 116	130.29	0.93	2.11	1.18	28 685	65 659	99.91	99.31
amaysim/Click	33 454	45 624	36.38	1.08	1.45	0.37	32 891	44 841	98.32	98.28
Blue NRG	1	-	-	0	-	-	1	-	100	-
CovaU	3 016	3 307	9.65	0.1	0.11	0.01	2 971	3 217	98.51	97.28
Diamond Energy	4 718	3 633	-23	0.15	0.12	-0.03	4 671	3 589	99	98.79
Energy Locals	132	3 551	2590.15	0	0.11	0.11	132	3 519	100	99.1
EnergyAustralia	914 228	888 321	-2.83	29.65	28.29	-1.36	682 774	714 048	74.68	80.38
Enova Energy	2 435	4 144	70.18	0.08	0.13	0.05	2 435	4 060	100	97.97
Locality Planning Energy	215	463	115.35	0.01	0.01	0	215	463	100	100
Lumo	2 334	446	-80.89	0.08	0.01	-0.07	2 216	428	94.94	95.96
M2 (Dodo)	34 078	32 150	-5.66	1.11	1.02	-0.09	33 348	31 400	97.86	97.67
Mojo Power	4 683	2 961	-36.77	0.15	0.09	-0.06	4 645	2 901	99.19	97.97
Momentum Energy	7 296	5 830	-20.09	0.24	0.19	-0.05	7 015	5 636	96.15	96.67
Next Business Energy	199	133	-33.17	0.01	0	-0.01	196	130	98.49	97.74
OC Energy	1 515	3 322	119.27	0.05	0.11	0.06	1 515	1 165	100	35.07
Origin	1 040 813	1 024 501	-1.57	33.75	32.63	-1.12	687 979	771 932	66.1	75.35
People Energy	524	445	-15.08	0.02	0.01	-0.01	496	433	94.66	97.3
Pooled Energy	221	518	134.39	0.01	0.02	0.01	221	518	100	100
Powerdirect	11 350	10 188	-10.24	0.37	0.32	-0.05	10 945	9 706	96.43	95.27
Powershop	31 074	29 451	-5.22	1.01	0.94	-0.07	31 074	29 451	100	100
Qenergy	784	2 634	235.97	0.03	0.08	0.05	661	2 553	84.31	96.92

	Customer numbers			Market Share (%)			Market Contracts		Customers on market contracts %	
	June 2017	June 2018	% change	June 2017	June 2018	Variance	June 2017	June 2018	June 2017	June 2018
Real Utilities	-	363	-	-	0.01	-	-	363	-	100
Red Energy	163 024	196 905	20.78	5.29	6.27	0.98	161 671	196 276	99.17	99.68
Sanctuary Energy	2 494	1 766	-29.19	0.08	0.06	-0.02	1 144	1 569	45.87	88.84
Savant Energy Power Networks	128	128	0	0	0	0	-	128	-	100
Simply Energy	30 891	31 268	1.22	1	1	0	30 705	31 105	99.4	99.48
Winenergy	-	813	-	-	0.03	-	-	813	-	100
<b>Total</b>	<b>3 083 475</b>	<b>3 139 609</b>	<b>1.82</b>				<b>2 438 863</b>	<b>2 666 090</b>	<b>79.09</b>	<b>84.92</b>
<b>Tasmania</b>										
Aurora Energy	238 374	241 125	1.15	100	100	0	23 641	21 076	9.92	8.74
<b>Total</b>	<b>238 374</b>	<b>241 125</b>	<b>1.15</b>				<b>23 641</b>	<b>21 076</b>	<b>9.92</b>	<b>8.74</b>

Table 7.2: Residential customers—gas

	Customer numbers			Market Share (%)			Market Contracts		Customers on market contracts %	
	June 2017	June 2018	% change	June 2017	June 2018	Variance	June 2017	June 2018	June 2017	June 2018
<b>Queensland</b>										
AGL	77 559	78 024	0.6	41.57	41.15	-1.01	58 913	64 434	75.96	82.58
Metered Energy	8 139	8 476	4.14	4.36	4.47	2.52	-	-	-	-
Origin	100 873	103 122	2.23	54.07	54.38	0.57	72 109	78 310	71.48	75.94
<b>Total</b>	<b>186 571</b>	<b>189 622</b>	<b>1.64</b>				<b>131 022</b>	<b>142 744</b>	<b>70.23</b>	<b>75.28</b>
<b>South Australia</b>										
AGL	128 326	126 745	-1.23	30.68	29.8	-2.87	119 464	118 066	93.09	93.15
Alinta	17 061	23 159	35.74	4.08	5.45	33.58	16 886	22 500	98.97	97.15
EnergyAustralia	54 980	50 408	-8.32	13.14	11.85	-9.82	54 188	49 713	98.56	98.62
Lumo	-	515	-	-	0.12	-	-	515	-	100
Origin	180 724	182 263	0.85	43.21	42.86	-0.81	136 473	144 849	75.51	79.47
Red Energy	-	1 853	-	-	0.44	-	-	1 853	-	100
Savant Energy Power Networks	185	676	265.41	0.04	0.16	300	-	676	-	100
Simply Energy	36 982	39 645	7.2	8.84	9.32	5.43	36 545	39 285	98.82	99.09
<b>Total</b>	<b>418 258</b>	<b>425 264</b>	<b>1.68</b>				<b>363 556</b>	<b>377 457</b>	<b>86.92</b>	<b>88.76</b>



	Customer numbers			Market Share (%)			Market Contracts		Customers on market contracts %	
	June 2017	June 2018	% change	June 2017	June 2018	Variance	June 2017	June 2018	June 2017	June 2018
<b>ACT</b>										
ActewAGL	107 016	108 488	1.38	91.08	89.26	-2	15 511	36 134	14.49	33.31
EnergyAustralia	4 324	4 917	13.71	3.68	4.05	10.05	4 038	4 664	93.39	94.85
Origin	6 161	8 141	32.14	5.24	6.7	27.86	5 984	7 862	97.13	96.57
<b>Total</b>	<b>117 501</b>	<b>121 546</b>	<b>3.44</b>				<b>25 533</b>	<b>48 660</b>	<b>21.73</b>	<b>40.03</b>
<b>NSW</b>										
ActewAGL	20 587	19 706	-4.28	1.59	1.46	-8.18	6 264	10 690	30.43	54.25
AGL	634 247	621 820	-1.96	48.92	46.21	-5.54	484 914	497 241	76.46	79.97
Alinta	295	15 330	5096.61	0.02	1.14	5600	295	14 934	100	97.42
amaysim/Click	3 687	14 103	282.51	0.28	1.05	275	3 667	13 790	99.46	97.78
CovaU	1 694	1 998	17.95	0.13	0.15	15.38	1 645	1 927	97.11	96.45
EnergyAustralia	333 394	345 017	3.49	25.71	25.64	-0.27	308 810	323 883	92.63	93.87
Lumo	944	180	-80.93	0.07	0.01	-85.71	868	157	91.95	87.22
M2 (Dodo)	9 313	10 512	12.87	0.72	0.78	8.33	9 013	10 085	96.78	95.94
Origin	260 017	271 960	4.59	20.05	20.21	0.8	231 896	248 399	89.18	91.34
Red Energy	31 563	41 116	30.27	2.43	3.06	25.93	31 442	41 041	99.62	99.82
Simply Energy	806	3 784	369.48	0.06	0.28	366.67	805	3 780	99.88	99.89
<b>Total</b>	<b>1 296 547</b>	<b>1 345 526</b>	<b>3.78</b>				<b>1 079 619</b>	<b>1 165 927</b>	<b>83.27</b>	<b>86.65</b>

Table 7.3: Small business customers—electricity

	Customer numbers			Market Share (%)			Market Contracts		Customers on market contracts %	
	June 2017	June 2018	% change	June 2017	June 2018	Variance	June 2017	June 2018	June 2017	June 2018
<b>Queensland</b>										
1st Energy	-	50	-	-	0.03	-	-	49	-	98
AGL	18 627	20 192	8.4	9.51	10.37	9.04	11 527	14 301	61.88	70.83
Alinta	-	6 897	-	-	3.54	-	-	6 869	-	99.59
amaysim/Click	1 551	1 318	-15.02	0.79	0.68	-13.92	1 436	1 162	92.59	88.16
Diamond Energy	532	580	9.02	0.27	0.3	11.11	442	441	83.08	76.03
Energy Locals	7	34	385.71	0	0.02	-	7	34	100	100
EnergyAustralia	9 408	10 099	7.34	4.8	5.19	8.13	8 900	9 172	94.6	90.82
Ergon Energy	89 960	88 873	-1.21	45.94	45.65	-0.63	-	-	-	-
ERM Power	158	245	55.06	0.08	0.13	62.5	157	244	99.37	99.59
Flow Systems	-	3	-	-	0	-	-	3	-	100
Locality Planning Energy	114	145	27.19	0.06	0.07	16.67	114	145	100	100
Lumo	2 197	1 458	-33.64	1.12	0.75	-33.04	2 128	1 374	96.86	94.24
Metered Energy	298	298	0	0.15	0.15	0	-	-	-	-
Momentum Energy	9	25	177.78	0	0.01	-	9	22	100	88
Next Business	31	103	232.26	0.02	0.05	150	31	102	100	99.03
OC Energy	41	49	19.51	0.02	0.03	50	41	41	100	83.67
Origin	58 297	52 399	-10.12	29.77	26.92	-9.57	35 988	33 839	61.73	64.58
People Energy	1	-	-	0	-	-	1	-	100	-
Powerdirect	9 127	7 276	-20.28	4.66	3.74	-19.74	7 765	6 006	85.08	82.55
Powershop	98	157	60.2	0.05	0.08	60	98	157	100	100
Qenergy	5 097	3 330	-34.67	2.6	1.71	-34.23	1 529	2 135	30	64.11
Red Energy	202	1 052	420.79	0.1	0.54	440	202	1 024	100	97.34
Savant Energy Power Networks	1	9	800	0	0	-	-	9	-	100
Simply Energy	68	84	23.53	0.03	0.04	33.33	68	84	100	100
<b>Total</b>	<b>195 824</b>	<b>194 676</b>	<b>-0.59</b>				<b>70 443</b>	<b>77 213</b>	<b>35.97</b>	<b>39.66</b>

South Australia										
AGL	37 073	38 935	5.02	41.88	42.74	2.05	22 383	26 743	60.38	68.69
Alinta	4 230	7 139	68.77	4.78	7.84	64.02	4 213	7 058	99.6	98.87
amaysim/Click	92	202	119.57	0.1	0.22	120	89	196	96.74	97.03
Blue NRG	102	87	-14.71	0.12	0.1	-16.67	102	87	100	100
Diamond Energy	31	143	361.29	0.04	0.16	300	31	143	100	100
EnergyAustralia	3 664	4 033	10.07	4.14	4.43	7	3 458	3 851	94.38	95.49
ERM Power	392	306	-21.94	0.44	0.34	-22.73	385	297	98.21	97.06
Lumo	2 606	2 876	10.36	2.94	3.16	7.48	2 488	2 758	95.47	95.9
M2 (Dodo)	1 246	1 124	-9.79	1.41	1.23	-12.77	1 213	1 101	97.35	97.95
Momentum Energy	4 460	3 544	-20.54	5.04	3.89	-22.82	4 217	3 357	94.55	94.72
Next Business Energy	17	10	-41.18	0.02	0.01	-50	13	7	76.47	70
Origin	23 421	23 738	1.35	26.46	26.06	-1.51	22 598	22 851	96.49	96.26
People Energy	10	14	40	0.01	0.02	100	10	14	100	100
Powerdirect	5 027	4 304	-14.38	5.68	4.72	-16.9	4 574	3 830	90.99	88.99
Qenergy	193	160	-17.1	0.22	0.18	-18.18	132	119	68.39	74.38
Red Energy	660	285	-56.82	0.75	0.31	-58.67	660	284	100	99.65
Sanctuary Energy	-	5	-	-	0.01	-	-	5	-	100
Savant Energy Power Networks	19	27	42.11	0.02	0.03	50	-	27	-	100
Simply Energy	5 223	4 074	-22	5.9	4.47	-24.24	5 167	4 025	98.93	98.8
Tango Energy	49	97	97.96	0.06	0.11	83.33	49	97	100	100
<b>Total</b>	<b>88 515</b>	<b>91 103</b>	<b>2.92</b>				<b>71 782</b>	<b>76 850</b>	<b>81.1</b>	<b>84.36</b>
ACT										
ActewAGL	10 489	10 879	3.72	83.99	82.57	-1.69	1 667	1 678	15.89	15.42
EnergyAustralia	256	396	54.69	2.05	3.01	46.83	250	382	97.66	96.46
ERM Power	27	34	25.93	0.22	0.26	18.18	26	32	96.3	94.12
Momentum Energy	-	2	-	-	0.02	-	-	2	-	100
Next Business Energy	98	59	-39.8	0.78	0.45	-42.31	98	58	100	98.31
Origin	1 458	1 683	15.43	11.67	12.77	9.43	1 403	1 590	96.23	94.47
Powerdirect	121	99	-18.18	0.97	0.75	-22.68	110	91	90.91	91.92



	Customer numbers			Market Share (%)			Market Contracts		Customers on market contracts %	
	June 2017	June 2018	% change	June 2017	June 2018	Variance	June 2017	June 2018	June 2017	June 2018
Red Energy	35	19	-45.71	0.28	0.14	-50	35	19	100	100
Simply Energy	5	4	-20	0.04	0.03	-25	5	4	100	100
<b>Total</b>	<b>12 489</b>	<b>13 175</b>	<b>5.49</b>				<b>3 594</b>	<b>3 856</b>	<b>28.78</b>	<b>29.27</b>
<b>NSW</b>										
1st Energy	2 086	1 417	-32.07	0.67	0.44	-34.33	1 901	1 331	91.13	93.93
ActewAGL	1 364	1 341	-1.69	0.44	0.42	-4.55	656	979	48.09	73.01
AGL	50 007	56 579	13.14	15.98	17.61	10.2	42 963	50 513	85.91	89.28
Alinta	6 205	10 195	64.3	1.98	3.17	60.1	6 204	10 039	99.98	98.47
amaysim/Click	943	1 257	33.3	0.3	0.39	30	911	1 205	96.61	95.86
Blue NRG	2 157	4 261	97.54	0.69	1.33	92.75	2 157	4 261	100	100
CovaU	3 792	4 267	12.53	1.21	1.33	9.92	3 671	4 102	96.81	96.13
Diamond Energy	48	50	4.17	0.02	0.02	0	48	50	100	100
Energy Locals	12	246	1950	0	0.08	-	12	245	100	99.59
EnergyAustralia	82 573	86 079	4.25	26.39	26.79	1.52	47 654	58 007	57.71	67.39
Enova Energy	184	291	58.15	0.06	0.09	50	184	276	100	94.85
ERM Power	3 483	2 973	-14.64	1.11	0.93	-16.22	3 450	2 931	99.05	98.59
Locality Planning Energy	3	6	100	0	0	-	3	6	100	100
Lumo	1 395	1 062	-23.87	0.45	0.33	-26.67	1 335	1 014	95.7	95.48
M2 (Dodo)	2 332	1 869	-19.85	0.75	0.58	-22.67	2 216	1 729	95.03	92.51
Mojo Power	-	8	-	-	0	-	-	8	-	100
Momentum Energy	6 826	5 747	-15.81	2.18	1.79	-17.89	6 325	5 445	92.66	94.75
Next Business Energy	4 159	3 468	-16.61	1.33	1.08	-18.8	4 052	3 363	97.43	96.97
OC Energy	80	344	330	0.03	0.11	266.67	80	67	100	19.48
Origin	121 385	120 623	-0.63	38.79	37.54	-3.22	75 626	82 086	62.3	68.05
People Energy	14	30	114.29	0	0.01	-	14	20	100	66.67
Pooled Energy	9	9	0	0	0	-	9	9	100	100
Powerdirect	9 629	7 010	-27.2	3.08	2.18	-29.22	9 166	6 247	95.19	89.12
Powershop Australia	1 408	1 376	-2.27	0.45	0.43	-4.44	1 408	1 376	100	100
Qenergy	4 271	3 453	-19.15	1.36	1.07	-21.32	3 981	3 094	93.21	89.6

	Customer numbers			Market Share (%)			Market Contracts		Customers on market contracts %	
	June 2017	June 2018	% change	June 2017	June 2018	Variance	June 2017	June 2018	June 2017	June 2018
Real Utilities	-	1	-	-	0	-	-	1	-	100
Red Energy	5 277	4 729	-10.38	1.69	1.47	-13.02	5 176	4 650	98.09	98.33
Savant Energy Power Networks	4	4	0	0	0	-	-	4	-	100
Simply Energy	3 264	2 608	-20.1	1.04	0.81	-22.12	3 259	2 602	99.85	99.77
Winenergy	-	16	-	-	0	-	-	16	-	100
<b>Total</b>	<b>312 910</b>	<b>321 319</b>	<b>2.69</b>				<b>222 461</b>	<b>245 676</b>	<b>71.09</b>	<b>76.46</b>
<b>Tasmania</b>										
Aurora Energy	35 191	35 468	0.79	99.53	99.5	-0.03	4 537	4 192	12.89	11.82
ERM Power	167	180	7.78	0.47	0.5	6.38	161	171	96.41	95
<b>Total</b>	<b>35 358</b>	<b>35 648</b>	<b>0.82</b>				<b>4 698</b>	<b>4 363</b>	<b>13.29</b>	<b>12.24</b>

Table 7.4: Small business customers—gas

	Customer numbers			Market Share (%)			Market Contracts		Customers on market contracts %	
	June 2017	June 2018	% change	June 2017	June 2018	Variance	June 2017	June 2018	June 2017	June 2018
<b>Queensland</b>										
AGL	2 880	2 976	3.33	20.65	18.89	-8.52	1 314	1 643	45.63	55.21
Origin	11 064	12 780	15.51	79.35	81.11	2.22	7 349	9 090	66.42	71.13
<b>Total</b>	<b>13 944</b>	<b>15 756</b>	<b>12.99</b>				<b>8 663</b>	<b>10 733</b>	<b>62.13</b>	<b>68.12</b>
<b>South Australia</b>										
AGL	2 726	2 327	-14.64	28.54	23.73	-16.85	2 466	2 020	90.46	86.81
Alinta	2	9	350	0.02	0.09	350	2	1	100	11.11
EnergyAustralia	556	556	0	5.82	5.67	-2.58	503	506	90.47	91.01
Origin	6 075	6 689	10.11	63.6	68.21	7.25	3 248	4 203	53.47	62.83
Red Energy	-	1	-	-	0.01	-	-	1	-	100
Savant Energy Power Networks	3	3	0	0.03	0.03	0	-	3	-	100
Simply Energy	189	221	16.93	1.98	2.25	13.64	184	217	97.35	98.19
Winenergy	1	-	-	0.01	-	-	1	-	100	-
<b>Total</b>	<b>9 552</b>	<b>9 806</b>	<b>2.66</b>				<b>6 404</b>	<b>6 951</b>	<b>67.04</b>	<b>70.89</b>
<b>ACT</b>										
ActewAGL	1 928	1 826	-5.29	72.59	71.58	-1.39	114	322	5.91	17.63
EnergyAustralia	82	73	-10.98	3.09	2.86	-7.44	76	67	92.68	91.78
Origin	646	652	0.93	24.32	25.56	5.1	619	615	95.82	94.33
<b>Total</b>	<b>2 656</b>	<b>2 551</b>	<b>-3.95</b>				<b>809</b>	<b>1 004</b>	<b>30.46</b>	<b>39.36</b>
<b>NSW</b>										
ActewAGL	662	620	-6.34	1.58	1.37	-13.29	40	71	6.04	11.45
AGL	18 368	17 796	-3.11	43.92	39.29	-10.54	13 085	13 358	71.24	75.06
Alinta	-	32	-	-	0.07	-	-	14	-	43.75
amaysim/Click	115	166	44.35	0.27	0.37	37.04	114	164	99.13	98.8
CovaU	1 697	2 165	27.58	4.06	4.78	17.73	1 630	2 067	96.05	95.47
EnergyAustralia	5 398	5 546	2.74	12.91	12.24	-5.19	4 197	4 352	77.75	78.47
Lumo	7	5	-28.57	0.02	0.01	-50	4	2	57.14	40
Origin	15 454	18 829	21.84	36.95	41.57	12.5	13 558	16 724	87.73	88.82
Red Energy	14	29	107.14	0.03	0.06	100	14	28	100	96.55
Simply Energy	104	107	2.88	0.25	0.24	-4	104	107	100	100
<b>Total</b>	<b>41 819</b>	<b>45 295</b>	<b>8.31</b>				<b>32 746</b>	<b>36 887</b>	<b>78.3</b>	<b>81.44</b>

Table 7.5: Large customers—electricity

	Customer numbers			Market Share (%)		
	June 2017	June 2018	% change	June 2017	June 2018	Variance
<b>Queensland</b>						
1st Energy	-	1	-	-	0.01	-
AGL	2 259	4 029	78.35	16.97	31.03	82.85
Alinta	111	143	28.83	0.83	1.1	32.53
CS Energy	7	5	-28.57	0.05	0.04	-20
Diamond Energy	47	37	-21.28	0.35	0.28	-20
EnergyAustralia	1 066	711	-33.3	8.01	5.48	-31.59
ERM Power	871	960	10.22	6.54	7.39	13
Locality Planning Energy	19	19	0	0.14	0.15	7.14
Lumo	54	23	-57.41	0.41	0.18	-56.1
Macquarie Bank	2	1	-50	0.02	0.01	-50
Momentum Energy	354	437	23.45	2.66	3.37	26.69
Next Business Energy	1	6	500	0.01	0.05	400
OC Energy	-	8	-	-	0.06	-
Origin	7 368	5 070	-31.19	55.35	39.04	-29.47
OzGen Retail	2	8	300	0.02	0.06	200
People Energy	1	1	0	0.01	0.01	0
Powerdirect	33	76	130.3	0.25	0.59	136
Powershop	-	4	-	-	0.03	-
Progressive Green	6	16	166.67	0.05	0.12	140
Qenergy	31	22	-29.03	0.23	0.17	-26.09
Red Energy	154	48	-68.83	1.16	0.37	-68.1
Simply Energy	51	60	17.65	0.38	0.46	21.05
Stanwell	855	1 274	49.01	6.42	9.81	52.8
Tango Energy	11	21	90.91	0.08	0.16	100
Winenergy	8	6	-25	0.06	0.05	-16.67
<b>Total</b>	<b>13 311</b>	<b>12 986</b>	<b>-2.44</b>			
<b>South Australia</b>						
AGL	1 418	1 414	-0.28	25.68	28.7	11.76

	Customer numbers			Market Share (%)		
	June 2017	June 2018	% change	June 2017	June 2018	Variance
Alinta	1 043	371	-64.43	18.89	7.53	-60.14
Blue NRG	1	3	200	0.02	0.06	200
Cozero	1	-	-	0.02	-	-
EnergyAustralia	520	650	25	9.42	13.2	40.13
ERM Power	89	51	-42.7	1.61	1.04	-35.4
Infigen	-	2	-	-	0.04	-
Lumo	45	9	-80	0.81	0.18	-77.78
Macquarie Bank	2	2	0	0.04	0.04	0
Momentum Energy	77	32	-58.44	1.39	0.65	-53.24
Next Business Energy	1	-	-	0.02	-	-
Origin	1 883	1 863	-1.06	34.1	37.82	10.91
Powerdirect	23	12	-47.83	0.42	0.24	-42.86
Progressive Green	102	138	35.29	1.85	2.8	51.35
Red Energy	54	17	-68.52	0.98	0.35	-64.29
SIMEC ZEN	-	26	-	-	0.53	-
Simply Energy	168	292	73.81	3.04	5.93	95.07
Tango Energy	94	42	-55.32	1.7	0.85	-50
Winenergy	1	2	100	0.02	0.04	100
<b>Total</b>	<b>5 522</b>	<b>4 926</b>	<b>-10.79</b>			
<b>ACT</b>						
ActewAGL	1 436	1 352	-5.85	73.34	72.3	-1.42
AGL	13	12	-7.69	0.66	0.64	-3.03
Alinta	6	5	-16.67	0.31	0.27	-12.9
EnergyAustralia	110	108	-1.82	5.62	5.78	2.85
ERM Power	46	49	6.52	2.35	2.62	11.49
Macquarie Bank	1	1	0	0.05	0.05	0
Momentum Energy	45	58	28.89	2.3	3.1	34.78
Next Business Energy	8	2	-75	0.41	0.11	-73.17
Origin	263	250	-4.94	13.43	13.37	-0.45
Powerdirect	-	4	-	-	0.21	-

	Customer numbers			Market Share (%)		
	June 2017	June 2018	% change	June 2017	June 2018	Variance
Red Energy	25	16	-36	1.28	0.86	-32.81
Simply Energy	-	2	-	-	0.11	-
Stanwell	5	10	100	0.26	0.53	103.85
Tango Energy	-	1	-	-	0.05	-
<b>Total</b>	<b>1 958</b>	<b>1 870</b>	<b>-4.49</b>			
<b>NSW</b>						
1st Energy	-	43	-	-	0.15	-
ActewAGL	208	188	-9.62	0.69	0.67	-2.9
AGL	3 968	5 257	32.48	13.15	18.62	41.6
Alinta	319	288	-9.72	1.06	1.02	-3.77
Blue NRG	167	126	-24.55	0.55	0.45	-18.18
CovaU	77	75	-2.6	0.26	0.27	3.85
COzero	39	-	-	0.13	-	-
Delta	-	2	-	-	0.01	-
Diamond Energy	1	2	100	0	0.01	-
EnergyAustralia	9 178	6 080	-33.75	30.41	21.54	-29.17
ERM Power	1 741	1 745	0.23	5.77	6.18	7.11
Infigen	1	2	100	0	0.01	-
Locality Planning Energy	1	1	0	0	0	-
Lumo	5	-	-	0.02	-	-
Macquarie Bank	2	3	50	0.01	0.01	0
Momentum Energy	1 824	2 228	22.15	6.04	7.89	30.63
Next Business Energy	340	329	-3.24	1.13	1.17	3.54
OC Energy	10	42	320	0.03	0.15	400
Origin	11 218	10 458	-6.77	37.18	37.05	-0.35
Powerdirect	30	141	370	0.1	0.5	400
Powershop	44	42	-4.55	0.15	0.15	0
Progressive Green	35	71	102.86	0.12	0.25	108.33
Qenergy	14	13	-7.14	0.05	0.05	0
Red Energy	618	404	-34.63	2.05	1.43	-30.24



	Customer numbers			Market Share (%)		
	June 2017	June 2018	% change	June 2017	June 2018	Variance
Simply Energy	44	107	143.18	0.15	0.38	153.33
Stanwell	246	489	98.78	0.82	1.73	110.98
Tango Energy	31	63	103.23	0.1	0.22	120
Winenergy	15	31	106.67	0.05	0.11	120
<b>Total</b>	<b>30 176</b>	<b>28 230</b>	<b>-6.45</b>			
<b>Tasmania</b>						
Aurora	1 829	2 046	11.86	85.71	88.96	3.79
ERM Power	304	250	-17.76	14.25	10.87	-23.72
Macquarie Bank	1	1	0	0.05	0.04	-20
Progressive Green	-	3	-	-	0.13	-
<b>Total</b>	<b>2 134</b>	<b>2 300</b>	<b>7.78</b>			

Table 7.6: Large customers—gas

	Customer numbers			Market Share (%)		
	June 2017	June 2018	% change	June 2017	June 2018	Variance
<b>Queensland</b>						
AGL	192	269	40.1	42.95	49.09	14.3
Origin	255	279	9.41	57.05	50.91	-10.76
<b>Total</b>	<b>447</b>	<b>548</b>	<b>22.6</b>			
<b>South Australia</b>						
AGL	204	236	15.69	41.13	38.37	-6.71
EnergyAustralia	39	41	5.13	7.86	6.67	-15.14
Origin	252	333	32.14	50.81	54.15	6.57
Simply Energy	1	4	300	0.2	0.65	225
Winenergy	-	1	-	-	0.16	-
<b>Total</b>	<b>496</b>	<b>615</b>	<b>23.99</b>			
<b>ACT</b>						
ActewAGL	30	19	-36.67	36.59	21.35	-41.65
EnergyAustralia	12	9	-25	14.63	10.11	-30.9
Origin	40	61	52.5	48.78	68.54	40.51
<b>Total</b>	<b>82</b>	<b>89</b>	<b>8.54</b>			
<b>NSW</b>						
ActewAGL	3	2	-33.33	0.12	0.07	-41.67
AGL	1 232	1 328	7.79	47.73	49.22	3.12
EnergyAustralia	403	330	-18.11	15.61	12.23	-21.65
Lumo	2	-	-	0.08	-	-
Origin	941	1 037	10.2	36.46	38.44	5.43
Simply Energy	-	1	-	-	0.04	-
<b>Total</b>	<b>2 581</b>	<b>2 698</b>	<b>4.53</b>			

## Appendix 2: Payment plans

Table 7.7: Payment plans—electricity

	Customers on payment plans			% of total customers	Customers with payment plans cancelled (%)	
	June 2017	June 2018	% change	June 2018	2017-18	% change
<b>Queensland</b>						
1st Energy	-	36	-	1.15	166.67	-
AGL	5 932	6 043	1.87	1.81	108.77	125.92
Alinta	-	693	-	0.55	1.59	-
amaysim/Click	1 524	809	-46.92	1.76	71.82	81.51
Diamond Energy	72	102	41.67	2.2	7.84	-52.94
Energy Locals	1	84	8300	5.53	63.1	-
EnergyAustralia	13 264	9 819	-25.97	10.04	31.36	111.45
Ergon Energy	14 139	14 452	2.21	2.36	122.17	10.25
Locality Planning Energy	16	47	193.75	0.32	4.26	-
Lumo	286	47	-83.57	4.9	4.26	73.86
M2 (Dodo)	40	2	-95	0.02	150	500
Metered Energy	138	222	60.87	1.91	-	-
Mojo Power	24	29	20.83	3.51	20.69	-17.24
Momentum Energy	-	1	-	50	-	-
OC Energy	-	19	-	2.57	36.84	-
Origin	5 518	4 140	-24.97	0.65	100.24	19.57
People Energy	15	2	-86.67	1.64	-	-100
Powerdirect	361	216	-40.17	2.85	119.44	142.24
Powershop	22	111	404.55	2.1	6.31	-30.63
Qenergy	99	78	-21.21	4.78	-	-
Red Energy	1 795	1 500	-16.43	3.19	37.07	-4.95
Sanctuary Energy	11	93	745.45	7.25	38.71	-73.39
Simply Energy	16	298	1762.5	1.83	46.31	-17.67

	Customers on payment plans			% of total customers	Customers with payment plans cancelled (%)	
	June 2017	June 2018	% change		June 2018	2017-18
<b>South Australia</b>						
AGL	2 918	6 587	125.74	2.18	89.22	20.09
Alinta	969	983	1.44	1.97	2.14	21.77
amaysim/Click	61	62	1.64	1.08	74.19	105.72
Diamond Energy	29	59	103.45	3.12	8.47	-50.85
EnergyAustralia	9 701	7 065	-27.17	10.19	25.36	88.99
Lumo	1 229	774	-37.02	2.3	9.82	97.83
M2 (Dodo)	14	6	-57.14	0.12	33.33	-41.67
Momentum Energy	140	222	58.57	6.15	67.12	1779.28
Origin	2 453	2 803	14.27	1.42	55.33	-4.14
Powerdirect	227	425	87.22	2.36	93.65	75.68
Qenergy	4	1	-75	0.76	-	-
Red Energy	110	183	66.36	4.36	29.51	68.75
Sanctuary Energy	2	46	2200	13.37	30.43	-
Savant Energy Power Networks	-	3	-	0.19	33.33	-
Simply Energy	1 597	1 502	-5.95	1.93	28.89	-49.46
Tango Energy	5	-	-100	0	-	-
<b>ACT</b>						
ActewAGL	272	581	113.6	0.38	199.14	-3.1
EnergyAustralia	846	774	-8.51	11.76	16.28	141.62
Origin	54	118	118.52	0.88	60.17	-35.02
<b>New South Wales</b>						
1st Energy	376	325	-13.56	3.25	91.08	256.72
ActewAGL	128	287	124.22	1	182.23	-21.2
AGL	7 984	11 179	40.02	1.51	103.2	90.25
Alinta	301	795	164.12	1.2	3.02	51.45
amaysim/Click	372	411	10.48	0.9	69.1	45.23
CovaU	64	96	50	2.9	40.63	-23.53
Diamond Energy	68	79	16.18	2.17	8.86	-24.68

	Customers on payment plans			% of total customers	Customers with payment plans cancelled (%)	
	June 2017	June 2018	% change		June 2018	2017-18
Energy Locals	1	115	11400	3.24	64.35	-
EnergyAustralia	64 553	53 763	-16.71	6.05	28.15	106.48
Enova Energy	4	8	100	0.19	-	-
Lumo	81	10	-87.65	2.24	-	-100
M2 (Dodo)	32	19	-40.63	0.06	15.79	-36.84
Mojo Power	17	37	117.65	1.25	8.11	-90.15
Momentum Energy	157	285	81.53	4.89	71.23	698.77
OC Energy	44	99	125	2.98	51.52	61.9
Origin	7 920	7 531	-4.91	0.74	80.25	4.47
People Energy	31	4	-87.1	0.9	25	29.17
Pooled Energy	-	3	0	0.58	-	-
Powerdirect	197	200	1.52	1.96	125.5	101
Powershop	361	250	-30.75	0.85	16.8	-5.24
Qenergy	31	36	16.13	1.37	-	-
Red Energy	4 786	5 854	22.32	2.97	32.1	-13.5
Sanctuary Energy	4	117	2825	6.63	44.44	-85.19
Simply Energy	971	784	-19.26	2.51	36.48	-50.8
Winenergy	-	1	-	0.12	-	-
<b>Tasmania</b>						
Aurora	2 419	2 797	15.63	1.16	30.28	-10.99

Table 7.8: Payment plans – gas

	Customers on payment plans			% of total customers June 2018	Customers with payment plans cancelled (%)	
	June 2017	June 2018	% change		2017-18	% change
<b>Queensland</b>						
AGL	435	689	58.39	0.88	132.37	77.17
Metered Energy	-	4	-	0.05	-	-
Origin	2 030	3 035	49.51	2.94	24.51	-2.62
<b>South Australia</b>						
AGL	540	1 340	148.15	1.06	126.79	0.98
Alinta	176	169	-3.98	0.73	8.28	386
EnergyAustralia	5 155	4 181	-18.89	8.29	24.73	61.99
Origin	995	862	-13.37	0.47	93.5	37.02
Red Energy	-	25	-	1.35	52	-
Savant Energy Power Networks	-	1	-	0.15	-	-
Simply Energy	630	576	-8.57	1.45	30.03	-48.44
<b>ACT</b>						
ActewAGL	141	281	99.29	0.26	290.04	59.75
EnergyAustralia	658	574	-12.77	11.67	14.11	157.93
Origin	45	64	42.22	0.79	51.56	0.88
<b>New South Wales</b>						
ActewAGL	47	89	89.36	0.45	237.08	-0.51
AGL	2 071	2 592	25.16	0.42	133.45	90.73
Alinta	-	52	-	0.34	19.23	-
amaysim/Click	-	30	-	0.21	76.67	-
CovaU	6	30	400	1.5	50	200
EnergyAustralia	17 441	14 948	-14.29	4.33	28.89	109.97
Lumo	35	4	-88.57	2.22	-	-
M2 (Dodo)	3	1	-66.67	0.01	-	-
Origin	1 630	1 532	-6.01	0.56	89.1	42.8
Red Energy	386	500	29.53	1.22	30.8	-11.93
Simply Energy	-	14	-	0.37	92.86	-



## Appendix 3: Hardship

Table 7.9: Hardship program customers - electricity

	Hardship Customers			% of residential customers on hardship		Hardship customers as a % of customers repaying debt		Hardship customers using Centrepay (%)		Customers successfully leaving hardship programs (%)	
	June 2017	June 2018	% Change	June 2017	June 2018	June 2017	June 2018	2016-17	2017-18	2016-17	2017-18
<b>Queensland</b>											
1st Energy	-	20	-	-	0.64	-	14.18	-	10	-	-
AGL	4065	2937	-27.75	1.13	0.88	29.68	35.53	33.7	41.95	7.56	7.86
Alinta	-	177	-	-	0.14	-	17.79	-	20.34	-	5.97
amaysim/Click	466	454	-2.58	0.78	0.99	33.65	32.08	49.79	103.96	62.83	76.93
Diamond Energy	18	19	5.56	0.29	0.41	26.87	79.17	0	31.58	50	28.57
Energy Locals	-	15	-	-	0.99	-	8.47	-	13.33	-	0
EnergyAustralia	1026	1145	11.6	0.93	1.17	19.01	41.47	125.73	113.19	20.32	16.04
Ergon	5469	4576	-16.33	0.91	0.75	62.69	51.75	54.93	64.6	52.09	53.32
Lumo	36	4	-88.89	0.78	0.42	35.64	19.05	22.22	0	12.93	23.21
M2 (Dodo)	343	192	-44.02	1.9	1.56	647.17	581.82	15.16	19.79	7.4	7.62
Metered Energy	23	19	-17.39	0.21	0.16	8.68	8.64	8.7	42.11	100	100
Mojo Power	-	3	-	-	0.36	-	3.57	-	0	-	100
Origin	7590	8293	9.26	1.11	1.31	62	103.2	30.78	29.11	23.82	17.86
Powerdirect	175	103	-41.14	1.55	1.36	35.14	33.66	36.57	52.43	6.61	5.66
Powershop	-	7	-	-	0.13	-	2.49	-	28.57	-	0
Qenergy	113	161	42.48	11.29	9.87	110.78	185.06	28.32	19.88	66.67	21.31
Red Energy	361	214	-40.72	0.73	0.45	28.81	30.06	47.09	57.01	16.38	18.4
Sanctuary Energy	1	1	0	0.09	0.08	2.94	1.96	0	0	10.53	0
Savant Energy Power Networks	-	2	-	-	2.3	-	200	-	0	-	-
Simply Energy	14	306	2085.71	0.25	1.88	60.87	99.67	28.57	79.74	0	15.2
<b>South Australia</b>											
AGL	3346	5587	66.98	1.03	1.85	28.93	69.27	109.5	60.86	11.67	8.14
Alinta	1090	970	-11.01	3.01	1.95	44.56	83.98	38.35	24.33	94.03	54.64

	Hardship Customers			% of residential customers on hardship		Hardship customers as a % of customers repaying debt		Hardship customers using Centrepay (%)		Customers successfully leaving hardship programs (%)	
	June 2017	June 2018	% Change	June 2017	June 2018	June 2017	June 2018	2016-17	2017-18	2016-17	2017-18
amaysim/Click	11	36	227.27	0.29	0.63	13.25	42.86	54.55	88.89	56.25	78.05
Diamond Energy	4	6	50	0.68	0.32	20	42.86	0	33.33	33.33	0
EnergyAustralia	1362	1692	24.23	1.72	2.44	30.21	51.38	124.38	91.49	15.9	11.86
Lumo	264	261	-1.14	0.65	0.78	43.49	28.13	32.58	2.3	15.56	12.59
M2 (Dodo)	119	103	-13.45	2.31	2.13	626.32	343.33	30.25	33.01	5.79	5.06
Momentum Energy	112	67	-40.18	2.35	1.86	114.29	3.96	137.5	223.88	23.17	10.4
Origin	3411	4904	43.77	1.99	2.48	78.07	138.84	49.14	42.74	24.91	18.43
Powerdirect	100	167	67	0.63	0.93	3333.33	31.63	94	63.47	13.73	5.33
Qenergy	3	21	600	4.48	16.03	-	420	0	9.52	33.33	0
Red Energy	16	16	0	0.67	0.38	30.19	17.58	12.5	50	17.65	22.22
Savant Energy Power Networks	-	3	-	-	0.19	-	100	-	0	-	-
Simply Energy	1645	1688	2.61	2.18	2.17	118.35	113.29	75.14	78.44	16.37	21.16
<b>ACT</b>											
ActewAGL	570	794	39.3	0.37	0.52	9.97	15.66	80	78.34	42.89	27.55
EnergyAustralia	33	66	100	0.59	1	15.14	44.3	260.61	93.94	24	24.39
Origin	56	127	126.79	0.56	0.94	29.17	59.91	35.71	45.67	7.23	21.94
<b>New South Wales</b>											
1st Energy	37	120	224.32	0.39	1.2	6.45	7.04	37.84	48.33	20	26.27
ActewAGL	328	421	28.35	1.16	1.47	16.87	28.54	90.85	85.99	26.18	17.43
AGL	8408	6820	-18.89	1.16	0.92	36.2	39.86	55.33	62.96	8.08	9.1
Alinta	181	368	103.31	0.63	0.56	14.86	21.31	56.35	5.98	96	49.28
amaysim/Click	88	164	86.36	0.26	0.36	11.97	21.78	93.18	124.39	62.01	72.65
CovaU	2	3	50	0.07	0.09	3.03	3.13	100	0	52.94	60
Diamond Energy	7	3	-57.14	0.15	0.08	14.29	11.54	57.14	266.67	36.36	37.5
Energy Locals	-	14	-	-	0.39	-	4.36	-	14.29	-	0
EnergyAustralia	3135	5103	62.78	0.34	0.57	12.77	30.72	186.54	131.3	27.13	19.03
Enova Energy	-	3	-	-	0.07	-	10.34	-	200	-	100
Lumo	12	1	-91.67	0.51	0.22	21.43	9.09	0	0	7.96	20

	Hardship Customers			% of residential customers on hardship		Hardship customers as a % of customers repaying debt		Hardship customers using Centrepay (%)		Customers successfully leaving hardship programs (%)	
	June 2017	June 2018	% Change	June 2017	June 2018	June 2017	June 2018	2016-17	2017-18	2016-17	2017-18
M2 (Dodo)	287	205	-28.57	0.84	0.64	168.82	149.64	25.78	27.32	7.69	7.23
Mojo Power	-	2	-	-	0.07	-	1.34	-	0	-	66.67
Momentum Energy	125	74	-40.8	1.71	1.27	48.64	2.37	233.6	316.22	19.08	8.89
Origin	11215	15287	36.31	1.08	1.49	52.33	97.1	53.77	49.91	25.15	18.79
Powerdirect	114	88	-22.81	1	0.86	20.5	18.37	68.42	70.45	4.05	7.55
Powershop	90	46	-48.89	0.29	0.16	10.6	7.71	0	30.43	34.01	24.68
Qenergy	49	133	171.43	6.25	5.05	79.03	195.59	40.82	34.59	66.67	28.13
Red Energy	698	713	2.15	0.43	0.36	21.64	21.89	102.29	92.29	22.71	21.87
Sanctuary Energy	3	2	-33.33	0.12	0.11	10.71	3.51	0	200	0	100
Simply Energy	824	855	3.76	2.67	2.73	62.85	83.5	96.84	102.46	13.58	15.16
<b>Tasmania</b>											
Aurora Energy	2208	3251	47.24	0.93	1.35	61.99	87.63	97.74	92.03	27.92	25.86

Table 7.10: Hardship program customers—gas

	Hardship Customers			% of residential customers on hardship		Hardship customers as a % of customers repaying debt		Hardship customers using Centrepay (%)		Customers successfully leaving hardship programs (%)	
	June 2017	June 2018	% Change	June 2017	June 2018	June 2017	June 2018	2016-17	2017-18	2016-17	2017-18
<b>Queensland</b>											
AGL	594	436	-26.6	0.77	0.56	15.33	14.04	30.98	45.41	7.42	8.52
Metered Energy	-	1	-	-	0.01	-	12.5	-	0	-	-
Origin	472	686	45.34	0.47	0.67	11.76	19.59	47.03	41.69	19.6	14.51
<b>South Australia</b>											
AGL	1254	2228	77.67	0.98	1.76	28.65	64.88	105.42	57.09	9.67	8.22
Alinta	215	170	-20.93	1.26	0.73	16.36	37.86	31.63	9.41	100	67.84
EnergyAustralia	360	417	15.83	0.65	0.83	13.88	22.43	151.67	94	21.74	12.79
Origin	1514	1900	25.5	0.84	1.04	34.87	49.2	57.6	52.21	23.36	18.87
Red Energy	-	6	-	-	0.32	-	13.95	-	0	-	0
Simply Energy	833	887	6.48	2.25	2.24	113.33	136.67	62.18	64.94	15.46	20.36
<b>ACT</b>											
ActewAGL	499	515	3.21	0.47	0.47	9.68	12.45	67.74	61.36	30.74	32.1
EnergyAustralia	24	39	62.5	0.56	0.79	12.31	31.71	216.67	102.56	38.71	19.23
Origin	29	82	182.76	0.47	1.01	16.96	25.39	62.07	48.78	21.05	7.22
<b>New South Wales</b>											
ActewAGL	160	180	12.5	0.78	0.91	9.5	14.22	57.5	78.89	31.21	26.9
AGL	4180	2962	-29.14	0.66	0.48	18.12	16.35	44.35	52.8	9.49	11
Alinta	-	16	-	-	0.1	-	4.89	-	87.5	-	9.52
amaysim/Click	-	11	-	-	0.08	-	73.33	-	54.55	-	64.29
CovaU	-	1	-	-	0.05	-	3.33	-	0	50	57.14
EnergyAustralia	436	656	50.46	0.13	0.19	4.81	9.34	208.72	142.38	31.41	20.33
M2 (Dodo)	19	25	31.58	0.2	0.24	39.58	36.76	31.58	24	0	16.33
Origin	1763	2386	35.34	0.68	0.88	22.75	26.32	54.79	47.95	23.7	18.49
Red Energy	59	57	-3.39	0.19	0.14	6.89	5.86	54.24	73.68	15.96	21.94
Simply Energy	6	40	566.67	0.74	1.06	600	37.74	0	30	0	20.37

Table 7.11: Hardship program debt - electricity

	Average debt upon entry to hardship (\$)			Average debt of hardship customers (\$)			% change of debt after entry	
	June 2017	June 2018	% Change	June 2017	June 2018	% Change	June 2017	June 2018
<b>Queensland</b>								
1st Energy	-	771.45	-	-	529.24	-	-	-31.4
AGL	1 774.74	1 881.48	6.01	1 819.49	2 091.46	14.95	2.52	11.16
Alinta	-	904.63	-	-	863.34	-	-	-4.56
amaysim/Click	804.67	1 787.18	122.1	1 259.77	1 990.45	58	56.56	11.37
Diamond Energy	1 181.47	1 116.00	-5.54	1 023.40	1 089.36	6.45	-13.38	-2.39
Energy Locals	-	479.00	-	-	1 306.00	-	-	172.65
EnergyAustralia	1 046.07	1 061.84	1.51	1 131.87	943.77	-16.62	8.2	-11.12
Ergon	423.00	783.00	85.11	1 272.00	930.00	-26.89	200.71	18.77
Lumo	220.52	169.00	-23.36	1 293.19	156.69	-87.88	486.43	-7.28
M2 (Dodo)	1 149.89	1 559.71	35.64	828.68	986.67	19.07	-27.93	-36.74
Metered Energy	644.35	498.23	-22.68	315.88	334.24	5.81	-50.98	-32.91
Mojo Power	-	2 099.98	-	-	1 915.51	-	-	-8.78
Origin	453.14	510.59	12.68	384.37	455.97	18.63	-15.18	-10.7
Powerdirect	1 212.75	3 930.36	224.09	1 735.90	2 153.19	24.04	43.14	-45.22
Powershop	-	351.04	-	-	1 365.37	-	-	288.95
Qenergy	900.00	520.00	-42.22	1 208.00	900.00	-25.5	34.22	73.08
Red Energy	328.64	176.98	-46.15	287.37	83.08	-71.09	-12.56	-53.06
Sanctuary Energy	1 356.55	1 153.07	-15	1 498.44	905.70	-39.56	10.46	-21.45
Savant Energy Power Networks	-	980.00	-	-	797.00	-	-	-18.67
Simply Energy	517.80	546.71	5.58	892.51	535.03	-40.05	72.37	-2.14
<b>South Australia</b>								
AGL	2 035.72	2 349.81	15.43	2 288.10	2 672.39	16.8	12.4	13.73
Alinta	1 626.80	974.44	-40.1	1 881.40	2 475.32	31.57	15.65	154.02
amaysim/Click	534.53	1 840.13	244.25	796.09	2 062.35	159.06	48.93	12.08
Diamond Energy	2 089.52	2 784.36	33.25	1 962.68	2 505.36	27.65	-6.07	-10.02
EnergyAustralia	1 696.22	1 960.27	15.57	1 670.46	1 756.60	5.16	-1.52	-10.39

	Average debt upon entry to hardship (\$)			Average debt of hardship customers (\$)			% change of debt after entry	
	June 2017	June 2018	% Change	June 2017	June 2018	% Change	June 2017	June 2018
Lumo	242.36	462.69	90.91	2 665.42	415.05	-84.43	999.78	-10.3
M2 (Dodo)	1 516.29	2 081.28	37.26	1 346.86	1 704.51	26.55	-11.17	-18.1
Momentum Energy	494.97	2 672.18	439.87	761.89	2 021.60	165.34	53.93	-24.35
Origin	623.33	644.63	3.42	467.65	587.18	25.56	-24.98	-8.91
Powerdirect	3 005.95	3 877.32	28.99	2 283.72	2 496.35	9.31	-24.03	-35.62
Qenergy	700.00	650.00	-7.14	900.00	1 000.00	11.11	28.57	53.85
Red Energy	233.30	166.90	-28.46	231.94	95.63	-58.77	-0.58	-42.7
Savant Energy Power Networks	-	1 400.00	-	-	1 009.00	-	-	-27.93
Simply Energy	1 528.56	1 308.08	-14.42	1 456.10	1 281.10	-12.02	-4.74	-2.06
<b>ACT</b>								
ActewAGL	1 583.00	1 723.00	8.84	1 639.00	951.00	-41.98	3.54	-44.81
EnergyAustralia	2 341.34	2 014.18	-13.97	1 948.93	1 630.03	-16.36	-16.76	-19.07
Origin	602.31	750.48	24.6	345.37	514.34	48.92	-42.66	-31.47
<b>New South Wales</b>								
1st Energy	1 063.44	1 231.11	15.77	973.68	818.96	-15.89	-8.44	-33.48
ActewAGL	2 161.00	2 032.00	-5.97	2 084.00	1 171.00	-43.81	-3.56	-42.37
AGL	1 839.99	1 997.09	8.54	1 782.48	2 014.97	13.04	-3.13	0.9
Alinta	1 128.11	1 072.55	-4.93	1 023.19	1 297.29	26.79	-9.3	20.95
amaysim/Click	776.57	2 030.13	161.42	1 242.39	2 072.54	66.82	59.98	2.09
CovaU	2 209.00	1 085.88	-50.84	2 392.00	985.88	-58.78	8.28	-9.21
Diamond Energy	1 458.49	2 484.82	70.37	921.36	2 727.38	196.02	-36.83	9.76
Energy Locals	-	372.00	-	-	1 379.00	-	-	270.7
EnergyAustralia	1 258.39	1 172.57	-6.82	1 161.70	899.77	-22.55	-7.68	-23.27
Enova Energy	-	1 179.00	-	-	828.00	-	-	-29.77
Lumo	54.40	-	-100	3 659.33	323.80	-91.15	6626.71	-
M2 (Dodo)	1 551.56	2 036.33	31.24	1 242.15	1 273.66	2.54	-19.94	-37.45
Mojo Power	-	1 380.00	-	-	1 406.46	-	-	1.92
Momentum Energy	515.06	1 920.75	272.92	642.79	1 570.20	144.28	24.8	-18.25
Origin	573.50	538.38	-6.12	376.52	414.95	10.21	-34.35	-22.93



	Average debt upon entry to hardship (\$)			Average debt of hardship customers (\$)			% change of debt after entry	
	June 2017	June 2018	% Change	June 2017	June 2018	% Change	June 2017	June 2018
Powerdirect	1 716.67	1 926.88	12.25	1 957.47	2 029.83	3.7	14.03	5.34
Powershop	1 429.43	1 152.67	-19.36	1 749.00	1 606.01	-8.18	22.36	39.33
Qenergy	650.00	650.00	0	1 210.00	800.00	-33.88	86.15	23.08
Red Energy	200.21	202.59	1.19	140.31	123.93	-11.67	-29.92	-38.83
Sanctuary Energy	1 320.56	1 094.21	-17.14	1 446.15	3 449.63	138.54	9.51	215.26
Simply Energy	1 145.28	1 010.86	-11.74	1 038.06	1 071.86	3.26	-9.36	6.03
<b>Tasmania</b>								
Aurora Energy	1 750.00	1 605.00	-8.29	1 339.00	1 304.00	-2.61	-23.49	-18.75

Table 7.12: Hardship program debt—gas

	Average debt upon entry to hardship (\$)			Average debt of hardship customers (\$)			% change of debt after entry	
	June 2017	June 2018	% Change	June 2017	June 2018	% Change	June 2017	June 2018
<b>Queensland</b>								
AGL	525.99	778.64	48.03	578.44	726.15	25.54	9.97	-6.74
Metered Energy	-	70.40	-	-	-	-	-	-
Origin	296.41	369.04	24.5	235.21	263.74	12.13	-20.65	-28.53
<b>South Australia</b>								
AGL	800.47	866.83	8.29	707.44	834.57	17.97	-11.62	-3.72
Alinta	1 328.61	665.63	-49.9	630.54	710.69	12.71	-52.54	6.77
EnergyAustralia	1 005.72	1 342.46	33.48	966.68	906.16	-6.26	-3.88	-32.5
Origin	388.14	398.54	2.68	236.84	271.89	14.8	-38.98	-31.78
Red Energy	-	57.54	-	-	41.81	-	-	-27.34
Simply Energy	560.22	448.00	-20.03	535.49	456.17	-14.81	-4.41	1.82
<b>ACT</b>								
ActewAGL	1 881.00	1 486.00	-21	2 280.00	975.00	-57.24	21.21	-34.39
EnergyAustralia	879.92	1 608.39	82.79	1 305.73	1 087.99	-16.68	48.39	-32.36
Origin	857.00	1 137.17	32.69	753.42	669.87	-11.09	-12.09	-41.09

	Average debt upon entry to hardship (\$)			Average debt of hardship customers (\$)			% change of debt after entry	
	June 2017	June 2018	% Change	June 2017	June 2018	% Change	June 2017	June 2018
<b>New South Wales</b>								
ActewAGL	1 947.00	1 662.00	-14.64	1 823.00	932.00	-48.88	-6.37	-43.92
AGL	896.43	953.31	6.34	796.63	946.96	18.87	-11.13	-0.67
Alinta	-	349.60	-	-	384.58	-	-	10.01
amaysim/Click	-	538.65	-	-	506.88	-	-	-5.9
CovaU	909.00	644.55	-29.09	230.00	344.55	49.8	-74.7	-46.54
EnergyAustralia	901.65	948.06	5.15	805.64	735.92	-8.65	-10.65	-22.38
M2 (Dodo)	567.70	721.23	27.04	373.02	459.32	23.14	-34.29	-36.31
Origin	532.72	416.02	-21.91	299.18	311.80	4.22	-43.84	-25.05
Red Energy	178.71	122.85	-31.26	116.99	74.27	-36.52	-34.54	-39.54
Simply Energy	-	213.68	-	-	209.29	-	-	-2.05

## Appendix 4: Disconnections and reconnections of residential customers

Table 7.13: Disconnections and reconnections—Electricity residential customers

	Disconnections			% of total customers	% of disconnections reconnected		% of reconnections undertaken within 7 days	
	2016-17	2017-18	% change	June 2018	2017-18	% change	2017-18	% change
<b>Queensland</b>								
1st Energy		6	-	0.19	-	-	-	-
AGL	3860	4349	12.67	1.3	57.42	61.89	55.02	60.66
Alinta	0	207	-	0.17	56.04	-	40.58	-
amaysim/Click	166	409	146.39	0.89	43.52	-25.52	38.63	-1.34
Diamond Energy	18	19	5.56	0.41	52.63	-5.26	52.63	-5.26
Energy Locals	0	7	-	0.46	85.71	-	85.71	-
EnergyAustralia	1268	599	-52.76	0.61	53.09	-9.03	36.39	-14.86
Ergon Energy	11421	12912	13.05	2.11	58.68	55.61	54.98	64.08
Locality Planning Energy	48	52	8.33	0.35	80.77	14.03	80.77	14.03
Lumo	860	48	-94.42	5	25	-27.61	25	-27.61
M2 (Dodo)	95	220	131.58	1.79	34.55	9.39	32.73	11.04
Metered Energy	405	1076	165.68	9.28	87.92	-18.33	87.92	-12.08
Mojo Power	0	5	-	0.61	-	-	-	-
OC Energy	0	2	-	0.27	-	-	-	-
Origin	6316	6850	8.45	1.08	64.2	-4.43	62.01	-4.49
Powerdirect	540	256	-52.59	3.37	67.97	51.67	66.41	67.57
Powershop	0	45	-	0.85	15.56	-	15.56	-
Qenergy	14	30	114.29	1.84	30	-53.33	30	5
Red Energy	168	599	256.55	1.27	42.74	8.79	41.9	10
Sanctuary Energy	1	1	0	0.08	100	-	100	-
Simply Energy	20	218	990	1.34	36.24	-27.52	32.57	-34.86
<b>South Australia</b>								
AGL	3266	3897	19.32	1.29	57.92	21.88	51.09	20.39
Alinta	2229	748	-66.44	1.5	46.66	360.18	36.5	319.34

	Disconnections			% of total customers	% of disconnections reconnected		% of reconnections undertaken within 7 days	
	2016-17	2017-18	% change	June 2018	2017-18	% change	2017-18	% change
amaysim/Click	4	41	925	0.71	36.59	-51.22	29.27	-41.46
Diamond Energy	9	7	-22.22	0.37	14.29	-67.86	14.29	-67.86
EnergyAustralia	1081	661	-38.85	0.95	52.04	6.95	41.15	5.91
Lumo	811	565	-30.33	1.68	23.19	11.93	23.19	11.93
M2 (Dodo)	29	71	144.83	1.47	35.21	27.64	30.99	12.32
Momentum Energy	70	50	-28.57	1.38	18	-51.54	16	-49.09
Origin	2000	3121	56.05	1.58	55.43	-3.01	51.14	-2.6
Powerdirect	269	301	11.9	1.67	57.81	5.07	53.16	2.87
Qenergy	0	1	-	0.76	100	-	100	-
Red Energy	67	51	-23.88	1.21	39.22	102.11	35.29	81.9
Sanctuary Energy	1	0	-100	-	-	-	-	-
Savant Energy Power Networks	0	43	-	2.75	81.4	-	67.44	-
Simply Energy	1066	999	-6.29	1.29	46.25	-20.61	36.04	-15.39
<b>ACT</b>								
ActewAGL	256	277	8.2	0.18	51.99	-5.61	50.54	-0.47
EnergyAustralia	59	33	-44.07	0.5	48.48	-4.65	24.24	-15.86
Origin	112	191	70.54	1.42	56.02	4.57	48.69	47.39
<b>New South Wales</b>								
1st Energy	91	537	490.11	5.37	14.71	-56.82	13.22	-55.44
ActewAGL	92	165	79.35	0.58	41.21	110.64	38.18	134.18
AGL	7447	9721	30.54	1.31	50.47	14.24	45.79	9.96
Alinta	648	939	44.91	1.42	43.98	437.75	32.48	426.2
amaysim/Click	84	311	270.24	0.68	42.77	19.74	40.19	53.46
CovaU	68	52	-23.53	1.57	55.77	89.62	30.77	30.77
Diamond Energy	17	17	0	0.47	29.41	-28.57	29.41	25
Energy Locals	0	5	-	0.14	120	-	100	-
EnergyAustralia	5351	3861	-27.85	0.43	51.9	1.18	28.93	-12.88
Lumo	351	20	-94.3	4.48	30	54.85	-	29.04
M2 (Dodo)	126	308	144.44	0.96	30.52	24.05	29.22	26.96

	Disconnections			% of total customers	% of disconnections reconnected		% of reconnections undertaken within 7 days	
	2016-17	2017-18	% change	June 2018	2017-18	% change	2017-18	% change
Mojo Power	0	20	-	0.68	25	-	20	-
Momentum Energy	134	82	-38.81	1.41	40.24	-5.39	32.93	-9.96
Next Business Energy	15	1	-93.33	0.75	-	-100	-	-100
OC Energy	2	15	650	0.45	20	-60	20	-60
Origin	9258	12477	34.77	1.22	54.07	-0.72	50.29	-0.08
People Energy	0	2	-	0.45	-	-	-	-
Powerdirect	352	309	-12.22	3.03	46.93	4.54	42.72	0.92
Powershop	62	137	120.97	0.47	28.47	-11.75	27.01	-16.28
Qenergy	13	22	69.23	0.84	18.18	-60.61	13.64	77.27
Red Energy	1979	2201	11.22	1.12	37.94	44.38	35.98	72.43
Sanctuary Energy	1	3	200	0.17	33.33	-66.67	33.33	-66.67
Simply Energy	1290	1110	-13.95	3.55	35.59	-18.61	27.66	-20.89
<b>Tasmania</b>								
Aurora Energy	1016	818	-19.49	0.34	56.11	2.72	50.12	6.98

Table 7.14: Disconnections and reconnections – Gas residential customers

	Disconnections			% of total customers	% of disconnections reconnected		% of reconnections undertaken within 7 days	
	2016-17	2017-18	% change	June 2018	2017-18	% change	2017-18	% change
<b>Queensland</b>								
AGL	617	780	26.42	1	44.23	4.96	37.82	20.28
Origin	412	969	135.19	0.94	49.64	31.94	27.04	25.17
<b>South Australia</b>								
AGL	1152	1255	8.94	0.99	53.63	8.95	46.61	18.54
Alinta	167	612	266.47	2.64	45.92	-	37.25	-
EnergyAustralia	490	397	-18.98	0.79	51.13	1.85	38.54	13.08
Origin	1048	1465	39.79	0.8	49.22	-7.9	37.75	-6.48
Red Energy		2	-	0.11	-	-	-	-
Savant Energy Power Networks	0	1	-	0.15	100	-	-	-
Simply Energy	769	630	-18.08	1.59	28.73	-0.03	16.83	4.34
<b>ACT</b>								
ActewAGL	317	324	2.21	0.3	42.28	-25.53	38.89	-11.94
EnergyAustralia	29	26	-10.34	0.53	69.23	25.48	53.85	56.15
Origin	77	83	7.79	1.02	21.69	-27.4	16.87	-27.84
<b>New South Wales</b>								
ActewAGL	127	204	60.63	1.04	25	5.83	23.53	57.28
AGL	2427	1819	-25.05	0.29	35.4	-0.09	27.93	10.39
Alinta	0	124	-	0.81	37.1	-	7.26	-
amaysim/Click	0	27	-	0.19	7.41	-	-	-
CovaU	35	24	-31.43	1.2	8.33	-51.39	8.33	-27.08
EnergyAustralia	1177	690	-41.38	0.2	36.96	7.4	24.93	37.75
Lumo	127	11	-91.34	6.11	27.27	3363.64	18.18	2209.09
M2 (Dodo)	10	21	110	0.2	33.33	66.67	28.57	42.86
Origin	1542	2234	44.88	0.82	38.5	-3.79	27.48	0.91
Red Energy	91	95	4.4	0.23	30.53	26.27	21.05	27.72
Simply Energy	0	1	-	0.03	-	-	-	-

## Appendix 5: South Australian service standards

Clause 7 of the National Energy Retail (Local Provisions) Regulations imposes minimum service standards on retailers selling energy to small customers in South Australia. The service standards require retailers to use best endeavours to respond to 95 per cent of written enquiries within five business days and to answer 85 per cent of telephone calls within 30 seconds between 8am and 6pm from Monday to Friday.

Retailers must report to the AER on their compliance with these standards and give reasons for any non-compliance as well as information on strategies to improve compliance in the future.

**Table 7.15: South Australian service standards**

Retailer	Percentage of written enquiries responded to within five business days			Percentage of telephone calls answered within 30 seconds		
	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
AGL	91	99	98.5	85	85	79
Alinta	100	99	95	77	65	65
amaysim/Click	97	75	56	77	79	55
BlueNRG	100	N/A	100	N/A	N/A	100
Diamond Energy	95	95	95	95	95	95
EnergyAustralia	99.9	99	99	84	80	67
ERM Power	N/A	50	100	97	91	72.15
Lumo	92	100	99	93	95	83
M2 (Dodo)	93	90	97.59	88	89	86.95
Momentum Energy	100	100	95.74	90	86	92
Origin	99.7	99.2	99	87	90.2	94.7
People Energy	-	-	100	-	-	95
Powerdirect	95	99	98.5	89	78	92
Qenergy	100	100	100	100	100	94.71
Red Energy	100	100	98	96	95	77
Sanctuary Energy	87	100	100	90	100	100
Savant Energy Power Networks	-	99.6	100	100	92.3	87.5
Simply Energy	97.83	92	97.48	89	87	89.49
Tango Energy	100	100	100	100	100	100

Alinta Energy has failed to meet the telephone responsiveness service standard for the last six years - reporting 76% of telephone calls answered within 30 seconds for 2012-13 77% for 2013-14 and 77% for 2014-15. amaysim/Click Energy has failed to meet the telephone responsiveness service standard since entering the SA market in 2015-16.

A number of retailers did not meet the telephone responsiveness service standard for 2017-18. Reasons provided for not meeting this service standard include upgrading/relocating call centre operations and increased numbers of calls compared to projections which some retailers attributed to increased focus on encouraging consumers to switch to a better offer. Retailers have reported increased projections and increases in staffing to handle calls as well as increased functionality of self-service applications to aid in meeting the service standards.

## Appendix 6: Distribution service standards associated GSL schemes and small claims compensation regimes

Section 285 of the Retail Law specifies that a retail market performance report must include amongst other things a report on the performance of distributors by reference to distributor service standards and associated Guaranteed Service Level (GSL) schemes. The Retail Law defines distributor service standards as service standards imposed on distributors by or under energy laws including for example service standards relating to the following:

- the frequency and duration of supply interruptions
- the timely notice of planned interruptions
- the quality of supply (excluding frequency) for electricity (including voltage variations)
- wrongful de-energisation (disconnection)
- timeframes for de-energisation and re-energisation (reconnection)
- being on time for appointments
- response time for fault calls
- the provision of fault information.

A number of service standards are set by the individual jurisdictions and therefore differ between individual states and territories. The following tables summarise distributors' performance against their respective jurisdictional service standards and GSL schemes.

### SUMMARY OF DISTRIBUTOR PERFORMANCE

#### Queensland

- Energex and Ergon reported decreases in wrongful disconnections and significant decreases in the total System Average Interruption Duration Index
- Energex and Ergon reported significant increases in interruptions with a duration extending past their GSL with compensation amounts increasing from \$275 310 in 2016-17 for Energex to \$4 777 740 in 2017-18 and from \$392 730 in 2016-17 for Ergon to \$2 587 002 in 2017-18.

#### South Australia

- SA Power Networks reported a significant decrease in total calls received from 606 753 in 2016-17 to 393 806 in 2017-18. SA Power Networks has also reported an increase in calls answered in 30 seconds (90%) and a decrease in calls abandoned (3%)
- SA Power Networks reported a decrease in reported street light faults in metro and major regional areas (from 35 181 to 26 589) and a significant decrease in compensation paid to customers for repairs not completed on or before agreed date (from \$442 600 down to \$154 585)
- SA Power Networks reported decreases in total compensation amounts paid to customers for both exceeding interruption duration thresholds (from \$27 685 120 down to \$1 072 290) and interruption frequency thresholds (from \$430 800 down to \$55 350).

#### ACT

- EvoEnergy reported a significant decrease in total complaints received (from 1113 down to 691) with one complaint not being responded to within 20 business days
- EvoEnergy reported an increase in planned (1186 to 1459) and unplanned (1385 to 2314) interruptions however also reported decreases in insufficient notice for planned interruptions (from 84 to 29) and to both instances where supply was not restored within 12 hours (planned – from 16 to 1 unplanned – from 85 to 43).

#### New South Wales

- Ausgrid and Endeavour reported decreases in calls received with Essential Energy increasing only slightly (2%). All 3 distributors have answered less than 85% of calls within 30 seconds



- Ausgrid reports as having the most customers in NSW with more than 100% more than Essential Energy. Despite this Ausgrid continues to report the lowest number of planned interruptions reporting 3780 planned interruptions being 28% of Essential Energy's reported 13 458 planned interruptions.

### Tasmania

- TasNetworks reported a decrease in planned interruptions however reported an increase of compensation paid for customers not being notified of interruptions (from \$2640 to \$4040)
- TasNetworks reported a significant decrease in compensation paid to customers for late connections (from \$25 740 down to \$16 410).

**Table 7.16: Queensland electricity distributor performance 2017-18**

	Energex	Ergon
GSL		
Wrongful disconnections	37	64
Compensation paid	\$5 254	\$9 088
Connection not provided by the agreed date	391	61
Compensation paid	\$79 179	\$12 363
Reconnection not provided within the required time	58	23
Compensation paid	\$6 667	\$2 107
Failure to attend to customer's premises within the time required concerning loss of hot water supply	0	1
Compensation paid	\$0	\$57
Failure to attend appointments on time	170	160
Compensation paid	\$9 690	\$9 120
Notice of planned interruption to supply not given - small residential customers	1 202	1 162
Compensation paid	\$33 656	\$32 536
Notice of planned interruption to supply not given - small business customers	119	219
Compensation paid	\$8 449	\$15 549
Interruption duration GSL	41 910	22 693
Compensation paid	\$4 777 740	\$2 587 002
Interruption frequency GSL	0	57
Compensation paid	\$0	\$69 498
Total GSL payments given	43 887	24 440
<b>TOTAL COMPENSATION PAID</b>	<b>\$4 920 635</b>	<b>\$2 674 320</b>
<b>Total System Average Interruption Duration Index (SAIDI) (minutes)</b>		
Central Business District	5	
Urban	73	134
Short rural	187	316
Long rural		891
<b>Total System Average Interruption Frequency Index (SAIFI) (number)</b>		
Central Business District	0.04	
Urban	0.67	1.52
Short rural	1.46	2.71
Long rural		5.55

Table 7.17: SA electricity distributor performance 2017-18 (SA Power Networks)

	SAPN
<b>Customers</b>	
Total number of customers	864 657
Residential customers	767 865
Small non-residential customers	96 792
<b>Customer service</b>	
Total calls received	393 806
Calls answered within 30 seconds (%)	90%
Calls abandoned (%)	3%
<b>Promptness of connection</b>	
New supply addresses connected	11 789
Connections not provided on or before agreed time	215
Compensation paid for failing to provide connections on time	\$60 975
<b>Faulty street lights - Adelaide Business Area Adelaide Metropolitan Area and Major Regional Areas</b>	
Number of reported street light faults	26 589
Occasions where repairs not completed on or before agree date (within five days)	1 022
Compensation paid to customers	\$154 585
<b>Faulty street lights - Country Areas</b>	
Number of reported street light faults	4 356
Occasions where repairs not completed on or before agree date (within ten days)	23
Compensation paid to customers	\$1 950
<b>Timeliness of appointments</b>	
Total number of appointments	29 729
Total number of appointments with customers where a representative of SAPN is more than 15 minutes late	2
Compensation paid to customers	\$50

Table 7.18: Frequency of supply interruptions 2017-18 (SA Power Networks)

	SAPN
<b>System Average Interruption Frequency Index (SAIFI) (number)</b>	
CBD Feeder	0.406
Urban Feeder	1.058
Short Rural Feeder	1.201
Long Rural Feeder	1.479
SAIFI TOTAL	1.142
Number of customers with greater than 9 but less than or equal to 12 interruptions	525
Compensation paid to customers with greater than 9 but less than or equal to 12 interruptions	\$52 500
Number of customers with greater than 12 but less than or equal to 15 interruptions	19
Compensation paid to customers with greater than 12 but less than or equal to 15 interruptions	\$2 850
Number of customers with greater than 15 interruptions	0
Compensation paid to customers with greater than 15 interruptions	\$0
Total amounts paid to customers for frequency of supply interruptions exceeding the threshold amount	\$55 350

Table 7.19: Duration of supply interruptions 2017-18 (SA Power Networks)

	SAPN
<b>System Average Interruption Duration Index (SAIDI) (minutes)</b>	
CBD Feeder	42.6
Urban Feeder	96.1
Short Rural Feeder	155.1
Long Rural Feeder	269.2
SAIDI TOTAL	131.6
Percentage contribution of planned interruptions to state-wide SAIDI	33%
Number of customers who experienced a supply interruption greater than 12 hours but less than or equal to 15 hours	2 898
Compensation paid to customers who experienced a supply interruption greater than 12 hours but less than or equal to 15 hours	\$289 800
Number of customers who experienced a supply interruption greater than 15 hours but less than or equal to 18 hours	2 211
Compensation paid to customers who experienced a supply interruption greater than 15 hours but less than or equal to 18 hours	\$331 650
Number of customers who experienced a supply interruption greater than 18 hours but less than or equal to 24 hours	1 117
Compensation paid to customers who experienced a supply interruption greater than 18 hours but less than or equal to 24 hours	\$223 400
Number of customers who experienced a supply interruption greater than 24 hours but less than 48 hours	460
Compensation paid to customers who experienced a supply interruption greater than 24 hours but less than 48 hours	\$186 300
Number of customers who experienced a supply interruption greater than 48 hours	68
Compensation paid to customers who experienced a supply interruption greater than 48 hours	41 140
Total amounts paid to customers for duration of supply interruptions exceeding the threshold amount	\$1 072 290

Table 7.20: ACT electricity distributor performance 2017-18 (EvoEnergy<sup>98</sup>)

	EvoEnergy
<b>Complaints</b>	
Total complaints received	691
Complaints responded to within 20 business days	690
<b>Planned interruptions</b>	
Number of planned interruptions	1 459
Instances where notice of at least four business days was not provided to customers	29
Instances where supply was not restored within 12 hours of the initial interruption	1
<b>Unplanned interruptions</b>	
Number of unplanned interruptions	2 314
Instances where supply was not restored within 12 hours of the initial interruption	43
<b>Compensation</b>	
Number of customers that received compensation	35
Compensation paid	\$1 970
<b>System Average Interruption Duration Index (SAIDI) (minutes)</b>	
Overall	99.97
Distribution network - planned	57.18
Distribution network - unplanned	37.84
Normalised distribution network - unplanned	31.44
<b>System Average Interruption Frequency Index (SAIFI) (number)</b>	
Overall	0.79
Distribution network - planned	0.21
Distribution network - unplanned	0.56
Normalised distribution network - unplanned	0.49
<b>Customer Average Interruption Duration Index (CAIDI) (minutes)</b>	
Overall	126.72
Distribution network - planned	277.9
Distribution network - unplanned	67.27
Normalised distribution network - unplanned	63.85

98 From 1 January 2018 ActewAGL distribution businesses changed their trading name to EvoEnergy

Table 7.21: New South Wales electricity distributor performance 2017-18

	Ausgrid	Endeavour Energy	Essential Energy
<b>Customers</b>			
Total number of customers	1 727 294	993 503	850 576
Residential customers	1 545 428	909 018	752 524
Small non-residential customers	142 956	78 967	92 971
<b>Complaints</b>			
Total complaints received	4 556	2 613	2 366
Residential (%)	.99	97.5%	88.4%
Small non-residential (%)	-	2.5%	11.6%
<b>Telephone services</b>			
Total calls received	302 646	222 684	244 794
Calls answered within 30 seconds (%)	81.7%	84%	68.6%
Calls abandoned (%)	3.6%	4.2%	8.6%
<b>Promptness of connection</b>			
Connections provided for new and existing premises	98	144 556	202 477
Connections not provided on or before agreed time	0	4	0
Compensation paid for failing to provide connections on time	\$0	\$960	\$0
<b>Faulty street lights</b>			
Number of reported street light faults	19 356	14 323	8 820
Occasions where repairs not completed on or before agreed date	313	1 512	55
Compensation paid to customers	\$2 025	\$4 905	\$825
<b>Planned interruptions</b>			
Number of planned interruptions	3 780	9 358	13 458
Occasions where there was insufficient notice of the interruption	37	62	69
Occasions where the planned interruption was for longer than the time on the notice	-	325	1 217

99 Complaints to Ausgrid could not be distinguished between residential and non-residential customers.

Table 7.22: Tasmania electricity distributor performance 2017-18 (TasNetworks)

	TasNetworks
<b>Complaints</b>	
Total complaints received	581
<b>Planned interruptions</b>	
Number of planned interruptions	2 850
Number of customers not notified of planned interruptions	67
Compensation paid to customer not notified of planned interruptions	\$4 040
<b>Faulty street lights</b>	
Number of reported street light faults	2 062
Occasions where repairs not completed within seven days	908
Compensation paid to customers for repairs not completed within seven days	\$330
<b>New connections and reconnections</b>	
New connections	2 779
New connections completed by scheduled date	2 141
Compensation paid to customers for late connections	\$16 410
Reconnections	25 162
Reconnections completed by scheduled date	25 056
Compensation paid to customers for late reconnections	\$0
<b>System Average Interruption Duration Index (SAIDI) (minutes)</b>	
Average duration of interruptions	345.52
Normalised average duration of interruptions	191.25
Number of timely restoration payments made	26 976
Value of restoration payments made	\$2 901 280
<b>System Average Interruption Frequency Index (SAIFI) (number)</b>	
Average frequency of interruptions	2.06
Normalised average frequency of interruptions	1.64
Number of reliable supply payments made	3 869
Value of reliable supply payments made	\$309 520

## Appendix 7: Methodology

The key inputs into our analysis include:

- average annual electricity and gas consumption levels in each jurisdiction
- retail electricity and gas offers in each distribution or pricing zone
- household disposable income data.

This year we have updated the electricity and gas consumption amounts we use to better reflect the consumption of an average household. We have also applied new income data obtained from the ABS to better target low middle and high income households.<sup>100</sup>

### METHOD

For each jurisdiction we determine electricity and gas consumption levels for an average household (see table 7.23). An average household is a household that uses the average amount of electricity and gas in the relevant state or territory.

We then calculate annual electricity and gas bills based on the energy offer tariffs we collect from retailers and for Victoria from the Essential Services Commission. Our analysis shows the range in annual bills across generally available offers as well as the median standing and median market offers.

We obtain data from the ABS for low middle and high disposable incomes (also table 7.23) to estimate the proportion of disposable income spent on electricity and gas bills (assuming these households were on the median market offer). For our low income households we also show the impact of receiving the relevant energy concessions in that jurisdiction.

### ANNUAL ELECTRICITY AND GAS CONSUMPTION LEVELS

This year we are using updated electricity and gas consumption levels. We have applied these new levels across the 2015–16 2016–17 and 2017–18 years so that we can provide meaningful affordability comparisons between these years.

### ELECTRICITY

In previous years we used consumption benchmarks from a 2014 ACIL Allen survey<sup>101</sup> to calculate electricity consumptions of benchmark low income middle income and high income households.

This year we based our affordability analysis on average actual household electricity consumption for each jurisdiction rather than benchmark low medium and high income households. We used actual electricity consumption data that distribution network businesses in the NEM are required to provide us every year in response to Regulatory Information Notices (RIN) issued by the AER. We acknowledge that there are energy loss factors to take into account but calculations suggest that this is not a significant variation.<sup>102</sup> This data includes the total consumption for residential users as well as total residential customer numbers in each distribution zone.

We use these figures to calculate the average amount of electricity customers used in each jurisdiction. We calculated the ‘national’<sup>103</sup> average electricity consumption by averaging the jurisdictional average consumptions weighted by residential customer numbers.

100 ABS 6523.0—Household income and wealth Australia 2015–16 available at <http://www.abs.gov.au/AUSSTATS/abs@nsf/DetailsPage/6523.02015-16?OpenDocument>.

101 ACIL Allen *Electricity bill benchmarks for residential customers 2014* available at [www.aer.gov.au/retail-markets/retail-guidelines/electricity-bill-benchmarks-for-residential-customers-2014](http://www.aer.gov.au/retail-markets/retail-guidelines/electricity-bill-benchmarks-for-residential-customers-2014).

102 AEMO Loss factors and regional boundaries available at <https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Security-and-reliability/Loss-factor-and-regional-boundaries>.

103 South Australia, New South Wales, Victoria, Queensland, Tasmania and the ACT are included in the national figure.

## GAS

In previous years available data on gas consumption levels was limited and we used an estimate only of 'typical' gas consumption which was informed by various jurisdictional energy regulator reports and St Vincent de Paul's energy price reports.

For 2017–18 we have obtained average gas consumption estimates for each jurisdiction and the national average gas consumption from the 2017 ACIL Allen report.<sup>104</sup>

## COLLECTION OF ENERGY OFFERS

We selected a postcode in each distribution or pricing zone and collected all the generally available offers in that postcode in June 2016 June 2017 and June 2018. We only considered single rate tariffs. We collected offer details from our energy price comparison website Energy Made Easy ([www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)). For Victoria (the only state in our analysis in which the Retail Law had not commenced at 30 June 2018) we collected tariffs from the Victoria Energy Compare website (<https://compare.switchon.vic.gov.au>).

## ESTIMATING ANNUAL ENERGY BILLS

We use the energy consumption levels in table 7.23 to calculate annual electricity and gas bills for each of the offers in the nominated postcode. The bill estimates include key discounts offered by energy retailers (such as discounts for paying on time paying by direct debit and other cash incentives) but do not include discounts for bundling or dual fuel offers. One-off credits and non-cash incentives are also not included. We take seasonal pricing into account when calculating the annual bills but we assume a consistent level of consumption throughout the year. Annual electricity and gas bills are represented by the median market and standing offers in each jurisdiction. We use the median (rather than a simple average) to ensure the analysis is not skewed by a small number of very cheap or very expensive offers.

## ANNUAL HOUSEHOLD DISPOSABLE INCOME

We obtained data on disposable income from the ABS as reported in 2015–16. Disposable household income best represents the remaining income available to households for expenditure on goods and services including electricity and gas bills.

In previous years we used unequivalised household disposable income data from a 2013–14 ABS survey but we consider equivalised<sup>105</sup> data more accurately reflects a household's purchasing power because it takes into account the household's ability to share resources and enables better comparisons between different types of households. We are therefore using the ABS's most recent equivalised disposable income data (from 2015–16). We adjusted the data to 2016–17 and 2017–18 dollars using the Consumer Price Index (see table 7.23).

## LOW INCOME HOUSEHOLDS

In the data we previously used from the ABS low income households in each state and territory were represented by the second and third income deciles. More recent ABS analysis suggests that this approach may have overestimated the economic wellbeing of low income households and unnecessarily excluded some of the most vulnerable households in the lowest income quintile. We are now using an adjusted lowest income quintile to represent low income households which is made up of the lowest two deciles excluding the first and second percentiles.

104 Electricity and gas bill benchmarks for residential customers 2017 are available at [www.aer.gov.au/retail-markets/retail-guidelines-reviews/electricity-and-gas-bill-benchmarks-for-residential-customers-2017](http://www.aer.gov.au/retail-markets/retail-guidelines-reviews/electricity-and-gas-bill-benchmarks-for-residential-customers-2017).

105 An explanation of equivalisation is available under 'key concepts' in ABS 6523.0—Household income and wealth Australia 2015–16 available at <http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/6523.0~2015-16~Main%20Features~Key%20Concepts~3>.



## MIDDLE INCOME HOUSEHOLDS

Previously the middle income households were represented by the third income quintile. For 2017–18 we are representing middle income by the ‘all person’ value (this is the average across all quintiles).

## HIGH INCOME HOUSEHOLDS

High income households continue to be represented by the fifth income quintile.

**Table 7.23 Benchmark income households—summary of annual electricity and gas consumption levels**

Jurisdiction	Annual electricity consumption (kWh) <sup>106</sup>	Annual gas consumption (MJ) <sup>107</sup>	Annual low income disposable income (\$) <sup>108</sup>	Annual middle income disposable income (\$) <sup>109</sup>	Annual high income disposable income (\$) <sup>110</sup>
Queensland	5947	7873	22 891	51 598	98 619
South Australia	5104	17 501	21 527	49 291	95 545
ACT	7009	42 078	30 216	62 832	109 246
NSW	6132	22 855	23 267	58 033	119 645
Tasmania	7982	NA	22 505	44 084	78 796
Victoria	4811	57 064	22 613	53 836	107 781

106 Annual electricity consumption is calculated using actual electricity consumption data that distribution network businesses in the NEM are required to provide us every year in response to Regulatory Information Notices (RIN) issued by the AER.

107 Electricity and gas bill benchmarks for residential customers 2017 are available at [www.aer.gov.au/retail-markets/retail-guidelines-reviews/electricity-and-gas-bill-benchmarks-for-residential-customers-2017](http://www.aer.gov.au/retail-markets/retail-guidelines-reviews/electricity-and-gas-bill-benchmarks-for-residential-customers-2017).

108 ABS disposable income data has been adjusted by CPI for inflation. The original data 6523.0 – Household income and wealth Australia 2015–16 is available at <http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/6523.02015-16?OpenDocument>.

109 ABS disposable income data has been adjusted by CPI for inflation. The original data 6523.0 – Household income and wealth Australia 2015–16 is available at <http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/6523.02015-16?OpenDocument>.

110 ABS disposable income data has been adjusted by CPI for inflation. The original data 6523.0 – Household income and wealth Australia 2015–16 is available at <http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/6523.02015-16?OpenDocument>.

## Appendix 8: Consumption methodology comparison

### INDUSTRY REPORTING OF ELECTRICITY USAGE

To understand how the industry measures electricity usage across different reports we have compiled the following to help demonstrate some differences in the reporting and analysis of billing costs:

Figure 7.1: QLD industry reporting of consumption (kWh per year)

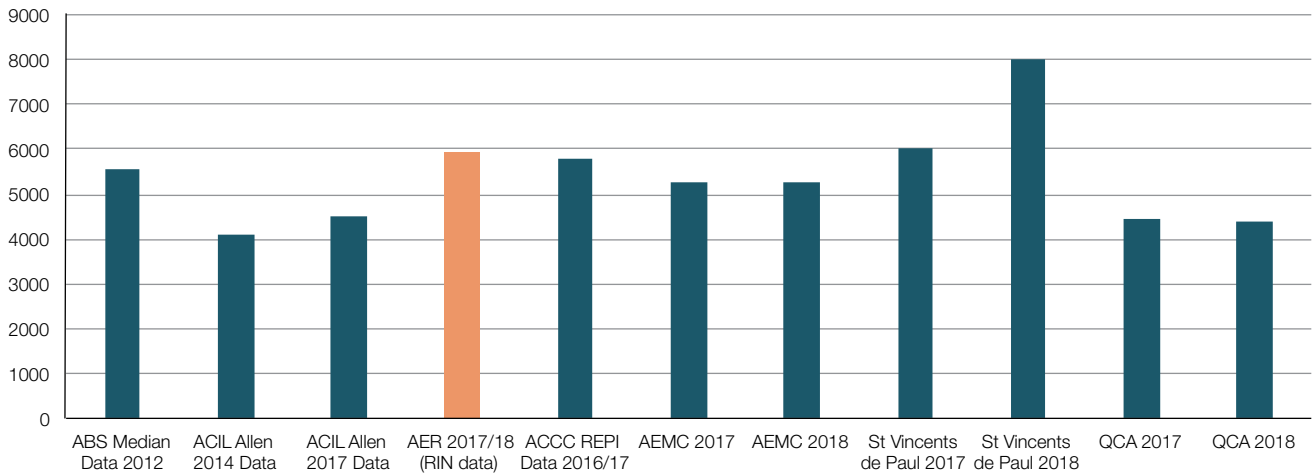
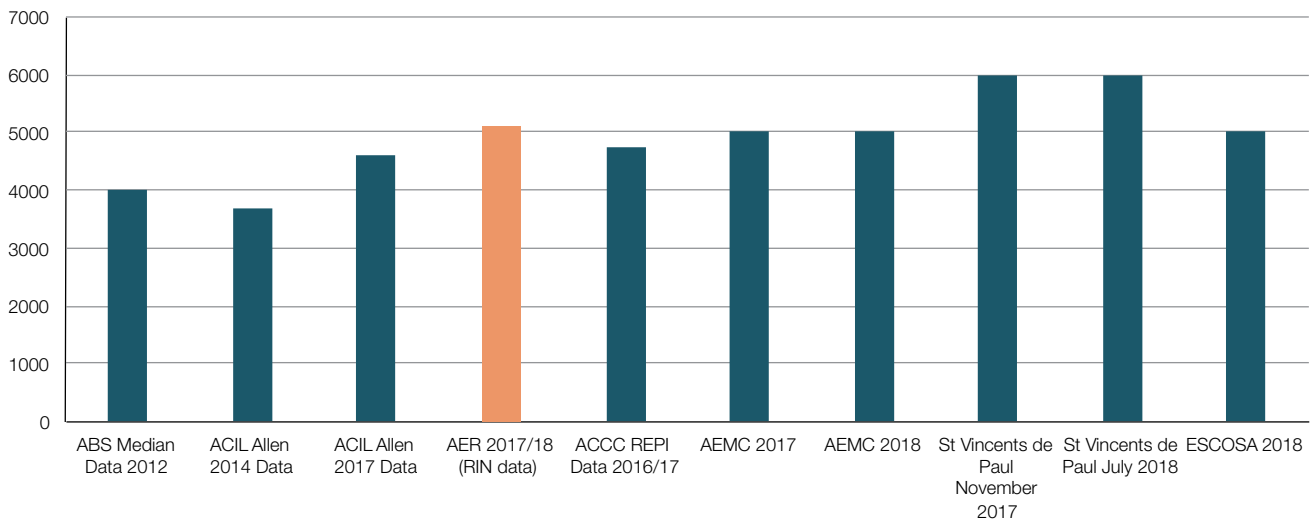
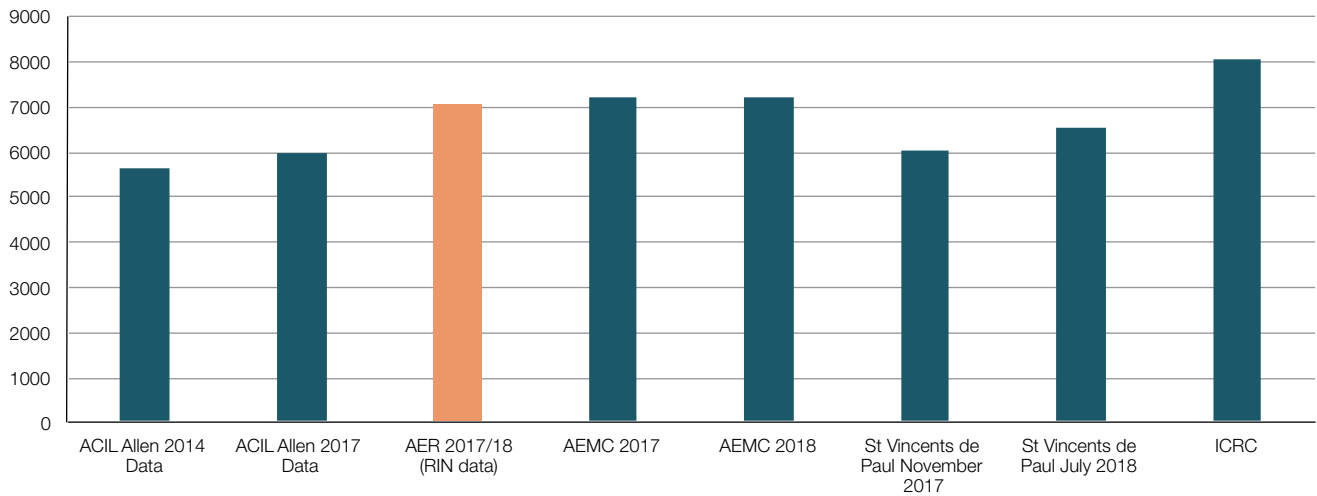


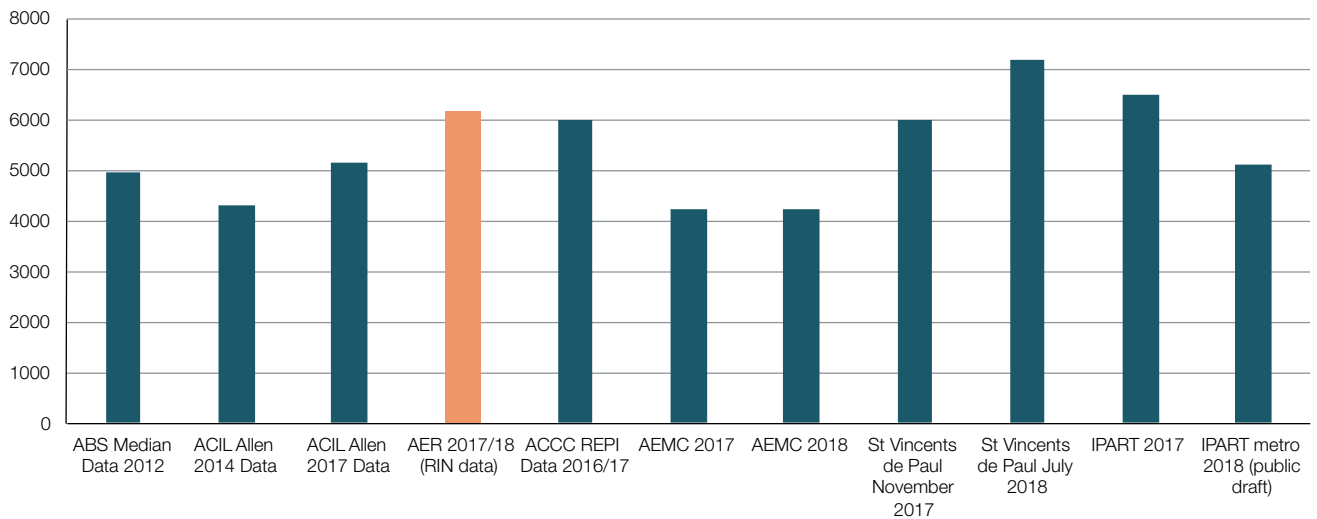
Figure 7.2: SA industry reporting of consumption (kWh per year)



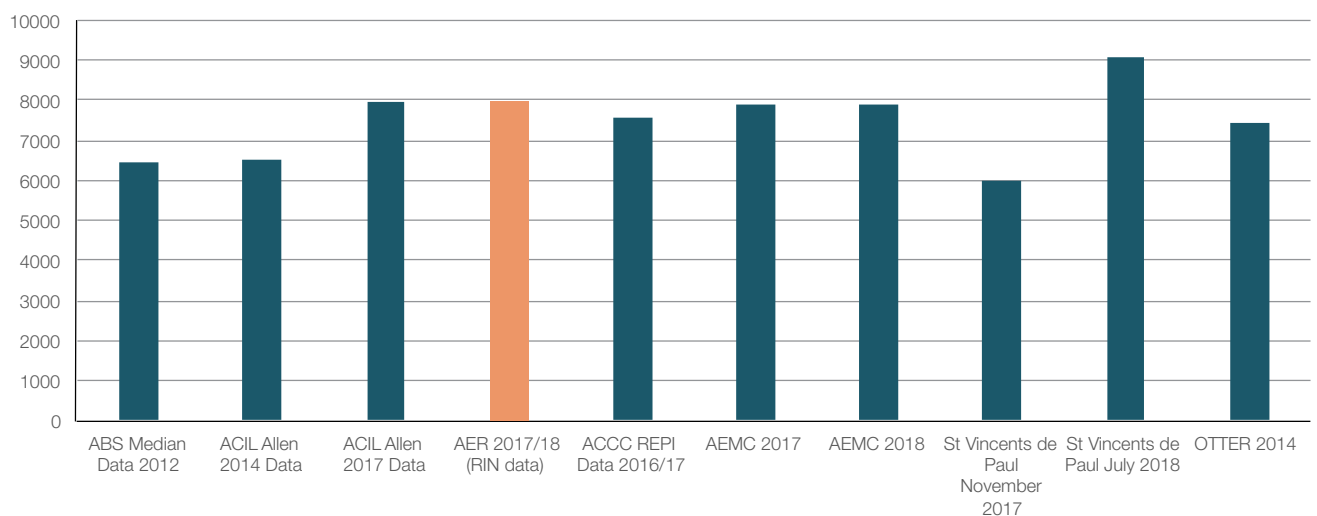
**Figure 7.3: ACT industry reporting of consumption (kWh per year)**



**Figure 7.4: NSW industry reporting of consumption (kWh per year)**



**Figure 7.5: TAS industry reporting of consumption (kWh per year)**



## Appendix 9: Map of electricity distribution zones



## Appendix 10: Map of gas distribution zones

