

Market overview

Retailers: 15 retailers marketing to residential electricity customers (in South East Queensland), with the biggest three – AGL, Origin Energy and EnergyAustralia – supplying 88% of residential South East Queensland customers. Origin Energy and AGL supply 97 per cent of the gas market.

Electricity and gas switching activity generally remained flat over the year.

Energy affordability

Energy bills for a low income household (consuming 4,100kWh and 10,000MJ)

ELECTRICITY

The annual electricity bill on the median market offer is **\$1071** (up 0.5%) with concession, **\$1401** (up 1%) without concession.

The annual electricity bill on the median standing offer was **\$1140** (down 1.6%) with concession, **\$1470** (down 0.6%) without concession.

For electricity, the median market offer is about 4.7% cheaper than the standing offer.

GAS

The annual gas bill on the median market offer was **\$664** (up 3.4%) with concession, **\$733** (up 2.9%) without concession.

The annual gas bill on the median standing offer is **\$686** (up 2.9%) with concession, **\$756** (up 2.9%) without concession.

For gas, the median market offer is about 3% cheaper than the standing offer.

Debt levels (non-hardship)

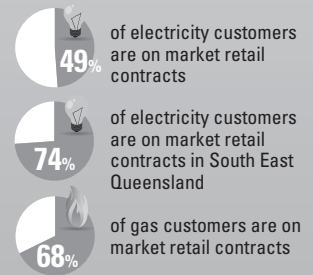
2.5% of non-hardship electricity customers are repaying a debt. 3.3% of non-hardship gas customers are repaying a debt.

\$502 is the average electricity debt per customer. This is the lowest average nationally.

\$323 is the average gas debt.

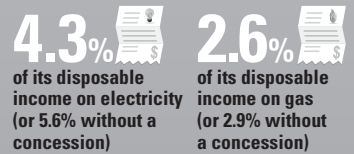


Market offers

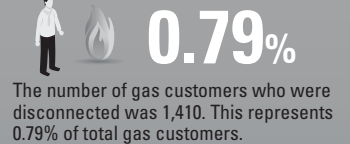
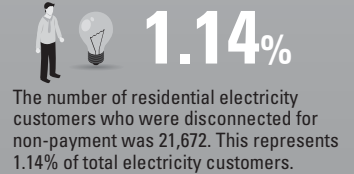


Bills as percentage of income

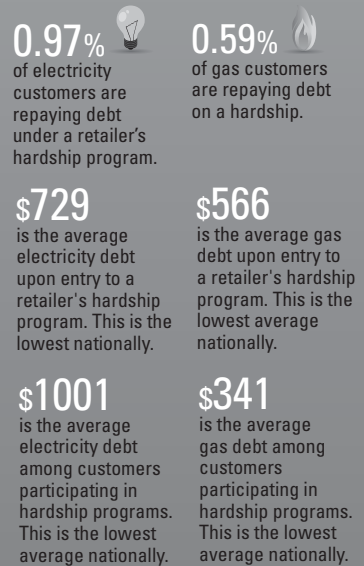
A low income household on the median market offer and receiving an energy concession would spend:



Disconnections



Hardship



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

EME ELECTRICITY OFFERS

120 residential electricity offers

ELECTRICITY SAVINGS

Resident of Brisbane area can save up to **\$185**

EME GAS OFFERS

18 residential gas offers

GAS SAVINGS

Resident of Brisbane area can save up to **\$39**

Resident of Toowoomba area can save up to **\$45**