# 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



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

The annual electricity bill on the median market offer is

The annual electricity bill on the median offer was

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



The annual gas bill on the median market offer **\$664** 

s733 (up 3.4%)

The annual gas bill on the median standing offer is

**\$686** 

Without concession **\$756** (up 2.9%)

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

#### **Debt** levels (non-hardship)



repaying a debt.

The average 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** residential electricity offers

**ELECTRICITY** 

Resident of Brisbane area can save up to \$185

#### **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)

n of its disposable income on gas (or 2.9% without

a concession)

#### **Disconnections**



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 👨



of electricity

customers are repaying debt under a retailer's hardship program 0.59%

\$566

of gas customers are repaying debt on a hardship.

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

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

program. This is the lowest average nationally.

is the average gas debt upon entry to

a retailer's hardship

# 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

Resident of Toowoomba area can save up to \$45