

Annual retail markets report 2020–21

Retailer report cards

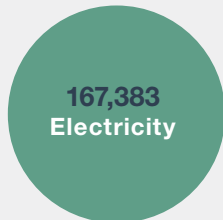
November 2021

Customer numbers

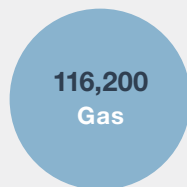
as at 30 June 2021



RESIDENTIAL



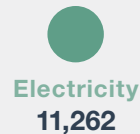
2.5%
market share



5.2%
market share



SMALL BUSINESS



1.7%
market share



Gas
2,104

2.5%
market share

Customer debt (excludes hardship customers)

as at 30 June 2021



RESIDENTIAL



3.3%

of customers in debt
National average 2.7%



\$704

average energy debt
National average \$1,000



SMALL BUSINESS



3.2%

of customers in debt
National average 3.2%



\$867

average energy debt
National average \$2,128



Residential payment plans

as at 30 June 2021



Electricity

823

0.5% of customers
National average 1.5%



Gas

361

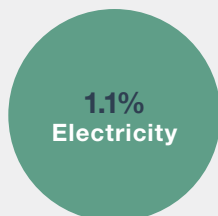
0.3% of customers
National average 0.8%



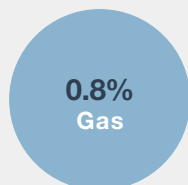
Residential hardship

as at 30 June 2021

CUSTOMERS ON HARDSHIP PROGRAMS

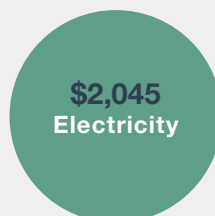


National average
1.0%

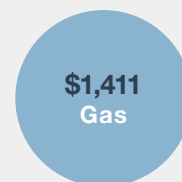


National average
0.6%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY



National average
\$1,584

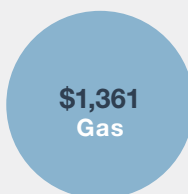


National average
\$790

AVERAGE DEBT OF HARDSHIP CUSTOMERS

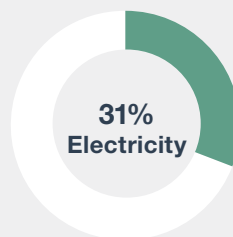


National average
\$1,724

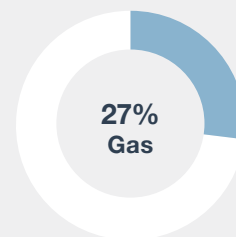


National average
\$795

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
37%



National average
31%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

81% Electricity
National average 48%

63% Gas
National average 49%

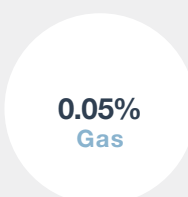
Annual disconnections



RESIDENTIAL



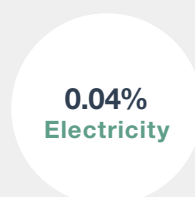
National average
0.26%



National average
0.22%



SMALL BUSINESS



National average
0.19%

0.00%
Gas

National average
0.35%

Customer numbers

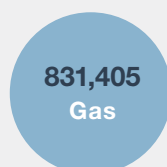
as at 30 June 2021



RESIDENTIAL



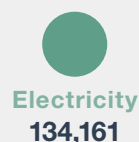
23%
market share



37%
market share



SMALL BUSINESS



20%
market share



21%
market share

Customer debt (excludes hardship customers)

as at 30 June 2021



RESIDENTIAL



2.5%

of customers in debt
National average 2.7%



\$1,043

average energy debt
National average \$1,000



SMALL BUSINESS



3.0%

of customers in debt
National average 3.2%



\$2,276

average energy debt
National average \$2,128



Residential payment plans

as at 30 June 2021



Electricity

24,327

1.6% of customers
National average 1.5%



Gas

6,059

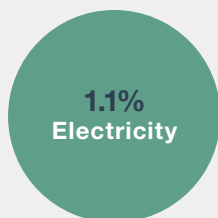
0.7% of customers
National average 0.8%



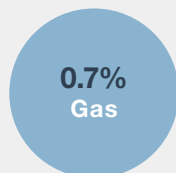
Residential hardship

as at 30 June 2021

CUSTOMERS ON HARDSHIP PROGRAMS

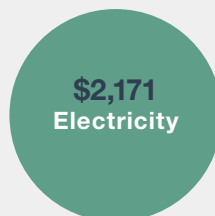


National average
1.0%



National average
0.6%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY

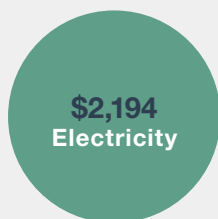


National average
\$1,584



National average
\$790

AVERAGE DEBT OF HARDSHIP CUSTOMERS

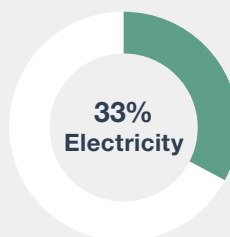


National average
\$1,724

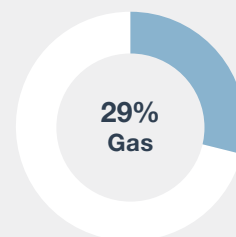


National average
\$795

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
37%



National average
31%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

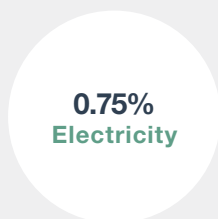
73% Electricity
National average 48%

60% Gas
National average 49%

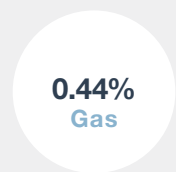
Annual disconnections



RESIDENTIAL



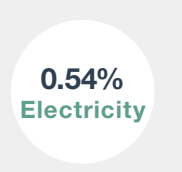
National average
0.26%



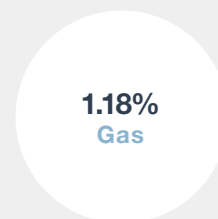
National average
0.22%



SMALL BUSINESS



National average
0.19%



National average
0.35%

Alinta Energy

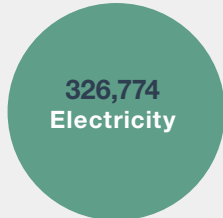
QLD, NSW, ACT & SA

Customer numbers

as at 30 June 2021



RESIDENTIAL



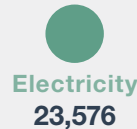
4.9%
market share



2.6%
market share



SMALL BUSINESS



3.5%
market share



0.4%
market share

Customer debt (excludes hardship customers)

as at 30 June 2021



RESIDENTIAL



1.2%

of customers in debt
National average 2.7%



\$1,166

average energy debt
National average \$1,000



SMALL BUSINESS



0.8%

of customers in debt
National average 3.2%



\$2,758

average energy debt
National average \$2,128



Residential payment plans

as at 30 June 2021



Electricity

2,705

0.8% of customers
National average 1.5%



Gas

269

0.5% of customers
National average 0.8%

Alinta Energy

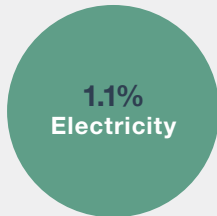
QLD, NSW, ACT & SA



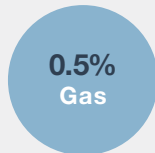
Residential hardship

as at 30 June 2021

CUSTOMERS ON HARDSHIP PROGRAMS

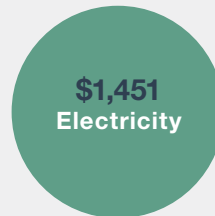


National average
1.0%

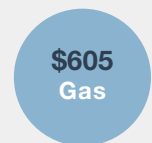


National average
0.6%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY

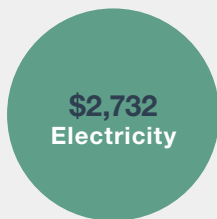


National average
\$1,584



National average
\$790

AVERAGE DEBT OF HARDSHIP CUSTOMERS

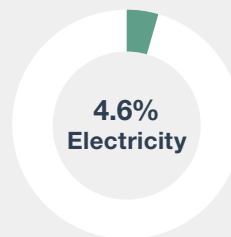


National average
\$1,724

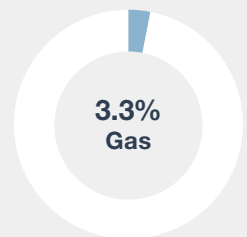


National average
\$795

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
37%



National average
31%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

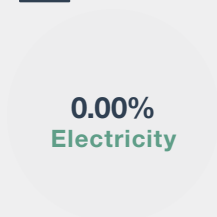
37% Electricity
National average 48%

29% Gas
National average 49%

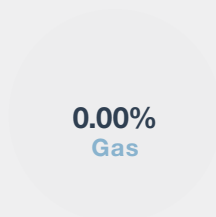
Annual disconnections



RESIDENTIAL



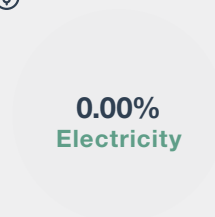
National average
0.26%



National average
0.22%



SMALL BUSINESS



National average
0.19%



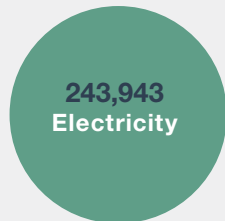
National average
0.35%

Customer numbers

as at 30 June 2021



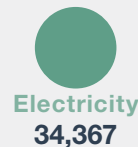
RESIDENTIAL



3.7%
market share



SMALL BUSINESS



5.1%
market share

Customer debt (excludes hardship customers)

as at 30 June 2021



RESIDENTIAL



3.6%

of customers in debt
National average 2.7%



\$1,366

average energy debt
National average \$1,000



SMALL BUSINESS



1.2%

of customers in debt
National average 3.2%



\$2,107

average energy debt
National average \$2,128



Residential payment plans

as at 30 June 2021



Electricity

5,018

2.1% of customers

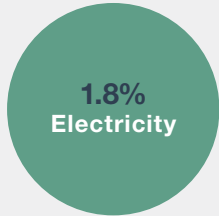
National average 1.5%



Residential hardship

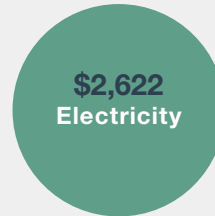
as at 30 June 2021

CUSTOMERS ON HARDSHIP PROGRAMS



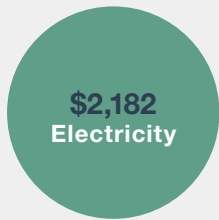
National average
1.0%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY



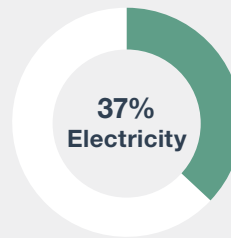
National average
\$1,584

AVERAGE DEBT OF HARDSHIP CUSTOMERS



National average
\$1,724

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
37%

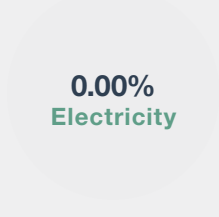
HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

4% Electricity
National average 48%

Annual disconnections



RESIDENTIAL



National average
0.26%



SMALL BUSINESS



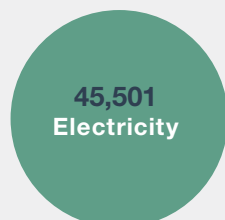
National average
0.19%

Customer numbers

as at 30 June 2021



RESIDENTIAL



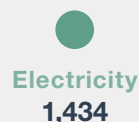
0.7%
market share



0.6%
market share



SMALL BUSINESS



0.2%
market share

Gas
0

0.0%
market share

Customer debt (excludes hardship customers)

as at 30 June 2021



RESIDENTIAL



12.2%

of customers in debt
National average 2.7%



\$759

average energy debt
National average \$1,000



SMALL BUSINESS



10.1%

of customers in debt
National average 3.2%



\$1,915

average energy debt
National average \$2,128



Residential payment plans

as at 30 June 2021



Electricity

529

1.2% of customers
National average 1.5%



Gas

75

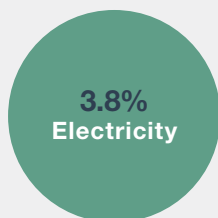
0.6% of customers
National average 0.8%



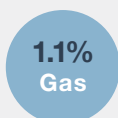
Residential hardship

as at 30 June 2021

CUSTOMERS ON HARDSHIP PROGRAMS

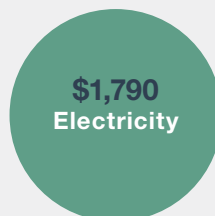


National average
1.0%



National average
0.6%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY

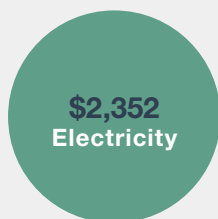


National average
\$1,584



National average
\$790

AVERAGE DEBT OF HARDSHIP CUSTOMERS

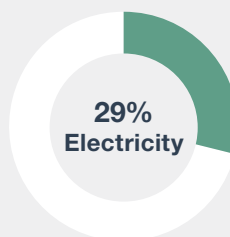


National average
\$1,724

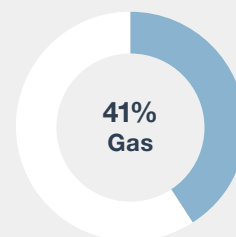


National average
\$795

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
37%



National average
31%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

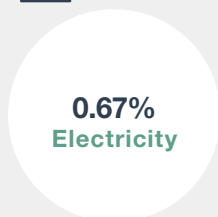
82% Electricity
National average 48%

74% Gas
National average 49%

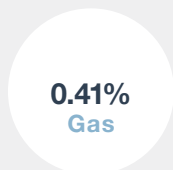
Annual disconnections



RESIDENTIAL



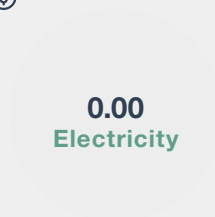
National average
0.26%



National average
0.22%



SMALL BUSINESS



National average
0.19%



National average
0.35%

Customer numbers

as at 30 June 2021



RESIDENTIAL



15%
market share



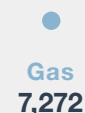
19%
market share



SMALL BUSINESS



13%
market share



8.6%
market share

Customer debt (excludes hardship customers)

as at 30 June 2021



RESIDENTIAL



1.4%

of customers in debt
National average 2.7%



\$1,469

average energy debt
National average \$1,000



SMALL BUSINESS



1.5%

of customers in debt
National average 3.2%



\$2,308

average energy debt
National average \$2,128



Residential payment plans

as at 30 June 2021



Electricity

16,506

1.6% of customers
National average 1.5%



Gas

5,205

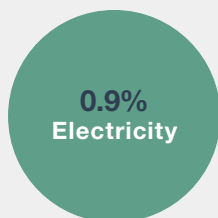
1.2% of customers
National average 0.8%



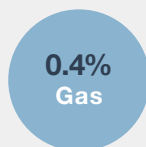
Residential hardship

as at 30 June 2021

CUSTOMERS ON HARDSHIP PROGRAMS

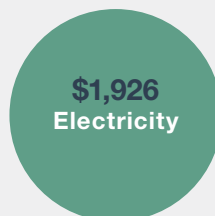


National average
1.0%



National average
0.6%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY

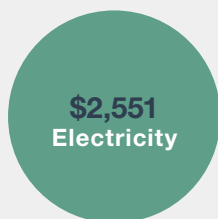


National average
\$1,584



National average
\$790

AVERAGE DEBT OF HARDSHIP CUSTOMERS

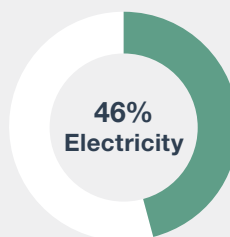


National average
\$1,724

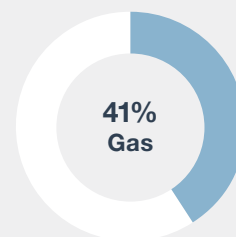


National average
\$795

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
37%



National average
31%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

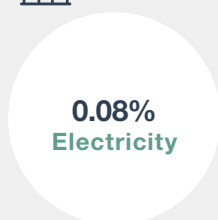
65% Electricity
National average 48%

60% Gas
National average 49%

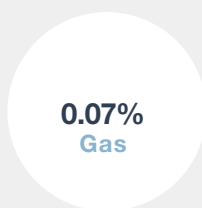
Annual disconnections



RESIDENTIAL



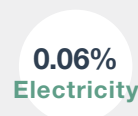
National average
0.26%



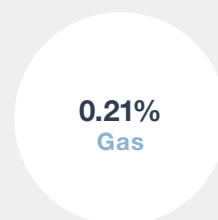
National average
0.22%



SMALL BUSINESS



National average
0.19%



National average
0.35%

Customer numbers

as at 30 June 2021



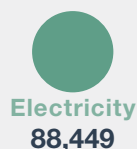
RESIDENTIAL



9.5%
market share



SMALL BUSINESS



13%
market share

Customer debt (excludes hardship customers)

as at 30 June 2021



RESIDENTIAL



2.4%

of customers in debt
National average 2.7%



\$654

average energy debt
National average \$1,000



SMALL BUSINESS



1.0%

of customers in debt
National average 3.2%



\$4,835

average energy debt
National average \$2,128



Residential payment plans

as at 30 June 2021



Electricity

18,310

2.9% of customers

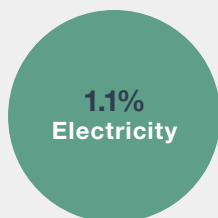
National average 1.5%



Residential hardship

as at 30 June 2021

CUSTOMERS ON HARDSHIP PROGRAMS



National average
1.0%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY



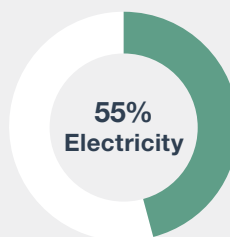
National average
\$1,584

AVERAGE DEBT OF HARDSHIP CUSTOMERS



National average
\$1,724

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
37%

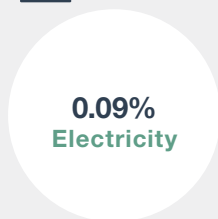
HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

16% Electricity
National average 48%

Annual disconnections



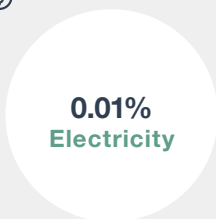
RESIDENTIAL



National average
0.26%



SMALL BUSINESS



National average
0.19%

Origin Energy

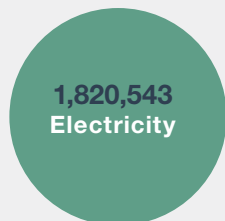
QLD, NSW, ACT & SA

Customer numbers

as at 30 June 2021



RESIDENTIAL



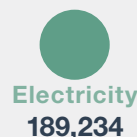
27%
market share



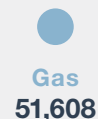
27%
market share



SMALL BUSINESS



28%
market share



61%
market share

Customer debt (excludes hardship customers)

as at 30 June 2021



RESIDENTIAL



3.5%

of customers in debt
National average 2.7%



\$970

average energy debt
National average \$1,000



SMALL BUSINESS



4.5%

of customers in debt
National average 3.2%



\$1,943

average energy debt
National average \$2,128



Residential payment plans

as at 30 June 2021



Electricity

17,560

1.0% of customers
National average 1.5%



Gas

5,044

0.8% of customers
National average 0.8%

Origin Energy

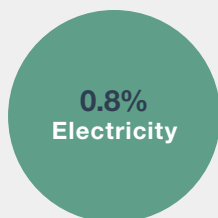
QLD, NSW, ACT & SA



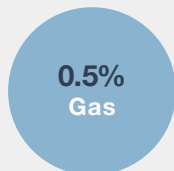
Residential hardship

as at 30 June 2021

CUSTOMERS ON HARDSHIP PROGRAMS



National average
1.0%



National average
0.6%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY



National average
\$1,584



National average
\$790

AVERAGE DEBT OF HARDSHIP CUSTOMERS

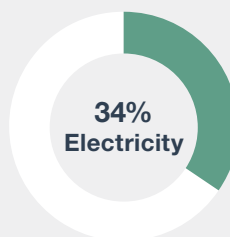


National average
\$1,724

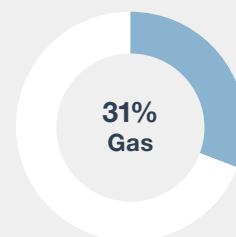


National average
\$795

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
37%



National average
31%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

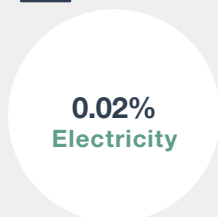
25% Electricity
National average 48%

17% Gas
National average 49%

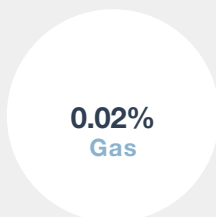
Annual disconnections



RESIDENTIAL



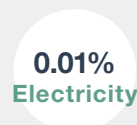
National average
0.26%



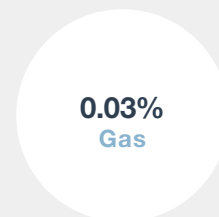
National average
0.22%



SMALL BUSINESS



National average
0.19%



National average
0.35%

Red Energy

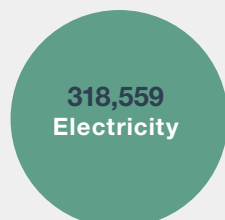
QLD, NSW, ACT & SA

Customer numbers

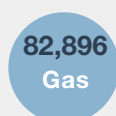
as at 30 June 2021



RESIDENTIAL



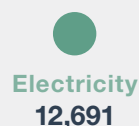
4.8%
market share



3.7%
market share



SMALL BUSINESS



1.9%
market share



0.3%
market share

Customer debt (excludes hardship customers)

as at 30 June 2021



RESIDENTIAL



2.3%

of customers in debt
National average 2.7%



\$837

average energy debt
National average \$1,000



SMALL BUSINESS



2.5%

of customers in debt
National average 3.2%



\$1,662

average energy debt
National average \$2,128



Residential payment plans

as at 30 June 2021



Electricity

6,092

1.9% of customers
National average 1.5%



Gas

857

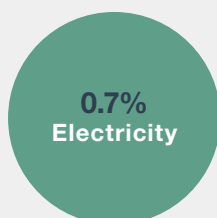
1.0% of customers
National average 0.8%



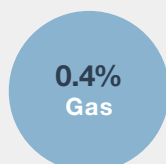
Residential hardship

as at 30 June 2021

CUSTOMERS ON HARDSHIP PROGRAMS



National average
1.0%



National average
0.6%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY



National average
\$1,584

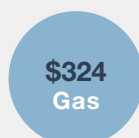


National average
\$790

AVERAGE DEBT OF HARDSHIP CUSTOMERS

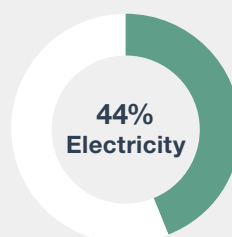


National average
\$1,724

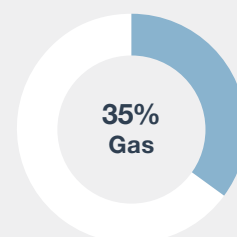


National average
\$795

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
37%



National average
31%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

46% Electricity
National average 48%

42% Gas
National average 49%

Annual disconnections



RESIDENTIAL

0.01%
Electricity

National average
0.26%

0.03%
Gas

National average
0.22%



SMALL BUSINESS

0.02%
Electricity

National average
0.19%

0.00%
Gas

National average
0.35%

Simply Energy

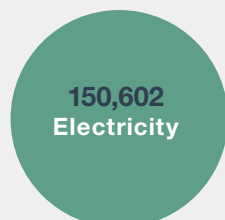
QLD, NSW, ACT & SA

Customer numbers

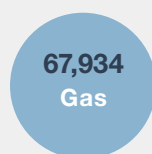
as at 30 June 2021



RESIDENTIAL



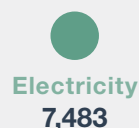
2.3%
market share



3.0%
market share



SMALL BUSINESS



1.1%
market share



1.3%
market share

Customer debt (excludes hardship customers)

as at 30 June 2021



RESIDENTIAL



5.7%

of customers in debt
National average 2.7%



\$1,084

average energy debt
National average \$1,000



SMALL BUSINESS



6.8%

of customers in debt
National average 3.2%



\$4,431

average energy debt
National average \$2,128



Residential payment plans

as at 30 June 2021



Electricity

2,912

1.9% of customers
National average 1.5%



Gas

864

1.3% of customers
National average 0.8%

Simply Energy

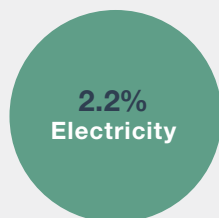
QLD, NSW, ACT & SA



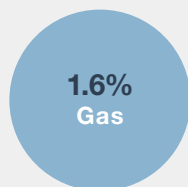
Residential hardship

as at 30 June 2021

CUSTOMERS ON HARDSHIP PROGRAMS



National average
1.0%

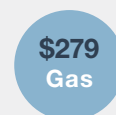


National average
0.6%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY

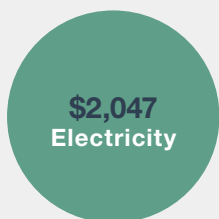


National average
\$1,584



National average
\$790

AVERAGE DEBT OF HARDSHIP CUSTOMERS

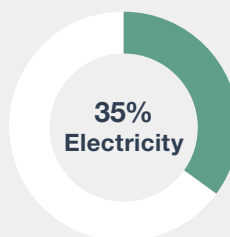


National average
\$1,724

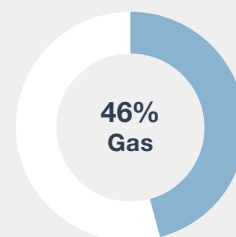


National average
\$795

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
37%



National average
31%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

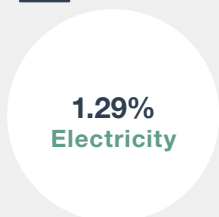
70% Electricity
National average 48%

50% Gas
National average 49%

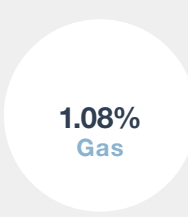
Annual disconnections



RESIDENTIAL



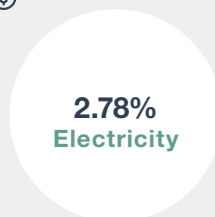
National average
0.26%



National average
0.22%



SMALL BUSINESS



National average
0.19%



National average
0.35%