# PERFORMANCE OF THE RETAIL ENERGY MARKET QUEENSLAND 2015-16

## 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



4,100kWh and 10,000MJ)



#### **ELECTRICITY**

The annual electricity bill on the median \$107 market offer is (up 0.5%)

The annual electricity bill on the median offer was

1470

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 s664

The annual gas bill on the median standing offer is

\$686

s756

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

#### Debt levels (non-hardship)



of non-hardship customers are repaying a debt.

s502 The average electricity debt per customer is \$502. This is the lowest

average nationally.

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

is the average gas debt.

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

**EME ELECTRICITY** 

electricity offers

**ELECTRICITY** SAVINGS

**EME GAS OFFERS** residential

gas offers

## Market offers



of electricity customers are on market retail



of electricity customers are on market retail contracts in South East Queensland



of gas customers are on market retail contracts

#### Bills as percentage ot income

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

of its disposable income on electricity (or 5.6% without a concession)

of its disposable income on gas (or 2.9% without

a concession)

#### Visconnections



The number of residential electricity customers who were disconnected for non-payment was 21,672. This represents 1.14% of total electricity customers



The number of gas customers who were disconnected was 1,410. This represents 0.79% of total gas customers.

## Hardship



0.97%of electricity

hardship program.

customers are repaying debt under a retailer's 0.59% 🕚

of gas customers are repaying debt on a hardship.

#### **\$729**

is the average electricity debt upon entry to a retailer's hardship program. This is the lowest nationally.

\$1001

is the average electricity debt among customers participating in hardship programs This is the lowest average nationally.

## \$566

is the average gas debt upon entry to a retailer's hardship program. This is the lowest average nationally.

### s341

is the average gas debt among customers participating in hardship programs. This is the lowest average nationally.

## GAS SAVINGS



Resident of Brisbane area can save up to \$39

area can save up to \$45