



## PART 2.2

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### Retailer Performance Indicators

# PART 2.2 – Retailer Performance Indicators

## ABOUT THIS PART

This part provides information about the performance of individual retailers and the energy retail industry as a whole in key areas of service and operation.

Retailers are required to report this information to the Commission as numerical figures against specific performance indicators. The purpose of these indicators is to provide insight into such areas as customer numbers and market share, support and assistance provided to customers experiencing payment difficulty, rates of disconnection and reconnection, customer service and complaints.

This data is divided into four sections covering:

Energy Markets	p76
Payment Difficulties	p88
Disconnection and Reconnection	p109
Call Centre Performance	p140

This data assists the Commission in fulfilling its objective to:

- monitor and enforce each retailers' compliance and service standards specified in its retail licence and industry codes, and
- publish comparisons of the retailers' performance to inform customers about the service they receive and provide incentives for the retailers to improve their performance relative to one another.

## Energy Markets

This section provides the data from 2015-16 on relevant market activity, such as overall customer numbers, market share and distribution of customers across market or standing offers. These figures allow the Commission to track the rate at which customers exercise their right to choose between retailers and can provide indication of customer engagement in the market.

This data is also expressed in the form of percentage change to assist in comparing 2015-16 with previous financial years.

**TABLE 2.2.1** Retailer participation

RETAILER PARTICIPATION BY FUEL AND CUSTOMER SEGMENT – RESIDENTIAL						
RETAILER	ELECTRICITY			GAS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	✓	✓	✓	✓	✓	✓
AGL Sales (Qld)						
Alinta Energy	✓	✓	✓	✓	✓	✓
Aurora Energy						
Australian Power & Gas	✓			✓		
Blue NRG	✓	✓	✓			
Click Energy	✓	✓	✓		✓	✓
CovaU Pty Ltd		✓	✓			✓
Diamond Energy	✓	✓	✓			
EnergyAustralia	✓	✓	✓	✓	✓	✓
EnergyAustralia Yallourn						
ERM Business Energy						
Globird			✓			
Go Energy						
Lumo Energy	✓	✓	✓	✓	✓	✓
M2 Energy	✓	✓	✓	✓	✓	✓
Macquarie Bank						
Momentum	✓	✓	✓		✓	✓
Neighbourhood Energy	✓	✓				
Next Business		✓	✓			
Online Power and Gas		✓	✓			
Origin Energy	✓	✓	✓	✓	✓	✓
Pacific Hydro		✓	✓			
People Energy	✓	✓	✓			
Powerdirect	✓	✓	✓			
Powershop	✓	✓	✓			
Progressive Green Energy						
QEnergy	✓	✓	✓			
Red Energy	✓	✓	✓	✓	✓	✓
Simply Energy	✓	✓	✓	✓	✓	✓
Stanwell Corporation						
Sumo Power		✓	✓			
Sun Retail	✓	✓	✓			
<b>TOTAL</b>	<b>19</b>	<b>23</b>	<b>23</b>	<b>9</b>	<b>10</b>	<b>11</b>

**TABLE 2.2.2 Retailer participation**

RETAILER PARTICIPATION BY FUEL AND CUSTOMER SEGMENT – SMALL BUSINESS						
RETAILER	ELECTRICITY			GAS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	✓	✓	✓	✓	✓	✓
AGL Sales (Qld)	✓	✓				
Alinta Energy	✓	✓	✓	✓	✓	✓
Aurora Energy	✓					
Australian Power & Gas	✓					
Blue NRG	✓	✓	✓			
Click Energy	✓	✓	✓		✓	✓
CovaU Pty Ltd		✓	✓			✓
Diamond Energy	✓	✓	✓			
EnergyAustralia	✓	✓	✓	✓	✓	✓
EnergyAustralia Yallourn						
ERM Business Energy	✓	✓	✓			
Globird			✓			
Go Energy		✓				
Lumo Energy	✓	✓	✓	✓	✓	✓
M2 Energy	✓	✓	✓			
Macquarie Bank						
Momentum	✓	✓	✓		✓	✓
Neighbourhood Energy						
Next Business		✓	✓			
Online Power and Gas		✓	✓			
Origin Energy	✓	✓	✓	✓	✓	✓
Pacific Hydro		✓	✓			
People Energy	✓	✓	✓			
Powerdirect	✓	✓	✓			
Powershop	✓	✓	✓			
Progressive Green Energy						
QEnergy	✓	✓	✓			
Red Energy	✓	✓	✓	✓	✓	✓
Simply Energy	✓	✓	✓	✓	✓	✓
Stanwell Corporation						
Sumo Power			✓			
Sun Retail	✓	✓	✓			
<b>TOTAL</b>	<b>21</b>	<b>24</b>	<b>24</b>	<b>7</b>	<b>9</b>	<b>10</b>

**TABLE 2.2.3 Retailer participation**

RETAILER PARTICIPATION BY FUEL AND CUSTOMER SEGMENT – LARGE BUSINESS						
RETAILER	ELECTRICITY			GAS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	✓	✓	✓	✓	✓	✓
AGL Sales (Qld)	✓	✓	✓			
Alinta Energy	✓	✓	✓			
Aurora Energy	✓			✓		
Australian Power & Gas	✓					
Blue NRG	✓	✓	✓			
Click Energy	✓	✓	✓			
CovaU Pty Ltd		✓	✓			
Diamond Energy	✓	✓	✓			
EnergyAustralia	✓	✓	✓	✓	✓	✓
EnergyAustralia Yallourn	✓	✓	✓			
ERM Business Energy	✓	✓	✓		✓	✓
Globird			✓			
Go Energy		✓				
Lumo Energy	✓	✓	✓	✓	✓	✓
M2 Energy	✓	✓	✓			
Macquarie Bank		✓	✓			
Momentum	✓	✓	✓		✓	✓
Neighbourhood Energy						
Next Business		✓	✓			
Online Power and Gas		✓	✓			
Origin Energy	✓	✓	✓	✓	✓	✓
Pacific Hydro	✓	✓	✓			
People Energy	✓	✓	✓			
Powerdirect	✓	✓	✓			
Powershop	✓	✓	✓			
Progressive Green Energy		✓	✓			
QEnergy	✓	✓	✓			
Red Energy	✓	✓	✓	✓	✓	✓
Simply Energy	✓	✓	✓	✓	✓	✓
Stanwell Corporation		✓	✓			
Sumo Power			✓			
Sun Retail	✓	✓	✓			
<b>TOTAL</b>	<b>23</b>	<b>28</b>	<b>29</b>	<b>7</b>	<b>8</b>	<b>8</b>

**TABLE 2.2.4 Electricity customers**

ELECTRICITY RETAILER CUSTOMER NUMBERS – RESIDENTIAL						
RETAILER	RESIDENTIAL CUSTOMERS			% CHANGE FROM PREVIOUS FY		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	487 966	538 895	533 231	-9%	10%	-1%
AGL Sales (Qld)	0	0	0	0%	0%	0%
Alinta Energy	47 474	64 728	74 199	243%	36%	15%
Aurora Energy	0	0	0	0%	0%	0%
Australian Power & Gas	97 475	0	0	-19%	-100%	0%
Blue NRG	83	94	85	30%	13%	-10%
Click Energy	25 978	25 121	29 777	98%	-3%	19%
CovaU Pty Ltd	0	12	159	0%	0%	1221%
Diamond Energy	2 294	3 070	3 975	96%	34%	29%
EnergyAustralia	505 264	479 707	477 011	-11%	-5%	-1%
EnergyAustralia Yallourn	0	0	0	0%	0%	0%
ERM Business Energy	0	0	0	0%	0%	0%
Globird	0	0	1 347	0%	0%	0%
Go Energy	0	0	0	0%	0%	0%
Lumo Energy	188 882	196 685	188 517	2%	4%	-4%
M2 Energy	34 909	44 788	49 948	41%	28%	12%
Macquarie Bank	0	0	0	0%	0%	0%
Momentum	35 932	49 977	59 409	136%	39%	19%
Neighbourhood Energy	31 665	11 456	0	-48%	-64%	-100%
Next Business	0	12	79	0%	0%	578%
Online Power and Gas	0	31	3 910	0%	0%	12650%
Origin Energy	507 359	492 290	484 353	-2%	-3%	-2%
Pacific Hydro	0	61	459	0%	0%	656%
People Energy	5 279	5 048	6 980	1049%	-4%	38%
Powerdirect	35 275	36 175	34 863	62%	3%	-4%
Powershop	3 972	27 070	44 872	2571%	582%	66%
Progressive Green Energy	0	0	0	0%	0%	0%
QEnergy	776	1 165	867	0%	50%	-26%
Red Energy	192 884	215 544	216 877	10%	12%	1%
Simply Energy	144 990	187 856	202 646	35%	30%	8%
Stanwell Corporation	0	0	0	0%	0%	0%
Sumo Power	0	46	4 086	0%	0%	8703%
Sun Retail	4	2	2	33%	-50%	21%
<b>TOTAL</b>	<b>2 348 459</b>	<b>2 379 833</b>	<b>2 417 650</b>	<b>-0.6%</b>	<b>1.3%</b>	<b>1.6%</b>

**TABLE 2.2.5 Electricity customers**

ELECTRICITY RETAILER CUSTOMER NUMBERS – SMALL BUSINESS (<40 MWH)						
RETAILER	SMALL BUSINESS CUSTOMERS			% CHANGE FROM PREVIOUS FY		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	41 469	40 400	38 276	-23%	-3%	-5%
AGL Sales (Qld)	14	18	0	26%	31%	-100%
Alinta Energy	228	1 220	2 437	22708%	435%	100%
Aurora Energy	0	0	0	-96%	-100%	0%
Australian Power & Gas	1	0	0	0%	-100%	0%
Blue NRG	2 361	4 924	7 344	315%	109%	49%
Click Energy	771	623	525	8%	-19%	-16%
CovaU Pty Ltd	0	35	372	0%	0%	963%
Diamond Energy	146	192	196	192%	32%	2%
EnergyAustralia	45 275	41 348	40 089	-9%	-9%	-3%
EnergyAustralia Yallourn	0	0	0	-100%	0%	0%
ERM Business Energy	254	3 258	6 641	0%	1184%	104%
Globird	0	0	203	0%	0%	0%
Go Energy	0	1	0	0%	0%	-100%
Lumo Energy	12 534	13 524	14 034	-27%	8%	4%
M2 Energy	654	1 250	2 492	219%	91%	99%
Macquarie Bank	0	0	0	0%	0%	0%
Momentum	29 363	33 798	36 819	18%	15%	9%
Neighbourhood Energy	0	0	0	0%	0%	0%
Next Business	0	31	1 044	0%	0%	3287%
Online Power and Gas	0	3	2 230	0%	0%	74239%
Origin Energy	73 756	71 282	70 714	-3%	-3%	-1%
Pacific Hydro	0	48	337	0%	0%	606%
People Energy	131	190	218	0%	45%	15%
Powerdirect	15 985	14 389	13 009	-1%	-10%	-10%
Powershop	294	1 759	2 994	1586%	499%	70%
Progressive Green Energy	0	0	0	0%	0%	0%
QEnergy	593	3 757	4 233	0%	534%	13%
Red Energy	6 953	7 548	7 597	10%	9%	1%
Simply Energy	11 379	16 934	22 283	31%	49%	32%
Stanwell Corporation	0	0	0	0%	0%	0%
Sumo Power	0	0	68	0%	0%	0%
Sun Retail	26	85	27	-19%	224%	-68%
<b>TOTAL</b>	<b>242 185</b>	<b>256 615</b>	<b>274 183</b>	<b>-5.0%</b>	<b>6.0%</b>	<b>6.8%</b>



**TABLE 2.2.6 Electricity customers**

ELECTRICITY RETAILER CUSTOMER NUMBERS – LARGE BUSINESS (>40 MWH)						
RETAILER	LARGE BUSINESS CUSTOMERS			% CHANGE FROM PREVIOUS FY		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	11 484	10 547	8 806	-6%	-8%	-17%
AGL Sales (Qld)	100	115	99	212%	15%	-14%
Alinta Energy	175	383	342	8%	119%	-11%
Aurora Energy	6	0	0	-93%	-100%	0%
Australian Power & Gas	1	0	0	27%	-100%	0%
Blue NRG	989	2 075	2 548	306%	110%	23%
Click Energy	166	116	62	-2%	-30%	-47%
CovaU Pty Ltd	0	3	167	0%	0%	6175%
Diamond Energy	24	25	17	319%	4%	-32%
EnergyAustralia	8 147	3 188	2 915	-19%	-61%	-9%
EnergyAustralia Yallourn	2 103	3 952	4 353	433%	88%	10%
ERM Business Energy	2 948	3 817	4 695	44%	29%	23%
Globird	0	0	21	0%	0%	0%
Go Energy	0	8	0	0%	0%	-100%
Lumo Energy	1 761	2 000	2 168	-26%	14%	8%
M2 Energy	133	109	87	235%	-18%	-20%
Macquarie Bank	0	13	15	0%	0%	11%
Momentum	17 996	16 372	9 706	43%	-9%	-41%
Neighbourhood Energy	0	0	0	0%	0%	0%
Next Business	0	8	124	0%	0%	1434%
Online Power and Gas	0	438	290	0%	0%	-34%
Origin Energy	10 834	10 591	12 107	-7%	-2%	14%
Pacific Hydro	28	132	323	1279%	379%	145%
People Energy	21	26	14	796%	24%	-47%
Powerdirect	9 291	7 777	4 633	12%	-16%	-40%
Powershop	46	263	427	1889%	466%	63%
Progressive Green Energy	0	124	129	0%	0%	4%
QEnergy	94	541	602	0%	478%	11%
Red Energy	1 961	2 357	2 977	109%	20%	26%
Simply Energy	2 348	2 433	3 008	-6%	4%	24%
Stanwell Corporation	0	0	19	0%	0%	7433%
Sumo Power	0	0	10	0%	0%	0%
Sun Retail	9	228	65	-13%	2510%	-71%
<b>TOTAL</b>	<b>70 666</b>	<b>67 640</b>	<b>60 727</b>	<b>10.6%</b>	<b>-4.3%</b>	<b>-10.2%</b>

## TABLE 2.2.7 Gas customers

GAS RETAILER CUSTOMER NUMBERS – RESIDENTIAL						
RETAILER	RESIDENTIAL CUSTOMERS			% CHANGE FROM PREVIOUS FY		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	479 767	531 670	517 856	-5%	11%	-3%
Alinta Energy	30 204	37 281	42 187	343%	23%	13%
Australian Power & Gas	88 276	0	0	-17%	-100%	0%
Click Energy	0	2 426	12 114	0%	0%	399%
CovaU Pty Ltd	0	0	43	0%	0%	0%
EnergyAustralia	440 042	424 702	420 435	-13%	-3%	-1%
ERM Business Energy	0	0	0	0%	0%	0%
Lumo Energy	146 528	156 475	153 426	5%	7%	-2%
M2 Energy	18 452	32 129	38 601	284%	74%	20%
Momentum	0	2 868	20 726	0%	0%	623%
Origin Energy	402 057	383 247	378 709	-6%	-5%	-1%
Red Energy	116 838	136 357	140 748	12%	17%	3%
Simply Energy	112 050	145 564	160 001	25%	30%	10%
<b>TOTAL</b>	<b>1 834 215</b>	<b>1 852 718</b>	<b>1 884 844</b>	<b>-2.8%</b>	<b>1.0%</b>	<b>1.7%</b>

## TABLE 2.2.8 Gas customers

GAS RETAILER CUSTOMER NUMBERS – SMALL BUSINESS (<1000 GJ)						
RETAILER	SMALL BUSINESS CUSTOMERS			% CHANGE FROM PREVIOUS FY		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	14 509	15 559	14 793	-11%	7%	-5%
Alinta Energy	3	6	6	0%	100%	7%
Australian Power & Gas	0	0	0	0%	0%	0%
Click Energy	0	4	25	0%	0%	488%
CovaU Pty Ltd	0	0	105	0%	0%	0%
EnergyAustralia	14 601	12 971	11 548	-22%	-11%	-11%
ERM Business Energy	0	0	0	0%	0%	0%
Lumo Energy	1 668	2 012	2 264	-22%	21%	13%
M2 Energy	0	0	0	0%	0%	0%
Momentum	0	200	1 903	0%	0%	853%
Origin Energy	15 651	17 779	18 526	-25%	14%	4%
Red Energy	2 966	2 988	3 156	7%	1%	6%
Simply Energy	2 540	5 115	9 092	72%	101%	78%
<b>TOTAL</b>	<b>51 938</b>	<b>56 632</b>	<b>61 417</b>	<b>-16.6%</b>	<b>9.0%</b>	<b>8.4%</b>

**TABLE 2.2.9 Gas customers**

GAS RETAILER CUSTOMER NUMBERS – LARGE BUSINESS (<1000 GJ)						
RETAILER	LARGE BUSINESS CUSTOMERS			% CHANGE FROM PREVIOUS FY		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	1 231	281	267	na	-77%	-5%
Alinta Energy	0	0	0	na	0%	0%
Aurora Energy	3	0	0	na	-100%	0%
Australian Power & Gas	0	0	0	na	0%	0%
Click Energy	0	0	0	na	0%	0%
CovaU Pty Ltd	0	0	0	na	0%	0%
EnergyAustralia	1 394	1 243	1 088	na	-11%	-13%
ERM Business Energy	0	7	19	na	0%	177%
Lumo Energy	64	70	83	na	9%	19%
M2 Energy	0	0	0	na	0%	0%
Momentum	0	12	132	na	0%	959%
Origin Energy	875	1 043	1 331	na	19%	28%
Red Energy	17	24	19	na	45%	-21%
Simply Energy	133	149	151	na	12%	1%
<b>TOTAL</b>	<b>3 716</b>	<b>2 830</b>	<b>3 089</b>	<b>na</b>	<b>-24%</b>	<b>9%</b>



**TABLE 2.2.12 Residential market share**

RETAILER	ELECTRICITY				GAS			
	2014-15 CUST.	2014-15 % MARKET SHARE	2015-16 CUST.	2015-16 % MARKET SHARE	2014-15 CUST.	2014-15 % MARKET SHARE	2015-16 CUST.	2015-16 % MARKET SHARE
AGL Sales	538 895	23%	533 231	22%	531 670	29%	517 856	27%
Origin Energy	492 290	21%	484 353	20%	383 247	21%	378 709	20%
EnergyAustralia	479 707	20%	477 011	20%	424 702	23%	420 435	22%
Red Energy	215 544	9%	216 877	9%	136 357	7%	140 748	7%
Simply Energy	187 856	8%	202 646	8%	145 564	8%	160 001	8%
Lumo Energy	196 685	8%	188 517	8%	156 475	8%	153 426	8%
Alinta Energy	64 728	3%	74 199	3%	37 281	2%	42 187	2%
Momentum	49 977	2%	59 409	2%	2 868	0%	20 726	1%
M2 Energy	44 788	2%	49 948	2%	32 129	2%	38 601	2%
Powershop	27 070	1%	44 872	2%	0	0%	0	0%
Powerdirect	36 175	2%	34 863	1%	0	0%	0	0%
Click Energy	25 121	1%	29 777	1%	2 426	0%	12 114	1%
People Energy	5 048	0%	6 980	0%	0	0%	0	0%
Sumo Power	46	0%	4 086	0%	0	0%	0	0%
Diamond Energy	3 070	0%	3 975	0%	0	0%	0	0%
Online Power and Gas	31	0%	3 910	0%	0	0%	0	0%
Globird	0	0%	1 347	0%	0	0%	0	0%
QEnergy	1 165	0%	867	0%	0	0%	0	0%
Pacific Hydro	61	0%	459	0%	0	0%	0	0%
CovaU Pty Ltd	12	0%	159	0%	0	0%	43	0%
Blue NRG	94	0%	85	0%	0	0%	0	0%
Next Business	12	0%	79	0%	0	0%	0	0%
Sun Retail	2	0%	2	0%	0	0%	0	0%
AGL Sales (Qld)	0	0%	0	0%	0	0%	0	0%
EnergyAustralia Yallourn	0	0%	0	0%	0	0%	0	0%
ERM Business Energy	0	0%	0	0%	0	0%	0	0%
Go Energy	0	0%	0	0%	0	0%	0	0%
Macquarie Bank	0	0%	0	0%	0	0%	0	0%
Neighbourhood Energy	11 456	0%	0	0%	0	0%	0	0%
Progressive Green Energy	0	0%	0	0%	0	0%	0	0%
Stanwell Corporation	0	0%	0	0%	0	0%	0	0%
<b>TOTAL</b>	<b>2 379 833</b>	<b>100%</b>	<b>2 417 650</b>	<b>100%</b>	<b>1 852 718</b>	<b>100%</b>	<b>1 884 844</b>	<b>100%</b>

## Payment Difficulties

This section provides the data from 2015-16 covering the performance of retailers in relation to customers experiencing payment difficulty, including instalment payment plans, average debt levels, the number of participants in a retailer's hardship program and exit rates from such programs. Retailers are required to report these figures to the Commission to indicate the financial assistance provided to customers experiencing payment difficulty during the period and to illustrate trends or changes occurring in this area.

Where applicable this data is also expressed as a percentage, for example as a rate per 100 customers, to assist in comparing 2015-16 with recent financial years.

In addition to the indicators described above, this section also includes figures regarding the financial assistance provided by the Victorian Government in the form of utility relief grants and energy cost related concessions.

**TABLE 2.2.13 Instalment Payment Plans  
(total monthly average) – Electricity**

RETAILER	HARDSHIP			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	4 954	6 074	8 199	1.02	1.13	1.54
Alinta Energy	11	254	351	0.02	0.39	0.47
Australian Power & Gas	331	0	0	0.34	0.00	0.00
Blue NRG	0	0	0	0.00	0.00	0.00
Click Energy	15	70	160	0.06	0.28	0.54
CovaU Pty Ltd	0	0	0	0.00	0.00	0.16
Diamond Energy	0	1	4	0.01	0.04	0.09
EnergyAustralia	1 618	3 223	4 204	0.32	0.67	0.88
Globird	0	0	0	0.00	0.00	0.00
Go Energy	0	0	0	0.00	0.00	0.00
Lumo Energy	904	1 247	1 417	0.48	0.63	0.75
M2 Energy	209	238	611	0.60	0.53	1.22
Momentum	80	74	186	0.22	0.15	0.31
Neighbourhood Energy	44	15	0	0.14	0.13	0.00
Next Business	0	0	0	0.00	0.00	0.00
Online Power and Gas	0	0	4	0.00	0.00	0.09
Origin Energy	3 936	4 273	4 169	0.78	0.87	0.86
Pacific Hydro	0	0	0	0.00	0.00	0.00
People Energy	7	16	8	0.13	0.32	0.11
Powerdirect	3	1	2	0.01	0.00	0.01
Powershop	0	33	137	0.00	0.12	0.30
QEnergy	4	19	15	0.47	1.59	1.67
Red Energy	697	671	745	0.36	0.31	0.34
Simply Energy	850	1 627	2 411	0.59	0.87	1.19
Sumo Power	0	0	0	0.00	0.00	0.00
Sun Retail	0	0	0	0.00	0.00	0.00
<b>TOTAL</b>	<b>13 661</b>	<b>17 836</b>	<b>22 622</b>	<b>0.58</b>	<b>0.75</b>	<b>0.94</b>



## TABLE 2.2.14 Instalment Payment Plans (total monthly average) – Electricity

RETAILER	NON-HARDSHIP			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	2 716	2 149	2 581	0.56	0.40	0.48
Alinta Energy	1 319	2 378	2 025	2.78	3.67	2.73
Australian Power & Gas	3 093	0	0	3.17	0.00	0.00
Blue NRG	0	0	0	0.00	0.00	0.00
Click Energy	348	342	245	1.34	1.36	0.82
CovaU Pty Ltd	0	0	2	0.00	0.00	1.52
Diamond Energy	9	7	16	0.41	0.22	0.41
EnergyAustralia	37 478	40 556	45 702	7.42	8.45	9.58
Globird	0	0	0	0.00	0.00	0.00
Go Energy	0	0	0	0.00	0.00	0.00
Lumo Energy	4 020	3 421	2 861	2.13	1.74	1.52
M2 Energy	3	7	5	0.01	0.02	0.01
Momentum	181	256	191	0.50	0.51	0.32
Neighbourhood Energy	255	401	0	0.81	3.50	0.00
Next Business	0	0	0	0.00	0.00	0.21
Online Power and Gas	0	0	12	0.00	0.00	0.30
Origin Energy	4 104	2 717	2 424	0.81	0.55	0.50
Pacific Hydro	0	0	6	0.00	0.00	1.23
People Energy	119	37	183	2.25	0.73	2.62
Powerdirect	40	36	158	0.11	0.10	0.45
Powershop	0	69	169	0.00	0.25	0.38
QEnergy	0	2	15	0.02	0.18	1.73
Red Energy	4 019	3 727	3 490	2.08	1.73	1.61
Simply Energy	4 882	5 395	5 932	3.37	2.87	2.93
Sumo Power	0	0	0	0.00	0.00	0.00
Sun Retail	0	0	0	0.00	0.00	0.00
<b>TOTAL</b>	<b>62 586</b>	<b>61 500</b>	<b>66 017</b>	<b>2.66</b>	<b>2.58</b>	<b>2.73</b>

**TABLE 2.2.15 Instalment Payment Plans**  
(total monthly average) – Electricity

RETAILER	ALL INSTALMENT PLANS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	7 670	8 223	10 780	1.57	1.53	2.02
Alinta Energy	1 330	2 632	2 376	2.80	4.07	3.20
Australian Power & Gas	3 424	0	0	3.51	0.00	0.00
Blue NRG	0	0	0	0.00	0.00	0.00
Click Energy	363	411	406	1.40	1.64	1.36
CovaU Pty Ltd	0	0	3	0.00	0.00	1.68
Diamond Energy	10	8	20	0.42	0.26	0.51
EnergyAustralia	39 096	43 779	49 906	7.74	9.13	10.46
Globird	0	0	0	0.00	0.00	0.00
Go Energy	0	0	0	0.00	0.00	0.00
Lumo Energy	4 923	4 668	4 278	2.61	2.37	2.27
M2 Energy	211	245	616	0.60	0.55	1.23
Momentum	261	330	376	0.72	0.66	0.63
Neighbourhood Energy	299	415	0	0.94	3.63	0.00
Next Business	0	0	0	0.00	0.00	0.21
Online Power and Gas	0	0	15	0.00	0.00	0.39
Origin Energy	8 040	6 989	6 594	1.58	1.42	1.36
Pacific Hydro	0	0	6	0.00	0.00	1.23
People Energy	126	53	190	2.38	1.06	2.73
Powerdirect	43	36	160	0.12	0.10	0.46
Powershop	0	102	306	0.00	0.38	0.68
QEnergy	4	21	30	0.49	1.77	3.40
Red Energy	4 716	4 398	4 235	2.44	2.04	1.95
Simply Energy	5 732	7 022	8 343	3.95	3.74	4.12
Sumo Power	0	0	0	0.00	0.00	0.00
Sun Retail	0	0	0	0.00	0.00	0.00
<b>TOTAL</b>	<b>76 247</b>	<b>79 333</b>	<b>88 639</b>	<b>3.25</b>	<b>3.33</b>	<b>3.67</b>

**TABLE 2.2.16 Instalment Payment Plans**  
(total monthly average) – Gas

RETAILER	HARDSHIP			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	4 388	5 259	7 147	0.91	0.99	1.38
Alinta Energy	5	133	177	0.02	0.36	0.42
Australian Power & Gas	243	0	0	0.28	0.00	0.00
Click Energy	0	0	25	0.00	0.00	0.21
CovaU Pty Ltd	0	0	0	0.00	0.00	0.97
EnergyAustralia	935	1 745	2 429	0.21	0.41	0.58
Lumo Energy	782	1 047	1 235	0.53	0.67	0.81
M2 Energy	55	122	163	0.30	0.38	0.42
Momentum	0	1	41	0.00	0.04	0.20
Origin Energy	1 881	2 232	2 575	0.47	0.58	0.68
Red Energy	381	396	470	0.33	0.29	0.33
Simply Energy	613	1 225	1 825	0.55	0.84	1.14
<b>TOTAL</b>	<b>9 283</b>	<b>12 160</b>	<b>16 088</b>	<b>0.51</b>	<b>0.66</b>	<b>0.85</b>

**TABLE 2.2.17 Instalment Payment Plans**  
(total monthly average) – Gas

RETAILER	NON-HARDSHIP			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	1 273	1 148	1 522	0.27	0.22	0.29
Alinta Energy	601	1 113	834	1.99	2.99	1.98
Australian Power & Gas	2 180	0	0	2.47	0.00	0.00
Click Energy	0	7	70	0.00	0.27	0.58
CovaU Pty Ltd	0	0	0	0.00	0.00	0.00
EnergyAustralia	30 982	33 569	38 661	7.04	7.90	9.20
Lumo Energy	3 436	2 949	2 467	2.34	1.88	1.61
M2 Energy	0	4	3	0.00	0.01	0.01
Momentum	0	1	39	0.00	0.05	0.19
Origin Energy	2 541	2 057	2 079	0.63	0.54	0.55
Red Energy	2 011	1 782	1 854	1.72	1.31	1.32
Simply Energy	3 658	3 933	4 498	3.26	2.70	2.81
<b>TOTAL</b>	<b>46 683</b>	<b>46 563</b>	<b>52 027</b>	<b>2.55</b>	<b>2.51</b>	<b>2.76</b>

**TABLE 2.2.18 Instalment Payment Plans**  
(total monthly average) – GAS

RETAILER	ALL INSTALMENT PLANS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	5 661	6 407	8 669	1.18	1.21	1.67
Alinta Energy	606	1 246	1 011	2.01	3.34	2.40
Australian Power & Gas	2 423	0	0	2.74	0.00	0.00
Click Energy	0	7	96	0.00	0.27	0.79
CovaU Pty Ltd	0	0	0	0.00	0.00	0.97
EnergyAustralia	31 917	35 314	41 090	7.25	8.31	9.77
Lumo Energy	4 218	3 996	3 703	2.88	2.55	2.41
M2 Energy	55	126	166	0.30	0.39	0.43
Momentum	0	3	79	0.00	0.09	0.38
Origin Energy	4 422	4 288	4 654	1.10	1.12	1.23
Red Energy	2 392	2 178	2 324	2.05	1.60	1.65
Simply Energy	4 271	5 158	6 323	3.81	3.54	3.95
<b>TOTAL</b>	<b>55 965</b>	<b>58 722</b>	<b>68 115</b>	<b>3.05</b>	<b>3.17</b>	<b>3.61</b>

**TABLE 2.2.19 Instalment Payment Plans  
(total monthly average) – GAS**

FINANCIAL HARDSHIP PROGRAMS – SUMMARY			
	2013-14	2014-15	2015-16
Hardship program participants -- yearly total (number of participants at 30 June plus total exits during FY)	40 620	53 565	69 688
Hardship program participants -- monthly average	20 196	28 549	33 689
Hardship program participants as at 30 June	21 603	29 626	31 528
Hardship program participants who were concession card holders (monthly ave.)	13 272	19 845	22 925
Customers denied access to hardship program during the period	1 723	506	511
Average debt of new entrants	1 012	944	917
Average debt of participants as at 30 June	1 374	1 172	1 422
Average length of participation	275	278	278
Participants exiting by agreement	4 754	6 315	13 043
Participants excluded from program	9 182	11 819	17 971
Participants exiting by switch/transfer	5 081	5 805	7 146
Disconnections of previous participants	1 941	2 912	3 350
Reconnections of previous participants	945	1 678	1 909
Energy field audits provided at no cost	449	178	497
Appliances provided (large)	1 123	336	245
Appliances provided (small)	4	82	19

## TABLE 2.2.20 Hardship Program – Retailer Participation Indicators

RETAILER	PARTICIPANTS (YEARLY TOTAL)			PER 100 ELECTRICITY CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	11 267	12 714	15 384	2.31	2.36	2.89
Alinta Energy	478	2 162	3 748	1.01	3.34	5.05
Australian Power & Gas	1 150	0	0	1.18	0.00	0.00
Blue NRG	0	0	0	0.00	0.00	0.00
Click Energy	386	403	918	1.49	1.60	3.08
CovaU Pty Ltd	0	0	2	0.00	0.00	1.26
Diamond Energy	2	5	9	0.09	0.16	0.23
EnergyAustralia	8 780	13 328	17 673	1.74	2.78	3.70
Go Energy	0	0	0	0.00	0.00	0.00
Lumo Energy	2 832	3 359	4 091	1.50	1.71	2.17
M2 Energy	630	1 827	2 174	1.80	4.08	4.35
Momentum	258	792	1 643	0.72	1.58	2.77
Neighbourhood Energy	145	77	0	0.46	0.67	0.00
Next Business	0	0	0	0.00	0.00	0.00
Online Power and Gas	0	0	64	0.00	0.00	1.64
Origin Energy	8 720	10 957	12 520	1.72	2.23	2.58
Pacific Hydro	0	0	0	0.00	0.00	0.00
People Energy	21	53	47	0.40	1.05	0.67
Powerdirect	224	246	298	0.64	0.68	0.85
Powershop	0	107	290	0.00	0.40	0.65
QEnergy	15	23	37	1.93	1.97	4.27
Red Energy	2 305	2 201	2 384	1.20	1.02	1.10
Simply Energy	3 407	5 311	8 406	2.35	2.83	4.15
Sumo Power	0	0	0	0.00	0.00	0.00
Sun Retail	0	0	0	0.00	0.00	0.00
<b>TOTAL</b>	<b>40 620</b>	<b>53 565</b>	<b>69 688</b>	<b>1.73</b>	<b>2.25</b>	<b>2.88</b>

## TABLE 2.2.21 Hardship Program – Retailer Participation Indicators

RETAILER	PARTICIPANTS (MONTHLY AVERAGE)			PER 100 ELECTRICITY CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	6 083	7 288	9 494	1.25	1.35	1.78
Alinta Energy	122	674	1 197	0.26	1.04	1.61
Australian Power & Gas	701	0	0	0.72	0.00	0.00
Blue NRG	0	0	0	0.00	0.00	0.00
Click Energy	107	99	241	0.41	0.39	0.81
CovaU Pty Ltd	0	0	0	0.00	0.00	0.21
Diamond Energy	0	2	4	0.01	0.05	0.10
EnergyAustralia	4 019	7 980	8 215	0.80	1.66	1.72
Go Energy	0	0	0	0.00	0.00	0.00
Lumo Energy	1 309	1 525	1 779	0.69	0.78	0.94
M2 Energy	282	866	931	0.81	1.93	1.86
Momentum	104	325	769	0.29	0.65	1.30
Neighbourhood Energy	64	49	0	0.20	0.43	0.00
Next Business	0	0	0	0.00	0.00	0.00
Online Power and Gas	0	0	14	0.00	0.00	0.35
Origin Energy	5 075	6 044	6 297	1.00	1.23	1.30
Pacific Hydro	0	0	0	0.00	0.00	0.00
People Energy	8	16	10	0.15	0.32	0.14
Powerdirect	126	170	197	0.36	0.47	0.56
Powershop	0	36	171	0.00	0.13	0.38
QEnergy	4	19	16	0.49	1.66	1.84
Red Energy	914	852	947	0.47	0.40	0.44
Simply Energy	1 278	2 606	3 407	0.88	1.39	1.68
Sumo Power	0	0	0	0.00	0.00	0.00
Sun Retail	0	0	0	0.00	0.00	0.00
<b>TOTAL</b>	<b>20 196</b>	<b>28 549</b>	<b>33 689</b>	<b>0.86</b>	<b>1.20</b>	<b>1.39</b>



## TABLE 2.2.22 Hardship Program – Retailer Participation Indicators

RETAILER	EXIT BY AGREEMENT (TOTAL)			PERCENTAGE OF TOTAL EXITS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	814	1 323	1 169	16%	24%	29%
Alinta Energy	254	191	1 782	97%	14%	60%
Australian Power & Gas	488	0	0	42%	0%	0%
Blue NRG	0	0	0	0%	0%	0%
Click Energy	332	230	236	88%	81%	36%
CovaU Pty Ltd	0	0	0	0%	0%	0%
Diamond Energy	0	3	3	0%	75%	50%
EnergyAustralia	765	746	5 219	20%	26%	49%
Go Energy	0	0	0	0%	0%	0%
Lumo Energy	435	653	485	25%	30%	16%
M2 Energy	18	147	130	8%	13%	10%
Momentum	54	22	168	36%	9%	19%
Neighbourhood Energy	21	7	0	23%	21%	0%
Next Business	0	0	0	0%	0%	0%
Online Power and Gas	0	0	7	0%	0%	13%
Origin Energy	901	1 765	2 527	29%	29%	34%
Pacific Hydro	0	0	0	0%	0%	0%
People Energy	2	19	11	40%	49%	38%
Powerdirect	21	43	73	24%	41%	78%
Powershop	0	0	0	0%	0%	0%
QEnergy	0	2	2	0%	20%	12%
Red Energy	366	562	399	24%	37%	26%
Simply Energy	283	602	832	19%	23%	16%
Sumo Power	0	0	0	0%	0%	0%
Sun Retail	0	0	0	0%	0%	0%
<b>TOTAL</b>	<b>4 754</b>	<b>6 315</b>	<b>13 043</b>	<b>25%</b>	<b>54%</b>	<b>34%</b>

## TABLE 2.2.23 Hardship Program – Retailer Participation Indicators

RETAILER	EXIT BY TRANSFER (TOTAL)			PERCENTAGE OF TOTAL EXITS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	1 379	1 509	1 842	27%	27%	45%
Alinta Energy	5	160	133	2%	12%	5%
Australia Power & Gas	82	0	0	7%	0%	0%
Blue NRG	0	0	0	0%	0%	0%
Click Energy	44	9	136	12%	3%	21%
CovaU Pty Ltd	0	0	1	0%	0%	100%
Diamond Energy	0	0	1	0%	0%	17%
EnergyAustralia	1 154	850	1 694	30%	30%	16%
Go Energy	0	0	0	0%	0%	0%
Lumo Energy	469	550	604	27%	25%	20%
M2 Energy	153	328	115	71%	30%	9%
Momentum	2	57	222	1%	23%	25%
Neighbourhood Energy	10	10	0	11%	29%	0%
Next Business	0	0	0	0%	0%	0%
Online Power and Gas	0	0	0	0%	0%	0%
Origin Energy	1 124	1 412	1 301	37%	23%	18%
Pacific Hydro	0	0	0	0%	0%	0%
People Energy	1	20	14	20%	51%	48%
Powerdirect	0	0	0	0%	0%	0%
Powershop	0	28	117	0%	100%	100%
QEnergy	1	8	13	100%	80%	76%
Red Energy	273	221	194	18%	15%	13%
Simply Energy	384	643	759	26%	25%	14%
Sumo Power	0	0	0	0%	0%	0%
Sun Retail	0	0	0	0%	0%	0%
<b>TOTAL</b>	<b>5 081</b>	<b>5 805</b>	<b>7 146</b>	<b>27%</b>	<b>30%</b>	<b>19%</b>

## TABLE 2.2.24 Hardship Program – Retailer Participation Indicators

RETAILER	EXIT BY EXCLUSION (TOTAL)			PERCENTAGE OF TOTAL EXITS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	2 841	2 701	1 074	56%	49%	26%
Alinta Energy	3	987	1 032	1%	74%	35%
Australian Power & Gas	580	0	0	50%	0%	0%
Blue NRG	0	0	0	0%	0%	0%
Click Energy	3	46	290	1%	16%	44%
CovaU Pty Ltd	0	0	0	0%	0%	0%
Diamond Energy	0	1	2	0%	25%	33%
EnergyAustralia	1 884	1 251	3 802	50%	44%	35%
Go Energy	0	0	0	0%	0%	0%
Lumo Energy	851	958	1 985	48%	44%	65%
M2 Energy	46	630	1 090	21%	57%	82%
Momentum	95	165	500	63%	68%	56%
Neighbourhood Energy	62	17	0	67%	50%	0%
Next Business	0	0	0	0%	0%	0%
Online Power and Gas	0	0	47	0%	0%	87%
Origin Energy	1 037	2 884	3 528	34%	48%	48%
Pacific Hydro	0	0	0	0%	0%	0%
People Energy	2	0	4	40%	0%	14%
Powerdirect	66	61	20	76%	59%	22%
Powershop	0	0	0	0%	0%	0%
QEnergy	0	0	2	0%	0%	12%
Red Energy	874	740	949	58%	49%	62%
Simply Energy	838	1 378	3 646	56%	53%	70%
Sumo Power	0	0	0	0%	0%	0%
Sun Retail	0	0	0	0%	0%	0%
<b>TOTAL</b>	<b>9 182</b>	<b>11 819</b>	<b>17 971</b>	<b>48%</b>	<b>75%</b>	<b>47%</b>

## TABLE 2.2.25 Hardship Program – Retailer Participation Indicators

RETAILER	CONCESSION CARDHOLDERS (MONTHLY AVERAGE)			PER 100 ELECTRICITY CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	4 207	5 386	7 117	0.86	1.00	1.33
Alinta Energy	17	409	829	0.04	0.63	1.12
Australian Power & Gas	81	0	0	0.08	0.00	0.00
Blue NRG	0	0	0	0.00	0.00	0.00
Click Energy	51	55	143	0.20	0.22	0.48
CovaU Pty Ltd	0	0	0	0.00	0.00	0.16
Diamond Energy	0	0	2	0.00	0.01	0.04
EnergyAustralia	2 572	5 368	5 093	0.51	1.12	1.07
Globird	0	0	0	0.00	0.00	0.00
Lumo Energy	1 090	1 160	1 253	0.58	0.59	0.66
M2 Energy	152	429	380	0.43	0.96	0.76
Momentum	66	226	490	0.18	0.45	0.82
Neighbourhood Energy	31	13	0	0.10	0.11	0.00
Next Business	0	0	0	0.00	0.00	0.00
Online Power and Gas	0	0	7	0.00	0.00	0.17
Origin Energy	3 256	3 796	4 056	0.64	0.77	0.84
Pacific Hydro	0	0	0	0.00	0.00	0.00
People Energy	7	14	8	0.14	0.27	0.11
Powerdirect	98	124	149	0.28	0.34	0.43
Powershop	0	15	68	0.00	0.06	0.15
QEnergy	2	0	3	0.24	0.00	0.34
Red Energy	585	543	618	0.30	0.25	0.28
Simply Energy	1 057	2 305	2 711	0.73	1.23	1.34
Sumo Power	0	0	0	0.00	0.00	0.00
Sun Retail	0	0	0	0.00	0.00	0.00
<b>TOTAL</b>	<b>13 272</b>	<b>19 845</b>	<b>22 925</b>	<b>0.57</b>	<b>0.83</b>	<b>0.95</b>

## TABLE 2.2.26 Hardship Program – Retailer Participation Indicators

RETAILER	CUSTOMERS DENIED ACCESS (YEARLY TOTAL)			PER 100 HARDSHIP PARTICIPANTS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	210	101	0	1.86	0.79	0.00
Alinta Energy	0	0	0	0.00	0.00	0.00
Australian Power & Gas	15	0	0	0.00	0.00	0.00
Blue NRG	0	0	0	0.00	0.00	0.00
Click Energy	0	0	0	0.00	0.00	0.00
CovaU Pty Ltd	0	0	0	0.00	0.00	0.00
Diamond Energy	0	0	0	0.00	0.00	0.00
EnergyAustralia	7	0	0	0.08	0.00	0.00
Go Energy	0	0	0	0.00	0.00	0.00
Lumo Energy	0	0	0	0.00	0.00	0.00
M2 Energy	0	0	0	0.00	0.00	0.00
Momentum	57	116	91	22.09	14.65	5.54
Neighbourhood Energy	0	0	0	0.00	0.00	0.00
Next Business	0	0	0	0.00	0.00	0.00
Online Power and Gas	0	0	0	0.00	0.00	0.00
Origin Energy	0	0	0	0.00	0.00	0.00
Pacific Hydro	0	0	0	0.00	0.00	0.00
People Energy	6	8	0	28.57	15.09	0.00
Powerdirect	0	6	12	0.00	2.44	4.03
Powershop	0	0	0	0.00	0.00	0.00
QEnergy	0	0	0	0.00	0.00	0.00
Red Energy	32	81	8	1.39	3.68	0.34
Simply Energy	1 396	194	400	40.97	3.65	4.76
Sumo Power	0	0	0	0.00	0.00	0.00
Sun Retail	0	0	0	0.00	0.00	0.00
<b>TOTAL</b>	<b>1 723</b>	<b>506</b>	<b>511</b>	<b>4.24</b>	<b>0.94</b>	<b>0.73</b>

## TABLE 2.2.27 Hardship Program – Retailer Participation Indicators

RETAILER	DEBT OF NEW ENTRANTS (AVERAGE)			PARTICIPANT DEBT (AT 30 JUNE)		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	1 433	1 574	1 250	1 778	1 816	2 155
Alinta Energy	1 039	437	634	1 106	614	833
Australian Power & Gas	872	0	0	0	0	0
Blue NRG	0	0	0	0	0	0
Click Energy	323	684	631	2 047	931	880
CovaU Pty Ltd	0	0	848	0	0	173
Diamond Energy	967	1 048	665	966	1 530	789
EnergyAustralia	1 088	989	1 292	1 501	1 125	1 183
Go Energy	0	0	0	0	0	0
Lumo Energy	557	453	443	797	779	0
M2 Energy	686	928	1 171	1 222	940	1 010
Momentum	996	484	637	930	312	264
Neighbourhood Energy	1 572	1 077	0	1 598	0	0
Next Business	0	0	0	0	0	0
Online Power and Gas	0	0	803	0	0	1 262
Origin Energy	936	800	622	1 252	886	582
Pacific Hydro	0	0	0	0	0	0
People Energy	415	1 079	966	231	1 562	699
Powerdirect	1 713	1 464	1 689	2 169	1 851	2 023
Powershop	0	737	751	0	788	1 550
QEnergy	400	335	617	300	580	900
Red Energy	250	212	196	155	131	107
Simply Energy	880	894	959	957	1 012	1 020
Sumo Power	0	0	0	0	0	0
Sun Retail	0	0	0	0	0	0
<b>TOTAL</b>	<b>1 012</b>	<b>944</b>	<b>917</b>	<b>1 374</b>	<b>1 172</b>	<b>1 422</b>

## TABLE 2.2.28 Hardship Program – Retailer Participation Indicators

RETAILER	LENGTH OF PARTICIPATION (AVERAGE)			LENGTH OF PARTICIPATION (AT 30 JUNE)		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	362	378	370	348	407	331
Alinta Energy	38	85	132	30	76	110
Blue NRG	0	0	0	0	0	0
Click Energy	51	25	55	10	55	47
CovaU Pty Ltd	0	0	12	0	0	58
Diamond Energy	8	50	108	30	40	0
EnergyAustralia	242	232	326	222	303	329
Go Energy	0	0	0	0	0	0
Lumo Energy	220	233	205	259	243	214
M2 Energy	724	180	211	156	164	234
Momentum	133	237	155	169	147	142
Neighbourhood Energy	282	133	0	72	0	0
Next Business	0	0	0	0	0	0
Online Power and Gas	0	0	34	0	0	58
Origin Energy	322	341	295	327	350	275
Pacific Hydro	0	0	0	0	0	0
People Energy	77	138	152	128	139	1 003
Powerdirect	301	370	474	487	439	538
Powershop	0	44	190	0	87	251
QEnergy	75	306	421	180	480	365
Red Energy	136	143	148	151	132	165
Simply Energy	192	208	207	165	228	202
Sumo Power	0	0	0	0	0	0
Sun Retail	0	0	0	0	0	0
<b>TOTAL</b>	275	278	278	259	303	268

## TABLE 2.2.29 Hardship Program – Retailer Participation Indicators

RETAILER	DISCONNECTIONS OF PREVIOUS HARDSHIP CUSTOMERS			RECONNECTIONS OF PREVIOUS HARDSHIP CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	759	1 436	657	419	882	445
Alinta Energy	3	23	39	4	13	20
Blue NRG	0	0	0	0	0	0
Click Energy	52	6	31	0	0	19
CovaU Pty Ltd	0	0	0	0	0	0
Diamond Energy	0	0	0	0	0	0
EnergyAustralia	24	5	126	0	3	94
Go Energy	0	0	0	0	0	0
Lumo Energy	198	105	579	108	44	193
M2 Energy	1	18	63	0	7	74
Momentum	16	79	200	16	59	87
Neighbourhood Energy	0	0	0	8	0	0
Next Business	0	0	0	0	0	0
Online Power and Gas	0	0	4	0	0	1
Origin Energy	353	747	685	184	400	429
Pacific Hydro	0	0	0	0	0	0
People Energy	0	0	0	0	0	0
Powerdirect	0	0	0	0	0	0
Powershop	0	0	0	0	0	0
QEnergy	0	0	0	0	0	0
Red Energy	190	182	249	53	51	60
Simply Energy	134	311	717	83	219	487
Sumo Power	0	0	0	0	0	0
Sun Retail	0	0	0	0	0	0
<b>TOTAL</b>	<b>1 730</b>	<b>2 912</b>	<b>3 350</b>	<b>875</b>	<b>1 678</b>	<b>1 909</b>



## TABLE 2.2.30 Hardship Program – Retailer Participation Indicators

RETAILER	TOTAL OUTSTANDING PARTICIPANT DEBT (AT 30 JUNE)			PERCENTAGE OF TOTAL OUTSTANDING DEBT (AT 30 JUNE)		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	12 035 282	13 698 088	25 187 640	38%	37%	51%
Alinta Energy	359 450	623 210	733 873	1%	2%	1%
Australian Power & Gas	0	0	0			
Blue NRG	0	0	0			
Click Energy	20 470	147 098	262 240	0%	0.4%	1%
CovaU Pty Ltd	0	0	173			0%
Diamond Energy	1 932	1 530	2 367	0%	0%	0%
EnergyAustralia	7 806 701	11801 250	9 344 517	25%	32%	19%
Go Energy	0	0	0			
Lumo Energy	998 641	1155 257	4 445 408	3%	3%	9%
M2 Energy	557 232	757 640	935 260	2%	2%	2%
Momentum	105 090	183 768	229 680	0.3%	0.5%	0.5%
Neighbourhood Energy	89 488	0	0	0.3%		
Next Business	0	0	0			
Online Power and Gas	0	0	17 668			0%
Origin Energy	7 446 896	4857 052	3 444 276	23%	13%	7%
Pacific Hydro	0	0	0			
People Energy	4 158	31 240	13 281	0%	0.1%	0%
Powerdirect	307 998	307 266	414 715	1%	1%	1%
Powershop	0	62 252	296 050		0.2%	1%
QEnergy	4 200	8 120	22 500	0%	0%	0%
Red Energy	140 740	104 800	101 757	0.4%	0.3%	0.2%
Simply Energy	1 973 334	2987 424	3 855 600	6%	8%	8%
Sumo Power	0	0	0			
Sun Retail	0	0	0			
<b>TOTAL</b>	<b>31 851 612</b>	<b>36 725 995</b>	<b>49 307 005</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## TABLE 2.2.31 Victorian Government energy concession expenditure

RETAILER	2013-14	2014-15	2015-16
Off-peak concession (electricity)	9.9	5.2	3.9
Service to property charge concession (electricity)	7.9	12.6	14.5
Annual electricity concession	154.5	127.9	142
Winter gas concession	58.3	55.1	63.5
<b>TOTAL</b>	<b>230.6</b>	<b>200.7</b>	<b>223.9</b>

## TABLE 2.2.32 Utility relief grants, electricity

RETAILER	CUSTOMERS PROVIDED WITH GRANT FORMS (NO.)	APPLICATIONS SENT TO DHHS BY CUSTOMERS (NO.)	GRANTS APPROVED (NO.)	AVERAGE GRANT AMOUNT (\$)
AGL Sales	10 134	5 909	5 179	438
Alinta Energy	1 785	990	884	463
Click Energy	278	139	115	464
Commander Power & Gas	1	0	0	0
Diamond Energy	6	6	8	500
Dodo	559	160	140	470
Energy Australia	6 849	3 444	2 969	455
Lumo Energy	2 932	1 611	1 384	476
Momentum Energy	861	459	383	457
Neighbourhood Energy	0	1	1	500
Online Power & Gas	73	36	24	490
Origin Energy	6 089	3 226	2 957	439
People Energy	98	46	34	433
Powerdirect	429	218	183	457
Powershop	131	81	70	475
QEnergy	11	10	8	447
Red Energy	2 108	1 400	1 268	443
Simply Energy	4 898	2 153	1 877	434
Sumo Power	17	9	3	441
<b>TOTAL</b>	<b>37 259</b>	<b>19 898</b>	<b>17 487</b>	<b>446</b>

**TABLE 2.2.33** Utility relief grants, gas

RETAILER	CUSTOMERS PROVIDED WITH GRANT FORMS (NO.)	APPLICATIONS SENT TO DHHS BY CUSTOMERS (NO.)	GRANTS APPROVED (NO.)	AVERAGE GRANT AMOUNT (\$)
AGL SALES	7 130	4 182	3 630	419
ALINTA ENERGY	828	466	412	443
AUSTRALIAN POWER & GAS	0	0	0	0
CLICK ENERGY	51	28	19	403
COVAU	1	0	0	0
DODO	335	105	94	445
ENERGY AUST	5 074	2 617	2 234	431
LUMO ENERGY	2 388	1 342	1 146	450
MOMENTUM ENERGY	228	108	84	406
ORIGIN ENERGY	4 367	2 323	2 084	417
RED ENERGY	1 116	729	672	423
SIMPLY ENERGY	3 487	1 496	1 294	406
<b>TOTAL</b>	<b>25 005</b>	<b>13 396</b>	<b>11 669</b>	<b>424</b>

## Disconnection and Reconnection

The following section contains the data from 2015-16 on disconnections in Victoria, including specific types of disconnection, and the proportion of customers reconnected during the period. Retailers are required to report these figures to the Commission to indicate their relative performance in these areas and to enable identification of emerging issues or trends in disconnection.

To establish the overall rate of occurrence and assist in comparing 2015-16 with recent financial year periods, where applicable these numbers are also expressed as a percentage, for example as a percentage per 100 customers.

## TABLE 2.2.34 Disconnections for non-payment in Victoria

RESIDENTIAL DISCONNECTIONS FOR NON-PAYMENT IN VICTORIA						
	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
Electricity disconnections	17 871	23 805	25 254	34 496	34 418	32 360
per 100 customers	0.77	1.02	1.07	1.47	1.45	1.34
Gas disconnections	13 741	20 483	16 979	24 007	22 322	24 150
per 100 customers	0.74	1.13	0.90	1.31	1.20	1.28

**TABLE 2.2.35** Disconnections, residential electricity

RETAILER	TOTAL DISCONNECTIONS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	9 313	12 218	10 028	1.91	2.27	1.88
Alinta Energy	980	288	454	2.06	0.44	0.61
Australian Power & Gas	3 216	0	0	3.30	0.00	0.00
Blue NRG	0	2	0	0.00	2.14	0.00
Click Energy	709	707	445	2.73	2.81	1.49
CovaU Pty Ltd	0	0	9	0.00	0.00	5.68
Diamond Energy	2	2	5	0.09	0.07	0.13
EnergyAustralia	904	656	6 645	0.18	0.14	1.39
Globird	0	0	0	0.00	0.00	0.00
Lumo Energy	1 427	1 464	1 479	0.76	0.74	0.78
M2 Energy	14	89	106	0.04	0.20	0.21
Momentum	291	700	796	0.81	1.40	1.34
Neighbourhood Energy	1 632	142	0	5.15	1.24	0.00
Next Business Energy	0	0	0	0.00	0.00	0.00
Online Power and Gas	0	0	230	0.00	0.00	5.88
Origin Energy	9 747	10 141	5 711	1.92	2.06	1.18
Pacific Hydro	0	0	0	0.00	0.00	0.00
People Energy	54	260	222	1.02	5.15	3.18
Powerdirect	219	173	347	0.62	0.48	1.00
Powershop	0	0	67	0.00	0.00	0.15
QEnergy	8	6	6	1.03	0.51	0.69
Red Energy	2 200	1 485	1 315	1.14	0.69	0.61
Simply Energy	3 780	6 085	4 495	2.61	3.24	2.22
Sumo Power	0	0	0	0.00	0.00	0.00
Sun Retail	0	0	0	0.00	0.00	0.00
<b>TOTAL</b>	<b>34 496</b>	<b>34 418</b>	<b>32 360</b>	<b>1.47</b>	<b>1.45</b>	<b>1.34</b>

**TABLE 2.2.36** Disconnections, residential electricity

RETAILER	RECONNECTIONS IN THE SAME NAME WITHIN 7 DAYS			PERCENTAGE OF DISCONNECTIONS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	4 845	7 226	6 140	52%	59%	61%
Alinta Energy	481	137	155	49%	48%	34%
Australian Power & Gas	1 832	0	0	57%	0%	0%
Blue NRG	0	0	0	0%	0%	0%
Click Energy	282	282	188	40%	40%	42%
CovaU Pty Ltd	0	0	4	0%	0%	44%
Diamond Energy	2	1	1	100%	50%	20%
EnergyAustralia	133	203	2 817	15%	31%	42%
Globird	0	0	0	0.00	0.00	0.00
Lumo Energy	352	139	289	25%	9%	20%
M2 Energy	3	14	22	21%	16%	21%
Momentum	145	214	330	50%	31%	41%
Neighbourhood Energy	181	24	0	11%	17%	0%
Next Business Energy	0	0	0	0%	0%	0%
Online Power and Gas	0	0	67	0%	0%	29%
Origin Energy	5 463	6 559	3 616	56%	65%	63%
Pacific Hydro	0	0	0	0%	0%	0%
People Energy	17	75	93	31%	29%	42%
Powerdirect	122	102	157	56%	59%	45%
Powershop	0	0	30	0%	0%	45%
QEnergy	5	5	3	63%	83%	50%
Red Energy	1 141	687	578	52%	46%	44%
Simply Energy	2 047	3 725	2 765	54%	61%	62%
Sumo Power	0	0	0	0%	0%	0%
Sun Retail	0	0	0	0%	0%	0%
<b>TOTAL</b>	<b>17 051</b>	<b>19 393</b>	<b>17 255</b>	<b>49%</b>	<b>56%</b>	<b>53%</b>

**TABLE 2.2.37** Disconnections, residential electricity

RETAILER	ALL RECONNECTIONS IN THE SAME NAME			PERCENTAGE OF DISCONNECTIONS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	5 134	7 642	6 494	55%	63%	65%
Alinta Energy	529	148	167	54%	51%	37%
Australian Power & Gas	1 988	0	0	62%	0%	0%
Blue NRG	0	0	0	0%	0%	0%
Click Energy	329	328	204	46%	46%	46%
CovaU Pty Ltd	0	0	4	0%	0%	44%
Diamond Energy	2	1	1	100%	50%	20%
EnergyAustralia	448	112	3 009	50%	17%	45%
Globird	0	0	0	0%	0%	0%
Lumo Energy	401	147	313	28%	10%	21%
M2 Energy	4	22	33	29%	25%	31%
Momentum	180	508	502	62%	73%	63%
Neighbourhood Energy	402	24	0	25%	17%	0%
Next Business Energy	0	0	0	0%	0%	0%
Online Power and Gas	0	1	67	0%	0%	29%
Origin Energy	9 266	8 496	4 204	95%	84%	74%
Pacific Hydro	0	0	0	0%	0%	0%
People Energy	19	108	104	35%	42%	47%
Powerdirect	143	111	161	65%	64%	46%
Powershop	0	0	17	0%	0%	25%
QEnergy	5	5	11	63%	83%	183%
Red Energy	1 247	757	626	57%	51%	48%
Simply Energy	2 509	4 464	3 498	66%	73%	78%
Sumo Power	0	0	0	0%	0%	0%
Sun Retail	0	0	0	0%	0%	0%
<b>TOTAL</b>	<b>22 606</b>	<b>22 874</b>	<b>19 415</b>	<b>66%</b>	<b>66%</b>	<b>60%</b>



**TABLE 2.2.38** Disconnections, residential electricity

RETAILER	CUSTOMERS PREVIOUSLY ON AN INSTALMENT PAYMENT PLAN			PERCENTAGE OF DISCONNECTIONS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	2 248	2 781	2 802	24%	23%	28%
Alinta Energy	256	266	161	26%	92%	35%
Australian Power & Gas	1 304	0	0	41%	0%	0%
Blue NRG	0	0	0	0%	0%	0%
Click Energy	108	169	84	15%	24%	19%
CovaU Pty Ltd	0	0	1	0%	0%	11%
Diamond Energy	0	1	3	0%	50%	60%
EnergyAustralia	25	41	2 468	3%	6%	37%
Globird	0	0	0	0%	0%	0%
Lumo Energy	270	174	549	19%	12%	37%
M2 Energy	0	0	0	0%	0%	0%
Momentum	68	321	451	23%	46%	57%
Neighbourhood Energy	782	129	0	48%	91%	0%
Next Business Energy	0	0	0	0%	0%	0%
Online Power and Gas	0	0	9	0%	0%	4%
Origin Energy	2 529	1 672	1 482	26%	16%	26%
Pacific Hydro	0	0	0	0%	0%	0%
People Energy	0	39	0	0%	15%	0%
Powerdirect	1	5	8	0%	3%	2%
Powershop	0	0	7	0%	0%	10%
QEnergy	0	0	0	0%	0%	0%
Red Energy	477	414	442	22%	28%	34%
Simply Energy	749	1 130	1 451	20%	19%	32%
Sumo Power	0	0	0	0%	0%	0%
Sun Retail	0	0	0	0%	0%	0%
<b>TOTAL</b>	<b>8 817</b>	<b>7 142</b>	<b>9 918</b>	<b>26%</b>	<b>21%</b>	<b>31%</b>

**TABLE 2.2.39** Disconnections, residential electricity

RETAILER	CUSTOMERS WITH MULTIPLE DISCONNECTIONS WITHIN 24 MONTHS			PERCENTAGE OF DISCONNECTIONS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	2 296	2 859	2 698	25%	23%	27%
Alinta Energy	82	42	53	8%	15%	12%
Australian Power & Gas	371	0	0	12%	0%	0%
Blue NRG	0	0	0	0%	0%	0%
Click Energy	60	58	60	8%	8%	13%
CovaU Pty Ltd	0	0	0	0%	0%	0%
Diamond Energy	0	0	0	0%	0%	0%
EnergyAustralia	4	2	1 412	0%	0%	21%
Globird	0	0	0	0%	0%	0%
Lumo Energy	118	65	151	8%	4%	10%
M2 Energy	0	1	8	0%	1%	8%
Momentum	45	123	64	15%	18%	8%
Neighbourhood Energy	222	48	0	14%	34%	0%
Next Business Energy	0	0	0	0%	0%	0%
Online Power and Gas	0	0	10	0%	0%	4%
Origin Energy	1 236	2 266	1 424	13%	22%	25%
Pacific Hydro	0	0	0	0%	0%	0%
People Energy	0	29	4	0%	11%	2%
Powerdirect	27	24	27	12%	14%	8%
Powershop	0	0	0	0%	0%	0%
QEnergy	1	0	0	13%	0%	0%
Red Energy	395	269	209	18%	18%	16%
Simply Energy	437	1 232	1 267	12%	20%	28%
Sumo Power	0	0	0	0%	0%	0%
Sun Retail	0	0	0	0%	0%	0%
<b>TOTAL</b>	<b>5 294</b>	<b>7 018</b>	<b>7 387</b>	<b>15%</b>	<b>20%</b>	<b>23%</b>

**TABLE 2.2.40** Disconnections, residential electricity

RETAILER	CONCESSION CARD HOLDERS			PERCENTAGE OF DISCONNECTIONS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	2 709	4 484	3 722	29%	37%	37%
Alinta Energy	425	156	166	43%	54%	37%
Australian Power & Gas	1 031	0	0	32%	0%	0%
Blue NRG	0	0	0	0%	0%	0%
Click Energy	126	129	83	18%	18%	19%
CovaU Pty Ltd	0	0	4	0%	0%	44%
Diamond Energy	0	0	0	0%	0%	0%
EnergyAustralia	113	108	1 911	13%	16%	29%
Globird	0	0	0	0%	0%	0%
Lumo Energy	129	90	264	9%	6%	18%
M2 Energy	5	18	43	36%	20%	41%
Momentum	55	95	175	19%	14%	22%
Neighbourhood Energy	455	21	0	28%	15%	0%
Next Business Energy	0	0	0	0%	0%	0%
Online Power and Gas	0	0	79	0%	0%	34%
Origin Energy	3 374	3 571	2 458	35%	35%	43%
Pacific Hydro	0	0	0	0%	0%	0%
People Energy	24	14	40	44%	5%	18%
Powerdirect	62	44	63	28%	25%	18%
Powershop	0	0	29	0%	0%	43%
QEnergy	0	0	0	0%	0%	0%
Red Energy	613	584	489	28%	39%	37%
Simply Energy	1 077	1 832	1 507	28%	30%	34%
Sumo Power	0	0	0	0%	0%	0%
Sun Retail	0	0	0	0%	0%	0%
<b>TOTAL</b>	<b>10 198</b>	<b>11 146</b>	<b>11 033</b>	<b>30%</b>	<b>32%</b>	<b>34%</b>

**TABLE 2.2.41** Disconnections, residential gas

RETAILER	TOTAL DISCONNECTIONS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	5 883	8 309	6 977	1.23	1.56	1.35
Alinta Energy	963	478	1 622	3.19	1.28	3.84
Australian Power & Gas	3 922	0	0	4.44	0.00	0.00
Click Energy	0	0	52	0.00	0.00	0.43
CovaU Pty Ltd	0	0	10	0.00	0.00	23.3
EnergyAustralia	921	497	3 896	0.21	0.12	0.93
Lumo Energy	3 201	3 647	3 344	2.18	2.33	2.18
M2 Energy	4	57	154	0.02	0.18	0.40
Momentum	0	0	21 0	0.00	0.00	1.01
Origin Energy	5 391	4 882	3 916	1.34	1.27	1.03
Red Energy	1 071	598	647	0.92	0.44	0.46
Simply Energy	2 651	3 854	3 322	2.37	2.65	2.08
<b>TOTAL</b>	<b>24 007</b>	<b>22 322</b>	<b>24 150</b>	<b>1.31</b>	<b>1.20</b>	<b>1.28</b>

**TABLE 2.2.42 Disconnections, residential gas**

RETAILER	RECONNECTIONS IN THE SAME NAME WITHIN 7 DAYS			PERCENTAGE OF DISCONNECTIONS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	2 427	3 571	3 080	41%	43%	44%
Alinta Energy	441	143	247	46%	30%	15%
Australian Power & Gas	1 777	0	0	45%	0%	0%
Click Energy	0	0	14	0%	0%	27%
CovaU Pty Ltd	0	0	0	0%	0%	0%
EnergyAustralia	94	155	2 720	10%	31%	70%
Lumo Energy	497	292	800	16%	8%	24%
M2 Energy	1	17	32	25%	30%	21%
Momentum	0	0	16	0%	0%	8%
Origin Energy	2 527	2 090	1 731	47%	43%	44%
Red Energy	491	224	207	46%	37%	32%
Simply Energy	627	887	501	24%	23%	15%
<b>TOTAL</b>	<b>8 882</b>	<b>7 379</b>	<b>9 348</b>	<b>37%</b>	<b>33%</b>	<b>39%</b>

**TABLE 2.2.43** Disconnections, residential gas

RETAILER	ALL RECONNECTIONS IN THE SAME NAME			PERCENTAGE OF DISCONNECTIONS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	2 760	4 113	3 669	47%	50%	53%
Alinta Energy	573	134	358	60%	28%	22%
Australian Power & Gas	1 548	0	0	39%	0%	0%
Click Energy	0	0	14	0%	0%	27%
CovaU Pty Ltd	0	0	0	0%	0%	0%
EnergyAustralia	560	35	3 085	61%	7%	79%
Lumo Energy	661	365	1 002	21%	10%	30%
M2 Energy	1	32	54	25%	56%	35%
Momentum	0	0	69	0%	0%	33%
Origin Energy	3 208	2 454	2 222	60%	50%	57%
Red Energy	629	283	277	59%	47%	43%
Simply Energy	855	1 227	734	32%	32%	22%
<b>TOTAL</b>	<b>10 795</b>	<b>8 643</b>	<b>11 484</b>	<b>45%</b>	<b>39%</b>	<b>48%</b>

**TABLE 2.2.44** Disconnections, residential gas

RETAILER	CUSTOMERS PREVIOUSLY ON AN INSTALMENT PAYMENT PLAN			PERCENTAGE OF DISCONNECTIONS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	1 410	1 794	1 643	24%	22%	24%
Alinta Energy	240	316	244	25%	66%	15%
Australian Power & Gas	1 458	0	0	37%	0%	0%
Click Energy	0	0	7	0%	0%	13%
CovaU Pty Ltd	0	0	0	0%	0%	0%
EnergyAustralia	19	25	1 504	2%	5%	39%
Lumo Energy	594	258	1 110	19%	7%	33%
M2 Energy	0	0	0	0%	0%	0%
Momentum	0	0	73	0%	0%	35%
Origin Energy	1 121	714	705	21%	15%	18%
Red Energy	249	194	192	23%	32%	30%
Simply Energy	296	397	322	11%	10%	10%
<b>TOTAL</b>	<b>5 387</b>	<b>3 698</b>	<b>5 800</b>	<b>22%</b>	<b>17%</b>	<b>24%</b>

**TABLE 2.2.45** Disconnections, residential gas

RETAILER	CUSTOMERS WITH MULTIPLE DISCONNECTIONS WITHIN 24 MONTHS			PERCENTAGE OF DISCONNECTIONS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	1 203	1 437	1 230	20%	17%	18%
Alinta Energy	119	77	201	12%	16%	12%
Australian Power & Gas	460	0	0	12%	0%	0%
Click Energy	0	0	0	0%	0%	0%
CovaU Pty Ltd	0	0	0	0%	0%	0%
EnergyAustralia	0	5	1 100	0%	1%	28%
Lumo Energy	311	171	355	10%	5%	11%
M2 Energy	0	0	13	0%	0%	8%
Momentum	0	0	20	0%	0%	10%
Origin Energy	855	865	650	16%	18%	17%
Red Energy	179	109	75	17%	18%	12%
Simply Energy	245	396	333	9%	10%	10%
<b>TOTAL</b>	<b>3 372</b>	<b>3 060</b>	<b>3 977</b>	<b>14%</b>	<b>14%</b>	<b>16%</b>



**TABLE 2.2.46** Disconnections, residential gas

RETAILER	CONCESSION CARD HOLDERS			PERCENTAGE OF DISCONNECTIONS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	1 964	3 158	2 570	33%	38%	37%
Alinta Energy	532	185	217	55%	39%	13%
Australian Power & Gas	1 082	0	0	28%	0%	0%
Click Energy	0	0	7	0%	0%	13%
CovaU Pty Ltd	0	0	0	0%	0%	0%
EnergyAustralia	55	125	1 323	6%	25%	34%
Lumo Energy	286	166	537	9%	5%	16%
M2 Energy	3	13	24	75%	23%	16%
Momentum	0	0	34	0%	0%	16%
Origin Energy	2 112	1 919	1 572	39%	39%	40%
Red Energy	379	254	270	35%	42%	42%
Simply Energy	506	641	441	19%	17%	13%
<b>TOTAL</b>	<b>6 919</b>	<b>6 461</b>	<b>6 995</b>	<b>29%</b>	<b>29%</b>	<b>29%</b>

**TABLE 2.2.47 Reconnections, residential electricity**

RETAILER	RECONNECTIONS IN THE SAME NAME WITHIN 7 DAYS (PER YEAR)			PER 100 CUSTOMERS (PER YEAR)		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	4 845	7 226	6 140	0.99	1.34	1.15
Alinta Energy	481	137	155	1.01	0.21	0.21
Australian Power & Gas	1 832	0	0	1.88	0.00	0.00
Blue NRG	0	0	0	0.00	0.00	0.00
Click Energy	282	282	188	1.09	1.12	0.63
CovaU Pty Ltd	0	0	4	0.00	0.00	2.52
Diamond Energy	2	1	1	0.09	0.03	0.03
EnergyAustralia	133	203	2 817	0.03	0.04	0.59
Globird	0	0	0	0.00	0.00	0.00
Lumo Energy	352	139	289	0.19	0.07	0.15
M2 Energy	3	14	22	0.01	0.03	0.04
Momentum	145	214	330	0.40	0.43	0.56
Neighbourhood Energy	181	24	0	0.57	0.21	0.00
Next Business Energy	0	0	0	0.00	0.00	0.00
Online Power and Gas	0	0	67	0.00	0.00	1.71
Origin Energy	5 463	6 559	3 616	1.08	1.33	0.75
Pacific Hydro	0	0	0	0.00	0.00	0.00
People Energy	17	75	93	0.32	1.49	1.33
Powerdirect	122	102	157	0.35	0.28	0.45
Powershop	0	0	30	0.00	0.00	0.07
QEnergy	5	5	3	0.64	0.43	0.35
Red Energy	1 141	687	578	0.59	0.32	0.27
Simply Energy	2 047	3 725	2 765	1.41	1.98	1.36
Sumo Power	0	0	0	0.00	0.00	0.00
Sun Retail	0	0	0	0.00	0.00	0.00
<b>TOTAL</b>	<b>17 051</b>	<b>19 393</b>	<b>17 255</b>	<b>0.73</b>	<b>0.81</b>	<b>0.71</b>

**TABLE 2.2.48 Reconnections, residential electricity**

RETAILER	ALL RECONNECTIONS IN THE SAME NAME (PER YEAR)			PER 100 CUSTOMERS (PER YEAR)		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	5 134	7 642	6 494	1.05	1.42	1.22
Alinta Energy	529	148	167	1.11	0.23	0.23
Australian Power & Gas	1 988	0	0	2.04	0.00	0.00
Blue NRG	0	0	0	0.00	0.00	0.00
Click Energy	329	328	204	1.27	1.31	0.69
CovaU Pty Ltd	0	0	4	0.00	0.00	2.52
Diamond Energy	2	1	1	0.09	0.03	0.03
EnergyAustralia	448	112	3 009	0.09	0.02	0.63
Globird	0	0	0	0.00	0.00	0.00
Lumo Energy	401	147	313	0.21	0.07	0.17
M2 Energy	4	22	33	0.01	0.05	0.07
Momentum	180	508	502	0.50	1.02	0.84
Neighbourhood Energy	402	24	0	1.27	0.21	0.00
Next Business Energy	0	0	0	0.00	0.00	0.00
Online Power and Gas	0	1	67	0.00	3.26	1.71
Origin Energy	9 266	8 496	4 204	1.83	1.73	0.87
Pacific Hydro	0	0	0	0.00	0.00	0.00
People Energy	19	108	104	0.36	2.14	1.49
Powerdirect	143	111	161	0.41	0.31	0.46
Powershop	0	0	17	0.00	0.00	0.04
QEnergy	5	5	11	0.64	0.43	1.27
Red Energy	1 247	757	626	0.65	0.35	0.29
Simply Energy	2 509	4 464	3 498	1.73	2.38	1.73
Sumo Power	0	0	0	0.00	0.00	0.00
Sun Retail	0	0	0	0.00	0.00	0.00
<b>TOTAL</b>	<b>22 606</b>	<b>22 874</b>	<b>19 415</b>	<b>0.96</b>	<b>0.96</b>	<b>0.80</b>

**TABLE 2.2.49** Reconnections, residential electricity

RETAILER	CUSTOMERS PREVIOUSLY ON AN INSTALMENT PAYMENT PLAN			PERCENTAGE OF RECONNECTIONS WITHIN 7 DAYS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	1 525	2 031	2 062	31%	28%	34%
Alinta Energy	290	130	107	60%	95%	69%
Australian Power & Gas	1 009	0	0	55%	0%	0%
Blue NRG	0	0	0	0%	0%	0%
Click Energy	48	97	43	17%	34%	23%
CovaU Pty Ltd	0	0	1	0%	0%	25%
Diamond Energy	0	0	0	0%	0%	0%
EnergyAustralia	1	31	1 817	1%	15%	65%
Globird	0	0	0	0%	0%	0%
Lumo Energy	135	49	156	38%	35%	54%
M2 Energy	0	0	0	0%	0%	0%
Momentum	45	96	362	31%	45%	110%
Neighbourhood Energy	248	13	0	62%	54%	0%
Next Business Energy	0	0	0	0%	0%	0%
Online Power and Gas	0	0	5	0%	0%	7%
Origin Energy	1 615	1 113	975	30%	17%	27%
Pacific Hydro	0	0	0	0%	0%	0%
People Energy	0	30	0	0%	40%	0%
Powerdirect	0	0	0	0%	0%	0%
Powershop	0	0	3	0%	0%	10%
QEnergy	0	0	0	0%	0%	0%
Red Energy	294	245	267	26%	36%	46%
Simply Energy	548	896	1 053	27%	24%	38%
Sumo Power	0	0	0	0%	0%	0%
Sun Retail	0	0	0	0%	0%	0%
<b>TOTAL</b>	<b>5 758</b>	<b>4 731</b>	<b>6 851</b>	<b>34%</b>	<b>24%</b>	<b>40%</b>

**TABLE 2.2.50 Reconnections, residential electricity**

RETAILER	CUSTOMERS WITH MULTIPLE RECONNECTIONS WITHIN 24 MONTHS			PERCENTAGE OF RECONNECTIONS WITHIN 7 DAYS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	1 425	1 890	1888	29%	26%	31%
Alinta Energy	44	3	8	9%	2%	5%
Australian Power & Gas	278	0	0	15%	0%	0%
Blue NRG	0	0	0	0%	0%	0%
Click Energy	37	32	31	13%	11%	16%
CovaU Pty Ltd	0	0	0	0%	0%	0%
Diamond Energy	0	0	0	0%	0%	0%
EnergyAustralia	0	1	458	0%	0%	16%
Globird	0	0	0	0%	0%	0%
Lumo Energy	50	18	35	14%	13%	12%
M2 Energy	0	1	2	0%	7%	9%
Momentum	146	37	26	31%	17%	8%
Neighbourhood Energy	16	9	0	9%	38%	0%
Next Business Energy	0	0	0	0%	0%	0%
Online Power and Gas	0	0	2	0%	0%	3%
Origin Energy	892	1 626	1 156	16%	25%	32%
Pacific Hydro	0	0	0	0%	0%	0%
People Energy	0	18	3	0%	24%	3%
Powerdirect	15	13	17	12%	13%	11%
Powershop	0	0	0	0%	0%	0%
QEnergy	0	0	0	0%	0%	0%
Red Energy	216	139	108	19%	20%	19%
Simply Energy	226	811	807	11%	22%	29%
Sumo Power	0	0	0	0%	0%	0%
Sun Retail	0	0	0	0%	0%	0%
<b>TOTAL</b>	<b>3 345</b>	<b>4 598</b>	<b>4 541</b>	<b>20%</b>	<b>24%</b>	<b>26%</b>

**TABLE 2.2.51 Reconnections, residential electricity**

RETAILER	CONCESSION CARD HOLDERS			PERCENTAGE OF RECONNECTIONS WITHIN 7 DAYS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	1 643	2 971	2 496	34%	41%	41%
Alinta Energy	230	87	93	48%	64%	60%
Australian Power & Gas	579	0	0	32%	0%	0%
Blue NRG	0	0	0	0%	0%	0%
Click Energy	74	76	50	26%	27%	27%
CovaU Pty Ltd	0	0	2	0%	0%	50%
Diamond Energy	0	0	0	0%	0%	0%
EnergyAustralia	4	60	957	3%	30%	34%
Globird	0	0	0	0%	0%	0%
Lumo Energy	63	20	66	18%	14%	23%
M2 Energy	1	6	25	33%	43%	114%
Momentum	35	17	66	24%	8%	20%
Neighbourhood Energy	171	5	0	94%	21%	0%
Next Business Energy	0	0	0	0%	0%	0%
Online Power and Gas	0	0	40	0%	0%	60%
Origin Energy	2 153	2 230	1 661	39%	34%	46%
Pacific Hydro	0	0	0	0%	0%	0%
People Energy	5	7	35	29%	9%	38%
Powerdirect	0	0	0	0%	0%	0%
Powershop	0	0	17	0%	0%	57%
QEnergy	0	0	0	0%	0%	0%
Red Energy	327	291	251	29%	42%	43%
Simply Energy	686	1 314	1 068	34%	35%	39%
Sumo Power	0	0	0	0%	0%	0%
Sun Retail	0	0	0	0%	0%	0%
<b>TOTAL</b>	<b>5 971</b>	<b>7 084</b>	<b>6 827</b>	<b>35%</b>	<b>37%</b>	<b>40%</b>

**TABLE 2.2.52 Reconnections, residential gas**

RETAILER	RECONNECTIONS IN THE SAME NAME WITHIN 7 DAYS (PER YEAR)			PER 100 CUSTOMERS (PER YEAR)		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	2 427	3 571	3 080	0.51	0.67	0.59
Alinta Energy	441	143	247	1.46	0.38	0.59
Australian Power & Gas	1 777	0	0	2.01	0.00	0.00
Click Energy	0	0	14	0.00	0.00	0.12
CovaU Pty Ltd	0	0	0	0.00	0.00	0.00
EnergyAustralia	94	155	2 720	0.02	0.04	0.65
Lumo Energy	497	292	800	0.34	0.19	0.52
M2 Energy	1	17	32	0.01	0.05	0.08
Momentum	0	0	16	0.00	0.00	0.08
Origin Energy	2 527	2 090	1 731	0.63	0.55	0.46
Red Energy	491	224	207	0.42	0.16	0.15
Simply Energy	627	887	501	0.56	0.61	0.31
<b>TOTAL</b>	<b>8 882</b>	<b>7 379</b>	<b>9 348</b>	<b>0.48</b>	<b>0.40</b>	<b>0.50</b>

**TABLE 2.2.53 Reconnections, residential gas**

RETAILER	ALL RECONNECTIONS IN THE SAME NAME (PER YEAR)			PER 100 CUSTOMERS (PER YEAR)		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	2 760	4 113	3 669	0.58	0.77	0.71
Alinta Energy	573	134	358	1.90	0.36	0.85
Australian Power & Gas	1 548	0	0	1.75	0.00	0.00
Click Energy	0	0	14	0.00	0.00	0.12
CovaU Pty Ltd	0	0	0	0.00	0.00	0.00
EnergyAustralia	560	35	3 085	0.13	0.01	0.73
Lumo Energy	661	365	1 002	0.45	0.23	0.65
M2 Energy	1	32	54	0.01	0.10	0.14
Momentum	0	0	69	0.00	0.00	0.33
Origin Energy	3 208	2 454	2 222	0.80	0.64	0.59
Red Energy	629	283	277	0.54	0.21	0.20
Simply Energy	855	1 227	734	0.76	0.84	0.46
<b>TOTAL</b>	<b>10 795</b>	<b>8 643</b>	<b>11 484</b>	<b>0.59</b>	<b>0.47</b>	<b>0.61</b>



**TABLE 2.2.54 Reconnections, residential gas**

RETAILER	CUSTOMERS PREVIOUSLY ON AN INSTALMENT PAYMENT PLAN			PERCENTAGE OF RECONNECTIONS WITHIN 7 DAYS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	788	1 054	991	32%	30%	32%
Alinta Energy	310	111	116	70%	78%	47%
Australian Power & Gas	957	0	0	54%	0%	0%
Click Energy	0	0	5	0%	0%	36%
CovaU Pty Ltd	0	0	0	0%	0%	0%
EnergyAustralia	8	16	1 040	9%	10%	38%
Lumo Energy	260	117	464	52%	40%	58%
M2 Energy	0	3	0	0%	18%	0%
Momentum	0	0	34	0%	0%	49%
Origin Energy	630	411	364	25%	20%	21%
Red Energy	147	99	85	30%	44%	41%
Simply Energy	155	226	152	25%	25%	30%
<b>TOTAL</b>	<b>3 255</b>	<b>2 037</b>	<b>3 251</b>	<b>37%</b>	<b>28%</b>	<b>34%</b>

**TABLE 2.2.55 Reconnections, residential gas**

RETAILER	CUSTOMERS WITH MULTIPLE RECONNECTIONS WITHIN 24 MONTHS			PERCENTAGE OF RECONNECTIONS WITHIN 7 DAYS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	580	617	585	24%	17%	19%
Alinta Energy	6	5	11	1%	3%	4%
Australian Power & Gas	285	0	0	16%	0%	0%
Click Energy	0	0	0	0%	0%	0%
CovaU Pty Ltd	0	0	0	0%	0%	0%
EnergyAustralia	0	5	238	0%	3%	9%
Lumo Energy	78	44	125	16%	15%	16%
M2 Energy	0	0	0	0%	0%	0%
Momentum	0	0	1	0%	0%	6%
Origin Energy	437	494	350	17%	24%	20%
Red Energy	97	50	36	20%	22%	17%
Simply Energy	54	96	72	9%	11%	14%
<b>TOTAL</b>	<b>1 537</b>	<b>1 311</b>	<b>1 418</b>	<b>17%</b>	<b>18%</b>	<b>15%</b>

**TABLE 2.2.56 Reconnections, residential gas**

RETAILER	CONCESSION CARD HOLDERS			PERCENTAGE OF RECONNECTIONS WITHIN 7 DAYS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	964	1,653	1,397	40%	46%	45%
Alinta Energy	245	70	84	56%	49%	34%
Australian Power & Gas	551	0	0	31%	0%	0%
Click Energy	0	0	0	0%	0%	0%
CovaU Pty Ltd	0	0	0	0%	0%	0%
EnergyAustralia	13	64	746	14%	41%	27%
Lumo Energy	133	58	206	27%	20%	26%
M2 Energy	0	7	18	0%	41%	56%
Momentum	0	0	16	0%	0%	100%
Origin Energy	1 073	970	762	42%	46%	44%
Red Energy	162	94	101	33%	42%	49%
Simply Energy	196	298	155	31%	34%	31%
<b>TOTAL</b>	<b>3 337</b>	<b>3 214</b>	<b>3 485</b>	<b>38%</b>	<b>44%</b>	<b>37%</b>

## TABLE 2.2.57 Disconnections and reconnections, Small Business electricity

RETAILER	TOTAL DISCONNECTIONS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	1 256	1 261	1 145	3.03	3.12	2.99
AGL Sales (Qld)	0	0	0	0.00	0.00	0.00
Alinta Energy	0	3	19	0.00	0.25	0.78
Australian Power & Gas	0	0	0	0.00	0.00	0.00
Blue NRG	6	75	83	0.25	1.52	1.13
Click Energy	24	25	15	3.11	4.01	2.85
CovaU Pty Ltd	0	0	3	0.00	0.00	0.81
Diamond Energy	0	0	0	0.00	0.00	0.00
EnergyAustralia	369	58	576	0.82	0.14	1.44
ERM Business Energy	0	0	20	0.00	0.00	0.30
Globird	0	0	0	0.00	0.00	0.00
Go Energy	0	0	0	0.00	0.00	0.00
Lumo Energy	350	160	176	2.79	1.18	1.25
M2 Energy	0	0	0	0.00	0.00	0.00
Momentum	854	998	599	2.91	2.95	1.63
Neighbourhood Energy	0	0	0	0.00	0.00	0.00
Next Business	0	0	0	0.00	0.00	0.00
Online Power and Gas	0	0	8	0.00	0.00	0.36
Origin Energy	1 398	1 280	775	1.90	1.80	1.10
Pacific Hydro	0	0	0	0.00	0.00	0.00
People Energy	0	1	2	0.00	0.53	0.92
Powerdirect	312	204	196	1.95	1.42	1.51
Powershop	0	0	3	0.00	0.00	0.10
QEnergy	6	13	24	1.01	0.35	0.57
Red Energy	120	97	66	1.73	1.29	0.87
Simply Energy	602	731	609	5.29	4.32	2.73
Sumo Power	0	0	0	0.00	0.00	0.00
Sun Retail	0	0	0	0.00	0.00	0.00
<b>TOTAL</b>	<b>5 297</b>	<b>4 906</b>	<b>4 319</b>	<b>2.19</b>	<b>1.91</b>	<b>1.58</b>

## TABLE 2.2.58 Disconnections and reconnections, Small Business electricity

RETAILER	TOTAL DISCONNECTIONS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	437	526	547	1.05	1.30	1.43
AGL Sales (Qld)	0	0	0	0.00	0.00	0.00
Alinta Energy	0	1	2	0.00	0.08	0.08
Australian Power & Gas	0	0	0	0.00	0.00	0.00
Blue NRG	0	1	44	0.00	0.02	0.60
Click Energy	4	4	2	0.52	0.64	0.38
CovaU Pty Ltd	0	0	2	0.00	0.00	0.54
Diamond Energy	0	0	0	0.00	0.00	0.00
EnergyAustralia	13	12	189	0.03	0.03	0.47
ERM Business Energy	0	0	14	0.00	0.00	0.21
Globird	0	0	0	0.00	0.00	0.00
Go Energy	0	0	0	0.00	0.00	0.00
Lumo Energy	93	24	52	0.74	0.18	0.37
M2 Energy	0	0	0	0.00	0.00	0.00
Momentum	471	241	383	1.60	0.71	1.04
Neighbourhood Energy	0	0	0	0.00	0.00	0.00
Next Business	0	0	0	0.00	0.00	0.00
Online Power and Gas	0	1	0	0.00	33.33	0.00
Origin Energy	596	648	412	0.81	0.91	0.58
Pacific Hydro	0	0	0	0.00	0.00	0.00
People Energy	0	1	1	0.00	0.53	0.46
Powerdirect	170	99	85	1.06	0.69	0.65
Powershop	0	0	1	0.00	0.00	0.03
QEnergy	3	8	8	0.51	0.21	0.19
Red Energy	46	26	18	0.66	0.34	0.24
Simply Energy	289	457	362	2.54	2.70	1.62
Sumo Power	0	0	0	0.00	0.00	0.00
Sun Retail	0	0	0	0.00	0.00	0.00
<b>TOTAL</b>	<b>2 122</b>	<b>2 049</b>	<b>2 122</b>	<b>0.88</b>	<b>0.80</b>	<b>0.77</b>

**TABLE 2.2.59** Disconnections and reconnections,  
Small Business gas

RETAILER	TOTAL DISCONNECTIONS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	226	261	223	1.56	1.68	1.51
Alinta Energy	0	3	0	0.00	50.00	0.00
Click Energy	0	0	0	0.00	0.00	0.00
CovaU Pty Ltd	0	0	11	0.00	0.00	10.50
EnergyAustralia	7	15	104	0.05	0.12	0.90
Lumo Energy	54	36	64	3.24	1.79	2.83
Momentum	0	0	8	0.00	0.00	0.42
Origin Energy	256	208	135	1.64	1.17	0.73
Red Energy	23	8	13	0.78	0.27	0.41
Simply Energy	85	116	142	3.35	2.27	1.56
<b>TOTAL</b>	651	647	700	1.25	1.14	1.14

## TABLE 2.2.60 Disconnections and reconnections, Small Business gas

RETAILER	TOTAL RECONNECTIONS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	73	70	48	0.50	0.45	0.32
Alinta Energy	0	1	0	0.00	16.67	0.00
Click Energy	0	0	0	0.00	0.00	0.00
CovaU Pty Ltd	0	0	0	0.00	0.00	0.00
EnergyAustralia	3	3	49	0.02	0.02	0.42
Lumo Energy	11	2	16	0.66	0.10	0.71
Momentum	0	0	0	0.00	0.00	0.00
Origin Energy	96	64	60	0.61	0.36	0.32
Red Energy	11	3	1	0.37	0.10	0.03
Simply Energy	38	38	36	1.50	0.74	0.40
<b>TOTAL</b>	232	181	210	0.45	0.32	0.34

**TABLE 2.2.61** Wrongful disconnection payments

RETAILER	WDPS REPORTED			PER 100 DISCONNECTIONS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	116	69	34	0.76	0.34	0.20
Alinta Energy	53	23	30	2.73	3.00	1.45
Australian Power & Gas	130	0	0	1.82	0.00	0.00
Blue NRG	1	0	0	0.00	0.00	0.00
Click Energy	18	61	9	2.54	8.63	1.81
CovaU Pty Ltd	0	0	0	0.00	0.00	0.00
Diamond Energy	0	0	0	0.00	0.00	0.00
EnergyAustralia	265	133	117	14.52	11.54	1.11
Lumo Energy	33	390	63	0.71	7.63	1.31
M2 Energy	1	2	10	5.56	1.37	3.85
Momentum	24	29	13	0.25	4.14	1.27
Neighbourhood Energy	42	4	0	2.57	2.82	0.00
Next Business	0	0	0	0.00	0.00	0.00
Online Power and Gas	0	0	0	0.00	0.00	0.00
Origin Energy	266	213	214	1.76	1.42	2.22
Pacific Hydro	0	0	0	0.00	0.00	0.00
People Energy	0	2	2	0.00	0.77	0.90
Powerdirect	9	4	8	4.11	2.31	2.31
Powershop	0	0	1	0.00	0.00	1.49
Progressive Green Energy	0	0	0	0.00	0.00	0.00
QEnergy	1	2	3	12.50	33.33	0.50
Red Energy	25	10	9	0.76	0.48	0.46
Simply Energy	38	155	52	0.59	1.56	0.67
Stanwell Corporation	0	0	0	0.00	0.00	0.00
Sumo Power	0	0	0	0.00	0.00	0.00
Sun Retail	0	0	0	0.00	0.00	0.00
<b>TOTAL</b>	<b>1 022</b>	<b>1 097</b>	<b>565</b>	<b>1.75</b>	<b>1.93</b>	<b>1.00</b>



## TABLE 2.2.62 Compliance breaches by retailer 2015-16

REPORTED WDPS AND BREACHES								
RETAILER	TYPE 1			TYPE 2		TYPE 3		
	WDP CUST. AFFECTED	NON-WDP COUNT	NON-WDP CUST. AFFECTED	NON-WDP COUNT	NON-WDP CUST. AFFECTED	WDP CUST. AFFECTED	NON-WDP COUNT	NON-WDP CUST. AFFECTED
AGL Sales	34			3	43 793			
Alinta Energy	30	10	1 985					
Blue NRG				3	362			
Click Energy	9			3	777			
CovaU Pty Ltd		4	4					
EnergyAustralia	117	9	2 291	19	79 827		1	109
Globird							1	0
Lumo Energy	63	3	46	4	1 827			
M2 Energy	10			2	179		1	0
Momentum	13	1	1	7	224		1	278
OES				1	9		1	0
Origin Energy	188	2	118	2	2 872	26		
People Energy	2	1	1					
Powerdirect	8	3	2 102	1	286			
Powershop	1			1	1			
QEnergy	3							
Red Energy	9	1	1	2	204			
Simply Energy	52	10	296					
Sumo Power		2	302	3	170			
<b>TOTAL</b>	<b>539</b>	<b>46</b>	<b>7 147</b>	<b>51</b>	<b>130 531</b>	<b>26</b>	<b>5</b>	<b>387</b>

**TABLE 2.2.63** Compliance breaches by type

REPORTED WDPS AND BREACHES			
WDPs	2013-14	2014-15	2015-16
Type 1	1004	1069	539
Type 2	-	3	-
Type 3	18	25	26
Sub-total	1022	1097	565
OTHER BREACHES			
Type 1	143	20	46
Type 2	102	68	51
Type 3	12	15	5
Sub-total	257	103	102
<b>TOTAL</b>	<b>1279</b>	<b>1200</b>	<b>667</b>

## Call Centre Performance and Complaints

This section provides the data from 2015-16 on the volume of customer calls to retailers and the number of complaints, including specific types such as those related to billing and marketing. Retailers are required to report these figures to the Commission to provide indication of their relative call centre and customer service performance.

Where applicable this data is also expressed as a percentage, such as a rate per 100 customers, to assist in comparing 2015-16 with recent financial year periods.

## TABLE 2.2.64 Calls forwarded to operator and answered within 30 seconds – electricity and gas

CALLS TO ACCOUNT LINE						
RETAILER	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
AGL Sales	1 959 703	1 889 980	1 952 656	1 518 768	1 750 604	1 790 964
AGL Sales (Qld)	0	0	0	0	0	0
Alinta Energy	0	0	137 042	223 529	189 058	247 089
Australian Power & Gas	562 720	607 985	707 225	495 205	0	0
Blue NRG	0	0	481	3 197	5 285	15 649
Click Energy	23 061	33 480	101 647	239 303	210 971	254 195
CovaU Pty Ltd	0	0	0	0	0	0
Diamond Energy	100	2 005	7 796	14 434	18 487	23 780
EnergyAustralia	1 213 677	1 175 856	1 207 048	1 238 916	834 916	698 444
EnergyAustralia Yallourn	0	0	0	0	0	0
ERM Business Energy	0	0	0	30	2 284	1 614
Globird	0	0	0	0	0	0
Go Energy	0	0	0	0	3	0
Integral Energy	0	0	0	0	0	0
Jackgreen	0	0	0	0	0	0
Lumo Energy	787 155	718 196	667 727	483 526	403 666	365 062
M2 Energy	21 517	82 919	146 072	366 392	338 502	319 695
Macquarie Bank	0	0	0	0	0	0
Momentum	40 067	67 985	106 425	166 310	194 033	160 396
Neighbourhood Energy	117 158	205 739	147 443	55 209	24 036	0
Next Business	0	0	0	0	448	5 637
Online Power and Gas	0	0	0	0	3 667	25 099
Origin Energy	1 066 451	943 781	1 378 243	1 192 839	1 013 618	1 131 617
Pacific Hydro	0	0	0	2	227	546
People Energy	0	0	2 319	33 921	21 715	29 999
Powerdirect	47 350	63 439	103 215	118 698	104 351	91 415
Powershop	0	0	410	18 843	85 054	122 739
Progressive Green Energy	0	0	0	0	0	0
QEnergy	0	0	0	2 310	5 963	17 033
Red Energy	551 312	539 151	650 718	604 927	598 440	574 292
Simply Energy	366 564	256 192	330 877	421 843	430 394	428 670
Stanwell Corporation	0	0	0	0	0	0
Sumo Power	0	0	0	0	477	23 944
Sun Retail	0	0	0	0	0	0
<b>TOTAL</b>	<b>6 844 916</b>	<b>6 586 708</b>	<b>7 647 344</b>	<b>7 198 202</b>	<b>6 236 199</b>	<b>6 327 879</b>

## TABLE 2.2.65 Calls forwarded to operator and answered within 30 seconds – electricity and gas

RETAILER	CALLS TO ACCOUNT LINE FORWARDED TO AN OPERATOR			PERCENTAGE OF CALLS TO ACCOUNT LINE		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	962 882	1 226 191	1 345 500	63%	70%	75%
AGL Sales (Qld)	0	0	0	0%	0%	0%
Alinta Energy	214 812	182 034	239 362	96%	96%	97%
Australian Power & Gas	381 929	0	0	77%	0%	0%
Blue NRG	5 758	11 092	6 181	180%	210%	39%
Click Energy	228 175	205 023	211 471	95%	97%	83%
CovaU Pty Ltd	0	221	3 016	0%	0%	0%
Diamond Energy	14 434	18 487	23 780	100%	100%	100%
EnergyAustralia	1 050 363	756 439	592 915	85%	91%	85%
EnergyAustralia Yallourn	0	0	0	0%	0%	0%
ERM Business Energy	30	2 284	1 583	100%	100%	98%
Globird	0	0	9 540	0%	0%	0%
Go Energy	0	0	0	0%	0%	0%
Lumo Energy	452 896	395 483	358 961	94%	98%	98%
M2 Energy	226 124	336 337	306 660	62%	99%	96%
Macquarie Bank	0	0	0	0%	0%	0%
Momentum	157 230	187 839	157 654	95%	97%	98%
Neighbourhood Energy	53 336	22 920	0	97%	95%	0%
Next Business	0	418	5 637	0%	93%	100%
Online Power and Gas	0	251	18 995	0%	7%	76%
Origin Energy	1 135 427	929 215	1 030 903	95%	92%	91%
Pacific Hydro	2	202	701	100%	89%	128%
People Energy	25 630	20 668	30 894	76%	95%	103%
Powerdirect	114 173	102 933	91 415	96%	99%	100%
Powershop	18 467	82 204	115 609	98%	97%	94%
Progressive Green Energy	0	0	0	0%	0%	0%
QEnergy	2 310	5 963	16 791	100%	100%	99%
Red Energy	428 310	411 470	390 931	71%	69%	68%
Simply Energy	401 166	417 162	411 386	95%	97%	96%
Stanwell Corporation	0	0	0	0%	0%	0%
Sumo Power	0	477	8 305	0%	100%	35%
Sun Retail	0	0	0	0%	0%	0%
<b>TOTAL</b>	<b>5 873 454</b>	<b>5 315 313</b>	<b>5 378 190</b>	<b>82%</b>	<b>85%</b>	<b>85%</b>

## TABLE 2.2.66 Calls forwarded to operator and answered within 30 seconds – electricity and gas

RETAILER	CALLS FORWARDED TO AN OPERATOR ANSWERED WITHIN 30 SECONDS			PERCENTAGE OF CALLS TO OPERATOR		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	762 896	1043 574	1101 516	79%	85%	82%
AGL Sales (Qld)	0	0	0	0%	0%	0%
Alinta Energy	165 633	144 341	193 346	77%	79%	81%
Australian Power & Gas	262 153	0	0	69%	0%	0%
Blue NRG	5 758	6 681	15 649	100%	60%	253%
Click Energy	164 430	156 954	148 380	72%	77%	70%
CovaU Pty Ltd	0	203	2 738	0%	92%	91%
Diamond Energy	14 434	18 487	23 780	100%	100%	100%
EnergyAustralia	479 188	697 662	462 470	46%	92%	78%
EnergyAustralia Yallourn	0	0	0	0%	0%	0%
ERM Business Energy	27	2 186	1 553	90%	96%	98%
Globird	0	0	8 512	0%	0%	89%
Go Energy	0	0	0	0%	0%	0%
Lumo Energy	342 913	321 957	293 756	76%	81%	82%
M2 Energy	174 109	241 682	276 445	77%	72%	90%
Macquarie Bank	0	0	0	0%	0%	0%
Momentum	104 603	135 767	128 136	67%	72%	81%
Neighbourhood Energy	41 382	15 871	0	78%	69%	0%
Next Business	0	396	5 282	0%	95%	94%
Online Power and Gas	0	291	11 038	0%	116%	58%
Origin Energy	773 819	530 588	500 552	68%	57%	49%
Pacific Hydro	2	202	698	100%	100%	100%
People Energy	18 320	15 735	25 304	71%	76%	82%
Powerdirect	51 486	78 922	80 401	45%	77%	88%
Powershop	16 835	64 945	110 221	91%	79%	95%
Progressive Green Energy	0	0	0	0%	0%	0%
QEnergy	1 995	5 394	16 570	86%	90%	99%
Red Energy	358 378	309 027	290 833	84%	75%	74%
Simply Energy	303 726	336 100	309 049	76%	81%	75%
Stanwell Corporation	0	0	0	0%	0%	0%
Sumo Power	0	0	753	0%	0%	9%
Sun Retail	0	0	0	0%	0%	0%
<b>TOTAL</b>	<b>4 042 087</b>	<b>4 126 965</b>	<b>4 006 982</b>	<b>69%</b>	<b>78%</b>	<b>75%</b>

**TABLE 2.2.67 Complaints by retailer – electricity**

RETAILER	BILLING COMPLAINTS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	34 410	24 874	9 447	6.5	4.3	1.7
AGL Sales (Qld)	0	0	0	0.0	0.0	0.0
Alinta Energy	1 886	1 007	2 151	4.0	1.5	2.8
Australian Power & Gas	2 711	0	0	2.8	0.0	0.0
Blue NRG	18	88	29	0.7	1.8	0.4
Click Energy	371	519	229	1.4	2.0	0.8
CovaU Pty Ltd	0	0	65	0.0	0.0	12.2
Diamond Energy	13	14	18	0.5	0.4	0.4
EnergyAustralia	45 442	21 559	9 960	8.3	4.1	1.9
EnergyAustralia Yallourn	0	0	0	0.0	0.0	0.0
ERM Business Energy	2	40	37	0.8	1.2	0.6
Globird	0	0	5	0.0	0.0	0.3
Go Energy	0	0	0	0.0	0.0	0.0
Lumo Energy	7 608	6 007	3 980	3.8	2.9	2.0
M2 Energy	3 288	1 346	1 007	9.2	2.9	1.9
Macquarie Bank	0	0	0	0.0	0.0	0.0
Momentum	4 994	502	350	7.6	0.6	0.4
Neighbourhood Energy	520	144	0	1.6	1.3	0.0
Next Business	0	0	6	0.0	0.0	0.5
Online Power and Gas	0	2	57	0.0	5.9	0.9
Origin Energy	18 126	48 970	83 777	3.1	8.7	15.1
Pacific Hydro	0	0	1	0.0	0.0	0.1
People Energy	460	219	74	8.5	4.2	1.0
Powerdirect	11 313	7 178	3 327	22.1	14.2	6.9
Powershop	9	38	29	0.2	0.1	0.1
Progressive Green Energy	0	0	0	0.0	0.0	0.0
QEnergy	64	47	50	4.7	1.0	1.0
Red Energy	5 514	4 363	1 929	2.8	2.0	0.9
Simply Energy	2 975	4 504	6 489	1.9	2.2	2.9
Stanwell Corporation	0	0	0	0.0	0.0	0.0
Sumo Power	0	0	9	0.0	0.0	0.2
Sun Retail	0	0	0	0.0	0.0	0.0
<b>TOTAL</b>	<b>139 724</b>	<b>121 421</b>	<b>123 026</b>	<b>5.39</b>	<b>4.61</b>	<b>4.57</b>

**TABLE 2.2.68 Complaints by retailer – electricity**

RETAILER	TRANSFER COMPLAINTS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	8 402	5 433	4 025	1.6	0.9	0.7
AGL Sales (Qld)	0	0	0	0.0	0.0	0.0
Alinta Energy	433	200	374	0.9	0.3	0.5
Australian Power & Gas	456	0	0	0.5	0.0	0.0
Blue NRG	5	0	0	0.2	0.0	0.0
Click Energy	24	79	24	0.1	0.3	0.1
CovaU Pty Ltd	0	2	19	0.0	4.3	3.6
Diamond Energy	4	6	6	0.2	0.2	0.1
EnergyAustralia	2 800	1 336	809	0.5	0.3	0.2
EnergyAustralia Yallourn	0	0	0	0.0	0.0	0.0
ERM Business Energy	3	41	36	1.2	1.3	0.5
Globird	0	0	4	0.0	0.0	0.3
Go Energy	0	0	0	0.0	0.0	0.0
Lumo Energy	383	350	442	0.2	0.2	0.2
M2 Energy	251	137	116	0.7	0.3	0.2
Macquarie Bank	0	0	0	0.0	0.0	0.0
Momentum	711	62	42	1.1	0.1	0.0
Neighbourhood Energy	27	6	0	0.1	0.1	0.0
Next Business	0	0	1	0.0	0.0	0.1
Online Power and Gas	0	12	22	0.0	35.6	0.4
Origin Energy	371	10 229	9 312	0.1	1.8	1.7
Pacific Hydro	0	0	0	0.0	0.0	0.0
People Energy	170	15	38	3.1	0.3	0.5
Powerdirect	1 261	1 227	265	2.5	2.4	0.6
Powershop	6	24	4	0.1	0.1	0.0
Progressive Green Energy	0	0	0	0.0	0.0	0.0
QEnergy	26	20	27	1.9	0.4	0.5
Red Energy	397	178	97	0.2	0.1	0.0
Simply Energy	816	315	615	0.5	0.2	0.3
Stanwell Corporation	0	0	0	0.0	0.0	0.0
Sumo Power	0	1	22	0.0	2.2	0.5
Sun Retail	0	0	0	0.0	0.0	0.0
<b>TOTAL</b>	<b>16 546</b>	<b>19 673</b>	<b>16 300</b>	<b>0.64</b>	<b>0.75</b>	<b>0.61</b>



**TABLE 2.2.69 Complaints by retailer – electricity**

RETAILER	MARKETING COMPLAINTS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	2 410	3 676	3 750	0.5	0.6	0.7
AGL Sales (Qld)	0	0	0	0.0	0.0	0.0
Alinta Energy	579	405	592	1.2	0.6	0.8
Australian Power & Gas	196	0	0	0.2	0.0	0.0
Blue NRG	16	3	6	0.7	0.1	0.1
Click Energy	52	25	7	0.2	0.1	0.0
CovaU Pty Ltd	0	1	10	0.0	2.1	1.9
Diamond Energy	1	1	0	0.0	0.0	0.0
EnergyAustralia	1 160	713	697	0.2	0.1	0.1
EnergyAustralia Yallourn	0	0	0	0.0	0.0	0.0
ERM Business Energy	0	7	8	0.0	0.2	0.1
Globird	0	0	52	0.0	0.0	3.4
Go Energy	0	0	0	0.0	0.0	0.0
Lumo Energy	796	645	436	0.4	0.3	0.2
M2 Energy	46	43	32	0.1	0.1	0.1
Macquarie Bank	0	0	0	0.0	0.0	0.0
Momentum	7	9	42	0.0	0.0	0.0
Neighbourhood Energy	1	0	0	0.0	0.0	0.0
Next Business	0	0	2	0.0	0.0	0.2
Online Power and Gas	0	35	161	0.0	104.0	2.6
Origin Energy	87	5 529	9 392	0.0	1.0	1.7
Pacific Hydro	0	0	0	0.0	0.0	0.0
People Energy	514	66	101	9.5	1.3	1.4
Powerdirect	994	181	23	1.9	0.4	0.0
Powershop	3	6	12	0.1	0.0	0.0
Progressive Green Energy	0	0	0	0.0	0.0	0.0
QEnergy	2	0	1	0.1	0.0	0.0
Red Energy	1 226	920	701	0.6	0.4	0.3
Simply Energy	3 120	1 595	1 442	2.0	0.8	0.6
Stanwell Corporation	0	0	0	0.0	0.0	0.0
Sumo Power	0	0	34	0.0	0.0	0.8
Sun Retail	0	0	0	0.0	0.0	0.0
<b>TOTAL</b>	<b>11 210</b>	<b>13 860</b>	<b>17 501</b>	<b>0.43</b>	<b>0.53</b>	<b>0.65</b>

**TABLE 2.2.70 Complaints by retailer – electricity**

RETAILER	OTHER COMPLAINTS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	19 578	16 141	5 984	3.7	2.8	1.0
AGL Sales (Qld)	0	0	0	0.0	0.0	0.0
Alinta Energy	886	246	932	1.9	0.4	1.2
Australian Power & Gas	163	0	0	0.2	0.0	0.0
Blue NRG	23	35	44	0.9	0.7	0.6
Click Energy	86	206	115	0.3	0.8	0.4
CovaU Pty Ltd	0	0	8	0.0	0.0	1.5
Diamond Energy	1	6	11	0.0	0.2	0.3
EnergyAustralia	11 450	6 718	2 207	2.1	1.3	0.4
EnergyAustralia Yallourn	0	0	0	0.0	0.0	0.0
ERM Business Energy	0	3	7	0.0	0.1	0.1
Globird	0	0	3	0.0	0.0	0.2
Go Energy	0	0	0	0.0	0.0	0.0
Lumo Energy	6 453	4 902	3 261	3.2	2.3	1.6
M2 Energy	590	332	302	1.7	0.7	0.6
Macquarie Bank	0	0	0	0.0	0.0	0.0
Momentum	731	405	246	1.1	0.5	0.3
Neighbourhood Energy	125	41	0	0.4	0.4	0.0
Next Business	0	0	0	0.0	0.0	0.0
Online Power and Gas	0	0	49	0.0	0.0	0.8
Origin Energy	26 830	45 447	73 625	4.6	8.1	13.3
Pacific Hydro	0	0	0	0.0	0.0	0.0
People Energy	144	15	34	2.7	0.3	0.5
Powerdirect	4 508	3 809	721	8.8	7.5	1.5
Powershop	11	35	9	0.3	0.1	0.0
Progressive Green Energy	0	0	0	0.0	0.0	0.0
QEnergy	11	20	24	0.8	0.4	0.5
Red Energy	2 352	2 742	1 682	1.2	1.2	0.7
Simply Energy	2 047	3 141	2 545	1.3	1.5	1.1
Stanwell Corporation	0	0	0	0.0	0.0	0.0
Sumo Power	0	0	1	0.0	0.0	0.0
Sun Retail	0	0	0	0.0	0.0	0.0
<b>TOTAL</b>	<b>75 989</b>	<b>84 244</b>	<b>91 810</b>	<b>2.93</b>	<b>3.20</b>	<b>3.41</b>

**TABLE 2.2.71 Complaints by retailer – electricity**

RETAILER	TOTAL COMPLAINTS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	64 800	50 124	23 206	12.2	8.7	4.1
AGL Sales (Qld)	0	0	0	0.0	0.0	0.0
Alinta Energy	3 784	1 858	4 049	7.9	2.8	5.3
Australian Power & Gas	3526	0	0	3.6	0.0	0.0
Blue NRG	62	126	79	2.5	2.5	1.1
Click Energy	533	829	375	2.0	3.2	1.2
CovaU Pty Ltd	0	3	102	0.0	6.4	19.2
Diamond Energy	19	27	35	0.8	0.8	0.8
EnergyAustralia	60 852	30 326	13 673	11.1	5.8	2.6
EnergyAustralia Yallourn	0	0	0	0.0	0.0	0.0
ERM Business Energy	5	91	88	2.0	2.8	1.3
Globird	0	0	64	0.0	0.0	4.1
Go Energy	0	0	0	0.0	0.0	0.0
Lumo Energy	15 240	11 904	8 119	7.6	5.7	4.0
M2 Energy	4 175	1 858	1 457	11.7	4.0	2.8
Macquarie Bank	0	0	0	0.0	0.0	0.0
Momentum	6 443	978	680	9.9	1.2	0.7
Neighbourhood Energy	673	191	0	2.1	1.7	0.0
Next Business	0	0	9	0.0	0.0	0.8
Online Power and Gas	0	49	289	0.0	145.5	4.7
Origin Energy	45 414	110 175	176 106	7.8	19.5	31.7
Pacific Hydro	0	0	1	0.0	0.0	0.1
People Energy	1 288	315	247	23.8	6.0	3.4
Powerdirect	18 076	12 395	4 336	35.3	24.5	9.1
Powershop	29	103	54	0.7	0.4	0.1
Progressive Green Energy	0	0	0	0.0	0.0	0.0
QEnergy	103	87	102	7.5	1.8	2.0
Red Energy	9 489	8 203	4 409	4.7	3.7	2.0
Simply Energy	8 958	9 555	11 091	5.7	4.7	4.9
Stanwell Corporation	0	0	0	0.0	0.0	0.0
Sumo Power	0	1	66	0.0	2.2	1.6
Sun Retail	0	0	0	0.0	0.0	0.0
<b>TOTAL</b>	<b>243 469</b>	<b>239 198</b>	<b>248 637</b>	<b>9.40</b>	<b>9.07</b>	<b>9.24</b>

**TABLE 2.2.72 Complaints by retailer – gas**

RETAILER	BILLING COMPLAINTS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	14 615	16 697	7 087	3.0	3.1	1.3
Alinta Energy	736	265	511	2.4	0.7	1.2
Australian Power & Gas	1 410	0	0	1.6	0.0	0.0
Click Energy	0	0	66	0.0	0.0	0.5
CovaU Pty Ltd	0	0	15	0.0	0.0	10.2
EnergyAustralia	17 439	8 537	4 617	3.8	2.0	1.1
ERM Business Energy	0	0	0	0.0	0.0	0.0
Lumo Energy	1 363	399	1 374	0.9	0.3	0.9
M2 Energy	1 317	719	624	7.1	2.2	1.6
Momentum	0	11	52	0.0	0.4	0.2
Origin Energy	5 509	11 623	27 832	1.3	2.9	7.0
Red Energy	1 373	1 250	1 007	1.1	0.9	0.7
Simply Energy	2 280	2 812	4 700	2.0	1.9	2.8
<b>TOTAL</b>	<b>46 042</b>	<b>42 313</b>	<b>47 885</b>	<b>2.21</b>	<b>2.02</b>	<b>2.27</b>

**TABLE 2.2.73 Complaints by retailer – gas**

RETAILER	TRANSFER COMPLAINTS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	4 926	3 850	3 159	1.0	0.7	0.6
Alinta Energy	174	73	77	0.6	0.2	0.2
Australian Power & Gas	324	0	0	0.4	0.0	0.0
Click Energy	0	8	7	0.0	0.3	0.1
CovaU Pty Ltd	0	0	13	0.0	0.0	8.8
EnergyAustralia	1 585	911	602	0.3	0.2	0.1
ERM Business Energy	0	0	0	0.0	0.0	0.0
Lumo Energy	239	93	222	0.2	0.1	0.1
M2 Energy	209	102	80	1.1	0.3	0.2
Momentum	0	0	25	0.0	0.0	0.1
Origin Energy	208	2 411	2 284	0.0	0.6	0.6
Red Energy	163	103	56	0.1	0.1	0.0
Simply Energy	653	153	480	0.6	0.1	0.3
<b>TOTAL</b>	<b>8 481</b>	<b>7 704</b>	<b>7 005</b>	<b>0.41</b>	<b>0.37</b>	<b>0.33</b>

**TABLE 2.2.74 Complaints by retailer – gas**

RETAILER	MARKETING COMPLAINTS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	1 214	2 367	2 887	0.2	0.4	0.5
Alinta Energy	235	16	8	0.8	0.0	0.0
Australian Power & Gas	77	0	0	0.1	0.0	0.0
Click Energy	0	2	9	0.0	0.1	0.1
CovaU Pty Ltd	0	0	2	0.0	0.0	1.4
EnergyAustralia	525	268	295	0.1	0.1	0.1
ERM Business Energy	0	0	0	0.0	0.0	0.0
Lumo Energy	119	40	82	0.1	0.0	0.1
M2 Energy	31	32	7	0.2	0.1	0.0
Momentum	0	0	12	0.0	0.0	0.1
Origin Energy	27	969	1 891	0.0	0.2	0.5
Red Energy	152	124	104	0.1	0.1	0.1
Simply Energy	2 589	1 210	1 156	2.3	0.8	0.7
<b>TOTAL</b>	<b>4 969</b>	<b>5 028</b>	<b>6 453</b>	<b>0.24</b>	<b>0.24</b>	<b>0.31</b>

**TABLE 2.2.75 Complaints by retailer – gas**

RETAILER	OTHER COMPLAINTS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	10 437	12 360	5 455	2.1	2.3	1.0
Alinta Energy	319	45	122	1.1	0.1	0.3
Australian Power & Gas	79	0	0	0.1	0.0	0.0
Click Energy	0	0	30	0.0	0.0	0.2
CovaU Pty Ltd	0	0	7	0.0	0.0	4.7
EnergyAustralia	5 728	3 610	1 289	1.3	0.8	0.3
ERM Business Energy	0	0	0	0.0	0.0	0.0
Lumo Energy	869	365	796	0.6	0.2	0.5
M2 Energy	315	215	151	1.7	0.7	0.4
Momentum	0	0	82	0.0	0.0	0.4
Origin Energy	6 526	11 749	21 736	1.6	2.9	5.5
Red Energy	619	687	608	0.5	0.5	0.4
Simply Energy	1 666	2 885	1 417	1.5	1.9	0.8
<b>TOTAL</b>	<b>26 558</b>	<b>31 916</b>	<b>31 693</b>	<b>1.27</b>	<b>1.53</b>	<b>1.50</b>

**TABLE 2.2.76 Complaints by retailer – gas**

RETAILER	TOTAL COMPLAINTS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	31 192	35 274	18 588	6.3	6.4	3.5
Alinta Energy	1 464	399	718	4.8	1.1	1.7
Australian Power & Gas	1 890	0	0	2.1	0.0	0.0
Click Energy	0	10	112	0.0	0.4	0.9
CovaU Pty Ltd	0	0	37	0.0	0.0	25.1
EnergyAustralia	25 277	13 326	6 803	5.6	3.0	1.6
ERM Business Energy	0	0	0	0.0	0.0	0.0
Lumo Energy	2 590	897	2 474	1.7	0.6	1.6
M2 Energy	1 872	1 068	862	10.1	3.3	2.2
Momentum	0	11	171	0.0	0.4	0.8
Origin Energy	12 270	26 752	53 743	2.9	6.7	13.5
Red Energy	2 307	2 164	1 775	1.9	1.6	1.2
Simply Energy	7 188	7 060	7 753	6.3	4.7	4.6
<b>TOTAL</b>	<b>86 050</b>	<b>86 961</b>	<b>93 036</b>	<b>4.13</b>	<b>4.16</b>	<b>4.41</b>



## TABLE 2.2.77 Complaints progressed to investigation by EWOV

RETAILER	ELECTRICITY			GAS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	1 134	1 302	872	381	570	517
Alinta Energy	97	83	79	45	25	42
Australian Power & Gas	981	24	–	571	13	–
Blue NRG	0	1	2	–	–	–
Click Energy	182	81	30	–	0	8
Commander Power	–	0	2	–	–	–
CovaU Pty Ltd	–	0	2	–	0	0
Diamond Energy	0	0	1	–	–	–
EnergyAustralia	2 200	1 205	753	685	390	330
ERM Business Energy	0	0	0	–	–	–
Globird	–	–	0	–	–	–
Go Energy	0	0	0	–	–	–
Lumo Energy	248	232	207	106	105	159
Macquarie Bank	–	0	0	–	–	–
M2 Energy	34	34	27	7	12	11
Momentum	132	145	95	0	0	10
Neighbourhood Energy	127	19	1	–	–	–
Next Business	–	0	0	–	–	–
Online Power and Gas	–	0	6	–	–	–
Origin Energy	1 112	1 083	658	425	520	393
Pacific Hydro	–	0	0	–	–	–
People Energy	6	22	16	–	–	–
Powerdirect	252	190	179	–	–	–
Powershop	0	1	4	–	–	–
QEnergy	1	10	7	–	–	–
Red Energy	127	108	104	44	44	51
Simply Energy	268	301	286	106	138	166
Stanwell Corporation	–	0	0	–	–	–
Sumo Power	–	0	0	–	–	–
Sun Retail	0	0	0	–	–	–
Other	–	–	–	12	–	–
<b>TOTAL</b>	<b>6 901</b>	<b>4 841</b>	<b>3 331</b>	<b>2 382</b>	<b>1 817</b>	<b>1 687</b>