

## Market overview

**Retailers: 23 retailers marketing to residential electricity customers, with the biggest three – AGL, Origin Energy and EnergyAustralia – supplying 89% of customers. These three retailers supply 96 per cent of the gas market.**

**Electricity switching activity generally remained flat while gas switching decreased slightly over the year**



### Energy affordability

Energy bills for a low income household (consuming 4,300kWh and 24,000MJ)

#### ELECTRICITY

The annual electricity bill on the median market offer is

Concession	Without concession
<b>\$1008</b> (down 1.6%)	<b>\$1283</b> (down 1.2%)

The annual electricity bill on the median standing offer was

Concession	Without concession
<b>\$1085</b> (down 6.0%)	<b>\$1360</b> (down 4.8%)

**For electricity, the median market offer is about 6% cheaper than the standing offer.**

#### GAS

The annual gas bill on the median market offer was

Concession	Without concession
<b>\$746</b>	<b>\$845</b> (down 8.5%)

The annual gas bill on the median standing offer is

Concession	Without concession
<b>\$802</b>	<b>\$901</b> (up 3.9%)

**For gas, the median market offer is about 6.2% cheaper than the standing offer.**

### Debt levels (non-hardship)

**2.6%** of non-hardship electricity customers are repaying a debt (down from 2.8% in 2014/15).

**\$553** is the average electricity debt per customer (down \$78 from 2014/15).

**3.8%** of non-hardship gas customers are repaying a debt (down from 4.0% in 2014/15).

**\$453** is the average gas debt (up \$10 from 2014/15).

## The benefits of comparing offers on EME and switching from median standing to lowest market offer at 30 June 2016

#### EME ELECTRICITY OFFERS

**757** residential electricity offers

#### ELECTRICITY SAVINGS

Resident of the Sydney area can save up to **\$454**  
Resident of Wagga Wagga area can save up to **\$574**

#### EME GAS OFFERS

**70** residential gas offers

#### GAS SAVINGS

Resident of the Sydney area can save up to **\$205**  
Resident of Wagga Wagga area can save up to **\$68**

### Market offers

**74%** of electricity customers are on market retail contracts (up 5% from 2014/15)

**80%** of gas customers are on market retail contracts (up 4%)

### Bills as percentage of income

A low income household on the median market offer and receiving an energy concession would spend:

**3.8%** of its disposable income on electricity (or 4.8% without a concession)  
**2.8%** of its disposable income on gas (or 3.2% without a concession)

### Disconnections

**6.0%**

The number of residential electricity customers who were disconnected for non-payment decreased by 6.0% (from 31,979 in 2014/15). This represents almost 1.0% of total electricity customers.

**15%**

The number of gas customers who were disconnected decreased by 15% (from 7,555 in 2014/15). This represents 0.51% of total gas customers.

### Hardship

**0.8%** of electricity customers are repaying debt under a retailer's hardship program (up from 0.74% in 2014/15).

**\$914** is the average electricity debt upon entry to a retailer's hardship program (down \$88 from 2014/15).

**\$1221** is the average electricity debt (up \$163 from 2014/15).

**0.6%** of gas customers are repaying debt on a hardship program (up from 0.36% in 2014/15).

**\$614** is the average gas debt upon entry to a retailer's hardship program (down \$122 from 2014/15).

**\$842** is the average gas debt (up \$83 from 2014/15).