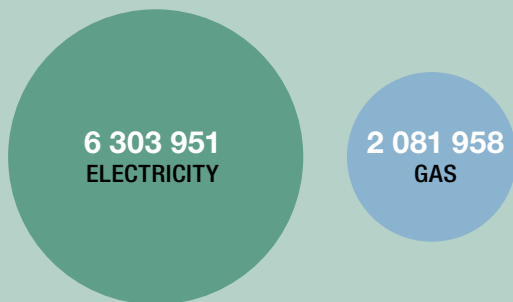


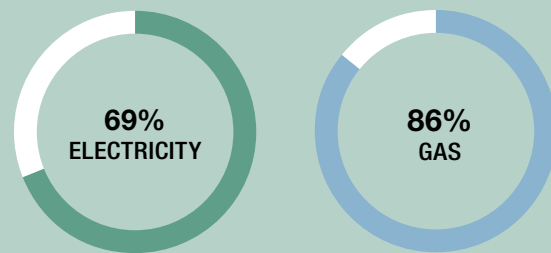
# Key facts 2017–18

## Market overview

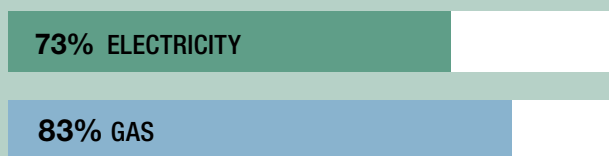
### TOTAL RESIDENTIAL CUSTOMERS



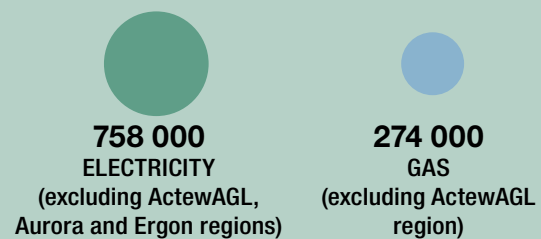
### TIER 1 MARKET SHARE RESIDENTIAL CUSTOMERS



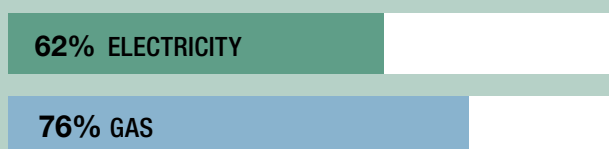
### RESIDENTIAL CUSTOMERS ON MARKET CONTRACTS



### RESIDENTIAL CUSTOMERS ON STANDARD CONTRACTS



### SMALL BUSINESS CUSTOMERS ON MARKET CONTRACTS



44  
ACTIVE  
RETAILERS

4 678  
EME OFFERS

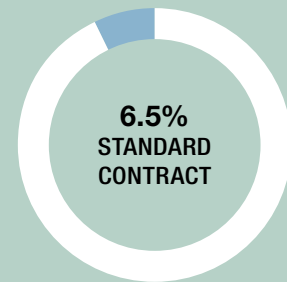
## Affordability (low income households)

### LEAST AFFORDABLE ENERGY (% INCOME SPENT ON ENERGY)

#### ELECTRICITY



#### GAS



### MOST AFFORDABLE ENERGY (% INCOME SPENT ON ENERGY)

#### ELECTRICITY



#### GAS



### LARGEST PRICE RISE

#### ELECTRICITY



MARKET CONTRACT  
ACT



STANDARD CONTRACT  
SOUTH AUSTRALIA

#### GAS



MARKET CONTRACT  
ACT



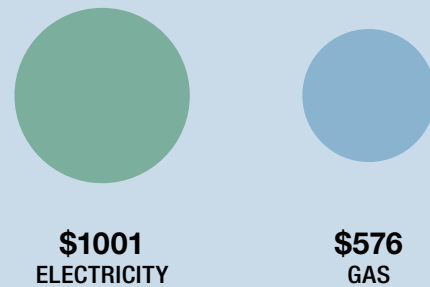
STANDARD CONTRACT  
SOUTH AUSTRALIA

## Payment difficulties and hardship

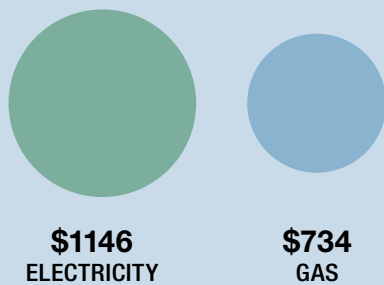
### CUSTOMERS IN DEBT (NON HARDSHIP)



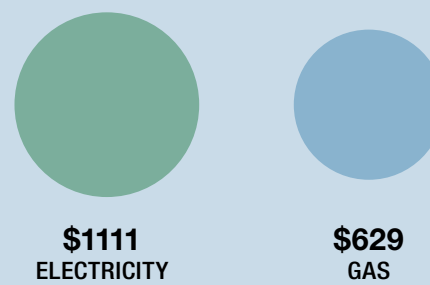
### AVERAGE DEBT (NON HARDSHIP)



### DEBT ON ENTRY TO HARDSHIP PROGRAM



### AVERAGE HARDSHIP DEBT



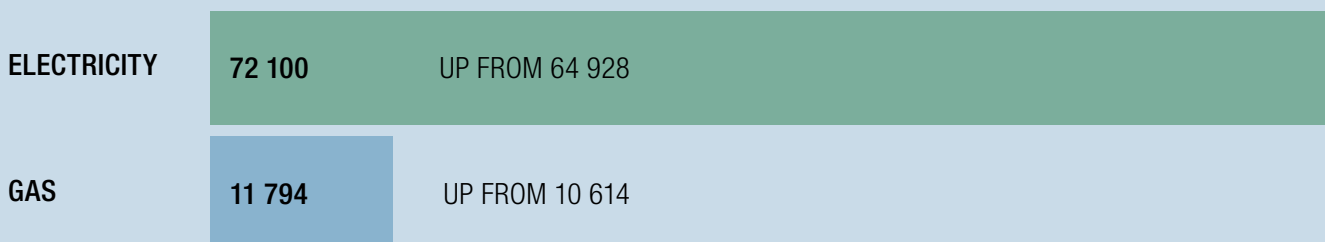
### CUSTOMERS ON HARDSHIP PROGRAMS

**1.1%** ELECTRICITY  
**0.7%** GAS

### RATE OF HARDSHIP PROGRAM SUCCESS

**22%** ELECTRICITY  
**17%** GAS

### RESIDENTIAL DISCONNECTIONS



## Retailer customer service

---

### AVERAGE CALL WAITING TIME



**44**  
SECONDS

### COMPLAINTS

**3.2%**  
OF CUSTOMERS  
COMPLAIN

---

### COMPLIANCE

**\$340 000**

**PENALTIES PAID**

**17**

**INFRINGEMENT  
NOTICES**

**9**

**RETAILERS  
AUDITED**

**16**

**HARDSHIP POLICIES  
REVIEWED**

**2**

**COMPLIANCE  
CHECKS**