

# ActewAGL

## National customers

NSW and ACT

### RESIDENTIAL

**180 579**  
Electricity

**3%**  
Market share

**128 194**  
Gas

**6%**  
Market share

### SMALL BUSINESS

**12 220**  
Electricity

**2%**  
Market share

**2446**  
Gas

**3%**  
Market share

## Customer service

### AVERAGE CALL WAIT TIME

**215**  
seconds

National average: 44 seconds

### COMPLAINTS TO RETAILER

**0.6%**  
of customers

National average: 3.2% of customers

## Residential debt (non-hardship)

### ELECTRICITY

**3.6%**  
of electricity customers in debt  
National average 2.0%

**\$868**  
average electricity debt  
National average \$1001

### GAS

**4.2%**  
of gas customers in debt  
National average 2.8%

**\$596**  
average gas debt  
National average \$576

## Hardship

### CUSTOMERS ON HARDSHIP

**0.7%**  
Electricity  
National average 1.1%

**0.5%**  
Gas  
National average 0.7%

### AVERAGE CUSTOMER DEBT ON ENTRY

**\$1830**  
Electricity  
National average \$1146

**\$1532**  
Gas  
National average \$734

### AVERAGE DEBT OF HARDSHIP PARTICIPANTS

**\$1027**  
Electricity  
National average \$1111

**\$964**  
Gas  
National average \$629

### RATE OF SUCCESS

**24%**  
Electricity  
National average 22%

**31%**  
Gas  
National average 17%

## Disconnections

### RESIDENTIAL

**0.24%**  
Electricity  
National average: 1.14%

**0.41%**  
Gas  
National average: 0.57%

### SMALL BUSINESS

**0.38%**  
Electricity  
National average: 0.71%

**0.65%**  
Gas  
National average: 0.71%

# AGL

## National customers

QLD, NSW, ACT and SA

### RESIDENTIAL

**1 378 777**  
Electricity

**22%**  
Market share

**826 589**  
Gas

**40%**  
Market share

### SMALL BUSINESS

**115 706**  
Electricity

**18%**  
Market share

**23 099**  
Gas

**31%**  
Market share

## Customer service

### AVERAGE CALL WAIT TIME

**37**  
seconds

National average: 44 seconds

### COMPLAINTS TO RETAILER

**5.2%**  
of customers

National average: 3.2% of customers

## Residential debt (non-hardship)

### ELECTRICITY

**2.4%**  
of electricity customers in debt  
National average 2.0%

**\$1324**  
average electricity debt  
National average \$1001

### GAS

**3.0%**  
of gas customers in debt  
National average 2.8%

**\$690**  
average gas debt  
National average \$576

## Hardship

### CUSTOMERS ON HARDSHIP

**1.1%**  
Electricity  
National average 1.1%

**0.7%**  
Gas  
National average 0.7%

### AVERAGE CUSTOMER DEBT ON ENTRY

**\$2103**  
Electricity  
National average \$1146

**\$906**  
Gas  
National average \$734

### AVERAGE DEBT OF HARDSHIP PARTICIPANTS

**\$2269**  
Electricity  
National average \$1111

**\$885**  
Gas  
National average \$629

### RATE OF SUCCESS

**9%**  
Electricity  
National average 22%

**10%**  
Gas  
National average 17%

## Disconnections

### RESIDENTIAL

**1.30%**  
Electricity  
National average: 1.14%

**0.47%**  
Gas  
National average: 0.57%

### SMALL BUSINESS

**1.13%**  
Electricity  
National average: 0.71%

**0.73%**  
Gas  
National average: 0.71%

# Alinta

## National customers

QLD, NSW, ACT and SA

### RESIDENTIAL

**240 936**  
Electricity

**4%**  
Market share

**38 489**  
Gas

**2%**  
Market share

### SMALL BUSINESS

**24 231**  
Electricity

**4%**  
Market share

**41**  
Gas

**>1%**  
Market share

## Customer service

### AVERAGE CALL WAIT TIME

**42**  
seconds

National average: 44 seconds

### COMPLAINTS TO RETAILER

**2.7%**  
of customers

National average: 3.2% of customers

## Residential debt (non-hardship)

### ELECTRICITY

**1.6%**  
of electricity customers in debt  
National average 2.0%

**\$991**  
average electricity debt  
National average \$1001

### GAS

**2.0%**  
of gas customers in debt  
National average 2.8%

**\$373**  
average gas debt  
National average \$576

## Hardship

### CUSTOMERS ON HARDSHIP

**0.6%**  
Electricity  
National average 1.1%

**0.5%**  
Gas  
National average 0.7%

### AVERAGE CUSTOMER DEBT ON ENTRY

**\$990**  
Electricity  
National average \$1146

**\$638**  
Gas  
National average \$734

### AVERAGE DEBT OF HARDSHIP PARTICIPANTS

**\$2001**  
Electricity  
National average \$1111

**\$683**  
Gas  
National average \$629

### RATE OF SUCCESS

**51%**  
Electricity  
National average 22%

**66%**  
Gas  
National average 17%

## Disconnections

### RESIDENTIAL

**0.79%**  
Electricity  
National average: 1.14%

**1.91%**  
Gas  
National average: 0.57%

### SMALL BUSINESS

**0.97%**  
Electricity  
National average: 0.71%

**0.00%**  
Gas  
National average: 0.71%

# amaysim/Click Energy

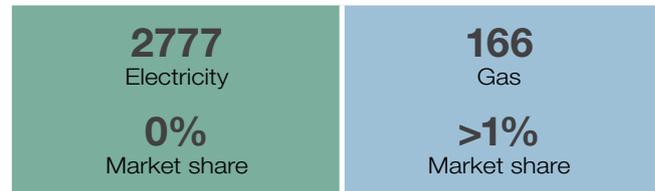
## National customers

QLD, NSW and SA

### RESIDENTIAL



### SMALL BUSINESS



## Customer service

### AVERAGE CALL WAIT TIME



### COMPLAINTS TO RETAILER

## Residential debt (non-hardship)

### ELECTRICITY

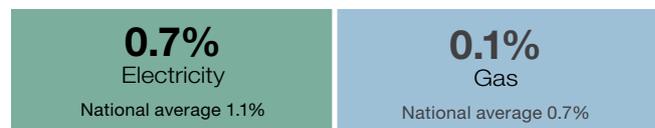


### GAS

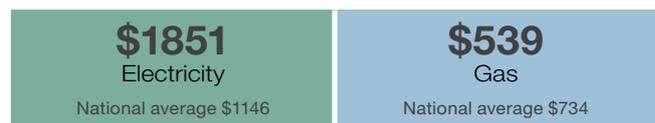


## Hardship

### CUSTOMERS ON HARDSHIP



### AVERAGE CUSTOMER DEBT ON ENTRY



### AVERAGE DEBT OF HARDSHIP PARTICIPANTS

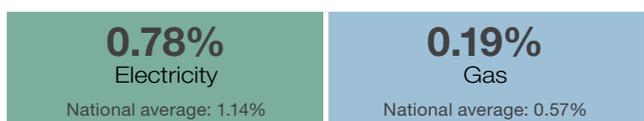


### RATE OF SUCCESS

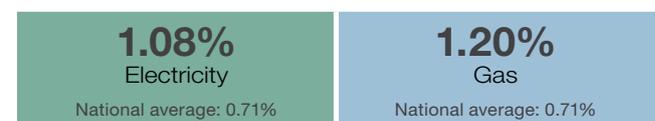


## Disconnections

### RESIDENTIAL



### SMALL BUSINESS



# Aurora

## National customers

TAS

### RESIDENTIAL

**241 125**  
Electricity

**4%**  
Market share

### SMALL BUSINESS

**35 468**  
Electricity

**5%**  
Market share

## Customer service

### AVERAGE CALL WAIT TIME

**19.5**  
seconds

National average: 44 seconds

### COMPLAINTS TO RETAILER

**6.4%**  
of customers

National average: 3.2% of customers

## Residential debt (non-hardship)

### ELECTRICITY

**1.5%**  
of electricity customers in debt  
National average 2.0%

**\$776**  
average electricity debt  
National average \$1001

## Hardship

### CUSTOMERS ON HARDSHIP

**1.3%**  
Electricity  
National average 1.1%

### AVERAGE CUSTOMER DEBT ON ENTRY

**\$1605**  
Electricity  
National average \$1146

### AVERAGE DEBT OF HARDSHIP PARTICIPANTS

**\$1304**  
Electricity  
National average \$1111

### RATE OF SUCCESS

**26%**  
Electricity  
National average 22%

## Disconnections

### RESIDENTIAL

**0.34%**  
Electricity

National average: 1.14%

### SMALL BUSINESS

**0.12%**  
Electricity

National average: 0.71%

# Energy Australia

## National customers

QLD, NSW, ACT and SA

### RESIDENTIAL

**1 062 092**

Electricity

**17%**

Market share

**400 342**

Gas

**19%**

Market share

### SMALL BUSINESS

**100 607**

Electricity

**15%**

Market share

**6175**

Gas

**8%**

Market share

## Customer service

### AVERAGE CALL WAIT TIME

**104**

seconds

National average: 44 seconds

### COMPLAINTS TO RETAILER

**2%**

of customers

National average: 3.2% of customers

## Residential debt (non-hardship)

### ELECTRICITY

**2.2%**

of electricity customers in debt

National average 2.0%

**\$1440**

average electricity debt

National average \$1001

### GAS

**2.3%**

of gas customers in debt

National average 2.8%

**\$833**

average gas debt

National average \$576

## Hardship

### CUSTOMERS ON HARDSHIP

**0.8%**

Electricity

National average 1.1%

**0.3%**

Gas

National average 0.7%

### AVERAGE CUSTOMER DEBT ON ENTRY

**\$1330**

Electricity

National average \$1146

**\$1119**

Gas

National average \$734

### AVERAGE DEBT OF HARDSHIP PARTICIPANTS

**\$1093**

Electricity

National average \$1111

**\$812**

Gas

National average \$629

### RATE OF SUCCESS

**17%**

Electricity

National average 22%

**17%**

Gas

National average 17%

## Disconnections

### RESIDENTIAL

**0.49%**

Electricity

National average: 1.14%

**0.28%**

Gas

National average: 0.57%

### SMALL BUSINESS

**0.46%**

Electricity

National average: 0.71%

**0.92%**

Gas

National average: 0.71%

# Ergon

## National customers

QLD

### RESIDENTIAL

**613 300**

Electricity

**10%**

Market share

### SMALL BUSINESS

**88 873**

Electricity

**14%**

Market share

## Customer service

### AVERAGE CALL WAIT TIME

**130**

seconds

National average: 44 seconds

### COMPLAINTS TO RETAILER

**0.6%**

of customers

National average: 3.2% of customers

## Residential debt (non-hardship)

### ELECTRICITY

**1.4%**

of electricity customers in debt

National average 2.0%

**\$539**

average electricity debt

National average \$1001

## Hardship

### CUSTOMERS ON HARDSHIP

**0.7%**

Electricity

National average 1.1%

### AVERAGE CUSTOMER DEBT ON ENTRY

**\$783**

Electricity

National average \$1146

### AVERAGE DEBT OF HARDSHIP PARTICIPANTS

**\$930**

Electricity

National average \$1111

### RATE OF SUCCESS

**53%**

Electricity

National average 22%

## Disconnections

### RESIDENTIAL

**2.11%**

Electricity

National average: 1.14%

### SMALL BUSINESS

**0.48%**

Electricity

National average: 0.71%

# Origin

## National customers

QLD, NSW, ACT and SA

### RESIDENTIAL

**1 869 626**  
Electricity

**30%**  
Market share

**565 486**  
Gas

**27%**  
Market share

### SMALL BUSINESS

**198 443**  
Electricity

**30%**  
Market share

**38 950**  
Gas

**53%**  
Market share

## Customer service

### AVERAGE CALL WAIT TIME

**108**

seconds

National average: 44 seconds

### COMPLAINTS TO RETAILER

**2.8%**

of customers

National average: 3.2% of customers

## Residential debt (non-hardship)

### ELECTRICITY

**1.5%**  
of electricity customers in debt  
National average 2.0%

**\$590**  
average electricity debt  
National average \$1001

### GAS

**3.0%**  
of gas customers in debt  
National average 2.8%

**\$320**  
average gas debt  
National average \$576

## Hardship

### CUSTOMERS ON HARDSHIP

**1.5%**  
Electricity  
National average 1.1%

**0.9%**  
Gas  
National average 0.7%

### AVERAGE CUSTOMER DEBT ON ENTRY

**\$550**  
Electricity  
National average \$1146

**\$415**  
Gas  
National average \$734

### AVERAGE DEBT OF HARDSHIP PARTICIPANTS

**\$457**  
Electricity  
National average \$1111

**\$296**  
Gas  
National average \$629

### RATE OF SUCCESS

**18%**  
Electricity  
National average 22%

**18%**  
Gas  
National average 17%

## Disconnections

### RESIDENTIAL

**1.21%**  
Electricity  
National average: 1.14%

**0.84%**  
Gas  
National average: 0.57%

### SMALL BUSINESS

**0.69%**  
Electricity  
National average: 0.71%

**0.66%**  
Gas  
National average: 0.71%

# Red

## National customers

QLD, NSW, ACT and SA

### RESIDENTIAL

**248 176**  
Electricity

**4%**  
Market share

**42 969**  
Gas

**2%**  
Market share

### SMALL BUSINESS

**6085**  
Electricity

**1%**  
Market share

**30**  
Gas

**>1%**  
Market share

## Customer service

### AVERAGE CALL WAIT TIME

**102**

seconds

National average: 44 seconds

### COMPLAINTS TO RETAILER

**5.3%**

of customers

National average: 3.2% of customers

## Residential debt (non-hardship)

### ELECTRICITY

**1.6%**  
of electricity customers in debt  
National average 2.0%

**\$346**  
average electricity debt  
National average \$1001

### GAS

**2.4%**  
of gas customers in debt  
National average 2.8%

**\$130**  
average gas debt  
National average \$576

## Hardship

### CUSTOMERS ON HARDSHIP

**0.4%**  
Electricity  
National average 1.1%

**0.2%**  
Gas  
National average 0.7%

### AVERAGE CUSTOMER DEBT ON ENTRY

**\$196**  
Electricity  
National average \$1146

**\$117**  
Gas  
National average \$734

### AVERAGE DEBT OF HARDSHIP PARTICIPANTS

**\$114**  
Electricity  
National average \$1111

**\$71**  
Gas  
National average \$629

### RATE OF SUCCESS

**21%**  
Electricity  
National average 22%

**21%**  
Gas  
National average 17%

## Disconnections

### RESIDENTIAL

**1.15%**  
Electricity  
National average: 1.14%

**0.23%**  
Gas  
National average: 0.57%

### SMALL BUSINESS

**0.81%**  
Electricity  
National average: 0.71%

**0%**  
Gas  
National average: 0.71%

# Simply

## National customers

QLD, NSW, ACT and SA

### RESIDENTIAL

**125 240**  
Electricity

**2%**  
Market share

**43 429**  
Gas

**2%**  
Market share

### SMALL BUSINESS

**6770**  
Electricity

**1%**  
Market share

**328**  
Gas

**>1%**  
Market share

## Customer service

### AVERAGE CALL WAIT TIME

**34**  
seconds

National average: 44 seconds

### COMPLAINTS TO RETAILER

**7.6%**  
of customers

National average: 3.2% of customers

## Residential debt (non-hardship)

### ELECTRICITY

**2.3%**  
of electricity customers in debt  
National average 2.0%

**\$625**  
average electricity debt  
National average \$1001

### GAS

**1.7%**  
of gas customers in debt  
National average 2.8%

**\$197**  
average gas debt  
National average \$576

## Hardship

### CUSTOMERS ON HARDSHIP

**2.3%**  
Electricity  
National average 1.1%

**2.1%**  
Gas  
National average 0.7%

### AVERAGE CUSTOMER DEBT ON ENTRY

**\$1137**  
Electricity  
National average \$1146

**\$438**  
Gas  
National average \$734

### AVERAGE DEBT OF HARDSHIP PARTICIPANTS

**\$1138**  
Electricity  
National average \$1111

**\$446**  
Gas  
National average \$629

### RATE OF SUCCESS

**19%**  
Electricity  
National average 22%

**20%**  
Gas  
National average 17%

## Disconnections

### RESIDENTIAL

**1.86%**  
Electricity  
National average: 1.14%

**1.45%**  
Gas  
National average: 0.57%

### SMALL BUSINESS

**2.36%**  
Electricity  
National average: 0.71%

**1.22%**  
Gas  
National average: 0.71%