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ENERGY RETAILERS

COMPARATIVE PERFORMANCE REPORT -
PRICING AND THE COMPETITIVE MARKET
2008-09

DECEMBER 2009

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CONTENTS

Contents		III
1 INTRODUCTION		1
1.1 Purpose of the Report	1	
1.2 Data Sources	1	
1.3 Energy Market	2	
1.4 Market Transfers	5	
1.5 Issues for 2010	6	
1.6 Structure of the Report	6	
2 STANDING OFFER TARIFFS - HISTORICAL TRENDS		7
2.1 Overall findings	7	
2.2 Background	7	
2.3 Methodology	8	
2.4 Historical trends - electricity and gas	9	
2.5 Residential electricity tariffs	11	
3 STANDING OFFER TARIFFS – ALL RETAILER COMPARISON		18
3.1 Overall findings	18	
3.2 Background	18	
4 MARKET OFFER TARIFFS – PUBLISHED OFFERS		25
4.1 Overall findings	25	
4.2 Background	25	
4.3 Methodology	26	
5 MARKET OFFER TARIFFS – OFFERS TO CUSTOMERS		33
5.1 Overall findings	33	
5.2 Background	33	
5.3 Methodology	34	
6 MARKETING CONDUCT		40
6.1 Overall findings	40	
6.2 Background	40	
6.3 Distribution of competitive offers	41	
6.4 Marketing behaviour and disadvantaged communities	42	
6.5 Complaints	44	

7	TABLES AND FIGURES	45
	APPENDIX A – VICTORIAN ENERGY SUPPLY ZONES	49
	A.1 Maps of Electricity supply zones	49
	A.2 Maps of Gas supply zones	51
	APPENDIX B – PUBLISHED MARKET OFFERS – SUMMARY OF FEATURES	52
	APPENDIX C – RESIDENTIAL ELECTRICITY STANDING OFFERS	59
	APPENDIX D – SMALL BUSINESS ELECTRICITY STANDING OFFERS	68
	APPENDIX E – RESIDENTIAL GAS STANDING OFFERS	74
	APPENDIX F – SMALL BUSINESS GAS STANDING OFFERS	83
	APPENDIX G – RESIDENTIAL ELECTRICITY PUBLISHED MARKET OFFERS	90
	APPENDIX H – SMALL BUSINESS ELECTRICITY PUBLISHED MARKET OFFERS	98
	APPENDIX I – RESIDENTIAL GAS PUBLISHED MARKET OFFERS	104
	APPENDIX J – SMALL BUSINESS GAS PUBLISHED MARKET OFFERS	113

1.1 Purpose of the Report

The *Energy Retailers Comparative Performance Report – Pricing and the Competitive Market 2008-09* provides government, consumers and other interested parties with information regarding the operation of Victoria's competitive energy market.

The report provides greater transparency to the performance of the retail energy industry and considerable information on the range of standing (default) and market offer products available to Victorian consumers in the competitive market. It analyses energy costs over time, and compares the various tariffs of retailers in each area of the state.

The Commission is required to report formally to the Minister for Energy and Resources under section 39A of the *Electricity Industry Act 2000* and section 47 of the *Gas Industry Act 2001* on published standing and market offers, and other features of the competitive market. The Minister also asked for information on the marketing conduct of retailers, particularly in socio-economically disadvantaged areas and/or culturally and linguistically diverse communities.¹ This information is set out in chapter 6 of this report.

A separate report, *Energy Retailers Comparative Performance Report – Customer Service 2008-09*, reviews how well the energy retailers treat their customers, including those experiencing financial hardship, against certain performance indicators. This report also reviews retailers' call centre performance and complaints.

All reports are published on the Commission's website, www.esc.vic.gov.au.

1.2 Data Sources

The data contained in this report is derived from a number of sources, including:

- Retailers' standing offer tariffs as published in the *Victoria Government Gazette* and on the Commission's *YourChoice* website;
- Retailers' market offers published on the Commission's *YourChoice* website;
- The National Electricity Market Management Company Ltd (NEMMCO);

¹ Letter from the Minister of Energy and Resources to the Chairperson, Essential Services Commission, dated 22 May 2009

- Victorian Energy Networks Corporation (VENCorp);² and
- Independent market research undertaken by the Commission.

Prior to publication, this report was circulated to all retailers with an invitation to comment on any aspects of the report. Few retailers responded. The Commission has incorporated their comments where appropriate.

1.3 Energy Market

Australian Governments have implemented reforms in the gas and electricity markets by introducing competition into electricity generation and electricity and gas retailing, and regulating access to network infrastructure. The National Electricity Market (NEM) interconnects Victoria, New South Wales, South Australia, Queensland, Tasmania and the ACT, and facilitates competition in the wholesale electricity trading market. Victoria's natural gas network is interconnected with New South Wales, Tasmania and South Australia.

Retailers charge customers a price for energy that reflects the component costs that flow from electricity generators or gas producers to end users. There are fourteen retailers currently active in the Victorian competitive market, some of whom have a long history in the previously franchised market (the 'local' retailers – AGL, Origin Energy and TRUenergy) and others who have entered as the market has opened up to competition.³

² On 1 July 2009, NEMMCO and VENCorp became the Australian Energy Market Operator (AEMO)

³ In Victoria, full retail competition was extended to all electricity customers in January 2002 and in October 2002 to all gas customers.

Those retailers active in selling electricity and/or gas to residential or small business customers during 2008-09 are:⁴

Electricity	Gas
AGL Sales Pty Ltd; and	AGL Sales Pty Ltd; and
Australian Power and Gas	Australian Power and Gas
Click Energy	Energy Australia;
Country Energy	Origin Energy;
Energy Australia	Red Energy
Jackgreen Energy	Simply Energy
Momentum Energy	TRUenergy.
Neighbourhood Energy	Victoria Electricity
Origin Energy;	
Powerdirect	
Red Energy	
Simply Energy	
TRUenergy.	
Victoria Electricity	

Figure 1.1 shows the market share of each retailer for the residential and business electricity markets. AGL, Origin Energy and TRUenergy, who were the previously incumbent retailers, continue to hold the largest residential electricity market share (73 per cent), but this proportion has steadily declined since early 2000, and is down from 77 per cent in 2007-08. Simply Energy and Victoria Electricity are the next largest retailers, with 7 per cent of the market.

The market share percentages are similar in the business electricity market, with 79 per cent held by AGL, Origin Energy and TRUenergy, which is up from 78 per cent in 2007-08. Of the remainder, Powerdirect and Country Energy each hold 5 per cent of the business electricity market.

⁴ Licensed retailers not actively marketing to small business and domestic customers include Aurora Energy, Auspower, Cogent Energy, Diamond Energy, Dodo Power & Gas, and ERM Power Retail.

Figure 1.1 Customer Market Share – Electricity

2008-09

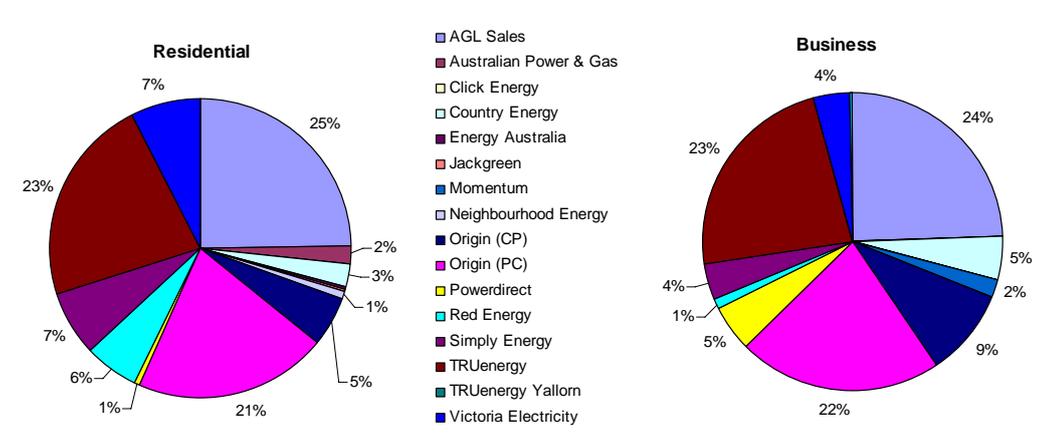
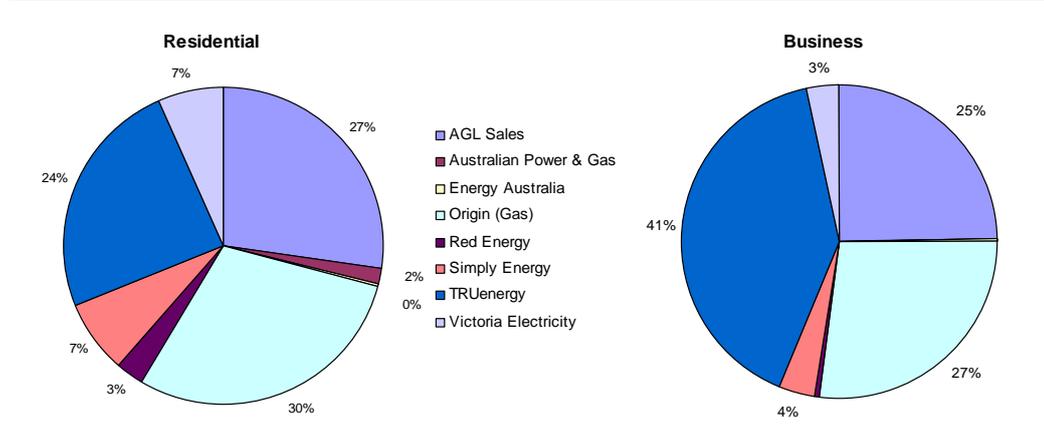


Figure 1.2 shows the market share of each retailer for the residential and business gas markets. It correlates with the residential electricity market, although AGL, Origin Energy and TRUenergy hold a greater market share in this market (81 per cent), which is down from 85 per cent in 2007-08. There has been limited penetration by other than AGL, Origin Energy and TRUenergy in the business gas market, as they hold 93 per cent of business customers.

Figure 1.2 Customer Market Share – Gas

2008-09

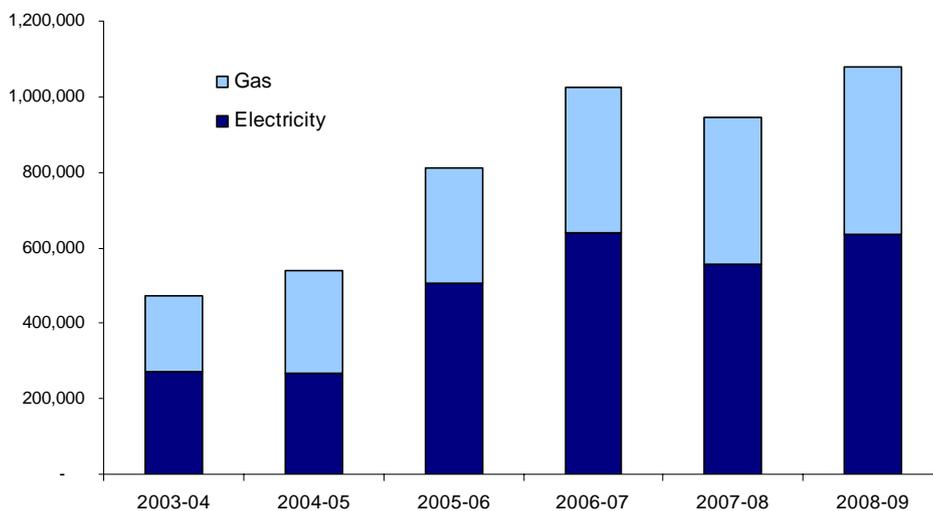


1.4 Market Transfers

The number of customers who have switched retailers, or entered a market contract with their existing retailer, is one indication of the extent of competition in the Victorian energy market.

The National Electricity Market Management Company (NEMMCO)⁵ and the Victorian Energy Networks Corporation (VENCorp)⁶ provide data on the frequency with which customers have switched retailers in the Victorian electricity and gas markets. From 1 July 2009, the functions of NEMMCO and VENCorp will be undertaken by the Australian Energy Market Operator (AEMO).

Figure 1.3 Completed Retail Transfers 2003-04 to 2008-09
Gross Switching per financial year – Electricity and Gas
(small and medium customers only)



Data source: AEMO

Figure 1.3 shows increased market activity throughout 2008-09 compared with 2007-08, with a total of 635,191 electricity and 445,470 gas customers switching retailers. The number of electricity customers switching retailers was up 14.1 per cent from 2007-08, with an increase in both gas and electricity transfer rates. The annual gross switching rate among small customers in 2008-09 is 25 per cent, up from 23 per cent in 2007-08.

NEMMCO data shows that Victoria had the highest gross switching rate in Australia in 2008-09. South Australia recorded the next highest rate, with 17 per cent, while New South Wales (11 per cent) and Queensland (9 per cent) had a much lower rate of customers changing electricity retailers.

⁵ NEMMCO operates the wholesale electricity pool for Queensland, New South Wales, ACT, Victoria, South Australia and Tasmania.

⁶ VENCorp operates Victoria's gas spot market, see www.vencorp.com.au.

1.5 Issues for 2010

The tariffs and offers published by the retailers and on the Commission's YourChoice website provide considerable information, which is presented in this report. The Commission proposes the following improvements for 2010:

- All retailers are now required to publish the reason for standing offer price increases. The Commission will monitor and publish this information in future reports.
- Consideration will be given to comparing the fixed (supply charges) and variable charges separately.
- Quarterly information will be issued on the latest offers published on the YourChoice website.

The Commission will also continue to provide relevant information to more vulnerable customers on how to access the competitive market if they wish to, and how to deal with door-to-door and telephone marketers.

The Commission will visit those communities where there are more complaints about marketing behaviour, particularly in the regional areas, and work with the relevant retailers to improve their practices.

1.6 Structure of the Report

This report provides information on the price of energy services and the offers available to customers in the competitive market. The remainder of the report is structured as follows:

- Chapter 2 continues the Commission's historical trend analysis of the standard tariff rates of the former local retailers (AGL, Origin Energy and TRUenergy).
- Chapter 3 compares the cost of standing offer tariffs of all retailers. This is the first time such comparisons can be made, as prior to 1 January 2009, standing offers were only available from local retailers.
- Chapter 4 reviews the various market rate offers published on the Commission's *YourChoice* website.
- Chapter 5 shows the results of research into market offers received by consumers when independently contacting the various retailers.
- Chapter 6 examines the marketing conduct of energy retailers, and initiatives undertaken and any issues identified.

Appendix A contains maps of electricity and gas distribution zones which assist customers in determining the information in the report which is most relevant to their area.

Appendix B contains a summary of retailers' published market offers, as published on the Commission's YourChoice website.

Appendices C to J provides full details of every standing and market offer published on the You Choice website from 1 January to 30 June 2009.

2.1 Overall findings

Standing offer prices published by the three local retailers – AGL, Origin Energy and TRUenergy – for both electricity and gas have increased in the past two years, following a long period where prices generally decreased. The rise in prices in the past two years is mostly attributable to drought conditions reducing the output of many hydro electricity plants and increasing the use of more expensive gas-fired electricity generation. This in turn has increased the overall electricity wholesale costs.⁷

Electricity charges for residential customers have generally risen over the period, whereas prices for small businesses are lower:

- The industry average annual bill for household customers on two-rate tariff has fluctuated since 1994-95, and is now 5 per cent higher than at that time.
- The bills for small business have fallen by up to 30 per cent since 1994-95, but have risen in the past two years.

For residential gas customers, the average charge is 16 per cent higher than in 1999, but prices on average for small business customers are 9.5 per cent lower than in the same period.

2.2 Background

All Victorian small electricity and gas consumers must be offered supply by nominated retailers at prices known as “standing offers”.⁸ Standing offer tariffs are default tariffs that apply to customers of the responsible retailer, where no market offer has been entered into.⁹

Until 31 December 2008, standing offer prices were subject to price oversight under the Safety Net Price Path (‘Price Path’) negotiated between the Victorian Government and the local retailers – AGL, Origin Energy and TRUenergy.¹⁰

⁷ See Fact Sheet: Energy in Victoria, Department of Primary Industries, 2007

⁸ Small customers are defined as residential customers and small business customers consuming <20MWh/pa of electricity and <150Gj/pa of gas

⁹ The requirement to offer supply rests with the retailer that is the current or most recent provider of electricity or gas for that household or small business.

¹⁰ See the 2007-08 Energy Retailers Comparative Performance Report for information on this agreement

In early 2008, the Australian Energy Market Commission (AEMC) completed a review of the effectiveness of retail energy competition in Victoria and found that retail energy competition in Victoria is functioning well. The AEMC recommended that there was a reduced need for government to be directly involved in the price regulation of the Victorian energy market.

The Victorian Government subsequently removed its statutory reserve pricing powers for small customers from 1 January 2009. Prices are now set by the retailers, who are required to publish standing offers and market offer prices in the Victorian marketplace.¹¹

2.3 Methodology

Prices for 2008-09 are calculated using an average price for the entire financial year. This is consistent with the methodology used in past financial years. In 2008-09, this incorporates a 50 per cent weighting to both the 2008 (July to December) and 2009 (January to June) standing offer tariffs.

The supply charges attached to the relevant tariff structures are incorporated in the tariffs. The Commission will show these charges separately in future reports.

The prices are compared for 'typical' customer consumption patterns, which have been used consistently for comparison purposes since early 2000s. This year, the Commission has emphasised the electricity time-of-use tariffs as these tariffs will become increasingly prevalent in the electricity market with the advent of interval metering.¹²

Annual average bill comparisons for electricity residential and small business customers assume either gas or electric hot water, and the comparisons shown for gas customers also assume typical consumption.

This report straddles two periods when retailers must publish standing offer prices. From July – December 2008, the requirement applied to the three local retailers and from January – June 2009, all retailers were required to publish standing offers.

The prices in chapter 2 show the historical trends for the published standing offers of the three local retailers - AGL, Origin Energy and TRUenergy. In future reports these historical trends will be compared using the standing offer prices of all retailers.

Chapter 3 compares the standing offer tariffs of all retailers, published for the period 1 January – 30 June 2009.

¹¹ Refer to Division 5 of the *Electricity Industry Act, 2000* and Division 4 of the *Gas Industry Act, 2001*.

¹² These tariffs were previously more commonly referred to as Winner GH/GL

2.4 Historical trends - electricity and gas

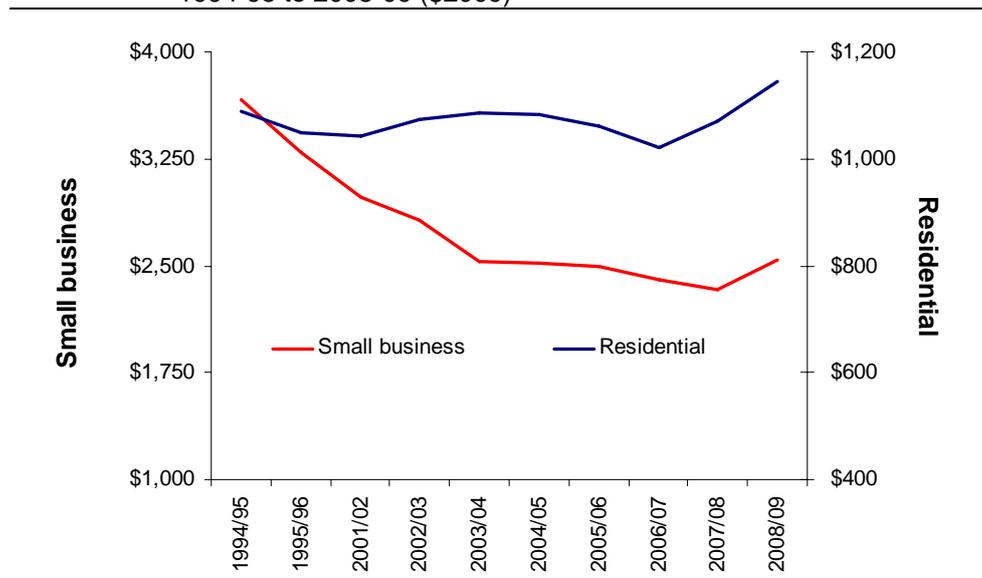
This section presents trend data for average annual standard tariffs for electricity and gas customers adjusted for Consumer Price Index (CPI).¹³

The reporting timeframes for the two fuels are different. Data was not available prior to 1999 for the gas sector, but the 1994-95 benchmark has been retained in the electricity sector to enable comparison with the privatisation of the Victorian energy market and the onset of competitive reforms in the energy industry .

Figure 2.1 shows the trend in average electricity charges for two typical consumption patterns:

- Residential households consuming 4,000 kWh peak and 2,500 kWh off-peak on a residential two-rate standing offer tariff.
- Small businesses consuming 12,000 kWh on a small business single rate standing offer tariff.

Figure 2.1 Average Annual Standing Offer Electricity Charges
1994-95 to 2008-09 (\$2009)



The data shows that:

- The industry average annual bill for household customers on standing offer two-rate tariff (\$1,144) has fluctuated since 1994-95, and is now 5 per cent higher than at that time.
- Small businesses consuming 12,000 kWh per annum on a single rate tariff have seen their annual bills fall by 30 per cent since 1994-95, notwithstanding a 7 per cent rise over the past two years.

¹³ Consumer Price Index taken as at September 2008.

Figure 2.2 Average Annual Gas Charges
1999 to 2009 (\$2009)

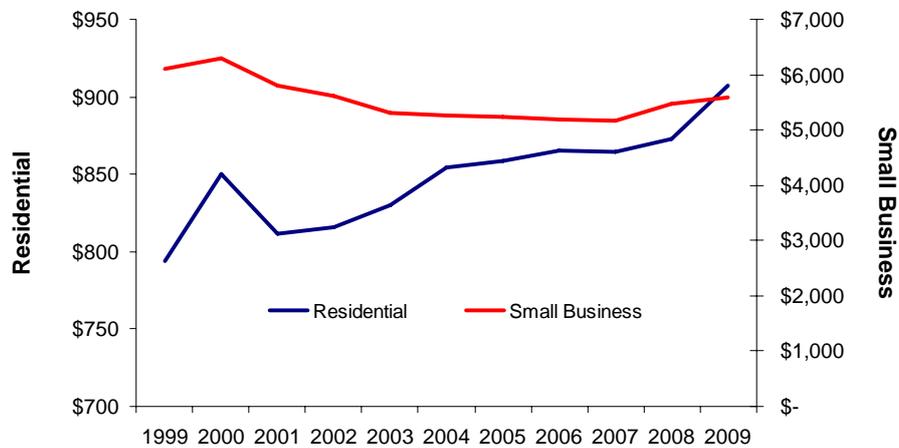


Figure 2.2 shows the trend in average gas charges for two typical consumption patterns:

- Residential households consuming 60 gigajoules (GJ) per year on the residential standing offer tariff.
- Small business consuming 500 GJ per year on the small business standing offer tariff

The average annual charges for gas residential customers have generally risen since 1999 whereas prices for small businesses are 9.5 per cent lower.

2.5 Residential electricity tariffs

Figure 2.3, Figure 2.4 and Figure 2.5 show the trends in prices for a five year period for the following customers:

- Residential households consuming 4,000 kWh peak and 2,500 kWh off-peak on a residential single-rate and two-rate standing offer tariff
- Residential households consuming 3,000 kWh peak and 6,000 kWh off-peak on a time-of-use tariff

The data shows the following price movements in standing offer prices published by AGL, Origin Energy and TRUenergy, noting that all prices have risen in the past two years.

Single-rate tariff customers consuming 4000 kWh/pa

- With the exception of the Origin Powercor zone, prices are still below 1994/95 levels in real terms.
- In 2008-09, average annual charges for these customers were \$890, an increase of 7.4 per cent compared with 2007-08 (\$828).
- Origin Powercor customers had the largest increase (10.0 per cent) while Origin Citipower customers had the lowest annual charges (\$852), despite a 7.5% increase.

Two-rate tariff customers

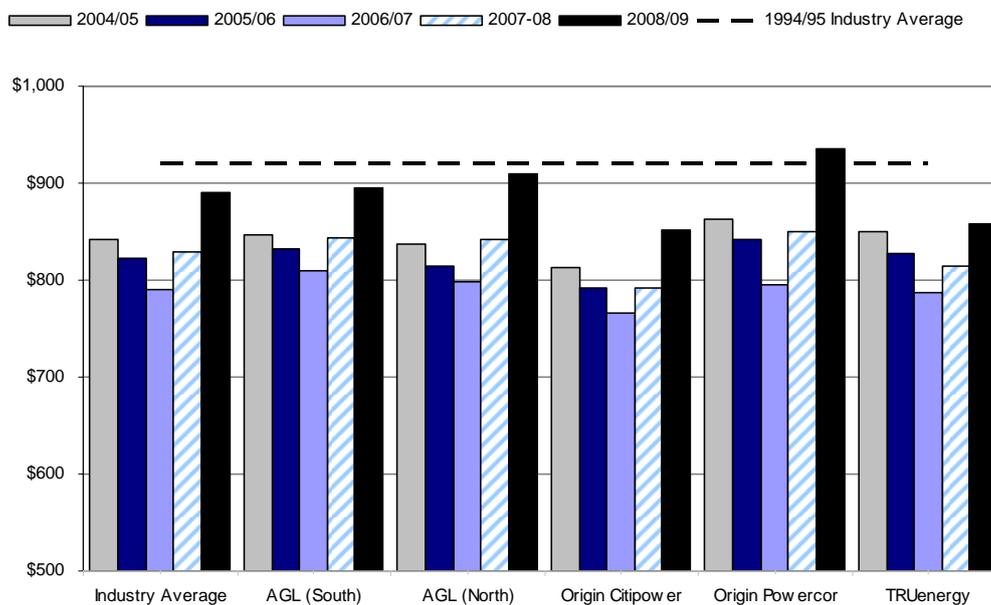
- In real terms, prices for these customers are higher than in 1994-95
- In 2008-09, average annual charges for households in this category increased by 6.8 per cent (\$1,144) compared with 2007-08 (\$1,071).
- AGL North customers had the largest single-year increase from 2007-08 (6.8 per cent) while Origin Citipower customers had the lowest annual charges (\$1,080) and the smallest overall increase

Time-of-use tariff customers

- Average costs against this tariff are now 12 per cent higher than in 1994-95.
- In 2008-09, higher consuming households on this tariff had an average increase in charges of 9.4 per cent (\$1,488) compared with 2007-08 (\$1,361).
- TRUenergy customers experienced the largest annual increase (13.3 per cent more than 2007-08) and Origin Citipower customers had the lowest annual charges of \$1,398, again with the lowest average increase.

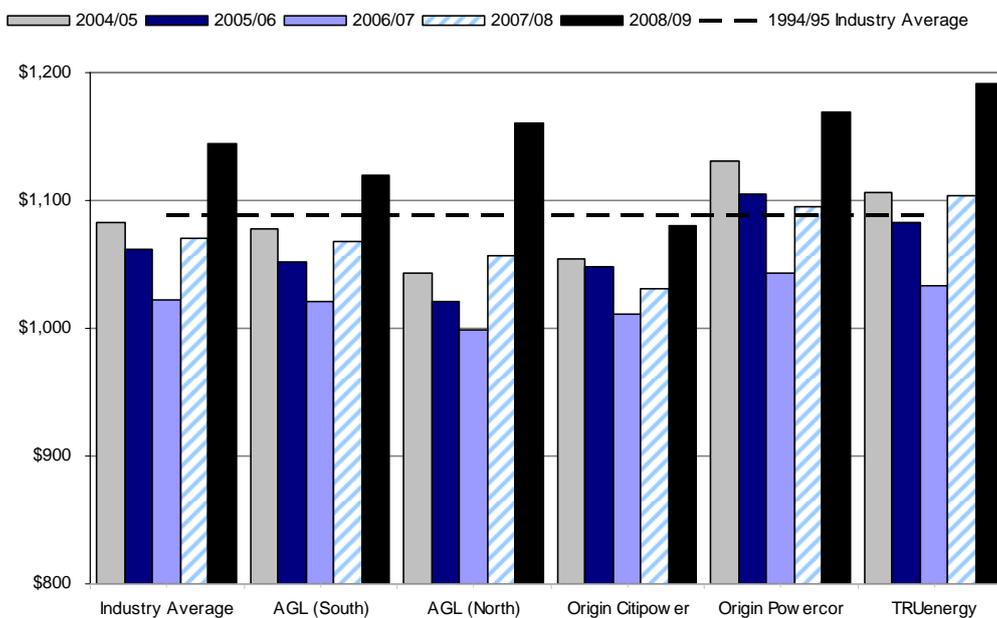
Figure 2.3 Average Annual Charges – Residential Single Rate Tariff (\$2009)

Based on 4,000 kWh Peak Consumption



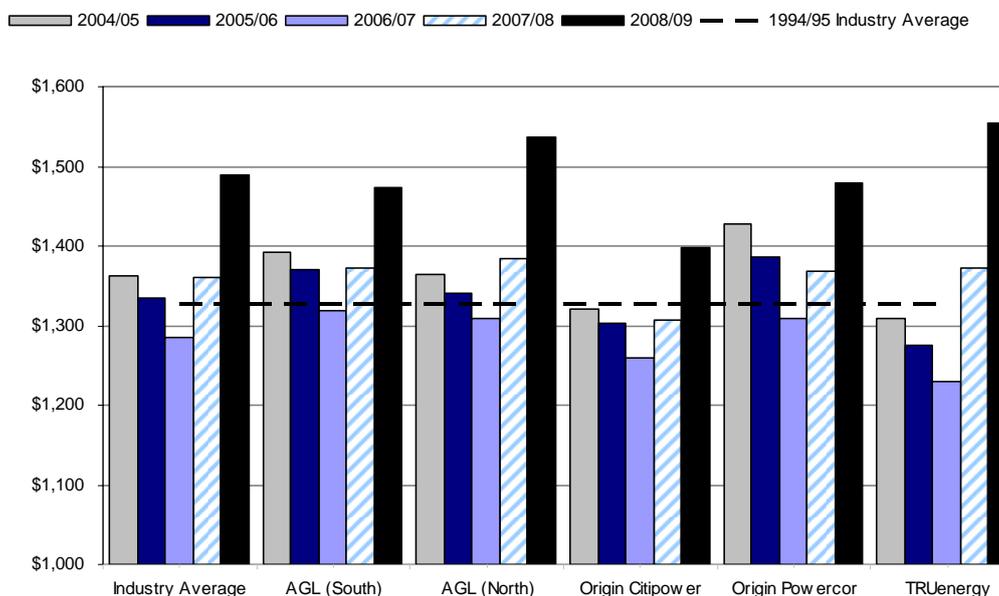
	Industry Average	AGL (South)	AGL (North)	Origin Citipower	Origin Powercor	TRUenergy
2004-05	\$841 -2.2%	\$847 -1.2%	\$837 -2.4%	\$812 -3.2%	\$862 -1.2%	\$850 -3.2%
2005-06	\$822 -2.3%	\$832 -1.8%	\$815 -2.6%	\$792 -2.5%	\$842 -2.3%	\$828 -2.6%
2006-07	\$791 -3.7%	\$809 -2.7%	\$798 -2.1%	\$766 -3.4%	\$795 -5.6%	\$788 -4.9%
2007-08	\$828 +4.7%	\$843 +4.2%	\$841 +5.4%	\$793 +3.5%	\$850 +6.9%	\$814 +3.4%
2008-09	\$890 +7.4%	\$896 +6.3%	\$909 +8.0%	\$852 +7.5%	\$935 +10.0%	\$858 +5.3%

Figure 2.4 Average Annual Charges – Residential Two Rate Tariff (\$2009)
Based on 4,000 kWh Peak + 2,500 kWh Off-Peak Consumption



	Industry Average	AGL (South)	AGL (North)	Origin Citipower	Origin Powercor	TRUenergy
2004-05	\$1,082 -0.4%	\$1,078 -1.9%	\$1,043 -1.9%	\$1,055 1.7%	\$1,131 1.9%	\$1,106 -1.8%
2005-06	\$1,062 -1.9%	\$1,052 -2.4%	\$1,021 -2.1%	\$1,049 -0.6%	\$1,105 -2.3%	\$1,082 -2.1%
2006-07	\$1,022 -3.8%	\$1,022 -2.9%	\$998 -2.2%	\$1,012 -3.5%	\$1,044 -5.6%	\$1,033 -4.6%
2007-08	\$1,071 +4.8%	\$1,068 +4.5%	\$1,057 +5.8%	\$1,031 +1.9%	\$1,095 +4.9%	\$1,103 +6.8%
2008-09	\$1,144 +6.8%	\$1,120 +4.9%	\$1,161 +9.8%	\$1,080 +4.7%	\$1,169 +6.8%	\$1,191 +7.9%

Figure 2.5 Average Annual Charges – Residential Time-of-Use Tariff (\$2009)
Based on 3,000 kWh Peak + 6,000 kWh Off-Peak Consumption



	Industry Average	AGL (South)	AGL (North)	Origin Citipower	Origin Powercor	TRUenergy
2004-05	\$1,363 +1.1%	\$1,393 +1.7%	\$1,365 +1.0%	\$1,320 +1.3%	\$1,427 +2.0%	\$1,309 -0.5%
2005-06	\$1,335 -2.0%	\$1,371 -1.6%	\$1,341 -1.7%	\$1,303 -1.3%	\$1,386 -2.9%	\$1,275 -2.6%
2006-07	\$1,285 -3.7%	\$1,319 -3.8%	\$1,310 -2.3%	\$1,260 -3.3%	\$1,308 -5.6%	\$1,229 -3.6%
2007-08	\$1,361 +5.9%	\$1,372 +4.0%	\$1,385 +5.7%	\$1,306 +3.7%	\$1,368 +4.6%	\$1,372 +11.6%
2008-09	\$1,488 +9.4%	\$1,474 +7.4%	\$1,536 +10.9%	\$1,398 +7.0%	\$1,479 +8.1%	\$1,555 +13.3%

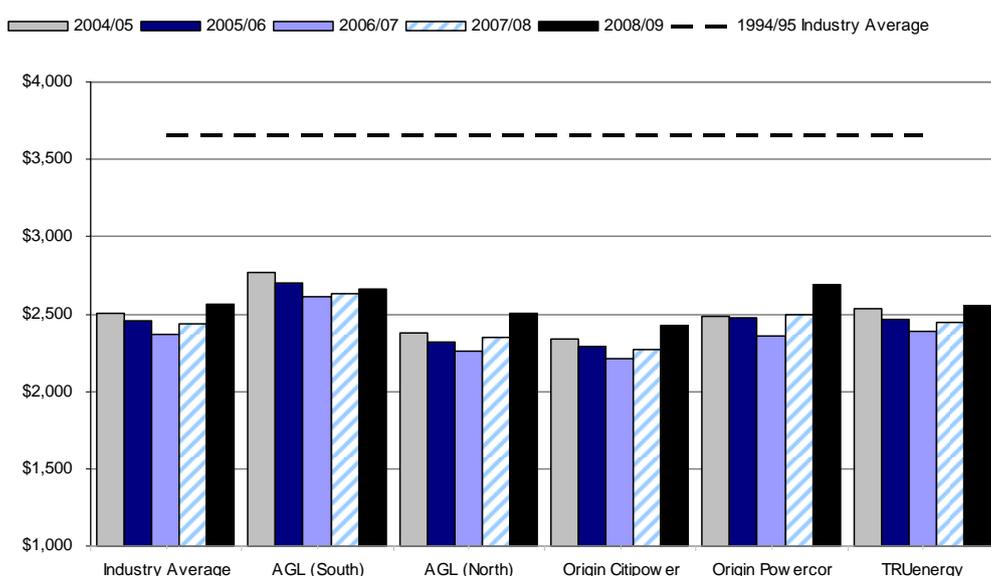
2.5.1 Small business electricity tariffs

Figure 2.6 demonstrates the trend in electricity prices for small business customers of electricity on a single rate tariff. It shows that, in most cases, electricity prices declined each year from 2004 to 2007, before rising in 2008. Despite the recent price increases, prices in 2008-09 are 30 per cent less than in 1994-95.

In 2008-09 average annual charges for small businesses consuming 12,000 kWh peak electricity rose by 5.3 per cent compared with 2007-08.

Origin Powercor customers experienced the greatest increase compared with 2007-08 (8.0 per cent) while customers of Origin Citipower had the lowest annual charges of \$2,427.

Figure 2.6 Average Annual Charges – Small Business Single Rate Tariff (\$2009)
Based on 12,000 kWh Consumption



	Industry Average	AGL (South)	AGL (North)	Origin Citipower	Origin Powercor	TRUenergy
2004-05	\$2,503 -0.8%	\$2,772 -2.2%	\$2,379 -2.4%	\$2,343 1.0%	\$2,483 1.4%	\$2,536 -1.4%
2005-06	\$2,452 -2.0%	\$2,700 -2.6%	\$2,317 -2.6%	\$2,294 -2.1%	\$2,478 -0.2%	\$2,471 -2.6%
2006-07	\$2,366 -3.5%	\$2,609 -3.4%	\$2,258 -2.6%	\$2,212 -3.6%	\$2,363 -4.7%	\$2,388 -3.4%
2007-08	2,438 3.1%	\$2,633 0.9%	\$2,351 4.1%	\$2,273 2.8%	\$2,491 5.5%	\$2,444 2.3%
2008-09	\$2,567 5.3%	\$2,662 1.1%	\$2,503 6.5%	\$2,427 6.8%	\$2,690 8.0%	\$2,555 4.5%

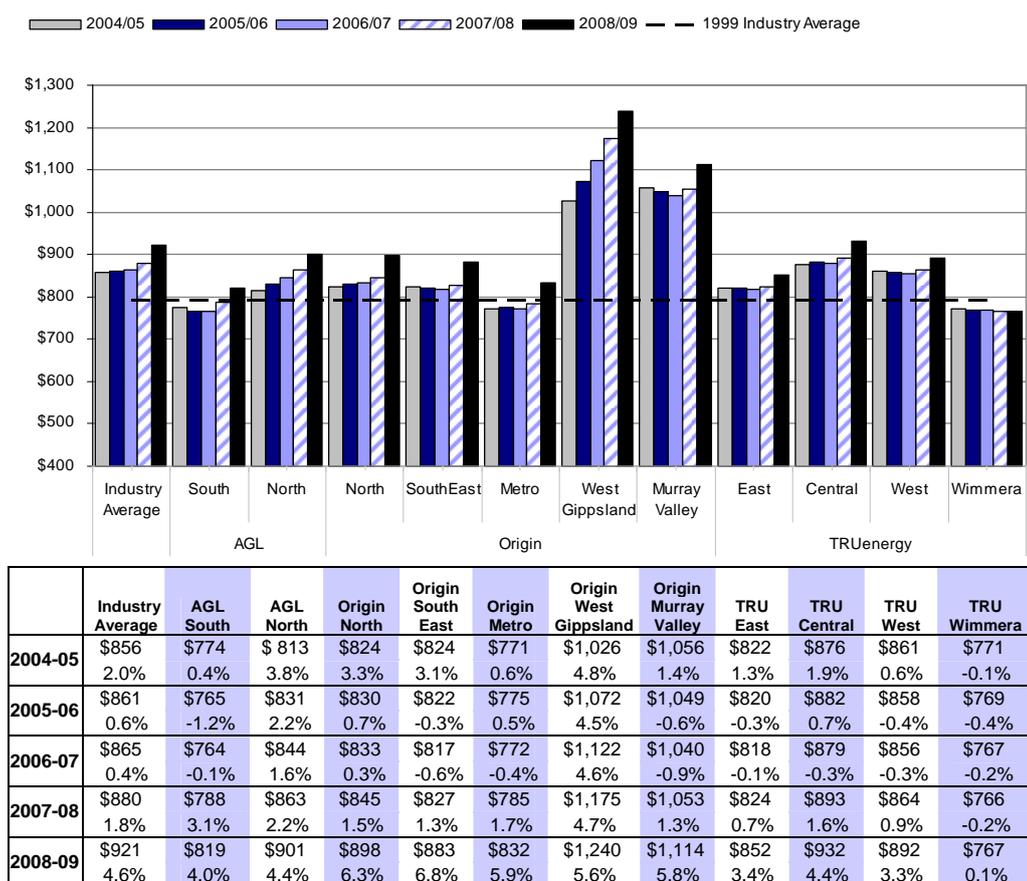
2.5.2 Residential gas tariffs

Figure 2.7 shows the trend in gas charges for households consuming 60GJ per year on the residential standing offer tariff, comparing the local retailers over the past five years and the industry average in 1999. The average charge of \$921 is 16 per cent higher than in 1999 (\$794).

In 2008-09:

- Annual charges for these households increased by an average of 4.6 per cent from 2007-08 (\$921, up from \$880), ranging from \$767 (TRUenergy Wimmera) to \$1,240 (Origin West Gippsland);
- The highest increase in 2008-09 of 6.7 per cent was experienced by customers in the Origin South East region.

Figure 2.7 Average Annual Charges – Residential Standing Offer Tariff (\$2009)
2004-05 to 2008-09, based on 60GJ Consumption

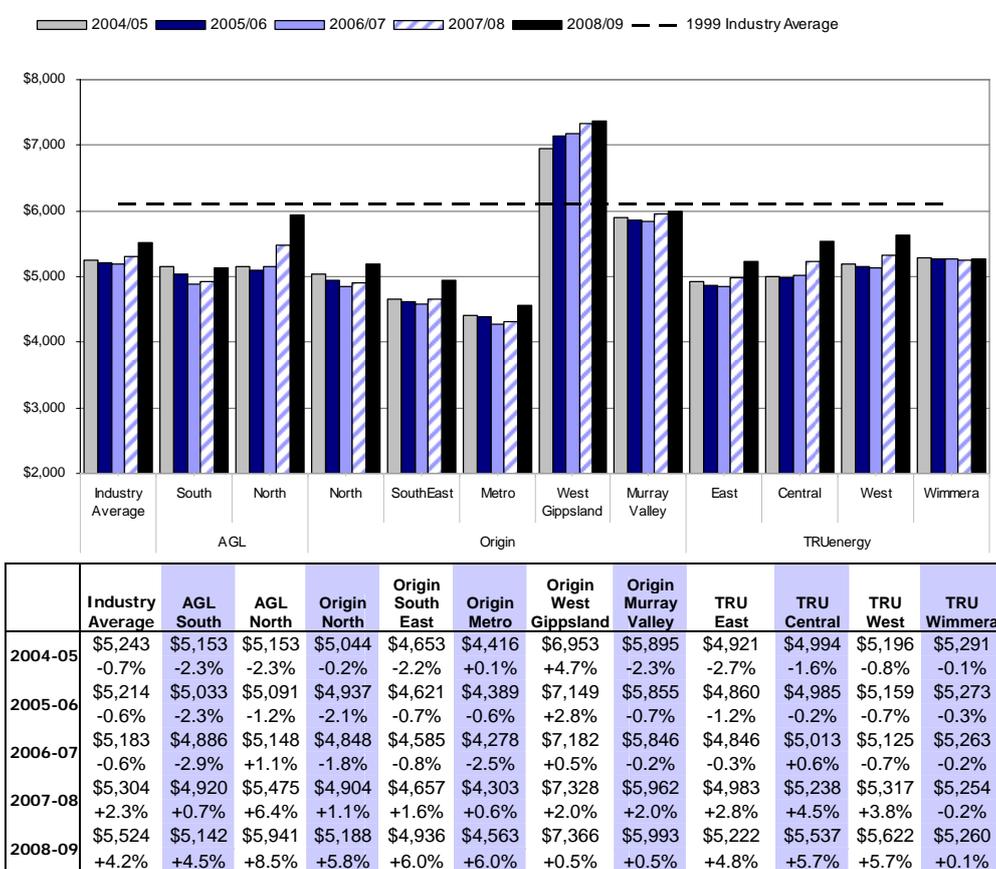


2.5.3 Small business gas tariffs

As shown in Figure 2.8 prices on average to these small business customers are 9.5 per cent lower than in 1999. In 2008-09, annual charges:

- increased by 4.2 per cent on average, from \$5,304 in 2007-08 to \$5,524 in 2008-09.
- ranged from \$4,563 (Origin Metro) to \$7,366 (Origin West Gippsland).

Figure 2.8 Average Annual Charges – Small Business Standing Offer Tariff (\$2009)
2004-05 to 2008-09, based on 500GJ Consumption



3.1 Overall findings

There is considerable variance in the standing offer tariffs published by all retailers for gas and electricity residential and small business customers in the same distribution zone and for the same tariff types.

For residential electricity customers, the variance between the lowest and highest price in some distribution zones was over \$300 per annum for some tariffs, and the difference between the highest price and the average was close to \$150.

In general, there was even greater variation in the standing offer tariffs for small business customers than in the residential market, with differences of up to 20 per cent between the tariffs in each distribution zone – up to \$500 on an average bill.

In gas, the variance in tariffs for small business customers in some distribution zones was considerable.

3.2 Background

From 1 January 2009, all retailers published standing offer tariffs for supply to residential and small business customers. This section compares the standing offer tariffs published by all retailers on their websites, in the Victorian Government Gazette and on the Commission's YourChoice website, including those published by AGL, Origin Energy and TRUenergy.

Under the legislative arrangements, retailers cannot alter standing offers more than once in a six month period, and therefore no changes were made to any of the tariffs during the reporting period to 30 June 2009.

No discounts or other promotional offers are applied to any of the tariffs, and all annual charges shown include GST.

While the analysis of the standing offer prices provides a guide to the affordability of energy prices, a range of market offers are available to consumers which can generally provide savings upon the standing offer rates. More information on market offer prices is available in Chapters 4 and 5.

3.2.1 Distribution zones

Customer bills are comprised of a number of components, including distribution charges. The tariffs published by the retailers incorporate the distribution charge associated for the area in which they publish the tariff. The prices in the tables show the retailers' prices in each distribution zone and the degree of variation between the retailers' offers.

There are five electricity distribution zones in Victoria and all retailers publish prices in those zones.¹⁴ Fourteen retailers published electricity residential standing offer prices and eleven retailers published offers for small business customers, taking effect from 1 January 2009.

Up to eight retailers published standing offer gas prices for residential consumers and small business customers from 1 January 2009. Gas is not universally distributed in Victoria and the gas extension program was only initiated by the Victorian Government in the early 2000s. Retailers do not have an obligation to supply in the gas extension areas and not all electricity retailers have a gas licence. Consequently, not all retailers are required to publish standing offers in accordance with the legislative requirements,

There are up to twenty gas distribution zones in Victoria and the prices against these zones are shown in Table 4.3 and Table 4.4.¹⁵

Similar to the analysis undertaken in chapter 2, the annual cost of each standing offer is compared, based on a typical usage pattern for each tariff.¹⁶

3.2.2 Residential electricity tariffs

This section presents a comparison of the retailers' residential electricity standing offer tariffs for each distribution zone across Victoria. Three different meter types are presented – single rate, two rate (peak with off peak hot water), and a time-of-use tariff.

Table 3.1 shows that, within all distribution zones and for all tariffs, there was a considerable variation in the standing offer prices between the highest, lowest and median prices.

Energy Australia and Jackgreen's standing offer rates were commonly the lowest standing offer prices in most distribution zones.

Momentum Energy had the highest prices in all tariff types and zones, with its prices commonly 10 to 20 per cent higher than most other retailers. It is understood that Momentum's residential standing offer tariffs only apply to those small business customers with whom they have a contractual arrangement.

¹⁴ The electricity distribution zones are shown at A1

¹⁵ The gas distribution zones are shown at A2

¹⁶ A comparison between supply charges has not been shown separately, but these charges have been incorporated in the tariffs.

The variance between the lowest and highest price in some distribution zones was over \$300 per annum for some tariffs, and the difference between the highest price and the median was up to \$150. Details of all retailers' residential electricity standing offer prices are shown in Appendix C.

Table 3.1 Residential Electricity Standing Offers Summary

Based on 4,000 kWh peak / 6,500 kWh two rate¹⁷ /
6,000 kWh time of use¹⁸ per annum

Distribution Zone	Tariff type	Lowest price	Highest price	Median
Jemena	Single rate	\$848 (Jackgreen / Energy Australia)	\$1,089 (Momentum)	\$917
	Two rate	\$1,049 (Jackgreen / Energy Australia)	\$1,376 (Momentum)	\$1,163
	Time of use	\$1,136 (Jackgreen / Energy Australia)	\$1,444 (Momentum)	\$1,231
United Energy	Single rate	\$839 (Energy Australia)	\$1,097 (Momentum)	\$910
	Two rate	\$1,069 (Energy Australia)	\$1,378 (Momentum)	\$1,163
	Time of use	\$1,117 (Energy Australia)	\$1,464 (Momentum)	\$1,215
Citipower	Single rate	\$795 (Jackgreen / Energy Australia)	\$1,089 (Momentum)	\$860
	Two rate	\$1,021 (Jackgreen / Energy Australia)	\$1,376 (Momentum)	\$1,109
	Time of use	\$1,048 (Jackgreen / Energy Australia)	\$1,444 (Momentum)	\$1,136
Powercor	Single rate	\$881 (Jackgreen / Energy Australia)	\$1,180 (Momentum)	\$960
	Two rate	\$1,112 (Jackgreen / Energy Australia)	\$1,433 (Momentum)	\$1,214
	Time of use	\$1,123 (Jackgreen / Energy Australia)	\$1,466 (Momentum)	\$1,230
SP Ausnet	Single rate	\$817 (Energy Australia)	\$1,062 (Momentum)	\$889
	Two rate	\$1,139 (Energy Australia)	\$1,461 (Momentum)	\$1,230
	Time of use	\$1,126 (Energy Australia)	\$1,452 (Momentum)	\$1,223

¹⁷ The two rate tariff comprises 4,000 kWh/pa peak and 2,500 kWh/pa off-peak electricity

¹⁸ The time of use tariff comprises 3,000 kWh/pa peak and 3,000 kWh/pa f-peak electricity

3.2.3 Small business electricity tariffs

This section presents a comparison of the various retailers' standing offer electricity tariffs for small businesses in each distribution zone across Victoria. Two different meter types are shown – single rate and time-of-use tariffs.

In general, Table 3.2 shows that there was greater variation in the standing offer tariffs for these small business customers than in the residential market, with differences of up to 20 per cent between the tariffs in each distribution zone – up to \$500 on an average bill.

Click Energy rates were the lowest in most zones and tariff types, with Energy Australia's charges being lowest in other areas. Momentum Energy had the highest standing offer prices for these small business customers in all zones and tariffs.

Details of all retailers' standing offer prices are available in Appendix D.

Table 3.2 Small Business Electricity Standing Offers Summary

Based on 12,500 kWh peak / 40,000 kWh time of use per annum

Distribution Zone	Tariff type	Lowest price	Highest price	Median
Jemena	Single rate	\$2,329 (Click Energy)	\$3,082 (Momentum)	\$2,518
	Time of use	\$6,602 (Click Energy)	\$8,273 (Momentum)	\$7,128
United Energy	Single rate	\$2,638 (AGL / Powerdirect)	\$2,901 (Momentum)	\$2,762
	Time of use	\$6,830 (TRUenergy)	\$8,181 (Momentum)	\$7,317
Citipower	Single rate	\$2,257 (Click Energy)	\$2,712 (Momentum)	\$2,420
	Time of use	\$6,551 (Click Energy)	\$7,861 (Momentum)	\$7,022
Powercor	Single rate	\$2,489 (Click Energy)	\$3,026 (Momentum)	\$2,655
	Time of use	\$6,840 (Click Energy)	\$8,319 (Momentum)	\$7,526
SP Ausnet	Single rate	\$2,425 (Energy Australia)	\$2,980 (Momentum)	\$2,566
	Time of use	\$7,273 (Energy Australia)	\$8,730 (Momentum)	\$7,684

3.2.4 Residential and small business gas tariffs

This section presents a comparison of the various retailers' residential and small business gas standing offer tariffs for each distribution zone across Victoria.

Gas is not universally available throughout Victoria and in some of the gas extension areas, only one or two retailers are present.

As with electricity standing offers, there was considerable variance between many retailers' standing offer tariffs within the distribution zones.

Table 3.3 summarises the highest, lowest and median standing offer prices available to residential gas consumers across the state. Details of all retailers' residential gas standing offer prices are available in Appendix E.

Up to five retailers (AGL, Origin, TRUenergy, Simply Energy and Energy Australia) published standing offer gas prices for small businesses and for some customers, the price differences within the distribution zones were more stark. This is particularly the case where there are only two retailers.

Table 3.4 provides a summary of the highest, lowest and median standing offer prices available to small business gas consumers across the state. Detailed analysis of all retailers' small business gas standing offer prices is available in Appendix F.

Table 3.3 Residential Gas Standing Offers Summary

Based on 60GJ per annum

Distribution Zone	Lowest Price	Highest Price	Median
Envestra Central 1	\$787 (Energy Australia)	\$936 (Victoria Electricity)	\$882
Envestra Central 2	\$798 (Energy Australia)	\$940 (Victoria Electricity)	\$879
Envestra North	\$831 (Energy Australia)	\$969 (Victoria Electricity)	\$918
Envestra Cardinia	\$1,095 (Origin Energy)	\$1,271 (TRUenergy)	\$1,258
Envestra Murray	\$1,106 (AGL)	\$1,155 (Origin Energy)	\$1,129
Envestra Mildura	\$1,345 (Origin Energy)	\$1,345 (Origin Energy)	\$1,345
Envestra Bairnsdale	\$1,124 (Origin Energy)	\$1,493 (TRUenergy)	\$1,308
Multinet Main 1	\$803 (Energy Australia)	\$959 (Victoria Electricity)	\$899
Multinet Main 2	\$776 (Energy Australia)	\$900 (Victoria Electricity)	\$854
Multinet Murray	\$1,052 (Origin Energy)	\$1,126 (TRUenergy)	\$1,068
Multinet Gas Extension Zone	\$928 (Origin Energy)	\$1,141 (TRUenergy)	\$1,065
SP Ausnet Central 1	\$853 (Energy Australia)	\$1,001 (Victoria Electricity)	\$959
SP Ausnet Central 2	\$852 (Energy Australia)	\$990 (Victoria Electricity)	\$932
SP Ausnet Adjoining Central	\$963 (AGL)	\$1,202 (TRUenergy)	\$1,082
SP Ausnet West	\$839 (Energy Australia)	\$934 (Red Energy)	\$897
SP Ausnet Adjoining West	\$1,123 (AGL)	\$1,171 (TRUenergy)	\$1,147
Gas Extension Zone	\$1,106 (AGL)	\$1,160 (TRUenergy)	\$1,133

Table 3.4 Small Business Gas Standing Offers Summary

Based on 500 GJ per annum

Distribution Zone	Lowest Price	Highest Price	Median
Envestra Central 1	\$4,671 (Energy Australia)	\$5,253 (Origin Energy)	\$4,951
Envestra Central 2	\$4,911 (Simply Energy)	\$5,513 (Origin Energy)	\$5,197
Envestra North	\$4,900 (Energy Australia)	\$5,489 (Origin Energy)	\$5,172
Envestra Cardinia	\$7,599 (TRUenergy)	\$7,599 (TRUenergy)	\$7,599
Envestra Murray	6,096 (TRUenergy)	\$6,355 (AGL)	\$6,226
Envestra Mildura	\$7,575 (Origin Energy)	\$7,575 (Origin Energy)	\$7,575
Envestra Bairnsdale	\$9,448 (TRUenergy)	\$9,448 (TRUenergy)	\$9,448
Multinet Main 1	\$4,342 (Energy Australia)	\$4,875 (Origin Energy)	\$4,577
Multinet Main 2	\$4,829 (Energy Australia)	\$5,230 (AGL)	\$5,094
Multinet Murray	\$6,465 (TRUenergy)	\$6,611 (AGL)	\$6,538
Multinet Gas Extension Zone	\$5,253 (Origin Energy)	\$6,939 (TRUenergy)	\$6,046
SP Ausnet Central 1	\$5,122 (Simply Energy)	\$5,849 (Origin Energy)	\$5,600
SP Ausnet Central 2	\$5,428 (Simply Energy)	\$6,131 (AGL)	\$5,592
SP Ausnet Adjoining Central	\$5,815 (AGL)	\$8,588 (TRUenergy)	\$7,201
SP Ausnet West	\$5,199 (Simply Energy)	\$5,938 (Origin Energy)	\$5,510
SP Ausnet Adjoining West	\$7,485 (AGL)	\$7,869 (TRUenergy)	\$6,177
Gas Extension Zone	\$5,489 (Origin Energy)	\$7,033 (TRUenergy)	\$6,318

4.1 Overall findings

There are substantial savings for residential and small business electricity customers by entering into a competitive market offer. There is also a large differences in the various offers of each retailer, meaning that customers switching retailers can also achieve a substantial saving.

For electricity residential market offers, there is a difference of over 10 per cent between the cheapest and most expensive market offers and in some cases, up to 25 per cent difference, equating to almost \$300 per year. These median market offers were up to 7 per cent lower than the corresponding standing offer tariffs.

The differences for small business customers are even more substantial, with potential savings up to 30 per cent, or \$1,400 per year. Small business customers can save an average of 8 per cent on the standing offer price if they take up a market contract.

Both gas residential and small business customers can also make savings, although not all retailers offered services in each area, and in the gas extension areas, there is little or no choice of gas providers.

For residential customers, the difference between the cheapest and most expensive market offers is up to 20 per cent, representing an annual saving of over \$200, with average savings on the standing offer tariffs of up to 7 per cent.

In areas where competitive offers were available, small business customers can find up to 15 per cent difference between the highest and lowest published market offer, representing an annual saving of over \$700. Customers could make average savings of up to 18 per cent on the standing offer tariffs.

4.2 Background

From 1 January 2009, all retailers with over 500 customers were required to publish at least one market offer generally available to the majority of customers within the distribution zones and for specified meter types on their websites. These offers must be provided to the Commission for publication on its YourChoice website.

Market offers are contracts offered by retailers that may offer consumers a cheaper rate than the standing contract, or some other benefit. Market contracts may have a fixed term (generally between one and three years) or have an on-going term (known as 'evergreen' contracts).

Retailers are not required to publish all their market offers although some have chosen to publish more than one. Chapter 4 provides the results from independent research undertaken by the Commission of other market offers that may be available from the retailers.

4.3 Methodology

The following sections show the range of market offers published by the retailers using the same customer consumption patterns, distribution zones and tariff types as shown for the standing offer tariffs.

The reporting period for these offers is from 1 January - 30 June 2009. Retailers are able to change their market offers at any time, and therefore this analysis includes offers that were withdrawn during the reporting period. Between 1 January and 30 June 2009, Energy Australia and Simply Energy amended their published market offers.

Some of the offers shown in this report may no longer be available as the reporting period concluded on 30 June 2009. They may have been replaced by new market offers, which have been published on the YourChoice website.

The Commission compared the annual cost of each market offer, based on a typical usage pattern for each tariff, and reflecting the maximum discounts available to the consumer. It also compared the median market offer prices with the relevant median standing offer prices.

The prices shown in the report include all discounts that are specified in each offer, including conditional discounts such as those available for direct debit or paying on time. Where such conditions are not met, the actual tariff that applies to the customer is likely to be higher.

Table B.1 in Appendix B summarises the typical offers of each retailer. It shows that a range of discounts are available to consumers, including for meeting conditions such as paying by direct debit, on time payment, and further discounts for loyalty. In some cases, account credit or voucher sign on bonuses are available to consumers for switching to a particular offer. Some retailers specify minimum contract lengths and early termination fees.

4.3.1 Electricity - residential and small business

This section compares the various residential and small business electricity market offers published by the retailers and on the Commission's YourChoice website. All of the offers listed are generally available to all customers in the relevant distribution zone for each tariff type.¹⁹ Some retailers, notably Australian Power & Gas and Click Energy, published more than one offer for some residential tariffs.

¹⁹ The Commission did not accept some offers for publication as they did not comply with the legislative obligation to "be generally available for the majority of consumers". For example, some retailers made their electricity offer conditional on accepting the gas offer. The Department for Primary Industries concurred with the Commission's decision.

Table 4.1 and Table 4.2 summarise the range of offers and available savings for customers, based upon a typical annual usage profile. All retailers' published market offer prices for residential and small business electricity customers is shown in Appendices G and H.

It is apparent that there are a wide range of different tariff structures, prices and incentives available to consumers.

For residential customers, in every case, there is a difference of over 10 per cent between the cheapest and most expensive published market offers. In some cases, the difference between the cheapest and most expensive offers is up to 25 per cent, representing an annual saving of almost \$300.

Energy Australia's published market offers, as revised from 15 June 2009, were the cheapest available for the majority of tariffs offered around the state. Energy Australia made two changes to its residential market offers during the reporting period. From 1 April 2009 it increased its tariffs, resulting in an overall price increase. However, on 15 June 2009 the discounts in respect to those tariffs were also increased, which approximately offset the tariff increases.

Consumers can make savings by electing to take up a market offer, rather than stay on the standing offer tariff. Average savings on the standing offer for each tariff type are also shown in Table 4.1. The median published market offers were between 5 and 7 per cent lower than the standing offer tariffs generally across Victoria and within each distribution zone.

For small business customers, the lowest market offers available were from Click Energy, TRUenergy and Neighbourhood Energy, depending on the area and the tariff type. Until 1 April 2009, when it also increased its tariffs for small business customers, Energy Australia's published market offers were the lowest available in the majority of cases.

The median published market offers were between 6 and 11 per cent lower than the standing offer tariffs in every distribution zone.

Jackgreen had the cheapest single rate offer in the SP Ausnet zone, while Neighbourhood Energy was the cheapest for a time of use tariff in the Jemena area.

The savings for small business customers between some market offers are substantial. In some cases, the difference between the cheapest and most expensive offers is up to 30 per cent, representing an annual saving of over \$1,400. There is an average saving of 8 per cent for these customers on the standing offer price

Table 4.1 Residential Electricity Published Market Offers Summary

Based on 4,000 kWh single rate / 6,500 kWh two rate /
6,000 kWh time of use per annum

Distribution Zone	Tariff type	Lowest price	Highest price	Median	Median savings on standing offer
Jemena	Single rate	\$818 (Energy Australia)	\$923 (Origin Energy)	\$870	\$47 (5%)
	Two rate	\$1,029 (Energy Australia)	\$1,169 (Simply Energy)	\$1,094	\$69 (6%)
	Time of use	\$1,095 (Neighbourhood Energy)	\$1,237 (Origin Energy)	\$1,151	\$80 (6%)
United Energy	Single rate	\$814 (Neighbourhood Energy / Energy Australia)	\$914 (Origin Energy)	\$859	\$51 (6%)
	Two rate	\$1,032 (Energy Australia)	\$1,322 (Click Energy)	\$1,091	\$72 (6%)
	Time of use	\$1,070 (Energy Australia)	\$1,217 (Origin Energy)	\$1,129	\$86 (7%)
Citipower	Single rate	\$759 (Energy Australia)	\$869 (Origin Energy)	\$807	\$53 (6%)
	Two rate	\$949 (Energy Australia)	\$1,111 (Click Energy)	\$1,028	\$81 (7%)
	Time of use	\$1,005 (Energy Australia)	\$1,140 (Click Energy)	\$1,055	\$81 (7%)
Powercor	Single rate	\$850 (Energy Australia)	\$969 (Origin Energy)	\$905	\$55 (6%)
	Two rate	\$1,048 (Energy Australia)	\$1,241 (Country Energy)	\$1,136	\$78 (6%)
	Time of use	\$1,079 (Energy Australia)	\$1,230 (Origin Energy)	\$1,140	\$90 (7%)
SP Ausnet	Single rate	\$792 (Jackgreen)	\$905 (Victoria Electricity)	\$843	\$46 (5%)
	Two rate	\$1,034 (Energy Australia)	\$1,240 (Origin Energy)	\$1,167	\$63 (5%)
	Time of use	\$1,063 (Energy Australia)	\$1,280 (Victoria Electricity)	\$1,151	\$72 (6%)

Table 4.2 Small Business Electricity Published Market Offers Summary

Based on 12,500 kWh single rate / 40,000 kWh time of use per annum

Distribution Zone	Tariff type	Lowest price	Highest price	Median	Median savings on standing offer
Jemena	Single rate	\$2,049 (Click Energy)	\$2,520 (Victoria Electricity)	\$2,238	\$280 (11%)
	Time of use	\$6,154 (Click Energy)	\$7,006 (Country Energy)	\$6,397	\$731 (10%)
United Energy	Single rate	\$2,351 (TRUenergy)	\$2,884 (Victoria Electricity)	\$2,514	\$248 (9%)
	Time of use	\$6,146 (TRUenergy)	7,322 (Victoria Electricity)	\$6,628	\$689 (9%)
Citipower	Single rate	\$2,092 (TRUenergy)	\$2,464 (Victoria Electricity)	\$2,193	\$227 (9%)
	Time of use	\$6,115 (Click Energy)	\$7,189 (Victoria Electricity)	\$6,336	\$686 (10%)
Powercor	Single rate	\$2,330 (Click Energy)	\$2,745 (Victoria Electricity)	\$2,406	\$249 (9%)
	Time of use	\$6,461 (Neighbourhood Energy)	\$7,614 (Country Energy)	\$6,889	\$637 (8%)
SP Ausnet	Single rate	\$2,283 (Neighbourhood Energy)	\$2,587 (Victoria Electricity)	\$2,405	\$161 (6%)
	Time of use	\$6,384 (Click Energy)	\$7,847 (Victoria Electricity)	\$6,965	\$719 (9%)

4.3.2 Gas – residential and small business

This section compares the various residential and small business gas market offers published on the Commission's YourChoice website. All of the offers listed in this chapter are generally available to all consumers in the distribution zone for each tariff type.

Some retailers, notably Australian Power & Gas, published more than one offer for some residential tariffs and Australian Power & Gas and Click Energy, published more than one offer for some small business tariffs.

Table 4.3 and Table 4.4 summarise the range of offers and available savings for consumers, based upon a typical annual usage profile. All retailers' residential and small business gas published market offer prices are available in Appendix I and J.

Up to seven retailers published residential market offer prices on the YourChoice site from 1 January 2009. Not all retailers offered services in each area, and in some more remote areas, the choice of gas providers was relatively limited.

There are a wide range of different tariff structures, prices and incentives available to residential customers with differences of over 10 per cent between the cheapest and most expensive published market offers. In some cases, the difference between the cheapest and most expensive offers is up to 20 per cent, representing an annual saving of over \$200.

The lowest market offer prices varied across the different regions. At 30 June 2009, Australian Power & Gas' published market offers were the cheapest available in the areas of the state where it offered services. Prior to a tariff increase from 1 April 2009, Energy Australia's market offers were the lowest in these areas, which generally cover the state's major population centres. In the more remote areas, there was less competition in the gas market, and the cheapest offers came from either Origin Energy or AGL.

The median published market offers were up to 7 per cent lower than the standing offer tariffs. Conversely, in some regions the median market offer price was higher than the median standing offer due to the low numbers of offers available. This was also the case for some small business market offers.

Simply Energy, TRUenergy and AGL had the lowest gas offers available to small businesses, depending on the location. In some areas, there were few offers available to these businesses, and in the Envestra Mildura area, no published market offers were available.

Nevertheless, in areas where competitive offers were available, there is up to 15 per cent difference between the highest and lowest market offer, representing an annual saving of over \$700. Customers could make average savings of up to 18 per cent on the standing offer tariffs.

Table 4.3 Residential Gas Published Market Offers Summary

Based on 60GJ usage per annum

Distribution Zone	Lowest Price	Highest Price	Median	Median Savings
Envestra Central 1	\$791 (Australian Power & Gas)	\$1,025 (Victoria Electricity)	\$823	\$59 (7%)
Envestra Central 2	\$786 (Australian Power & Gas)	\$887 (Origin & Victoria Electricity)	\$829	\$50 (6%)
Envestra North	\$774 (Australian Power & Gas)	\$940 (Australian Power & Gas)	\$865	\$53 (6%)
Envestra Cardinia	\$1,151 (Australian Power & Gas)	\$1,282 (Origin Energy)	\$1,200	\$58 (5%)
Envestra Murray	\$1,035 (Australian Power & Gas)	\$1,155 (Origin Energy)	\$1,076	\$53 (5%)
Envestra Mildura	\$1,345 (Origin Energy)	\$1,345 (Origin Energy)	\$1,345	\$0 (0%)
Envestra Bairnsdale	\$1,125 (Origin Energy)	\$1,448 (TRUenergy)	\$1,286	\$22 (2%)
Multinet Main 1	\$806 (Australian Power & Gas)	\$901 (Origin Energy)	\$839	\$60 (7%)
Multinet Main 2	\$771 (Australian Power & Gas)	\$858 (Origin Energy)	\$804	\$50 (6%)
Multinet Murray	\$1,022 (AGL)	\$1,064 (TRUenergy)	\$1,052	\$16 (1%)
Multinet Gas Extension Zone	\$928 (Origin Energy)	\$1,106 (TRUenergy)	\$1,068	N/A
SP Ausnet Central 1	\$857 (Australian Power & Gas)	\$972 (Origin Energy)	\$933	\$26 (3%)
SP Ausnet Central 2	\$852 (Australian Power & Gas)	\$953 (Victoria Electricity)	\$883	\$49 (5%)
SP Ausnet Adjoining Central	\$1,074 (AGL)	\$1,107 (TRUenergy)	\$1,101	N/A
SP Ausnet West	\$809 (Australian Power & Gas)	\$925 (Origin Energy)	\$860	\$37 (4%)
SP Ausnet Adjoining West	\$1,074 (AGL)	\$1,107 (TRUenergy)	\$1,101	\$46 (4%)
Gas Extension Zone	\$937 (Origin Energy)	\$1,096 (TRUenergy)	\$1,059	\$74 (7%)

Table 4.4 Small Business Gas Published Market Offers Summary

Based on 500GJ usage per annum

Distribution Zone	Lowest Price	Highest Price	Median	Median Savings
Envestra Central 1	\$4,615 (Simply Energy)	\$5,219 (Victoria Electricity)	\$4,749	\$202 (4%)
Envestra Central 2	\$4,674 (Simply Energy)	\$5,507 (Victoria Electricity)	\$4,824	\$373 (7%)
Envestra North	\$4,615 (TRUenergy)	\$5,396 (Victoria Electricity)	\$4,819	\$353 (7%)
Envestra Cardinia	\$6,840 (TRUenergy)	\$6,840 (TRUenergy)	\$6,840	\$759 (10%)
Envestra Murray	\$5,487 (TRUenergy)	\$6,047 (AGL)	\$5,767	\$459 (7%)
Envestra Mildura	N/A	N/A	N/A	N/A
Envestra Bairnsdale	\$8,503 (TRUenergy)	\$8,503 (TRUenergy)	\$8,503	\$945 (10%)
Multinet Main 1	\$4,120 (TRUenergy)	\$4,824 (Victoria Electricity)	\$4,298	\$279 (6%)
Multinet Main 2	\$4,600 (TRUenergy)	\$5,337 (Victoria Electricity)	\$4,600	\$494 (10%)
Multinet Murray	\$5,818 (TRUenergy)	\$6,291 (AGL)	\$6,055	\$483 (7%)
Multinet Gas Extension Zone	\$6,602 (AGL)	\$6,605 (TRUenergy)	\$6,603	N/A
SP Ausnet Central 1	\$4,874 (Simply Energy)	\$5,803 (Victoria Electricity)	\$5,040	\$560 (10%)
SP Ausnet Central 2	\$5,157 (TRUenergy)	\$5,921 (AGL)	\$5,309	\$283 (5%)
SP Ausnet Adjoining Central	\$5,533 (AGL)	\$6,209 (TRUenergy)	\$5,871	\$1,330 (18%)
SP Ausnet West	\$4,948 (Simply Energy)	\$5,686 (Victoria Electricity)	\$5,181	\$329 (6%)
SP Ausnet Adjoining West	\$7,082 (TRUenergy)	\$7,118 (AGL)	\$7,100	N/A
Gas Extension Zone	\$6,013 (AGL)	\$6,939 (TRUenergy)	\$6,476	N/A

5 MARKET OFFER TARIFFS – OFFERS TO CUSTOMERS

5.1 Overall findings

When shopping around for offers, independent market research showed that the variation between the retailers published offers and what they offered to customers could be quite variable. This was particularly the case for electricity offers.

Residential electricity customers on either a single rate or time of use tariff were usually offered a rate higher than the published rate. In the case of the time of use tariff, it could be up to a \$100 higher per annum. Small business customers were more likely to be offered the same or lower rates than the published offer.

Gas charges showed little variation between retailers, for both the residential and business market, and were similar to the published rates

The most common discounts offered to residential customers were prompt payment discounts, whereas business customers were mostly offered discounts for long-term contracts. This suggests that energy retailers may prefer small businesses to commit to a contract, while encouraging prompt payment for residential customers.

5.2 Background

As set out in Chapter 4, all retailers are required to publish at least one market offer on their website, and provide this offer to the Commission for publication on the YourChoice website. These offers are generally available to any customer who meets the relevant criteria.

Retailers have a range of other offers that they make available to customers, either through direct marketing or publishing on their websites. The Commission wanted to understand the diversity of these offers and whether customers could get better offers by approaching the retailers directly.

In May 2009, the Commission undertook independent research into the prices available to customers in the Victorian energy market. The prime objective of this research was to gain an insight into customers' experiences when contacting a retailer and requesting a quote for the supply of energy, and to compare the outcomes with the market offers that are published on the Commission's YourChoice website.

5.3 Methodology

The telephone research involved 462 residential quotes and 157 small business quotes from retailers in the Citipower, United Energy and Powercor zones.

The methodology for calculating annual costs in this chapter is different to that in Chapter 4. This chapter focuses on comparing the tariffs received when contacting a retailer against the tariffs that are published on the YourChoice website. The annual costs in this chapter are based on the quoted tariffs, and do not apply any discounts that may apply for meeting certain conditions. Consumers wishing to compare the various options available in their area must use the information presented in Chapter 4.

This chapter presents the findings of this independent research and compares the tariffs provided to customers against the tariffs that are published on the YourChoice website.

The Commission also wanted to know whether the retailers were complying with the requirement to send a written offer summary to customers upon request. That is, retailers are required to send a simple description to the customer of the offer to customers prior to them agreeing to enter into any contractual arrangements. The results of this research will be reported in the Commission's 2008-09 Energy Retail Compliance Report.²⁰

5.3.1 Electricity residential offers

This section shows a comparison of the annual costs for electricity residential customers between the quoted offer and the offer published on the YourChoice website for customers on a single rate tariff and those on a two-rate tariff. The consumption patterns are those used consistently in this report.

The annual costs are a combination of the supply charge and consumption rates and are an average of the rates provided in each of areas surveyed.

The average annual electricity costs quoted to residential customers on a single rate tariff was \$837.

Figure 5.1 shows that Energy Australia (\$780) provided the lowest quoted single rate costs and Australian Power & Gas provided the highest (\$928), demonstrating the range of offers that are available.

The majority of retailers published (on YourChoice) lower single rate offers than those quoted. Australian Power & Gas quoted a price approximately \$75 more than published on YourChoice.

²⁰ This regulatory obligation is set out in Energy Industry Guideline 19. This independent research indicates that some retailers should improve their performance in regards to this requirement. The Commission's 2008-09 Energy Retail Compliance Report to be published by 31 December 2009, will report on these outcomes.

Customers on a two-rate tariff also experienced a variation in the quotes received. The average annual electricity costs quoted to residential customers was \$1,137. Jackgreen provided the lowest quotes for electricity (\$1,074) and Click Energy provided the highest (\$1,259), demonstrating the range of offers that are available.

The discrepancy between published and quoted costs was largest for Click Energy and Neighbourhood Energy, with the quoted costs being about \$200 more than published on YourChoice.

Figure 5.1 Average Quoted vs YourChoice residential market offers
Single rate tariff, 4,000 kWh consumption

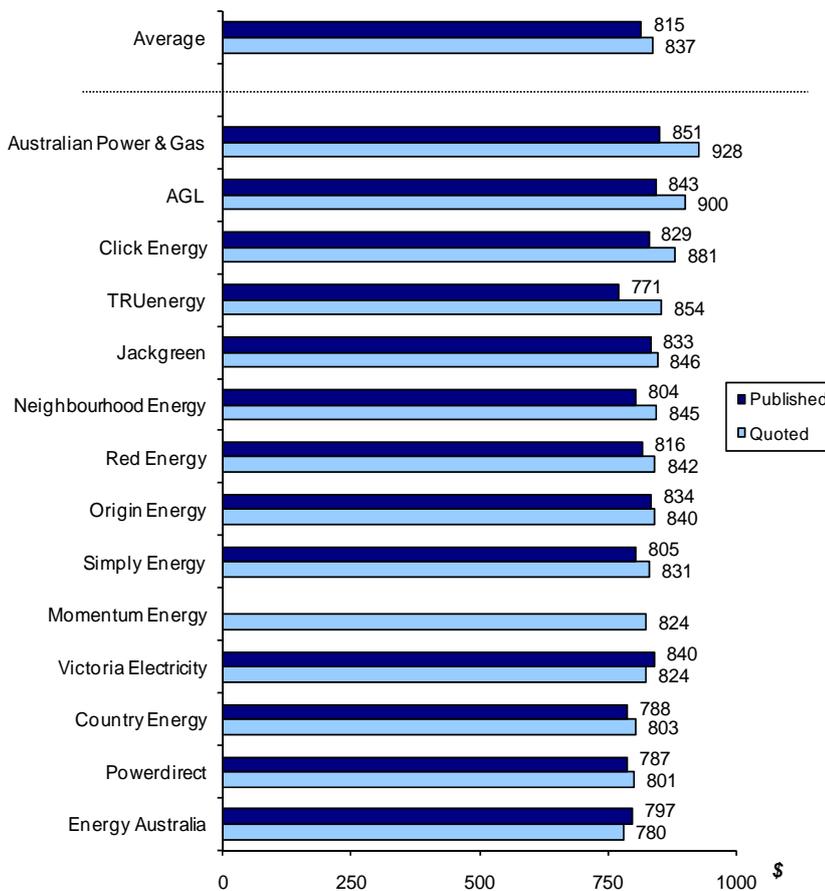
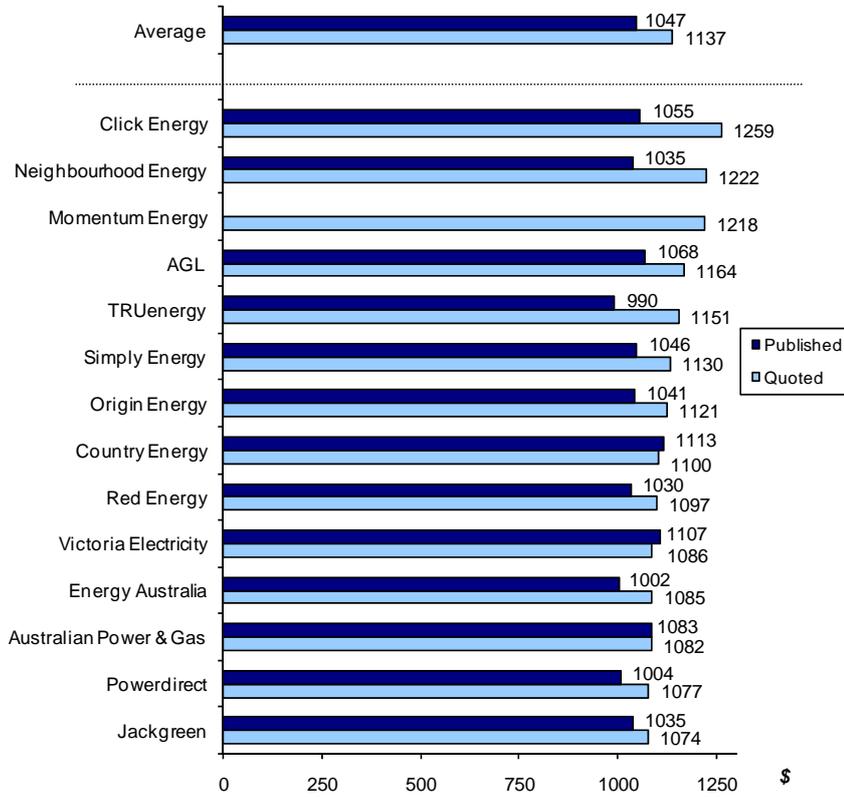


Figure 5.2 Average Quoted vs YourChoice residential market offers
Two-rate tariff, 4,000 kWh peak + 2,500kWh off-peak consumption



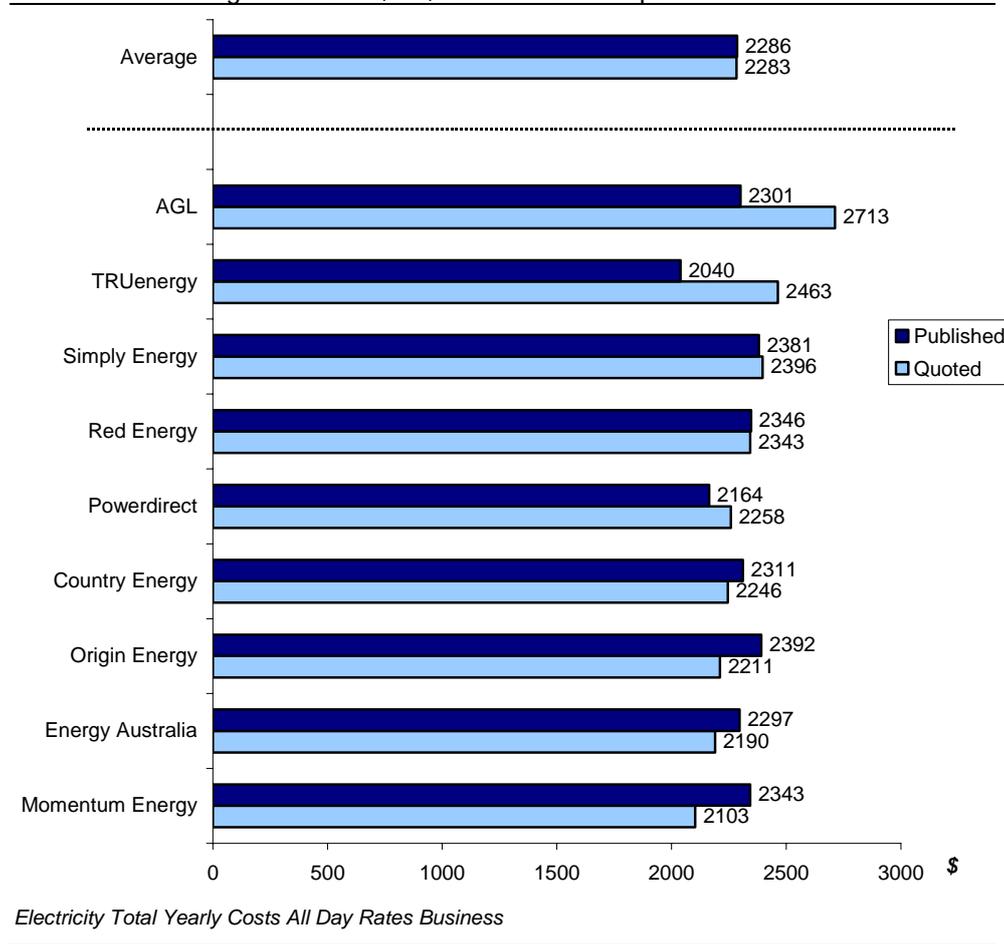
5.3.2 Small business electricity offers

This section shows a comparison of the annual costs for electricity small business customers between the quoted offer and the offer published on the YourChoice website for customers on a single rate tariff and those on time-of-use tariff. The consumption patterns are those used consistently in this report.

The average total yearly electricity costs quoted to business customers on a single rate tariff was \$2,283.

Figure 5.3 shows that Momentum Energy provided the lowest quotes for electricity (\$2,103) and AGL provided the highest (\$2,713), showing the wide range of offers that are available.

Figure 5.3 Average Quoted vs YourChoice small business market offers
Single rate tariff, 12,000 kWh consumption



5.3.3 Gas residential and small business offers

This section shows a comparison of the annual costs for gas customers between the quoted offer and the offer published on the YourChoice website for residential and small business customers.

The average cost per annum of gas tariffs quoted to residential gas customers was \$814. As can be seen in Figure 5.4, Victoria Electricity provided the lowest gas quote (\$671) and AGL provided the highest (\$875), demonstrating the range of offers that are available.

All retailers quoted similar, or slightly higher, total rates than those published on YourChoice, as illustrated by the average published and quoted rates. The exception was Victoria Electricity, which published lower rates than those quoted to residential customers.

Figure 5.5 shows that the average annual gas rates quoted to small businesses was \$5,309. Victoria Electricity provided the lowest quoted gas costs (\$4,802) and TRUenergy provided the highest (\$5,750), demonstrating the range of offers that are available in the gas market.

All retailers published on YourChoice a lower gas rate than those quoted, except for Victoria Electricity, which quoted similar rates to those published. The discrepancy between published and quoted costs was largest for AGL, with the quoted costs about \$877 more than published.

Figure 5.4 Average Quoted vs YourChoice residential market offers
60MJ consumption

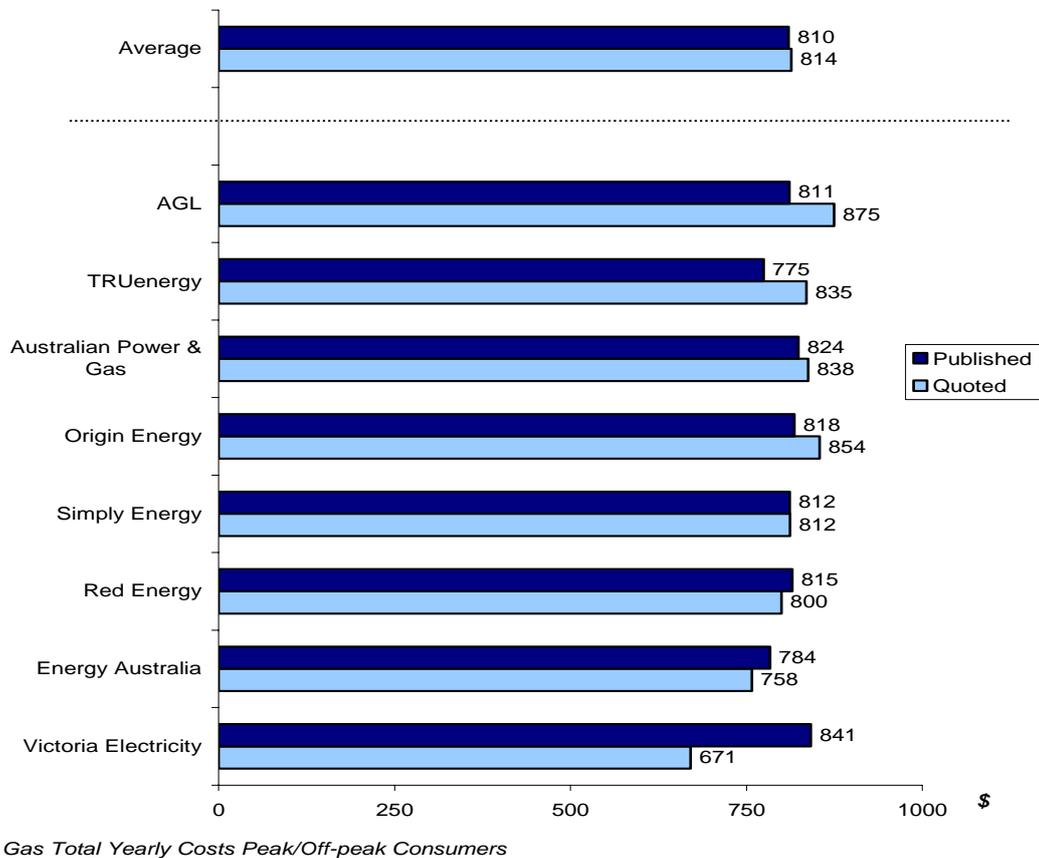
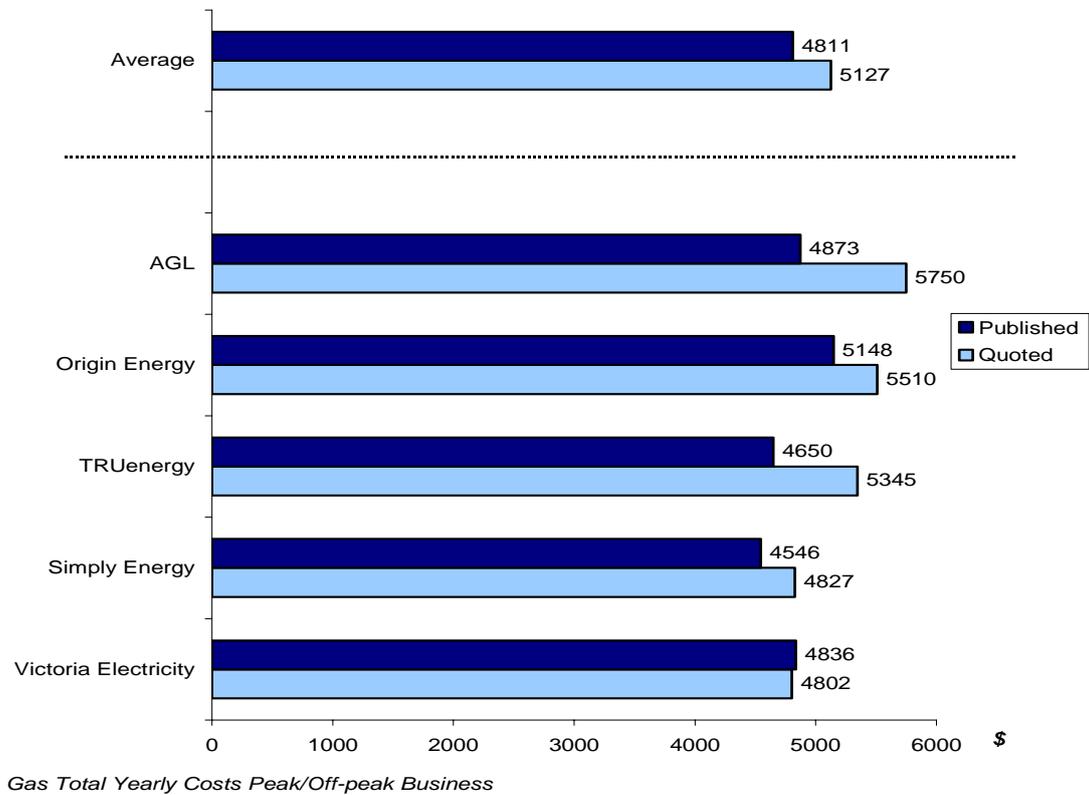


Figure 5.5 Average Quoted vs YourChoice small business market offers
 Time of use tariff, 25,000 kWh peak + 15,000kWh off-peak consumption



6.1 Overall findings

Independent research confirms that a significant proportion of the community is unhappy with retailers' door-to-door marketing and telemarketing activities. This is manifest in an increasing number of complaints to EWOV and directly to the retailers in 2008-09.

The rate of complaints relative to the customer base is low – less than 1 per cent of customers make a complaint. Nevertheless these customers generally do not like unsolicited offers, particularly if the salesperson is rude or pushy.

There is no evidence that there is more dissatisfaction generally from vulnerable customers or lower socio-economic communities, although there are some areas where the retailers' marketing activities have obviously caused confusion and possibly disadvantage to individual customers. The western suburbs was one specific area. The retailers concerned responded proactively and have put in place certain initiatives to improve their marketing practices in that area.

The Commission is working with the retailers to improve their marketing material and will visit other communities in 2010 where the rate of dissatisfaction with marketing practices is pronounced.

6.2 Background

The Commission has an extensive work program covering the marketing conduct of energy retailers in Victoria. The program *Respecting Customers* sets out the ways in which the Commission will monitor and regulate retailer's marketing activity.²¹

The Commission recognises that active marketing — including direct selling to customers — is essential to sustain a competitive energy market in Victoria. However, the Commission expects that in marketing, retailers and their sales agents must:

- be respectful, polite and courteous
- be accurate and informative
- not bring the market into disrepute.

²¹ Available from the Commission's website at <http://www.esc.vic.gov.au/public/Energy/Regulation+and+Compliance/Reports+and+Investigations/Respecting+customers+-+Regulating+market+conduct+2009-10>

Marketing conduct issues come to the attention of the Commission from a variety of sources – directly from customers or through the Energy Ombudsman, from Members of Parliament who receive complaints from their constituents, consumer advocates or from independent research undertaken by the Commission. The retailers also report on their marketing conduct complaints.

This report provides information from these sources and looks particularly at the extent to the impact of retailers’ marketing activities on people from disadvantaged areas or from non-English speaking backgrounds.

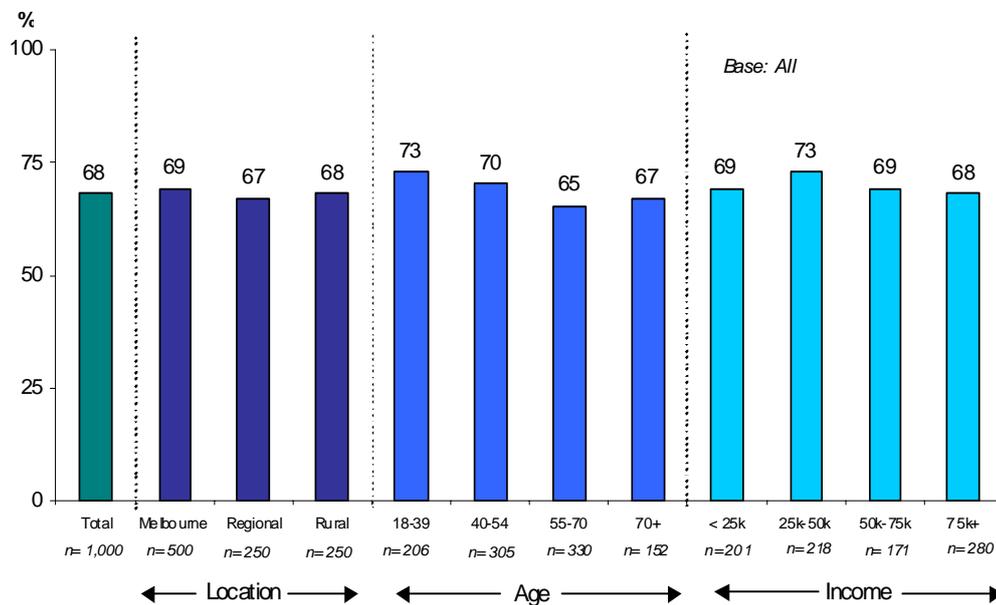
6.3 Distribution of competitive offers

As shown in chapters 4 and 5, there are a range of competitive market offers available to Victorian customers which enable customers to make savings on their energy bills, particularly in comparison to the standing offer price.

In June 2009, the Commission undertook independent research to understand the consumers’ experiences with the market and to find out whether there were particular members of the community who were not able to access these offers. As shown in Figure 6.1, there is a good representation of customers on lower incomes and people over 70 years of age in the competitive market.

The market research did not suggest that there were any particular postcodes or suburbs where customers had not accessed market contracts. Two thirds of customers on the market offers were generally satisfied with it.²²

Figure 6.1 Distribution of Market Contracts – June 2009



²² Wallis Research: Communications Effectiveness Report to the Essential Services Commission, June 2009

6.4 Marketing behaviour and disadvantaged communities

The research found though that customers gave very low ratings for the retailers' marketing behaviour (4.4 out of 10 overall). The principal reason for being dissatisfied with how the offer was presented was that Victorians generally do not like being made unsolicited offers. Some also found that the sales persons were pushy or rude. Fewer were dissatisfied because the offer was not explained properly or was difficult to understand.

The research found that this response to door-to-door or telemarketing was universal – there was no particular community or suburb that gave a stronger negative rating to retailers' marketing.

In late 2008, however, the Footscray Community Legal Centre (FCLC) prepared a report for the Commission on their specific concerns about retailers' marketing activities to newly arrived refugees, particularly members of the African community in the western suburbs.

This report highlighted that there were distinct issues arising for these communities, particularly as many newly arrived refugees have little understanding about how electricity and gas is distributed to homes, let alone the contractual arrangements underpinning this energy supply.

In response to these concerns, the Commission held workshops in April 2009 in Footscray with members of the legal centre, the African community and four energy retailers that were actively marketing in the western suburbs. The Commission's report of the workshops, *Working with Communities*, outlined the commitments given by the retailers.²³

The four retailers who were particularly active — Red Energy, AGL Sales, Origin Energy and Victoria Electricity — have responded positively to the community's concerns. Some of the initiatives they have taken to mitigate some of the communities' concerns are:

Direct marketing

- Red Energy has stopped its door-to-door selling in those communities to allay concerns, although it has confidence in its sales-verification processes
- AGL has reviewed its training material and given employees further training

Assisting Financial Counsellors in resolving complaints

- Red Energy and Victoria Electricity have given counsellors direct access to teams managing hardship cases.

²³ These reports are at <http://www.esc.vic.gov.au/public/Energy/Regulation+and+Compliance/Reports+and+Investigations/>

Assisting communities to better understand energy contracts

- Origin Energy is developing training material for energy-efficiency auditors in a relevant language.
- AGL, with EWOV, assessed the material it provides to community agencies in various languages.

Ensuring that marketing and contractual material is appropriate

- All retailers have provided the Commission with contract and marketing material for review.
- AGL has filled a new Hardship and Social Policy Manager position to deal with relevant issues.

The Commission held a further workshop in the Footscray area, the outcomes of which will be reported in its forthcoming compliance report.²⁴

In 2010 the Commission has scheduled similar workshops in Shepparton and Gippsland, and will be responsive to other areas where the demand is demonstrated.

6.4.1 Review of marketing material

In response to the issues arising from the activity in the western suburbs, the Commission reviewed the retailers' marketing material, to assess how well it addresses the need to establish explicit informed consent from customers. The review particularly focussed on more vulnerable customers, including those with language or literacy difficulties.

Telemarketing scripts, information packs for customers and training materials for sales agents were examined to ensure that marketing staff know when customers do not have the ability to give informed consent to a contract and to cease marketing.

Preliminary findings of the review show that only some retailers provide interpreters and provide information in large print. Some retailers have trained staff to make a follow-up call to any customer over a particular age and to ensure that there is no indecision or confusion about the contract.

The review is being finalised and the Commission will use the outcomes to improve the retailers' marketing practices to more vulnerable customers as necessary.

²⁴ Compliance Report for Victorian Retail Energy Businesses 2008-09

6.5 Complaints

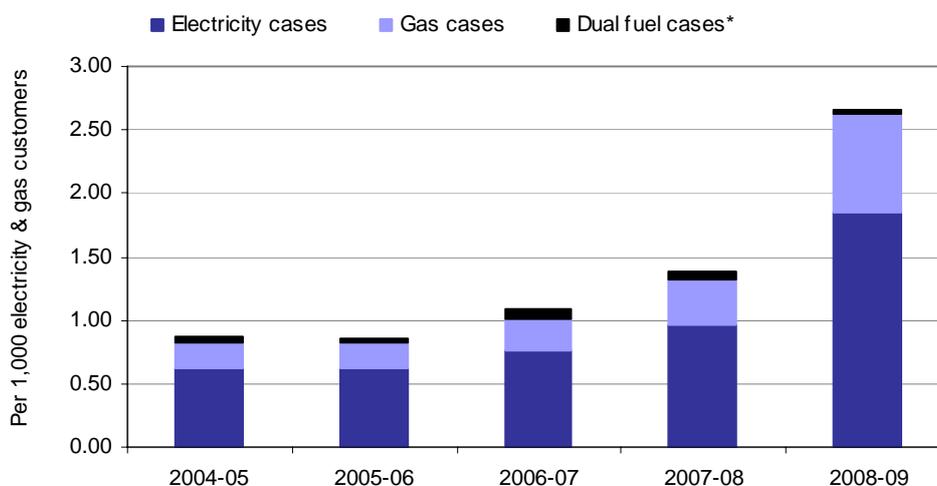
Both the retailers and EWOV have reported increases in marketing complaints in 2008-09. Figure 6.2 shows the increase in complaints received by EWOV over the past five years. There was a considerable increase in marketing and transfer complaints in 2008-09, rising from 1.38 per 1,000 customers in 2007-08 to 2.66 per 1,000 customers in 2008-09 (109 per cent increase).

The retailers also have reported an increase in marketing complaints from 662 in 2007-08 to 1171 in 2008-09 (75 per cent increase).

Both indicators show that the number of complaints as a proportion of the retailers' customer base is low, but the Commission would not want to see the complaints continue to rise.

There is no evidence, including from the information provided by EWOV, that these complaints are predominantly from the more vulnerable community sectors.

Figure 6.2 Trends in marketing and transfer complaints received by EWOV
2004-05 to 2008-09



Data source: EWOV

7 | TABLES AND FIGURES

Tables

Table 3.1	Residential Electricity Standing Offers Summary	20
Table 3.2	Small Business Electricity Standing Offers Summary	21
Table 3.3	Residential Gas Standing Offers Summary	23
Table 3.4	Small Business Gas Standing Offers Summary	24
Table 4.1	Residential Electricity Published Market Offers Summary	28
Table 4.2	Small Business Electricity Published Market Offers Summary	29
Table 4.3	Residential Gas Published Market Offers Summary	31
Table 4.4	Small Business Gas Published Market Offers Summary	32
Table B.1	Published Market Offers – Summary of Features	52

Figures

Figure 1.1	Customer Market Share – Electricity	4
Figure 1.2	Customer Market Share – Gas	4
Figure 1.3	Completed Retail Transfers 2003-04 to 2008-09	5
Figure 2.1	Average Annual Standing Offer Electricity Charges	9
Figure 2.2	Average Annual Gas Charges	10
Figure 2.3	Average Annual Charges – Residential Single Rate Tariff (\$2009)	12
Figure 2.4	Average Annual Charges – Residential Two Rate Tariff (\$2009)	13
Figure 2.5	Average Annual Charges – Residential Time-of-Use Tariff (\$2009)	14
Figure 2.6	Average Annual Charges – Small Business Single Rate Tariff (\$2009)	15
Figure 2.7	Average Annual Charges – Residential Standing Offer Tariff (\$2009)	16
Figure 2.8	Average Annual Charges – Small Business Standing Offer Tariff (\$2009)	17
Figure 5.1	Average Quoted vs YourChoice residential market offers	35
Figure 5.2	Average Quoted vs YourChoice residential market offers	36
Figure 5.3	Average Quoted vs YourChoice small business market offers	37
Figure 5.4	Average Quoted vs YourChoice residential market offers	38
Figure 5.5	Average Quoted vs YourChoice small business market offers	39
Figure 6.1	Distribution of Market Contracts – June 2009	41
Figure 6.2	Trends in marketing and transfer complaints received by EWOV	44
Figure C.1	Residential Standing Offers - Jemena zone	60
Figure C.2	Residential Standing Offers - Jemena zone	60
Figure C.3	Residential Standing Offers - Jemena zone	61
Figure C.4	Residential Standing Offers - United Energy zone	61
Figure C.5	Residential Standing Offers - United Energy zone	62
Figure C.6	Residential Standing Offers – United Energy zone	62
Figure C.7	Residential Standing Offers - Citipower zone	63
Figure C.8	Residential Standing Offers - Citipower zone	63

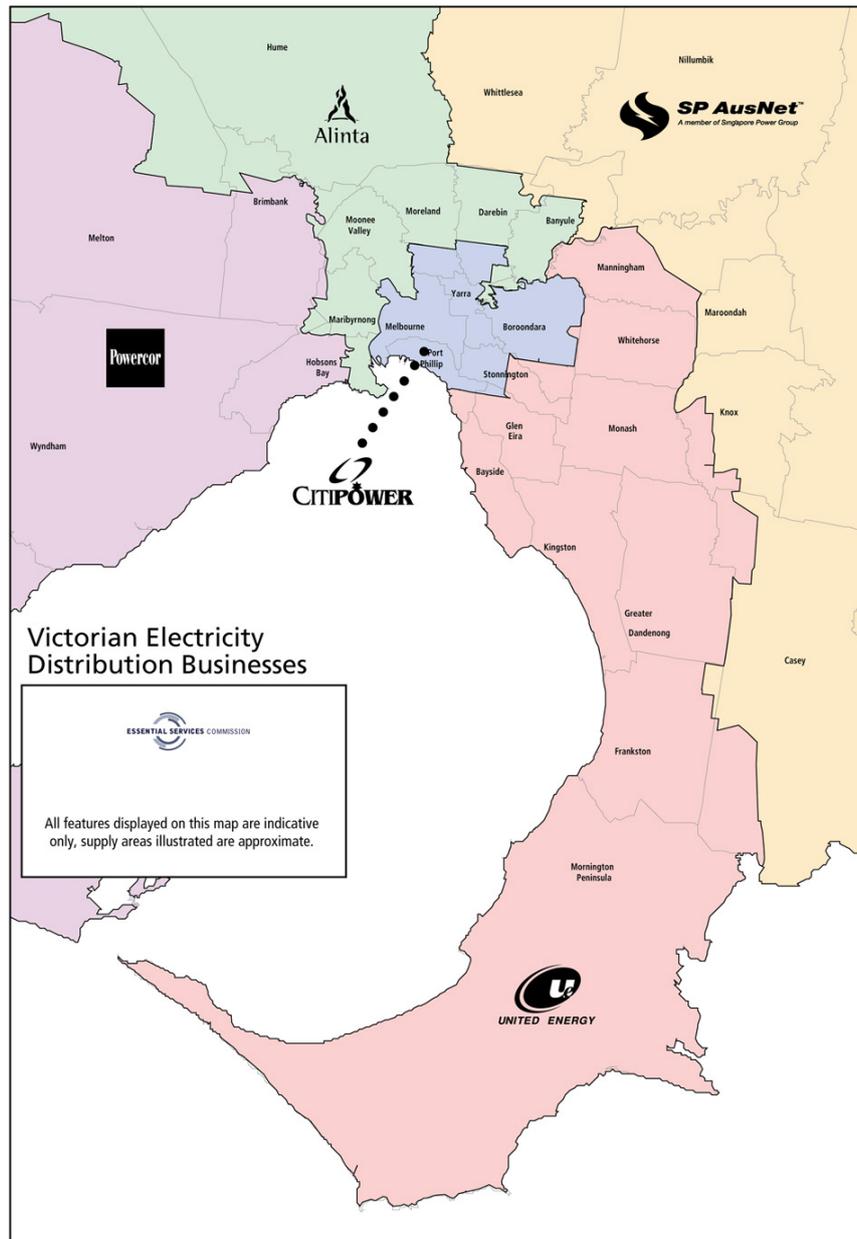
Figure C.9	Residential Standing Offers - Citipower zone	64
Figure C.10	Residential Standing Offers - Powercor zone	64
Figure C.11	Residential Standing Offers - Powercor zone	65
Figure C.12	Residential Standing Offers - Powercor zone	65
Figure C.13	Residential Standing Offers - SP Ausnet zone	66
Figure C.14	Residential Standing Offers - SP Ausnet zone	66
Figure C.15	Residential Standing Offers – SP Ausnet zone	67
Figure D.1	Small Business Standing Offers - Jemena zone	69
Figure D.2	Small Business Standing Offers - Jemena zone	69
Figure D.3	Small Business Standing Offers - United Energy zone	70
Figure D.4	Small Business Standing Offers – United Energy zone	70
Figure D.5	Small Business Standing Offers - Citipower zone	71
Figure D.6	Small Business Standing Offers - Citipower zone	71
Figure D.7	Small Business Standing Offers - Powercor zone	72
Figure D.8	Small Business Standing Offers - Powercor zone	72
Figure D.9	Small Business Standing Offers - SP Ausnet zone	73
Figure D.10	Small Business Standing Offers - SP Ausnet zone	73
Figure E.1	Residential Standing Offers – Envestra Central 1	75
Figure E.2	Residential Standing Offers – Envestra Central 2	75
Figure E.3	Residential Standing Offers – Envestra North	76
Figure E.4	Residential Standing Offers – Envestra Cardinia	76
Figure E.5	Residential Standing Offers – Envestra Murray	77
Figure E.6	Residential Standing Offers – Envestra Mildura	77
Figure E.7	Residential Standing Offers – Envestra Bairnsdale	77
Figure E.8	Residential Standing Offers – Multinet Main 1	78
Figure E.9	Residential Standing Offers – Multinet Main 2	78
Figure E.10	Residential Standing Offers – Multinet Murray	79
Figure E.11	Residential Standing Offers – Multinet Gas Extension Zone	79
Figure E.12	Residential Standing Offers – SP Ausnet Central 1	80
Figure E.13	Residential Standing Offers – SP Ausnet Central 2	80
Figure E.14	Residential Standing Offers – SP Ausnet Adjoining Central	81
Figure E.15	Residential Standing Offers – SP Ausnet West	81
Figure E.16	Residential Standing Offers – SP Ausnet Adjoining West	81
Figure E.17	Residential Standing Offers – Gas Extension Zone	82
Figure F.1	Small Business Standing Offers – Envestra Central 1	84
Figure F.2	Small Business Standing Offers – Envestra Central 2	84
Figure F.3	Small Business Standing Offers – Envestra North	85
Figure F.4	Small Business Standing Offers – Envestra Cardinia	85
Figure F.5	Small Business Standing Offers – Envestra Murray	85
Figure F.6	Small Business Standing Offers – Envestra Mildura	86
Figure F.7	Small Business Standing Offers – Envestra Bairnsdale	86
Figure F.8	Small Business Standing Offers – Multinet Main 1	86
Figure F.9	Small Business Standing Offers – Multinet Main 2	87
Figure F.10	Small Business Standing Offers – Multinet Murray	87
Figure F.11	Small Business Standing Offers – Multinet Gas Extension Zone	87

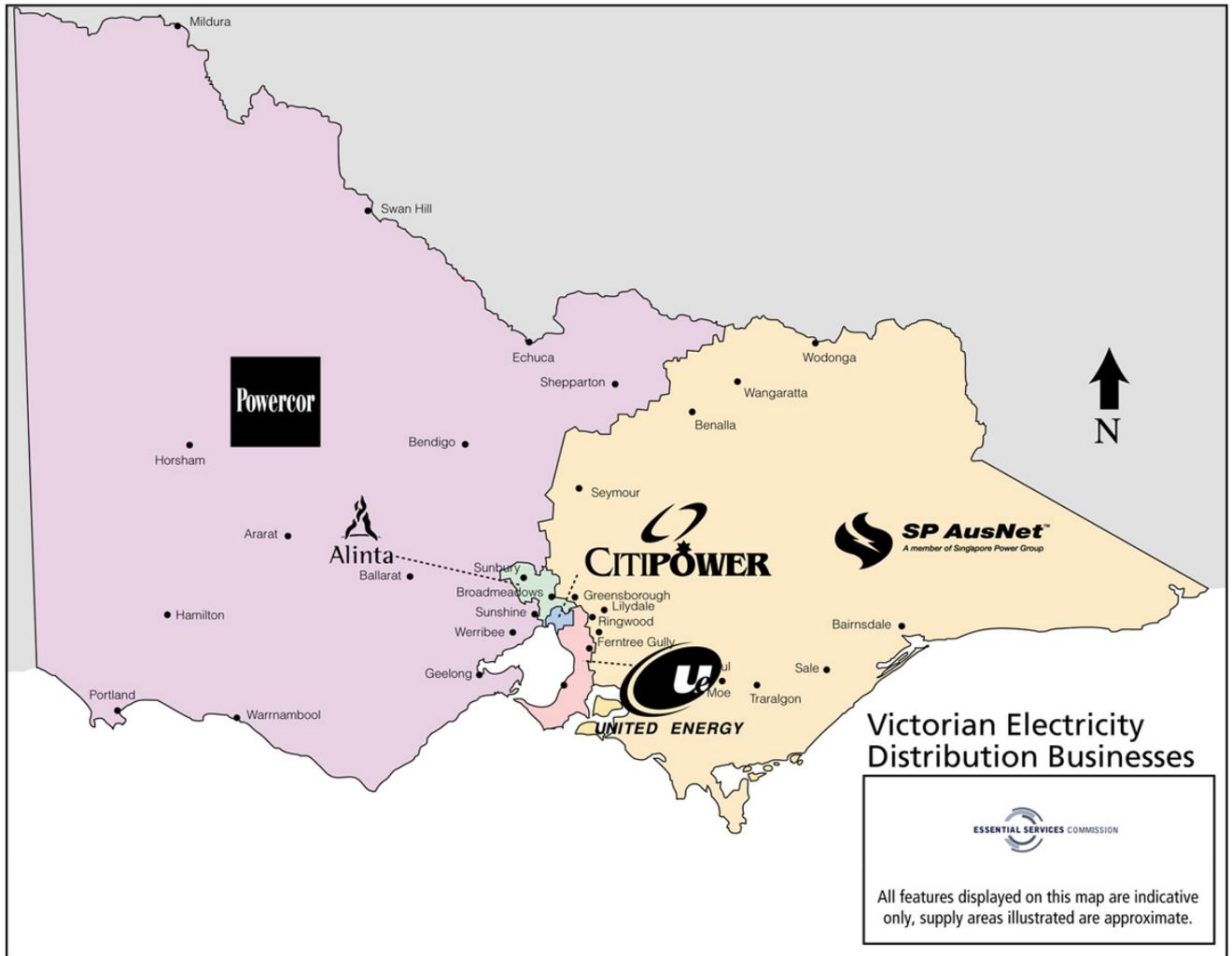
Figure F.12	Small Business Standing Offers – SP Ausnet Central 1	88
Figure F.13	Small Business Standing Offers – SP Ausnet Central 2	88
Figure F.14	Small Business Standing Offers – SP Ausnet Adjoining Central	88
Figure F.15	Small Business Standing Offers – SP Ausnet West	89
Figure F.16	Small Business Standing Offers – SP Ausnet Adjoining West	89
Figure F.17	Small Business Standing Offers – Gas Extension Zone	89
Figure G.1	Residential Published Market Offers, Jemena zone	90
Figure G.2	Residential Published Market Offers, Jemena zone	91
Figure G.3	Residential Published Market Offers, Jemena zone	91
Figure G.4	Residential Published Market Offers, United Energy zone	92
Figure G.5	Residential Published Market Offers, United Energy zone	92
Figure G.6	Residential Published Market Offers, United Energy zone	93
Figure G.7	Residential Published Market Offers, Citipower zone	93
Figure G.8	Residential Published Market Offers, Citipower zone	94
Figure G.9	Residential Published Market Offers, Citipower zone	94
Figure G.10	Residential Published Market Offers, Powercor zone	95
Figure G.11	Residential Published Market Offers, Powercor zone	95
Figure G.12	Residential Published Market Offers, Powercor zone	96
Figure G.13	Residential Published Market Offers, SP Ausnet zone	96
Figure G.14	Residential Published Market Offers, SP Ausnet zone	97
Figure G.15	Residential Published Market Offers, SP Ausnet zone	97
Figure H.1	Small Business Published Market Offers, Jemena zone	99
Figure H.2	Small Business Published Market Offers, Jemena zone	99
Figure H.3	Small Business Published Market Offers, United Energy zone	100
Figure H.4	Small Business Published Market Offers, United Energy zone	100
Figure H.5	Small Business Published Market Offers, Citipower zone	101
Figure H.6	Small Business Published Market Offers, Citipower zone	101
Figure H.7	Small Business Published Market Offers, Powercor zone	102
Figure H.8	Small Business Published Market Offers, Citipower zone	102
Figure H.9	Small Business Published Market Offers, SP Ausnet zone	103
Figure H.10	Small Business Published Market Offers, SP Ausnet zone	103
Figure I.1	Residential Published Market Offers – Envestra Central 1	105
Figure I.2	Residential Published Market Offers – Envestra Central 2	105
Figure I.3	Residential Published Market Offers – Envestra North	106
Figure I.4	Residential Published Market Offers – Envestra Cardinia	106
Figure I.5	Residential Published Market Offers – Envestra Murray	107
Figure I.6	Residential Published Market Offers – Envestra Mildura	107
Figure I.7	Residential Published Market Offers – Envestra Bairnsdale	107
Figure I.8	Residential Published Market Offers – Multinet Main 1	108
Figure I.9	Residential Published Market Offers – Multinet Main 2	108
Figure I.10	Residential Published Market Offers – Multinet Murray	109
Figure I.11	Residential Published Market Offers – Multinet Gas Extension Zone	109
Figure I.12	Residential Published Market Offers – SP Ausnet Central 1	110
Figure I.13	Residential Published Market Offers – SP Ausnet Central 2	110
Figure I.14	Residential Published Market Offers – SP Ausnet Adjoining Central	111

Figure I.15	Residential Published Market Offers – SP Ausnet West	111
Figure I.16	Residential Published Market Offers – SP Ausnet Adjoining West	112
Figure I.17	Residential Published Market Offers – Gas Extension Zone	112
Figure J.1	Small Business Published Market Offers – Envestra Central 1	114
Figure J.2	Small Business Published Market Offers – Envestra Central 2	114
Figure J.3	Small Business Published Market Offers – Envestra North	115
Figure J.4	Small Business Published Market Offers – Envestra Cardinia	115
Figure J.5	Small Business Published Market Offers – Envestra Murray	115
Figure J.6	Small Business Published Market Offers – Envestra Bairnsdale	116
Figure J.7	Small Business Published Market Offers – Multinet Main 1	116
Figure J.8	Small Business Published Market Offers – Multinet Main 2	117
Figure J.9	Small Business Published Market Offers – Multinet Murray	117
Figure J.10	Small Business Published Market Offers – Multinet Gas Extension Zone	117
Figure J.11	Small Business Published Market Offers – SP Ausnet Central 1	118
Figure J.12	Small Business Published Market Offers – SP Ausnet Central 2	118
Figure J.13	Small Business Published Market Offers – SP Ausnet Adjoining Central	119
Figure J.14	Small Business Published Market Offers – SP Ausnet West	119
Figure J.15	Small Business Published Market Offers – SP Ausnet Adjoining West	119
Figure J.16	Small Business Published Market Offers – Gas Extension Zone	120

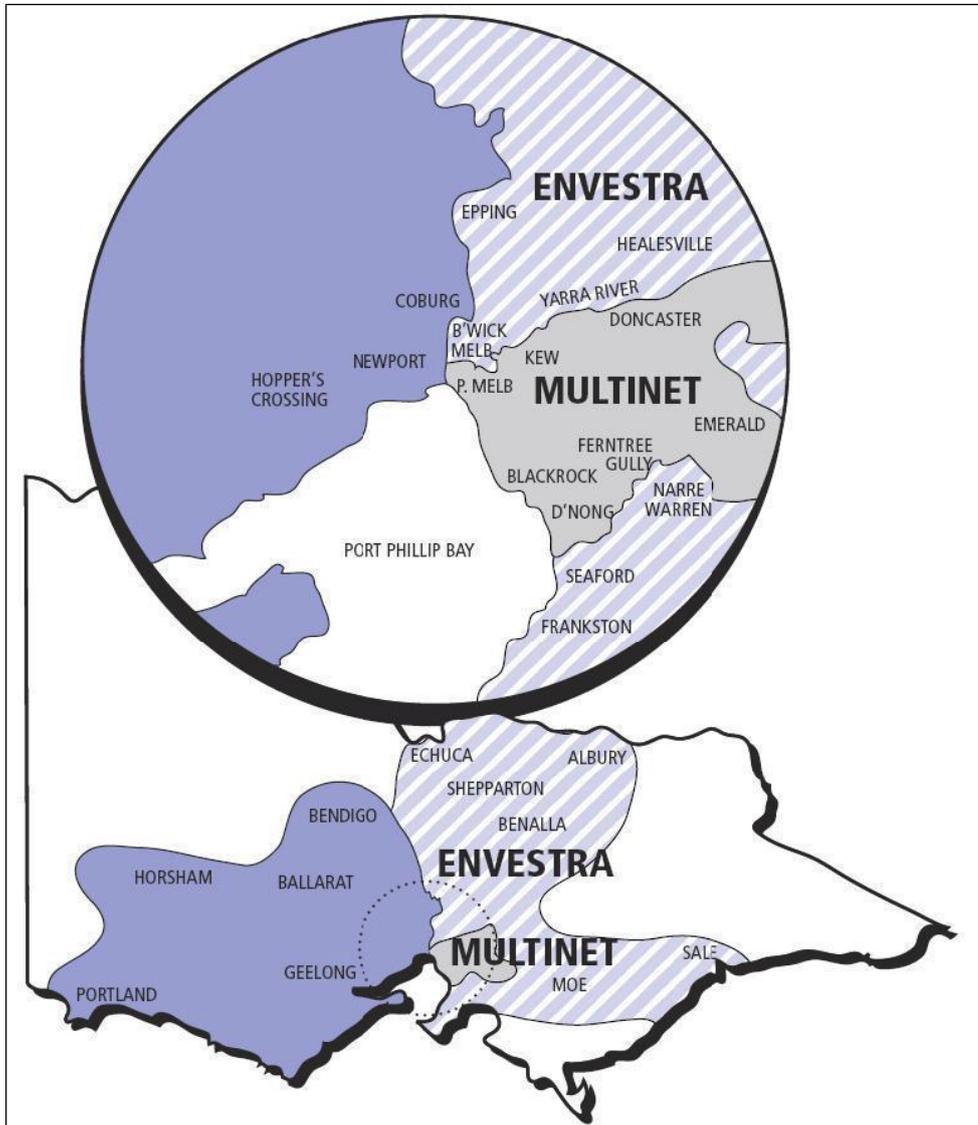
APPENDIX A – VICTORIAN ENERGY SUPPLY ZONES

A.1 Maps of Electricity supply zones





A.2 Maps of Gas supply zones



APPENDIX B – PUBLISHED MARKET OFFERS – SUMMARY OF FEATURES

Table B.1 Published Market Offers – Summary of Features

Retailer	ELECTRICITY		GAS	
	Residential	Business	Residential	Business
AGL (AGL Advantage 5 Energy Plan)	<ul style="list-style-type: none"> * 5% discount off consumption charge on bill * \$50 voucher for AGL Energy Shop or AGL Assist * 24 month fixed term contract * \$75 early termination fee 	<ul style="list-style-type: none"> * 5% discount off consumption charge on bill * 24 fixed term contract * \$100 early termination fee 	<ul style="list-style-type: none"> * 5% discount off consumption charge on bill * \$50 voucher for AGL Energy Shop or AGL Assist * 24 month fixed term contract * \$75 early termination fee 	<ul style="list-style-type: none"> * 5% discount off consumption charge on bill * 24 fixed term contract * \$100 early termination fee
Australian Power & Gas (Simplicity Plus)	<ul style="list-style-type: none"> * 5% discount off usage and supply charges for prompt payment * No fixed term contract * No early termination fees 		<ul style="list-style-type: none"> * 5% discount off usage and supply charges for prompt payment * No fixed term contract * No early termination fees 	

	ELECTRICITY		GAS	
Retailer	Residential	Business	Residential	Business
Australian Power & Gas (Savings Plus)	<ul style="list-style-type: none"> * 3% discount off usage and supply charges for prompt payment * \$25 up front rebate * 3 year fixed term contract * Early termination fees vary from \$60 to \$40 depending on when contract is cancelled 		<ul style="list-style-type: none"> * 3% discount off usage and supply charges for prompt payment * \$25 up front rebate * 3 year fixed term contract * Early termination fees vary from \$60 to \$40 depending on when contract is cancelled 	
Australian Power & Gas (Super Saver)	<ul style="list-style-type: none"> * 5% discount off usage and supply charges for prompt payment * 5% less than APG's standing offer tariff * 3 years fixed term contract * \$30 early termination fees 		<ul style="list-style-type: none"> * 5% discount off usage and supply charges for prompt payment * 5% less than APG's standing offer tariff * 3 years fixed term contract * \$30 early termination fees 	
Click Energy (Click Natural)	<ul style="list-style-type: none"> * 25% GreenPower accredited electricity * \$50 sign up rebate, paid in two instalments 			
Click Energy	Product Name is Click Easy <ul style="list-style-type: none"> * 7% discount off bill if bill is received via email and paid by the due date using Click's approved payment method * \$50 sign up rebate, paid in two instalments * No fixed term contract * No early termination fees 	Product Name is Click Business <ul style="list-style-type: none"> * 7% discount off bill if bill is received via email and paid by the due date using Click's approved payment method * \$50 sign up rebate, paid in two instalments * No early termination fees 		

	ELECTRICITY		GAS	
Retailer	Residential	Business	Residential	Business
Country Energy	<ul style="list-style-type: none"> * 2 year fixed term contract * \$40 welcome credit * \$95 early termination fees 	<ul style="list-style-type: none"> * 2 year fixed term contract * \$40 welcome credit * \$95 early termination fees 		
Energy Australia (1 January – 15 June 2009)	<ul style="list-style-type: none"> * 4% off electricity rates, increasing to 6% in the second year, 8% for third year * a \$50 credit on your account * one-off \$20 credit on your account for direct debit * No early termination fees 	<ul style="list-style-type: none"> * 10% discount off electricity rates * No early termination fees 	<ul style="list-style-type: none"> * 5% discount off gas rates * No early termination fees 	<ul style="list-style-type: none"> * 5% discount off gas rates * No early termination fees
Energy Australia (15 – 30 June 2009)	<ul style="list-style-type: none"> * 10% discount off electricity rates * Early termination fees: \$50 if cancelled in Year 1; \$25 in Year 2 	<ul style="list-style-type: none"> * 10% discount off electricity rates * No early termination fees 	<ul style="list-style-type: none"> * 5% discount off gas rates * Early termination fees: \$50 if cancelled in Year 1; \$25 in Year 2. 	<ul style="list-style-type: none"> * 5% discount off gas rates * No early termination fees
Jackgreen	<ul style="list-style-type: none"> * 5% discount off bill for prompt payment if not on a fixed term contract <u>or</u> * 8% discount off bill for prompt payment on a 2 year fixed term contract 			

	ELECTRICITY		GAS	
Retailer	Residential	Business	Residential	Business
Neighbourhood Energy	<ul style="list-style-type: none"> * 10% discount off bill for prompt payment * Reward (gift voucher) for email billing, direct debit and referrals * No fixed term contract * No early termination fees (10 business days notice required) 	<ul style="list-style-type: none"> * 10% discount off bill for prompt payment * Reward (gift voucher) for email billing, direct debit and referrals * No fixed term contract * No early termination fees (10 business days notice required) 		
Momentum Energy		<ul style="list-style-type: none"> * 10% discount off bill for prompt payment * 12 or 36 month fixed term contract 		
Origin Energy	<ul style="list-style-type: none"> * No fixed term contract * No early termination fees 		<ul style="list-style-type: none"> * No fixed term contract * No early termination fees 	
Red Energy (Fixed Term Saver)	<ul style="list-style-type: none"> * 7% discount off bill for prompt payment * 2 year fixed term contract * \$20 early termination fee 		<ul style="list-style-type: none"> * 7% discount off bill for prompt payment * 2 year fixed term contract * \$20 early termination fee 	

	ELECTRICITY		GAS	
Retailer	Residential	Business	Residential	Business
Red Energy (Fixed Term Saver)	<ul style="list-style-type: none"> * 7% discount off bill for prompt payment * Entitlement to Good Life Rewards card * 2 year fixed term contract * \$20 early termination fee * Early termination fees of \$79 (for termination in first year) and \$50 (for termination in second year) applies if customer accepts Good Life Rewards card 	<ul style="list-style-type: none"> * 7% discount off bill for prompt payment * 2 year fixed term contract * \$20 early termination fee 		
Simply Energy (Simply Click) (Until 25 May 2009)	<ul style="list-style-type: none"> * 7% discount off consumption component on bill * 1% discount off bill for prompt payment * 1% discount off bill for using direct debit * 1% rebate for 12 month loyalty * No fixed term contract * No early termination fees 			

	ELECTRICITY		GAS	
Retailer	Residential	Business	Residential	Business
Simply Energy (Until 25 May 2009)	Product Name is Green@Home * 10% GreenPower accredited electricity * 2% discount off consumption component on bill * 1% discount off bill for prompt payment * 1% discount off bill for direct debit * 1% rebate for 12 month loyalty * No fixed term contract * No early termination fees	Product Name is Save@Work * 5% discount off consumption rates * No fixed term contract * No early termination fees		
Simply Energy (Green Deal) From 25 May 2009	* 10% GreenPower accredited electricity * 2% rebate off consumption component of bill for 12 month loyalty * No fixed term contract * No early termination fees			
Simply Energy (Smart Deal) As at 25 May 2009	* 2% discount off consumption component * 4% discount off bill for direct debit * 2% rebate off consumption component of bill for 12 month loyalty * No fixed term contract * No early termination fees			

	ELECTRICITY		GAS	
Retailer	Residential	Business	Residential	Business
TRUenergy	Product name is Go For More * 3% discount (shown in tariff) * 3% discount off bill for prompt payment * 3 year fixed term contract * Early termination fees vary from \$40 to \$20 depending on when contract is cancelled	Product Name is Business Edge * 10% discount (shown in tariff) * 3 year fixed term contract * Early termination fees vary from \$55 to \$35 depending on when contract is cancelled	Product name is Go For More * 3% discount (shown in tariff) * 3% discount off bill for prompt payment * 3 year fixed term contract * Early termination fees vary from \$40 to \$20 depending on when contract is cancelled	Product Name is Business Edge * 10% discount (shown in tariff) * 3 year fixed term contract * Early termination fees vary from \$55 to \$35 depending on when contract is cancelled
Victoria Electricity (No Risk Offer)	* 7% discount off bill for prompt payment		* 7% discount off bill for prompt payment	

APPENDIX C – RESIDENTIAL ELECTRICITY
STANDING OFFERS

Figure C.1 Residential Standing Offers - Jemena zone
Single rate tariff, 4,000 kWh consumption

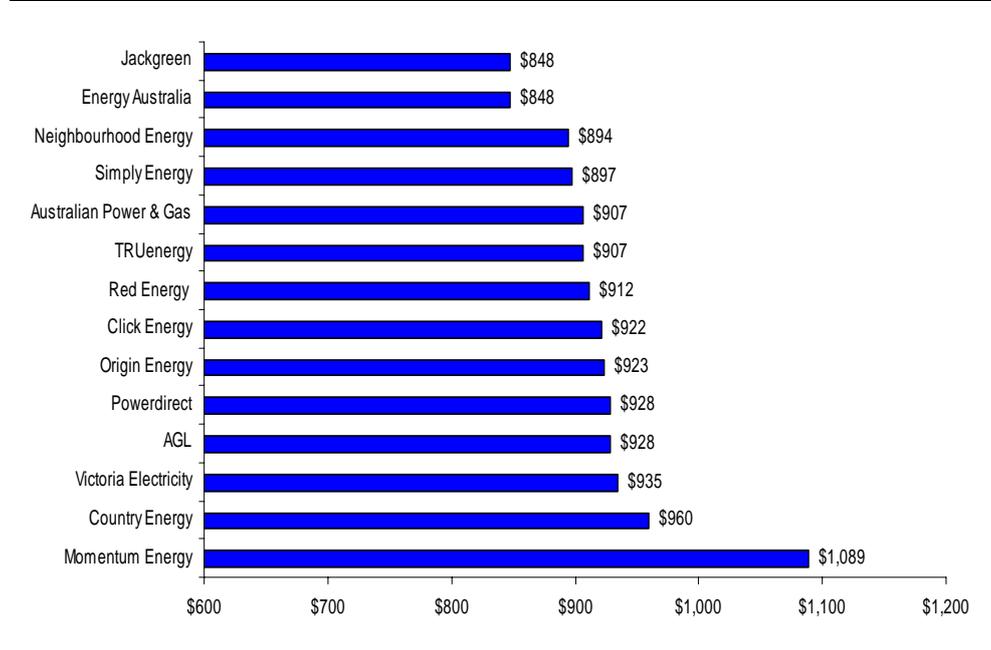


Figure C.2 Residential Standing Offers - Jemena zone
Two-rate tariff, 4,000 kWh peak + 2,500kWh off-peak consumption

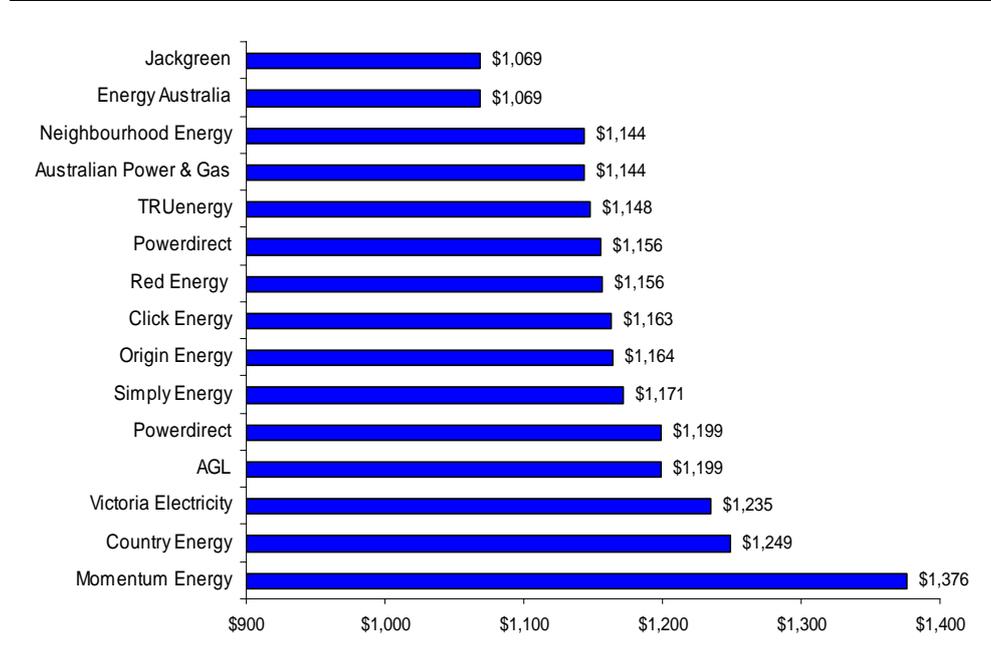


Figure C.3 Residential Standing Offers - Jemena zone

Time of use tariff, 3,000 kWh peak + 3,000kWh off-peak consumption



Figure C.4 Residential Standing Offers - United Energy zone

Single rate tariff, 4,000 kWh consumption

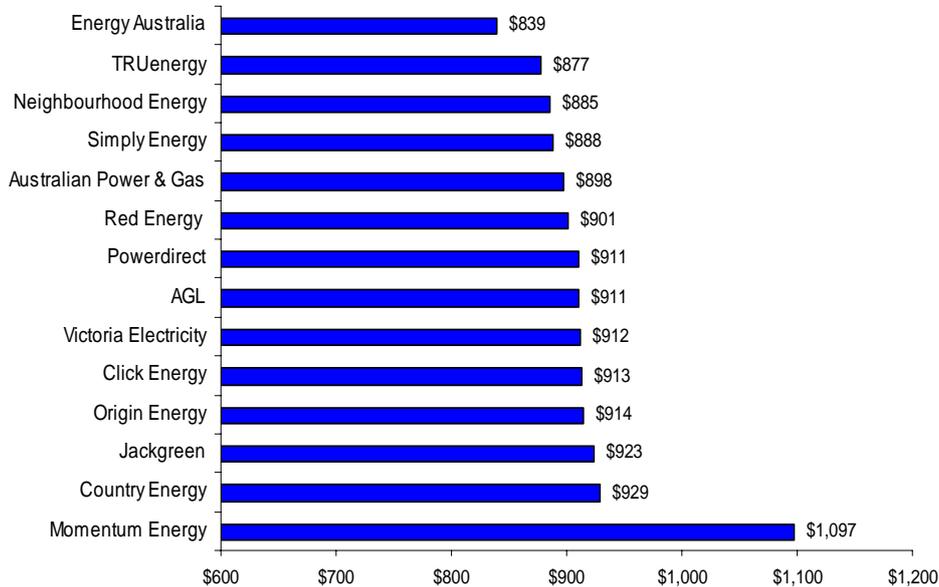


Figure C.5 Residential Standing Offers - United Energy zone
Two-rate tariff, 4,000 kWh peak + 2,500kWh off-peak consumption

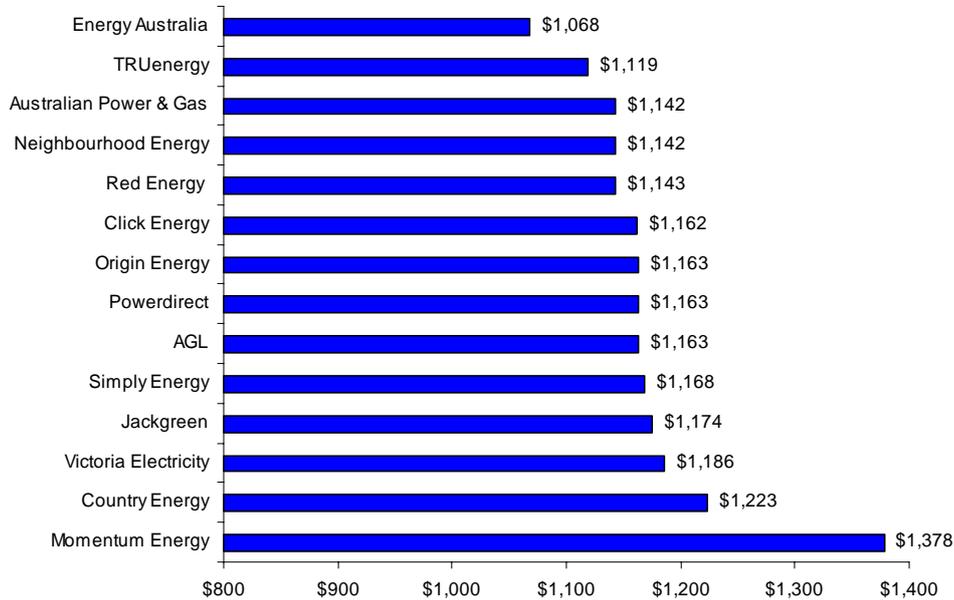


Figure C.6 Residential Standing Offers – United Energy zone
Time of use tariff, 3,000 kWh peak + 3,000kWh off-peak consumption



Figure C.7 Residential Standing Offers - Citipower zone
Single rate tariff, 4,000 kWh consumption

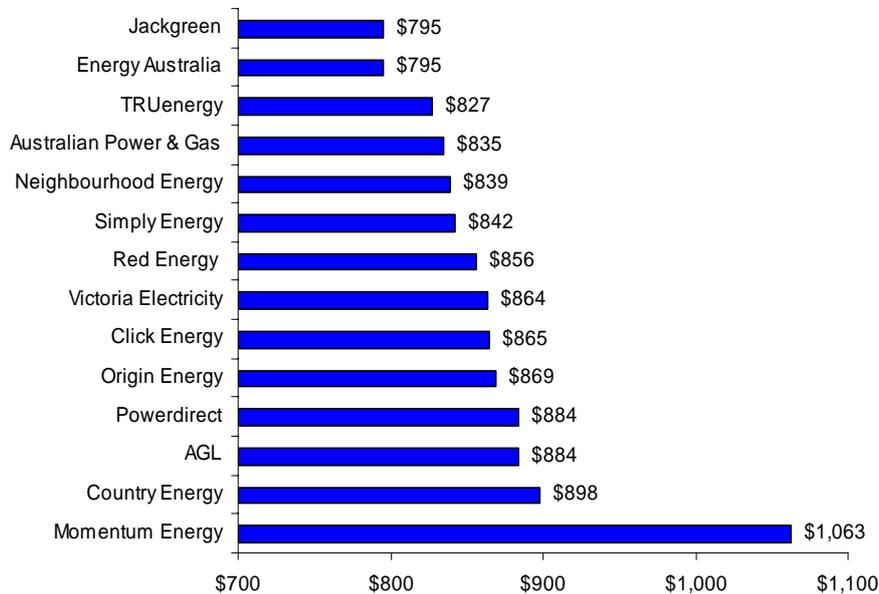


Figure C.8 Residential Standing Offers - Citipower zone
Two-rate tariff, 4,000 kWh peak + 2,500kWh off-peak consumption

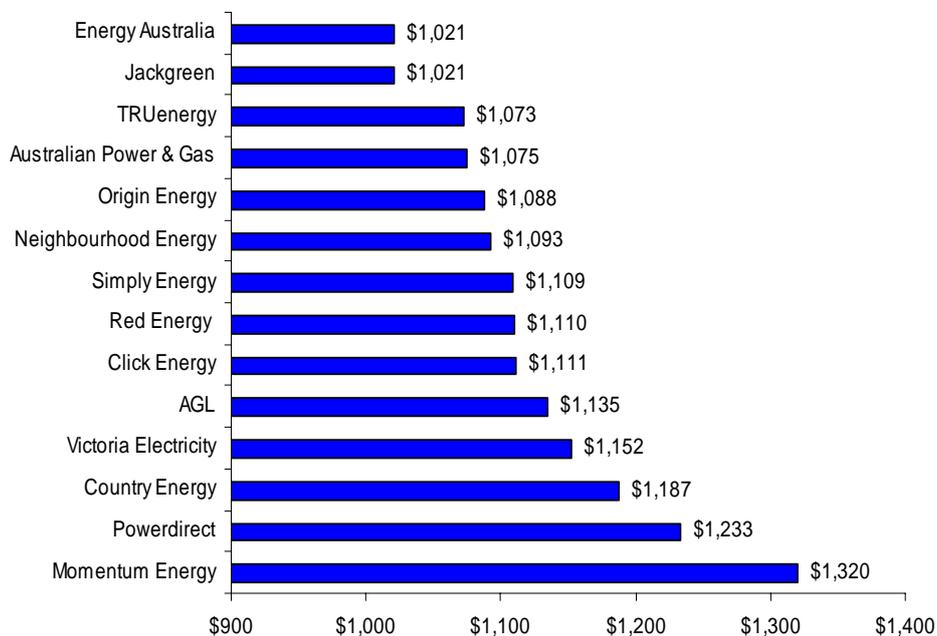


Figure C.9 Residential Standing Offers - Citipower zone

Time of use tariff, 3,000 kWh peak + 3,000kWh off-peak consumption

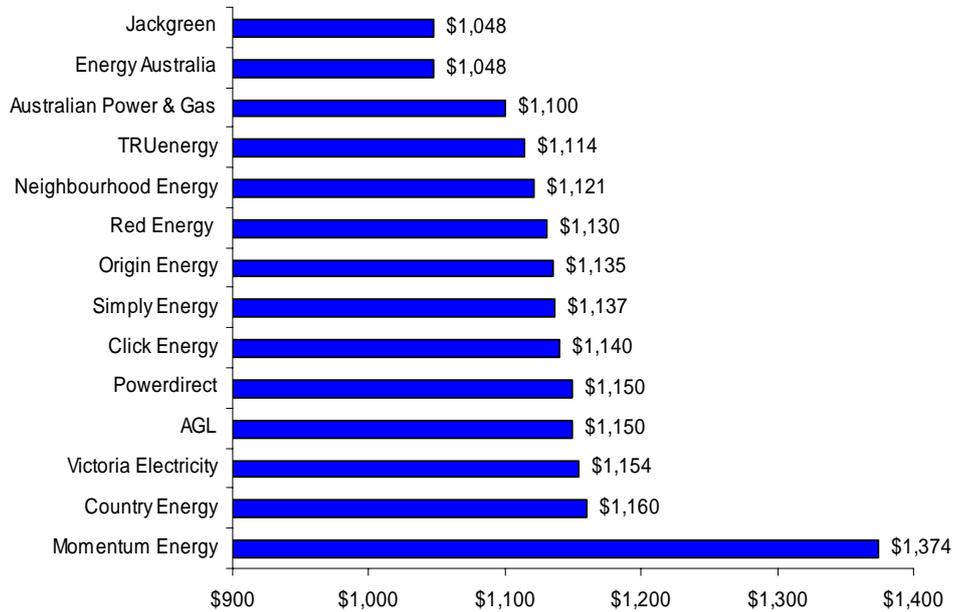


Figure C.10 Residential Standing Offers - Powercor zone

Single rate tariff, 4,000 kWh consumption

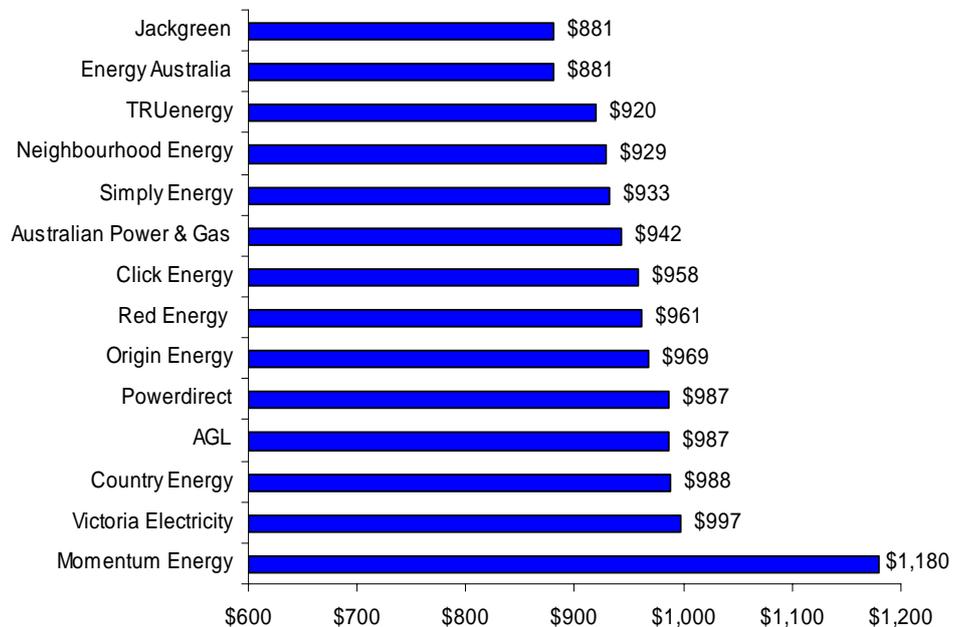


Figure C.11 Residential Standing Offers - Powercor zone
Two-rate tariff, 4,000 kWh peak + 2,500kWh off-peak consumption

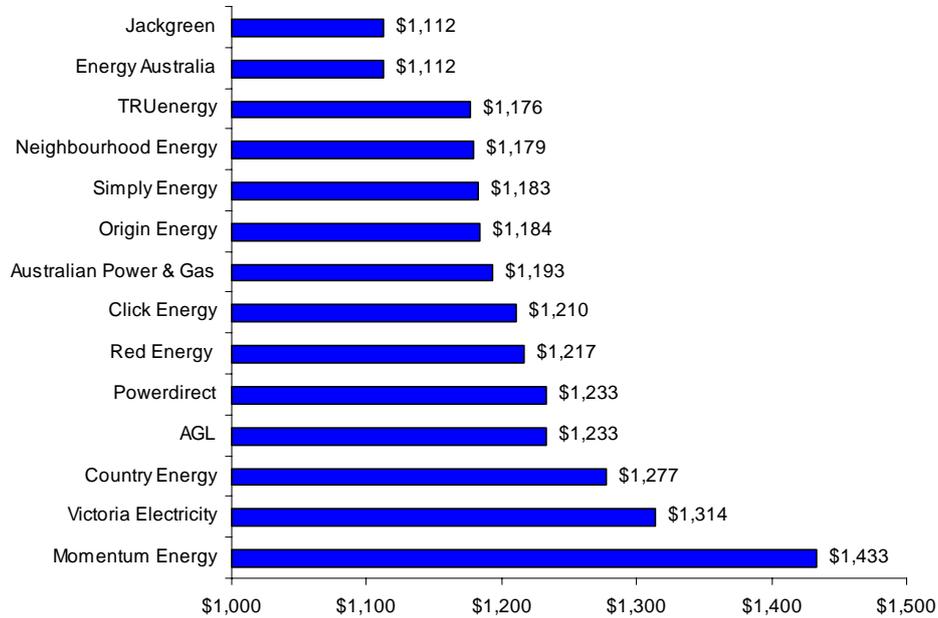


Figure C.12 Residential Standing Offers - Powercor zone
Time of use tariff, 3,000 kWh peak + 3,000kWh off-peak consumption

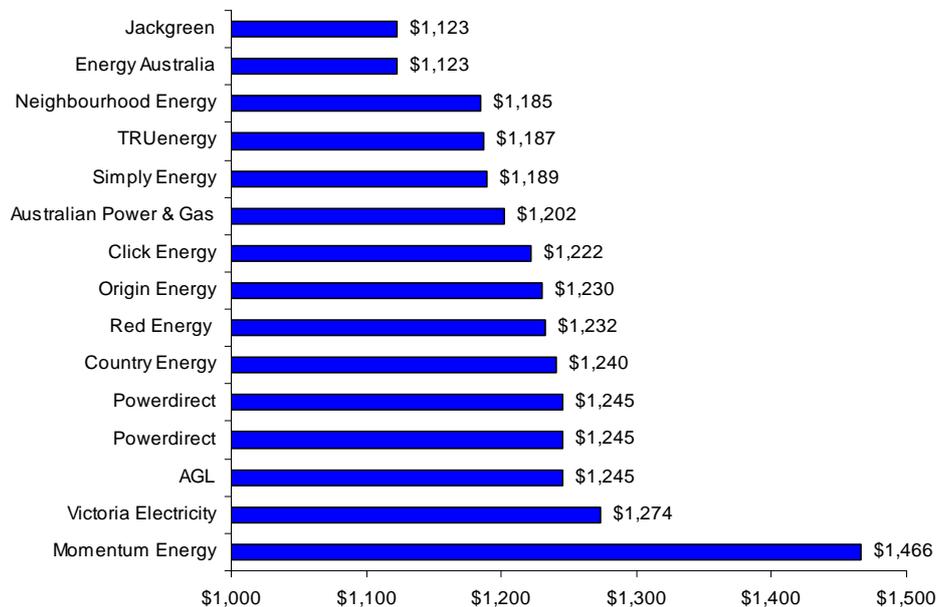


Figure C.13 Residential Standing Offers - SP Ausnet zone
Single rate tariff, 4,000 kWh consumption

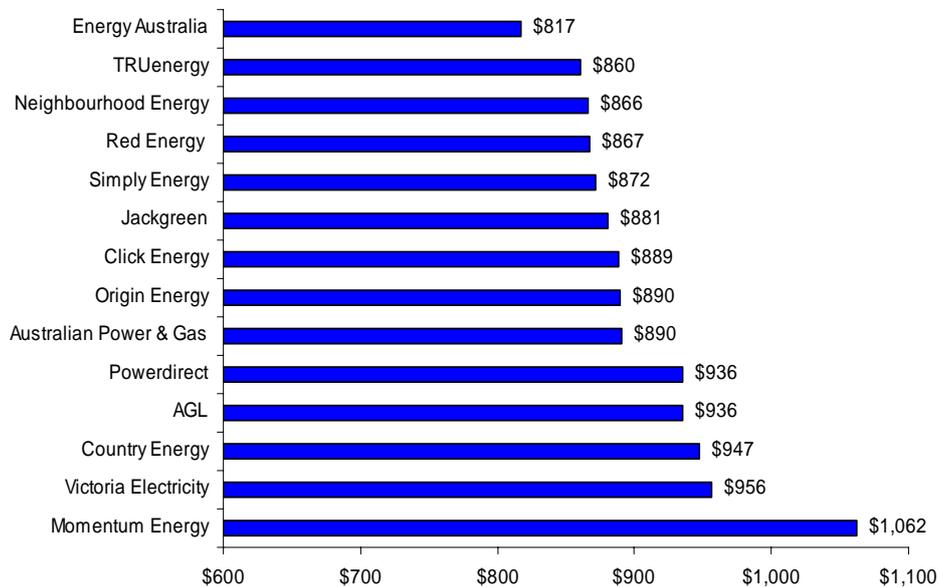


Figure C.14 Residential Standing Offers - SP Ausnet zone
Two-rate tariff, 4,000 kWh peak + 2,500kWh off-peak consumption

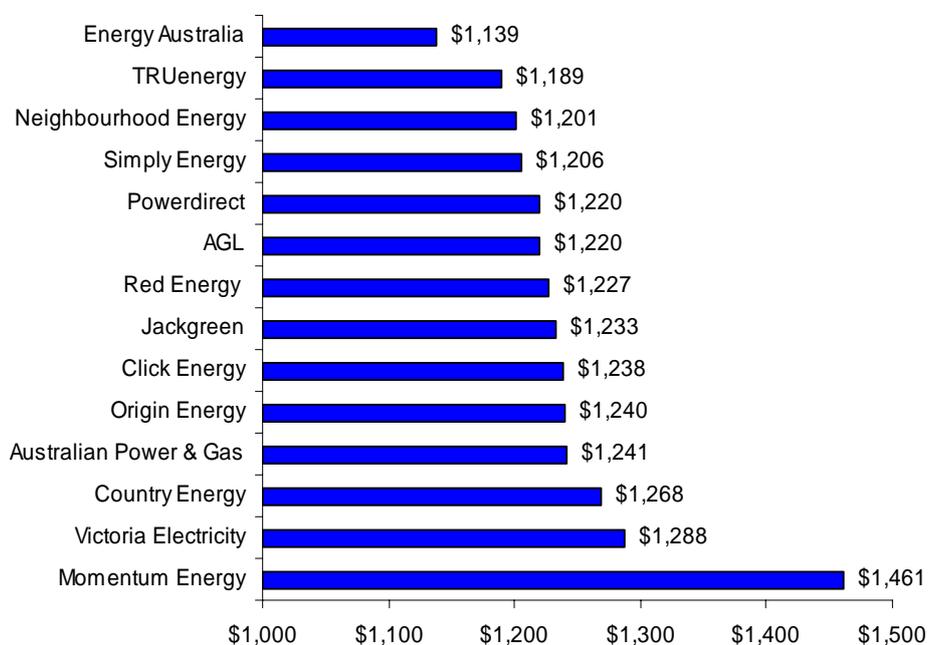
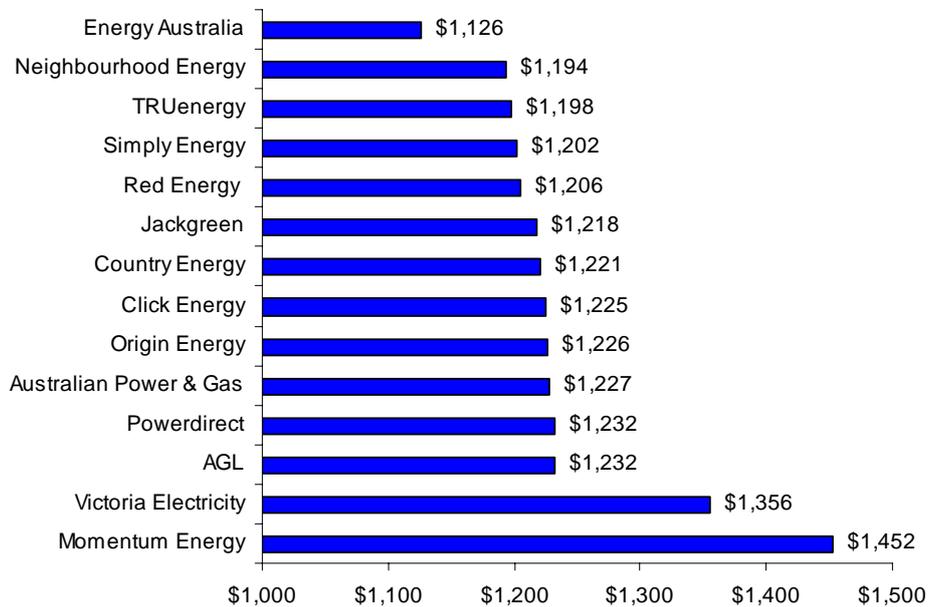


Figure C.15 Residential Standing Offers – SP Ausnet zone

Time of use tariff, 3,000 kWh peak + 3,000kWh off-peak consumption



APPENDIX D – SMALL BUSINESS ELECTRICITY
STANDING OFFERS

Figure D.1 Small Business Standing Offers - Jemena zone
Single rate tariff, 12,000 kWh consumption

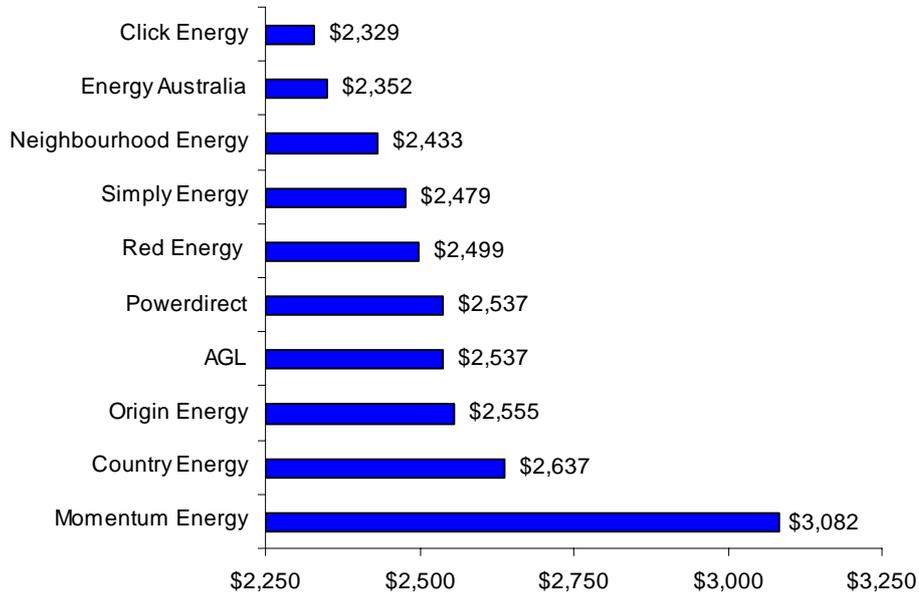


Figure D.2 Small Business Standing Offers - Jemena zone
Time of use tariff, 25,000 kWh peak + 15,000kWh off-peak consumption

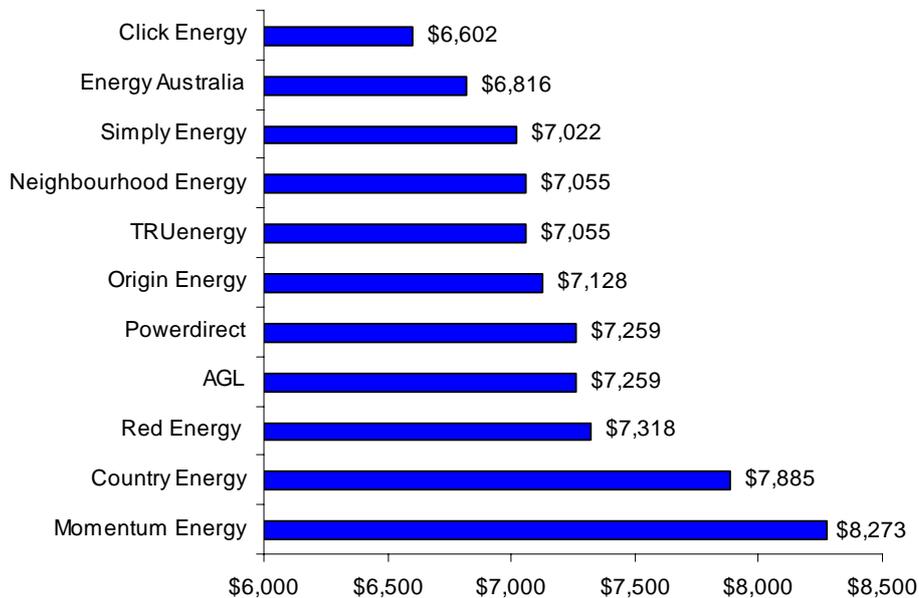


Figure D.3 Small Business Standing Offers - United Energy zone
Single rate tariff, 12,000 kWh consumption

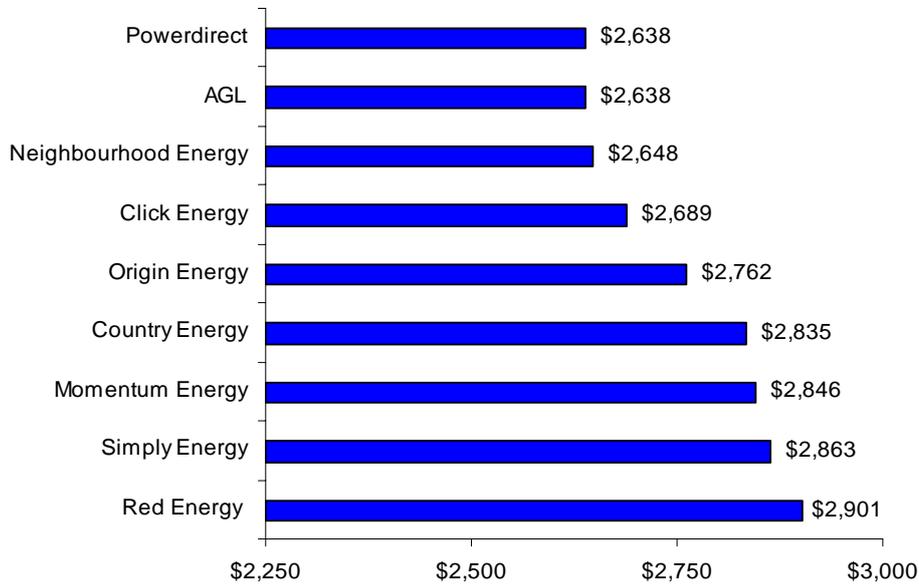


Figure D.4 Small Business Standing Offers – United Energy zone
Time of use tariff, 25,000 kWh peak + 15,000kWh off-peak consumption



Figure D.5 Small Business Standing Offers - Citipower zone
Single rate tariff, 12,000kWh consumption



Figure D.6 Small Business Standing Offers - Citipower zone
Time of use tariff, 25,000 kWh peak + 15,000kWh off-peak consumption

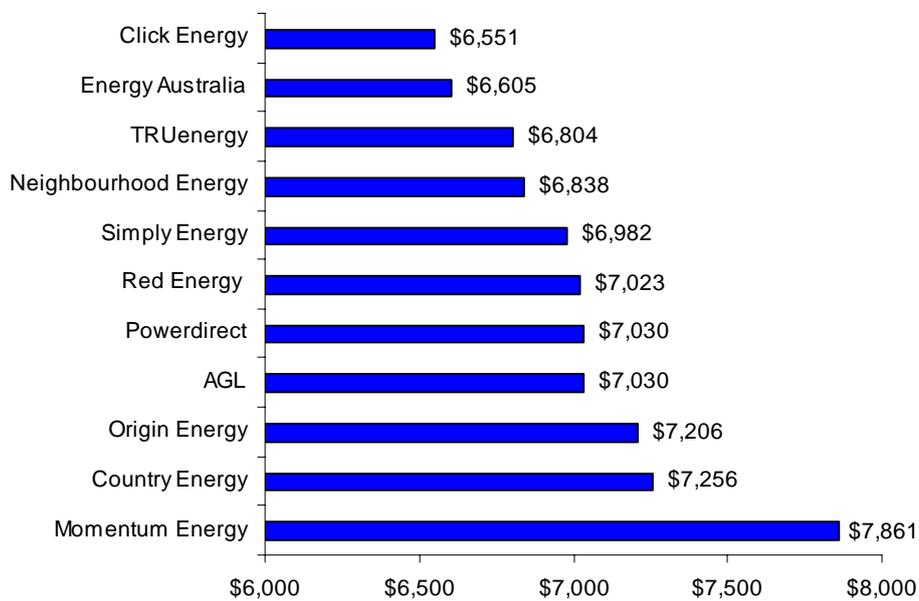


Figure D.7 Small Business Standing Offers - Powercor zone
Single rate tariff, 12,000kWh consumption

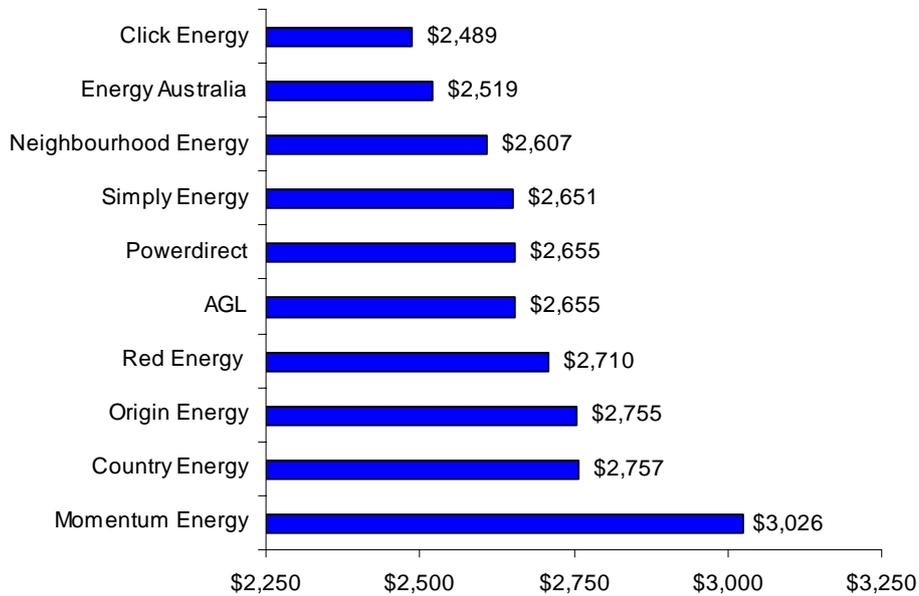


Figure D.8 Small Business Standing Offers - Powercor zone
Time of use tariff, 25,000 kWh peak + 15,000kWh off-peak consumption

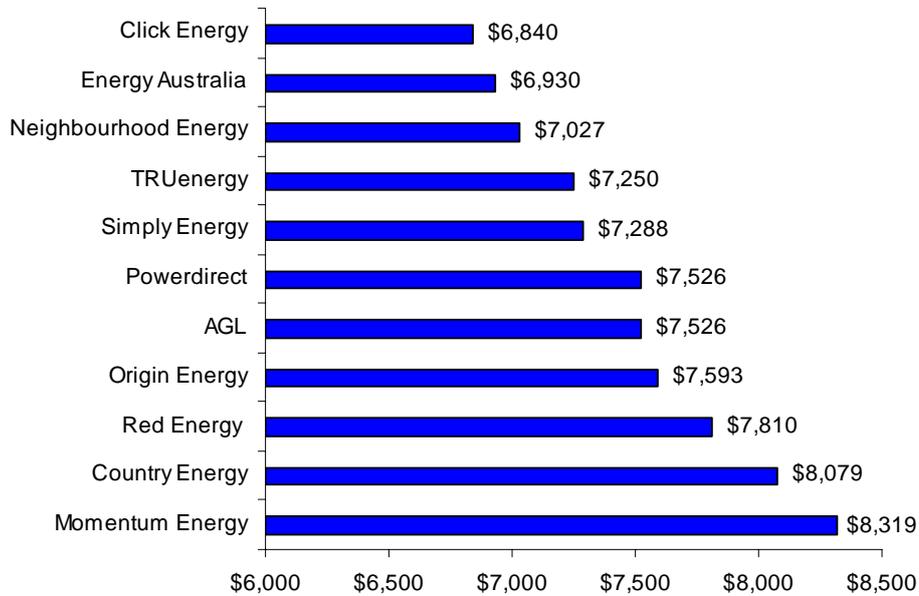


Figure D.9 Small Business Standing Offers - SP Ausnet zone
Single rate tariff, 12,000kWh consumption

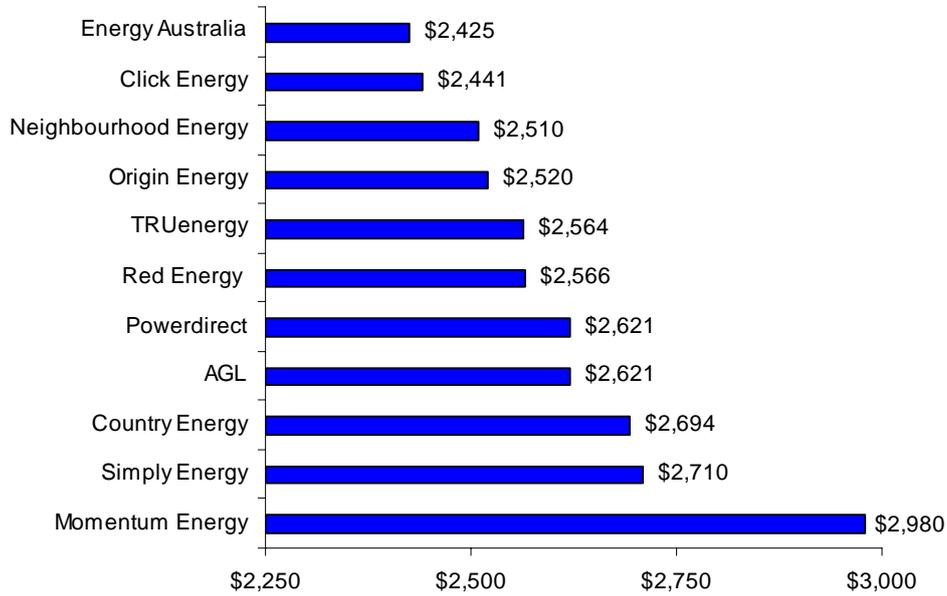
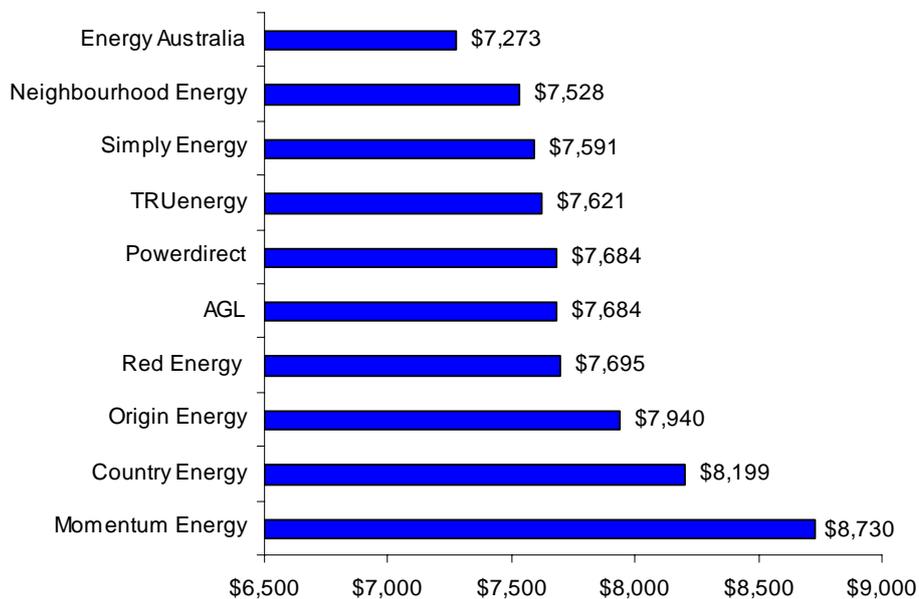


Figure D.10 Small Business Standing Offers - SP Ausnet zone
Time of use tariff, 25,000 kWh peak + 15,000kWh off-peak consumption



APPENDIX E – RESIDENTIAL GAS STANDING OFFERS

Figure E.1 Residential Standing Offers – Envestra Central 1
60GJ consumption

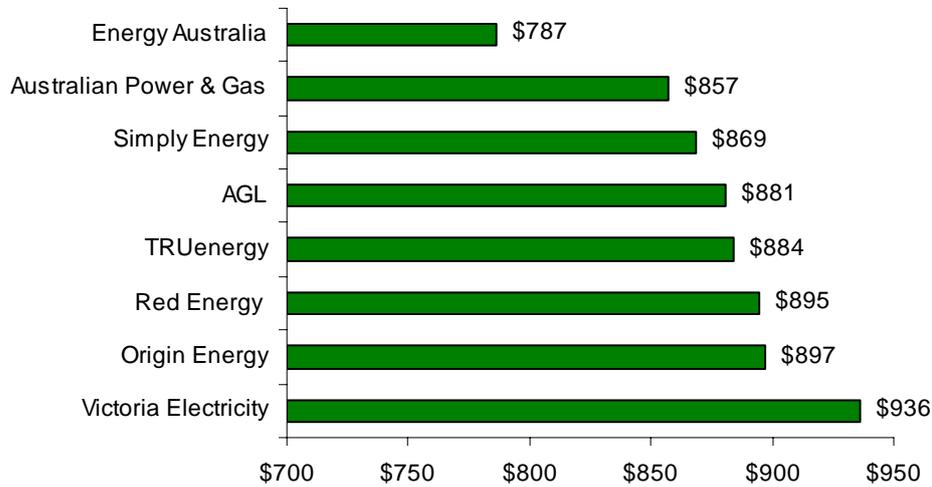


Figure E.2 Residential Standing Offers – Envestra Central 2
60GJ consumption

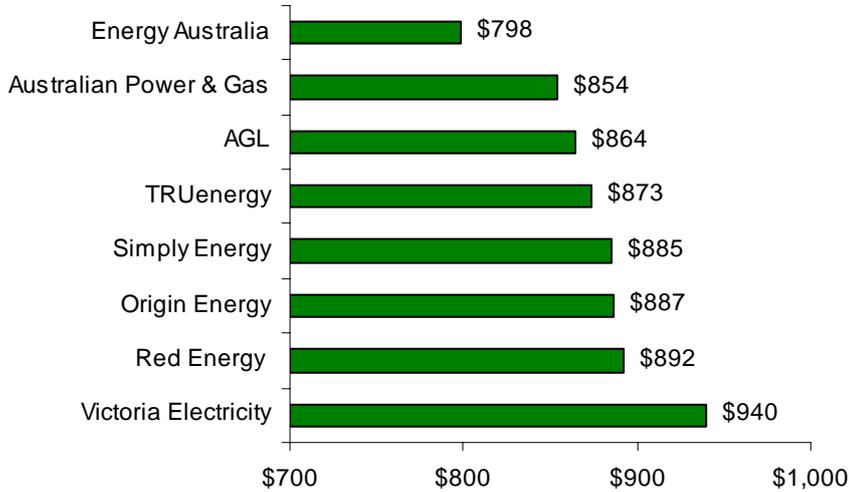


Figure E.3 Residential Standing Offers – Envestra North
60GJ consumption

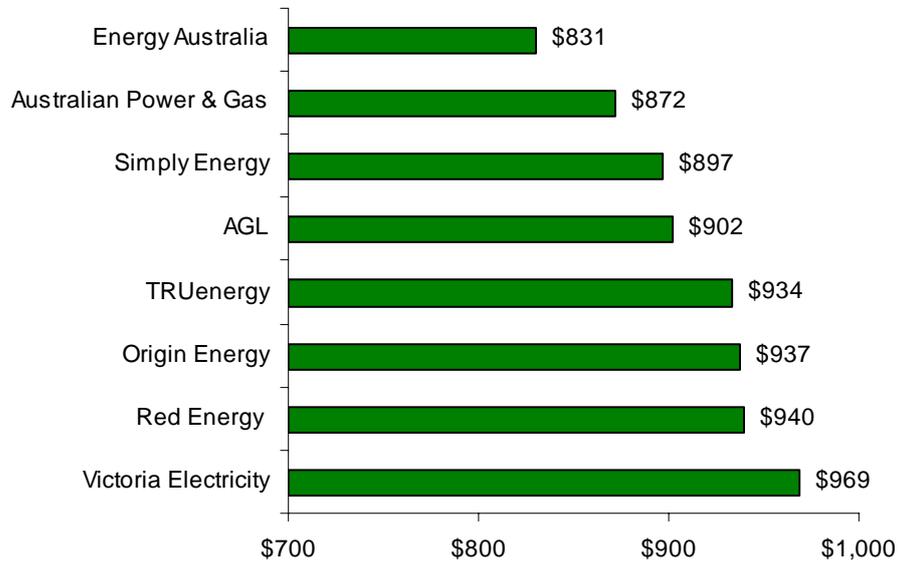


Figure E.4 Residential Standing Offers – Envestra Cardinia
60GJ consumption

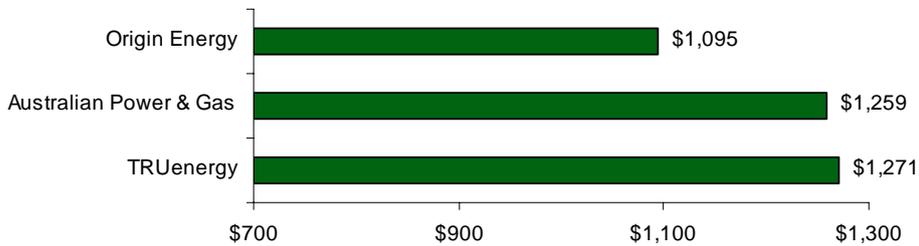


Figure E.5 Residential Standing Offers – Envestra Murray
60GJ consumption

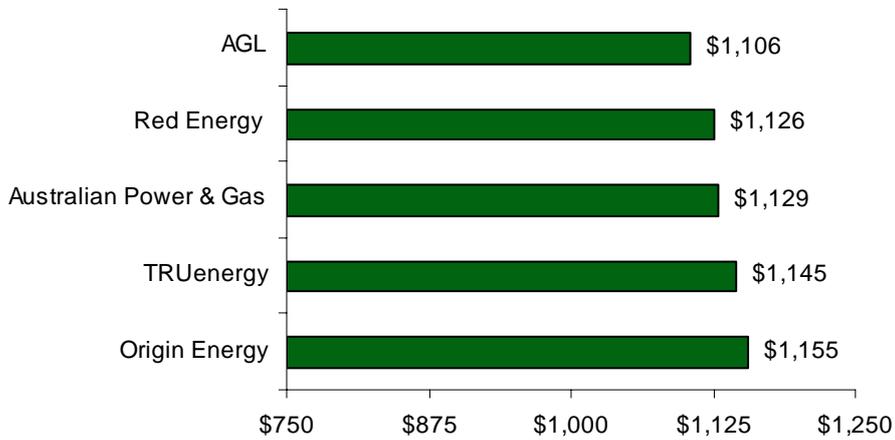


Figure E.6 Residential Standing Offers – Envestra Mildura
60GJ consumption

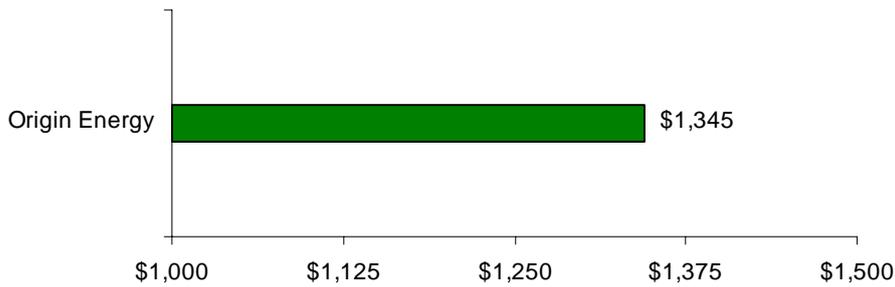


Figure E.7 Residential Standing Offers – Envestra Bairnsdale
60GJ consumption



Figure E.8 Residential Standing Offers – Multinet Main 1
60GJ consumption

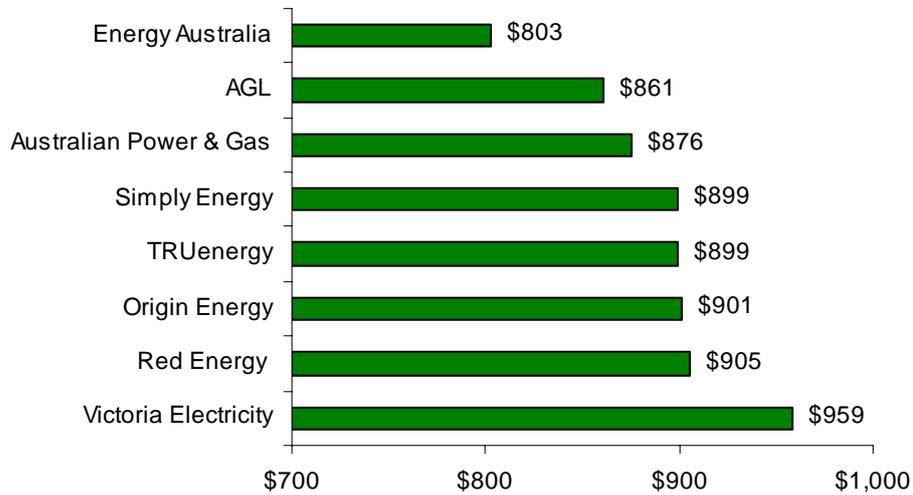


Figure E.9 Residential Standing Offers – Multinet Main 2
60GJ consumption

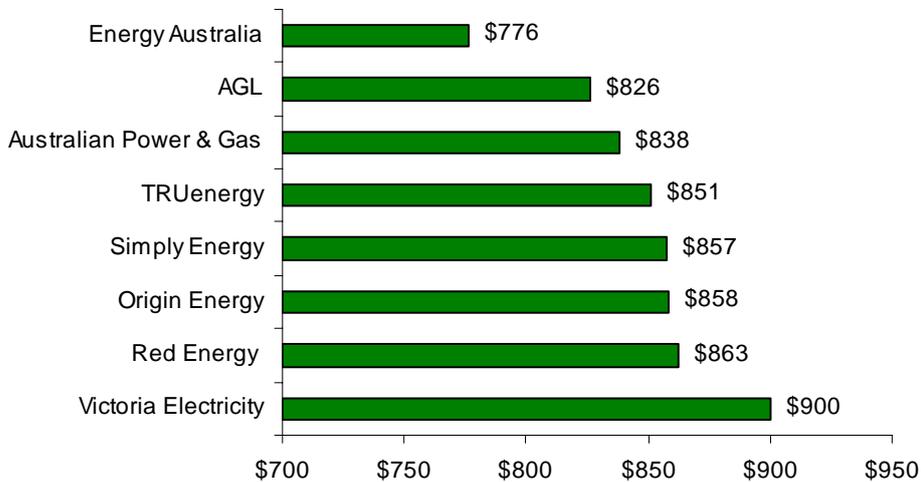


Figure E.10 Residential Standing Offers – Multinet Murray
60GJ consumption

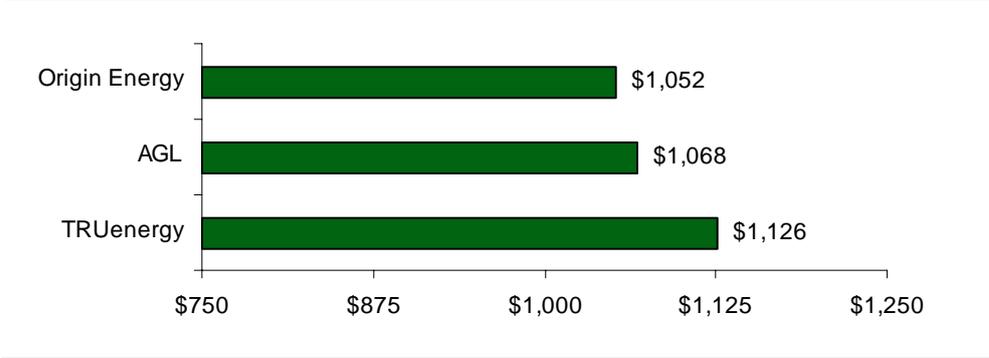


Figure E.11 Residential Standing Offers – Multinet Gas Extension Zone
60GJ consumption

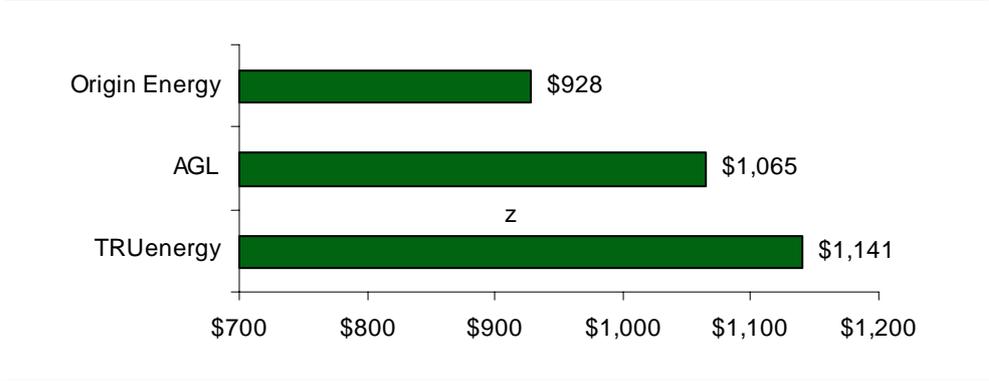


Figure E.12 Residential Standing Offers – SP Ausnet Central 1
60GJ consumption

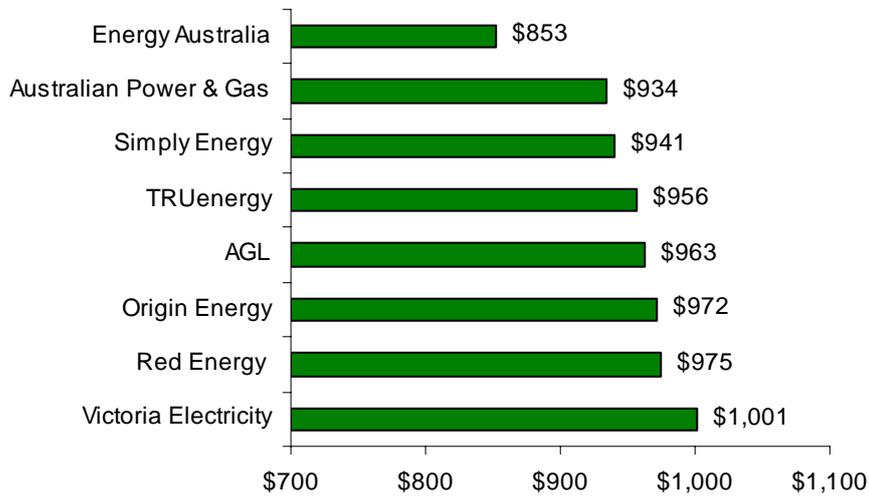


Figure E.13 Residential Standing Offers – SP Ausnet Central 2
60GJ consumption

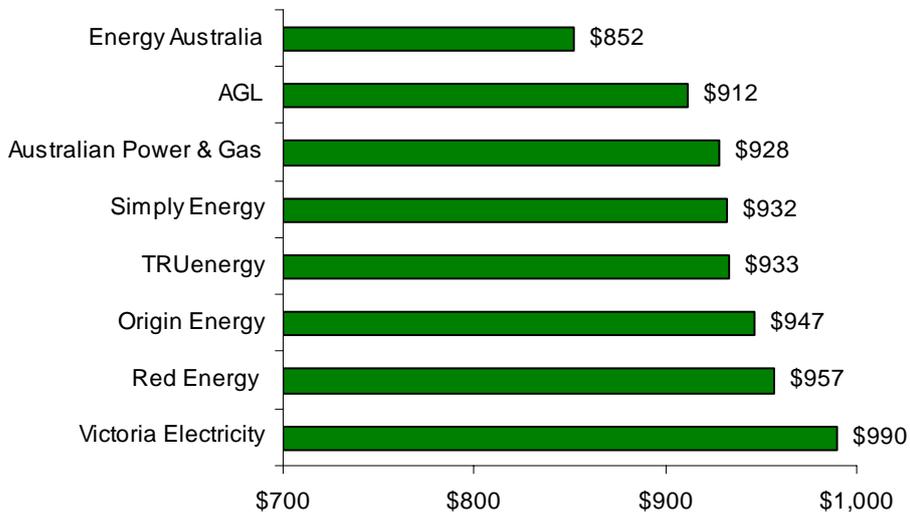


Figure E.14 Residential Standing Offers – SP Ausnet Adjoining Central
60GJ consumption

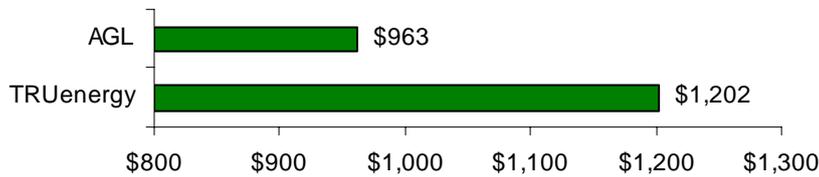


Figure E.15 Residential Standing Offers – SP Ausnet West
60GJ consumption

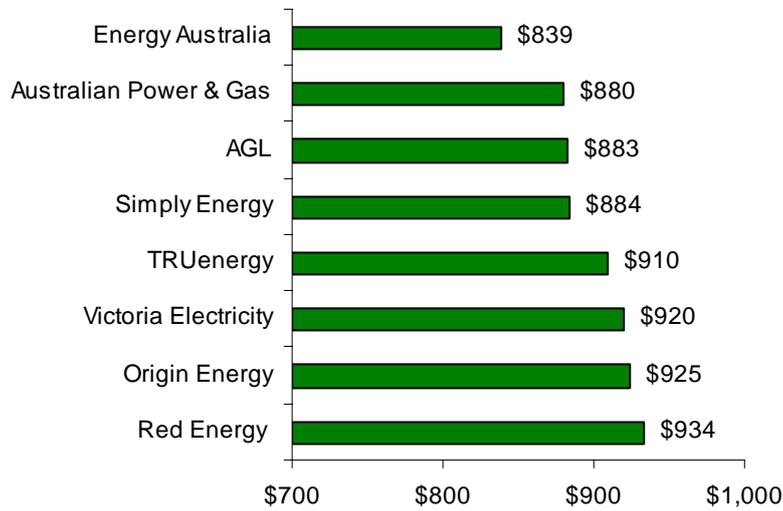
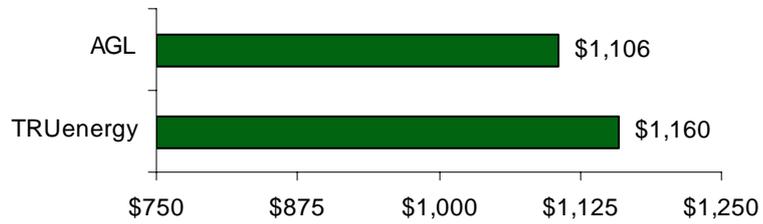


Figure E.16 Residential Standing Offers – SP Ausnet Adjoining West
60GJ consumption



Figure E.17 Residential Standing Offers – Gas Extension Zone
60GJ consumption



APPENDIX F – SMALL BUSINESS GAS
STANDING OFFERS

Figure F.1 Small Business Standing Offers – Envestra Central 1
500GJ consumption

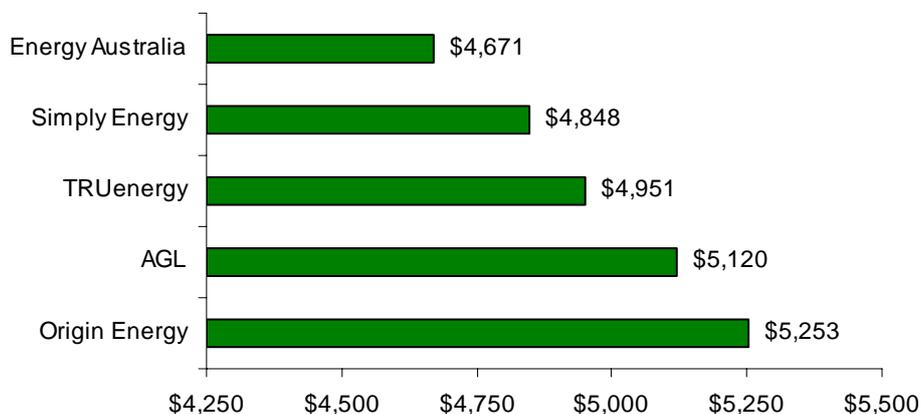


Figure F.2 Small Business Standing Offers – Envestra Central 2
500GJ consumption

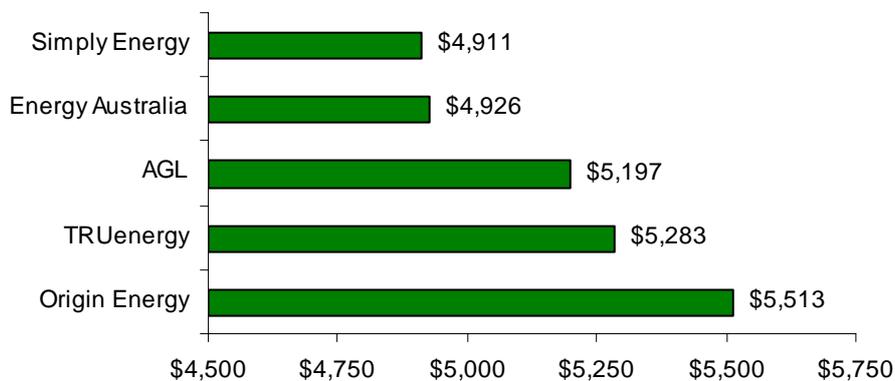


Figure F.3 Small Business Standing Offers – Envestra North
500GJ consumption



Figure F.4 Small Business Standing Offers – Envestra Cardinia
500GJ consumption

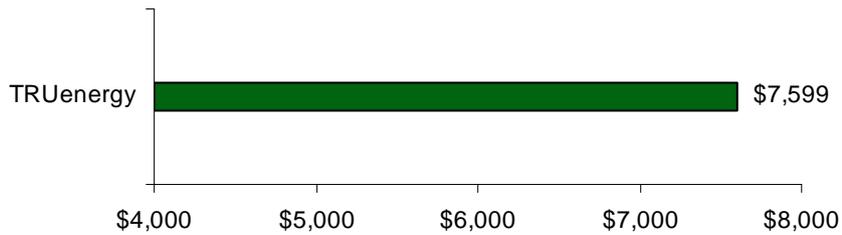


Figure F.5 Small Business Standing Offers – Envestra Murray
500GJ consumption

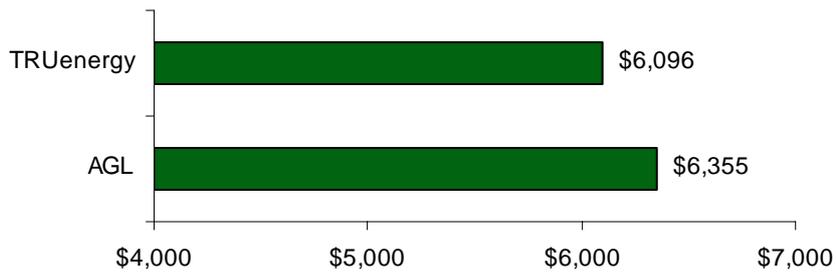


Figure F.6 Small Business Standing Offers – Envestra Mildura
500GJ consumption

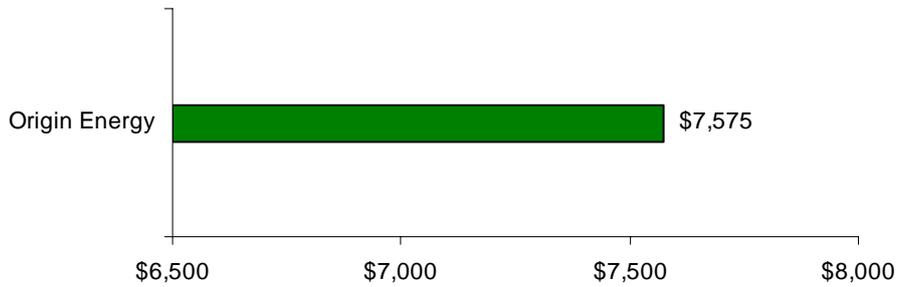


Figure F.7 Small Business Standing Offers – Envestra Bairnsdale
500GJ consumption

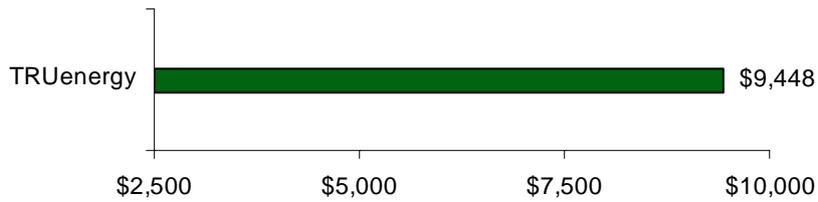


Figure F.8 Small Business Standing Offers – Multinet Main 1
500GJ consumption

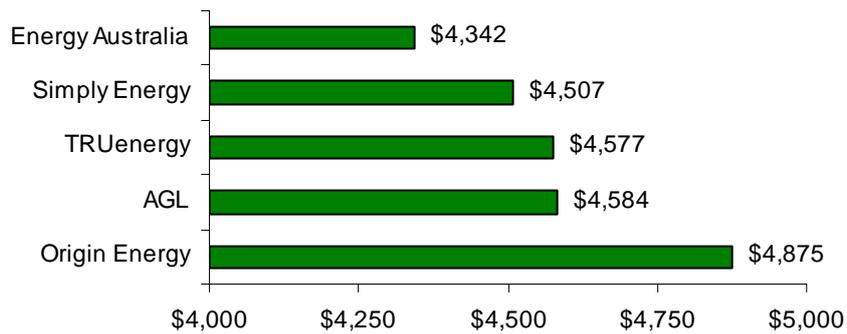


Figure F.9 Small Business Standing Offers – Multinet Main 2
500GJ consumption

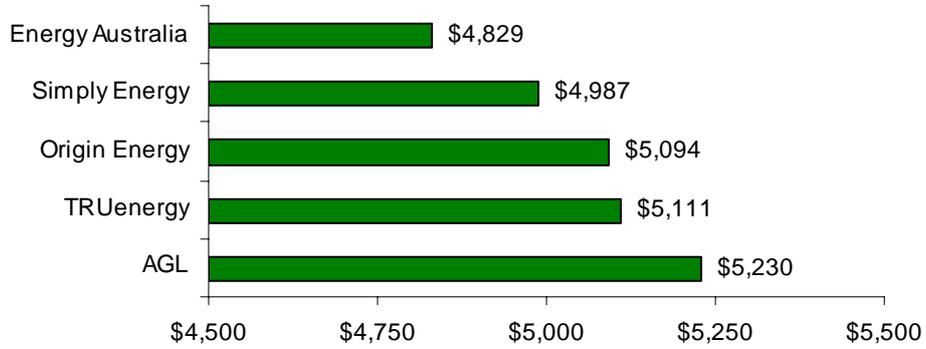


Figure F.10 Small Business Standing Offers – Multinet Murray
500GJ consumption

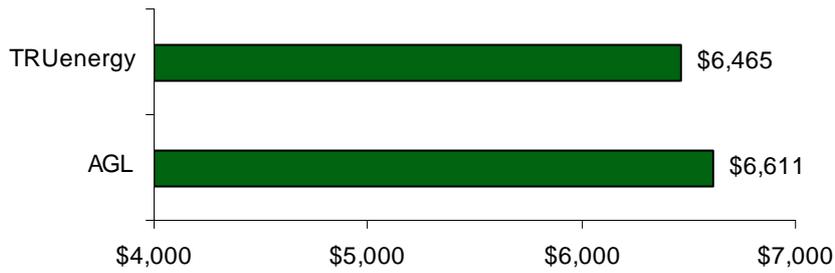


Figure F.11 Small Business Standing Offers – Multinet Gas Extension Zone
500GJ consumption

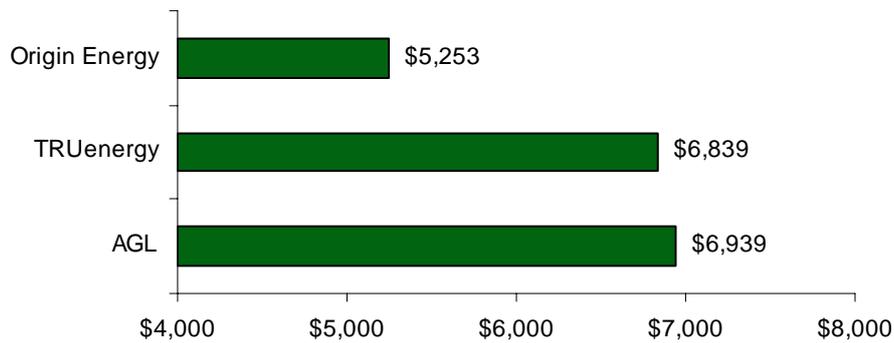


Figure F.12 Small Business Standing Offers – SP Ausnet Central 1
500GJ consumption

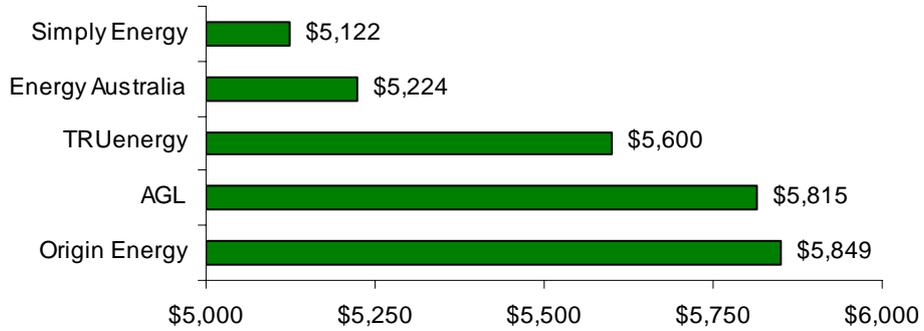


Figure F.13 Small Business Standing Offers – SP Ausnet Central 2
500GJ consumption



Figure F.14 Small Business Standing Offers – SP Ausnet Adjoining Central
500GJ consumption

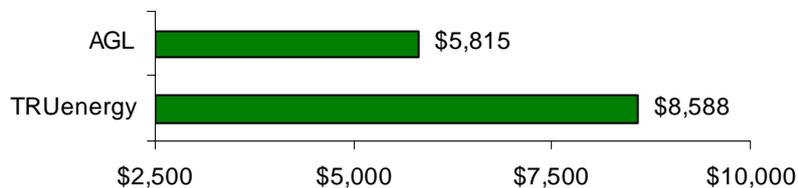


Figure F.15 Small Business Standing Offers – SP Ausnet West
500GJ consumption

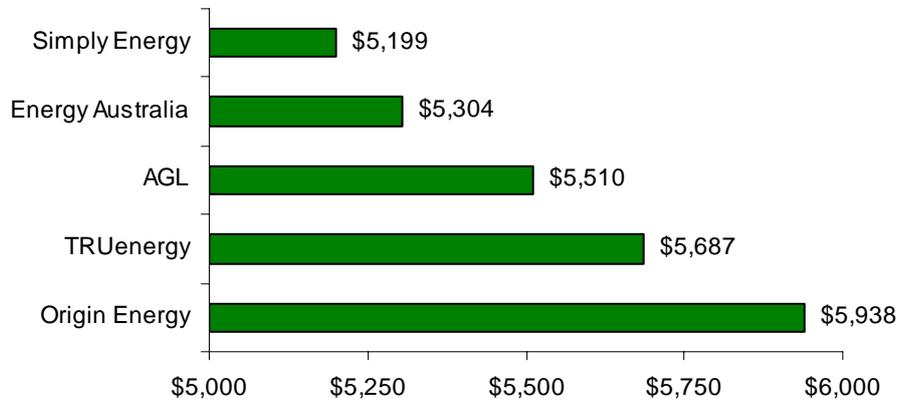


Figure F.16 Small Business Standing Offers – SP Ausnet Adjoining West
500GJ consumption

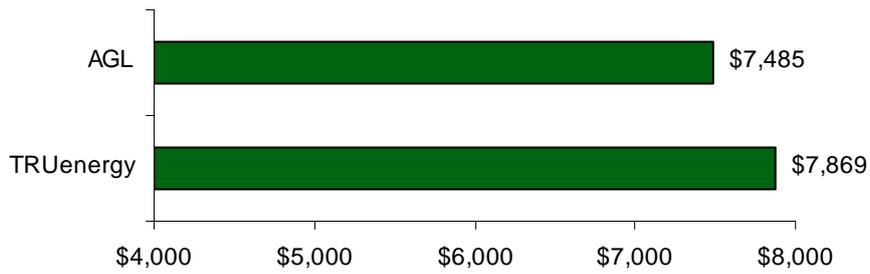
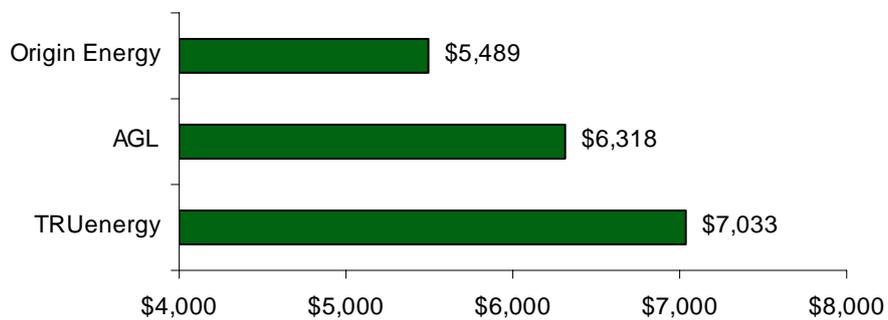


Figure F.17 Small Business Standing Offers – Gas Extension Zone
500GJ consumption



APPENDIX G – RESIDENTIAL ELECTRICITY PUBLISHED MARKET OFFERS

Figure G.1 Residential Published Market Offers, Jemena zone
Single rate tariff, 4,000 kWh consumption

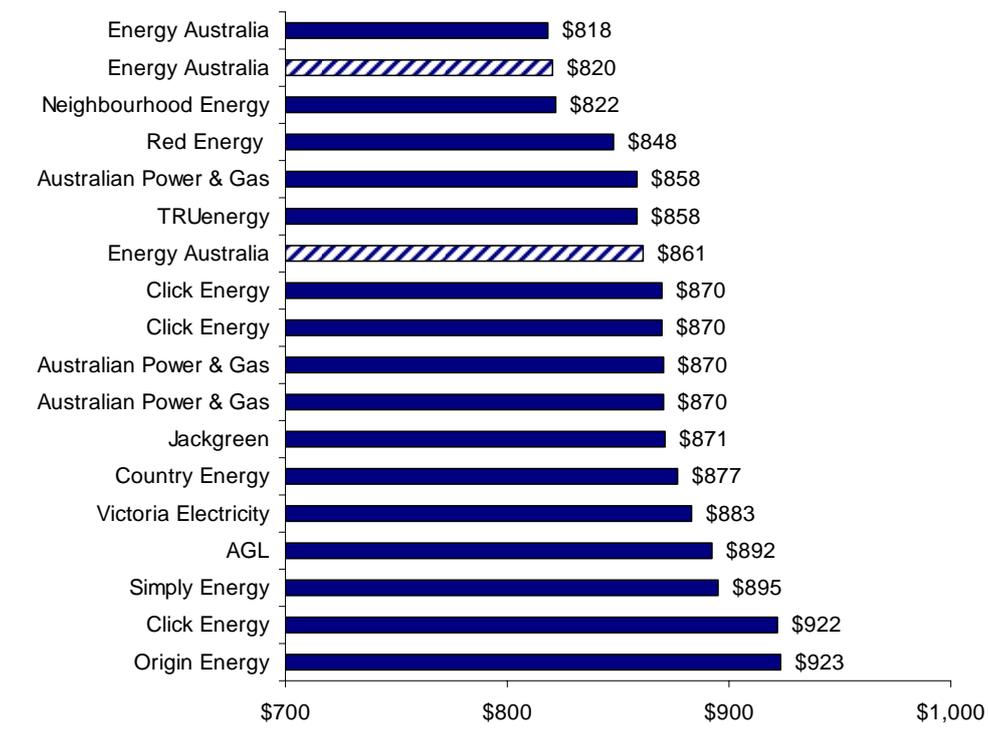


Figure G.2 Residential Published Market Offers, Jemena zone
Two-rate tariff, 4,000 kWh peak + 2,500kWh off-peak consumption

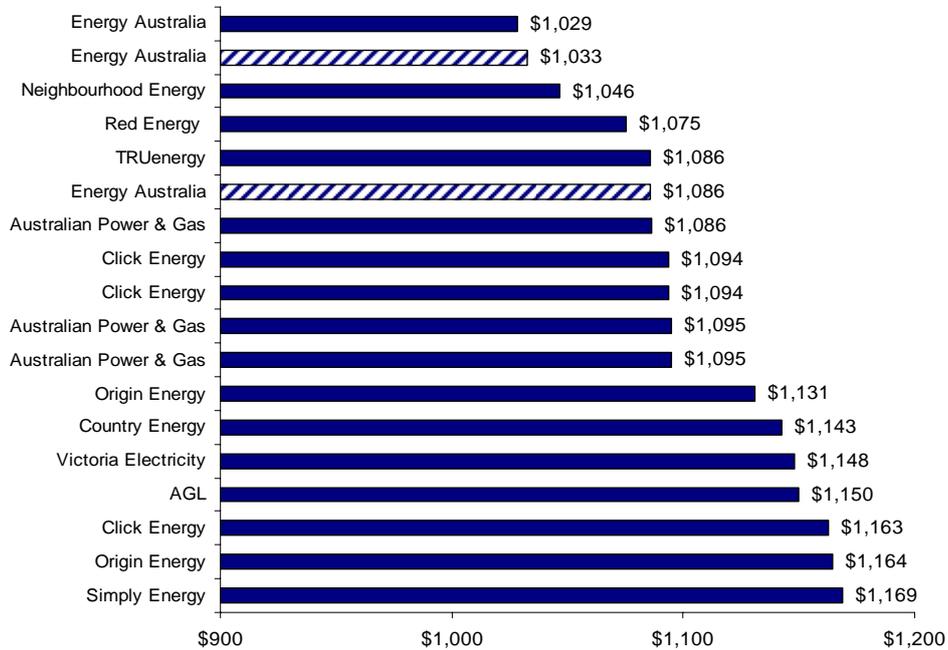


Figure G.3 Residential Published Market Offers, Jemena zone
Time of use tariff, 3,000 kWh peak + 3,000kWh off-peak consumption

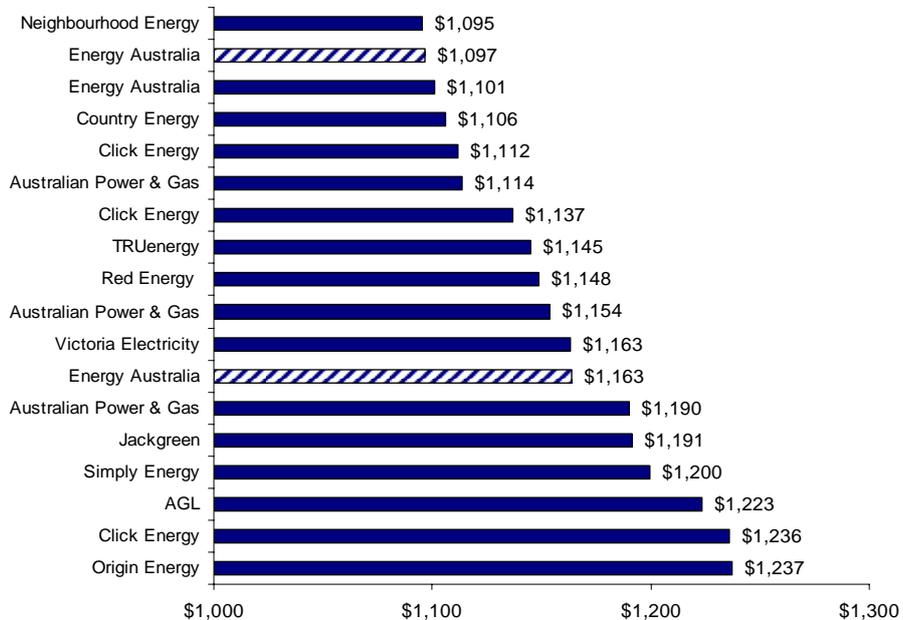


Figure G.4 Residential Published Market Offers, United Energy zone
Single rate tariff, 4,000 kWh consumption

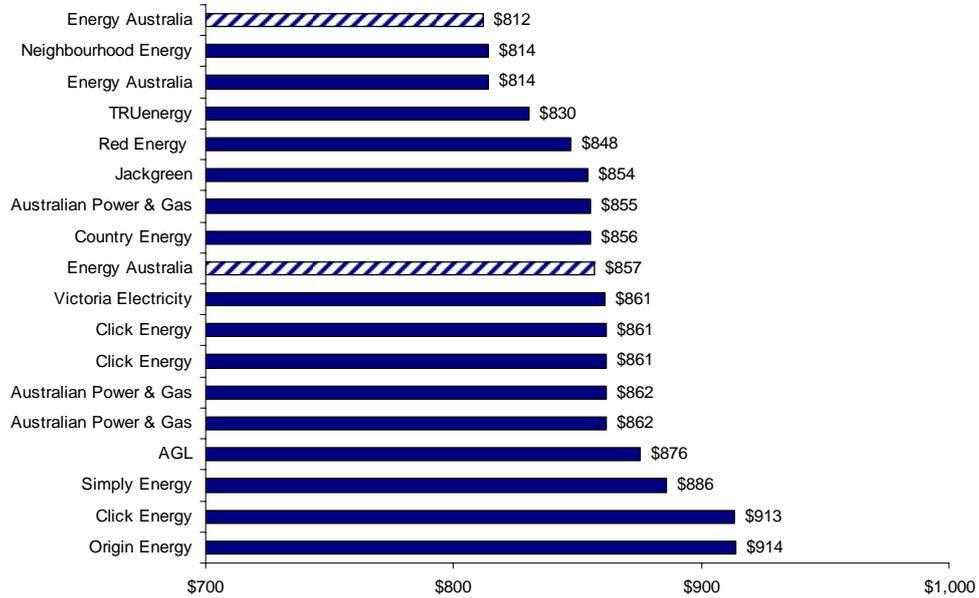


Figure G.5 Residential Published Market Offers, United Energy zone
Two-rate tariff, 4,000 kWh peak + 2,500kWh off-peak consumption

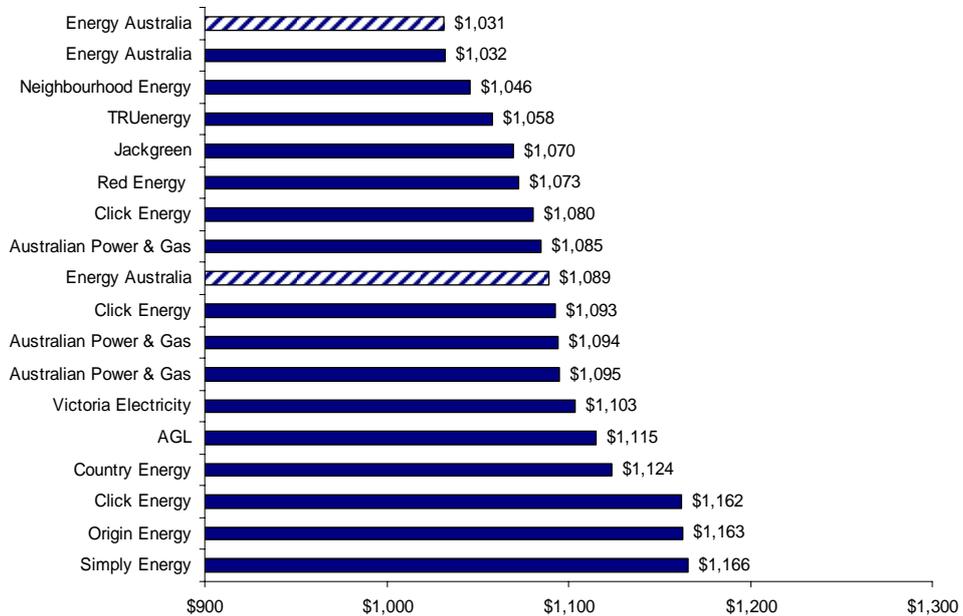


Figure G.6 Residential Published Market Offers, United Energy zone
Time of use tariff, 3,000 kWh peak + 3,000kWh off-peak consumption

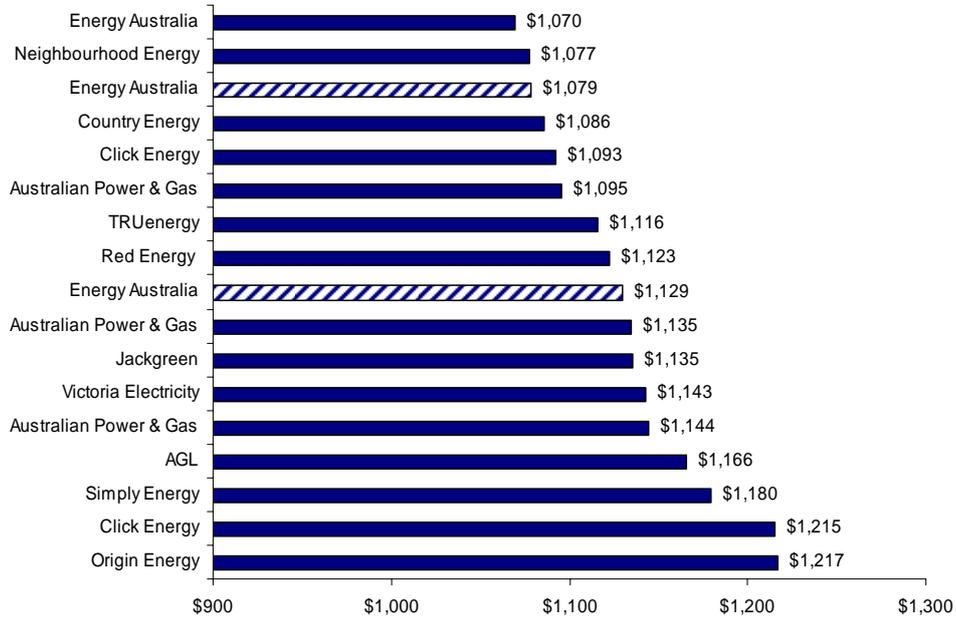


Figure G.7 Residential Published Market Offers, Citipower zone
Single rate tariff, 4,000 kWh consumption

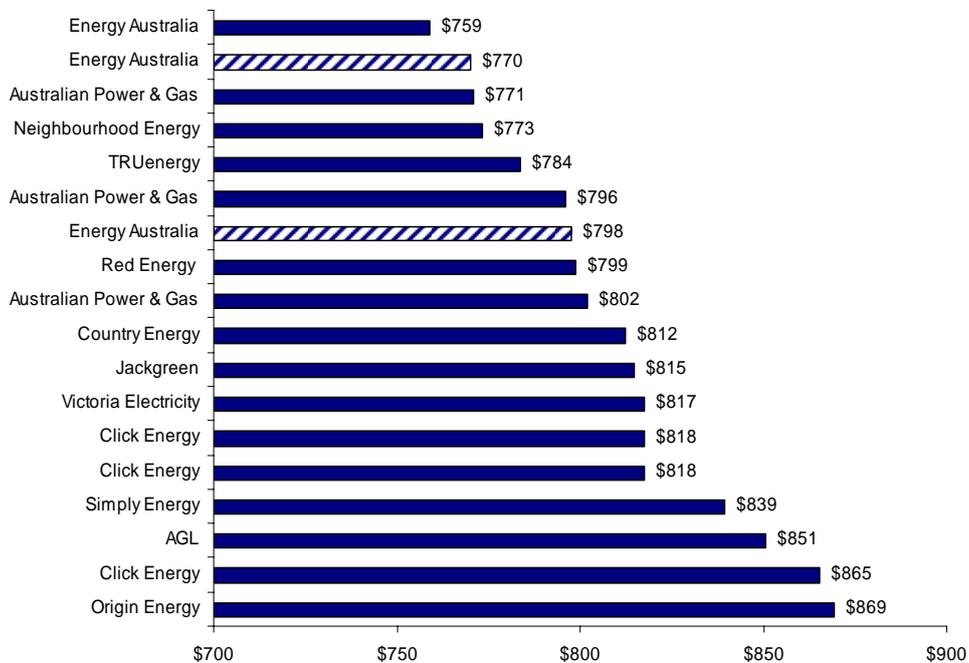


Figure G.8 Residential Published Market Offers, Citipower zone
Two-rate tariff, 4,000 kWh peak + 2,500kWh off-peak consumption

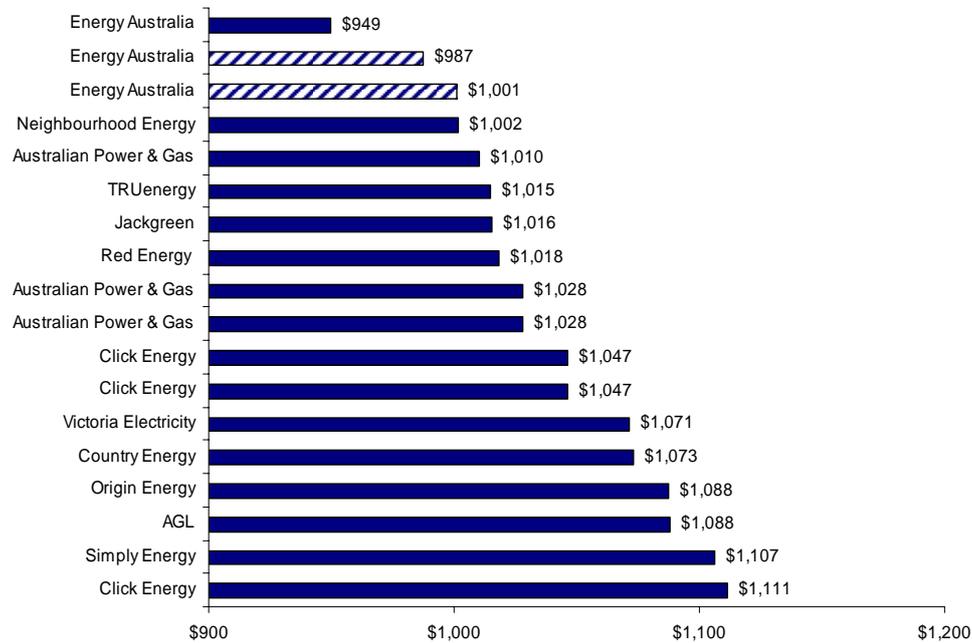


Figure G.9 Residential Published Market Offers, Citipower zone
Time of use tariff, 3,000 kWh peak + 3,000kWh off-peak consumption

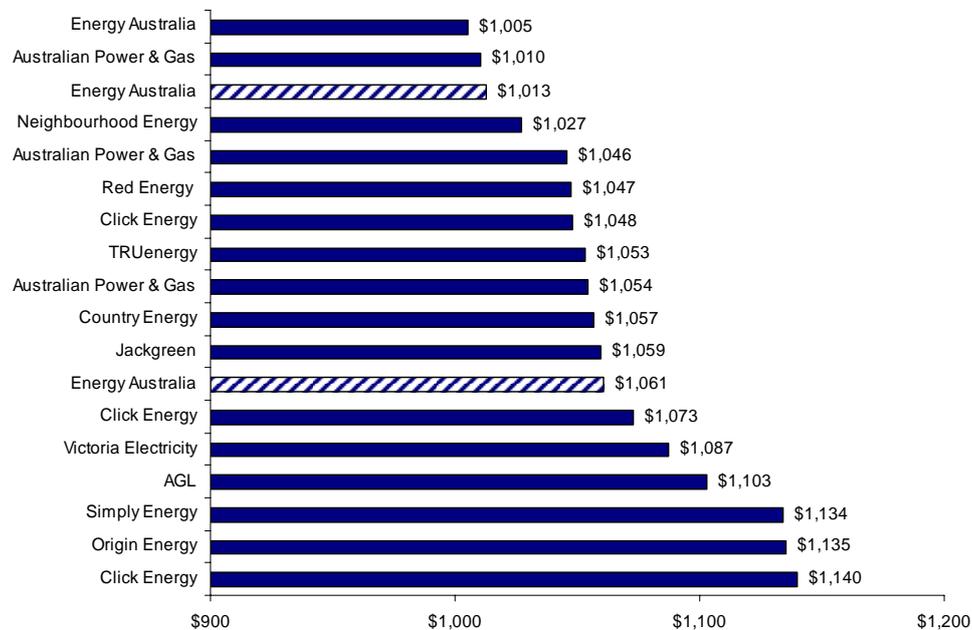


Figure G.10 Residential Published Market Offers, Powercor zone
Single rate tariff, 4,000 kWh consumption

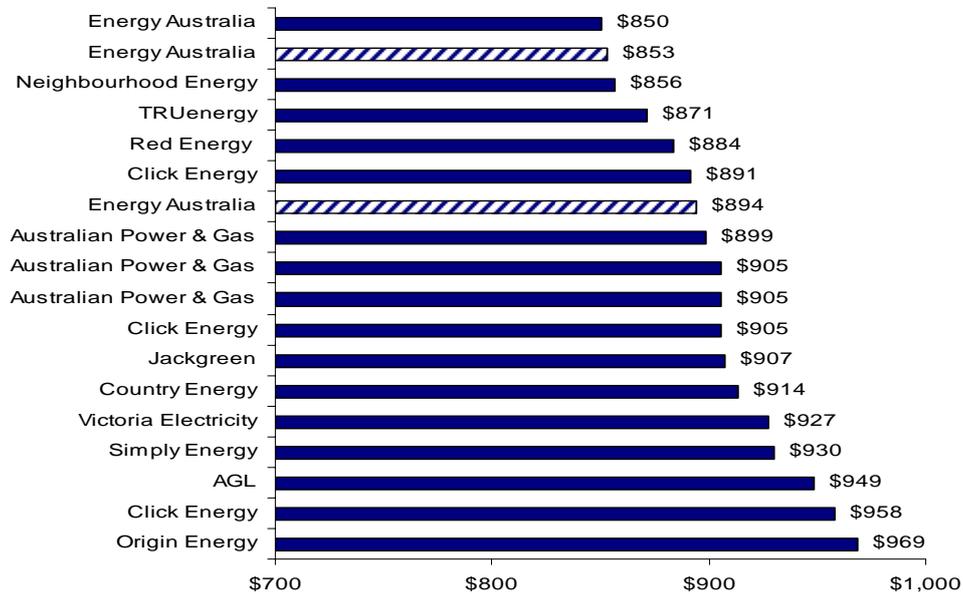


Figure G.11 Residential Published Market Offers, Powercor zone
Two-rate tariff, 4,000 kWh peak + 2,500kWh off-peak consumption

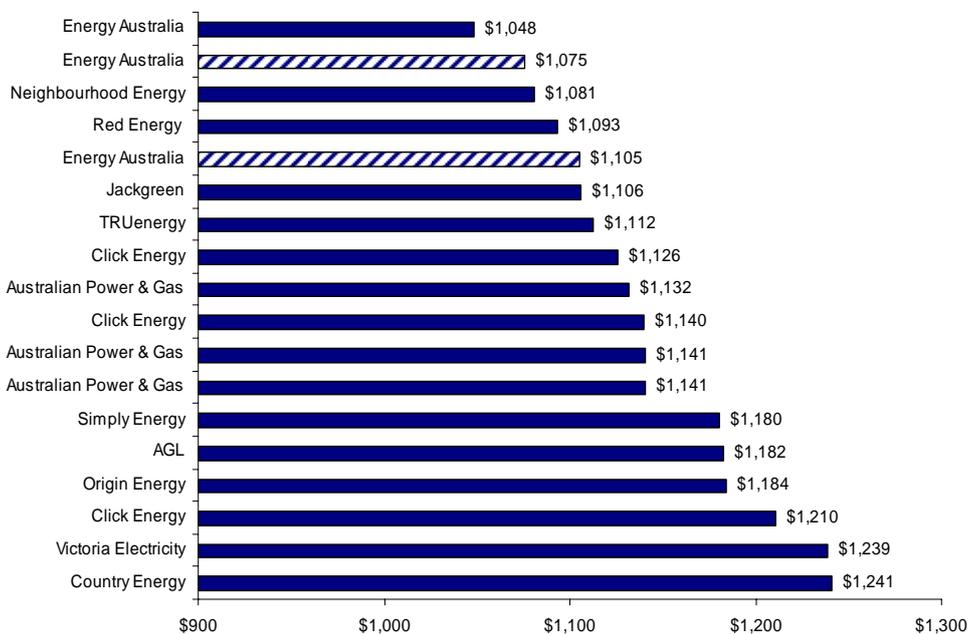


Figure G.12 Residential Published Market Offers, Powercor zone
Time of use tariff, 3,000 kWh peak + 3,000kWh off-peak consumption

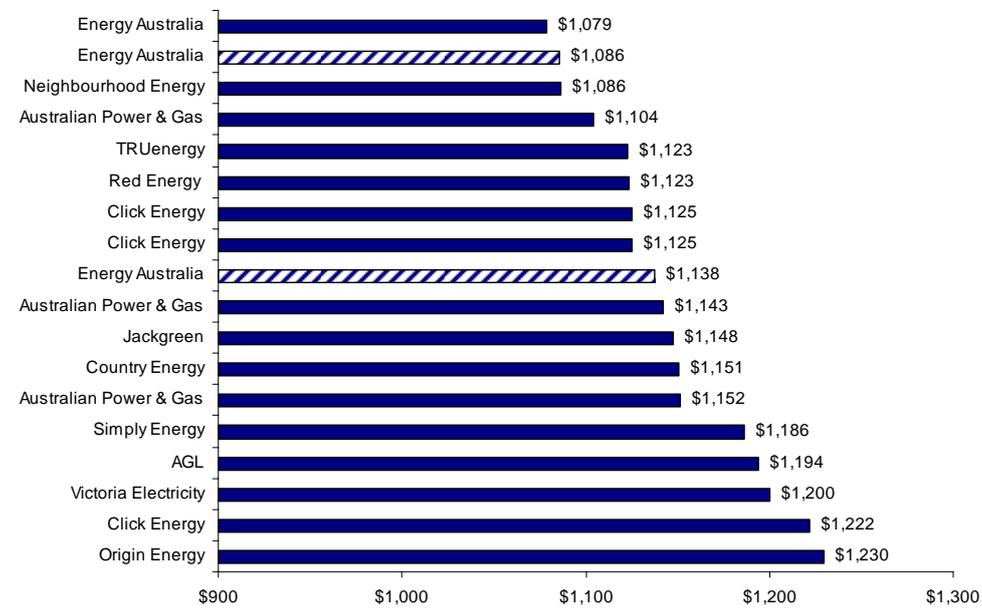


Figure G.13 Residential Published Market Offers, SP Ausnet zone
Single rate tariff, 4,000 kWh consumption

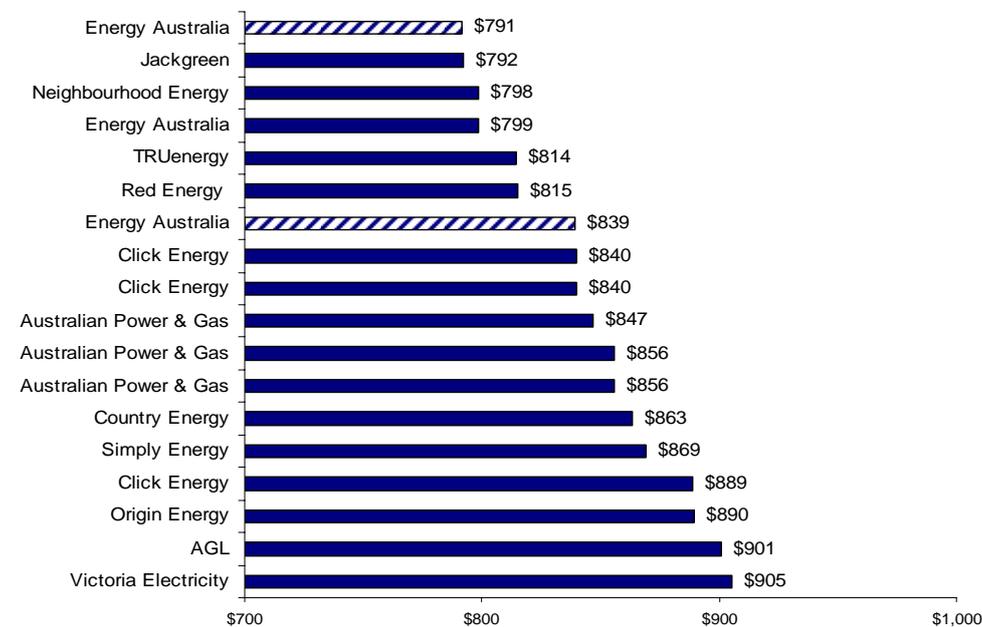


Figure G.14 Residential Published Market Offers, SP Ausnet zone
Two-rate tariff, 4,000 kWh peak + 2,500kWh off-peak consumption

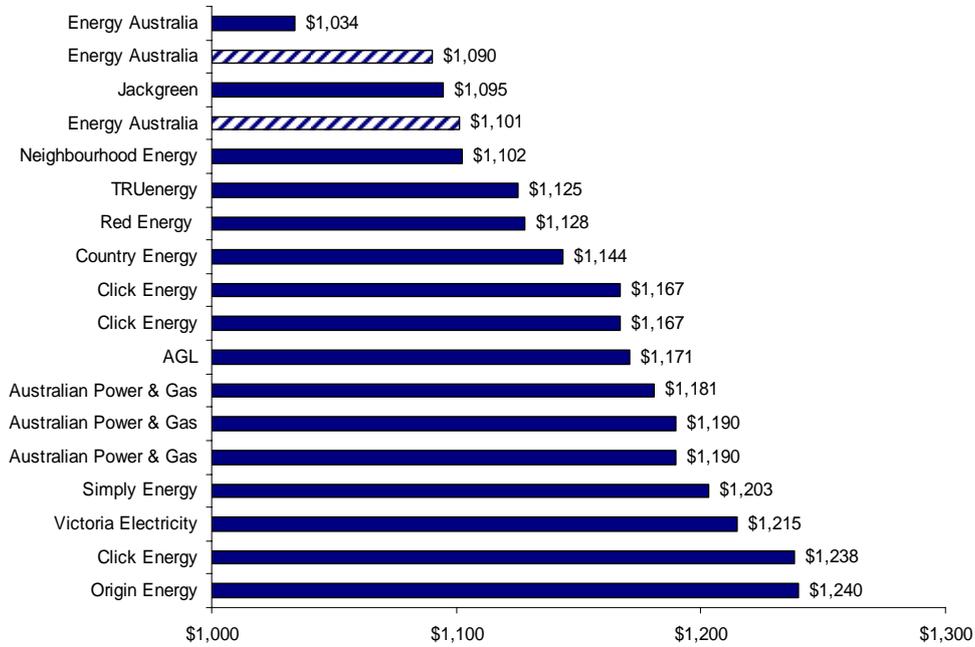
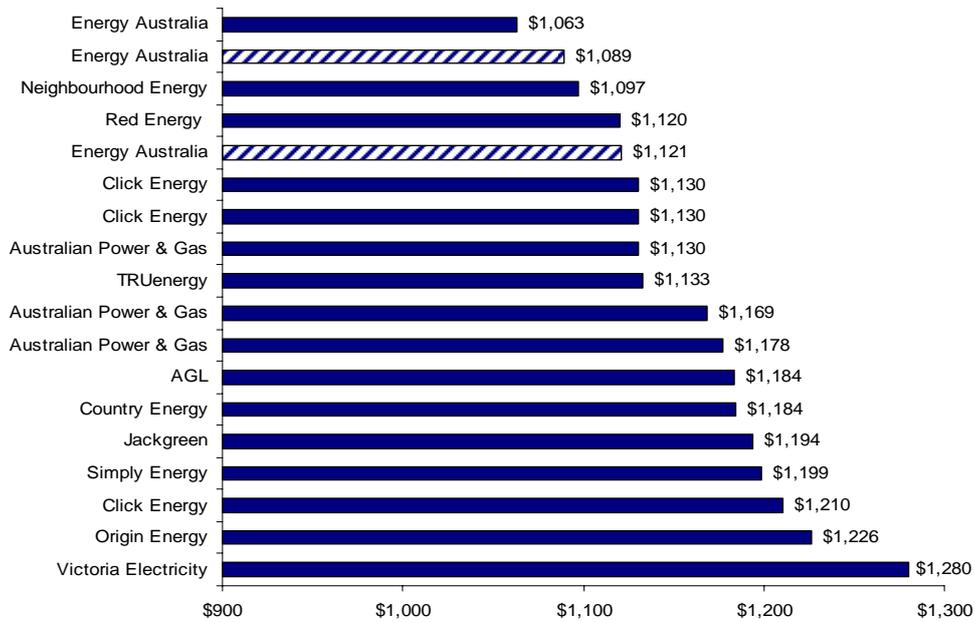


Figure G.15 Residential Published Market Offers, SP Ausnet zone
Time of use tariff, 3,000 kWh peak + 3,000kWh off-peak consumption



APPENDIX H – SMALL BUSINESS ELECTRICITY
PUBLISHED MARKET OFFERS

Figure H.1 Small Business Published Market Offers, Jemena zone
Single rate meter, 12,000 kWh peak consumption

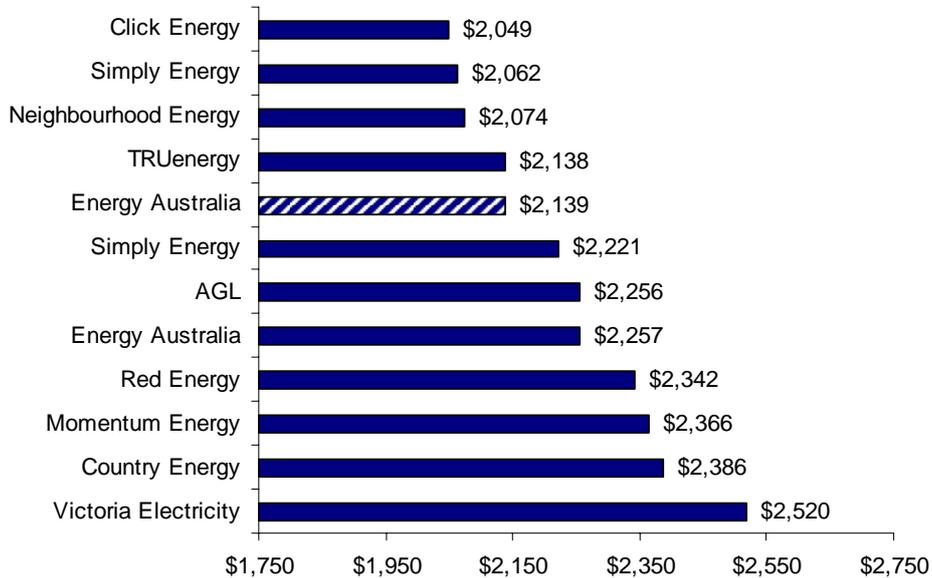


Figure H.2 Small Business Published Market Offers, Jemena zone
Time of use meter, 25,000 kWh peak + 15,000kWh off-peak consumption

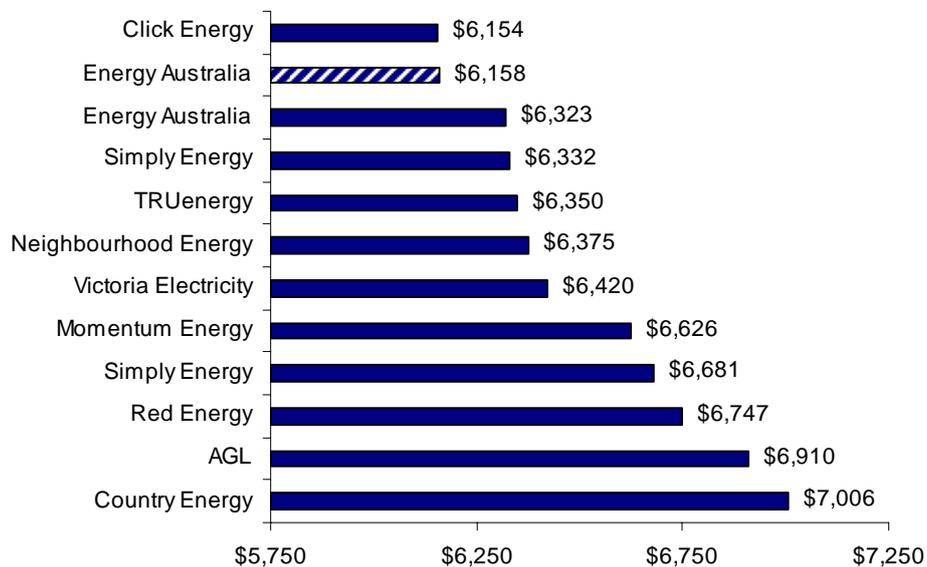


Figure H.3 Small Business Published Market Offers, United Energy zone
Single rate meter, 12,000 kWh peak consumption

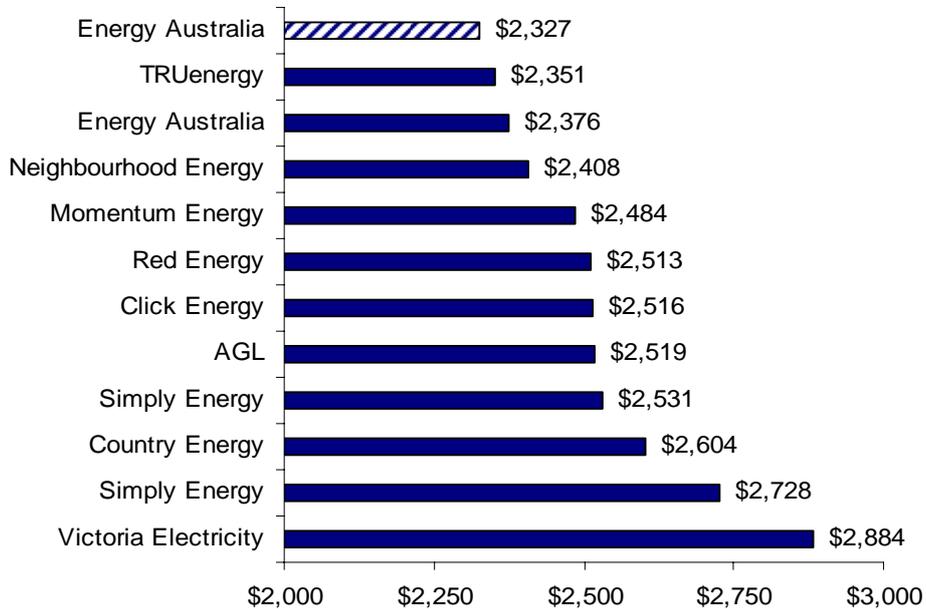


Figure H.4 Small Business Published Market Offers, United Energy zone
Time of use meter, 25,000 kWh peak + 15,000kWh off-peak consumption

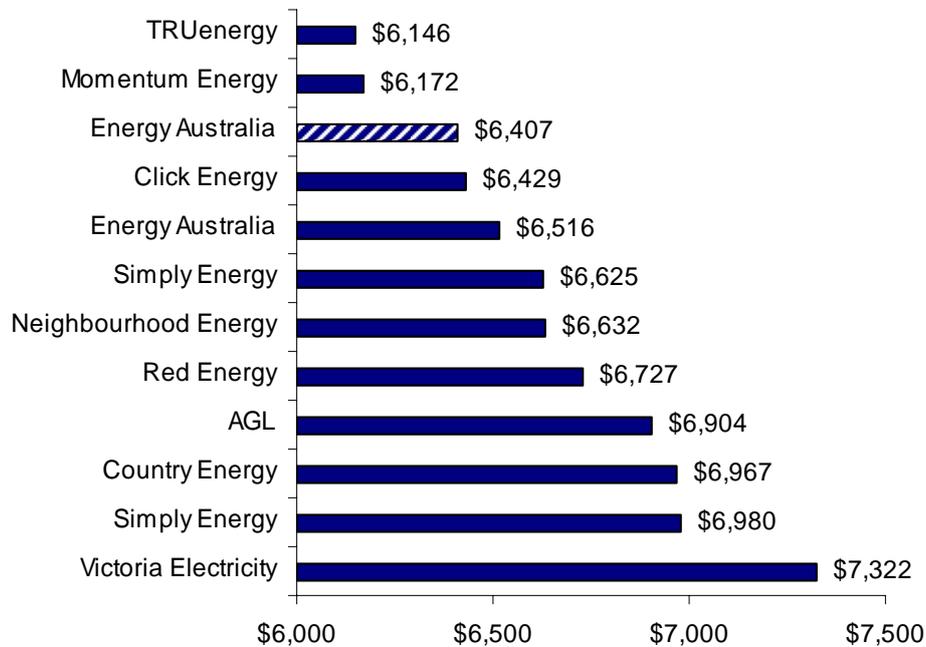


Figure H.5 Small Business Published Market Offers, Citipower zone
Single rate meter, 12,000 kWh peak consumption

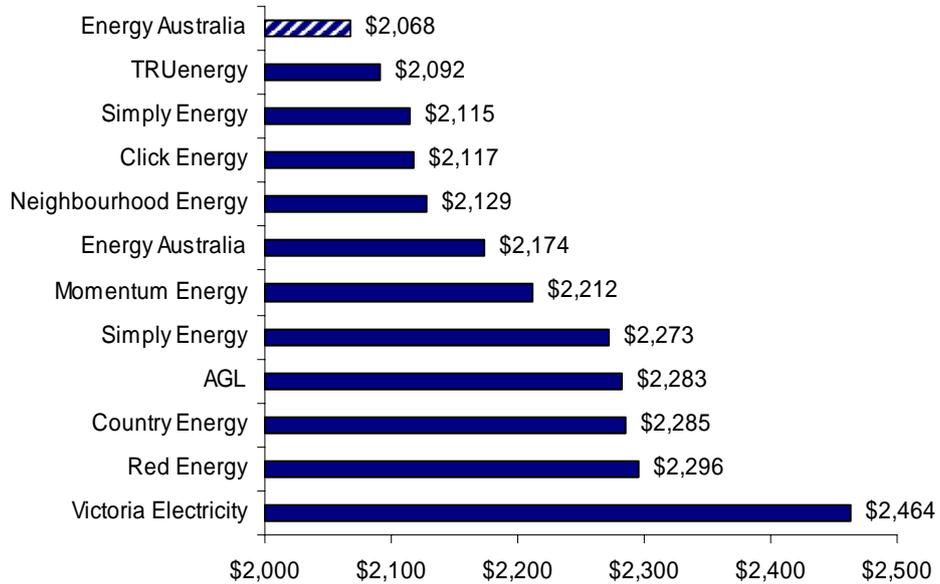


Figure H.6 Small Business Published Market Offers, Citipower zone
Time of use meter, 25,000 kWh peak + 15,000kWh off-peak consumption

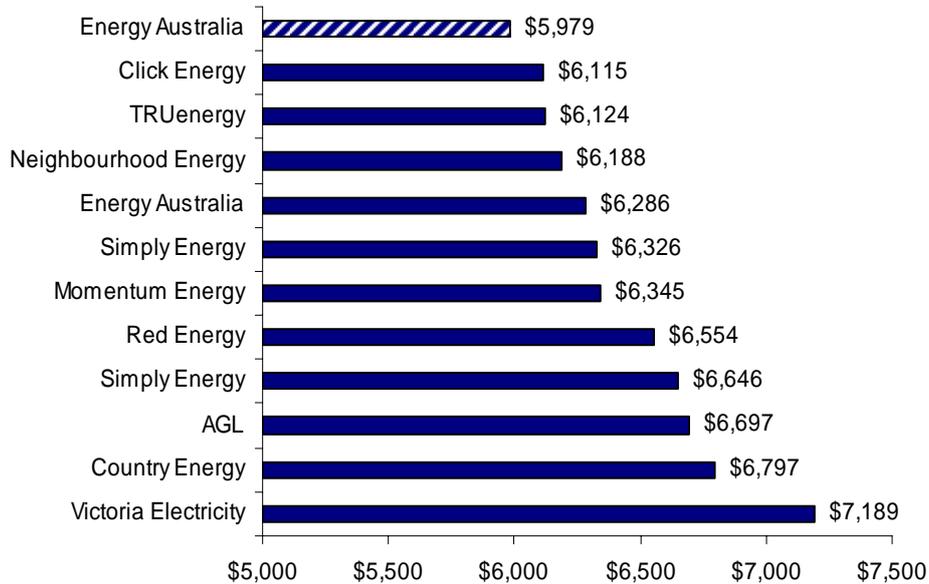


Figure H.7 Small Business Published Market Offers, Powercor zone
Single rate meter, 12,000 kWh peak consumption

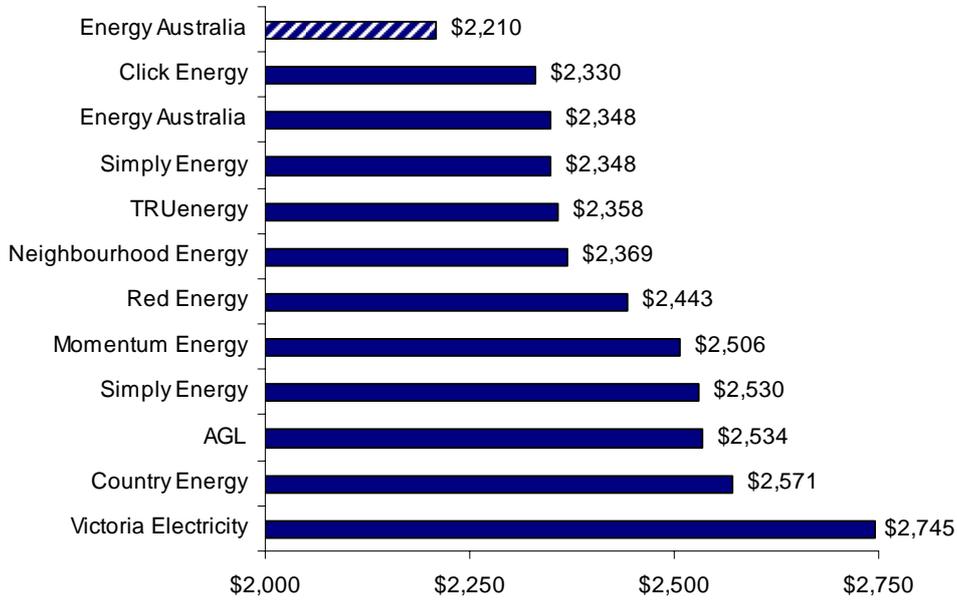


Figure H.8 Small Business Published Market Offers, Citipower zone
Time of use meter, 25,000 kWh peak + 15,000kWh off-peak consumption

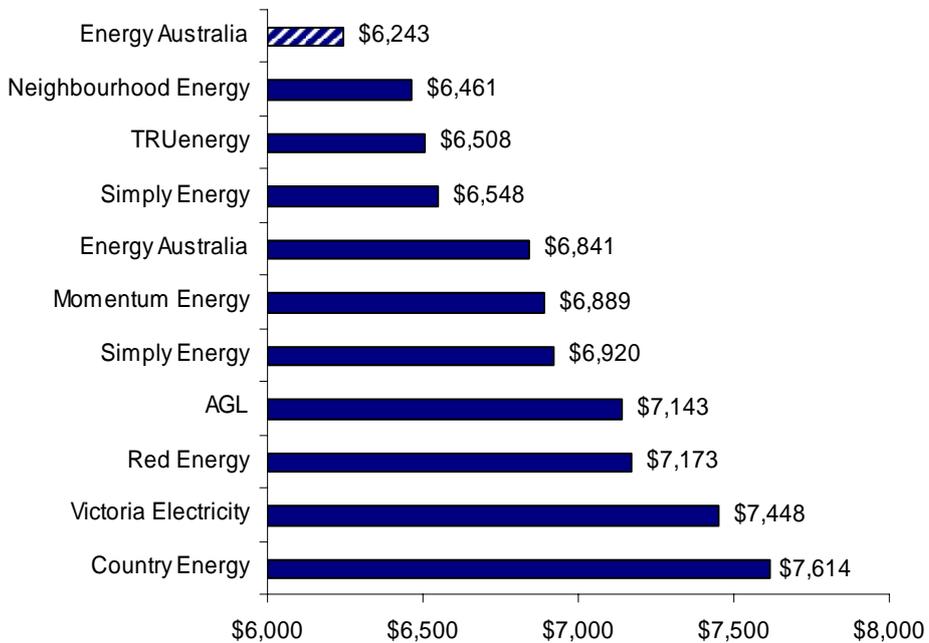


Figure H.9 Small Business Published Market Offers, SP Ausnet zone
Single rate meter, 12,000 kWh peak consumption

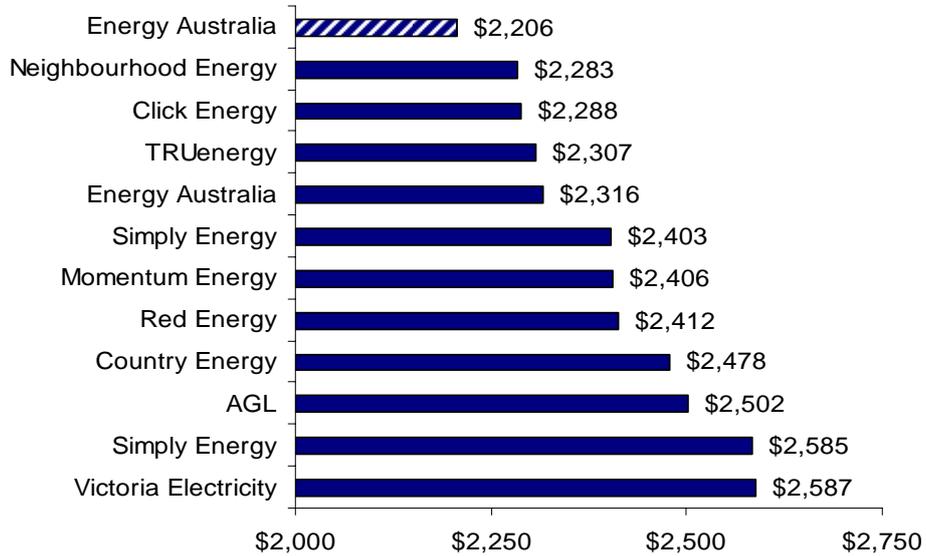
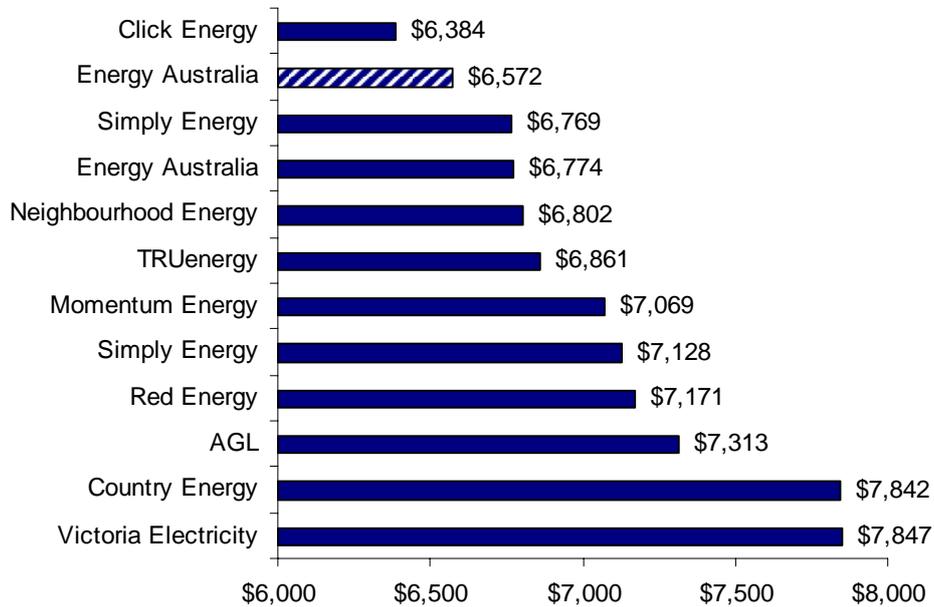


Figure H.10 Small Business Published Market Offers, SP Ausnet zone
Time of use meter, 25,000 kWh peak + 15,000kWh off-peak consumption



APPENDIX I – RESIDENTIAL GAS
PUBLISHED MARKET OFFERS

Figure I.1 Residential Published Market Offers – Envestra Central 1
60GJ consumption

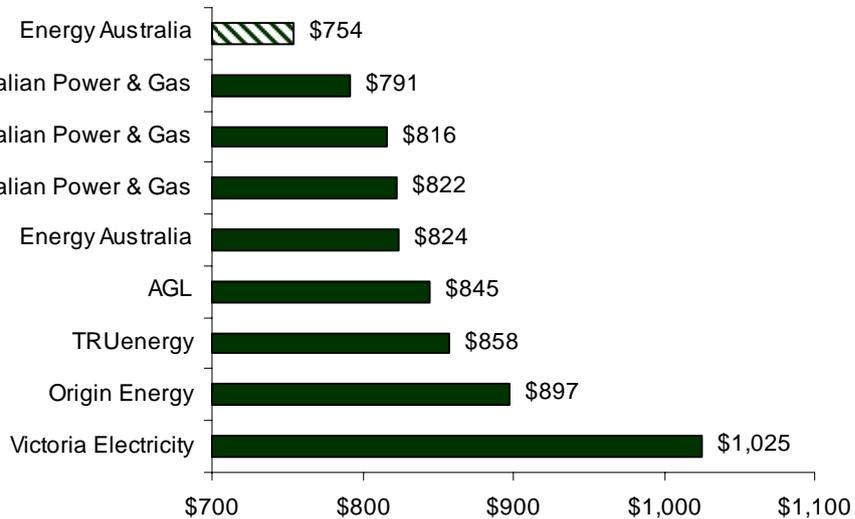


Figure I.2 Residential Published Market Offers – Envestra Central 2
60GJ consumption

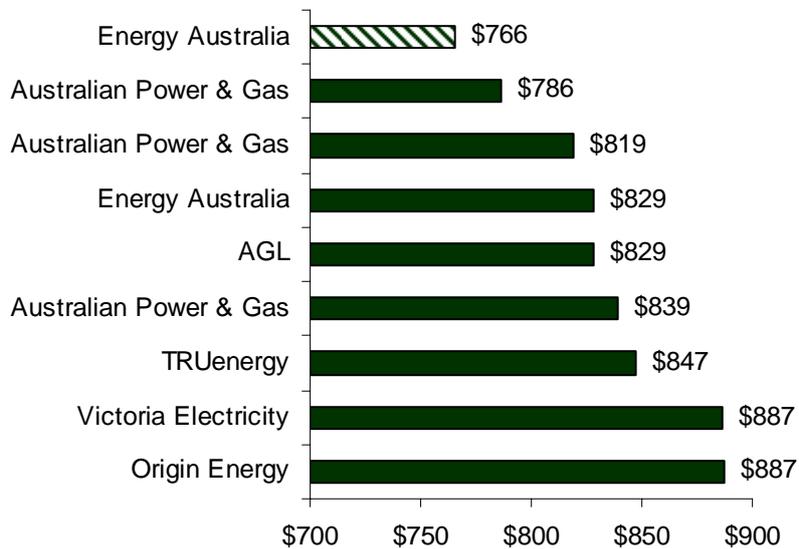


Figure I.3 Residential Published Market Offers – Envestra North
60GJ consumption

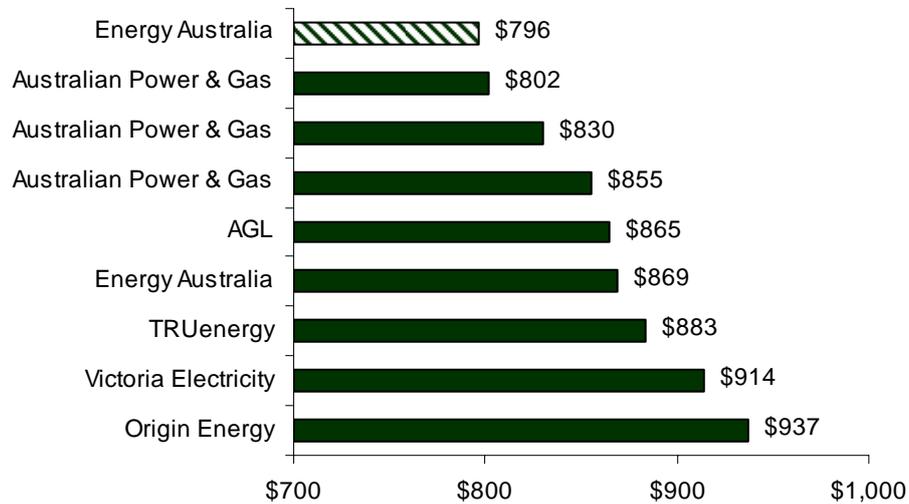


Figure I.4 Residential Published Market Offers – Envestra Cardinia
60GJ consumption



Figure I.5 Residential Published Market Offers – Envestra Murray
60GJ consumption

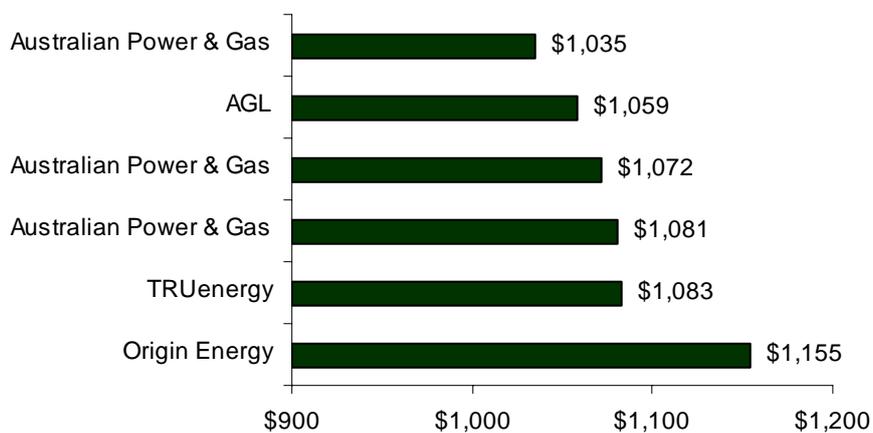


Figure I.6 Residential Published Market Offers – Envestra Mildura
60GJ consumption

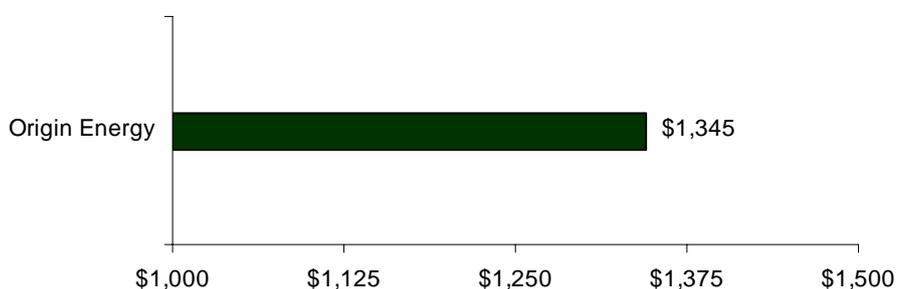


Figure I.7 Residential Published Market Offers – Envestra Bairnsdale
60GJ consumption

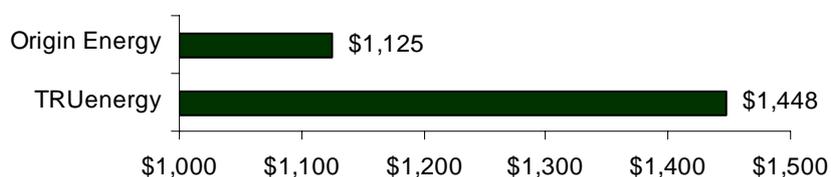


Figure I.8 Residential Published Market Offers – Multinet Main 1
60GJ consumption

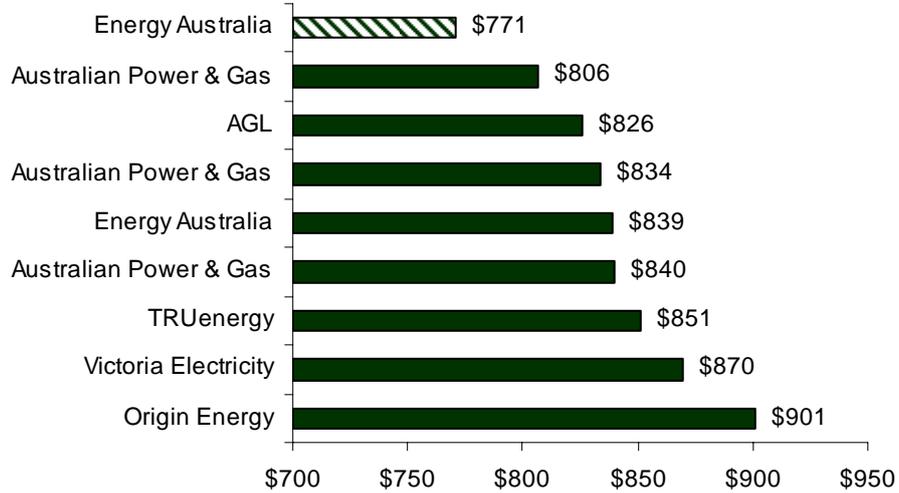


Figure I.9 Residential Published Market Offers – Multinet Main 2
60GJ consumption

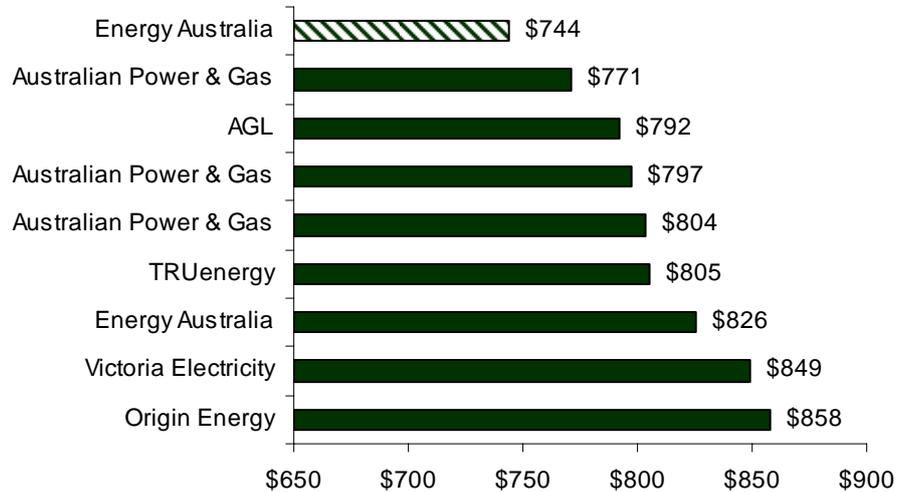


Figure I.10 Residential Published Market Offers – Multinet Murray
60GJ consumption

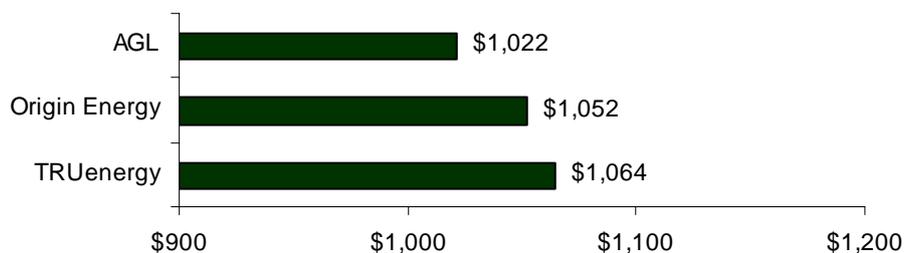


Figure I.11 Residential Published Market Offers – Multinet Gas Extension Zone
60GJ consumption



Figure I.12 Residential Published Market Offers – SP Ausnet Central 1
60GJ consumption

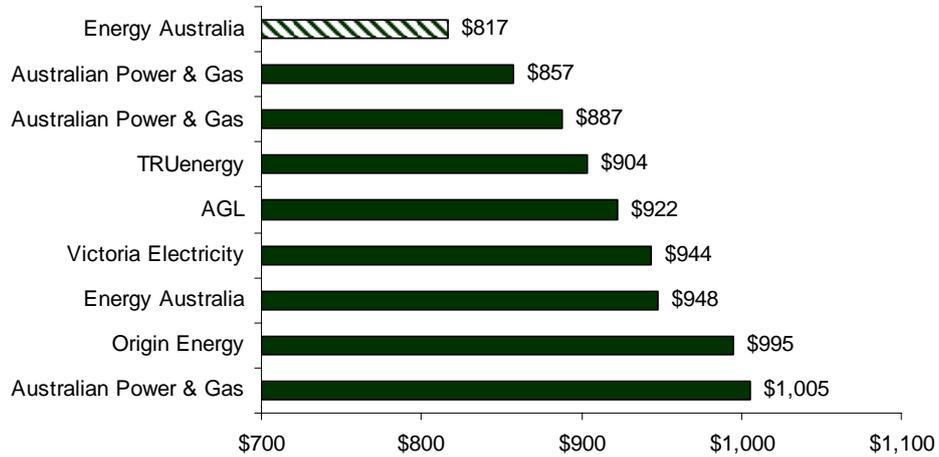


Figure I.13 Residential Published Market Offers – SP Ausnet Central 2
60GJ consumption

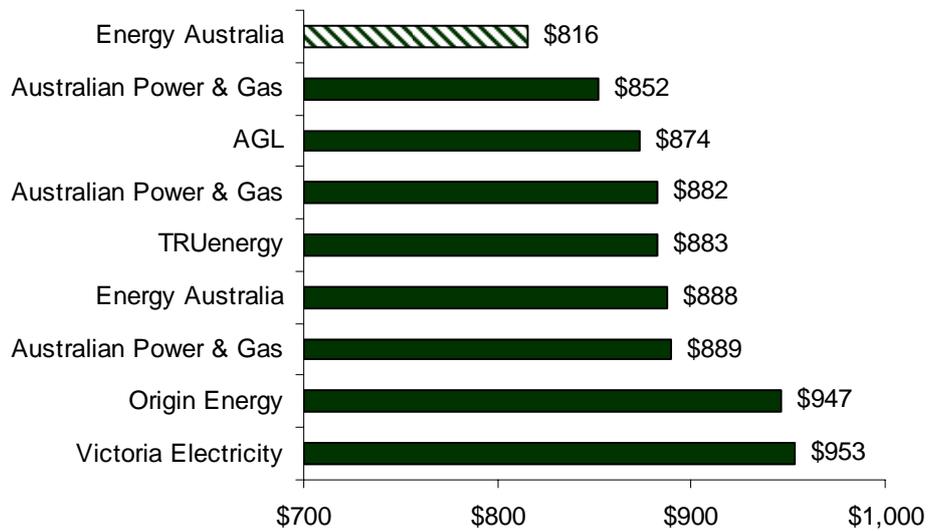


Figure I.14 Residential Published Market Offers – SP Ausnet Adjoining Central
60GJ consumption



Figure I.15 Residential Published Market Offers – SP Ausnet West
60GJ consumption

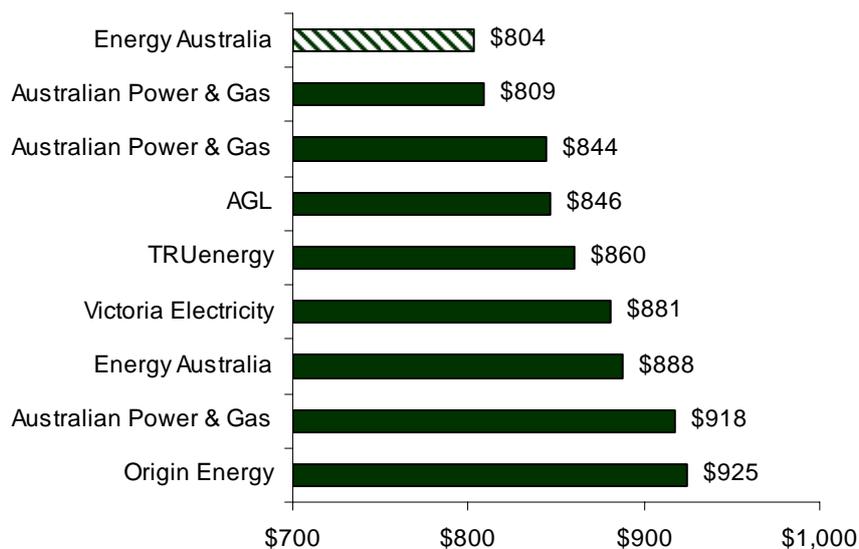


Figure I.16 Residential Published Market Offers – SP Ausnet Adjoining West
60GJ consumption



Figure I.17 Residential Published Market Offers – Gas Extension Zone
60GJ consumption



APPENDIX J – SMALL BUSINESS GAS
PUBLISHED MARKET OFFERS

Figure J.1 Small Business Published Market Offers – Envestra Central 1
500GJ consumption

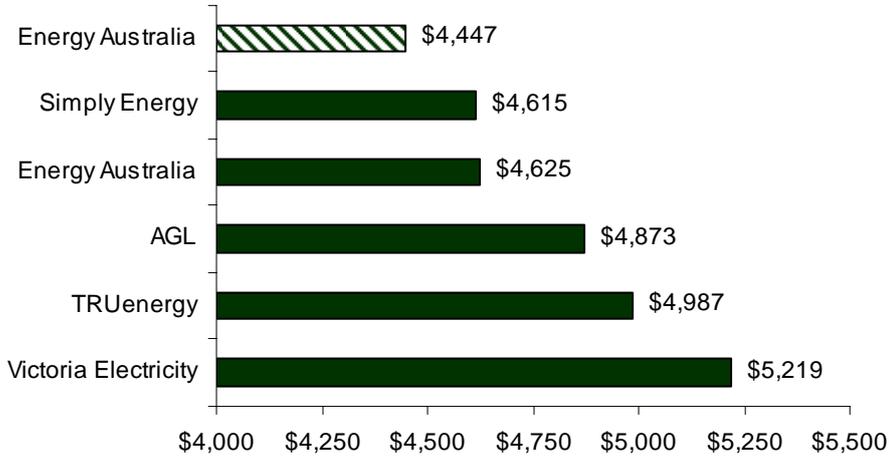


Figure J.2 Small Business Published Market Offers – Envestra Central 2
500GJ consumption

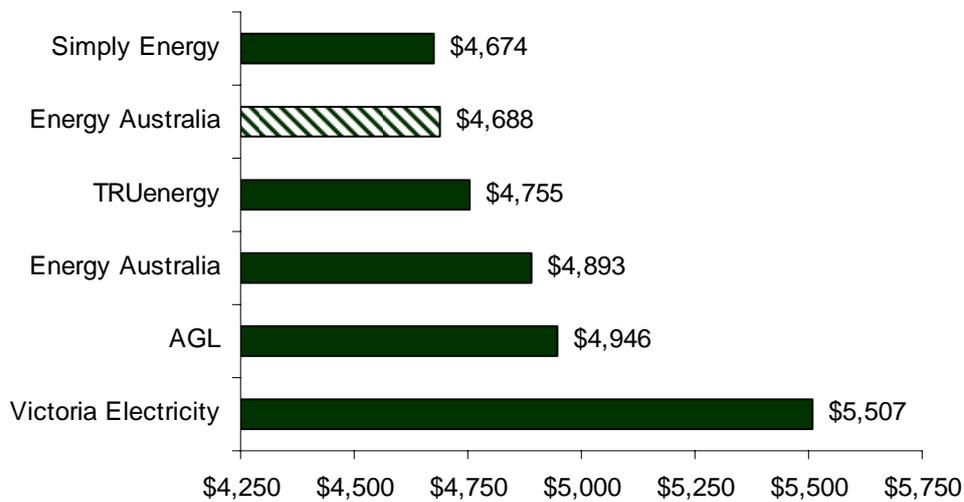


Figure J.3 Small Business Published Market Offers – Envestra North
500GJ consumption

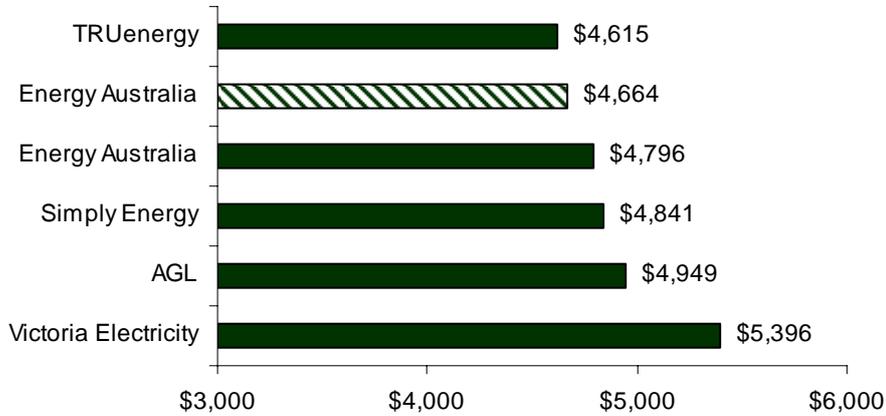


Figure J.4 Small Business Published Market Offers – Envestra Cardinia
500GJ consumption

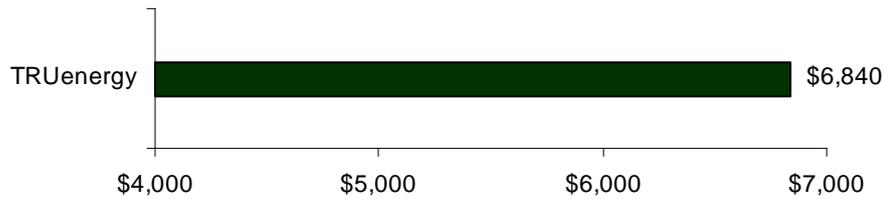


Figure J.5 Small Business Published Market Offers – Envestra Murray
500GJ consumption

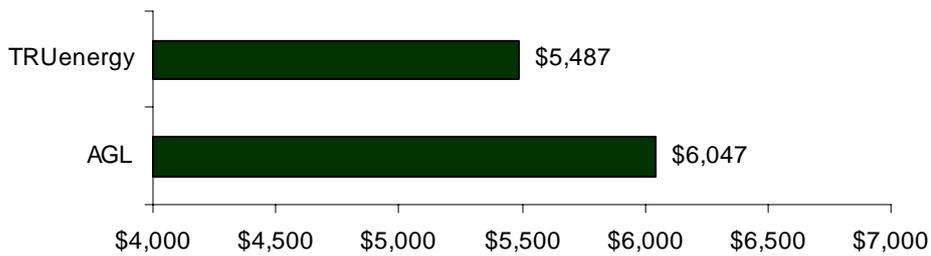


Figure J.6 Small Business Published Market Offers – Envestra Bairnsdale
500GJ consumption

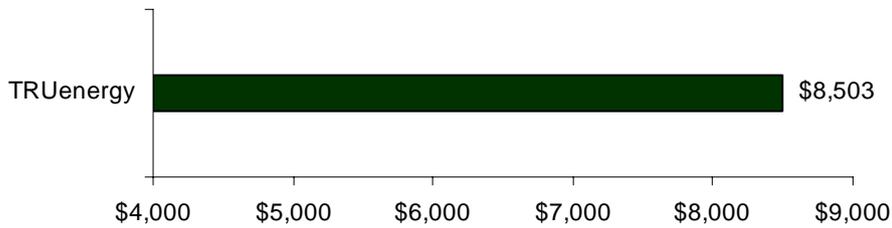


Figure J.7 Small Business Published Market Offers – Multinet Main 1
500GJ consumption

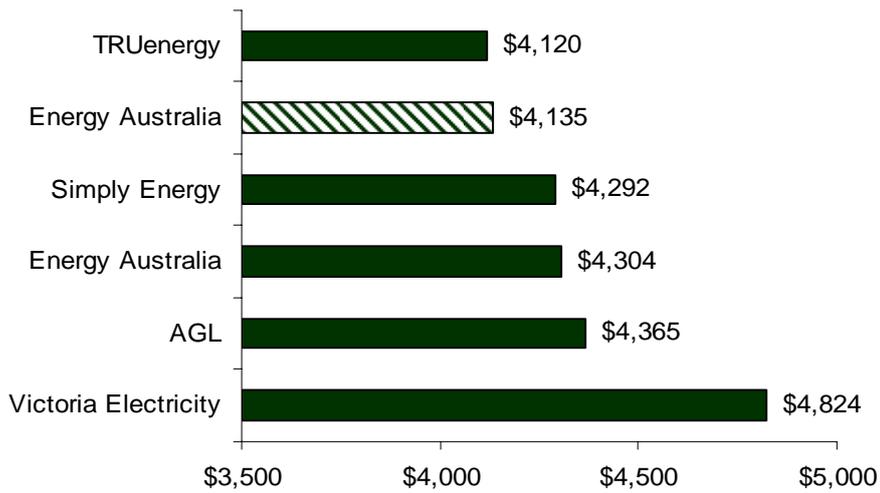


Figure J.8 Small Business Published Market Offers – Multinet Main 2
500GJ consumption

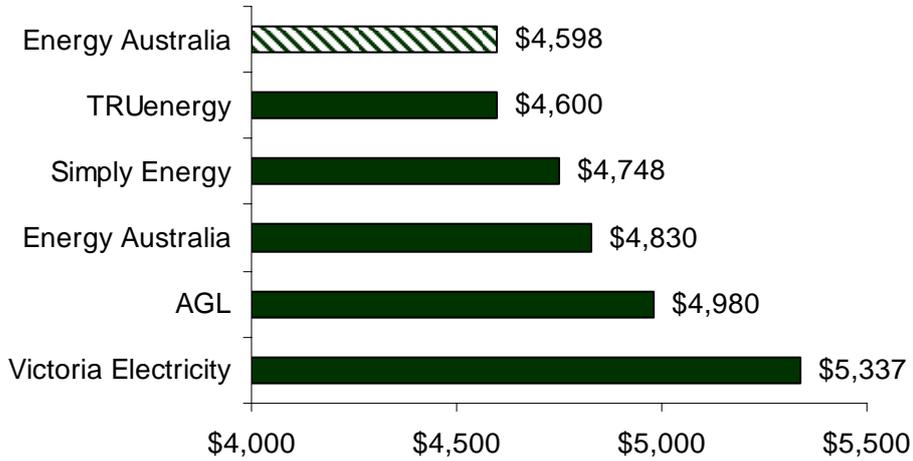


Figure J.9 Small Business Published Market Offers – Multinet Murray
500GJ consumption

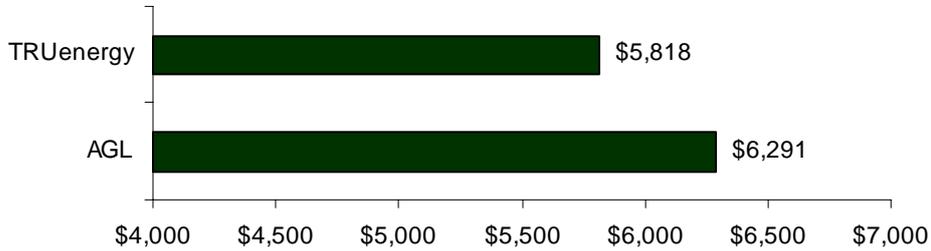


Figure J.10 Small Business Published Market Offers – Multinet Gas Extension Zone
500GJ consumption

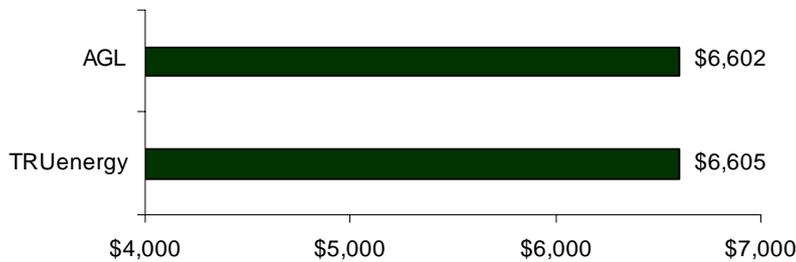


Figure J.11 Small Business Published Market Offers – SP Ausnet Central 1
500GJ consumption

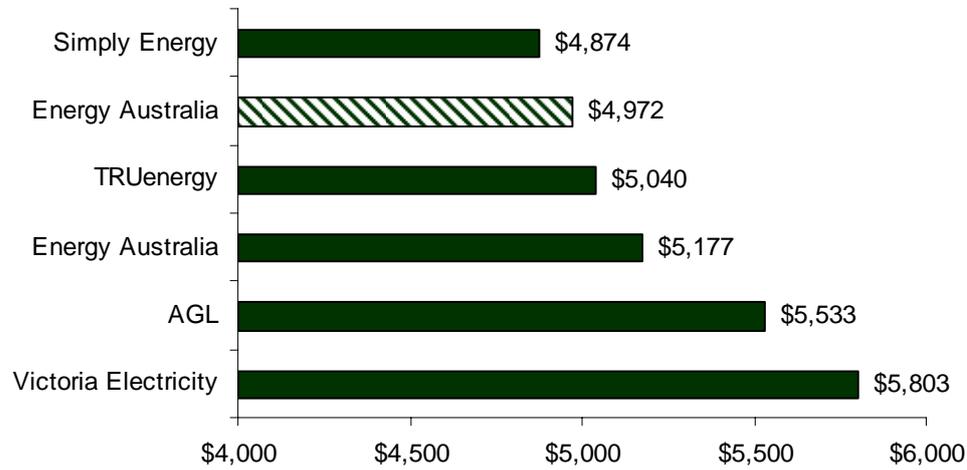


Figure J.12 Small Business Published Market Offers – SP Ausnet Central 2
500GJ consumption

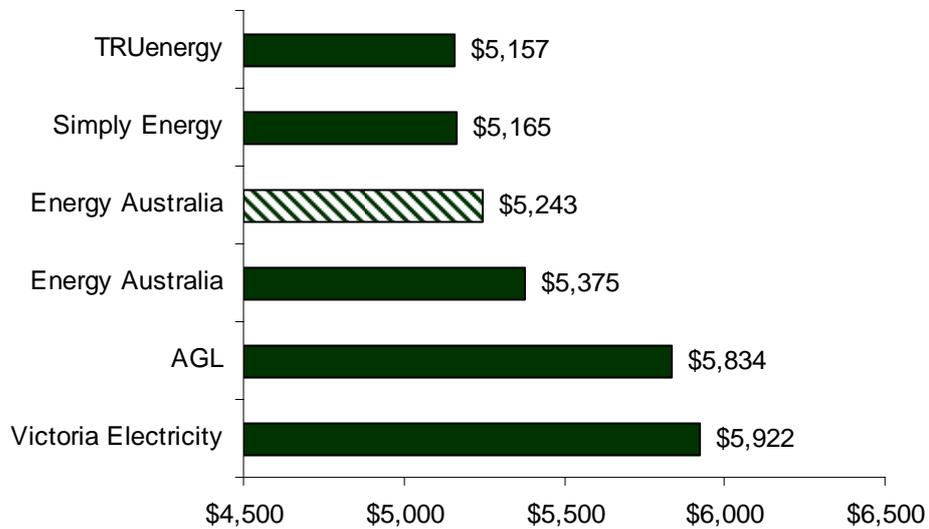


Figure J.13 Small Business Published Market Offers – SP Ausnet Adjoining Central
500GJ consumption

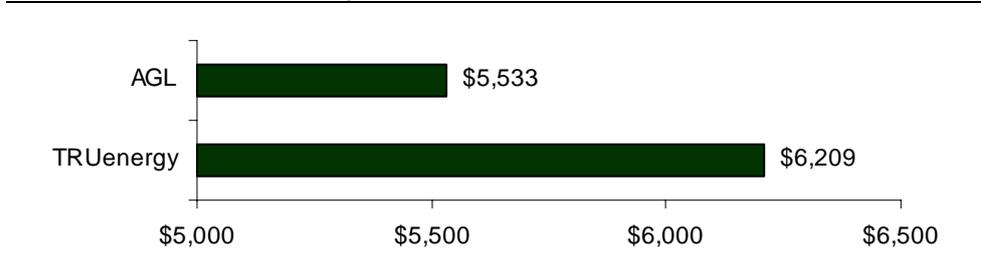


Figure J.14 Small Business Published Market Offers – SP Ausnet West
500GJ consumption

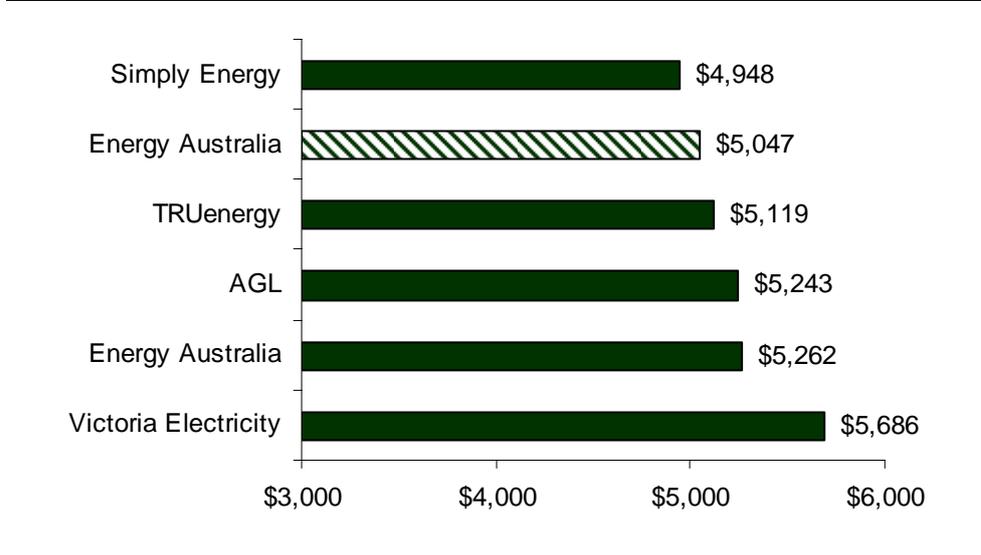


Figure J.15 Small Business Published Market Offers – SP Ausnet Adjoining West
500GJ consumption

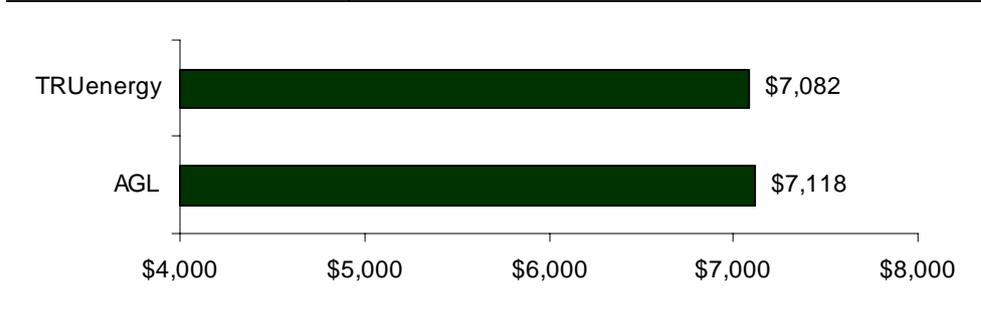


Figure J.16 Small Business Published Market Offers – Gas Extension Zone
500GJ consumption

