

Market overview

Retailers: 17 retailers marketing to residential electricity customers, with the biggest three – AGL, Origin Energy and EnergyAustralia – supplying 75% of customers. These three retailers supply 87 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 3,700kWh and 21,000MJ)

ELECTRICITY

The annual electricity bill on the median market offer is	Concession \$1216 (down 3.7%)	Without concession \$1324 (down 3.4%)
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The annual electricity bill on the median standing offer was	Concession \$1311 (down 8.4%)	Without concession \$1419 (down 7.8%)
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For electricity, the median market offer is about 6.7% cheaper than the standing offer.

GAS

The annual gas bill on the median market offer was	concession \$940 (up 4.3%)	Without concession \$1047 (up 3.9%)
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The annual gas bill on the median standing offer is	concession \$1045 (up 4.2%)	Without concession \$1153 (up 3.9%)
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For gas, the median market offer is about 9.2% cheaper than the standing offer.

Debt levels (non-hardship)

3.7% of non-hardship electricity customers are repaying a debt (down from 4.2% in 2014/15). This is the highest rate nationally.

3.0% of non-hardship gas customers are repaying a debt (down from 3.3% in 2014/15). This is the lowest rate nationally.

\$728 is the average electricity debt per customer is \$728 (down \$14 from 2014/15).

\$378 is the average gas debt (up \$1.24 from 2014/15).



Market offers

85% of electricity customers are on market retail contracts (up from 84% from 2014/15)

85% of gas customers are on market retail contracts (up from 83%)

Bills as percentage of income

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

5.2% of its disposable income on electricity (or 5.7% without a concession)

4.0% of its disposable income on gas (or 4.5% without a concession)

Disconnections

3.6%

The number of residential electricity customers who were disconnected for non-payment increased by 3.6% (from 10,179 in 2014/15). This represents 1.39% of total electricity customers. This is the highest rate nationally.

11%

The number of gas customers who were disconnected also increased by 11% (from 4,575 in 2014/15). This represents 1.23% of total residential gas customers. This is the highest rate nationally.

Hardship

1.8% of electricity customers are repaying debt under a retailer's hardship program (up from 1.5% in 2014/15).

1.4% of gas customers are repaying debt on a hardship program (up from 1% in 2014/15).

\$1081 is the average electricity debt upon entry when entering a retailer's hardship program (down \$305 from 2014/15).

\$493 is the average gas debt on entry to hardship program (down \$83 from 2014/15).

\$1706 is the average electricity debt among hardship customers (up \$142 from 2014/15). This is the highest nationally.

\$647 is the average gas debt among those on hardship programs (up \$49 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

95 residential electricity offers

ELECTRICITY SAVINGS

Resident of Adelaide area can save up to **\$448**

Resident of Mount Gambier area can save up to **\$448**

EME GAS OFFERS

23 residential gas offers

GAS SAVINGS

Resident of Adelaide area can save up to **\$131**

Resident of Mount Gambier area can save up to **\$105**