

Retailer report cards

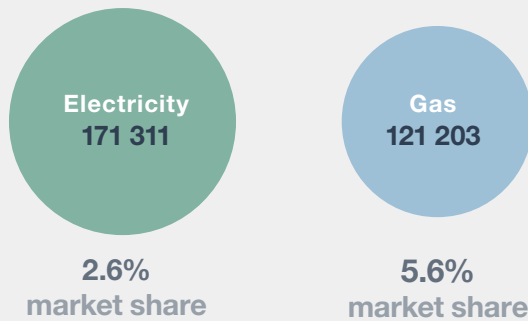
6



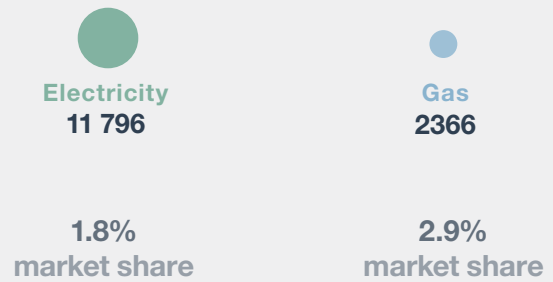
National customer numbers



RESIDENTIAL



SMALL BUSINESS



Customer service

AVERAGE CALL WAIT TIME



176

Seconds

NATIONAL AVERAGE
52 SECONDS

COMPLAINTS



0.6%

of customers complained

NATIONAL AVERAGE
2.9% OF CUSTOMERS



Residential customer debt (non-hardship)



5.2%

of customers in debt

NATIONAL AVERAGE 2.3%



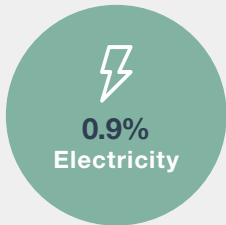
\$782

average energy debt

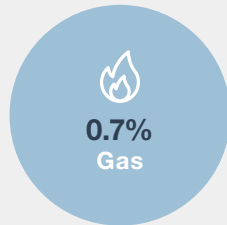
NATIONAL AVERAGE \$792

Hardship

RESIDENTIAL CUSTOMERS ON HARDSHIP

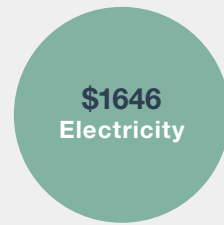


National average
1.1%



National average
0.6%

AVERAGE CUSTOMER DEBT ON ENTRY

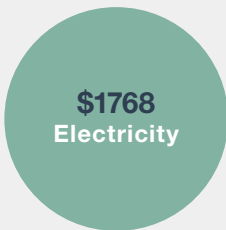


National average
\$1250



National average
\$666

AVERAGE DEBT OF HARDSHIP PARTICIPANTS

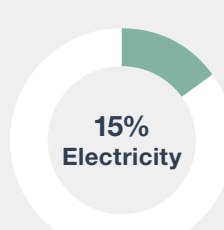


National average
\$1305

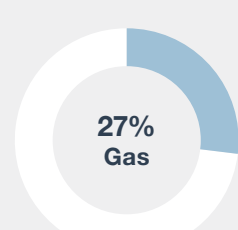


National average
\$674

RATE OF SUCCESS



National average
29%



National average
32%

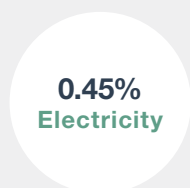
HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

78% Electricity
National average 47%

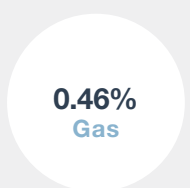
52% Gas
National average 48%

Disconnections

RESIDENTIAL

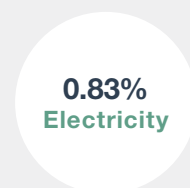


National average
1.09%

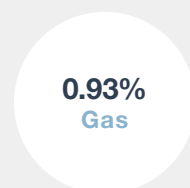


National average
0.48%

SMALL BUSINESS



National average
0.88%



National average
0.62%

National customer numbers



RESIDENTIAL



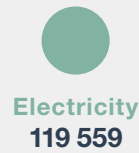
21%
market share



38%
market share



SMALL BUSINESS



18%
market share



28%
market share

Customer service

AVERAGE CALL WAIT TIME



17

Seconds

NATIONAL AVERAGE
52 SECONDS

COMPLAINTS



4.6%

of customers complained

NATIONAL AVERAGE
2.9% OF CUSTOMERS



Residential customer debt (non-hardship)



3.6%

of customers in debt

NATIONAL AVERAGE 2.3%



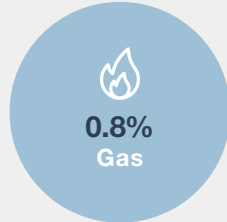
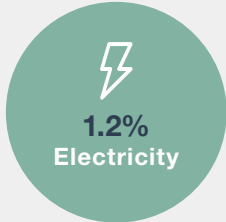
\$910

average energy debt

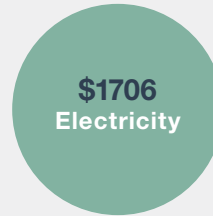
NATIONAL AVERAGE \$792

Hardship

RESIDENTIAL CUSTOMERS ON HARDSHIP



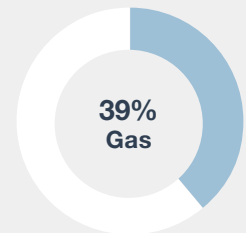
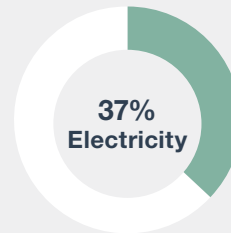
AVERAGE CUSTOMER DEBT ON ENTRY



AVERAGE DEBT OF HARDSHIP PARTICIPANTS



RATE OF SUCCESS

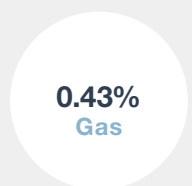
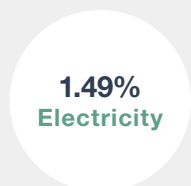


HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

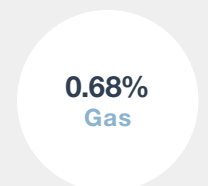
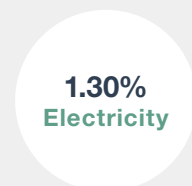


Disconnections

RESIDENTIAL



SMALL BUSINESS



Alinta Energy

QLD, NSW, ACT & SA

National customer numbers



RESIDENTIAL



4.9%
market share



2.2%
market share



SMALL BUSINESS



4.2%
market share



0.1%
market share

Customer service

AVERAGE CALL WAIT TIME



24

Seconds

NATIONAL AVERAGE
52 SECONDS

COMPLAINTS



2.4%

of customers complained

NATIONAL AVERAGE
2.9% OF CUSTOMERS



Residential customer debt (non-hardship)



1.5%

of customers in debt

NATIONAL AVERAGE 2.3%



\$1035

average energy debt

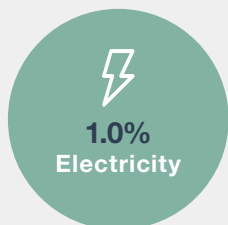
NATIONAL AVERAGE \$792

Alinta Energy

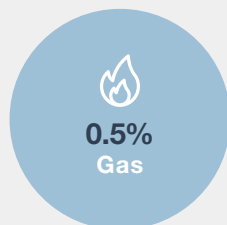
QLD, NSW, ACT & SA

Hardship

RESIDENTIAL CUSTOMERS ON HARDSHIP



National average
1.1%

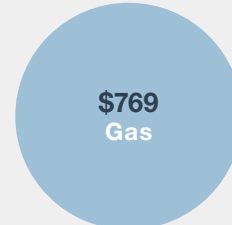


National average
0.6%

AVERAGE CUSTOMER DEBT ON ENTRY



National average
\$1250



National average
\$666

AVERAGE DEBT OF HARDSHIP PARTICIPANTS

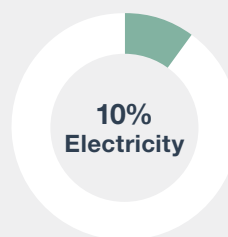


National average
\$1305

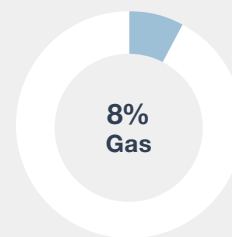


National average
\$674

RATE OF SUCCESS



National average
29%



National average
32%

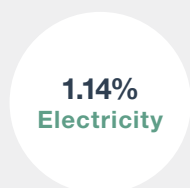
HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

76% Electricity
National average 47%

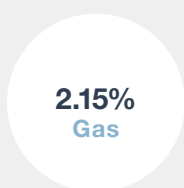
54% Gas
National average 48%

Disconnections

RESIDENTIAL

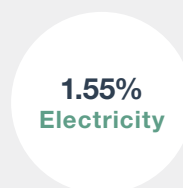


National average
1.09%

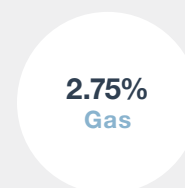


National average
0.48%

SMALL BUSINESS



National average
0.88%



National average
0.62%

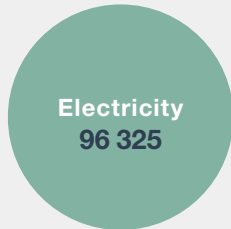
amaysim Energy

QLD, NSW & SA

National customer numbers



RESIDENTIAL



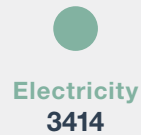
1.5%
market share



1.0%
market share



SMALL BUSINESS



0.5%
market share



0.4%
market share

Customer service

AVERAGE CALL WAIT TIME



33

Seconds

NATIONAL AVERAGE
52 SECONDS

COMPLAINTS



2.4%

of customers complained

NATIONAL AVERAGE
2.9% OF CUSTOMERS



Residential customer debt (non-hardship)



2.8%

of customers in debt

NATIONAL AVERAGE 2.3%



\$951

average energy debt

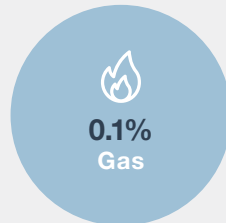
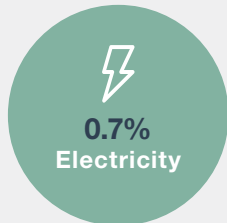
NATIONAL AVERAGE \$792

amaysim Energy

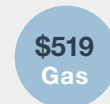
QLD, NSW & SA

Hardship

RESIDENTIAL CUSTOMERS ON HARDSHIP



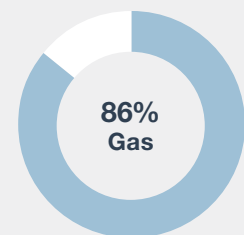
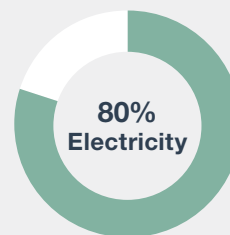
AVERAGE CUSTOMER DEBT ON ENTRY



AVERAGE DEBT OF HARDSHIP PARTICIPANTS



RATE OF SUCCESS

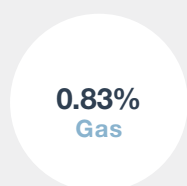
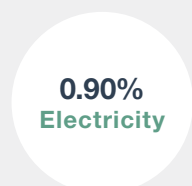


HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

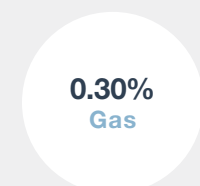
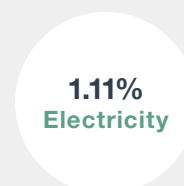


Disconnections

RESIDENTIAL



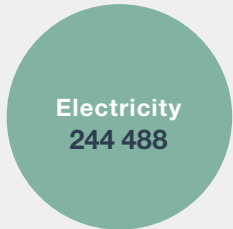
SMALL BUSINESS



National customer numbers



RESIDENTIAL



3.8%
market share



SMALL BUSINESS



5.4%
market share

Customer service

AVERAGE CALL WAIT TIME



24

Seconds

NATIONAL AVERAGE
52 SECONDS

COMPLAINTS



7.3%

of customers complained

NATIONAL AVERAGE
2.9% OF CUSTOMERS



Residential customer debt (non-hardship)



1.8%

of customers in debt

NATIONAL AVERAGE 2.3%



\$892

average energy debt

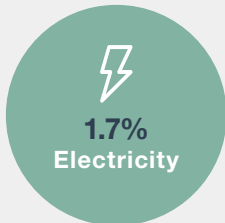
NATIONAL AVERAGE \$792

Aurora Energy

TAS

Hardship

RESIDENTIAL CUSTOMERS ON HARDSHIP



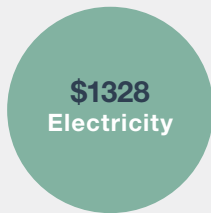
National average
1.1%

AVERAGE CUSTOMER DEBT ON ENTRY



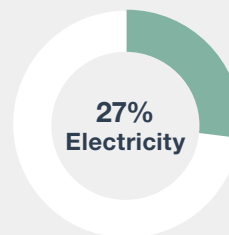
National average
\$1250

AVERAGE DEBT OF HARDSHIP PARTICIPANTS



National average
\$1305

RATE OF SUCCESS



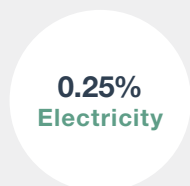
National average
29%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

2% Electricity
National average 47%

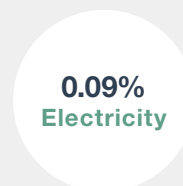
Disconnections

RESIDENTIAL



National average
1.09%

SMALL BUSINESS

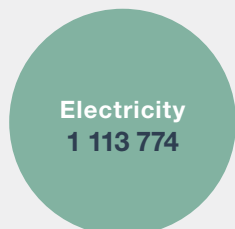


National average
0.88%

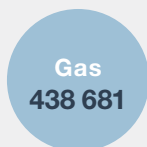
National customer numbers



RESIDENTIAL



17%
market share



20%
market share



SMALL BUSINESS



15%
market share



Gas
8335

10%
market share

Customer service

AVERAGE CALL WAIT TIME



65

Seconds

NATIONAL AVERAGE
52 SECONDS

COMPLAINTS



1.8%

of customers complained

NATIONAL AVERAGE
2.9% OF CUSTOMERS



Residential customer debt (non-hardship)



1.2%

of customers in debt

NATIONAL AVERAGE 2.3%



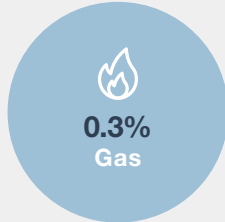
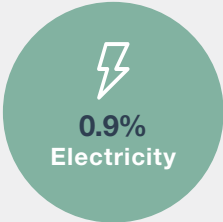
\$1010

average energy debt

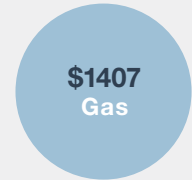
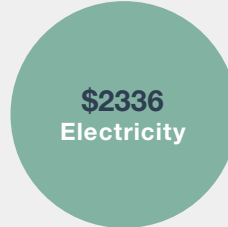
NATIONAL AVERAGE \$792

Hardship

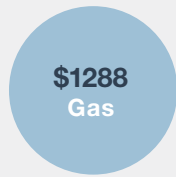
RESIDENTIAL CUSTOMERS ON HARDSHIP



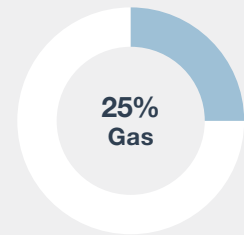
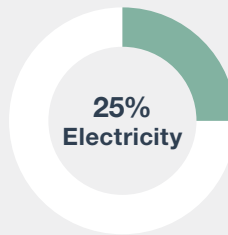
AVERAGE CUSTOMER DEBT ON ENTRY



AVERAGE DEBT OF HARDSHIP PARTICIPANTS



RATE OF SUCCESS

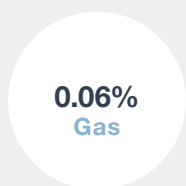


HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

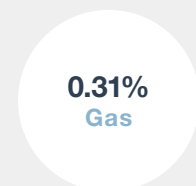
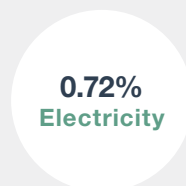


Disconnections

RESIDENTIAL



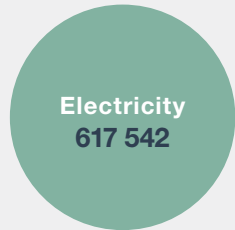
SMALL BUSINESS



National customer numbers



RESIDENTIAL



9.5%
market share



SMALL BUSINESS



13%
market share

Customer service

AVERAGE CALL WAIT TIME



190

Seconds

NATIONAL AVERAGE
52 SECONDS

COMPLAINTS



0.5%

of customers complained

NATIONAL AVERAGE
2.9% OF CUSTOMERS



Residential customer debt (non-hardship)



1.5%

of customers in debt

NATIONAL AVERAGE 2.3%



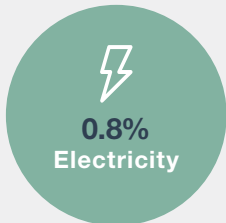
\$608

average energy debt

NATIONAL AVERAGE \$792

Hardship

RESIDENTIAL CUSTOMERS ON HARDSHIP



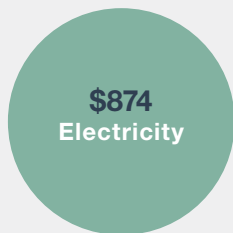
National average
1.1%

AVERAGE CUSTOMER DEBT ON ENTRY



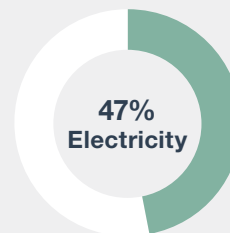
National average
\$1250

AVERAGE DEBT OF HARDSHIP PARTICIPANTS



National average
\$1305

RATE OF SUCCESS



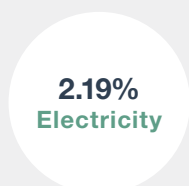
National average
29%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS



Disconnections

RESIDENTIAL



National average
1.09%

SMALL BUSINESS



National average
0.88%

Origin Energy

QLD, NSW, ACT & SA

National customer numbers



RESIDENTIAL



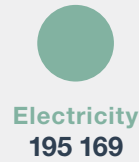
27%
market share



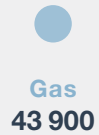
27%
market share



SMALL BUSINESS



29%
market share



54%
market share

Customer service

AVERAGE CALL WAIT TIME



76

Seconds

NATIONAL AVERAGE
52 SECONDS

COMPLAINTS



2.4%

of customers complained

NATIONAL AVERAGE
2.9% OF CUSTOMERS



Residential customer debt (non-hardship)



2.3%

of customers in debt

NATIONAL AVERAGE 2.3%



\$589

average energy debt

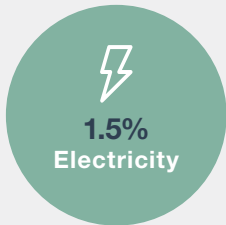
NATIONAL AVERAGE \$792

Origin Energy

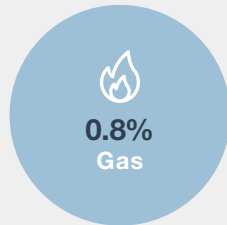
QLD, NSW, ACT & SA

Hardship

RESIDENTIAL CUSTOMERS ON HARDSHIP



National average
1.1%

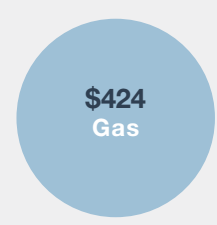


National average
0.6%

AVERAGE CUSTOMER DEBT ON ENTRY



National average
\$1250



National average
\$666

AVERAGE DEBT OF HARDSHIP PARTICIPANTS

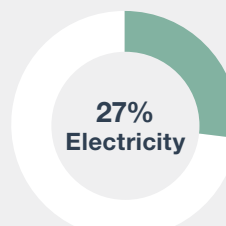


National average
\$1305

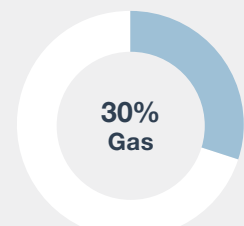


National average
\$674

RATE OF SUCCESS



National average
29%



National average
32%

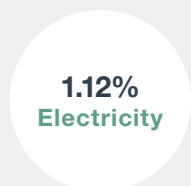
HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

35% Electricity
National average 47%

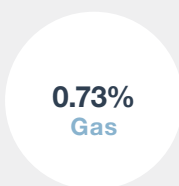
28% Gas
National average 48%

Disconnections

RESIDENTIAL

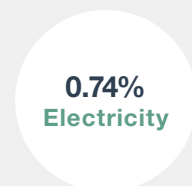


National average
1.09%

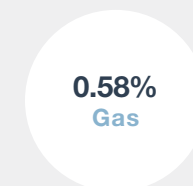


National average
0.48%

SMALL BUSINESS



National average
0.88%



National average
0.62%

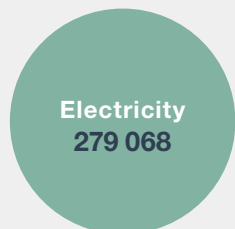
Red Energy

QLD, NSW, ACT & SA

National customer numbers



RESIDENTIAL



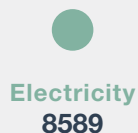
4.3%
market share



2.6%
market share



SMALL BUSINESS



1.3%
market share



0.1%
market share

Customer service

AVERAGE CALL WAIT TIME



33

Seconds

NATIONAL AVERAGE
52 SECONDS

COMPLAINTS



5.4%

of customers complained

NATIONAL AVERAGE
2.9% OF CUSTOMERS



Residential customer debt (non-hardship)



1.6%

of customers in debt

NATIONAL AVERAGE 2.3%



\$424

average energy debt

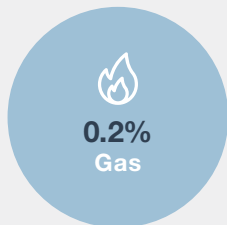
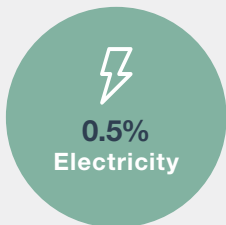
NATIONAL AVERAGE \$792

Red Energy

QLD, NSW, ACT & SA

Hardship

RESIDENTIAL CUSTOMERS ON HARDSHIP



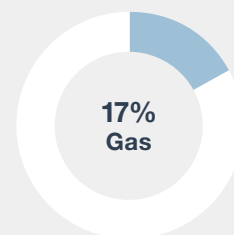
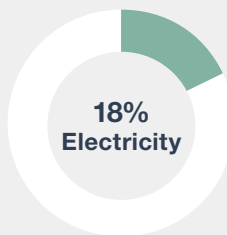
AVERAGE CUSTOMER DEBT ON ENTRY



AVERAGE DEBT OF HARDSHIP PARTICIPANTS



RATE OF SUCCESS

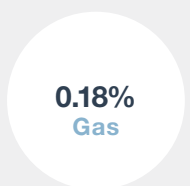
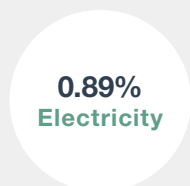


HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

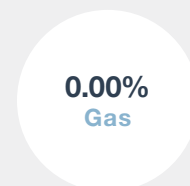
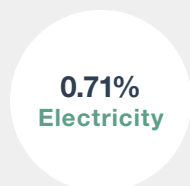


Disconnections

RESIDENTIAL



SMALL BUSINESS



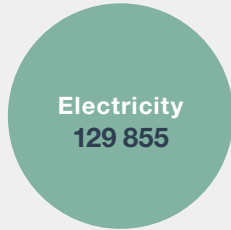
Simply Energy

QLD, NSW, ACT & SA

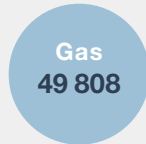
National customer numbers



RESIDENTIAL



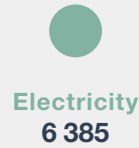
2.0%
market share



2.3%
market share



SMALL BUSINESS



1.0%
market share



0.4%
market share

Customer service

AVERAGE CALL WAIT TIME



43

Seconds

NATIONAL AVERAGE
52 SECONDS

COMPLAINTS



7.1%

of customers complained

NATIONAL AVERAGE
2.9% OF CUSTOMERS



Residential customer debt (non-hardship)



3.5%

of customers in debt

NATIONAL AVERAGE 2.3%



\$711

average energy debt

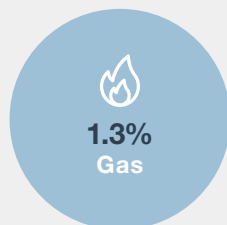
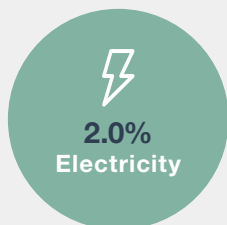
NATIONAL AVERAGE \$792

Simply Energy

QLD, NSW, ACT & SA

Hardship

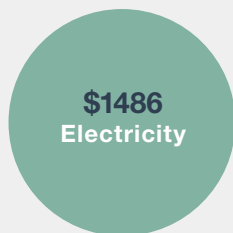
RESIDENTIAL CUSTOMERS ON HARDSHIP



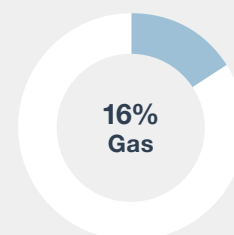
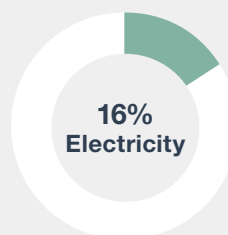
AVERAGE CUSTOMER DEBT ON ENTRY



AVERAGE DEBT OF HARDSHIP PARTICIPANTS



RATE OF SUCCESS

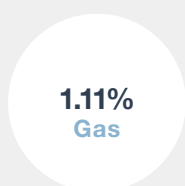
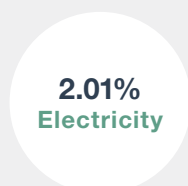


HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS



Disconnections

RESIDENTIAL



SMALL BUSINESS

