# PERFORMANCE OF THE RETAIL ENERGY MARKET NEW SOUTH WALES 2015-16

## 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 (down 1.6%

electricity bill on the median standing offer was

1085

1360

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



#### GAS

The annual gas bill on the median market offer

¢746

s845 down 8.5%)

The annual gas bill on the median standing offer is

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

#### Debt levels (non-hardship)



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

s553

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%

**\$453** 

in 2104/15).

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

### EME ELECTRICITY



# ELECTRICITY SAVINGS

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

Resident of Wagga Wagga area can save up to \$574

**EME GAS** 

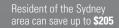
The benefits of comparing

offers on EME and switching

gas offers

from median standing to lowest market offer at 30 June 2016

# GAS SAVINGS



Resident of Wagga Wagga area can save up to \$68

## Market offers



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



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

### Bi<u>lls as percentage</u> ot income

of its disposable income on electricity (or 4.8% without a concession)

of its disposable income on gas (or 3.2% without a concession)

### Disconnections



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.



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). 0.6% of gas customers are repaying debt on a hardship program (up from

0.36% in 2014/15).

### s914

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

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

is the average gas debt (up \$83 from

# s614

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

s842

2014/15).

