

Annual retail markets report 2019–20

Retailer report cards

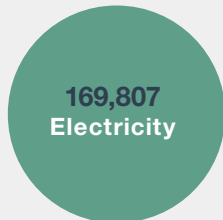
November 2020

National customer numbers

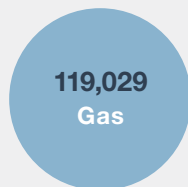
as at 30 June 2020



RESIDENTIAL



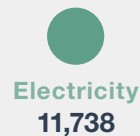
3%
market share



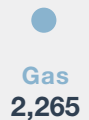
5%
market share



SMALL BUSINESS



2%
market share



3%
market share

Customer service

ANNUAL AVERAGE CALL WAIT TIME



87

Seconds

National average
100 seconds

ANNUAL COMPLAINTS



0.7%

of customers complained

National average
2.0% of customers



Residential customer debt (excludes hardship customers)

as at 30 June 2020



4.2%

of customers in debt

National average 2.6%



\$718

average energy debt

National average \$908



Residential payment plans

as at 30 June 2020



Electricity

905

0.5% of customers

National average 1.2%



Gas

479

0.4% of customers

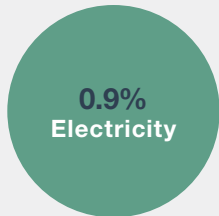
National average 0.7%



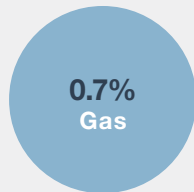
Hardship

as at 30 June 2020

RESIDENTIAL CUSTOMERS ON HARDSHIP

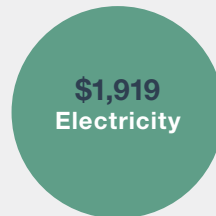


National average
1.1%

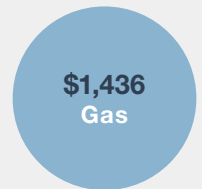


National average
0.7%

AVERAGE CUSTOMER DEBT ON ENTRY

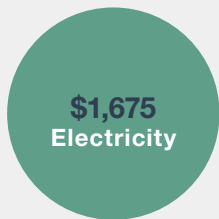


National average
\$1,318

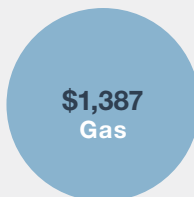


National average
\$669

AVERAGE DEBT OF HARDSHIP PARTICIPANTS

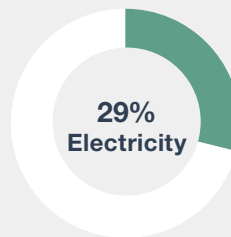


National average
\$1,371

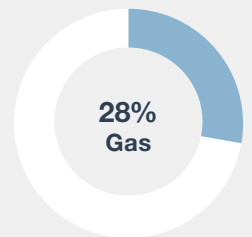


National average
\$645

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
32%



National average
28%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

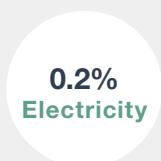
82% Electricity
National average 47%

63% Gas
National average 48%

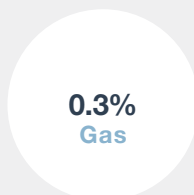
Annual disconnections



RESIDENTIAL



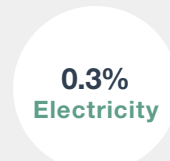
National average
0.7%



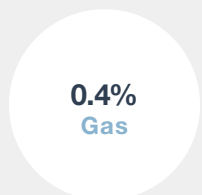
National average
0.3%



SMALL BUSINESS



National average
0.4%



National average
0.5%

National customer numbers

as at 30 June 2020



RESIDENTIAL



21%
market share



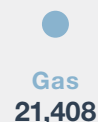
37%
market share



SMALL BUSINESS



20%
market share



26%
market share

Customer service

ANNUAL AVERAGE CALL WAIT TIME



34

Seconds

National average
100 seconds

ANNUAL COMPLAINTS



2.7%

of customers complained

National average
2.0% of customers



Residential customer debt (excludes hardship customers)

as at 30 June 2020



3.6%

of customers in debt

National average 2.6%



\$1,104

average energy debt

National average \$908



Residential payment plans

as at 30 June 2020



Electricity

16,599

1.2% of customers

National average 1.2%



Gas

3,857

0.5% of customers

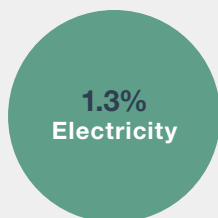
National average 0.7%



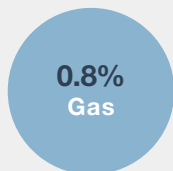
Hardship

as at 30 June 2020

RESIDENTIAL CUSTOMERS ON HARDSHIP



National average
1.1%



National average
0.7%

AVERAGE CUSTOMER DEBT ON ENTRY



National average
\$1,318

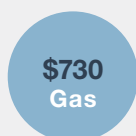


National average
\$669

AVERAGE DEBT OF HARDSHIP PARTICIPANTS

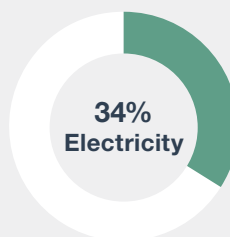


National average
\$1,371

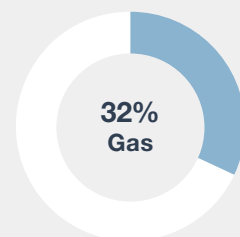


National average
\$645

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
32%



National average
28%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

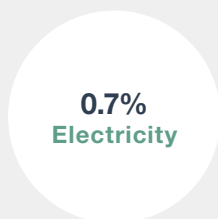
78% Electricity
National average 47%

63% Gas
National average 48%

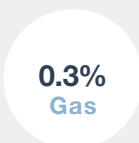
Annual disconnections



RESIDENTIAL



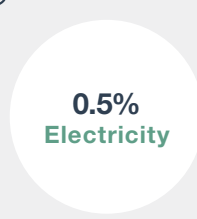
National average
0.7%



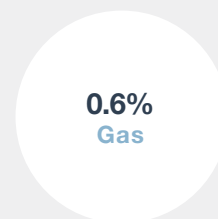
National average
0.3%



SMALL BUSINESS



National average
0.4%



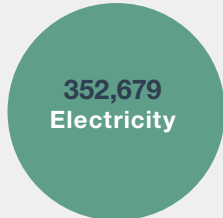
National average
0.5%

National customer numbers

as at 30 June 2020



RESIDENTIAL



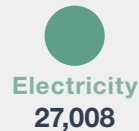
5%
market share



2%
market share



SMALL BUSINESS



4%
market share



0.1%
market share

Customer service

ANNUAL AVERAGE CALL WAIT TIME



37

Seconds

National average
100 seconds

ANNUAL COMPLAINTS



3.6%

of customers complained

National average
2.0% of customers



Residential customer debt (excludes hardship customers)

as at 30 June 2020



0.7%

of customers in debt

National average 2.6%



\$1,025

average energy debt

National average \$908



Residential payment plans

as at 30 June 2020



Electricity

2,084

0.6% of customers

National average 1.2%



Gas

220

0.4% of customers

National average 0.7%

Alinta Energy

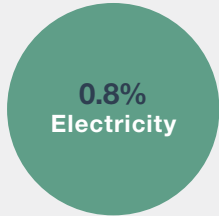
QLD, NSW, ACT & SA



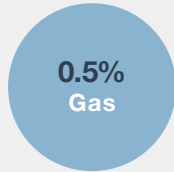
Hardship

as at 30 June 2020

RESIDENTIAL CUSTOMERS ON HARDSHIP

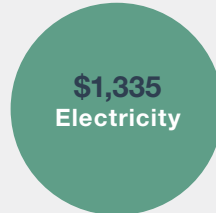


National average
1.1%



National average
0.7%

AVERAGE CUSTOMER DEBT ON ENTRY

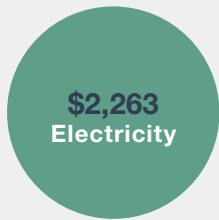


National average
\$1,318



National average
\$669

AVERAGE DEBT OF HARDSHIP PARTICIPANTS

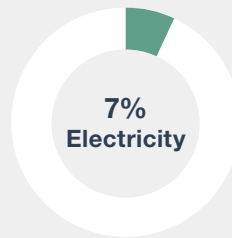


National average
\$1,371

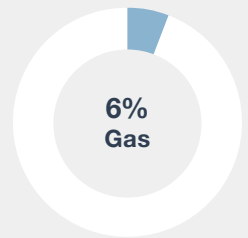


National average
\$645

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
32%



National average
28%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

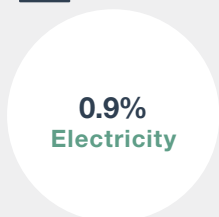
43% Electricity
National average 47%

34% Gas
National average 48%

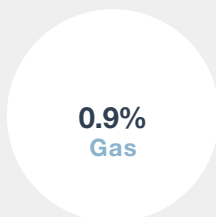
Annual disconnections



RESIDENTIAL



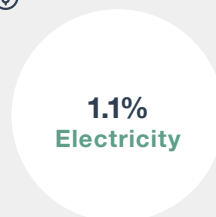
National average
0.7%



National average
0.3%



SMALL BUSINESS



National average
0.4%



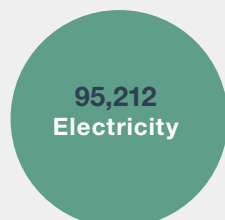
National average
0.5%

National customer numbers

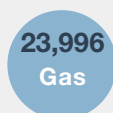
as at 30 June 2020



RESIDENTIAL



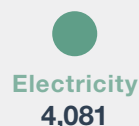
1.4%
market share



1.1%
market share



SMALL BUSINESS



0.6%
market share



0.5%
market share

Customer service

ANNUAL AVERAGE CALL WAIT TIME



32

Seconds

National average
100 seconds

ANNUAL COMPLAINTS



1.2%

of customers complained

National average
2.0% of customers



Residential customer debt (excludes hardship customers)

as at 30 June 2020



3.1%

of customers in debt

National average 2.6%



\$993

average energy debt

National average \$908



Residential payment plans

as at 30 June 2020



Electricity

524

0.6% of customers

National average 1.2%



Gas

57

0.2% of customers

National average 0.7%

amaysim Energy

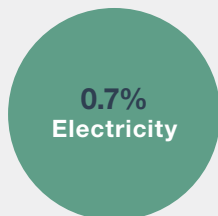
QLD, NSW & SA



Hardship

as at 30 June 2020

RESIDENTIAL CUSTOMERS ON HARDSHIP



National average
1.1%



National average
0.7%

AVERAGE CUSTOMER DEBT ON ENTRY



National average
\$1,318

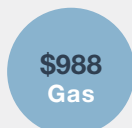


National average
\$669

AVERAGE DEBT OF HARDSHIP PARTICIPANTS

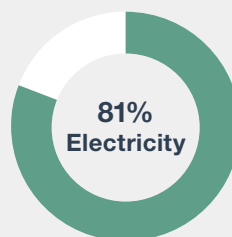


National average
\$1,371

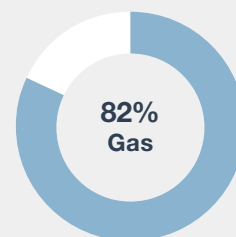


National average
\$645

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
32%



National average
28%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

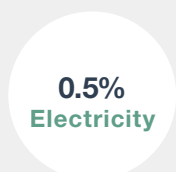
49% Electricity
National average 47%

40% Gas
National average 48%

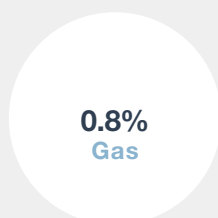
Annual disconnections



RESIDENTIAL



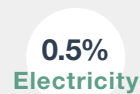
National average
0.7%



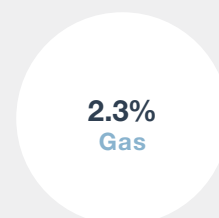
National average
0.3%



SMALL BUSINESS



National average
0.4%



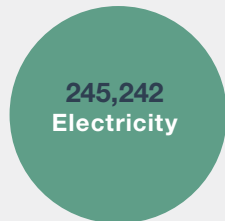
National average
0.5%

National customer numbers

as at 30 June 2020



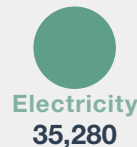
RESIDENTIAL



4%
market share



SMALL BUSINESS



5%
market share

Customer service

ANNUAL AVERAGE CALL WAIT TIME



70

Seconds

National average
100 seconds

ANNUAL COMPLAINTS



4.3%

of customers complained

National average
2.0% of customers



Residential customer debt (excludes hardship customers)

as at 30 June 2020



3.1%

of customers in debt

National average 2.6%



\$889

average energy debt

National average \$908



Residential payment plans

as at 30 June 2020



Electricity

2614

1.1% of customers

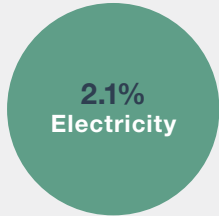
National average 1.2%



Hardship

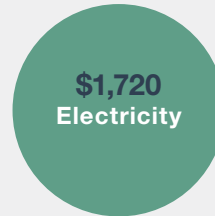
as at 30 June 2020

RESIDENTIAL CUSTOMERS ON HARDSHIP



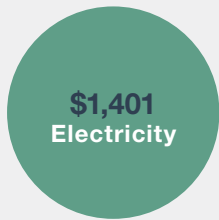
National average
1.1%

AVERAGE CUSTOMER DEBT ON ENTRY



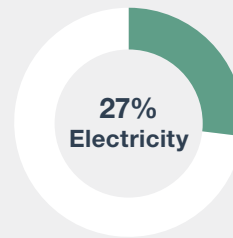
National average
\$1,318

AVERAGE DEBT OF HARDSHIP PARTICIPANTS



National average
\$1,371

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
32%

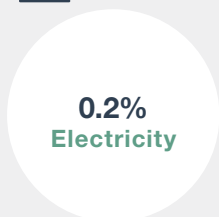
HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

3% Electricity
National average 47%

Annual disconnections



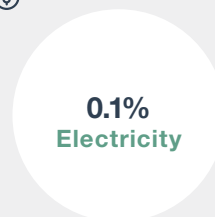
RESIDENTIAL



National average
0.7%



SMALL BUSINESS



National average
0.4%

National customer numbers

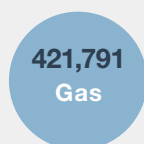
as at 30 June 2020



RESIDENTIAL



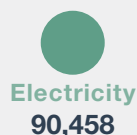
16%
market share



19%
market share



SMALL BUSINESS



14%
market share



9%
market share

Customer service

ANNUAL AVERAGE CALL WAIT TIME



101

Seconds

National average
100 seconds

ANNUAL COMPLAINTS



1.6%

of customers complained

National average
2.0% of customers



Residential customer debt (excludes hardship customers)

as at 30 June 2020



1.5%

of customers in debt

National average 2.6%



\$1,298

average energy debt

National average \$908



Residential payment plans

as at 30 June 2020



Electricity

17,027

1.6% of customers

National average 1.2%



Gas

5,275

1.3% of customers

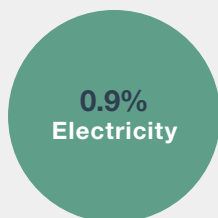
National average 0.7%



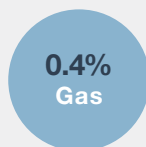
Hardship

as at 30 June 2020

RESIDENTIAL CUSTOMERS ON HARDSHIP

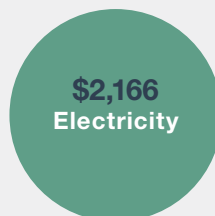


National average
1.1%



National average
0.7%

AVERAGE CUSTOMER DEBT ON ENTRY

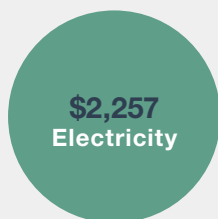


National average
\$1,318



National average
\$669

AVERAGE DEBT OF HARDSHIP PARTICIPANTS

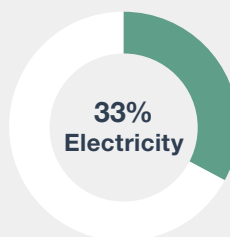


National average
\$1,371

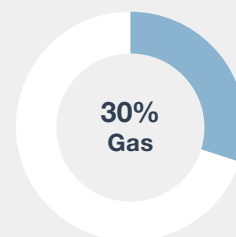


National average
\$645

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
32%



National average
28%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

52% Electricity
National average 47%

48% Gas
National average 48%

Annual disconnections



RESIDENTIAL

0.0%
Electricity

National average
0.7%

0.0%
Gas

National average
0.3%



SMALL BUSINESS

0.2%
Electricity

National average
0.4%

0.4%
Gas

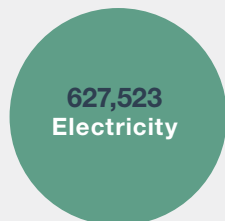
National average
0.5%

National customer numbers

as at 30 June 2020



RESIDENTIAL



10%
market share



SMALL BUSINESS



13%
market share

Customer service

ANNUAL AVERAGE CALL WAIT TIME



158

Seconds

National average
100 seconds

ANNUAL COMPLAINTS



0.5%

of customers complained

National average
2.0% of customers



Residential customer debt (excludes hardship customers)

as at 30 June 2020



1.6%

of customers in debt

National average 2.6%



\$647

average energy debt

National average \$908



Residential payment plans

as at 30 June 2020



Electricity

13,153

2.1% of customers

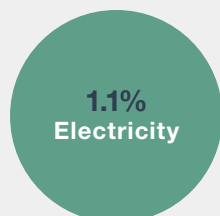
National average 1.2%



Hardship

as at 30 June 2020

RESIDENTIAL CUSTOMERS ON HARDSHIP



National average
1.1%

AVERAGE CUSTOMER DEBT ON ENTRY



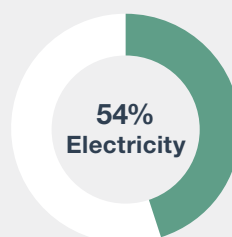
National average
\$1,318

AVERAGE DEBT OF HARDSHIP PARTICIPANTS



National average
\$1,371

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
32%

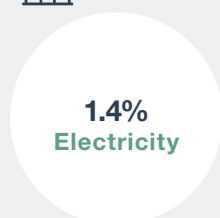
HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

7.7% Electricity
National average 47%

Annual disconnections



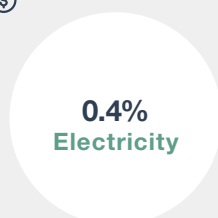
RESIDENTIAL



National average
0.7%



SMALL BUSINESS



National average
0.4%

Origin Energy

QLD, NSW, ACT & SA

National customer numbers

as at 30 June 2020



RESIDENTIAL



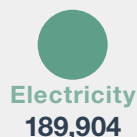
28%
market share



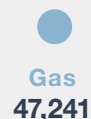
27%
market share



SMALL BUSINESS



29%
market share



57%
market share

Customer service

ANNUAL AVERAGE CALL WAIT TIME



145

Seconds

National average
100 seconds

ANNUAL COMPLAINTS



1.3%

of customers complained

National average
2.0% of customers



Residential customer debt (excludes hardship customers)

as at 30 June 2020



2.7%

of customers in debt

National average 2.6%



\$692

average energy debt

National average \$908



Residential payment plans

as at 30 June 2020



Electricity

14,279

0.8% of customers

National average 1.2%



Gas

4,553

0.8% of customers

National average 0.7%

Origin Energy

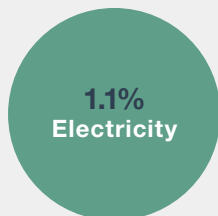
QLD, NSW, ACT & SA



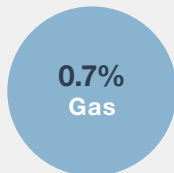
Hardship

as at 30 June 2020

RESIDENTIAL CUSTOMERS ON HARDSHIP



National average
1.1%



National average
0.7%

AVERAGE CUSTOMER DEBT ON ENTRY



National average
\$1,318



National average
\$669

AVERAGE DEBT OF HARDSHIP PARTICIPANTS

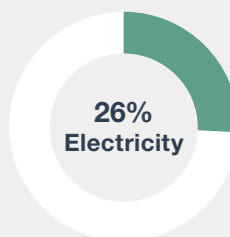


National average
\$1,371

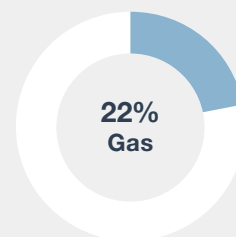


National average
\$645

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
32%



National average
28%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

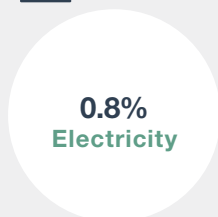
34% Electricity
National average 47%

21% Gas
National average 48%

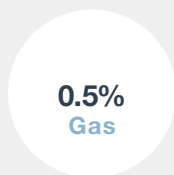
Annual disconnections



RESIDENTIAL



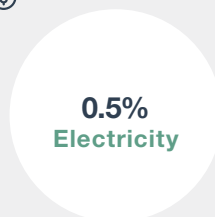
National average
0.7%



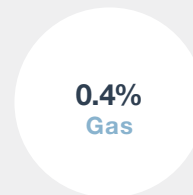
National average
0.3%



SMALL BUSINESS



National average
0.4%



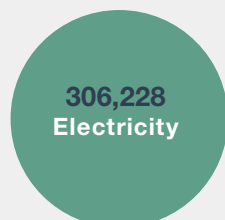
National average
0.5%

National customer numbers

as at 30 June 2020



RESIDENTIAL



5%
market share



3%
market share



SMALL BUSINESS



2%
market share



0.2%
market share

Customer service

ANNUAL AVERAGE CALL WAIT TIME



123

Seconds

National average
100 seconds

ANNUAL COMPLAINTS



2.9%

of customers complained

National average
2.0% of customers



Residential customer debt (excludes hardship customers)

as at 30 June 2020



2.1%

of customers in debt

National average 2.6%



\$578

average energy debt

National average \$908



Residential payment plans

as at 30 June 2020



Electricity

5,224

1.7% of customers

National average 1.2%



Gas

501

0.7% of customers

National average 0.7%

Red Energy

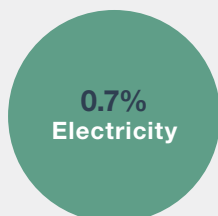
QLD, NSW, ACT & SA



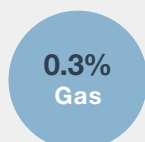
Hardship

as at 30 June 2020

RESIDENTIAL CUSTOMERS ON HARDSHIP



National average
1.1%

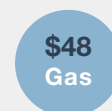


National average
0.7%

AVERAGE CUSTOMER DEBT ON ENTRY



National average
\$1,318



National average
\$669

AVERAGE DEBT OF HARDSHIP PARTICIPANTS

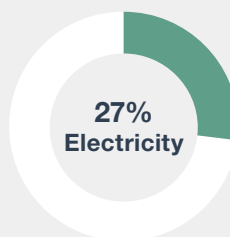


National average
\$1,371

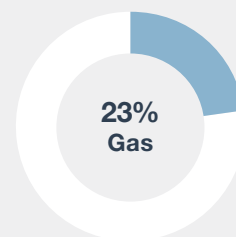


National average
\$645

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
32%



National average
28%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

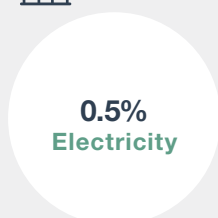
47% Electricity
National average 47%

47% Gas
National average 48%

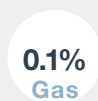
Annual disconnections



RESIDENTIAL



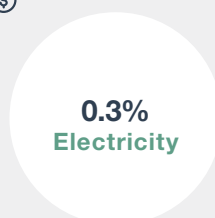
National average
0.7%



National average
0.3%



SMALL BUSINESS



National average
0.4%

0.0%
Gas

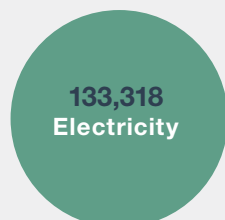
National average
0.5%

National customer numbers

as at 30 June 2020



RESIDENTIAL



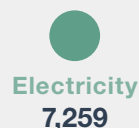
2%
market share



3%
market share



SMALL BUSINESS



1.1%
market share



0.7%
market share

Customer service

ANNUAL AVERAGE CALL WAIT TIME



35

Seconds

National average
100 seconds

ANNUAL COMPLAINTS



7%

of customers complained

National average
2.0% of customers



Residential customer debt (excludes hardship customers)

as at 30 June 2020



5.3%

of customers in debt

National average 2.6%



\$672

average energy debt

National average \$908



Residential payment plans

as at 30 June 2020



Electricity

3,029

2.3% of customers

National average 1.2%



Gas

719

1.3% of customers

National average 0.7%

Simply Energy

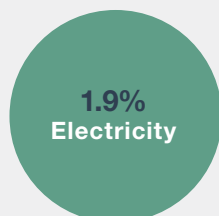
QLD, NSW, ACT & SA



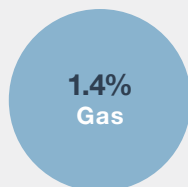
Hardship

as at 30 June 2020

RESIDENTIAL CUSTOMERS ON HARDSHIP

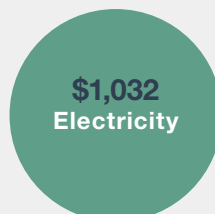


National average
1.1%



National average
0.7%

AVERAGE CUSTOMER DEBT ON ENTRY



National average
\$1,318

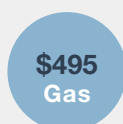


National average
\$669

AVERAGE DEBT OF HARDSHIP PARTICIPANTS

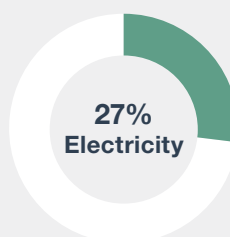


National average
\$1,371

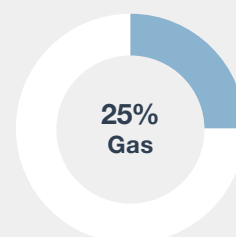


National average
\$645

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
32%



National average
28%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

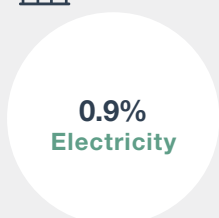
70% Electricity
National average 47%

49% Gas
National average 48%

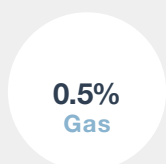
Annual disconnections



RESIDENTIAL



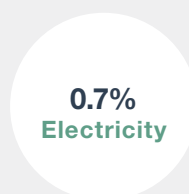
National average
0.7%



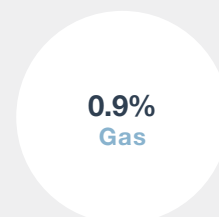
National average
0.3%



SMALL BUSINESS



National average
0.4%



National average
0.5%