

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.

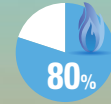
Electricity switching activity generally remained flat while gas switching decreased slightly over the year



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%)

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

Concession	Without concession
\$1008 (down 1.6%)	\$1283 (down 1.2%)

The annual electricity bill on the median standing offer was

Concession	Without concession
\$1085 (down 6.0%)	\$1360 (down 4.8%)

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

GAS

The annual gas bill on the median market offer was

Concession	Without concession
\$746	\$845 (down 8.5%)

The annual gas bill on the median standing offer is

Concession	Without concession
\$802	\$901 (up 3.9%)

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

Bills as percentage of income

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

3.8% of its disposable income on electricity (or 4.8% without a concession)	2.8% of its disposable income on gas (or 3.2% without a concession)
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Disconnections

6.0%

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.

15%

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.

Debt levels (non-hardship)

2.6%
of non-hardship electricity customers are repaying a debt (down from 2.8% in 2014/15).

\$553
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% in 2014/15).

\$453
is the average gas debt (up \$10 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

757
residential electricity offers

ELECTRICITY SAVINGS

Resident of the Sydney area can save up to **\$454**
Resident of Wagga Wagga area can save up to **\$574**

EME GAS OFFERS

70
residential gas offers

GAS SAVINGS

Resident of the Sydney area can save up to **\$205**
Resident of Wagga Wagga area can save up to **\$68**

Hardship

0.8%
of electricity customers are repaying debt under a retailer's hardship program (up from 0.74% in 2014/15).

\$914
is the average electricity debt upon entry to a retailer's hardship program (down \$88 from 2014/15).

\$1221
is the average electricity debt (up \$163 from 2014/15).

0.6%
of gas customers are repaying debt on a hardship program (up from 0.36% in 2014/15).

\$614
is the average gas debt upon entry to a retailer's hardship program (down \$122 from 2014/15).

\$842
is the average gas debt (up \$83 from 2014/15).