

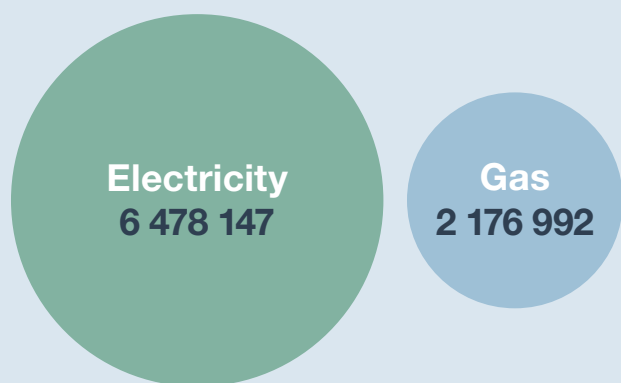
Key facts 2018-19

Market overview



Residential

TOTAL NUMBER OF CUSTOMERS



TIER 1 MARKET SHARE



PROPORTION OF MARKET CONTRACTS



Small business

TOTAL NUMBER OF CUSTOMERS



TIER 1 MARKET SHARE



PROPORTION OF MARKET CONTRACTS





Payment difficulties and hardship

CUSTOMERS IN DEBT (NON-HARDSHIP)



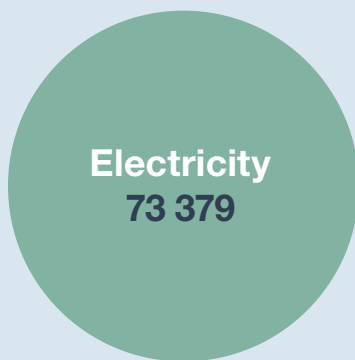
150 127
customers in debt

AVERAGE DEBT (NON-HARDSHIP CUSTOMERS)

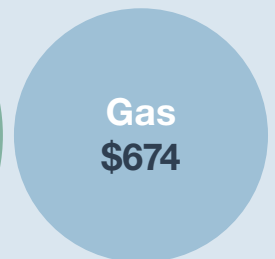
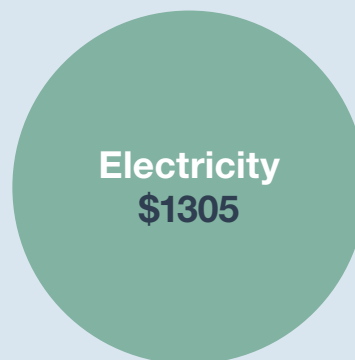


\$792
average debt

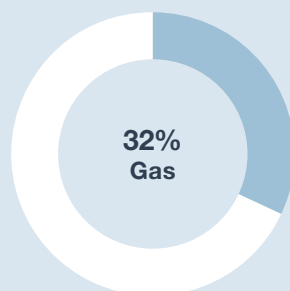
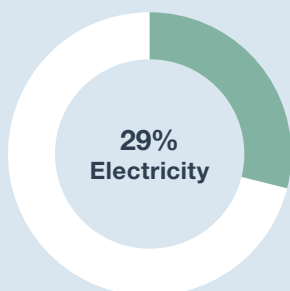
CUSTOMERS ON HARDSHIP PROGRAMS



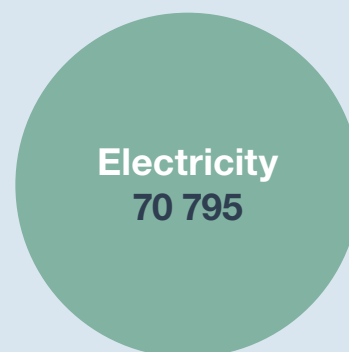
AVERAGE DEBT (HARDSHIP CUSTOMERS)



RATE OF HARDSHIP PROGRAM SUCCESS



DISCONNECTIONS



Customer service

AVERAGE WAITING TIME



52
Seconds

COMPLAINTS



2.9%
of customers
complain

Compliance



\$320 000
Penalties paid



16
Infringement
notices



5
Compliance
audits



49
Improved
hardship
policies
submitted

Price update

% CHANGE IN ANNUAL RESIDENTIAL BILL COSTS JUNE 2019 TO SEPTEMBER 2019



Electricity

● Median market offers ● Median standing offers



Gas

● Median market offers ● Median standing offers

