

## 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	Without concession
<b>\$1216</b> (down 3.7%)	<b>\$1324</b> (down 3.4%)

The annual electricity bill on the median standing offer was

Concession	Without concession
<b>\$1311</b> (down 8.4%)	<b>\$1419</b> (down 7.8%)

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	Without concession
<b>\$940</b> (up 4.3%)	<b>\$1047</b> (up 3.9%)

The annual gas bill on the median standing offer is

concession	Without concession
<b>\$1045</b> (up 4.2%)	<b>\$1153</b> (up 3.9%)

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.

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

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

**\$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).

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

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

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

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

**\$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**