

# Disconnections down as energy reforms take effect

**31 March 2020**

## *Electricity and gas*

The state's independent economic energy regulator says prices are remaining stable with disconnections falling and fewer discounts have conditions attached.

The Essential Services Commission's [quarterly energy market snapshot update](#) shows prices remained stable between 30 June 2019 and 31 January 2020.

The commission's energy director Sarah McDowell says the report shows promising signs that recent changes to the energy rules have led to better protections for customers.

"The number of residential customers disconnected between July and December 2019 was 17 per cent lower compared to the same time in 2018–19, and 29 per cent lower than 2017–18.

Ms McDowell says the report also shows the cost of not paying your electricity bill on time has also decreased.

"The data shows the number of offers in the market with conditional discounts is down to 33 per cent (as at 31 January 2020) but there are still some plans with high costs for not meeting discount conditions," she said.

The commission is also introducing a cap on the amount energy companies can charge customers for missing pay on time conditions, which will come into effect from 1 July this year.

The latest energy market report also shows:

- the commission issued three electricity generation licences – adding 336MW to the state’s future energy generation capacity, one electricity retail licence and one electricity transmission licence
- two energy retailers paid \$1.2 million in penalties for alleged breaches of the energy rules (between July and December 2019)
- energy retailers wrongfully disconnected 60 per cent fewer customers compared to the same period last year.

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