

## Market overview

Retailers: 1 retailer marketing to residential electricity customers.

### Energy affordability

Energy bills for a low income household (consuming 6,500kWh)



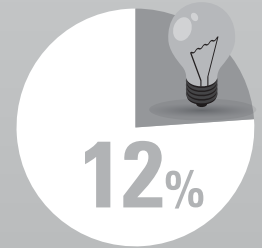
#### ELECTRICITY

The annual electricity bill on the median standing offer was

Concession	Without concession
<b>\$1480</b>	<b>\$1964</b>
(up 0.8%)	(up 1.9%)

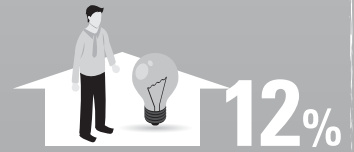


### Market offers



of electricity customers are on market retail contracts (no change from 2014/15)

### Disconnections



The number of residential electricity customers who were disconnected for non-payment increased by 12% (from 1046 in 2014/15). This represents 0.5% of total electricity customers. These are the second lowest disconnection rates nationally.

### Bills as percentage of income

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



of its disposable income on electricity (or 8.5% without a concession)

### Debt levels (non-hardship)

1.6%

of non-hardship electricity customers are repaying a debt (down from 1.8% in 2014/15). These are the lowest residential electricity debt rates nationally.

**\$739**

is the average electricity debt per customer (up \$33 from 2014/15). This is the second highest average residential electricity debt nationally.

### Hardship

0.87%

of electricity customers are repaying debt under a retailer's hardship program (up from 0.71% in 2014/15).

**\$1866**

is the average electricity debt upon entry to hardship programs (up \$24 from 2014/15). This is the highest average debt upon entry nationally.

**\$1267**

is the average electricity debt among customers on hardship programs (down \$201 from 2014/15).