



VICTORIAN ENERGY MARKET REPORT **2015-16**

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THE PURPOSE OF THIS REPORT

This is our first annual Victorian Energy Market Report. It is designed to provide information about what is happening in the electricity and gas markets in Victoria. It is written from the customer's point of view. The report aims to:

- Promote effective competition in the energy market to achieve the best outcomes for energy consumers
- Provide gas and electricity customers with information that may help them to actively seek better deals from retailers
- Explain the consumer protection rules that apply in Victoria, particularly for people who find it difficult to pay their energy bills
- Report on the retailers' and distributors' performance in observing the regulations that govern them and any enforcement actions taken against them.

The Essential Services Commission (the Commission) is responsible for licensing all businesses involved in the supply of electricity and gas in Victoria. We also regulate the retail sale of energy and the consumer service standards for energy distribution. However, we have no role in determining energy prices. Prices are set in the market through competition between energy retailers. Competition, if effective, will deliver the level of service customers want and the lowest possible prices.

This report provides information and insights into how the energy market is operating in Victoria. It is based on the best information available to us for 2015-16, including data supplied by energy companies.

We aim to improve this report and its insights year by year. We will progressively fill gaps in information needed to present a clearer picture of how well the energy market in Victoria is working for consumers. The report will also evolve as we modernise our regulation in light of changes in technologies and business models.

The report meets our reporting obligations under Sections 54V and 54W of the *Essential Services Commission Act 2001*, Section 39A of the *Electricity Industry Act 2000* and Section 47 of the *Gas Industry Act 2001*.

HOW THE REPORT IS STRUCTURED

The report has two parts.

Part 1 is an overview of the energy market from a customer's point of view.

It describes the customer experience of how the electricity and gas markets work and the consumer protections available to them. It is structured as a series of questions customers might ask about how to participate in the market, and is interspersed with summaries of retailer price, compliance and performance results for 2015-16.

Part 2 sets out detailed price, compliance and performance results for the Victorian energy market for 2015-16.

It includes profiles of each energy retailer in Victoria and provides data on their individual compliance and performance. It also sets out reported compliance, performance and retail price data for electricity and gas markets as a whole.



**CHAIRPERSON'S
OVERVIEW**

Chairperson's Overview

The energy market affects the lives of every Victorian household. Likewise, no business, school or community organisation in the state could operate without energy. Since the early 2000s, energy has been provided to Victorians via an increasingly contested market where customers find suppliers and suppliers are generally free to tailor their services and their prices without fetter by regulators. Over the past 15 years, Victorians have become increasingly familiar with the notion of market-based energy supply. As this report shows, only 10 per cent of Victorian households remain on contracts that were not acquired via the market.

While more Victorians are turning to the market to purchase their electricity and gas, it is also true that the market on which they rely is becoming more complicated. A typical household in Victoria will be faced with 10 or 20 different market offers from which to choose. Offers vary in duration, price, tariff structure, discounts and terms and conditions. Whereas discounts were once offered to customers unconditionally, retailers now attach conditions to those discounts (or colloquially, discounts now come with 'strings attached'). If those conditions are met, customers can receive larger discounts than at any time in the history of the local energy market. However, if they breach those conditions, their bills can be substantially higher than they may have expected.

Until recently, standard contracts (which are the default contracts all retailers must publish) were thought by regulators to provide an upper limit to pricing. In return for these higher priced standard contracts, customers benefited from additional protections preserved under regulation. As we show in this report, there are now market contracts that exceed the price of standard contracts when conditions are breached — most notably, when the customer fails to pay on time.

The market continues to evolve. Retailers' pricing strategies continue to become more sophisticated and standard contracts are becoming less relevant as benchmarks against which the benefit of a discount can be judged. Customers need to be more wary than ever when reading the 'fine print' in their energy contract. They must form realistic expectations about how well they are likely to meet the enclosed conditions or risk paying substantially higher prices than they may have otherwise expected (up to 35 per cent in some instances).

It is worth noting that although the market has become an increasingly more complicated place for customers to navigate, the underlying service — whether electricity or gas — has remained largely unchanged for most customers. The electrical current and gas molecules delivered to customers today are no different from those that were delivered 10 or 15 years ago; nevertheless, customers need to be much more diligent than at any time in the past 10 to 15 years before entering into a contract.

As well as investigating different contract types, this report also looks at the overall shifts in the price of energy in Victoria over the past year. In 2015-16, the wholesale spot prices of electricity and gas increased by around 50 and 60 per cent, respectively. The wholesale price actually paid by retailers for their energy may be lower than the spot price due to hedging arrangements. Because the wholesale price of energy only comprises one component of the overall customer bill (say, around 25-30 per cent), the impact of these price changes on customers will be significantly less. Indeed, in 2015-16 the average cost of new electricity contracts remained unchanged from the year before — *provided* customers were in a position to accept and meet all the conditions required for their discounts.

Fully discounted gas bills increased by about four per cent over the previous year. It's worth noting that customers who avoid conditionally discounted market contracts altogether would have seen the price of electricity and gas contracts increase by seven and nine per cent, respectively.

In addition to looking at contract prices in retailers' offers, this report also examines customer service levels. For example, around 340,000 complaints were made by gas and electricity customers to their retailer in 2015-16. This was broadly unchanged from the previous year. By way of comparison, Victoria's water businesses, who serve a near-identical group of customers, received about 13,000 complaints state-wide in 2015-16. There is a similarly large disparity in the number of calls received by the Energy and Water Ombudsman Victoria (EWOV). The complicated choices customers are required to make before entering an energy market contract may contribute to the significantly higher rate of energy customer complaints. That is, the higher rate of complaints may be related to customers misinterpreting, misunderstanding or failing to heed the terms of their electricity and gas contracts. Billing-related concerns are certainly a major source of customer complaints to EWOV.

In Victoria, there are important protections in place for customers who may be experiencing difficulty paying their bills. These protections include the provision of: payment plans, hardship policies, assistance with managing energy use, and facilitating access to government and non-government support services. In 2015-16, the average number of electricity customers on payment plans each month rose by 12 per cent to almost 90,000. The average number of gas customers on payments plans each month rose by 16 per cent to about 68,000. Only one in four of these customers were in hardship programs, suggesting that payment difficulty extends well beyond the customers who retailers classify as being in financial hardship.

This report shows that the number of customers who were in a hardship program at some time during the year continued to increase in 2015-16. Almost 70,000 customers participated in retailers' hardship programs during the year. This is a 30 per cent increase year-on-year. All things being equal, this suggests that retailers are making their hardship programs more readily available to customers who are in need.

To assess the efficacy of these programs as well as the retailers' use of these programs, the Commission collects data on the debt status of affected customers. This year the average debt on entry to hardship programs fell by five per cent to \$926. However, the average debt of customers in hardship programs increased by 21 per cent to \$1,422 in 2015-16.

These findings are important because they suggest that while customers are being offered assistance earlier than in the past, the available assistance is not supporting many customers from getting further into debt to their energy retailer. This finding is consistent with findings highlighted in the Commission's recent inquiry into Victoria's hardship assistance framework — namely, hardship programs are available but for many customers they often come too late and they are not effective in limiting further debt and avoiding the risk of disconnection.

In 2015-16, a total of 61,529 customers (residential and small business) were disconnected from their energy supply (electricity or gas) for non-payment. The total number of customers disconnected from their gas supply increased by about 2,000 but this was offset by the reduction in total number of customers disconnected from their electricity supply to give a net reduction of about half a per cent in total disconnections. The total number of residential customers

disconnected for non-payment remained largely unchanged in the past year at almost 57,000.

Of all these disconnections, 565 were found to have been wrongful. In other words, the retailer failed to meet all its regulatory obligations before disconnecting the customer. This is a marked reduction (of almost 50 per cent) in the number of wrongful disconnections over the previous two years. This may be explained, at least in part, by the increase from 1 January 2016 in the statutory amount a retailer must pay a customer for wrongful disconnection from \$250 to \$500 per day.

Retailers only self-identified one in four wrongful disconnections with the remainder largely being identified by EWOV. It is also worth noting that a retailer may choose to offer to make a payment to a customer (equivalent to a wrongful disconnection payment) during an EWOV investigation without admitting the disconnection was wrongful. In 2015-16, there were 316 such payments without an admission of liability (down from 393 the year before). There was also a marked increase in the number of wrongful disconnection cases EWOV referred to the Commission after it was unable to reach resolution with the energy retailer. The Commission received 30 referred cases compared to 12 the year before. The Commission ruled on 27 cases in 2015-16, of which 3 were ruled in favour of the retailer and 24 cases were ruled in favour of the customer.

The Commission welcomes the overall reduction in the number of wrongful disconnections. We remain concerned, however, about rising levels of debt among customers who are in hardship programs and the lack of consistent and effective outcomes for customers in payment difficulty. As shown in the detailed analysis in Part 2 of this report, results vary significantly between retailers; and as shown in the Commission's recent hardship inquiry, the outcomes for otherwise similar customers can vary enormously. Ensuring customers receive timely and effective assistance in times of payment difficulty is the objective of the Payment Difficulty Framework currently being developed by the Commission.

THIS REPORT

This is the first comprehensive Victorian Energy Market Report that we have prepared. It brings together the Commission's previous annual pricing, retailer performance, and compliance reports. Doing so provides a more comprehensive picture of the Victorian energy market. As already noted, the market is complicated and becoming more complicated. This Victorian Energy Market Report has been produced to help readers better understand what is happening 'out there'.

Part 1 of the report is written from the perspective of a customer. Using a series of questions that a customer might ask, it describes how customers experience electricity and gas markets and provides information about the protections available to them. Part 2 includes profiles for each energy retailer in Victoria describing its compliance and performance in 2015-16. Each profile also includes a diagram that shows the competitiveness of each retailer's overall pricing strategy relative to the rest of the market. Part 2 also includes detailed tables of results for each retailer.

Being the first report of its kind, we will continue to explore opportunities to refine and expand the analysis it offers. For example, better pricing data will help shed light on customers' experiences in an energy market that is becoming more complex. We would welcome feedback on the Victorian Energy Market Report and suggestions for how it might be enhanced in future years.

Dr Ron Ben-David
Chairperson



PART 1

The Customer Experience

PART 1: The Customer Experience

WHO CAN SELL ME GAS AND ELECTRICITY?

In Victoria, you can choose from a number of licensed energy retailers to buy your gas and electricity. Depending on where you live in Victoria, you can expect to have up to 20 electricity retailers and 10 gas retailers competing to sell you energy.

In Victoria you have been able to choose your electricity and gas retailer since 2002. Before then, your energy came from an energy company assigned to the area in which you lived. Prices were regulated until 2009. Now, the price you pay for your energy is set by retailers. New retailers can enter the market if they are granted a licence by the Commission.

Every energy customer has a contract with a retailer. But many retailers don't generate the electricity or produce the gas that their customers actually use. They don't deliver electricity or gas to customers' homes, businesses or other premises either.

VICTORIAN ENERGY LICENCES GRANTED IN 2015-16.

During 2015-16 three new licences were granted:

- An electricity generation licence was granted to Coonooer Bridge Wind Farm Pty Ltd
- An electricity transmission licence was granted to Transmission Operations Australia 2 Pty Ltd
- A retail licence to supply and sell electricity was granted to 1st Energy Pty Ltd.

THE VICTORIAN ENERGY LICENSING SYSTEM

In Victoria all businesses involved in the supply of energy are required to hold a licence unless they are exempt by law from having to do so.

Businesses operating power stations and high voltage transmission lines, and those that deliver gas and electricity through pipes and wires, operate under licence. Businesses that sell you energy – energy retailers - are also required to hold a licence.

We grant licences to businesses that can demonstrate that they are financially viable, technically capable and are 'fit and proper' to hold a licence.

Licences are granted on a range of conditions, which include obligations to comply with codes and guidelines we publish.

SO HOW DOES THE MARKET ACTUALLY WORK?

Retailers buy energy in wholesale markets. They also make arrangements with distribution companies that deliver the energy – electricity through poles and wires, and gas through pipelines. The distribution companies also measure the amount of energy each customer uses and pass that information on to the retailers. The retailers use this information to issue your bill.

The price your retailer charges you covers the wholesale cost of energy, the cost of delivering it to you, and the cost of government policy obligations to buy a proportion of renewable energy and energy efficiency services. The price also covers the retailers' cost of billing and customer service and their profit margin.

When retailers set their prices, they have to estimate how much they expect to pay for wholesale energy and its delivery to their customers - distribution. The price that distribution businesses can charge for delivering your energy is determined by the Australian Energy Regulator.

TOTAL NUMBER OF ENERGY RETAILERS IN VICTORIA – 2015-16

In 2015-16, 29 different retailers sold electricity to 2.7 million Victorian residential and small business customers.

If you were one of the 1.9 million Victorian residential and small business gas customers you were supplied by one of the 11 gas retailers operating under licence in Victoria.

Not all retailers sell in all areas of Victoria.

WHOLESALE ENERGY PRICES IN 2015-16

The price of wholesale electricity is determined every half an hour on what is called the spot market. Spot market prices can fluctuate significantly across a day, a week or a month.

In 2015-16, the average annual spot market price went up by 50 per cent to \$46 per MWh, with a monthly average price of between \$34 to \$92 per MWh. The highest price of wholesale electricity in Victoria during the year was \$411 per MWh.

Across the year, wholesale gas prices in Victoria averaged \$5 per GJ, an increase of 64 per cent, with a quarterly average price of between \$3.94 and \$6.87 per GJ.



THE COST OF DELIVERING THE ENERGY YOU USED

The amount that you pay to have the energy you use delivered to you is set by the Australian Energy Regulator.

In 2015-16, electricity distribution charges changed significantly. How much they change depended on where you live. Charges went up in some areas by up to 5 per cent, and down in other areas by as much as 12 per cent.

ANNUAL ELECTRICITY DISTRIBUTION CHARGES (Residential Flat tariff 4000kWh annual consumption)

	2015 (\$)	2016 (\$)	change
Citipower	334	348	4%
Jemena	399	398	0%
United Energy	374	359	-4%
Powercor	491	433	-12%
Ausnet Services	477	500	5%

Gas distribution charges in Victoria increased by between 3.5 per cent and 4.3 per cent in 2015-16.

The maps on pages 44 and 45 will enable you to see which electricity and gas distribution area you are in.

HOW DO I CHOOSE AN ENERGY RETAILER?

If you have not changed your energy retailer before, you are likely to have what is called a **standard contract**. We determine the terms and conditions of standard contracts which are set out in the Energy Retail Code (the code).

If you have a standard contract:

- it will be on-going
- it will not include discounts for paying on time or setting up automatic payments
- you can receive quarterly paper bills
- you will have a choice of payment method.

If you have changed retailer in the past you will have what is called a **market contract** with your retailer. Although we determine some minimum standards for market contracts, most of the terms and conditions of these contracts are set by the retailer.

You will typically pay less for your energy use if you are on a market contract than if you are on a standard contract - provided you meet the terms and conditions of the contract.

If you choose a market contract, the amount you pay will typically vary according to:

- the length of the contract
- whether there are conditional discounts for paying on-time or using a particular payment method
- the duration of the period of any discount
- whether you want to receive paper bills or choose e-billing
- how often you want to be sent a bill
- your method of payment.

Retailers are required to publish any market offer that is 'generally available' to any customer on the Victorian Government on-line comparison website *Victorian Energy Compare*.

WHAT PRODUCTS CAN I CHOOSE?

There are three broad types of energy product in the market.

SET PRICE

Some retailers offer products that do not include discounts for paying on-time or require you to set up automatic payments. These products typically include paper bills, although some retailers may charge you extra for this service.

CONDITIONAL DISCOUNTS

All retailers offer products that reward you for paying on-time and may also reduce the price if you set up automatic payment from your bank account. However, the price you will actually pay for your energy will depend on whether you meet the conditions required to receive the discounts.

ON-LINE

Some retailers offer fully on-line products that do not involve any paper based contracts, bills or notices. On-line products may also include discounts, including for buying the energy you need in advance.

Most retailers offer either only gas or electricity, although 11 offer both. The number of offers you can choose from will depend on what type of energy product you want, and where you live. Not all retailers offer all product types. Not all retailers sell energy in all areas of Victoria.

AVERAGE NUMBER OF GENERALLY AVAILABLE MARKET OFFERS FOR EACH PRODUCT TYPE

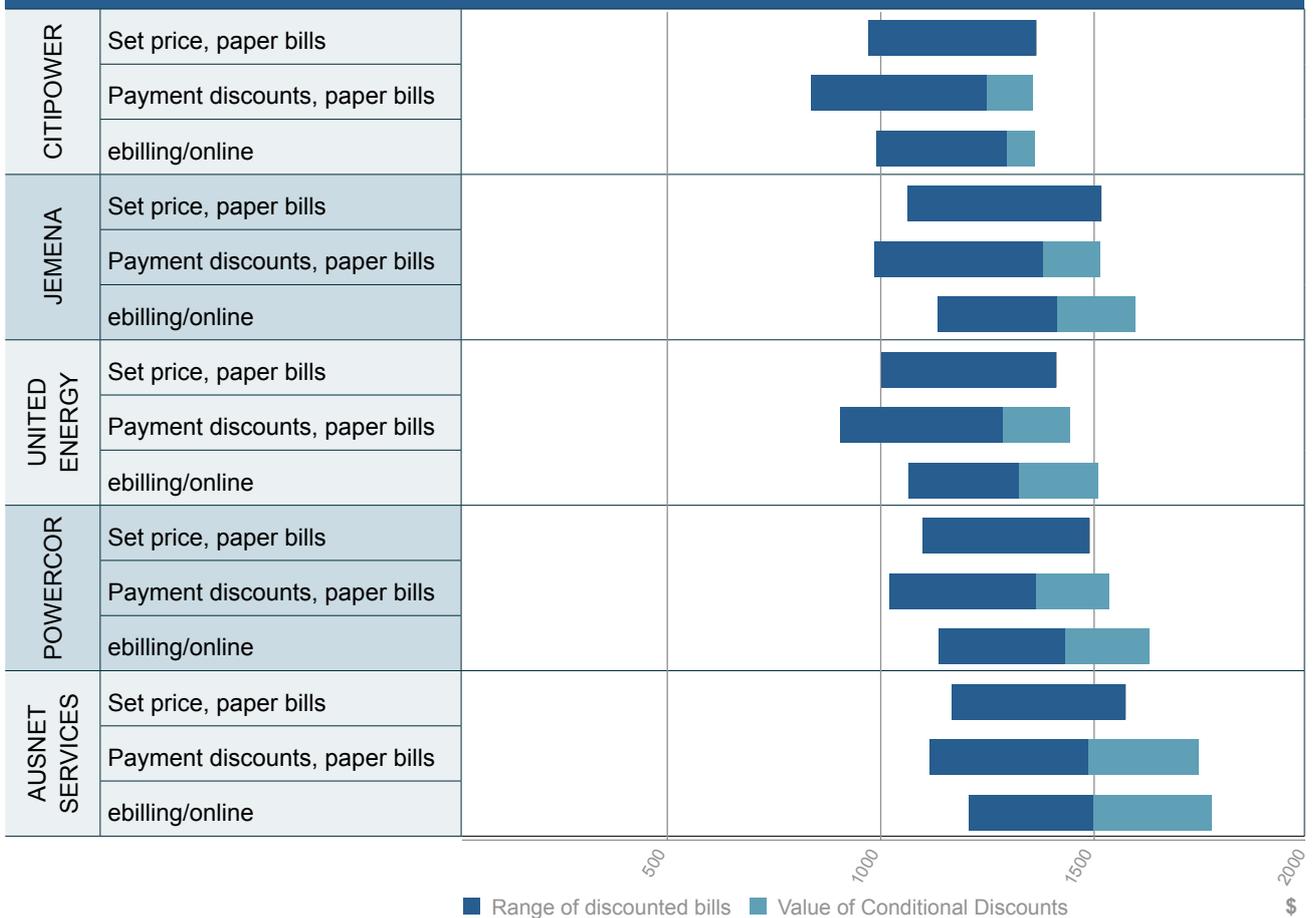
PRODUCT TYPE	ELECTRICITY		GAS	
	2014-15	2015-16	2014-15	2015-16
Set price	10	8	-	8
Conditional discounts	25	25	-	10
Online	8	12	-	5
Total	43	45	13	23

We have analysed the generally available offers for each of the three product types during 2015-16. We do not have any data on offers that are not generally available. In particular we have no data on individual offers made to customers over the phone or through other marketing channels. We plan to collect more data about these offers to enable us to include this in future reports. Our full analysis is presented in Part 2.3 of this report.

Once you have decided what product type you want, you can choose from a range of retailers that make that product type generally available.

Different retailers charge different amounts for a particular product type. We have calculated the range of annual electricity and gas bills that you could have paid for each product type during 2015-16, depending on which retailer you chose and where you live.

FIGURE 1: RANGE OF ANNUAL RESIDENTIAL ELECTRICITY BILLS BY PRODUCT TYPE 2015-16



4000kWh annual consumption. Excludes standing offers

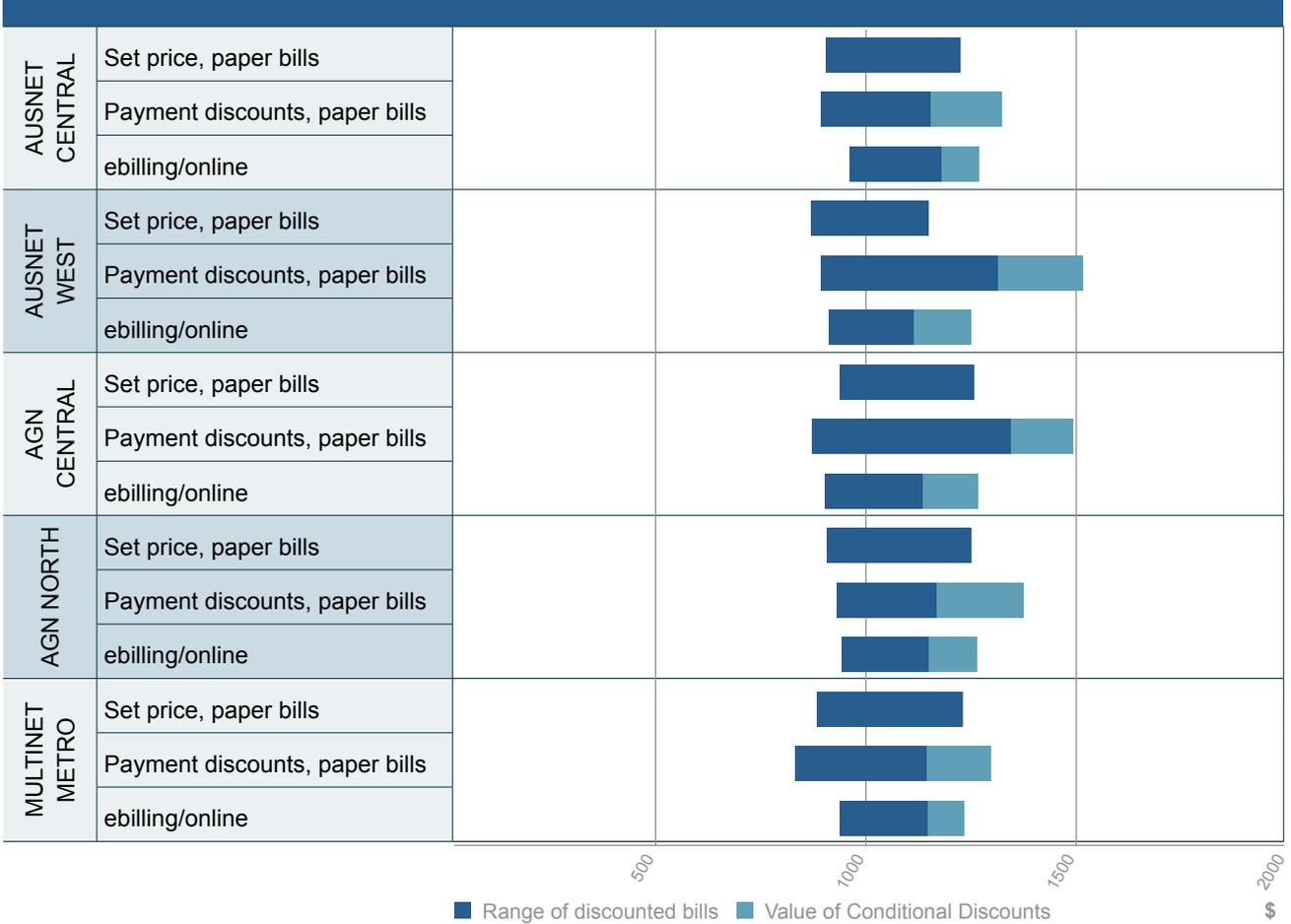
Figures 1 and 2 show that if you are on a market contract with conditional discounts, your bill may be significantly higher if you do not meet the conditions of the contract. We do not currently have any data on how many customers actually receive discounts, although we plan to collect this information in future.

If you are able to find the cheapest offer in the market and meet all of the conditions of the contract your bill may be substantially lower than if you are on the most expensive offer and do not meet the conditions of your contract.

For example, if you were a gas customer in Warrnambool and used 54.4 GJ of gas in 2015-16, depending on which retailer you chose, your annual bill could have ranged from \$893 to \$1,313 – if you met all the conditions that entitled you to receive the published discounts. However, your annual gas bill could have been up to \$1,593 if you chose the most expensive retailer - and did not meet the conditions that entitled you to receive the published discount. If you were on a standard contract your bill would have been between \$1,032 and \$1,214.

Gas bills varied less between different geographic areas than electricity bills.

FIGURE 2: RANGE OF ANNUAL RESIDENTIAL GAS BILLS BY PRODUCT TYPE 2015-16

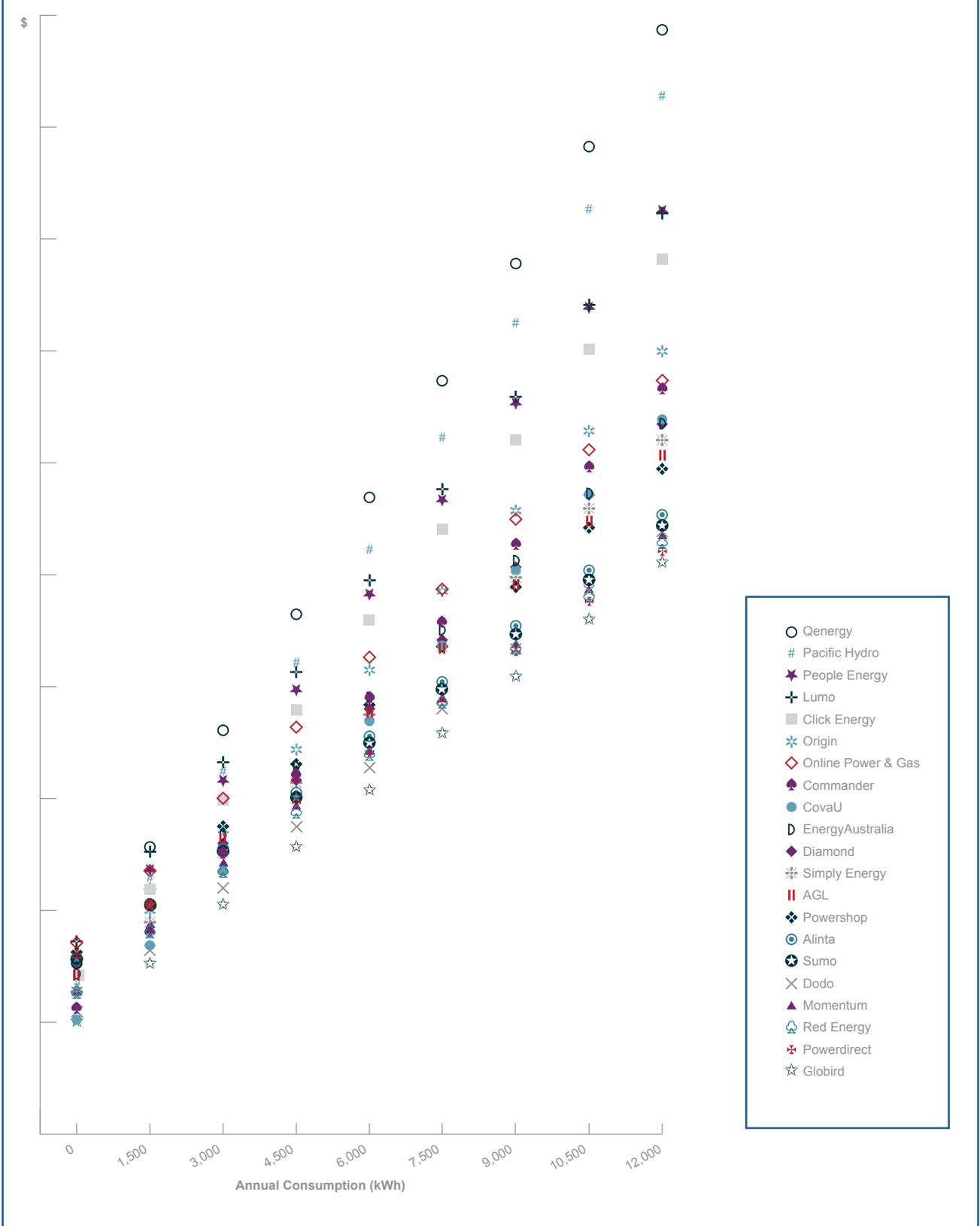


NOTE: Only shows regions with over 50,000 residential customers. For 54.4GJ annual consumption. Market offers only.

Before you enter into a contract, your retailer must make you aware of all important terms and conditions, to ensure that you are fully informed of the risk you are taking by accepting a contract containing conditional discounts.

The price retailers charge also depends on how much energy you use. We have looked at the average cost of the generally available offers of all retailers as consumption increases. How the electricity retailers compare is shown in Figure 3 and gas retailers in Figure 4.

FIGURE 3: RELATIVE POSITIONS OF AVERAGE PUBLISHED OFFERS OF EACH RETAILER FOR DIFFERENT LEVELS OF CONSUMPTION. RESIDENTIAL ELECTRICITY



The range of offers that all retailers made generally available in each distribution area, for both gas and electricity are presented in Part 2.3.

DID ENERGY COSTS INCREASE?

Yes and no. On average, the cost of generally available market offers rose. But on average, the cost of electricity standard contracts fell very slightly.

AVERAGE GAS AND ELECTRICITY COSTS IN 2015-16

Across generally available product types, average annual bills for both gas and electricity rose in 2015-16, with the exception of a one per cent reduction in the average price of a standard contract. The greatest increase was in gas and electricity market contracts that do not offer discounts, which rose seven per cent for electricity and nine per cent for gas.

As shown in the table below, if you were on an average discounted market contract and met the all of the conditions to receive the discounts in full, you would have saved on average 18 per cent on your electricity bill and 13 per cent on your gas bill.

However, over three quarters of all retailers had generally available offers that would have resulted in you paying more than if you were on an undiscounted contract or the standard contract of the local retailer¹, if you failed to meet the conditions that entitled you to the discounts.

The table also shows that on average you would have paid less for your energy if you were on a standard contract than if you were on a market contract where discounts were available, but you failed to meet the conditions that entitled you to the discounts.

PRODUCT TYPE	AVERAGE ANNUAL BILL (\$) – RESIDENTIAL			
	ELECTRICITY – 4,000 KWH		GAS – 54.4 MJ	
	2014-15	2015-16	2014-15	2015-16
Undiscounted offers				
Standard contract	1384	1376	1196	1258
Market contract	1223	1306	1097	1196
Reduction from standing offer	12%	5%	8%	5%
Discounted offers				
Market contract (discounts not applied)	1332	1383	1208	1274
Market contract (discounts applied)	1139	1137	1072	1110
Value of discounts	14%	18%	11%	13%

* Excludes standard contracts applying to fewer than 200 customers

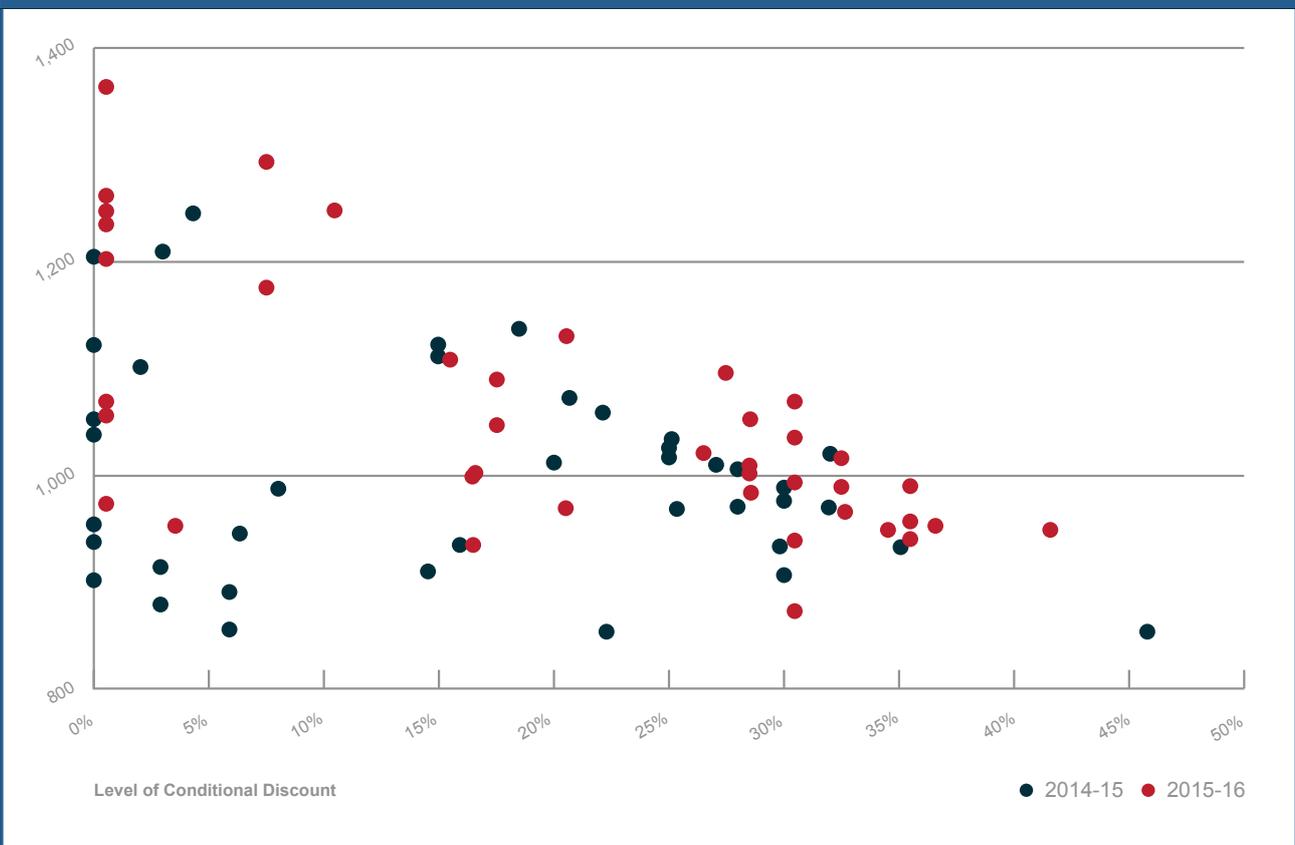
1 Local retailers are the retailer of last resort in each distribution area, being either Origin, AGL or EnergyAustralia.

DID ENERGY COSTS CHANGE EQUALLY ACROSS THE STATE?

There was little change in the overall range of electricity offers in 2015-16, except in the Citipower and Ausnet distribution areas.

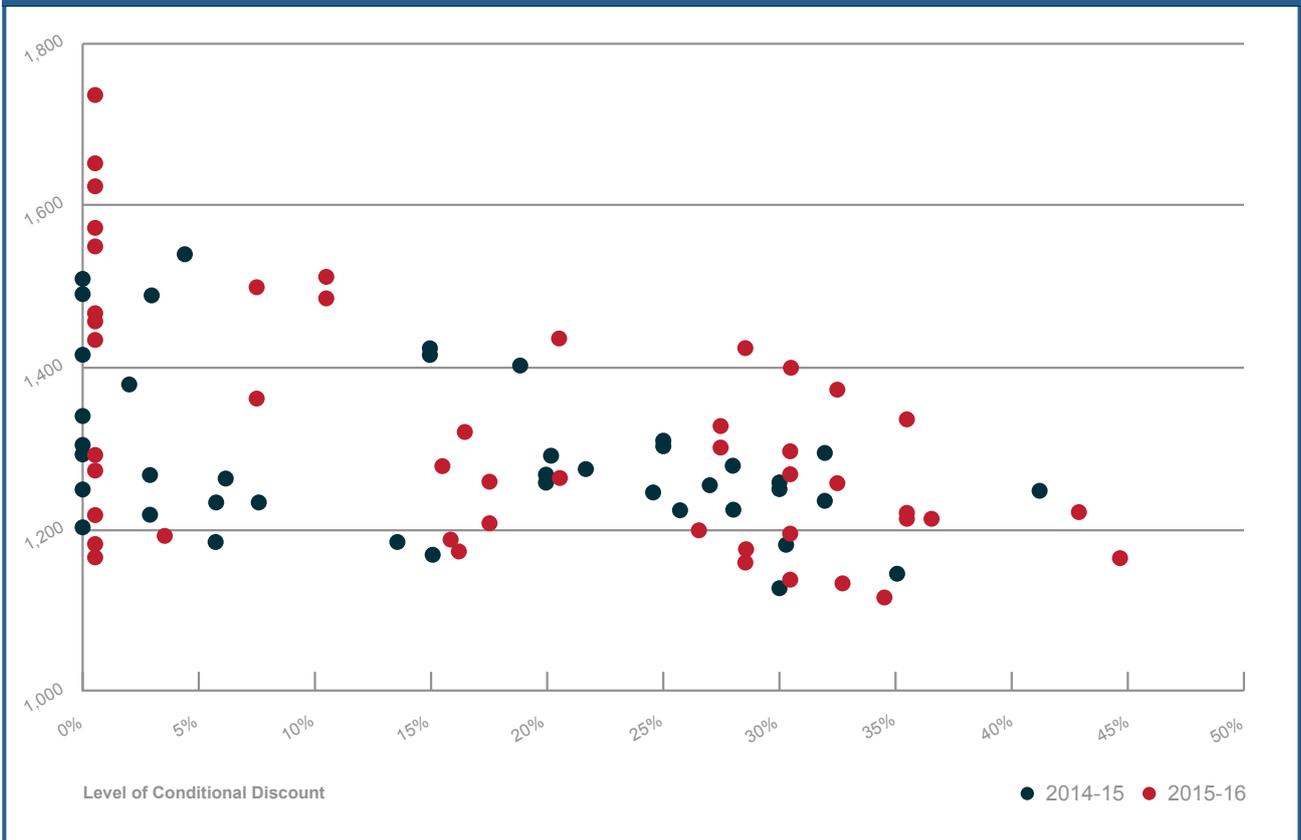
In the Citipower area cheap offers with low discounts almost disappeared from the market, meaning that if you were in search of a lower bill, you would have needed to enter a contract with a much higher conditional discount.

FIGURE 5: CHANGES IN THE RANGE OF DISCOUNTED AND UNDISCOUNTED ELECTRICITY OFFERS IN THE CITIPOWER DISTRIBUTION AREA (DOMESTIC FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION).



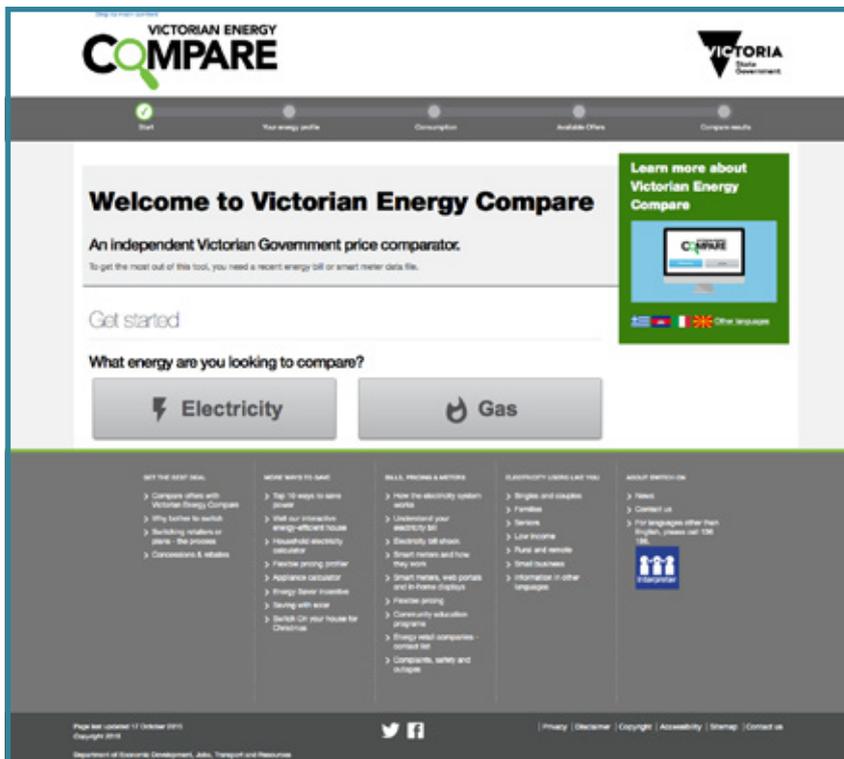
In the Ausnet area the range of cost of offers with no discount was significantly higher in 2015-16. Like the Citipower area, cheap offers with low discounts almost disappeared from the market.

FIGURE 6: CHANGES IN THE RANGE OF DISCOUNTED AND UNDISCOUNTED ELECTRICITY OFFERS IN THE AUSNET DISTRIBUTION AREA (DOMESTIC FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION)



HOW CAN I COMPARE?

Comparing energy products and prices is not easy. To assist you to choose the Victorian Government has an on-line comparison tool Victorian Energy Compare which can be found at <https://compare.switchon.vic.gov.au/>



CAN I SAVE ON MY ENERGY BILLS?

Overall, this analysis suggests that there has been a shift in the market so that customers wanting to minimise their energy bills must now enter contracts involving increasingly large conditional discounts, say, 20 to 35 per cent. Customers must ensure they are able to meet the relevant conditions (typically, by paying on time) or face the risk of paying substantially more for their energy.

WHICH RETAILERS HAVE THE MOST CUSTOMERS?

The number of Victorians supplied by different retailers in 2015-16 varied significantly. AGL, Origin, EnergyAustralia and Red/Lumo² together supplied 79 per cent of the residential electricity market and 85 per cent of the residential gas market in 2015-16.

2 Red Energy and Lumo are both owned by Snowy Hydro.

CHANGES IN RETAILER RESIDENTIAL CUSTOMER AND MARKET SHARE 2015-16

Retailer	ELECTRICITY		GAS	
	2014-15	2015-16	2014-15	2015-16
AGL Sales				
Residential customers	538,895	533,231	531,670	517,856
Percentage of market share	23%	22%	29%	27%
Origin Energy				
Residential customers	492,290	484,353	383,247	378,709
Percentage of market share	21%	20%	21%	20%
EnergyAustralia				
Residential customers	479,707	477,011	424,702	420,435
Percentage of market share	20%	20%	23%	22%
Red Energy				
Residential customers	215,544	216,877	136,357	140,748
Percentage of market share	9%	9%	7%	7%
Simply Energy				
Residential customers	187,856	202,646	145,564	160,001
Percentage of market share	8%	8%	8%	8%
Lumo Energy				
Residential customers	196,685	188,517	156,475	153,426
Percentage of market share	8%	8%	8%	8%
Alinta Energy				
Residential customers	64,728	74,199	37,281	42,187
Percentage of market share	3%	3%	2%	2%
Momentum				
Residential customers	49,977	59,409	2,868	20,726
Percentage of market share	2%	2%	0%	1%
M2 Energy				
Residential customers	44,788	49,948	32,129	38,601
Percentage of market share	2%	2%	2%	2%
Powershop				
Residential customers	27,070	44,872	0	0
Percentage of market share	1%	2%	0%	0%
Powerdirect³				
Residential customers	36,175	34,863	0	0
Percentage of market share	2%	1%	0%	0%
Click Energy				
Residential customers	25,121	29,777	2,426	12,114
Percentage of market share	1%	1%	0%	1%
Other⁴				
Residential customers	20,996	21,948	0	43
Percentage of market share	1%	1%	0%	0%
TOTAL	2,379,833	2,417,650	1,852,718	1,884,844
TOTAL percentage	100%	100%	100%	100%

³ Powerdirect is fully owned by AGL

⁴ There are 11 other retailers for residential electricity customers and one other retailer for residential gas customers

CAN YOU PARTICIPATE IN THE ENERGY MARKET WITH CONFIDENCE?

If you and other Victorians actively participate in the energy market, by selecting the energy products and retailer that best meet your needs, it will work more effectively. A range of rules aim to enable you to participate in the market with confidence.

In addition to general consumer protection rules, particular rules apply to the sale of gas and electricity. Some of these rules are required because gas and electricity are essential services that underpin the wellbeing of all Victorians.

In Victoria, energy companies must comply with the conditions of their energy licence. These conditions include rules set out in industry codes and guidelines published by the Commission, in accordance with laws made by the Victorian Parliament.

The main rules that currently apply to energy companies in Victoria can be found in four documents:

- the Energy Retail Code
- the Marketing Code of Conduct
- the Electricity Distribution Code, and
- the Gas Distribution System Code.

Because energy is an essential service, rules about disconnection are particularly important. If a customer is disconnected in breach of these rules, they are entitled by law to a wrongful disconnection payment.

By promoting and enforcing compliance with these rules, we aim to ensure that energy companies conduct their business in a way that gives you confidence to participate in the energy market, ensure that you have accurate and timely information about your energy supply, and understand your entitlement to assistance if you are experiencing payment difficulties.

Energy companies are required to tell us if they break the rules. We check that the reports energy companies send us are accurate, through independent audits. We also draw on other publicly available sources of information about customers' experiences.

In 2015, the Victorian Government tightened the protections for energy consumers, with new legislation that came into force on 1 January 2016. The legislation also provided us with new enforcement powers.

This year we published a new *Compliance and Enforcement Policy* that sets out how we will enforce the rules using our new powers.

ENERGY - AN INCREASINGLY ESSENTIAL SERVICE

Access to energy has long been regarded as essential for health and wellbeing. Heating, lighting, cooking and refrigeration are widely regarded as basic necessities for modern life.

Many aspects of our lives now depend on technology. Access to electricity in particular, is essential to enable you to obtain information, communicate with family, friends and work colleagues, study and carry out a wide range of everyday activities.

Energy, and electricity in particular, is an increasingly essential service.

OUR COMPLIANCE AND ENFORCEMENT POWERS

OUR COMPLIANCE AND ENFORCEMENT POWERS		EXISTING	NEW
LICENSING	Licence revocation	YES	
	Appoint an administrator	YES	
	Licence variation [unilateral] – necessary	YES	
	Licence variation [unilateral] – non-compliance		YES
	Licence variation [by consent]	YES	
ENFORCEMENT	Enforcement Order [Final]	YES	
	Enforcement Order [Provisional]	YES	
	Enforceable Undertaking		YES
	Civil Penalty Notice (CPN)	\$18,655	\$105,712
	Energy Industry Penalty Notice (EIPN)		Up to \$20,000 per breach
	Wrongful Disconnection Penalty Notice (WDPN)		\$5,000 per breach
COMPLIANCE	Determination	YES	
	Administrative Undertaking	YES	
	Investigation	YES	
	Communication & consultation	YES	

RETAILER COMPLIANCE IN 2015-16

In 2015-16, retailers reported 667 breaches of the rules, down from 1,200 in 2014-15. The reduction is mainly the result of a 50 per cent fall in the number of customers reported as being wrongly disconnected.

One breach may affect one customer or many thousands of customers. We estimate that at least 138,000 customers were affected by the 667 reported breaches.

TYPE OF BREACH	NUMBER OF BREACHES REPORTED	CUSTOMERS AFFECTED
Disconnection	565	565
Billing	42	78,927
Price disclosure	11	35,367
Information to customers	9	14,086
Account transfer	4	8,568
Marketing	6	558
Explicit informed consent	20	384
Payment	7	174
Other	3	1
Total	667	138,630

There were four general causes of the 102 reported breaches that were not related to disconnection. Retailers are required to provide us with remediation plans that set out what they have done or are planning to do to change their policies, procedures and systems so that the breaches do not occur again.

We also require retailers to remedy harm to customers that may have occurred.

Details of retailer compliance and performance are provided in Part 2 of this report.

CAUSE OF BREACH	NUMBER OF BREACHES REPORTED	CUSTOMERS AFFECTED
System failure	36	130,588
Human error	23	4,288
Policies and procedures	36	3,093
Fraud	7	96
Total	102	138,065
Disconnection	565	565
Total	667	138,630

HOW DO I ENTER THE MARKET?

Many retailers actively market their products to individual customers, often by phone or door-to-door. They all have offers prominently featured on their websites. When an energy company offers to sell you energy it must comply with the rules set out in the Energy Retail Code and Marketing Code of Conduct.

The retailer offering to sell you energy must provide you with information about the key elements of their offer in writing, and allow you a period of time to consider this information before you switch retailer.

ENERGY MARKETING RULES

Contracts for the supply of energy are complicated documents. A typical contract will be many pages in length. The parts of the contract that set out how you will be charged for your energy use can be particularly difficult to understand.

As a result, rules for energy marketing require retailers to provide you with specific information, both before and promptly after you have entered into a contract.

You are entitled to expect that your retailer will bring all relevant information to your attention prior to entering a contract. If they fail to do so, you will not have legally given what is called 'Explicit Informed Consent' to the contract.

Retailers must ensure that their staff and agents are adequately trained to be able to explain their products to you in plain language and provide you with accurate information about the terms and conditions of the contract.

You are also entitled to change your mind about entering into a contract. This is to enable you to fully consider the contract information that has been sent to you by the retailer. You have 10 days to change your mind.

General consumer laws also apply and prohibit retailers from misleading and deceptive conduct in marketing their products, or coercing you into entering a contract against your will.

MOMENTUM ENERGY - MISLEADING CONDUCT

Between September and December 2015, Momentum Energy advertised that they generated and supplied renewable electricity. Specifically they claimed that "all our electricity is 100 per cent renewable".

The ACCC found that this was misleading as its supply came from the National Electricity Market, which included coal-fire generated power.⁵

Momentum was issued with five infringement notices by the ACCC, totalling \$54,000 for breaches of the Australian Consumer Law.

⁵ <https://www.accc.gov.au/media-release/momentum-energy-pays-penalties-of-54000-in-relation-to-renewable-energy-advertising>

HOW DO I SIGN UP WITH A RETAILER AND WHAT HAPPENS THEN?

If you agree to an offer from a retailer after having been provided with all of the information you need about their product, it can sign you up as a customer. You then have a contract with the retailer.

The rules require the retailer to send you information to enable you to confirm that the contract is consistent with the price and terms and conditions that you agreed to. Retailers will often send this information to you in a 'welcome pack'.

DO MANY PEOPLE SWITCH RETAILER?

A recent survey by the Australian Energy Market Commission estimated that nationally around 50 per cent of customers have not switched electricity retailer in the past five years.⁶

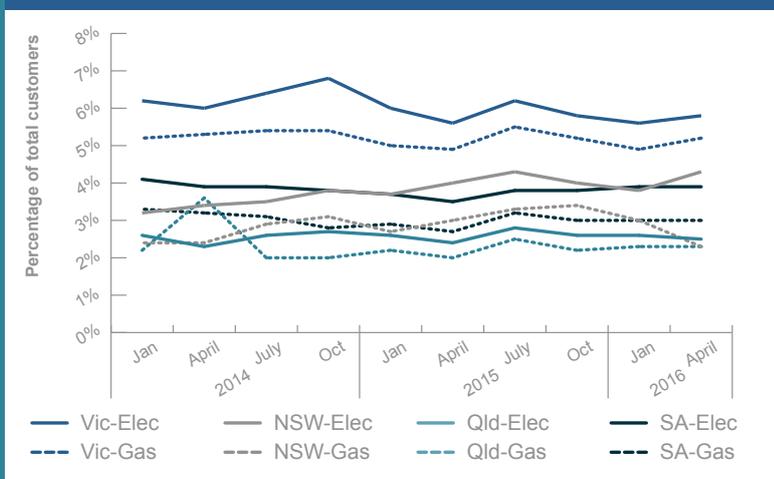
CUSTOMER SWITCHING IN 2015-16

Our analysis of customer transfer data shows that at least 11 per cent of Victorian customers made an active choice to switch retailer in 2015-16. We have previously estimated that around 16-17 per cent of customers switch retailer annually through active participation in the market.⁷

Although in total 25 per cent of all domestic and small business energy customers changed retailer in 2015-16, they do so for a range of 'non-market' related reasons, including because they have moved to a new address, which is already being supplied by another retailer.

An average of 56,744 electricity customers and 35,303 gas customers changed retailer each month in 2015-16 in Victoria. Overall customer transfers were down five per cent compared to 2014-15, but the proportion of customers changing retailer remained significantly higher than in other states.

QUARTERLY CUSTOMER TRANSFERS BY STATE



BREACHES OF THE MARKETING CODE OF CONDUCT - CUSTOMER INFORMATION

In 2015-16, six retailers reported that approximately 14,000 customers either did not receive the information they must send you when you agree to an offer, or it was received late, or it contained inaccurate or insufficient information.

These breaches of the Marketing Codes of Conduct were reported by EnergyAustralia (three times), Alinta, Momentum, Sumo, Red and Simply Energy.

In most cases, the problems were the result of internal systems failure at the retailers or the outsourced agencies they use to provide customers with their welcome packs.

6 AEMC, 2016 Retail Competition Review (iii).

7 Essential Services Commission 2013, Progress of Electricity Retail Competition in Victoria: Research Paper, May.

WHAT SHOULD I EXPECT FROM MY NEW RETAILER?

You should expect your new retailer to provide you with all of the services detailed in your contract in a way that complies with relevant rules and standards.

YOUR ENERGY BILLS

Your bill will be an important regular communication from your retailer.

Your energy bill lets you know how much energy you have used and how much you owe your retailer. You need to be confident that your bill is accurate and tells you what you need to do to continue to meet the conditions of your contract, and remain connected to your energy supply.

We set minimum standards for energy bills to help you manage your energy account.

YOUR ENERGY BILL

Your energy bill must:

- be issued either quarterly, or at a frequency that you have agreed
- give you a set amount of time to pay
- tell you the date by which you need to pay
- accurately calculate the amount you owe, including any discounts, rebates and fees
- state your account information including your name, account number and the address to which the energy was supplied
- include other important information such as contact phone numbers, energy use and/or greenhouse gas emissions.

COMPLIANCE WITH BILLING STANDARDS

Other than wrongful disconnections there were more self-reported breaches of the rules on billing than any other breach type in 2015-16.

This was mainly because EnergyAustralia reported that more than 40,000 customers were not given the agreed number of days to pay their bills.

This happened because bills generated on 31 December 2015 were not printed and mailed until 5 January 2016.

YOUR CUSTOMER SERVICE

If you have a question about your contract, your account or a particular bill you should call your retailer.

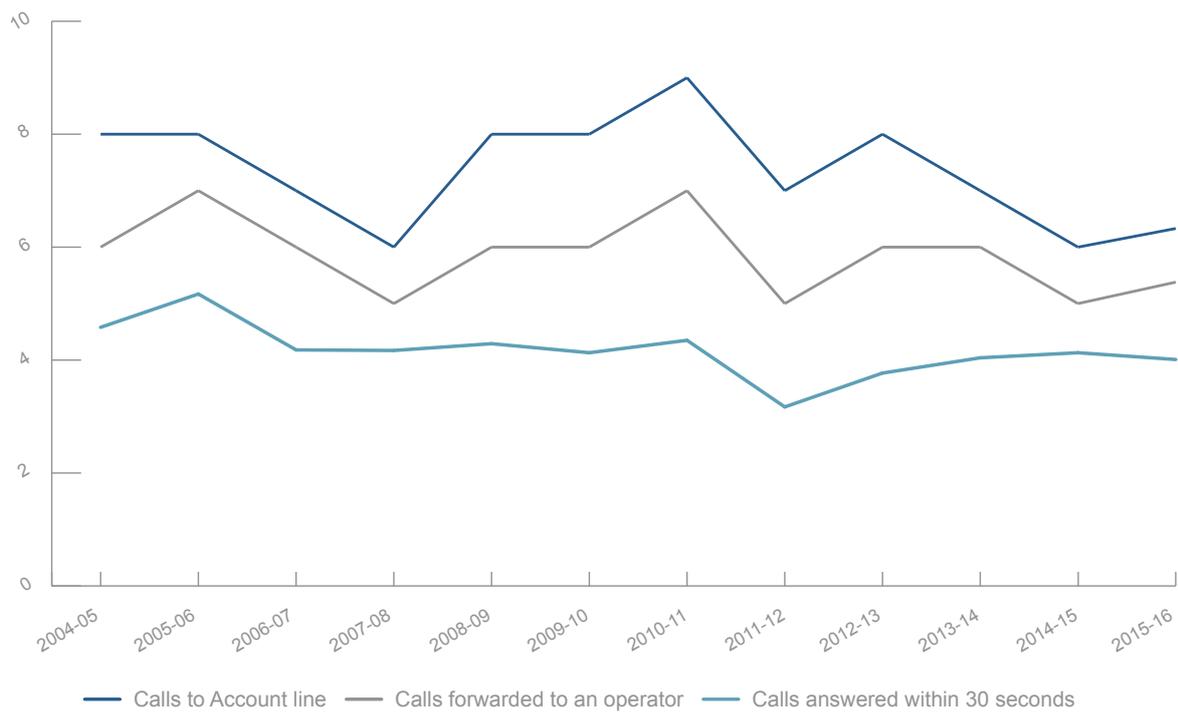
CALLS TO RETAILERS IN 2015-16

In 2015-16, retailers recorded 6.33 million calls from customers to their account lines, which is the equivalent of 1.3 calls per customer account per year.

You may call your retailer for a range of reasons, such as a bill inquiry, responding to an offer from your retailer, or because you are having trouble paying your bill. The time it takes to answer your call, and whether you are put through to another person, have historically been used as measures of customer service.

In 2015-16, 75 per cent of calls to a customer service operator were answered within 30 seconds.

TOTAL CALLS TO RETAILER ACCOUNT LINES



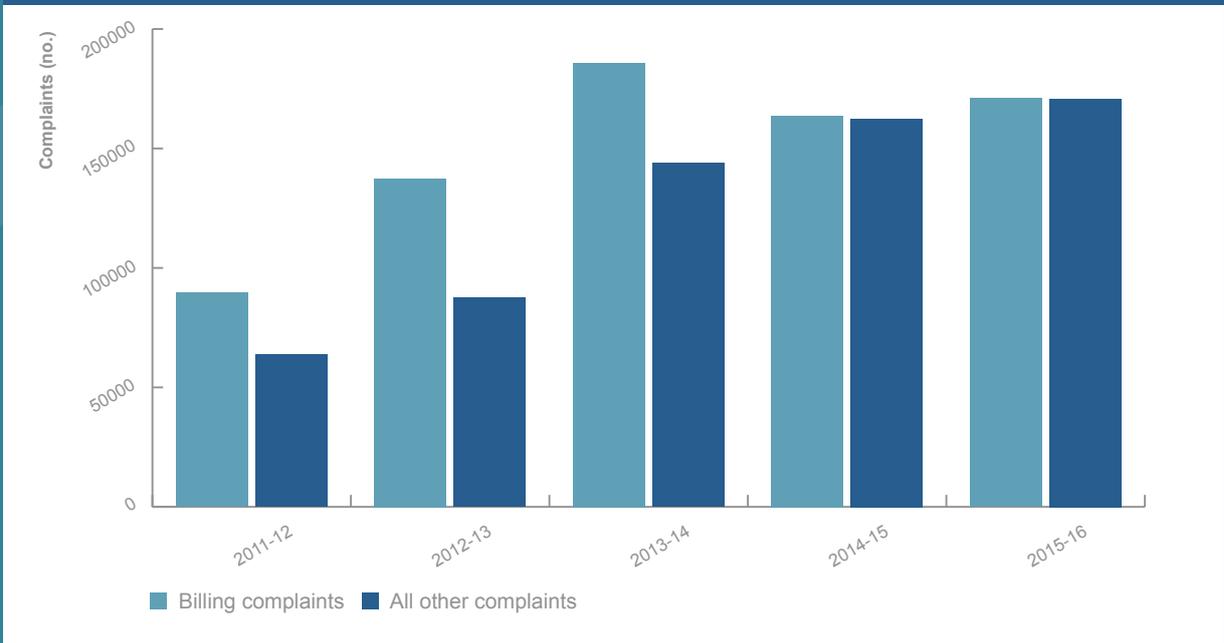
RESPONDING TO YOUR COMPLAINTS

Retailers are required to keep records and report customer complaints. Complaints to retailers have been steadily rising over the past five years.

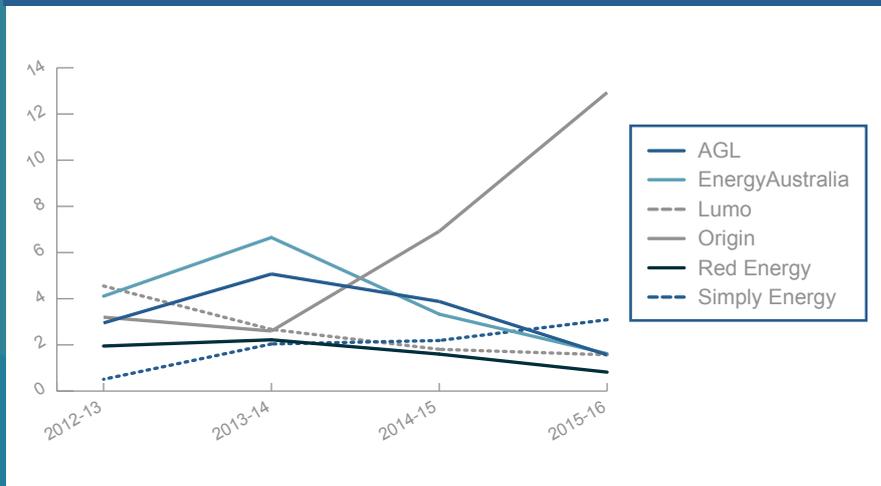
REPORTED CUSTOMER COMPLAINTS IN 2015-16

Complaints about the accuracy, timeliness and size of bills represented half of all complaints in 2015-16.

REPORTED CUSTOMER COMPLAINTS TO RETAILERS



REPORTED BILLING COMPLAINTS PER 100 CUSTOMERS – RETAILERS WITH MORE THAN 150,000 CUSTOMERS



NOTE: The six retailers with over 150,000 customers service more than 85% of domestic and small business customers

Origin advised that increases in its complaints numbers were due to its introduction of new complaints processes, which led to it capturing higher complaint numbers over the first three quarters of 2015-16.

WHAT DO I DO IF I AM IN A DISPUTE WITH MY RETAILER?

If you cannot resolve an issue with your retailer, you can contact the Energy and Water Ombudsman Victoria on 1800 500 509 who may investigate the issue.

The Energy and Water Ombudsman Victoria is an independent and free dispute resolution service. However, it will only consider an investigation if you have already tried to reach a resolution with your retailer.

ENERGY AND WATER OMBUDSMAN INVESTIGATIONS

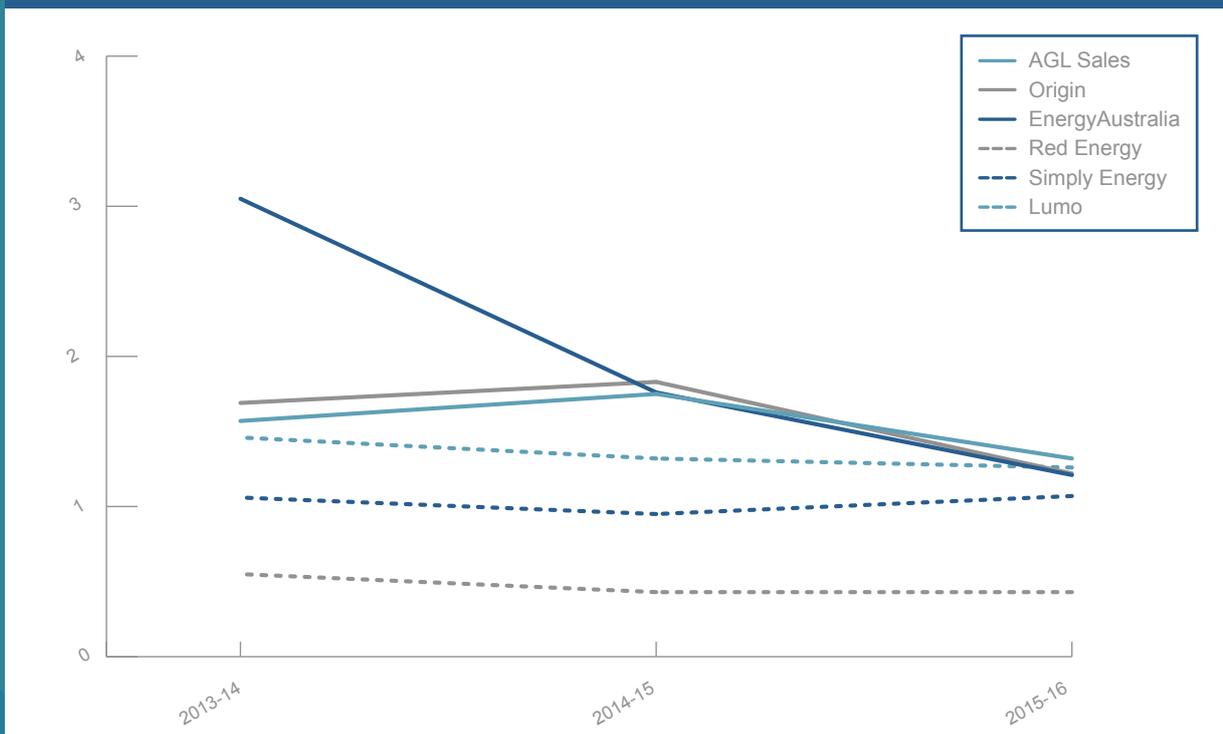
The Energy and Water Ombudsman Victoria had 29 587 overall cases for retail electricity and gas and carried out 5018 investigations in 2015-16. This is equivalent to 1.1 investigations for every 1,000 domestic or small business customer accounts. This represents a 25 per cent reduction overall in the number of investigations since 2014-15.

TOTAL EWOV INVESTIGATIONS

	2013-14	2014-15	2015-16
ELECTRICITY RETAIL	6901	4841	3331
GAS RETAIL	2382	1817	1687
TOTAL	9283	6658	5018

Some 85% of investigations were into complaints about affordability issues, including claims of billing errors, credit issues and disconnections.

TOTAL EWOV INVESTIGATIONS PER 1000 CUSTOMERS



WHAT DO I DO IF I CAN'T PAY MY ELECTRICITY OR GAS BILL?

If you cannot pay a bill, you need to contact your retailer to remain connected to your energy supply.

Your retailer should be understanding and supportive of your payment difficulty.

Your retailer should provide you with information about payment plans and hardship programs that may help you manage your payment difficulty.

ASSISTANCE FOR CUSTOMERS EXPERIENCING PAYMENT DIFFICULTY

Retailers are required to provide you with two main forms of assistance if you are facing payment difficulty.

First, if you tell your retailer you are having difficulty they must offer you a payment plan to help you to pay what you owe in a manageable way.

Second, your retailer must tell you about their hardship policies and the assistance that may be available to you under the policy.

Your retailer must also tell you about government funded energy rebates, concessions or relief schemes such as the Victorian Government's Utility Relief Grant Scheme.

If you are provided access to your retailer's hardship program you cannot be disconnected while you are on the program.

CUSTOMERS ASSISTED THROUGH PAYMENT PLANS 2015-16

The average number of electricity customers being assisted through payment plans each month increased by 12 per cent to 88,639 customers during the year. The number of gas customers assisted each month was 68,115 gas, an annual increase of 16 per cent.

Of all customers receiving payment plan assistance, 75 per cent were not in hardship programs.

This suggests payment difficulty extends well beyond the customers who retailers clarify as being "in hardship".

However, there was a significant increase in the number of customers being disconnected after having previously been provided with a payment plan.

PERFORMANCE OF RETAILER HARDSHIP PROGRAMS 2015-16

The total number of customers that retailers granted access to their hardship programs at some time during 2015-16 reached nearly 70,000. This was over 16,000 more than in the previous year – a 30 per cent increase.

The average monthly participation in hardship programs increased 18 per cent to 33,689. The average length of time customers participate in a hardship program was unchanged at 278 days.

Average debt on entry to hardship programs fell by three per cent to \$917. However, the average debt of customers in hardship programs increased 21 per cent to \$1,422 in 2015-16.

Over the past year, the total debt of customers in hardship programs rose by \$12.6 million (34 per cent) to \$49.3 million.

About 68 per cent of hardship program participants were concession card holders. There was a 52 per cent increase in customers being excluded from hardship programs. If you are excluded from your retailer's hardship program you may be disconnected.

The number of customers disconnected from their energy supply after participating in a hardship program continued to increase, rising by 15 per cent.

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	20 195	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 average)	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

During the year, we completed a year-long inquiry into energy hardship. The inquiry found that energy company hardship programs are not preventing customers from accumulating large debts or being disconnected. The inquiry also found that customers are not getting the assistance they need, and many of the current rules cannot be enforced.

In 2015-16, customers in retailer hardship programs got into even more debt. We are currently consulting on a new framework to improve protections for customers facing payment difficulty.

CAN I GET FINANCIAL ASSISTANCE FROM GOVERNMENT IF I CAN'T PAY MY BILLS?

Yes, you can. The Victorian Government provides concessions and Utility Relief Grants, which are administered by the Department of Health and Human Services. The assistance is available to low income individuals and families who meet certain eligibility requirements.

To receive a Utility Relief Grant you need to be a health or concession card holder or be taking part in your retailer's hardship program. You may receive up to \$500 for electricity or gas.

CONCESSIONS AND UTILITY RELIEF GRANTS

In 2015-16, energy consumers received State Government concession payments totalling \$223.9 million, \$23 million more than in the previous year. Utility Relief Grants totalled \$12.75 million.

There were 33,294 applications for Utility Relief Grants in 2015-16, up by 12 per cent on the previous year. Of those, 88 per cent were approved, consistent with previous years. The average grant for electricity customers was \$446 and for gas it was \$424.

AM I PROTECTED FROM BEING WRONGFULLY DISCONNECTED?

Disconnection of your energy supply has significant impact and should be a measure of last resort, therefore your retailer must strictly follow the rules for disconnection.

HELP TO AVOID DISCONNECTION

If you are in arrears and have arranged a payment plan with your retailer, you will not be disconnected if you pay the required instalments.

If you cannot pay the instalments and you contact your retailer, they should offer you another payment plan with more manageable payments. If you do not pay the instalments required by this second payment plan you may be disconnected.

However, if you contact your retailer they may offer you access to their hardship program. You cannot be disconnected while you are on their hardship program.

If you leave, or do not meet your retailer's conditions for continuing in their hardship program and are 'excluded', you may be disconnected.

Before being disconnected you will receive a disconnection warning notice inviting you to contact the retailer to explore opportunities to remain connected.

RESTRICTIONS ON DISCONNECTION

Disconnecting a customer's energy supply should be a last resort. The Energy Retail Code prohibits a retailer disconnecting a customer:

- for a debt under \$120
- who is participating in the retailer's hardship program
- has an open complaint with their retailer or the Energy and Water Ombudsman Victoria
- on weekends, Fridays, the day before a public holiday or anytime between 20 December and 31 December
- before 8am or after 2pm on any day.

If a retailer disconnects a customer without following these or any other rules, they must compensate them with a payment equivalent to \$500 for every day they went without energy.

DISCONNECTIONS IN 2015-16

You can be disconnected for a number of reasons – the main one is for not paying your energy bill.

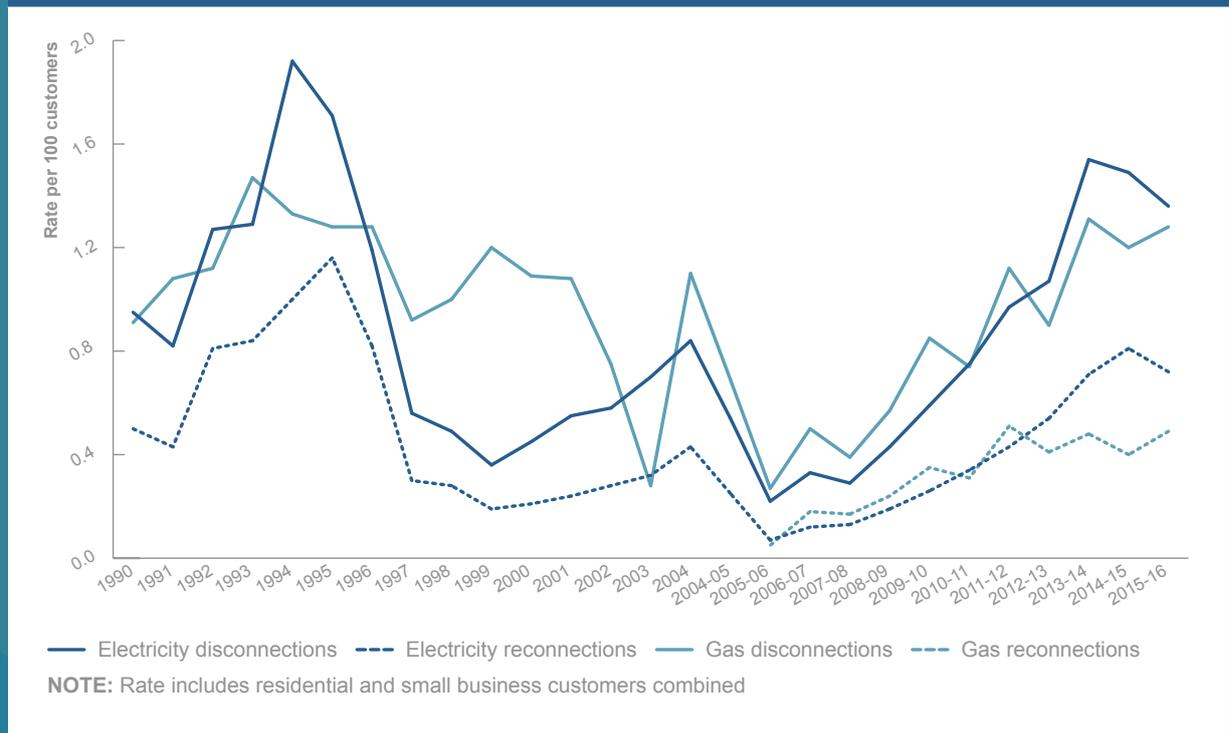
During the year a total of 32,360 residential electricity customers and 24,150 residential gas customers were disconnected because they did not pay their bills. This is equivalent to 1.3 disconnections for every 100 residential customers.

DISCONNECTION NUMBERS AND RATES 2013-14 TO 2015-16						
RETAILER	NUMBER OF DISCONNECTIONS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
Electricity						
Residential	34,496	34,418	32,360	1.47	1.45	1.34
Small Business	5,297	4,906	4,319	2.19	1.91	1.58
Total Electricity				1.54	1.49	1.36
Gas						
Residential	24,007	22,322	24,150	1.31	1.20	1.28
Small Business	651	647	700	1.25	1.14	1.14
Total Gas				1.31	1.20	1.28

Electricity disconnections went down seven per cent while gas disconnections went up eight per cent.

Although total disconnections reduced marginally by 0.4 per cent they remained close to their recent high levels.

DISCONNECTION AND RECONNECTION RATE PER 100 CUSTOMERS 1990 TO 2015-16



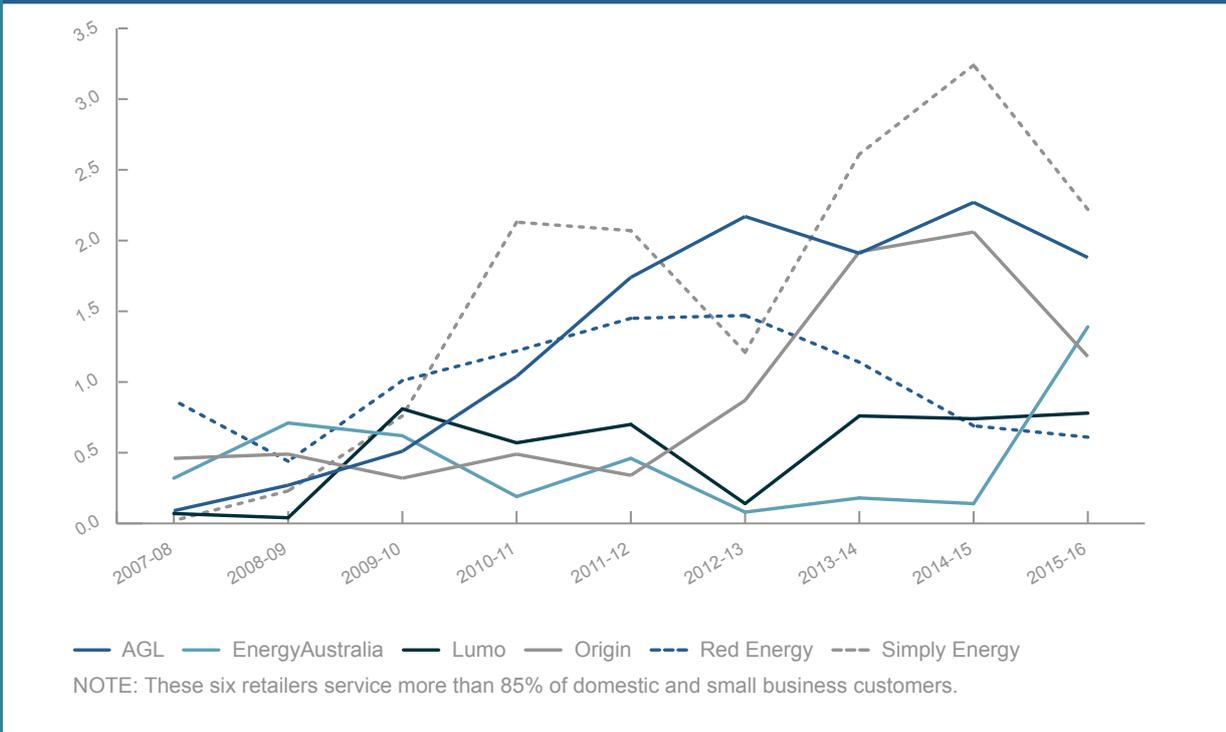
In comparison to other States, Victoria had the second highest electricity disconnection rate after South Australia and the highest gas disconnection rate.

RESIDENTIAL ELECTRICITY DISCONNECTIONS PER 100 CUSTOMERS - RETAILER COMPARISON



Disconnection rates differed significantly from retailer to retailer reflecting different credit policies and the varying effectiveness of payment plans and hardship programs.

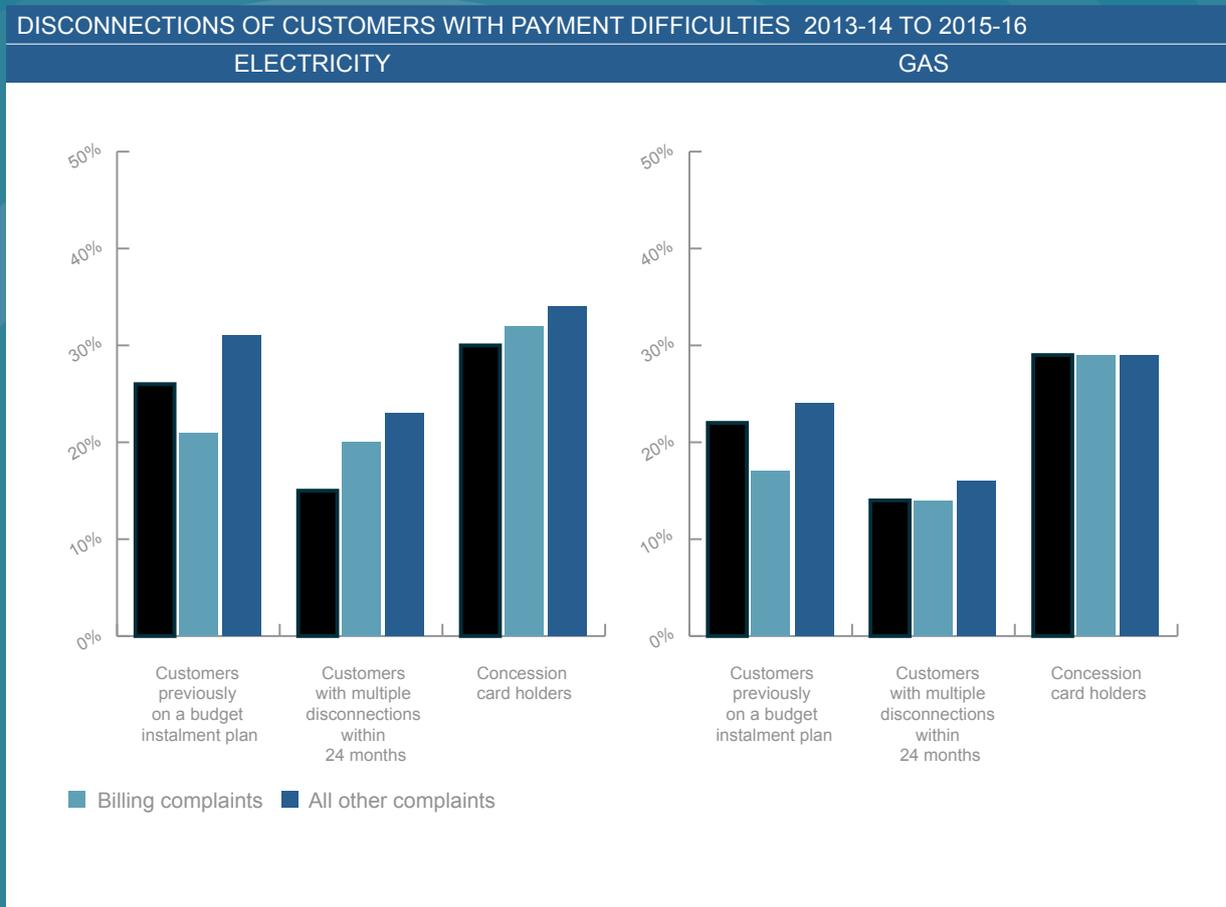
RESIDENTIAL ELECTRICITY DISCONNECTION PER 100 CUSTOMERS - RETAILER COMPARISON



Lumo and Red Energy both disconnected fewer than 1 in 100 residential customers for non-payment. AGL and Simply Energy were twice as likely to disconnect residential customers. EnergyAustralia's disconnection rate increased significantly on previous years.

About 30 per cent of disconnected electricity and gas customers were people on concession cards. Some 30 per cent were previously on instalment based payment plans – up from 20 per cent the year before. Retailers are able to disconnect you if you do not make the requirement payments for two payment plans within a 12 month period.

More than 20 per cent of Victorian households that had their electricity disconnected in 2015-16 had also been disconnected in the previous two years. More customers are being disconnected multiple times.



On average 53 per cent of residential customers disconnected for non-payment in 2015-16 were reconnected in the same name. In other cases, either the customer switched to another retailer, or another household member may have entered into a new contract. The figure for small business customers was 49 per cent.

Retailers are required to advise us when they realise they have wrongfully disconnected a customer.

The amount a retailer has to pay a customer for wrongful disconnection increased from \$250 to \$500 per day on 1 January 2016.

During the year there were a total of 565 wrongful disconnections. This was almost 50 per cent less than in 2013-14. Wrongful disconnection rates varied widely from retailer to retailer.

WRONGFUL DISCONNECTION BY RETAILER 2013-14 TO 2015-16						
RETAILER	NUMBER OF CUSTOMERS			PER 100 CUSTOMERS		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
AGL Sales	116	69	34	1.2	0.6	0.3
Alinta Energy	53	23	30	17.5	2.3	3.9
Australian Power and Gas ^a	130	na	na	9.6		
BlueNRG	1					
Click Energy	18	61	9	6.9	22.1	3
Dodo (M2)	1	2	10			1.9
EnergyAustralia	265	133	117	2.8	1.5	2.3
Lumo Energy	33	390	63	1	11	3.1
Momentum Energy	24	29	13	6.7	5.5	1.4
Neighbourhood Energy	42	4		13.3	3.5	
Origin Energy	266	213	214	3	2.4	3.9
People Energy		2	2			
Powerdirect	9	4	8	2.6	1.1	1.7
Powershop			1			
QEnergy	1	2	3			
Red Energy	25	10	9	0.8	0.3	0.4
Simply Energy	38	155	52	1.5	4.6	2.3
Total	1022	1097	565	4.3	4.6	2.3

^a Australian Power and Gas was acquired by AGL in 2014

Retailers identified 25 per cent of total wrongful disconnections themselves, up from 19 per cent the previous year. 75 per cent of wrongful disconnections were not reported to us by retailers. The Energy and Water Ombudsman Victoria identified 66 per cent of all wrongful disconnections following a complaint.

WRONGFUL DISCONNECTION AVENUES OF IDENTIFICATION				
	NO.		%	
	2014-15	2015-16	2014-15	2015-16
Identified by EWOV	859	371	78	66
Detected by Retailer (self-identified)	207	139	19	25
Referred by EWOV to the ESC	12	30	1	5
Identified by Customer	19	20	2	4
Not provided	-	5	0	0.8
Total Reported	1097	565	100	100
Payment to customer - no admission of breach	393	316		

In some cases, during an Energy and Water Ombudsman Victoria investigation, a retailer may choose to offer to make a payment to a customer - the equivalent of a wrongful disconnection payment - without admitting the disconnection was wrongful.

Retailers do not report these to the Commission as wrongful disconnections. The Energy and Water Ombudsman Victoria reported 316 of these in 2015-16, lower than the previous year (393), and well below the 827 payments without admission of breach in 2013-14.

The most common cause of wrongful disconnections is human error, often in data entry. For example, a customer moving house or business premises may arrange disconnection for a particular date, but the retailer records the wrong date and the electricity or gas is cut off too early.

Another common mistake is when a customer arranges disconnection but the wrong customer is cut off.

Another reason for wrongful disconnection is because a case manager fails to follow the Energy Retail Code's procedures for disconnection.

In 2015-16, 162 or 29 per cent of wrongful disconnections were caused by breaches of the rules designed to protect customers facing payment difficulties.

Common causes were:

- *failing to follow mandated procedures or to give customers sufficient time to pay*
- *failing to inform customers about their payment options*
- *agreeing hardship payment plans that exceeded the customer's capacity to pay*
- *disconnecting customers despite having agreed payment arrangements with them.*

WRONGFUL DISCONNECTIONS BY REASON 2015-16		
	NUMBER	PERCENTAGE
Customer in financial hardship not provided with information or assessed	56	10%
Customer paid, provided assurances, or was not provided time to repay	38	7%
Instalment plan related	68	12%
Human error	171	30%
Non-compliant notices	103	18%
When a retailer may not de-energise a customer's premises	1	0%
Other	127	23%
Customer owed less than \$120	1	0%
Total	565	100%

WHAT HAPPENS IF MY RETAILER GOES OUT OF BUSINESS?

Effective competition between energy retailers is good for consumers as it leads to lower prices, better service and innovation. But, effective competition may also mean that some energy companies will go out of business.

When this happens it is our job to make sure your electricity and gas are not cut off. We do that by transferring your service to what is known as a Retailer of Last Resort. The Retailers of Last Resort in Victoria are Origin, AGL and EnergyAustralia.

If you are transferred to a Retailer of Last Resort, you will be placed on a standard contract. You can decide whether to remain on the standard offer, accept a market offer by that retailer or switch to another retailer.

While Retailer of Last Resort events are rare (there have only ever been two in Victoria), they can undermine customer confidence if the transfer of affected customers does not proceed smoothly. We work closely with other regulators to ensure a smooth transition and regularly rehearse the steps that must be taken in the event that a retailer unexpectedly and suddenly exits the market.

WHAT HAPPENS IF MY CONTRACT ENDS?

Your energy supply will not be cut off at the end of a fixed term contract. Your retailer should notify you when the contract is about to end and the tariff arrangements that will apply after that if you stay with the retailer.

The arrangements that apply once your contract comes to an end are included in your copy of the contract. This varies between retailers and between offers. It may be that your contract is renewed on the same terms, or that your benefits (including discounts) expire. The renewal period is an opportunity to negotiate with your retailer, or shop around for a new deal. If you do nothing, you will continue to be supplied, but you may not be on the best available offer.

COMPLIANCE WITH END OF CONTRACT REQUIREMENTS

Retailers' failure to comply with notification and information requirements at the end of fixed term contracts was a major source of reported breaches in 2015-16.

In 2015-16, four retailers reported such breaches which affected almost 44,000 customers. 99 per cent of these were AGL customers.

RETAILER OF LAST RESORT EVENT - GOENERGY

In April 2016, GoEnergy went into administration. As a result, approximately 300 Go Energy customers in Victoria were transferred to Origin, AGL and EnergyAustralia. At the time customers received a letter advising them of their rights to remain with the new retailer or to switch to another retailer.

The Commission received 20 queries from GoEnergy's customers and received no complaints.

WHO DELIVERS MY ENERGY?

Energy is delivered to your home by a different business to the one from which you buy your energy.

Businesses that deliver your energy through pipes, poles and wires are called distributors.

Distributors are responsible for delivering energy in different parts of the State.

Please see the following pages for maps of electricity and gas distribution areas.

HOW MUCH DO I PAY FOR DELIVERY?

The amount you pay to have your energy delivered depends on where you live. It may also vary depending on when you use your electricity.

Your home has been assigned a distribution tariff, which determines your delivery charges. These charges are regulated by a national body the Australian Energy Regulator.

ELECTRICITY DISTRIBUTION TARIFFS

Every property in Victoria is assigned a distribution tariff. Your distribution tariff determines how you are charged for delivering the energy you use. Your electricity meter is set up to reflect that tariff. There are four types of electricity distribution tariff.

Flat – where all usage is charged at a set rate.

Flexible – where the rate varies within the day and over the week. Usually an off-peak rate between 10pm and 7am every day, a peak rate between 3pm and 9pm on week days, and a shoulder rate at all other times.

Peak/Off-Peak (sometimes called Time of Use) – where usage between 11pm and 7am is charged at an off peak rate and all other usage is charged at a peak rate

Dedicated circuit (sometimes called Controlled Load) – where one appliance (usually a hot water heater) is wired through a dedicated off-peak meter and set to only operate in off peak times.

The Peak/Off Peak and Dedicated circuit configurations are no longer available to new customers.

FIGURE 7: MAP OF ELECTRICITY DISTRIBUTION AREAS

VICTORIAN ELECTRICITY DISTRIBUTION BUSINESSES

All features displayed on this map are indicative only, supply areas illustrated are approximate.

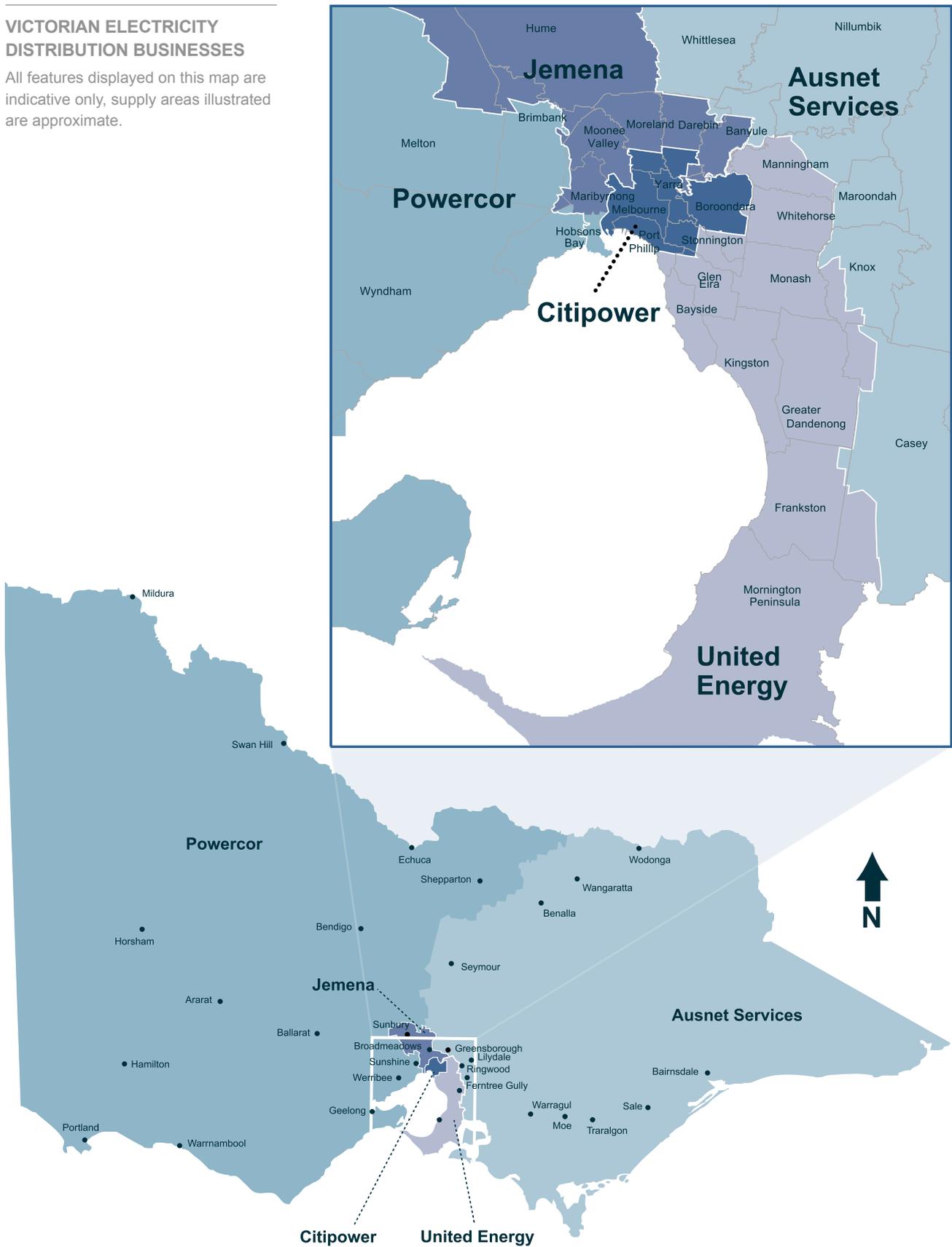
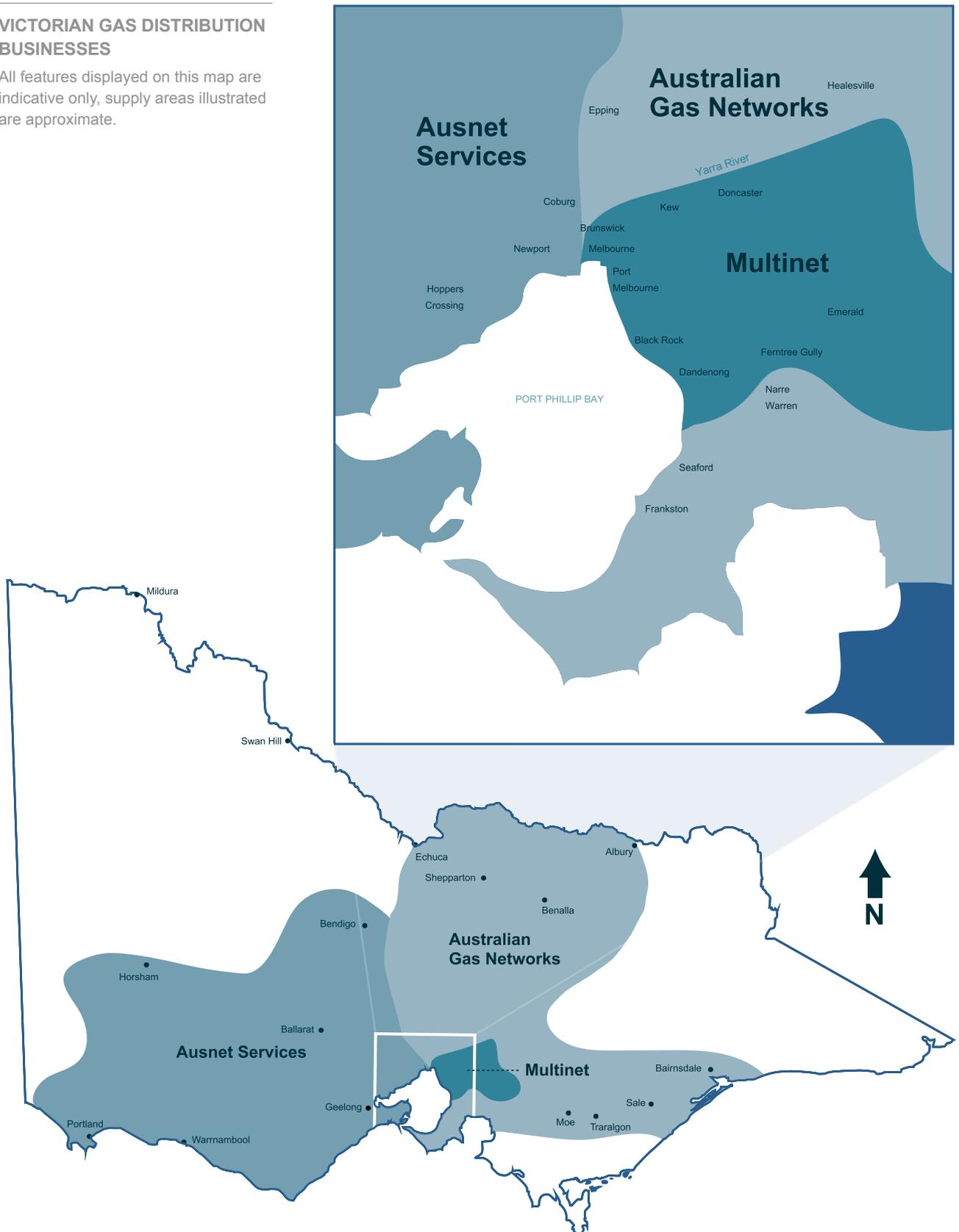


FIGURE 8: MAP OF GAS DISTRIBUTION AREAS

VICTORIAN GAS DISTRIBUTION BUSINESSES

All features displayed on this map are indicative only, supply areas illustrated are approximate.



CAN I RELY ON MY ENERGY SUPPLY?

Distributors are responsible for the reliability of your energy supply.

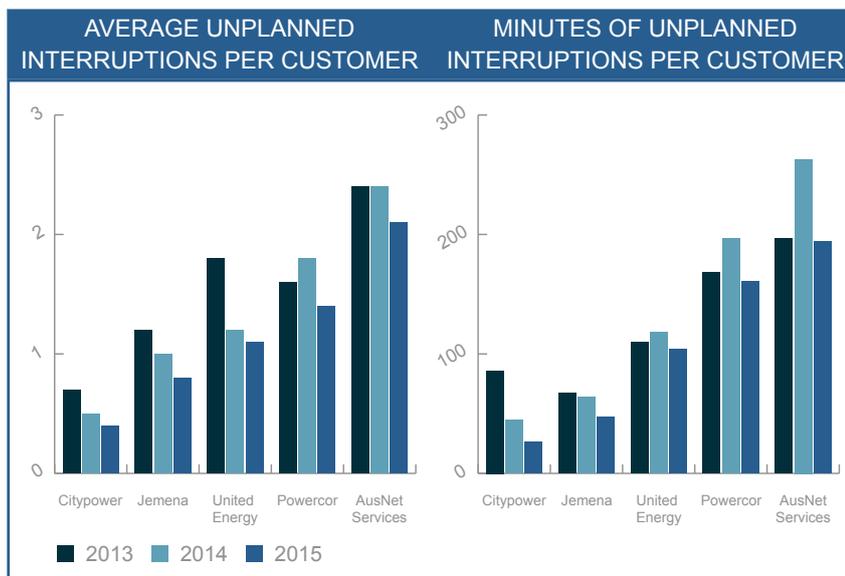
Reliability of supply means making sure that your energy supply is there when you want it. It also means ensuring that the amount of energy you need is delivered, and that it meets the required quality standards. For example, electricity is delivered without large variations in voltage that could damage electrical equipment.

Your distributor maintains the electricity poles and wires and gas pipelines, and is required to notify you in advance if they plan to shut off your supply. Unplanned outages are inevitable, but your distributor has reliability targets on the length of time that supply is unavailable. They aim to meet or exceed those targets each year.

Distributors submit audited reports on reliability. Reliability is generally measured by counting ‘unplanned interruptions’ – the number of times your supply was interrupted without warning for more than a minute – and calculating how long the unplanned interruptions lasted.

Most unexpected interruptions are caused by equipment failure. Other causes are mistakes by the distributor’s staff or contractors, damage from weather conditions or vehicle accidents and animal interference with power lines.

The gas distribution network is more reliable than the electricity system, mainly because the pipelines are underground and therefore protected from the weather and other interference.



DO I GET A PAYMENT IF MY ELECTRICITY OR GAS GOES OFF?

Yes – if it happens often, or for long periods of time. We provide a Guaranteed Service Level (GSL) scheme that requires distributors to make cash payments to individual customers when certain service levels are not met.

You will receive a GSL payment of up to \$300 if you have long periods without your electricity or gas, or you have a high number of service interruptions.

ELECTRICITY GSL PAYMENTS	2013	2014	2015
Appointments	1 207	1 138	49
Connections	590	407	317
Low Reliability Payments	67 149	92 052	79 991
Streetlights	118	302	211
Payments made	70 225	94 704	82 613
Total (\$)	6 193 930	9 272 677	8 192 650

GSL PAYMENTS IN 2015-16

GSL payments by distributors to electricity customers totalled \$8 million in 2015⁸.

Distributors also make GSL payments to customers if service personnel don't turn up after making an appointment to do so or if they don't connect electricity supply to a property on an agreed date.

The table shows how many GSL payments distributors made to customers in 2013, 2014 and 2015.

⁸ Distribution results are reported on a calendar year. 2015 is the most recent audited data available.

WHAT IS THE FUTURE FOR MY ENERGY SUPPLY?

The way that you are supplied with energy is changing.

New energy technologies and business models are currently emerging that create new opportunities for you to participate in the energy market. For example, increased use of solar technologies and the emergence of battery storage are changing the way electricity is produced.

The way energy is delivered is changing too. Distributors are working with local communities to test different ways that electricity can be distributed locally.

You may be offered energy technologies such as solar panels, and energy efficiency services along with your energy supply. You may also be offered energy contracts that require you to be more actively engaged in the market, by, for example, buying power in advance.

Therefore, in future you will need to 'navigate an array of choices and a web of relationships'⁹ to source the energy products and services that you need.

The rules by which the energy market in Victoria operates are based on how energy has been supplied for many decades.

We have a program to modernise these rules, so that energy suppliers can continue to evolve and innovate, while customers can participate in the modern market with confidence.

9 Consumer Action Law Centre, 2016 Power Transformed, p4.



PART 2.1

Retailer Profiles

PART 2.1 – Retailer Profiles

ABOUT THIS PART

This Part provides information about each energy retailer active in the market for domestic and small business customers in Victoria.

Each retailer profile provides an overview of the retailer's performance with regard to disconnections, complaints, customers facing payment difficulty and audits undertaken in 2015-16.

The profiles also include an assessment of the retailer's published offers compared to the market as a whole.

AGL Sales Pty Ltd



AGL is a very large energy retailer, predominantly serving the residential market. AGL was issued an electricity retail licence in October 1994 as an incumbent supplier prior to the commencement of retail competition in the Victorian energy market in 2002. AGL was granted a gas retail licence in January 2001.

AGL operates in Victoria, South Australia, New South Wales and Queensland and has significant interests in electricity generation with hydro, wind, solar, coal and gas generation assets.

In late 2013 AGL acquired the energy retailer Australian Power and Gas Company Ltd and transferred its 100,000 Victorian customers to AGL. AGL also owns Powerdirect.

AGL Sales is part of the broader AGL Energy group, which is an ASX listed company.

DISCONNECTIONS

During 2015-16 AGL disconnected 10,028 domestic electricity and 6,977 domestic gas customers for non-payment.

AGL reported 34 wrongful disconnections in 2015-16. All incidents were isolated and no systemic issues were found. Wrongfully disconnected individuals were reconnected and provided with a compensation payment.

COMPLAINTS

AGL reported 16,534 billing complaints and 25,260 other complaints in 2015-16. This is an average of about 3.78 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

AGL had 11,299 participants in its hardship program in June 2016. This was up from 7,305 participants in July 2015. The average debt of participants in the program rose from \$1442 to \$2155 during the 2015-16 financial year. On average customers remained in the program for 12 months.

AUDIT

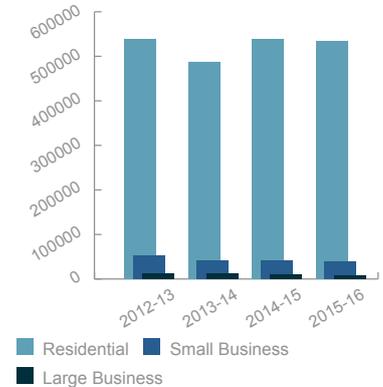
AGL Sales was subject to a regulatory audit in 2015-16. The auditors found AGL to be generally compliant in 11 of 12 areas. AGL were graded partially compliant on provision of performance indicators. The auditor recommended two minor changes, one of which was accepted by AGL and one was rejected. The Commission will continue to monitor AGL's compliance.

PUBLISHED OFFERS

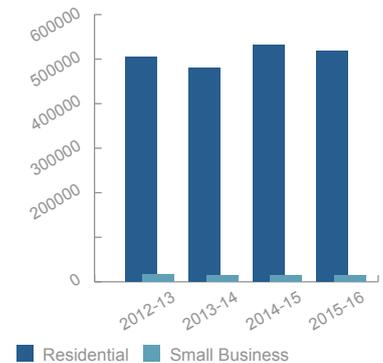
AGL was in the lower range of overall domestic electricity offers published in 2015-16.

AGL was in the upper range of overall domestic gas offers published during this period.

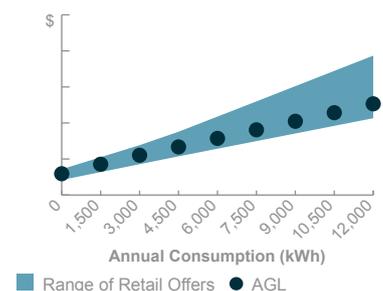
ELECTRICITY CUSTOMERS



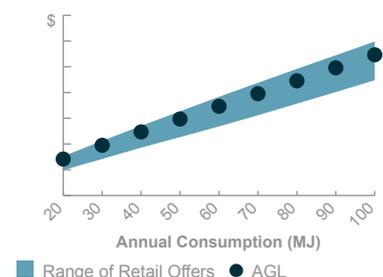
GAS CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC GAS 2015-16



Alinta Energy Retail Sales Pty Ltd



Alinta Energy is a medium sized energy retailer predominantly serving the residential sector. Alinta was issued retail licences for electricity and gas in February 2012 and began operation in May that year.

Alinta has retail operations in Victoria, New South Wales, Western Australia and South Australia as well as electricity generation and gas pipelines along the eastern sea board.

It is part of the larger entity Alinta Limited which is owned by private equity firm TPG Capital. In late 2014 Alinta acquired the retailer Neighbourhood Energy Pty Ltd and transitioned its customers to its own customer base, adding over 20 000 residential connections in Victoria.

DISCONNECTIONS

During 2015-16 Alinta disconnected 454 domestic electricity customers and 1622 domestic gas customers for non-payment.

Alinta reported 30 wrongful disconnections. Six of these were identified by Energy and Water Ombudsman Victoria as a systemic issue relating to Alinta's billing process for deemed customers. Alinta reported this issue and agreed to a remediation plan to identify any further customers entitled to payments.

COMPLAINTS

Alinta reported 2,662 billing complaints and 2,105 other complaints in 2015-16. This is an average of about four billing complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Alinta had 800 customers participating in its hardship policy in June 2016. This reduced from 1048 in July 2015. The average debt of participants in the program rose from \$588 to \$833 during the year. On average customers remained in the hardship program for four months.

AUDIT

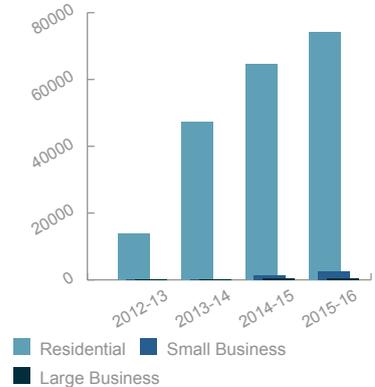
During 2015-16 Alinta Energy was subject to a regulatory audit which examined their compliance with a range of regulatory requirements. The auditors found Alinta to be generally compliant on ten of 11 areas of assessment. The auditors provided suggestions for improvement in six of these areas, which Alinta accepted.

Alinta was graded as partially compliant on its provision of performance indicator data and the Commission is monitoring its remediation efforts.

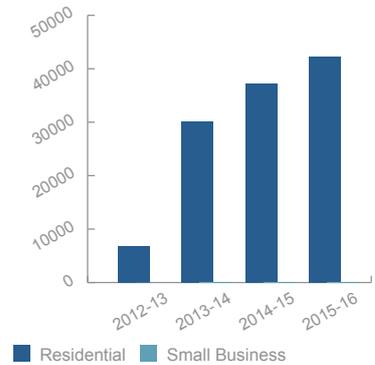
PUBLISHED OFFERS

Alinta was in the lower range of domestic electricity offers published in 2015-16 and the middle range of domestic gas offers.

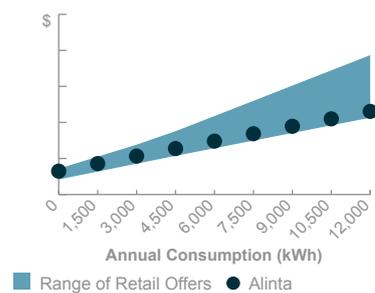
ELECTRICITY CUSTOMERS



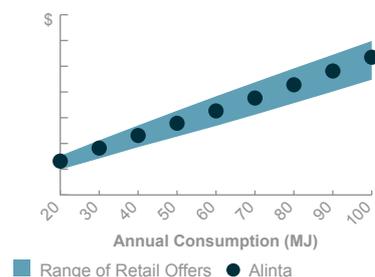
GAS CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC GAS 2015-16



Blue NRG Pty Ltd



Blue NRG is a medium sized electricity retailer mainly serving the business sector.

Blue NRG was granted an electricity retail licence in March 2012, and commenced operations in July 2012.

Blue NRG has retail operations in both Victoria and New South Wales.

DISCONNECTIONS

During 2015-16 Blue NRG did not disconnect electricity customers for non-payment.

COMPLAINTS

Blue NRG reported 29 billing complaints and 50 other complaints in 2015-16. This is an average of about 1.06 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

As a primarily business sector retailer, Blue NRG did not have any customers experiencing payment difficulties during 2015-16.

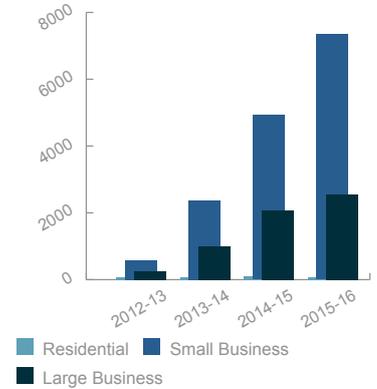
AUDIT

Blue NRG will be subject to a general compliance audit in 2016-17.

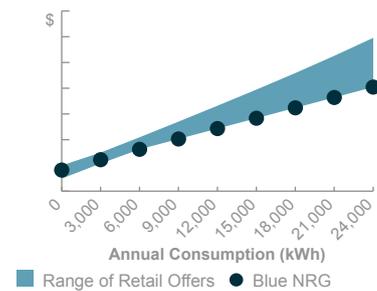
PUBLISHED OFFERS

Blue NRG was in the lower range of overall small business electricity offers published in 2015-16.

ELECTRICITY CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – SMALL BUSINESS ELECTRICITY 2015-16



Click Energy Pty Ltd



Click Energy is a medium sized energy retailer, predominantly serving the residential sector.

Click Energy was granted a retail licence for electricity in June 2006, a retail licence for gas in December 2014, and commenced operations in January 2007. Click Energy has retail operations in Victoria, New South Wales and Queensland.

Click Energy is a subsidiary of Click Energy Group Holdings Pty Ltd. This group is owned by a number of Australian and overseas private equity investment companies. The four most significant investors in this structure include US based Angeleno Group, Swiss based Robeco Sam, as well as Australian based Cleantech Australia and ES Link.

DISCONNECTIONS

During 2015-16 Click Energy disconnected 445 domestic electricity and 52 domestic gas customers for non-payment.

Nine wrongful disconnections by Click Energy were reported to the Commission in 2015-16. Six were self-identified while three were identified by the Energy and Water Ombudsman of Victoria. Click Energy undertook remedial actions, and customers were reconnected and provided with compensation payments.

COMPLAINTS

Click Energy reported 295 billing complaints and 192 other complaints in 2015-16. This is an average of about 1.08 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Click Energy had 256 participants in its hardship program in June 2016. This was up from 119 in July 2015. The average debt of participants in the program fell from \$958 to \$880 during the 2015-16 financial year.

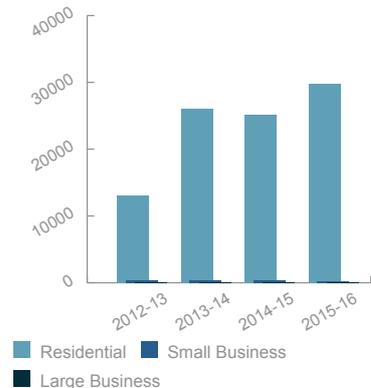
AUDIT

Click Energy was subject to a regulatory audit in 2015-16. The auditors graded Click Energy as generally compliant in all 12 areas. The auditor recommended Click undertake two measures in relation to their procedure documentation, both recommendations were accepted by Click. The Commission will continue to monitor compliance.

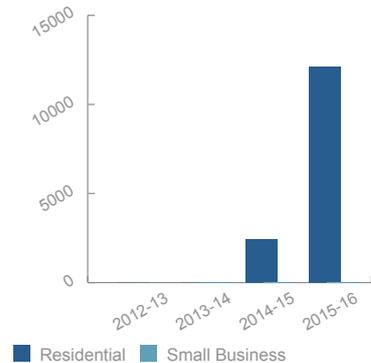
PUBLISHED OFFERS

Click Energy was in the upper-to-middle range of overall domestic electricity and gas offers published in 2015-16.

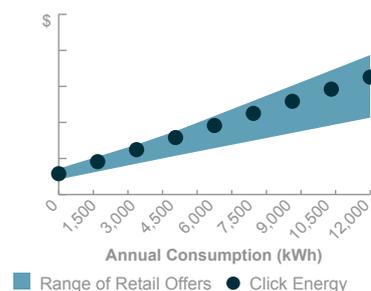
ELECTRICITY CUSTOMERS



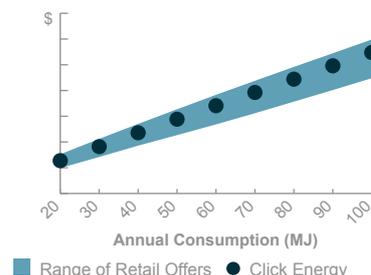
GAS CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC GAS 2015-16



CovaU Pty Ltd



CovaU is a small energy retailer serving mainly the business sector.

CovaU were granted electricity and gas retail licences in February 2015, and commenced operations in April 2015.

CovaU have retail operations in Victoria and New South Wales.

CovaU is a fully owned subsidiary of TPC Consolidated. TPC Consolidated hold interests in telecommunications, including operation of mobile networks. TPC Consolidated is an ASX listed company.

DISCONNECTIONS

During 2015-16 CovaU disconnected nine electricity and 10 gas customers for non-payment.

CovaU did not report any wrongful disconnections for 2015-16.

COMPLAINTS

CovaU reported 80 billing complaints and 59 other complaints in 2015-16. This is an average of about 22.14 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

CovaU had 1 participant in its hardship program in June 2016. On average customers remained in the program for 2 weeks.

AUDIT

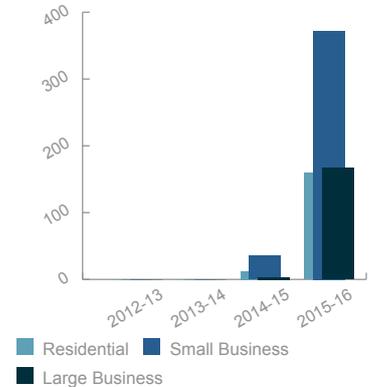
CovaU has not been subject to a regulatory audit during 2015-16.

PUBLISHED OFFERS

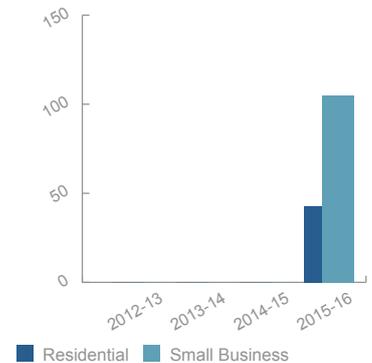
CovaU was in the middle to lower range of overall domestic electricity offers published in 2015-16.

CovaU was in the highest range of overall domestic gas offers published during this period.

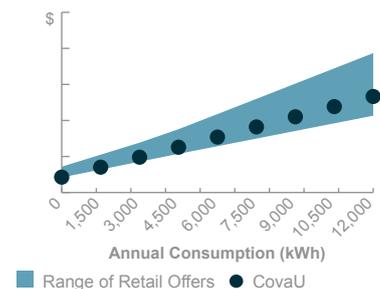
ELECTRICITY CUSTOMERS



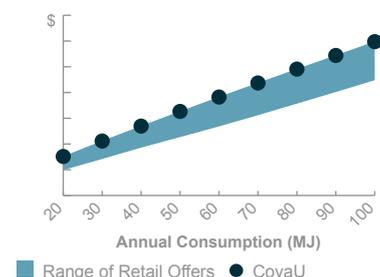
GAS CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC GAS 2015-16



Diamond Energy Pty Ltd



Diamond Energy is a small electricity retailer, predominantly serving the residential sector.

Diamond Energy was granted an electricity retail licence in October 2007, and commenced operations in July 2008.

Diamond Energy has retail operations in Victoria, New South Wales, Queensland and South Australia.

Diamond Energy has interests in renewable energy generation, with investments in solar, wind, wave and biogas electricity generation.

DISCONNECTIONS

During 2015-16 Diamond disconnected five electricity customers for non-payment.

Diamond Energy did not report any wrongful disconnections for 2015-16.

COMPLAINTS

Diamond Energy reported 18 billing complaints and 17 other complaints in 2015-16. This is an average of about 0.84 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Diamond Energy had three participants in its hardship program in June 2016. This was up from two in July 2015. The average debt of participants in the program fell from \$859 to \$789 during the 2015-16 financial year. On average customers remained in the program for 4 months.

AUDIT

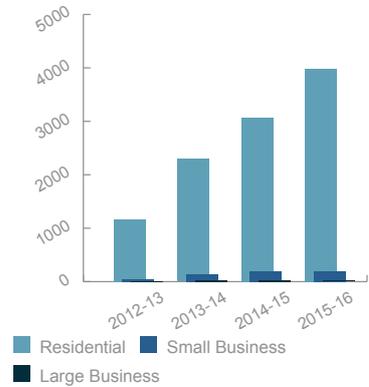
Diamond Energy has not been subject to a regulatory audit during 2015-16.

PUBLISHED OFFERS

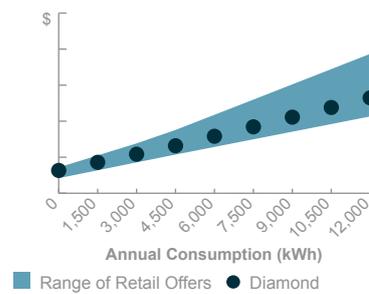
Diamond Energy was in the middle to lower range of overall domestic electricity offers published in 2015-16.

Diamond Energy was in the upper range of overall small business electricity offers published during this period.

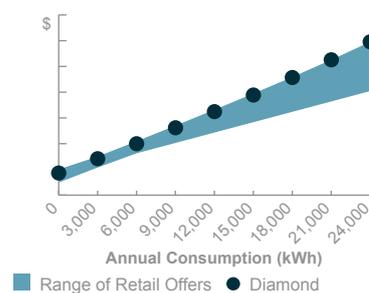
ELECTRICITY CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – SMALL BUSINESS ELECTRICITY 2015-16



EnergyAustralia



EnergyAustralia is a large energy retailer. It is the successor to the incumbent electricity supplier TXU Ltd. CLP Power Asia purchased TXU's retail business in 2005 and renamed it TRUenergy. In 2011 TRUenergy acquired EnergyAustralia; the NSW Government owned retail business. The following year TRUenergy changed its name to EnergyAustralia.

EnergyAustralia has retail operations in Victoria, ACT, New South Wales, Queensland and South Australia. EnergyAustralia has significant electricity generation interests in coal, gas, solar, and wind. EnergyAustralia is owned by CLP Group which has energy assets in China, India, Hong Kong, Taiwan and Thailand.

DISCONNECTIONS

During 2015-16 EnergyAustralia disconnected 6645 electricity and 3896 gas customers for non-payment.

117 wrongful disconnections by EnergyAustralia were reported to the Commission in 2015-16. 59 were identified within the business, 11 were identified by customers and the rest by the Energy and Water Ombudsman Victoria. 34 of these were found to have been caused by two separate systemic errors. EnergyAustralia undertook remediation for these issues and compensated customers who were wrongfully disconnected.

COMPLAINTS

EnergyAustralia reported 14 577 billing complaints and 5899 other complaints in 2015-16. This is an average of about 2.11 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

EnergyAustralia had 6958 participants in its hardship program in June 2016. This was down from 6974 in July 2015. The average debt of participants in the program rose from \$1163 to \$1183 during the 2015 16 financial year. On average customers remained in the program for 11 months.

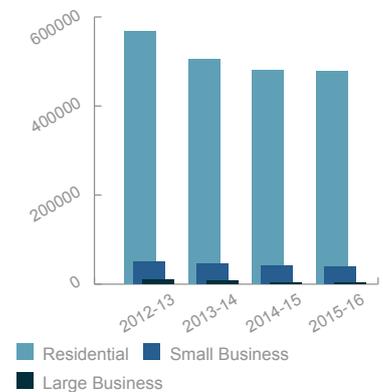
AUDIT

EnergyAustralia was subject to a regulatory audit in 2015-16. The auditors graded EnergyAustralia as generally compliant in six areas, partially compliant in four and non-compliant in outsourcing. The auditors raised concerns about EnergyAustralia's management and oversight of outsourced vendors. The Commission noted that compliance issues which were first raised in 2013 had not been addressed. The Commission will continue to monitor EnergyAustralia's compliance.

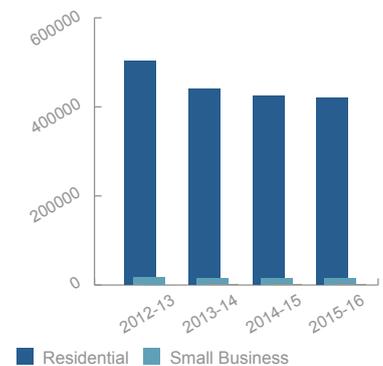
PUBLISHED OFFERS

EnergyAustralia was in the middle-to-lower range of overall domestic electricity offers and the upper range of gas offers published in 2015-16.

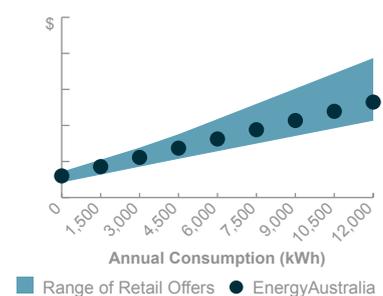
ELECTRICITY CUSTOMERS



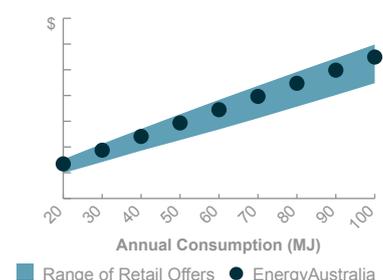
GAS CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC GAS 2015-16



ERM Power Retail Pty Ltd



ERM Power is a medium sized energy retailer, exclusively serving the business sector.

ERM was granted an electricity retail licence in October 2007 and a gas retail licence in December 2013, and commenced operations in June 2008.

ERM has retail operations in Victoria, ACT, New South Wales, Queensland, South Australia and Tasmania.

ERM has gas fired energy generation capacity.

In 2015 ERM entered the US energy market by acquiring Texas based Source Power and Gas.

ERM Power Limited is an ASX listed company.

DISCONNECTIONS

During 2015-16 ERM Power did not disconnect any gas or electricity customers.

ERM Power did not report any wrongful disconnections for 2015-16.

COMPLAINTS

ERM reported 37 billing complaints and 51 other complaints in 2015-16. This is an average of about 1.33 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

ERM did not report any customers being placed into their hardship program in 2015-16.

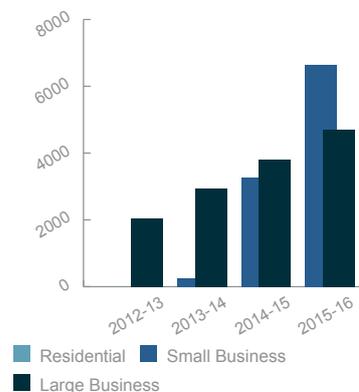
AUDIT

ERM has not been subject to a regulatory audit during 2015-16.

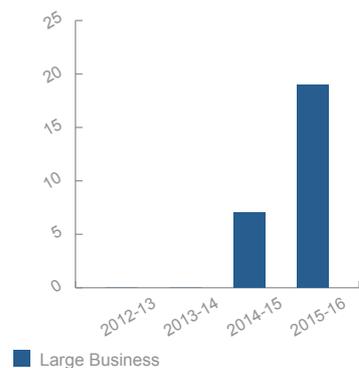
PUBLISHED OFFERS

ERM's published offers did not provide sufficient detail for analysis of their relative position.

ELECTRICITY CUSTOMERS



GAS CUSTOMERS



Globird Energy Pty Ltd



Globird is a small electricity retailer, predominantly serving the residential sector.

Globird was granted an electricity retail licence in May 2015 and commenced operations in July 2015.

Globird currently only operates in Victoria.

DISCONNECTIONS

Globird did not report any disconnections for 2015-16.

Globird did not report any wrongful disconnections for 2015-16.

COMPLAINTS

Globird reported five billing complaints and 59 other complaints in 2015-16. This is an average of about 4.13 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Globird Energy did not report any customers being placed into their hardship program in 2015-16.

AUDIT

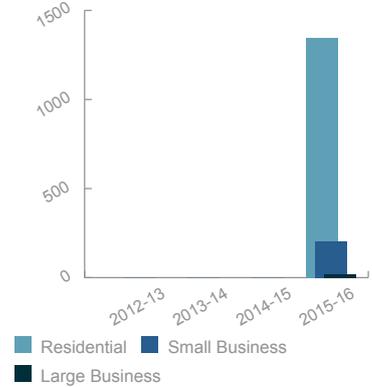
Globird will be subject to a general compliance audit in 2016-17.

PUBLISHED OFFERS

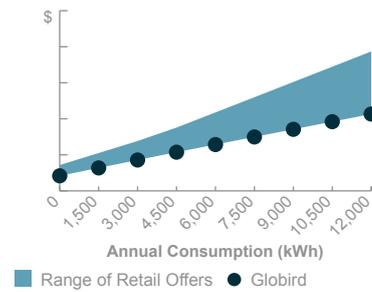
Globird was in the lowest range of overall domestic electricity offers published in 2015-16.

Globird was in the middle range of overall small business electricity offers published during this period.

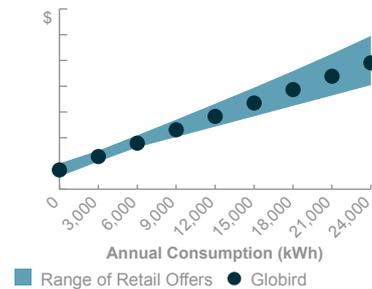
ELECTRICITY CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – SMALL BUSINESS ELECTRICITY 2015-16



Lumo Energy Pty Ltd



Lumo is a large energy retailer, predominantly serving the residential sector.

Lumo was granted an electricity retail licence in August 2002 and a gas retail licence in December 2004. Lumo commenced operations in May 2004. Lumo has energy retail operations in Victoria, Queensland, New South Wales and South Australia.

Lumo was formerly named Victoria Energy and was owned by Infratil until it was sold to Snowy Hydro in 2014. Snowy Hydro is jointly held by the NSW, Victorian and Australian Government, and has significant generating capacity in hydro and gas as well as an established retail energy business in Red Energy.

DISCONNECTIONS

During 2015-16 Lumo disconnected 1479 domestic electricity and 3344 domestic gas customers for non-payment.

63 wrongful disconnections by Lumo were reported to the Commission in 2015-16. Six were identified by customers and 57 were identified by the Energy and Water Ombudsman of Victoria. One breach was found to be systemic, the remaining 62 were isolated.

COMPLAINTS

Lumo reported 5354 billing complaints and 5239 other complaints in 2015-16. This is an average of about 2.80 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Lumo had 1017 participants in its hardship program in June 2016. This was down from 1204 in July 2015. The average debt of participants in the program rose from \$726 to \$3212 during the 2015-16 financial year. On average customers remained in the program for 7 months.

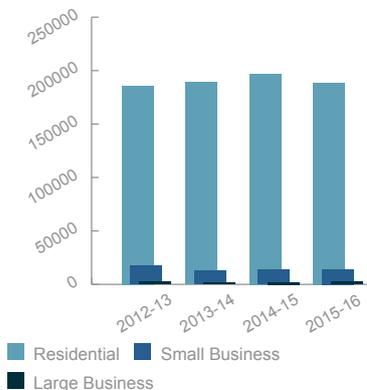
AUDIT

Lumo was subject to a regulatory audit in 2015-16. The auditors found Lumo to be generally compliant in 9 areas and partially compliant in 2. The audit identified a number of issues with Lumo's processes in managing undercharged accounts amongst other things. The auditors made a number of recommendations which Lumo has accepted. The Commission will continue to monitor compliance.

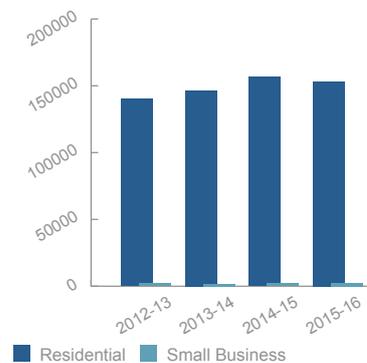
PUBLISHED OFFERS

Lumo was in the middle to upper range of overall domestic electricity and gas offers published in 2015-16.

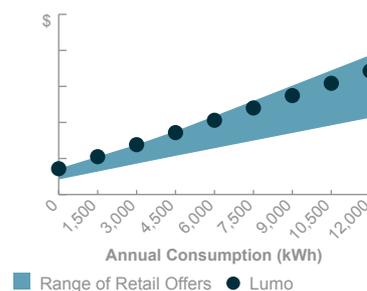
ELECTRICITY CUSTOMERS



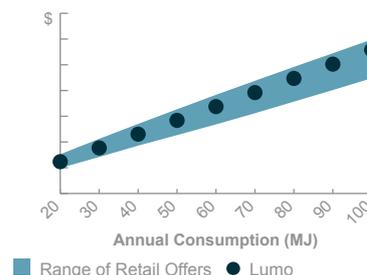
GAS CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC GAS 2015-16



M2 Energy Pty Ltd

(Dodo, Commander)



M2 is a medium sized energy retailer, mainly serving the residential sector. M2 trades as Dodo Power & Gas, and also as Commander.

M2 was granted electricity and gas retail licences in September 2007, and commenced operations in April 2008.

M2 has retail operations in Victoria, New South Wales, Queensland and South Australia.

M2 merged with Vocus Communications Ltd in early 2016, the combined entity has interests in telecommunications including fibre networks. Vocus continues to trade as Dodo and Commander. Vocus is an ASX listed company.

DISCONNECTIONS

During 2015-16 M2 Energy disconnected 106 electricity and 154 gas customers for non-payment.

10 wrongful disconnections by M2 were identified by the Energy and Water Ombudsman Victoria in 2015-16. Three were determined to be isolated incidents, while seven were found to be systemic, as reminder notices had been sent without a date of issue. M2 undertook remedial actions and all customers were compensated.

COMPLAINTS

M2 Energy reported 1631 billing complaints and 688 other complaints in 2015-16. This is an average of about 2.51 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

M2 Energy had 839 participants in its hardship program in June 2016. This was up from 646 in July 2015. The average debt of participants in the program rose from \$926 to \$1010 during the 2015-16 financial year. On average customers remained in the program for seven months.

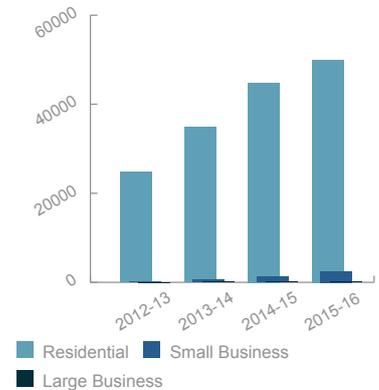
AUDIT

M2 were subject to a regulatory audit in 2015-16. The auditors found M2 to be generally compliant in three areas and partially compliant in eight areas. The auditors made a number of recommendations which M2 accepted. The Commission will continue to monitor compliance.

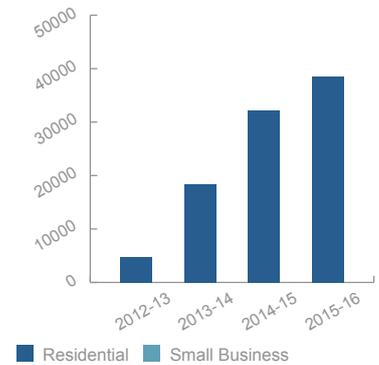
PUBLISHED OFFERS

As Dodo, M2 Energy was in the lowest range of overall domestic electricity and gas offers published in 2015-16.

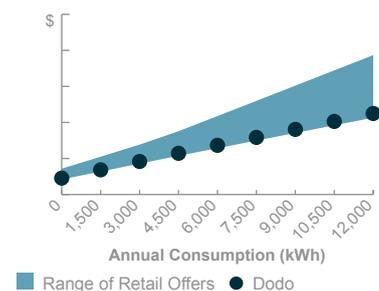
ELECTRICITY CUSTOMERS



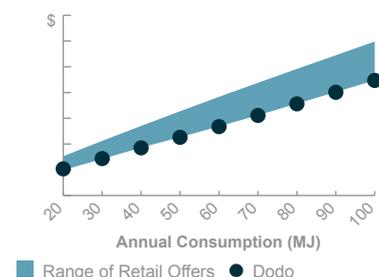
GAS CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC GAS 2015-16



Momentum Energy Pty Ltd



Momentum is a medium sized energy retailer, serving both the residential and business sectors.

Momentum was granted an electricity retail licence in January 2005 and a gas retail licence in October 2007. Momentum commenced operations in January 2005.

Momentum has energy retail operations in Victoria, ACT, New South Wales, Queensland and South Australia.

Momentum is owned by Hydro Tasmania, which is owned by the Tasmanian Government. Hydro Tasmania holds significant generating capacity in hydro, gas and wind in several states.

DISCONNECTIONS

During 2015-16 Momentum Energy disconnected 796 electricity and 210 gas customers for non-payment.

Thirteen wrongful disconnections by Momentum were reported to the Commission in 2015-16. All disconnections were identified by the Energy and Water Ombudsman of Victoria.

COMPLAINTS

Momentum reported 402 billing complaints and 449 other complaints in 2015-16. This is an average of about 0.73 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Momentum had 753 participants in its hardship program in June 2016. This was up from 439 in July 2015. The average debt of participants was \$264 during the 2015-16 financial year. On average customers remained in the program for five months.

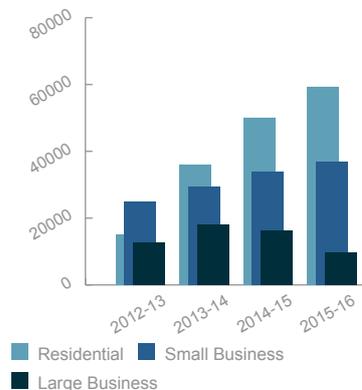
AUDIT

Momentum Energy was subject to a regulatory audit in 2015-16. The auditors found Momentum to be generally compliant in nine areas and partially compliant in two. The auditors noted inaccuracies in performance data reports and some issues in compliance reporting and training. Momentum implemented improvements to address these issues and the Commission will continue to monitor compliance.

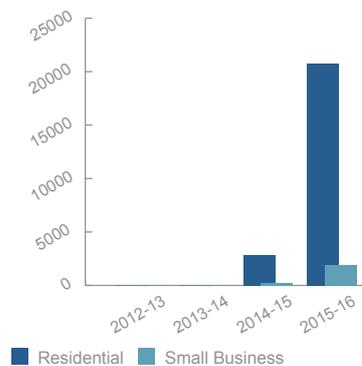
PUBLISHED OFFERS

Momentum was in the lower range of overall domestic electricity and gas offers published in 2015-16.

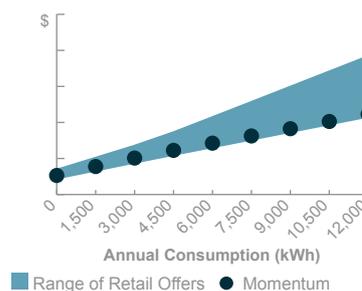
ELECTRICITY CUSTOMERS



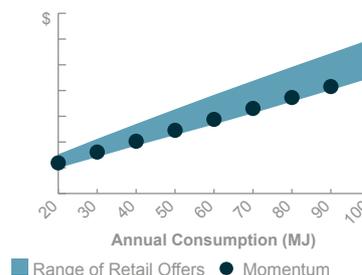
GAS CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC GAS 2015-16



Next Business Energy Pty Ltd

next:

Next Business Energy is a small electricity retailer, mainly serving the business sector.

Next was granted an electricity retail licence in November 2014 and commenced operations in January 2015.

Next has energy retail operations in both Victoria and New South Wales.

DISCONNECTIONS

During 2015-16 Next Business Energy did not disconnect any electricity or gas customers.

Next Business Energy did not report any wrongful disconnections for 2015-16.

COMPLAINTS

Next Business Energy reported six billing complaints and three other complaints in 2015-16. This is an average of about 0.8 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Next Business Energy did not report any customers being placed into their hardship program in 2015-16.

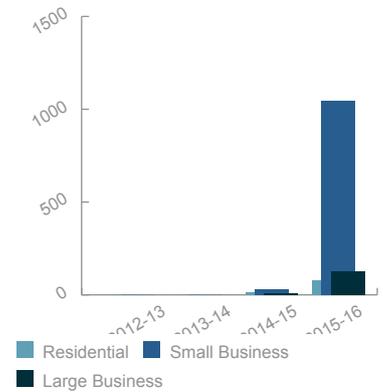
AUDIT

Next Business Energy has not been subject to a regulatory audit during 2015-16.

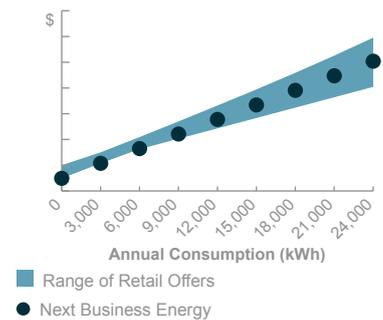
PUBLISHED OFFERS

Next Business Energy was in the lower to middle range of overall small business electricity offers published in 2015-16.

ELECTRICITY CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – SMALL BUSINESS ELECTRICITY 2015-16



Online Power and Gas Pty Ltd



Online Power and Gas is a small electricity retailer, serving both the residential and business sectors.

Online Power and Gas were granted an electricity retail licence in December 2014, and commenced operations in February 2015.

Online Power and Gas currently only operates in Victoria.

DISCONNECTIONS

During 2015-16 Online Power and Gas disconnected 230 electricity customers for non-payment.

Online Power and Gas did not report any wrongful disconnections for 2015-16.

COMPLAINTS

Online Power and Gas reported 57 billing complaints and 232 other complaints in 2015-16. This is an average of about 4.71 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Online Power and Gas had 10 participants in its hardship program in June 2016. This was up from one in July 2015. The average debt of participants in the program fell from \$2530 to \$1262 during the 2015-16 financial year. On average customers remained in the program for one month.

AUDIT

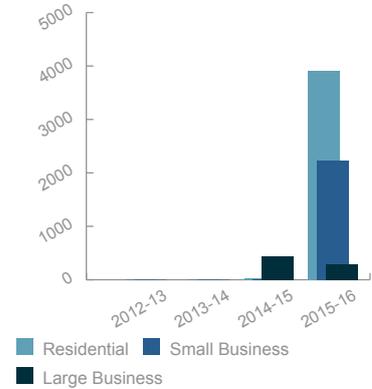
Online Power and Gas has been subject to a regulatory audit during 2015-16. Online Power and Gas were found to be generally compliant in four areas, partially compliant in seven areas, and non-compliant in one area. Online Power and Gas has accepted all recommendations for improvement. The Commission will continue to monitor Online Power and Gas' compliance.

PUBLISHED OFFERS

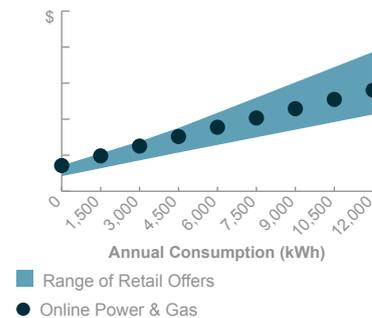
Online Power and Gas was in the middle to lower range of overall domestic electricity offers published in 2015-16.

Online Power and Gas was in upper range of overall small business electricity offers published during this period.

ELECTRICITY CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – SMALL BUSINESS ELECTRICITY 2015-16



Origin Energy



Origin Energy is a very large energy retailer, predominantly serving the residential sector.

Origin was granted an electricity retail licence in November 1995 and a gas retail licence in December 1997. Origin commenced operations prior to the Victorian energy market being opened to competition in 2002. Origin has energy retail operations in Victoria, ACT, Queensland, New South Wales and South Australia. Origin is an ASX listed company and has significant interests in gas power generation and exploration and distribution, as well as thermal coal, solar, wind, geothermal and hydro.

Origin was created when the energy business of Boral Limited was split from the building and construction materials business in 2000.

DISCONNECTIONS

During 2015-16 Origin disconnected 5,711 domestic electricity and 3,916 domestic gas customers for non-payment.

214 wrongful disconnections by Origin were reported to the Commission in 2015-16. Sixty-three were self-reported, two were identified by customers and 149 were identified by the Energy and Water Ombudsman of Victoria. Two breaches were found to be systemic, caused by a failure in the billing system to account for a public holiday, the remainder were isolated. Origin undertook remedial actions and compensated the customers affected.

COMPLAINTS

Origin reported 111 609 billing complaints and 118 240 other complaints in 2015-16. This is an average of about 22.63 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Origin had 5164 participants in its hardship program in June 2016. This was up from 5004 in July 2015. The average debt of participants in the program fell from \$812 to \$582 during the 2015-16 financial year. On average customers remained in the program for 10 months.

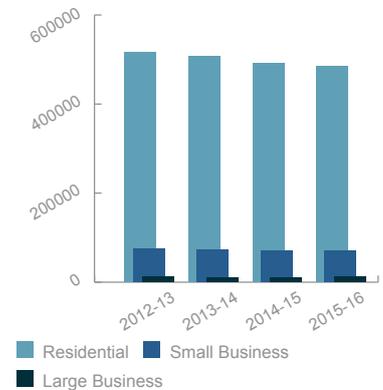
AUDIT

Origin was subject to a regulatory audit in 2015-16. The auditors found Origin to be generally compliant in 6 areas, partially compliant in three and not compliant in one area. The auditors found problems with Origin's reporting against Energy Retail Performance Indicators, billing practices and some marketing issues. Origin implemented improvements to address these issues and the Commission was generally satisfied with Origin's response.

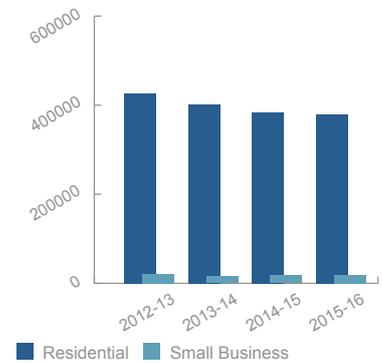
PUBLISHED OFFERS

Origin was in the middle range of domestic electricity offers and the upper range of domestic gas offers published in 2015-16.

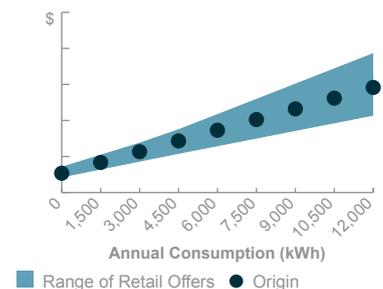
ELECTRICITY CUSTOMERS



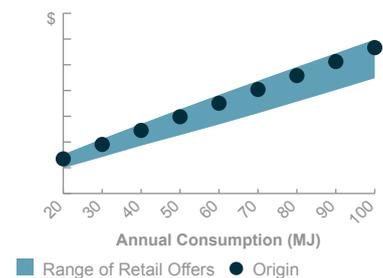
GAS CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC GAS 2015-16



Pacific Hydro Retail Pty Ltd



Pacific Hydro is a small electricity retailer specialising in the business sector. Pacific Hydro was granted an electricity retail licence in August 2012 limiting it to medium and large customers, and commenced operations in February 2013. In 2014 the licence was varied to allow it to retail to small customers.

Pacific Hydro has energy retail operations in both Victoria and South Australia.

Pacific Hydro holds wind and hydro generating capacity in Australia as well as internationally.

Previously owned by IFM Investors, Pacific Hydro was acquired by China's State Power Investment Corporation in January 2016.

DISCONNECTIONS

During 2015-16 Pacific Hydro did not disconnect any electricity customers.

Pacific Hydro did not report any wrongful disconnections for 2015-16.

COMPLAINTS

Pacific Hydro reported one billing complaint and no other complaints in 2015-16.

CUSTOMERS FACING PAYMENT DIFFICULTY

Pacific Hydro did not report any customers being placed into their hardship program in 2015-16.

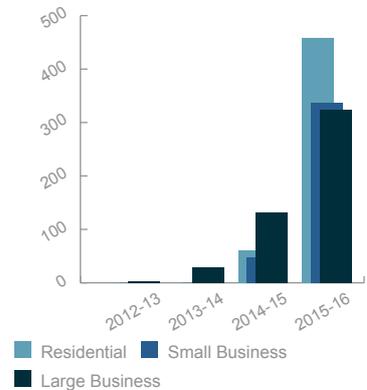
AUDIT

Pacific Hydro has not been subject to a regulatory audit during 2015-16.

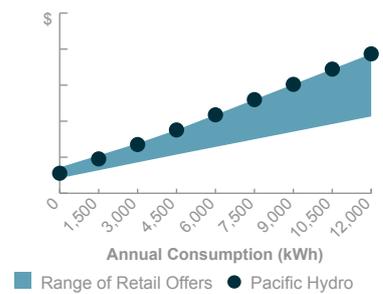
PUBLISHED OFFERS

Pacific Hydro was in the middle range of overall small business and the upper range of domestic electricity offers published in 2015-16.

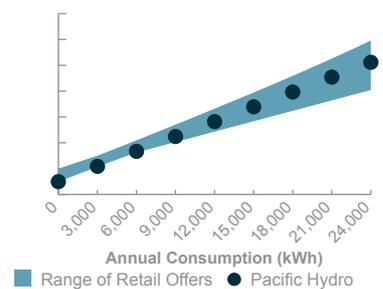
ELECTRICITY CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – SMALL BUSINESS ELECTRICITY 2015-16



People Energy Pty Ltd



People Energy is a medium sized electricity retailer, predominantly serving the residential sector.

People Energy was granted an electricity retail licence in November 2012 and commenced operations in March 2013.

People Energy currently only operates in Victoria.

DISCONNECTIONS

During 2015-16 People Energy disconnected 222 electricity customers for non-payment.

Two wrongful disconnections by People Energy were reported to the Commission in 2015-16. Both were identified by the Energy and Water Ombudsman of Victoria. The disconnections were not systemic and affected customers were compensated.

COMPLAINTS

People Energy reported 74 billing complaints and 173 other complaints in 2015-16. This is an average of about 3.43 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

People Energy had 18 participants in its hardship program in June 2016. This was up from 16 in July 2015. The average debt of participants in the program fell from \$1436 to \$699 during the 2015-16 financial year. On average customers remained in the program for five months.

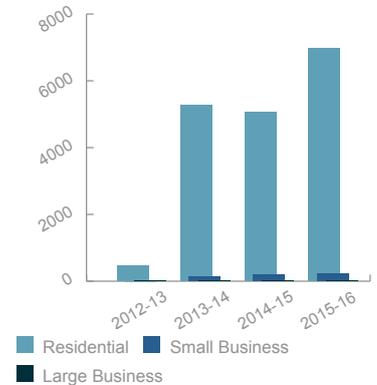
AUDIT

People Energy will be subject to a general compliance audit in 2016-17.

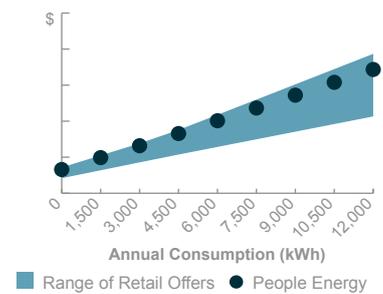
PUBLISHED OFFERS

People Energy was in the middle to upper range of overall domestic and small business electricity offers published in 2015-16.

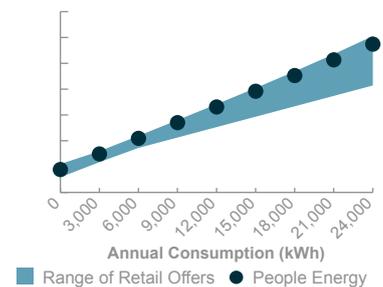
ELECTRICITY CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – SMALL BUSINESS ELECTRICITY 2015-16



Powerdirect Pty Ltd



Powerdirect is a medium sized electricity retailer, with a focus on the business sector.

Powerdirect was granted an electricity retail licence in January 2004 and commenced operations in that year.

Powerdirect has energy retail operations in Victoria, ACT, New South Wales, Queensland and South Australia.

Powerdirect was purchased by AGL Energy in 2007 and is a wholly owned subsidiary. AGL Energy is an ASX listed company.

DISCONNECTIONS

During 2015-16 Powerdirect disconnected 347 electricity customers for non-payment.

Eight wrongful disconnections by Powerdirect were reported to the Commission in 2015-16. All disconnections were identified by the Energy and Water Ombudsman of Victoria. The disconnections were not systemic and affected customers were compensated.

COMPLAINTS

Powerdirect reported 3327 billing complaints and 1009 other complaints in 2015-16. This is an average of about 9.06 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Powerdirect had 205 participants in its hardship program in June 2016. This was up from 150 in July 2015. The average debt of participants in the program rose from \$1959 to \$2023 during the 2015-16 financial year. On average customers remained in the program for 16 months.

AUDIT

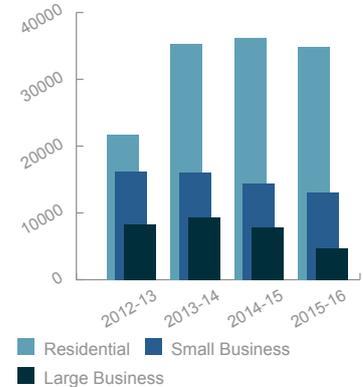
Powerdirect were subject to a regulatory audit in 2015-16. The review was conducted as part of the AGL Sales Pty Ltd audit.

PUBLISHED OFFERS

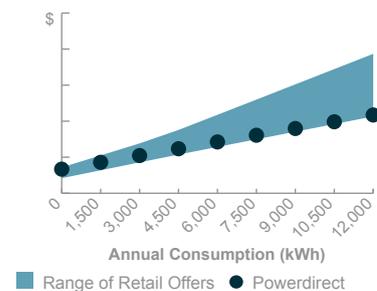
Powerdirect was in the lower range of overall small business electricity offers published during this period.

Powerdirect was in the lower range of overall domestic electricity offers published in 2015-16.

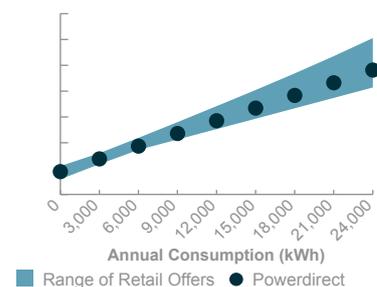
ELECTRICITY CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – SMALL BUSINESS ELECTRICITY 2015-16



Powershop Australia Pty Ltd



Powershop is a medium sized electricity retailer, mainly serving the residential sector.

Powershop was granted an electricity retail licence in April 2012 and commenced operations in July 2012.

Powershop has energy retail operations in Victoria and New South Wales.

Powershop Australia is owned by Meridian Energy which is an ASX listed company. Meridian Energy holds assets in Solar, hydro and wind generation.

DISCONNECTIONS

During 2015-16 Powershop disconnected 67 electricity customers for non-payment.

One wrongful disconnection by Powershop was reported to the Commission in 2015-16. The disconnection was identified by the Energy and Water Ombudsman of Victoria. The disconnection was not systemic and affected customers were compensated.

COMPLAINTS

Powershop reported 29 billing complaints and 25 other complaints in 2015-16. This is an average of about 0.11 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Powershop had 173 participants in its hardship program in June 2016. This was up from 115 in July 2015. The average debt of participants in the program rose from \$1159 to \$1550 during the 2015-16 financial year. On average customers remained in the program for six months.

AUDIT

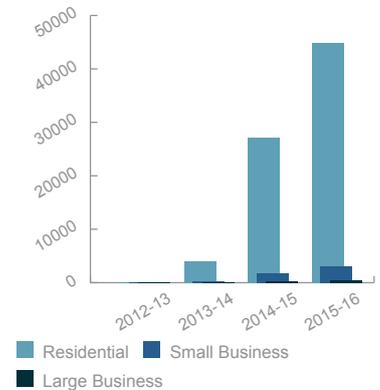
Powershop will be subject to a general compliance audit in 2016-17.

PUBLISHED OFFERS

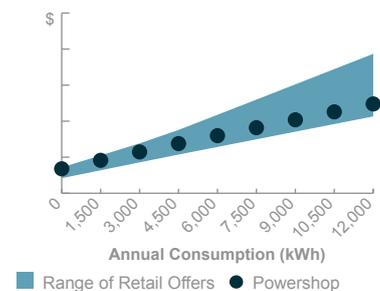
Powershop was in the lower range of overall domestic electricity offers published in 2015-16.

Powershop was in the middle range of overall small business electricity offers published during this period.

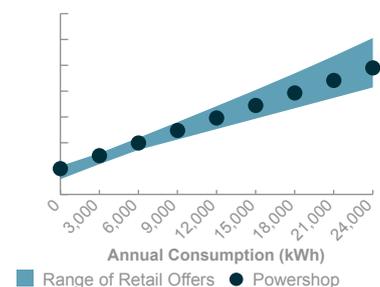
ELECTRICITY CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – SMALL BUSINESS ELECTRICITY 2015-16



QEnergy Pty Ltd



QEnergy is a medium sized electricity retailer, predominantly serving the small business sector.

QEnergy was granted an electricity retail licence in June 2013 and commenced operations in September 2013.

QEnergy has energy retail operations in Victoria, New South Wales, Queensland and South Australia.

QEnergy is a privately owned company.

DISCONNECTIONS

During 2015-16 QEnergy disconnected 6 electricity customers for non-payment.

Three wrongful disconnections by QEnergy were reported to the Commission in 2015-16. All disconnections were identified by the Energy and Water Ombudsman of Victoria.

COMPLAINTS

QEnergy reported 50 billing complaints and 52 other complaints in 2015-16. This is an average of about two complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

QEnergy had 20 participants in its hardship program in June 2016. This was up from 13 in July 2015. The average debt of participants in the program fell from \$600 to \$900 during the 2015-16 financial year. On average customers remained in the program for 14 months.

AUDIT

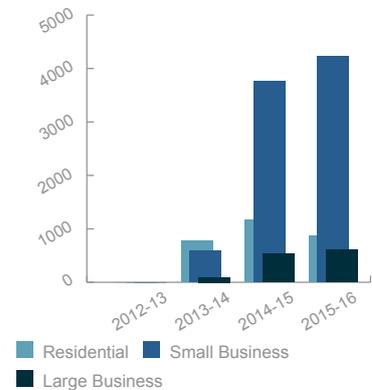
QEnergy has not been subject to a regulatory audit during 2015-16.

PUBLISHED OFFERS

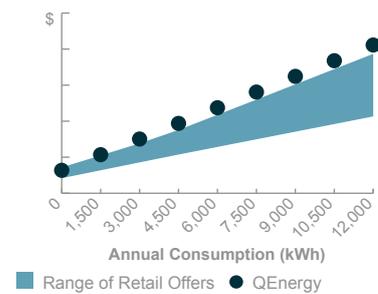
QEnergy was in the highest range of overall domestic electricity offers published in 2015-16.

QEnergy was in the middle to upper range of overall small business electricity offers published during this period.

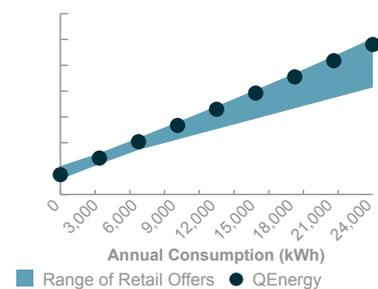
ELECTRICITY CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – SMALL BUSINESS ELECTRICITY 2015-16



Red Energy Pty Ltd



Red Energy is a large energy retailer, mainly serving the residential sector.

Red Energy was granted an electricity retail licence in February 2004 and a gas retail licence in November 2006. Red Energy commenced operations in January 2005. Red Energy has energy retail operations in Victoria, ACT, New South Wales, Queensland and South Australia.

Red Energy is owned by Snowy Hydro which is jointly held by the NSW, Victorian and Australian Government. Snowy Hydro has significant generating capacity in hydroelectricity and gas as well as owning a second retailer – Lumo Energy – which it acquired in 2014.

DISCONNECTIONS

During 2015-16 Red Energy disconnected 1,315 domestic electricity and 647 domestic gas customers for non-payment.

Red Energy reported nine wrongful disconnections to the Commission in 2015-16. All disconnections were identified by the Energy and Water Ombudsman of Victoria. The disconnections were not systemic and affected customers were compensated.

COMPLAINTS

Red Energy reported 2936 billing complaints and 3248 other complaints in 2015-16. This is an average of about 1.60 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Red Energy had 842 participants in its hardship program in June 2016. This was up from 694 in July 2015. The average debt of participants in the program fell from \$120 to \$107 during the 2015-16 financial year. On average customers remained in the program for 5 months.

AUDIT

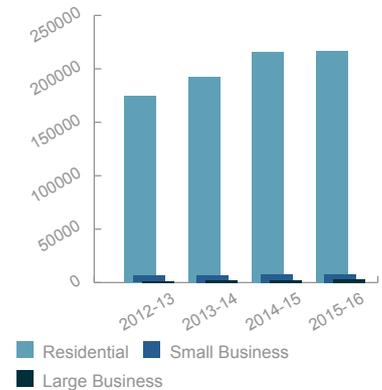
Red Energy was subject to a regulatory audit in 2015-16. The auditors found Red to be generally compliant in all 10 areas examined. However the auditors noted potential improvements regarding when hardship customers are entered into the hardship program, the content of disconnection notices and processes around life support customers. Red made improvements to address these issues. The Commission was satisfied Red had implemented the required improvements.

PUBLISHED OFFERS

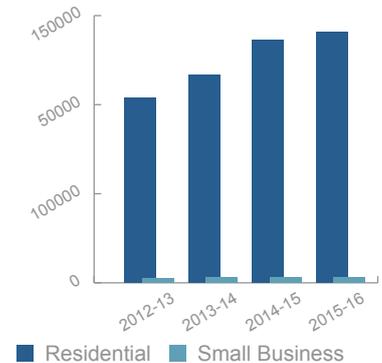
Red Energy was in the lower range of overall domestic electricity offers published in 2015-16.

Red Energy was in the upper range of gas offers published during this period.

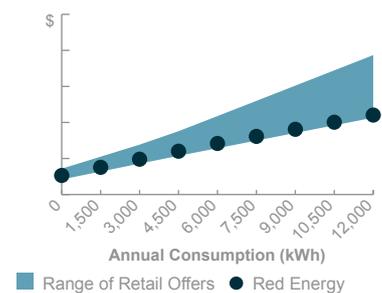
ELECTRICITY CUSTOMERS



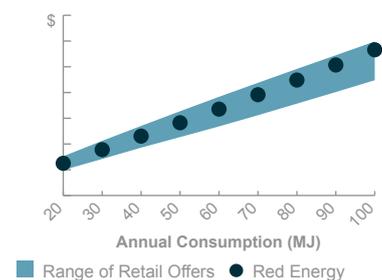
GAS CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC GAS 2015-16



Simply Energy



Simply Energy is a large energy retailer, mainly serving the residential sector.

Simply Energy was granted an electricity retail licence in June 2004 and commenced operations in that year. Simply Energy has energy retail operations in Victoria, New South Wales, Queensland and South Australia.

Simply Energy is a subsidiary of an incorporated joint venture co-owned by ENGIE (formerly known as GDF SUEZ S.A.) and Mitsui & Co., Ltd. Mitsui has global interests in oil and gas. ENGIE has global interests in gas production and distribution, and energy generation and distribution. The incorporated joint venture currently owns and operates a number of power stations in Victoria, South Australia and Western Australia.

DISCONNECTIONS

During 2015-16 Simply Energy disconnected 4,495 domestic electricity and 3,322 domestic gas customers for non-payment.

Simply Energy reported 52 wrongful disconnections to the Commission in 2015-16. Ten were self-reported by Simply Energy, the remainder were identified by the Energy and Water Ombudsman of Victoria. The disconnections were not systemic and affected customers were compensated.

COMPLAINTS

Simply Energy reported 11 189 billing complaints and 7655 other complaints in 2015-16. This is an average of about 4.78 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Simply Energy had 3169 participants in its hardship program in June 2016. This was up from 2652 in July 2015. The average debt of participants in the program rose from \$942 to \$1020 during the 2015-16 financial year. On average customers remained in the program for seven months.

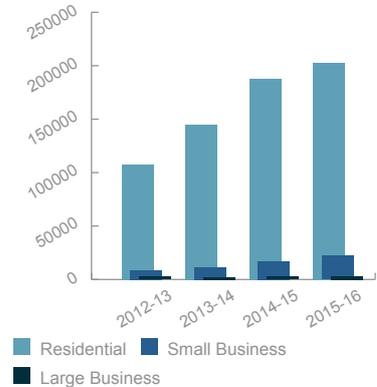
AUDIT

Simply Energy was subject to a regulatory audit in 2015-16. The auditors graded all areas as generally compliant, however noted some individual issues. Minor improvements were recommended to the content of letters sent to deemed customers; that a timeframe be stipulated for contacting a customer if a complaint isn't resolved, and; that automated processes be added alongside manual protections to prevent disconnections on protected certain days. Simply accepted the recommendations and the Commission is satisfied that improvements have been made to ensure ongoing compliance.

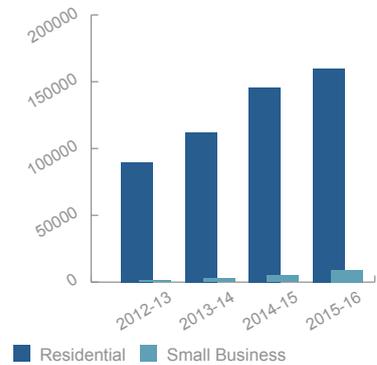
PUBLISHED OFFERS

Simply Energy was in the lower range of domestic electricity and gas offers published in 2015-16.

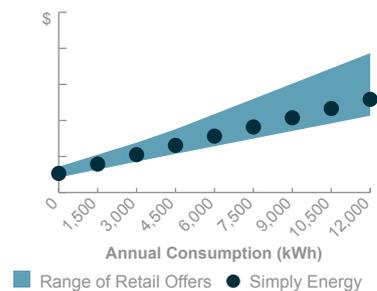
ELECTRICITY CUSTOMERS



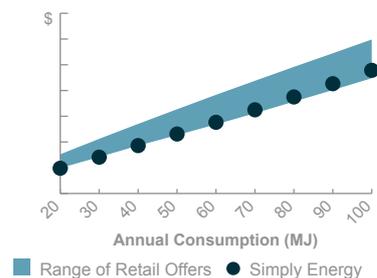
GAS CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC GAS 2015-16



Sumo Power (SparQ Pty Ltd)



SparQ is a small sized electricity retailer, predominantly serving the residential sector. SparQ trades as Sumo Power.

Sumo Power was granted an electricity retail licence in November 2014 and commenced operations in March 2015.

Sumo Power currently only operates in Victoria.

Sumo Power is a privately owned company.

DISCONNECTIONS

During 2015-16 Sumo Power did not disconnect any electricity customers.

Sumo Power did not report any wrongful disconnections for 2015-16.

COMPLAINTS

Sumo Power reported nine billing complaints and 57 other complaints in 2015-16. This is an average of about 1.59 complaints per 100 customers.

CUSTOMERS FACING PAYMENT DIFFICULTY

Sumo Power did not report any customers being placed into their hardship program in 2015-16.

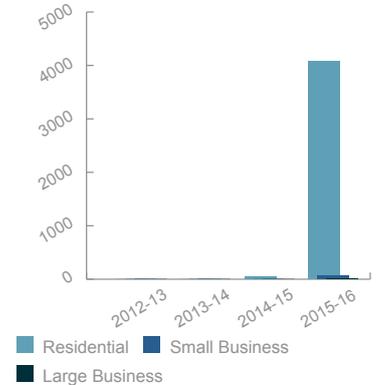
AUDIT

Sumo Power has not been subject to a regulatory audit during 2015-16.

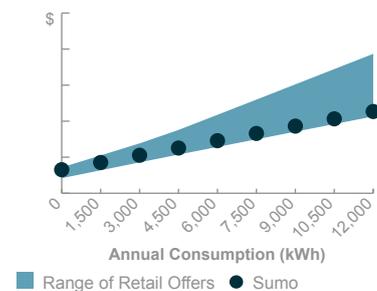
PUBLISHED OFFERS

Sumo Power was in the lower range of overall domestic and small business electricity offers published in 2015-16.

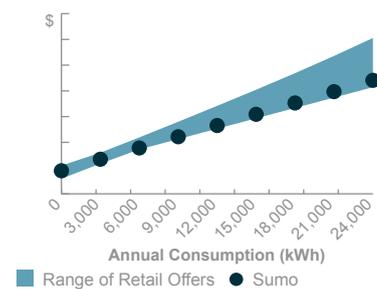
ELECTRICITY CUSTOMERS



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – DOMESTIC ELECTRICITY 2015-16



RELATIVE POSITION OF AVERAGE PUBLISHED OFFERS – SMALL BUSINESS ELECTRICITY 2015-16





PART 2.2

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	✓	✓	✓			
TOTAL	19	23	23	9	10	11

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	✓	✓	✓			
TOTAL	21	24	24	7	9	10

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	✓	✓	✓			
TOTAL	23	28	29	7	8	8

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%
TOTAL	2 348 459	2 379 833	2 417 650	-0.6%	1.3%	1.6%

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%
TOTAL	242 185	256 615	274 183	-5.0%	6.0%	6.8%

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%
TOTAL	70 666	67 640	60 727	10.6%	-4.3%	-10.2%

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%
TOTAL	1 834 215	1 852 718	1 884 844	-2.8%	1.0%	1.7%

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%
TOTAL	51 938	56 632	61 417	-16.6%	9.0%	8.4%

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%
TOTAL	3 716	2 830	3 089	na	-24%	9%

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%
TOTAL	2 379 833	100%	2 417 650	100%	1 852 718	100%	1 884 844	100%

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
TOTAL	13 661	17 836	22 622	0.58	0.75	0.94

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
TOTAL	62 586	61 500	66 017	2.66	2.58	2.73

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
TOTAL	76 247	79 333	88 639	3.25	3.33	3.67

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
TOTAL	9 283	12 160	16 088	0.51	0.66	0.85

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
TOTAL	46 683	46 563	52 027	2.55	2.51	2.76

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
TOTAL	55 965	58 722	68 115	3.05	3.17	3.61

**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
TOTAL	40 620	53 565	69 688	1.73	2.25	2.88

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
TOTAL	20 196	28 549	33 689	0.86	1.20	1.39

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%
TOTAL	4 754	6 315	13 043	25%	54%	34%

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%
TOTAL	5 081	5 805	7 146	27%	30%	19%

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%
TOTAL	9 182	11 819	17 971	48%	75%	47%

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
TOTAL	13 272	19 845	22 925	0.57	0.83	0.95

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
TOTAL	1 723	506	511	4.24	0.94	0.73

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
TOTAL	1 012	944	917	1 374	1 172	1 422

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
TOTAL	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
TOTAL	1 730	2 912	3 350	875	1 678	1 909

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			
TOTAL	31 851 612	36 725 995	49 307 005	100%	100%	100%

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
TOTAL	230.6	200.7	223.9

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
TOTAL	37 259	19 898	17 487	446

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
TOTAL	25 005	13 396	11 669	424

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
TOTAL	34 496	34 418	32 360	1.47	1.45	1.34

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%
TOTAL	17 051	19 393	17 255	49%	56%	53%

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%
TOTAL	22 606	22 874	19 415	66%	66%	60%

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%
TOTAL	8 817	7 142	9 918	26%	21%	31%

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%
TOTAL	5 294	7 018	7 387	15%	20%	23%

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%
TOTAL	10 198	11 146	11 033	30%	32%	34%

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
TOTAL	24 007	22 322	24 150	1.31	1.20	1.28

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%
TOTAL	8 882	7 379	9 348	37%	33%	39%

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%
TOTAL	10 795	8 643	11 484	45%	39%	48%

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%
TOTAL	5 387	3 698	5 800	22%	17%	24%

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%
TOTAL	3 372	3 060	3 977	14%	14%	16%

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%
TOTAL	6 919	6 461	6 995	29%	29%	29%

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
TOTAL	17 051	19 393	17 255	0.73	0.81	0.71

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
TOTAL	22 606	22 874	19 415	0.96	0.96	0.80

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%
TOTAL	5 758	4 731	6 851	34%	24%	40%

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%
TOTAL	3 345	4 598	4 541	20%	24%	26%

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%
TOTAL	5 971	7 084	6 827	35%	37%	40%

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
TOTAL	8 882	7 379	9 348	0.48	0.40	0.50

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
TOTAL	10 795	8 643	11 484	0.59	0.47	0.61

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%
TOTAL	3 255	2 037	3 251	37%	28%	34%

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%
TOTAL	1 537	1 311	1 418	17%	18%	15%

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%
TOTAL	3 337	3 214	3 485	38%	44%	37%

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
TOTAL	5 297	4 906	4 319	2.19	1.91	1.58

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
TOTAL	2 122	2 049	2 122	0.88	0.80	0.77

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
TOTAL	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
TOTAL	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
TOTAL	1 022	1 097	565	1.75	1.93	1.00

TABLE 2.2.62 Compliance breaches by retailer 2015-16

REPORTED WDPS AND BREACHES									
RETAILER	TYPE 1			TYPE 2		TYPE 3			CUST. AFFECTED
	WDP	NON-WDP	NON-WDP	NON-WDP	NON-WDP	WDP	NON-WDP	NON-WDP	
	CUST. AFFECTED	COUNT	CUST. AFFECTED	COUNT	CUST. AFFECTED	CUST. AFFECTED	COUNT	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				
TOTAL	539	46	7 147	51	130 531	26	5	387	

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
TOTAL	1279	1200	667

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
TOTAL	6 844 916	6 586 708	7 647 344	7 198 202	6 236 199	6 327 879

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%
TOTAL	5 873 454	5 315 313	5 378 190	82%	85%	85%

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%
TOTAL	4 042 087	4 126 965	4 006 982	69%	78%	75%

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
TOTAL	139 724	121 421	123 026	5.39	4.61	4.57

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
TOTAL	16 546	19 673	16 300	0.64	0.75	0.61

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
TOTAL	11 210	13 860	17 501	0.43	0.53	0.65

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
TOTAL	75 989	84 244	91 810	2.93	3.20	3.41

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
TOTAL	243 469	239 198	248 637	9.40	9.07	9.24

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
TOTAL	46 042	42 313	47 885	2.21	2.02	2.27

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
TOTAL	8 481	7 704	7 005	0.41	0.37	0.33

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
TOTAL	4 969	5 028	6 453	0.24	0.24	0.31

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
TOTAL	26 558	31 916	31 693	1.27	1.53	1.50

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
TOTAL	86 050	86 961	93 036	4.13	4.16	4.41

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	–	–
TOTAL	6 901	4 841	3 331	2 382	1 817	1 687



PART 2.3

Retailer Pricing Performance

PART 2.3 – Pricing

ABOUT THIS PART

This Part provides information on individual offers that were published by retailers during 2015-16.

To compare offers, the prices have been used to calculate an annual bill based on a typical consumption level for a household or small business.

The offers have been separated according to the type of energy product based on billing and discount characteristics and by contract type.

PRODUCT TYPE	DESCRIPTION
PAPER BILL, NO DISCOUNTS	Price does not depend on conditional discounts No requirement to go online or receive bills by email
CONDITIONAL DISCOUNTS	Price paid relies on satisfying conditions to receive discounts No requirement to go online or receive bills by email
ONLINE	Offer requires the customer to go online or receive bills by email Price paid may rely on satisfying conditions to receive discounts

Results are presented for each distribution area. See Maps at pages 44-45

ALL GENERALLY AVAILABLE OFFERS

Domestic electricity	p157
Small business electricity	p164
Domestic gas	p178
Small business gas	p190
Range of calculated annual bills	p202

LOWEST DISCOUNTED OFFER BY RETAILER

Domestic electricity	p207
Small business electricity	p212
Domestic gas	p222
Small business gas	p228

ABOUT THE GRAPHS

The dark blue section of the bar shows the annual bill for a sample customer if all conditional discounts are met. The light blue part of the bar represents the value of the conditional discounts under the offer.

- If the customer met all the conditions, they would pay a bill equal to the amount shown in the dark blue.
- If the customer did not meet any of the conditions, their bill would be at the far right of the light blue bar.
- If the customer met some conditions their bill would be somewhere within the light blue.

The conditional discounts differ depending on the offer. They may depend on paying on time, agreeing to a direct debit arrangement, paying by credit card or other terms. If an offer has multiple conditional discounts, a customer may qualify for one discount, but not others.

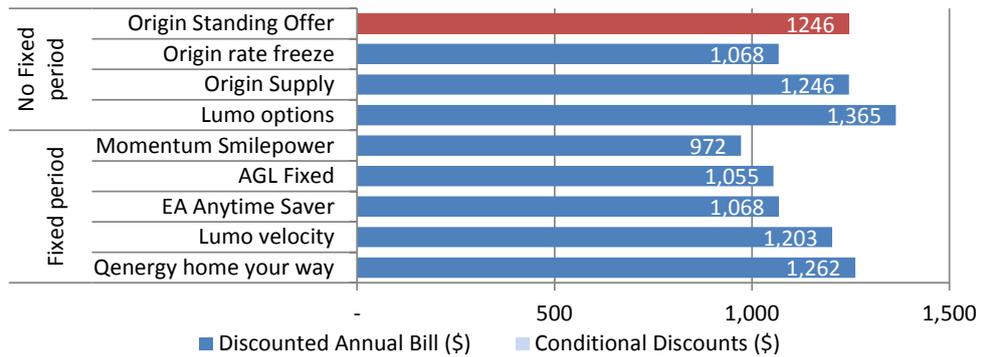
Discounts which do not rely on a customer meeting conditions have been deducted from the dark blue bar.

All offers are shown relative to the standing offer of the local retailer in the region. This price is a useful benchmark as it would be the price paid by customers who have not entered a market contract since the commencement of retail competition – about 7 per cent of residential and 15 to 20 per cent of small business customers are on standing offers with the original incumbent retailers.

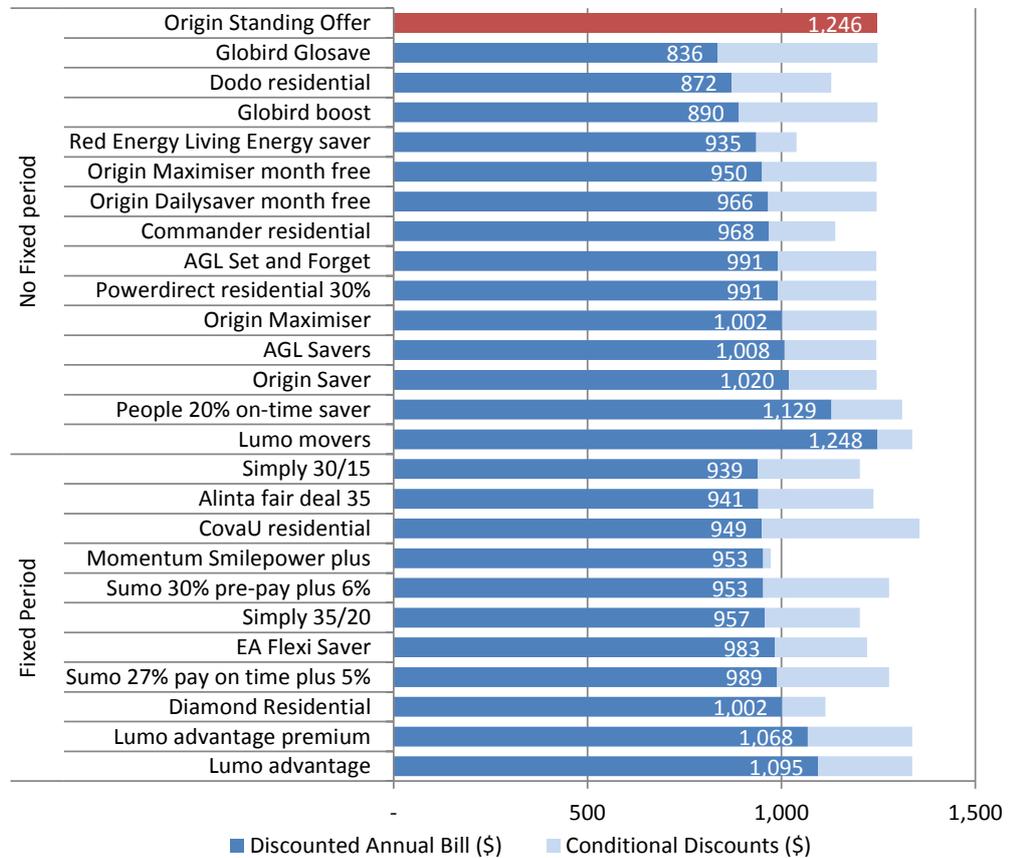
Electricity

CITIPOWER REGION – DOMESTIC HOUSEHOLD FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION

PAPER BILLS, NO CONDITIONAL DISCOUNTS



CONDITIONAL DISCOUNTS



Electricity

CITIPOWER REGION – DOMESTIC HOUSEHOLD FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION (CONT.)

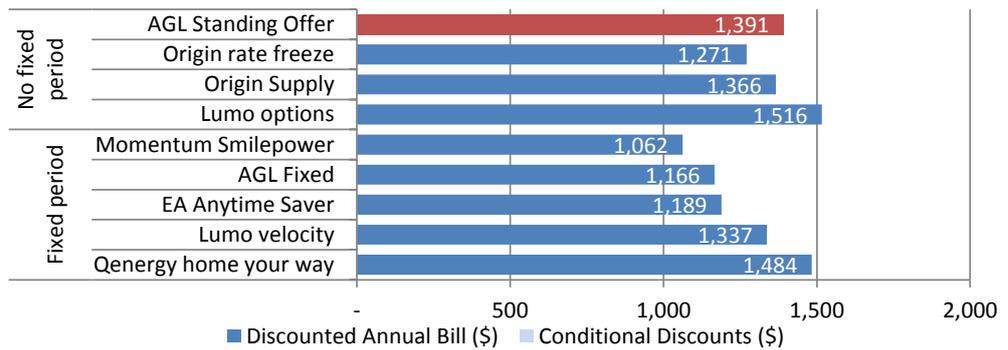
ONLINE



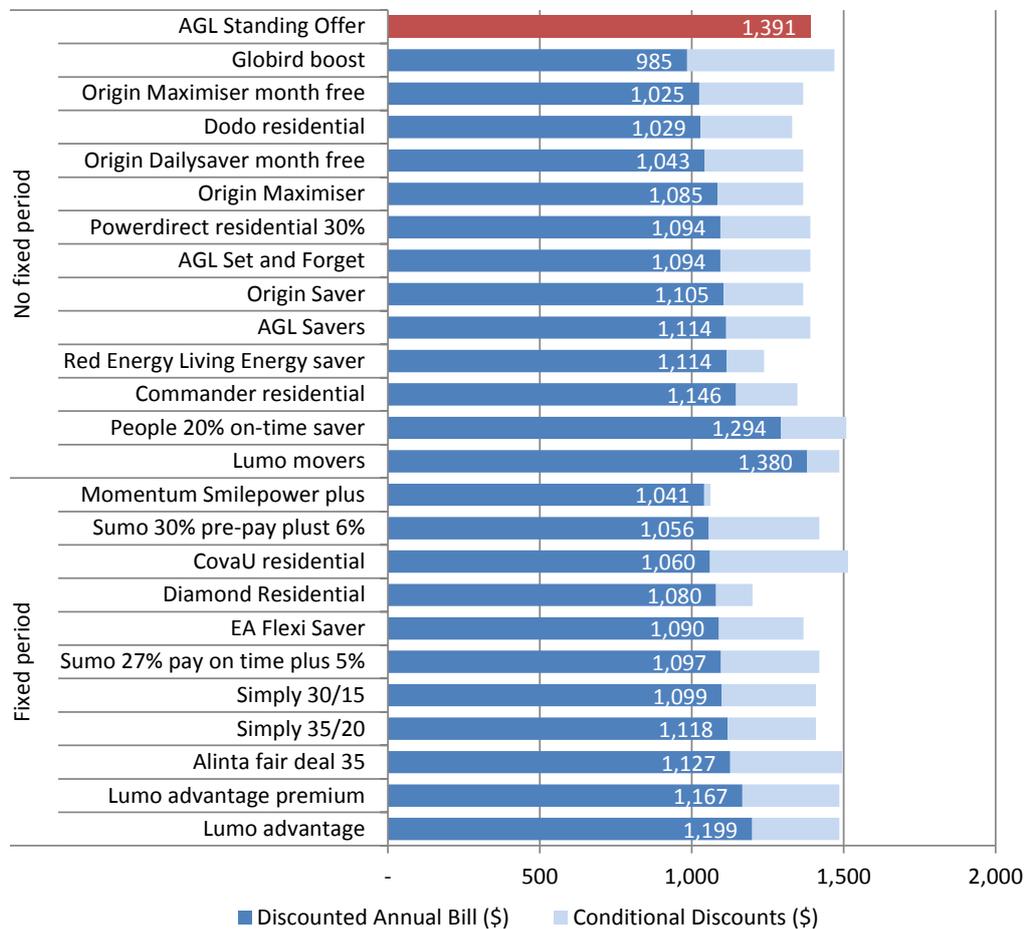
Electricity

JEMENA REGION – DOMESTIC HOUSEHOLD FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



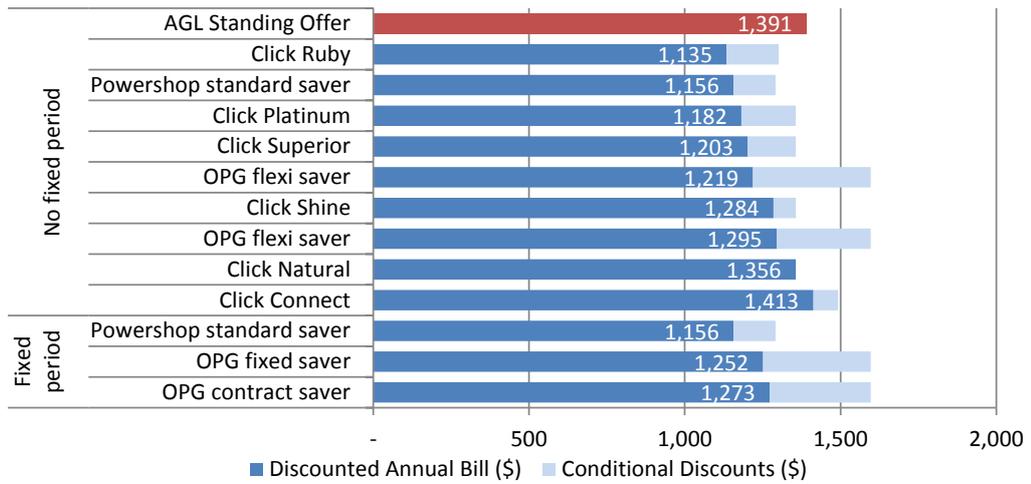
CONDITIONAL DISCOUNTS



Electricity

JEMENA REGION – DOMESTIC HOUSEHOLD FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION (CONT.)

ONLINE



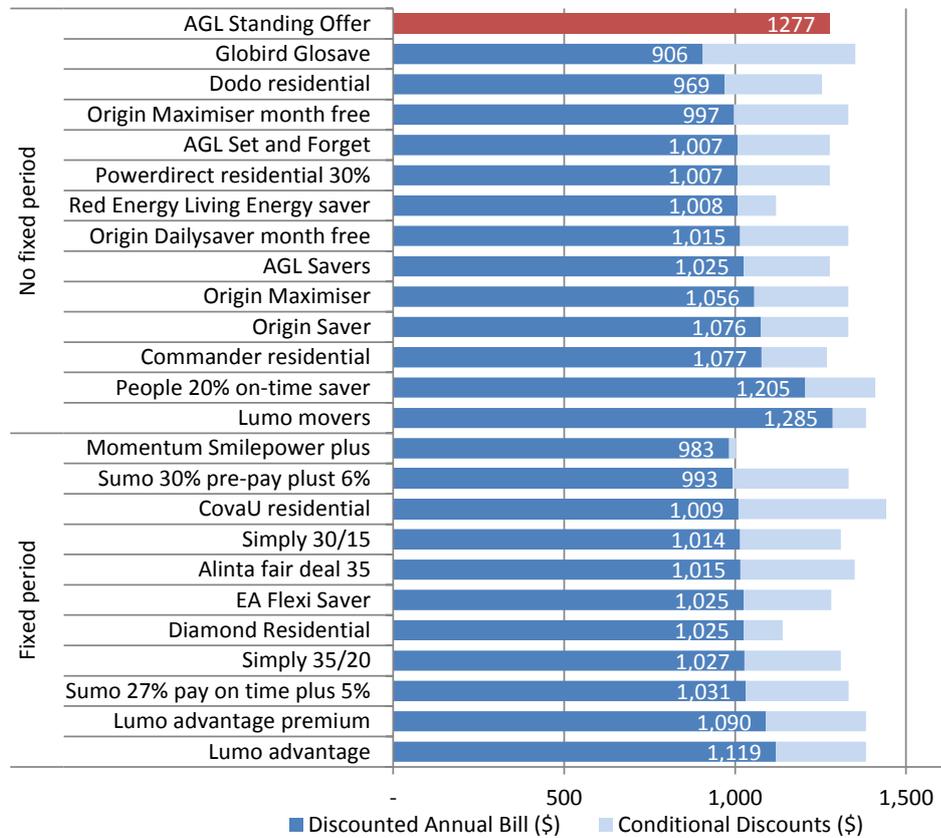
Electricity

UNITED ENERGY REGION – DOMESTIC HOUSEHOLD FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



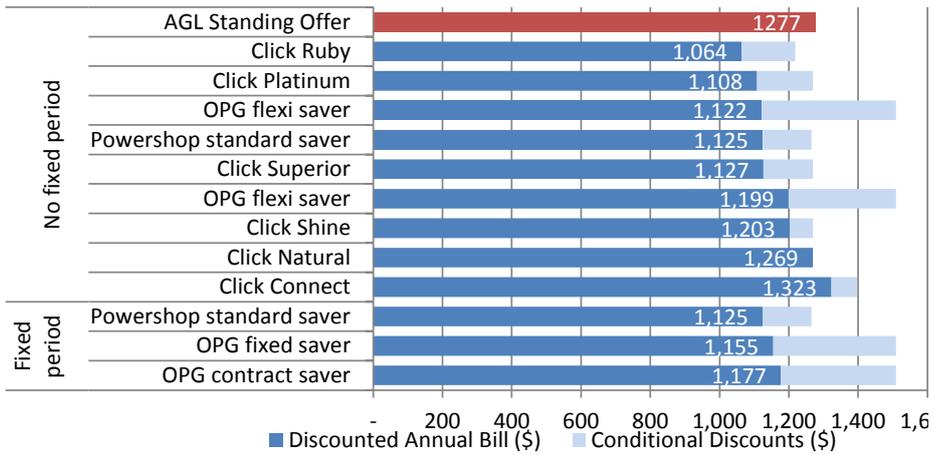
CONDITIONAL DISCOUNTS



Electricity

UNITED ENERGY REGION – DOMESTIC HOUSEHOLD FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION (CONT.)

ONLINE



Electricity

AUSNET SERVICES REGION – DOMESTIC HOUSEHOLD FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION

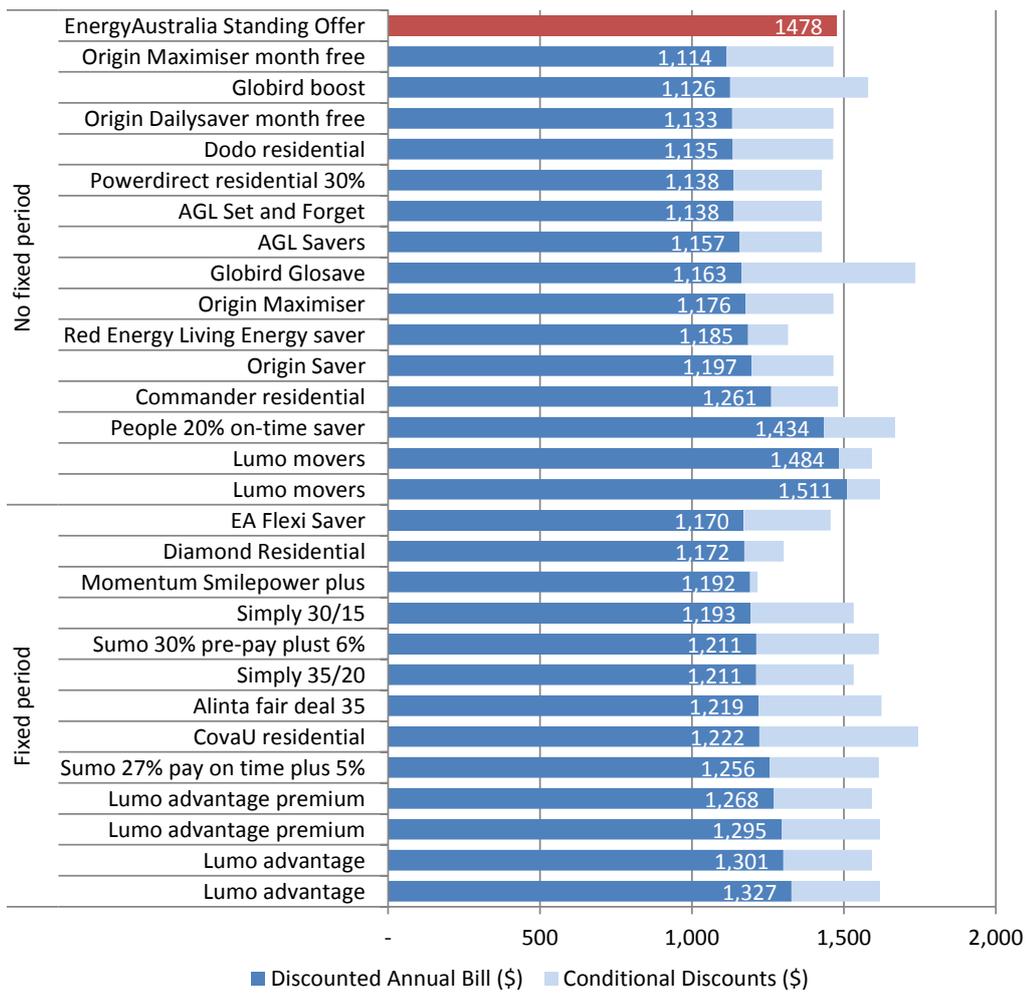
PAPER BILLS, NO DISCOUNTS



Electricity

AUSNET SERVICES REGION – DOMESTIC HOUSEHOLD FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION (CONT.)

CONDITIONAL DISCOUNTS



Electricity

AUSNET SERVICES REGION – DOMESTIC HOUSEHOLD FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION (CONT.)

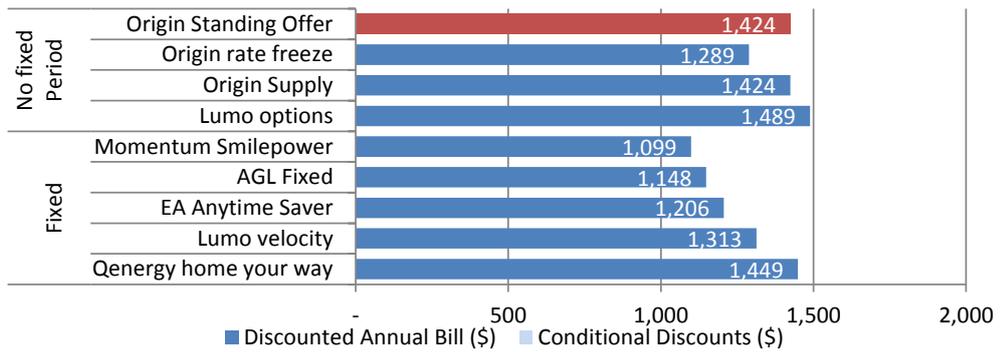
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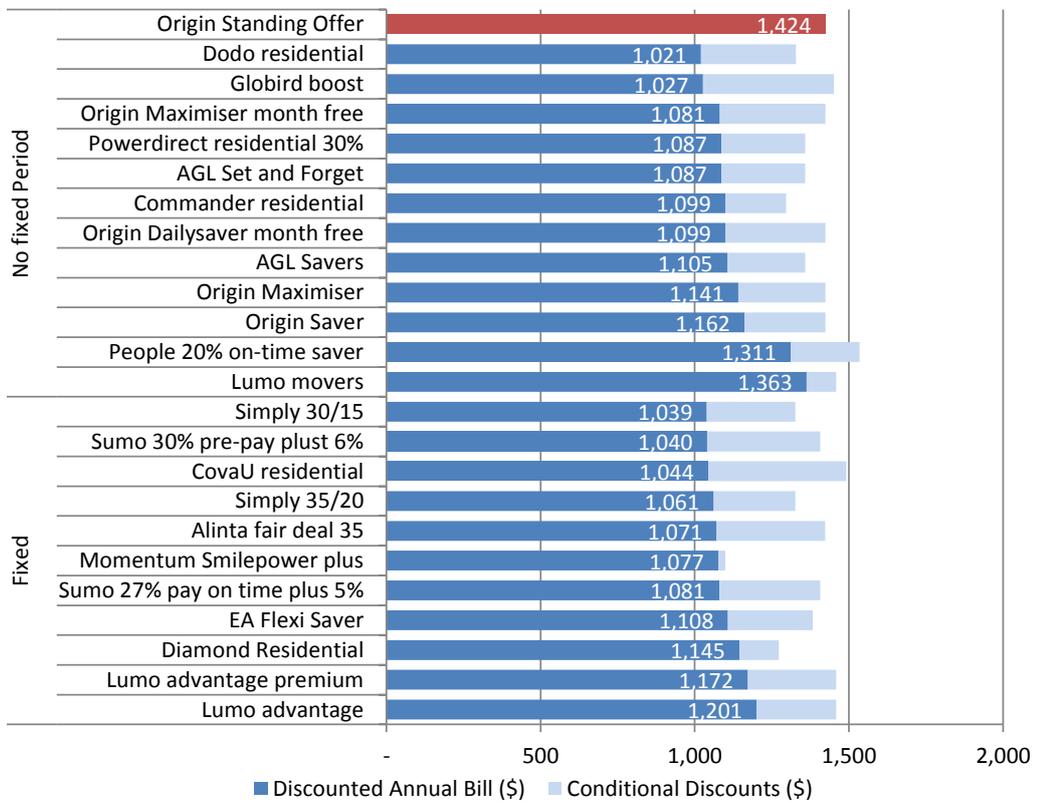
Electricity

POWERCOR REGION – DOMESTIC HOUSEHOLD FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



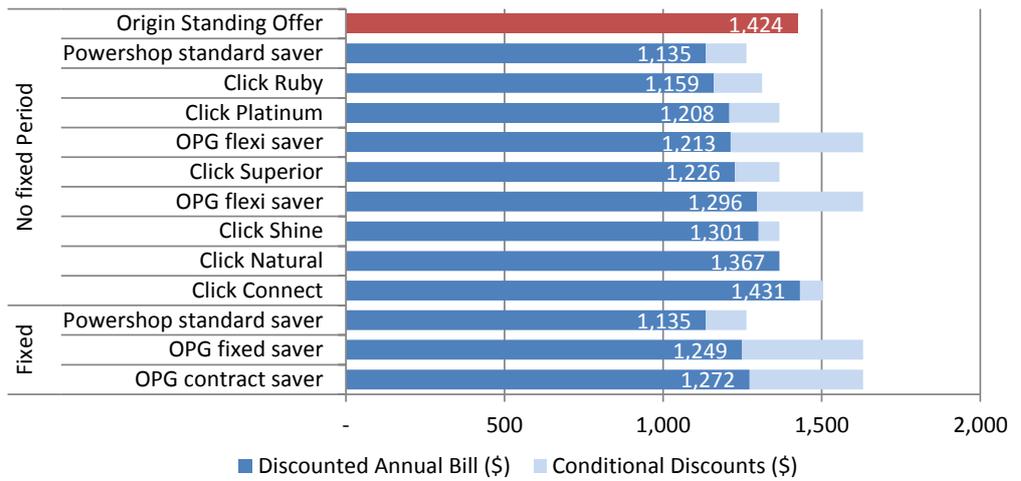
CONDITIONAL DISCOUNTS



Electricity

POWERCOR REGION – DOMESTIC HOUSEHOLD FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION (CONT.)

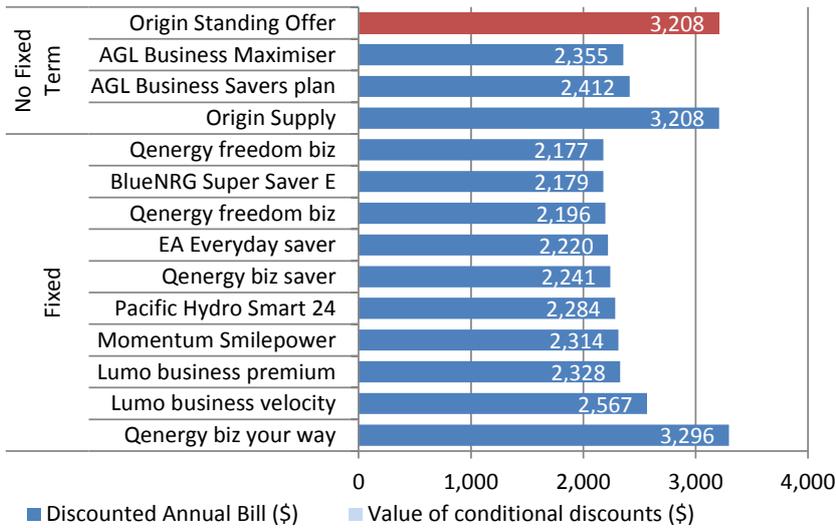
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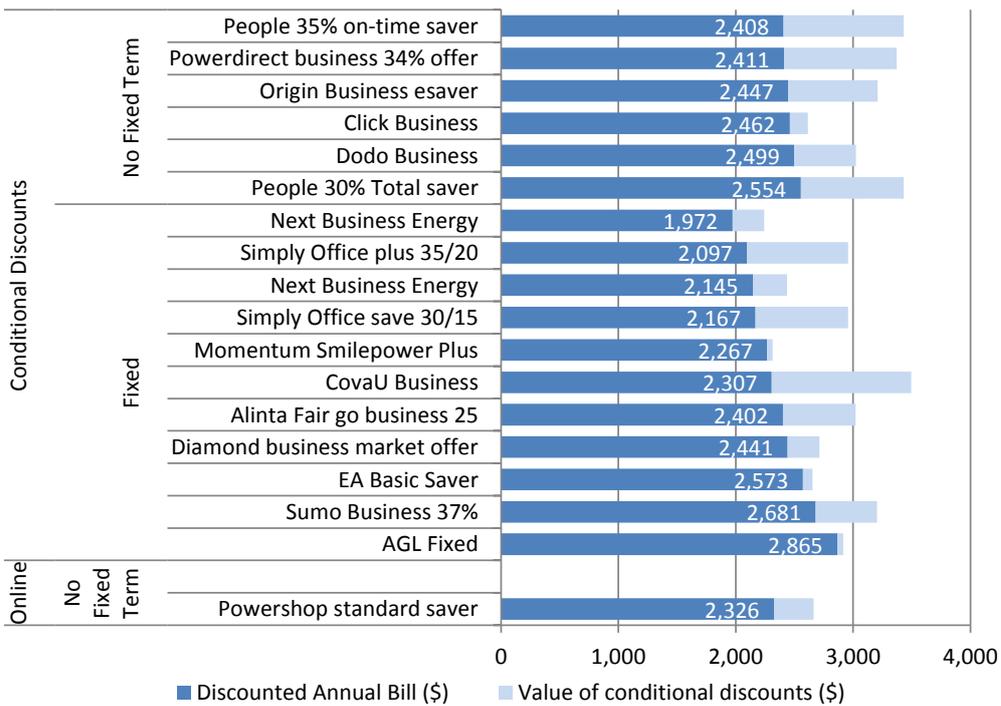
Electricity

CITIPOWER REGION – SMALL BUSINESS FLAT TARIFF, 12000KWH ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



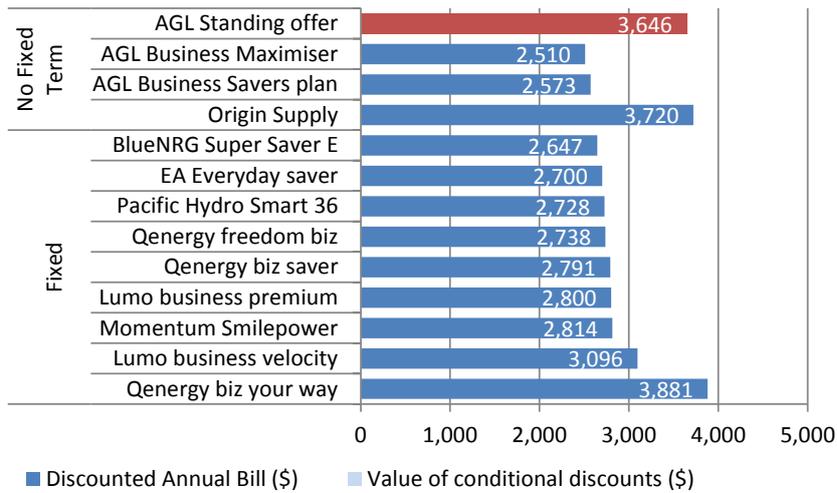
CONDITIONAL DISCOUNTS & ONLINE



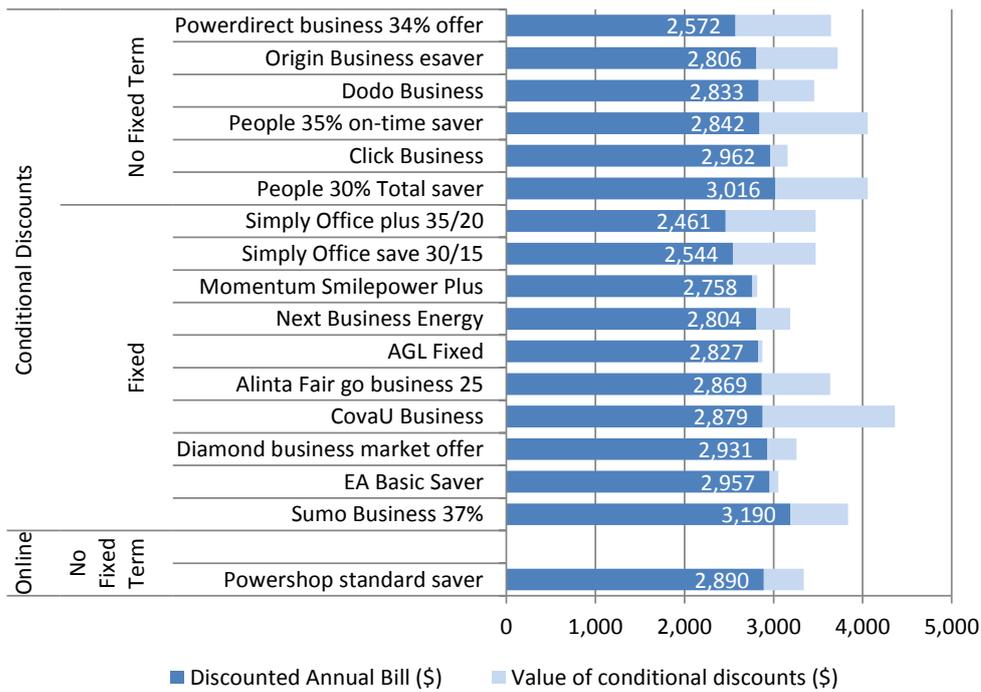
Electricity

JEMENA REGION – SMALL BUSINESS FLAT TARIFF, 12000KWH ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



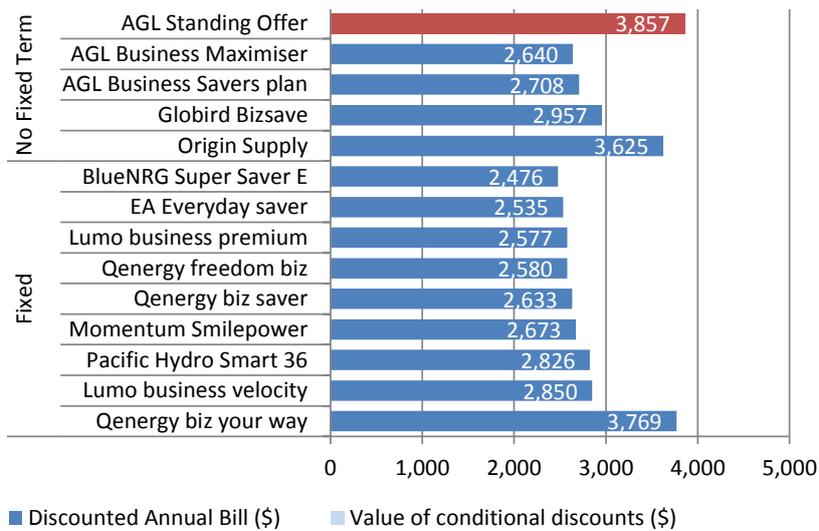
CONDITIONAL DISCOUNTS & ONLINE



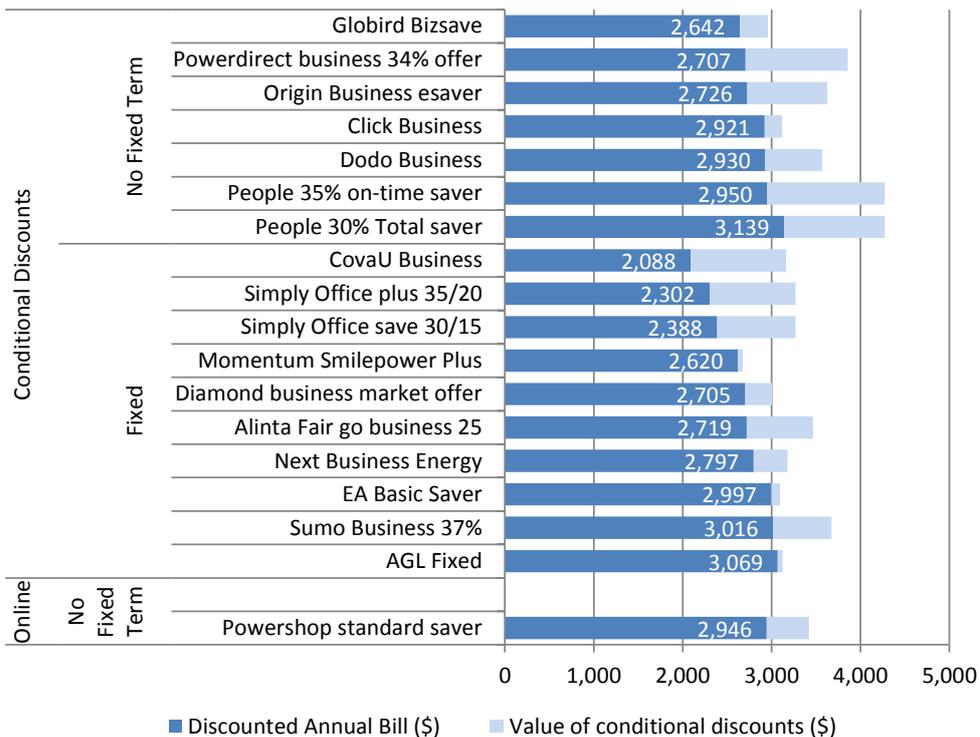
Electricity

UNITED ENERGY REGION – SMALL BUSINESS FLAT TARIFF, 12000KWH ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



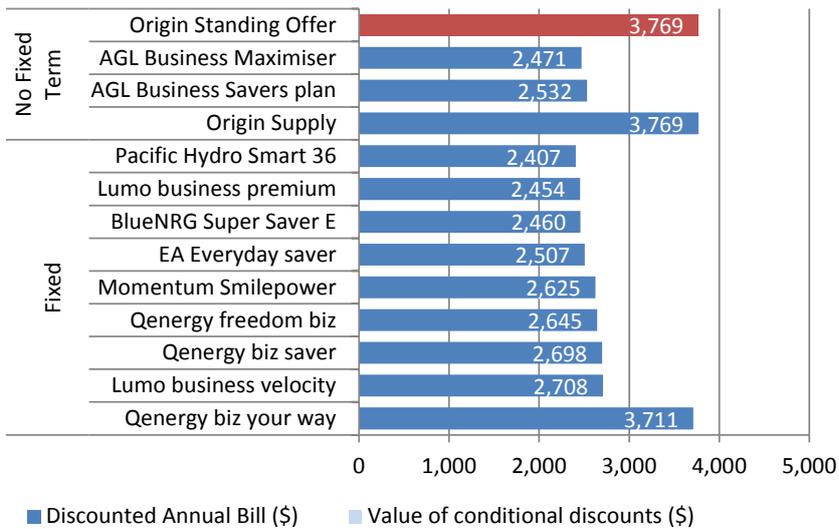
CONDITIONAL DISCOUNTS & ONLINE



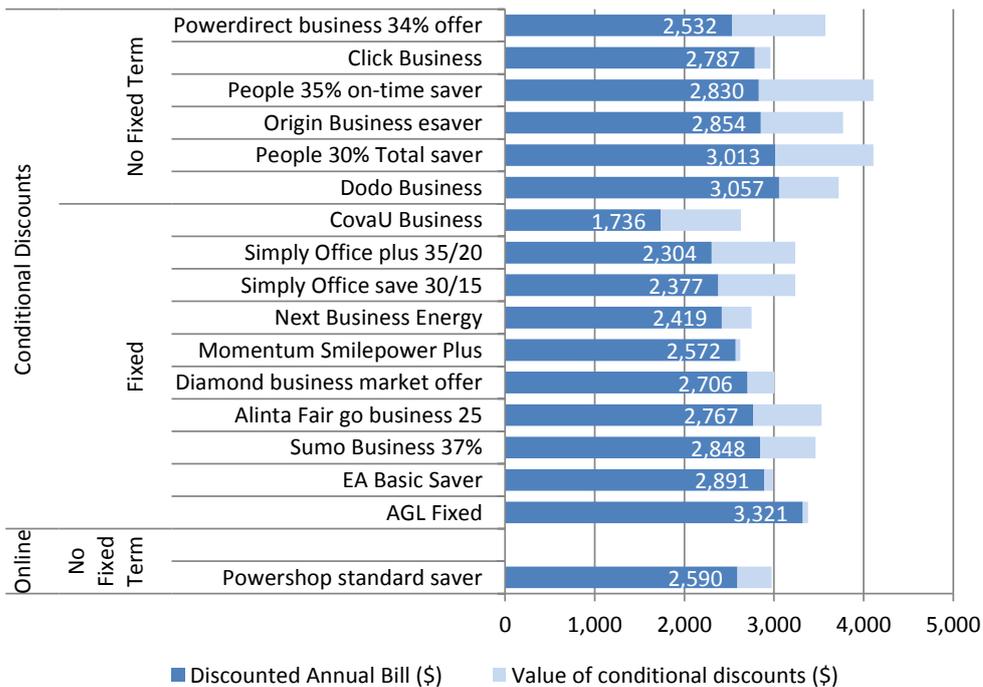
Electricity

POWERCOR REGION – SMALL BUSINESS FLAT TARIFF, 12000KWH ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



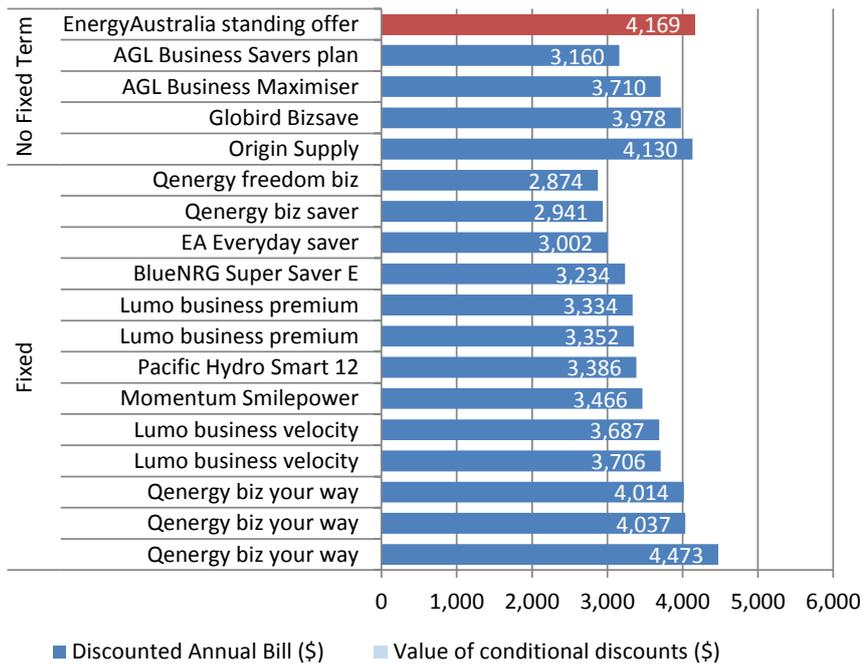
CONDITIONAL DISCOUNTS & ONLINE



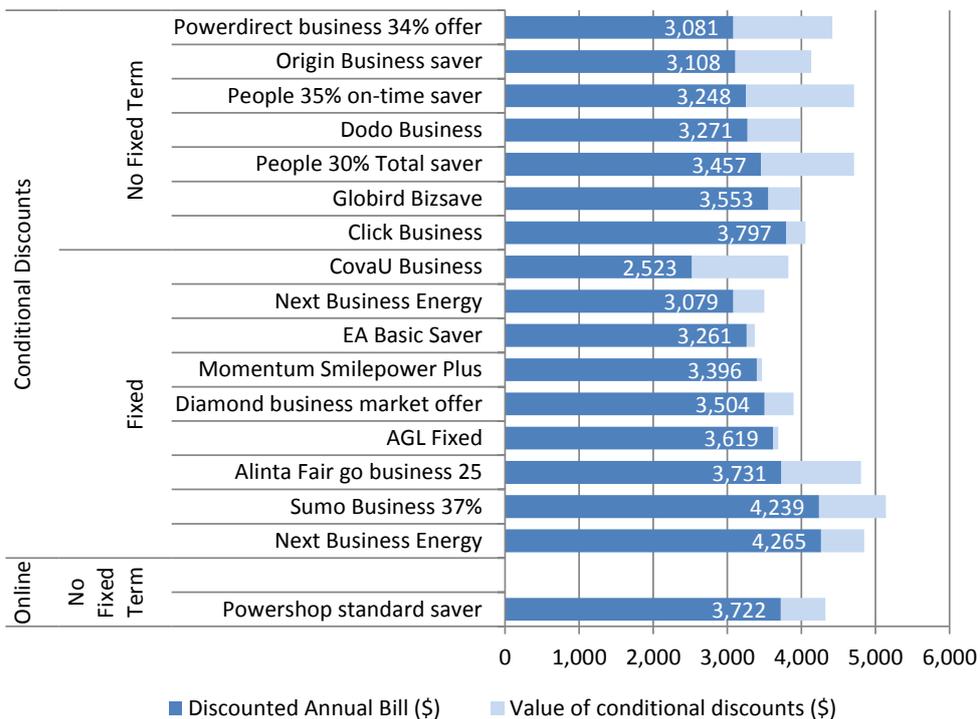
Electricity

AUSNET REGION – SMALL BUSINESS FLAT TARIFF, 12000KWH ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



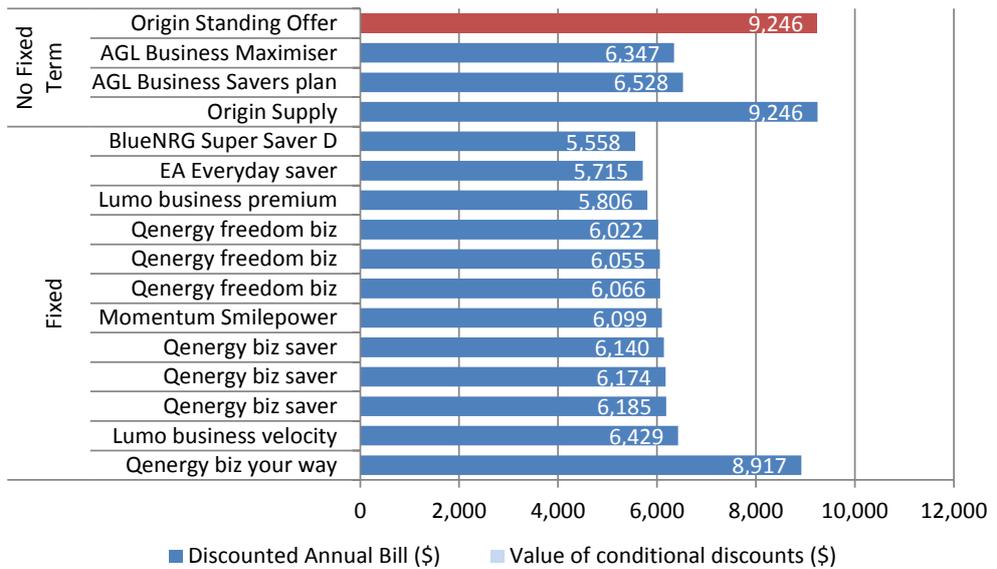
CONDITIONAL DISCOUNTS & ONLINE



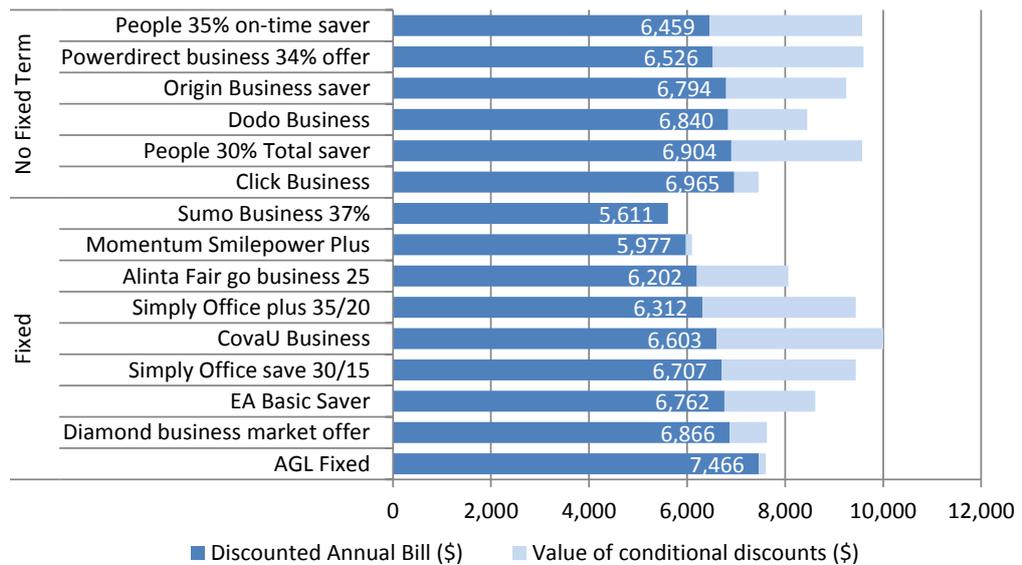
Electricity

CITIPOWER REGION – SMALL BUSINESS 5 DAY TIME OF USE TARIFF, 40000KWH ANNUAL CONSUMPTION

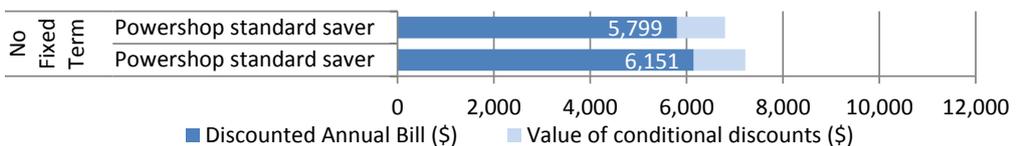
PAPER BILLS, NO DISCOUNTS



CONDITIONAL DISCOUNTS



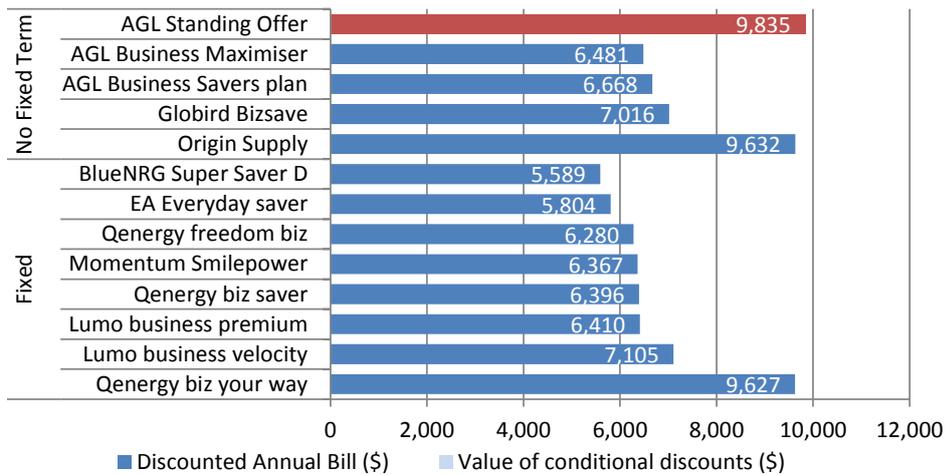
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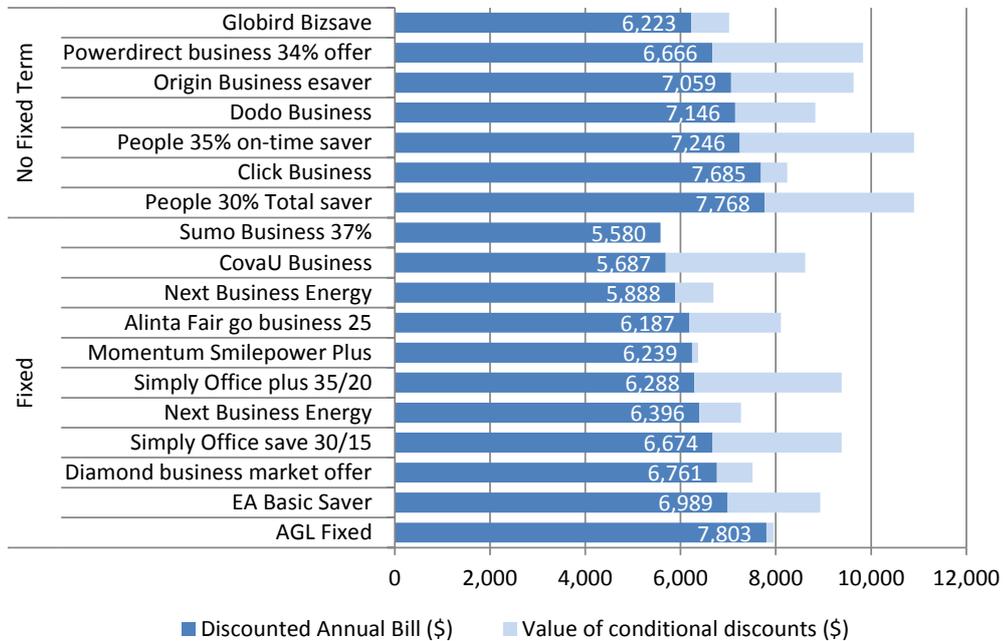
Electricity

JEMENA REGION – SMALL BUSINESS 5 DAY TIME OF USE TARIFF, 40000KWH ANNUAL CONSUMPTION

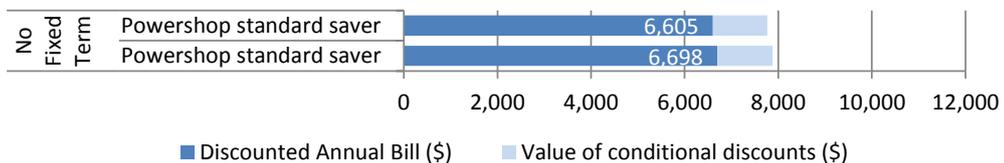
PAPER BILLS, NO DISCOUNTS



CONDITIONAL DISCOUNTS



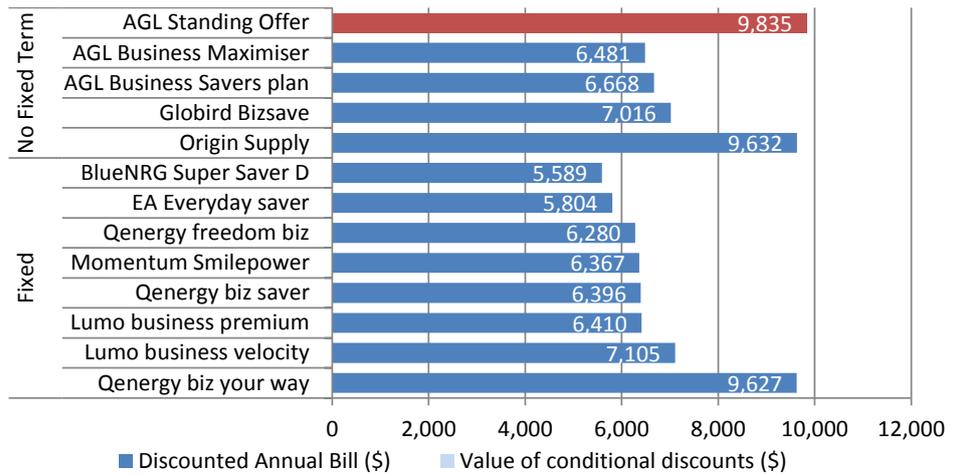
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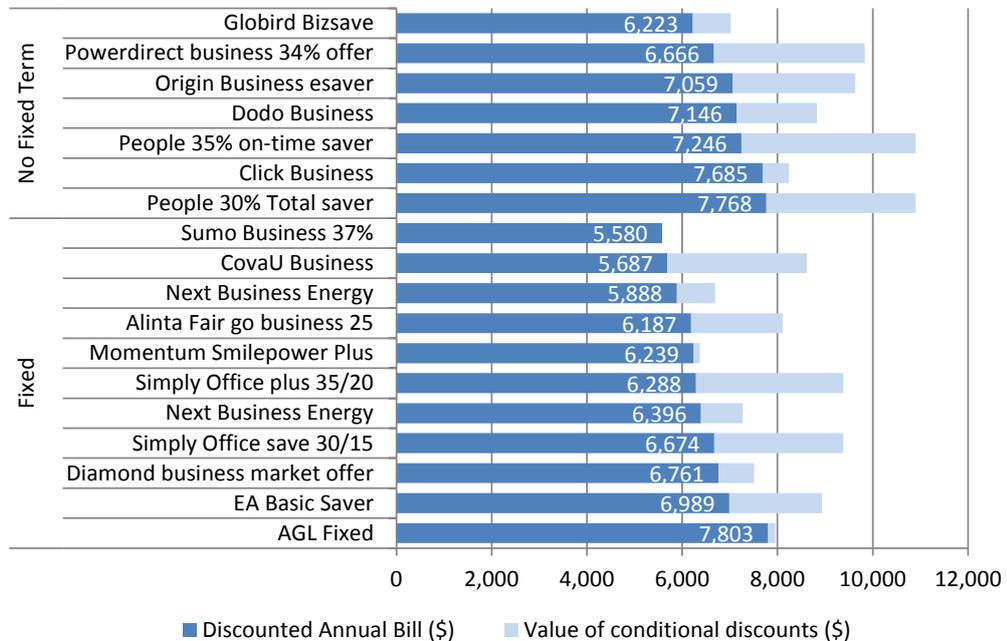
Electricity

UNITED ENERGY REGION – SMALL BUSINESS 5 DAY TIME OF USE TARIFF, 40000KWH ANNUAL CONSUMPTION

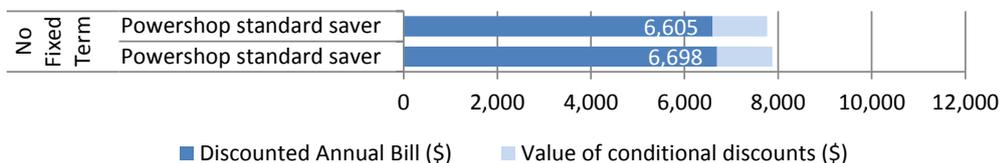
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CONDITIONAL DISCOUNTS



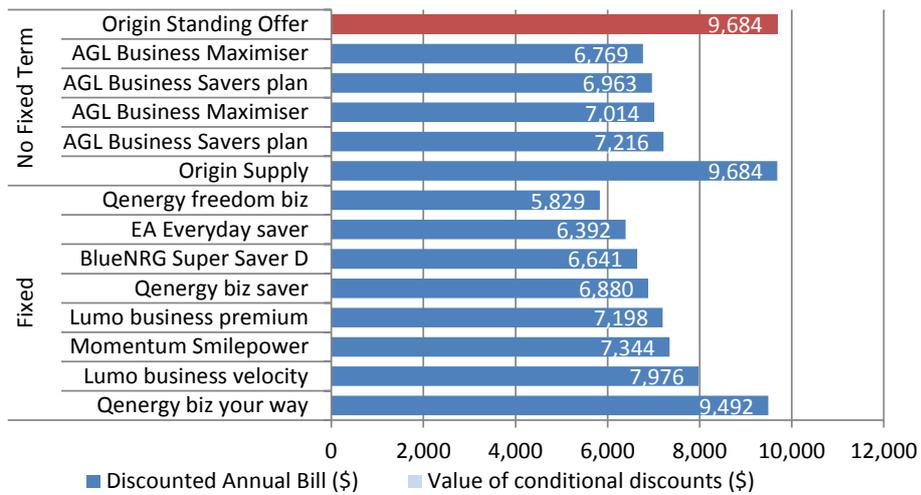
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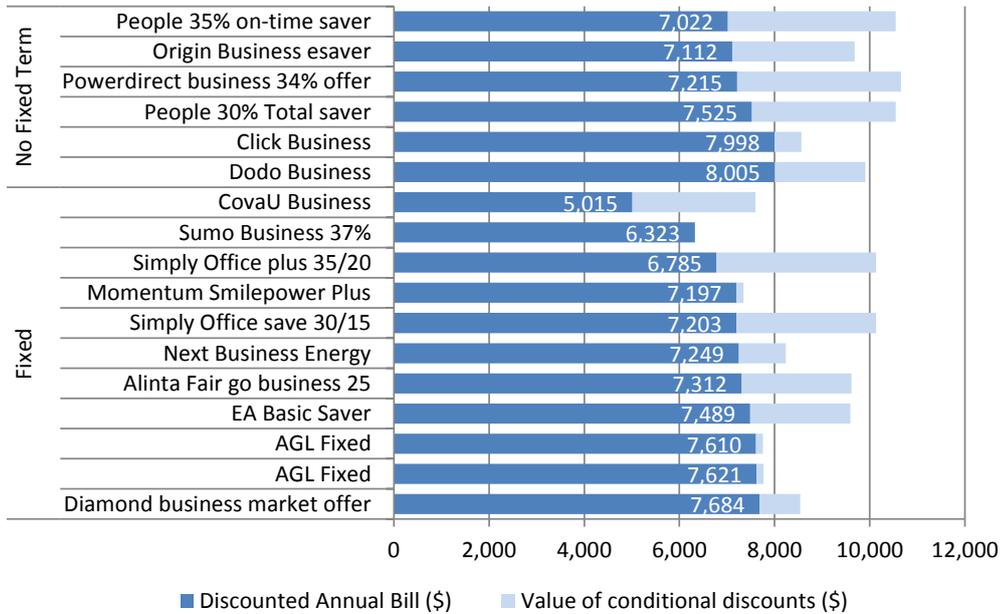
Electricity

POWERCOR REGION – SMALL BUSINESS 5 DAY TIME OF USE TARIFF, 40000KWH ANNUAL CONSUMPTION

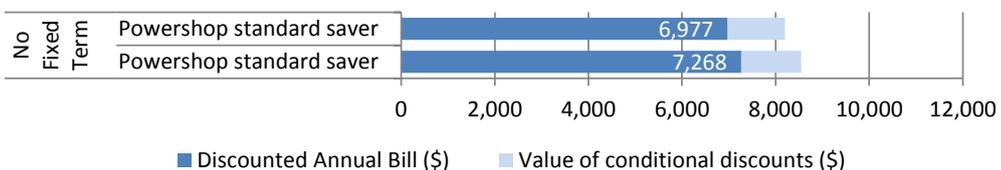
PAPER BILLS, NO DISCOUNTS



CONDITIONAL DISCOUNTS



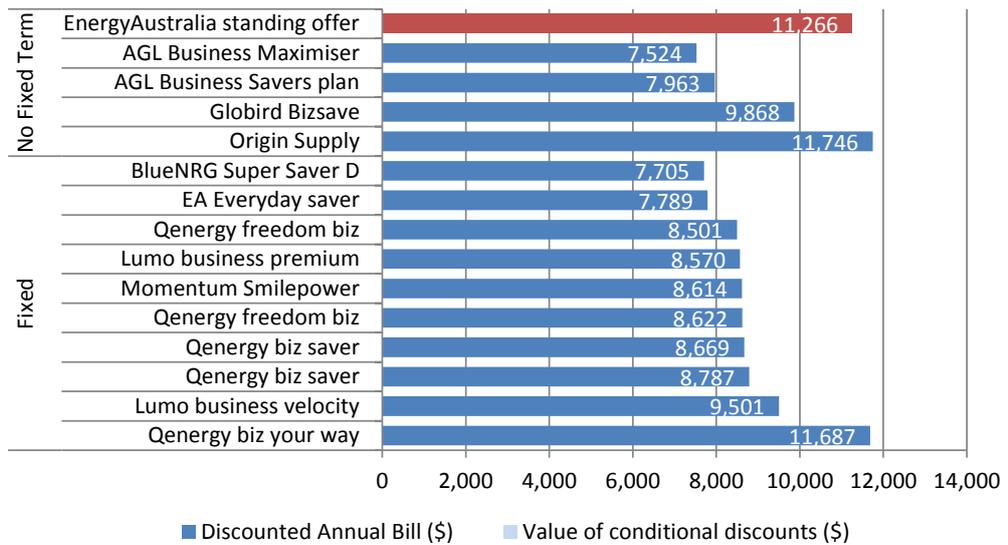
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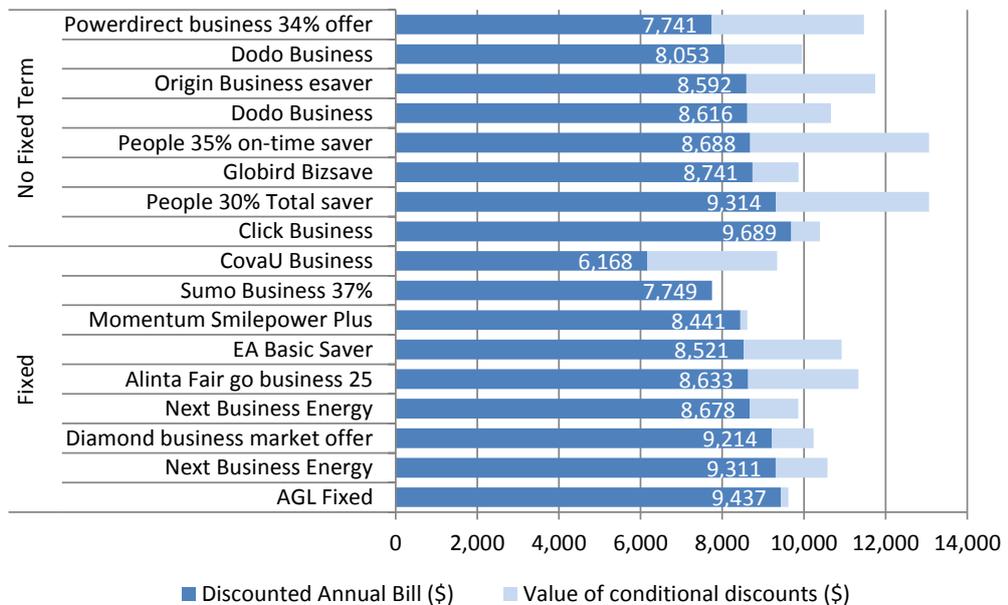
Electricity

AUSNET REGION – SMALL BUSINESS 5 DAY TIME OF USE TARIFF, 40000KWH ANNUAL CONSUMPTION

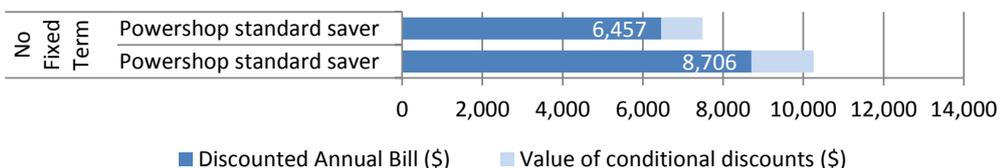
PAPER BILLS, NO DISCOUNTS



CONDITIONAL DISCOUNTS



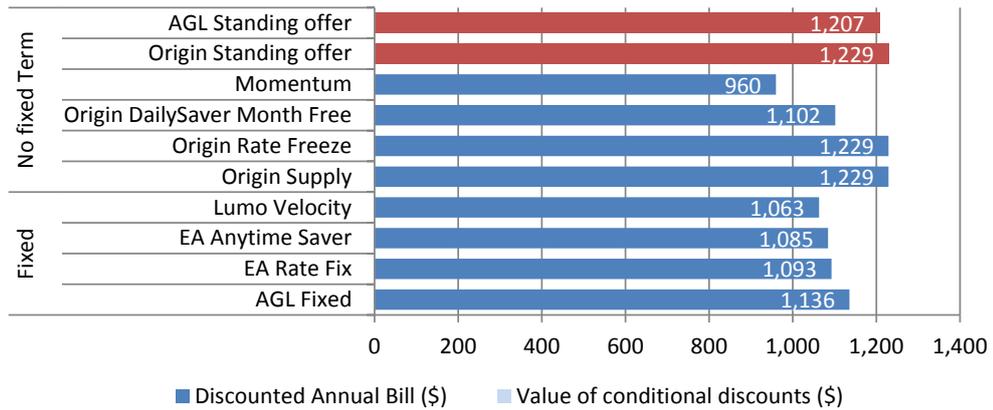
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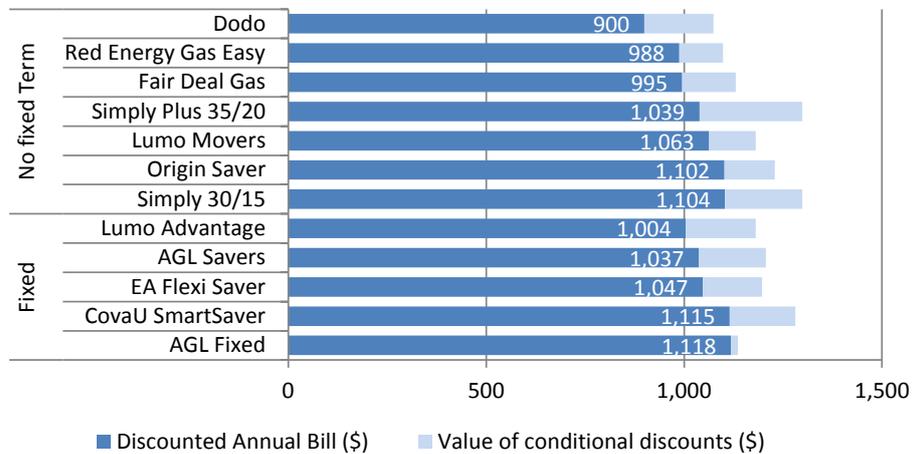
Gas

MULTINET METROPOLITAN REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

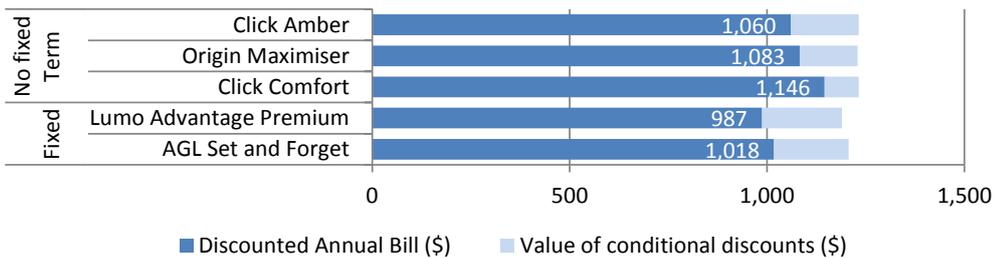
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CONDITIONAL DISCOUNTS



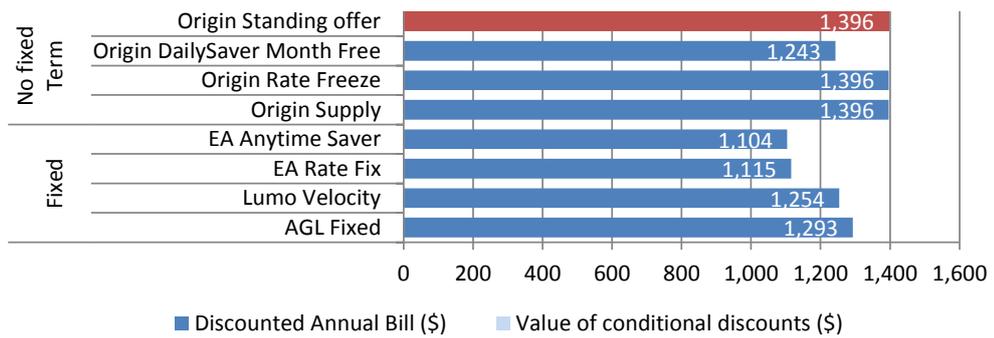
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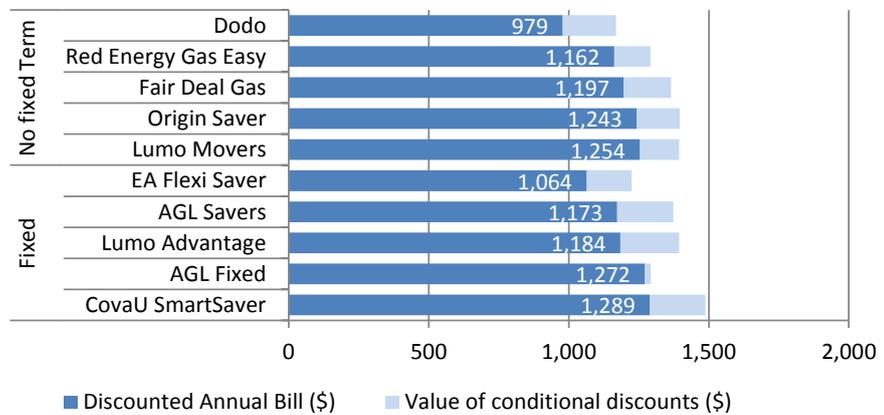
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MULTINET YARRA VALLEY REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

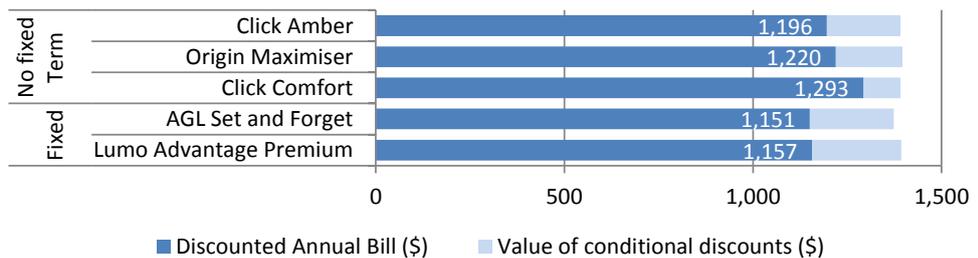
PAPER BILLS, NO DISCOUNTS



CONDITIONAL DISCOUNTS



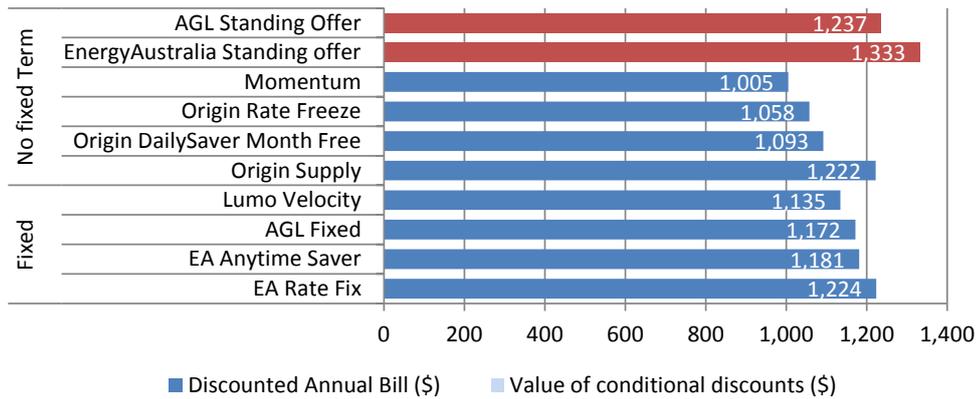
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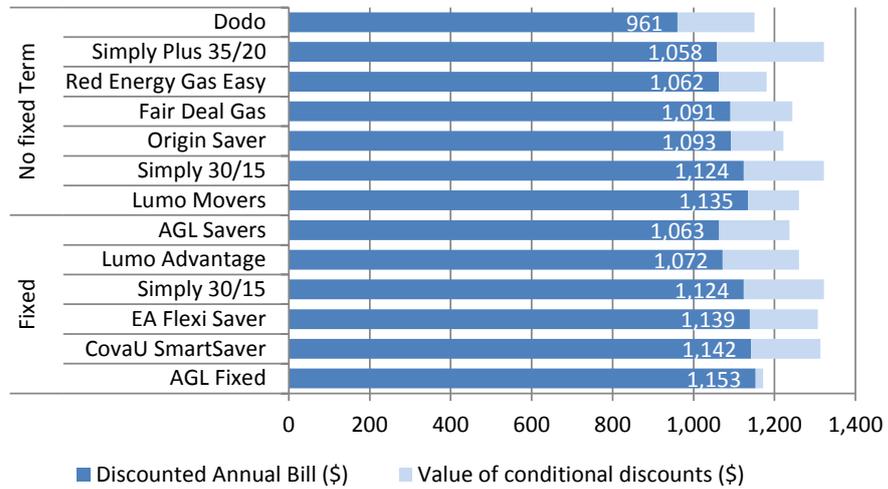
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AUSNET CENTRAL REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

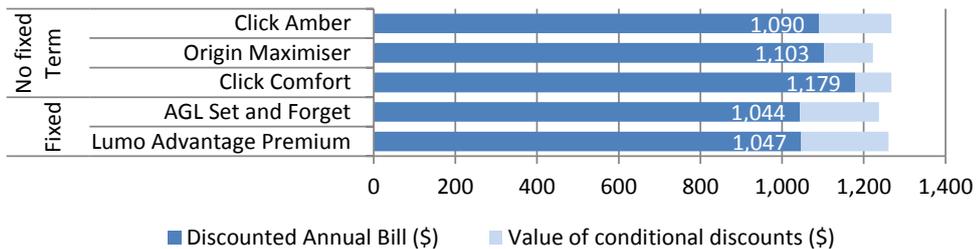
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CONDITIONAL DISCOUNTS



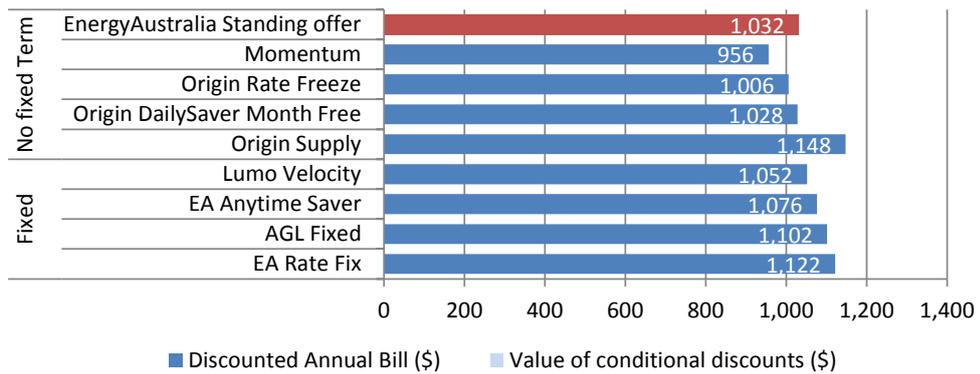
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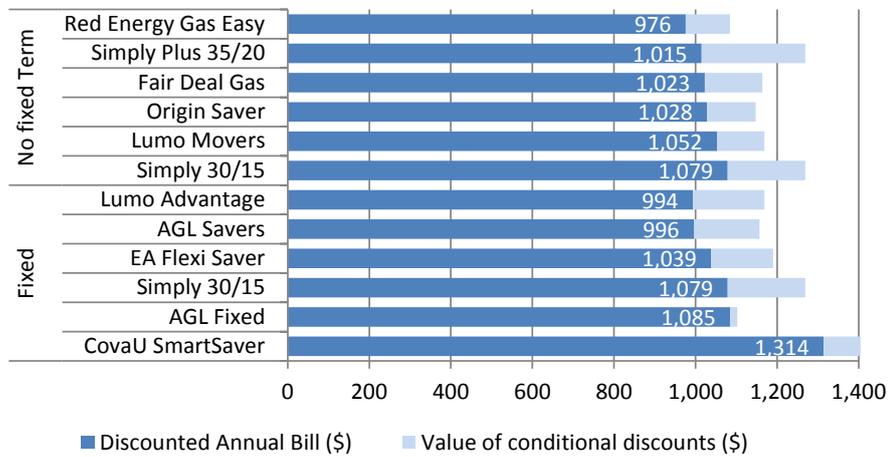
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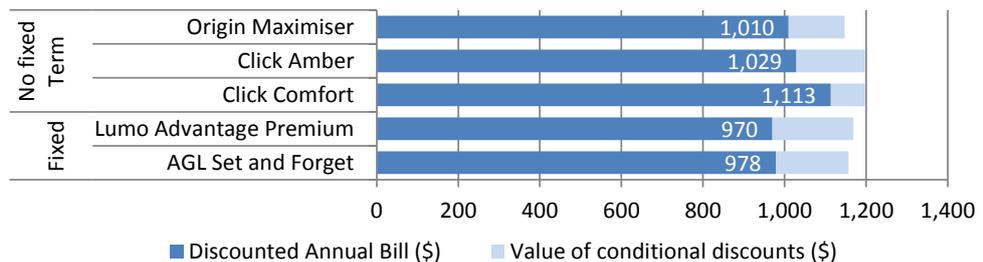
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CONDITIONAL DISCOUNTS



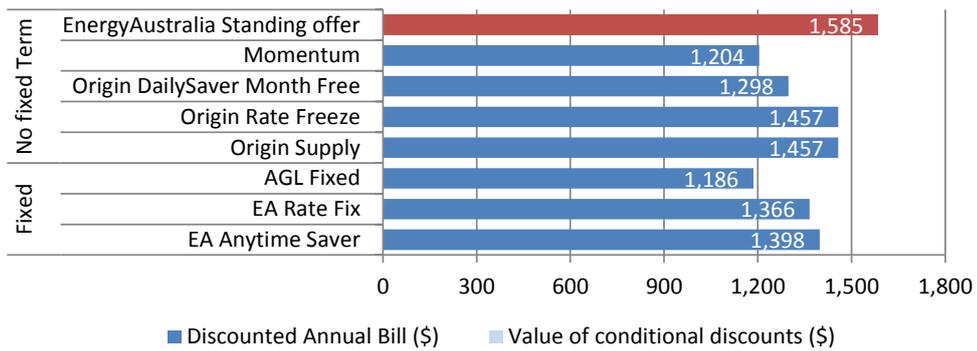
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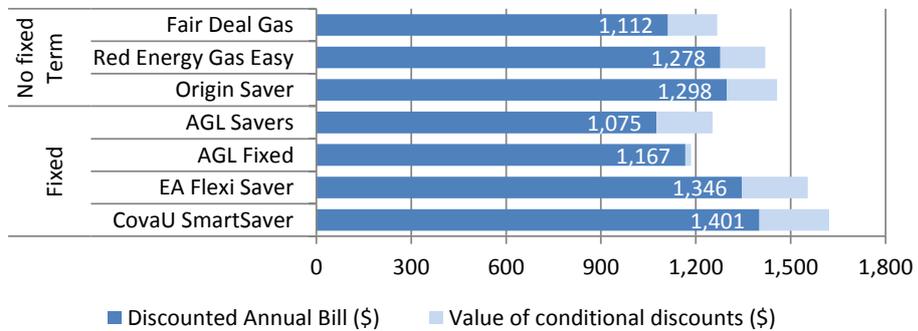
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AUSNET ADJOINING CENTRAL REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

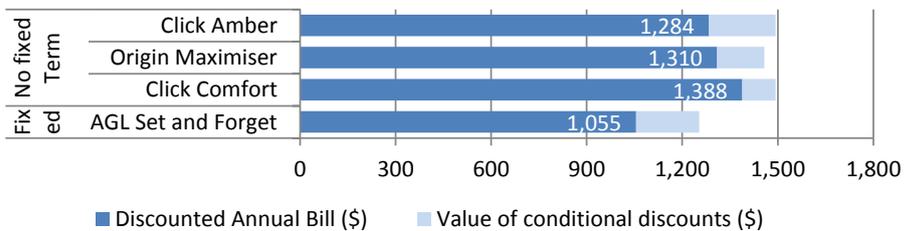
PAPER BILLS, NO DISCOUNTS



CONDITIONAL DISCOUNTS



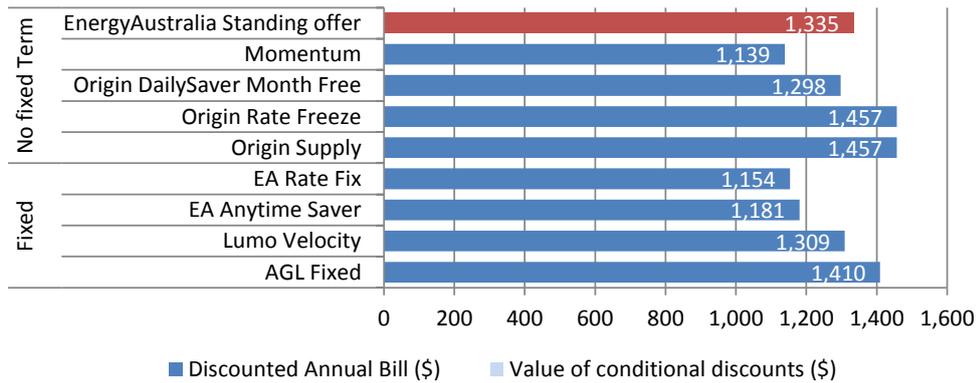
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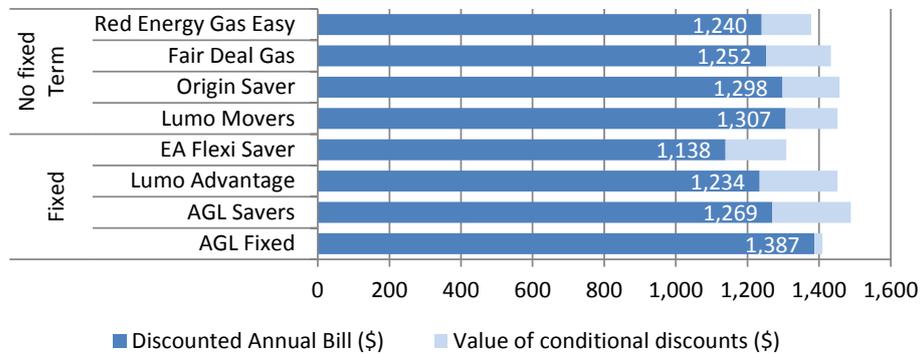
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AUSNET ADJOINING WEST REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

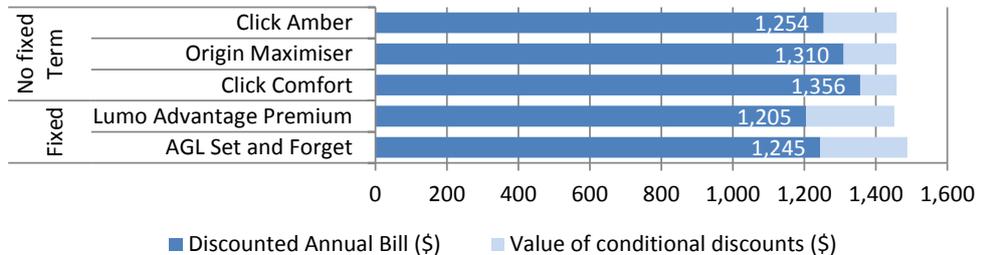
PAPER BILLS, NO DISCOUNTS



CONDITIONAL DISCOUNTS



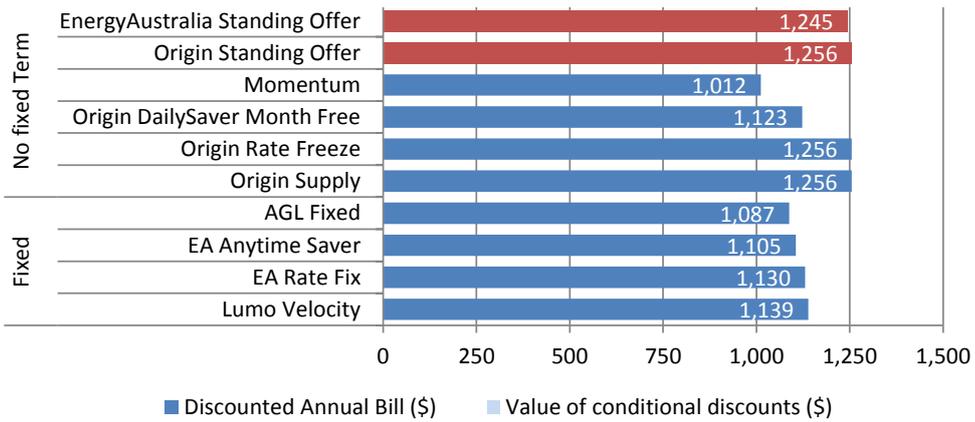
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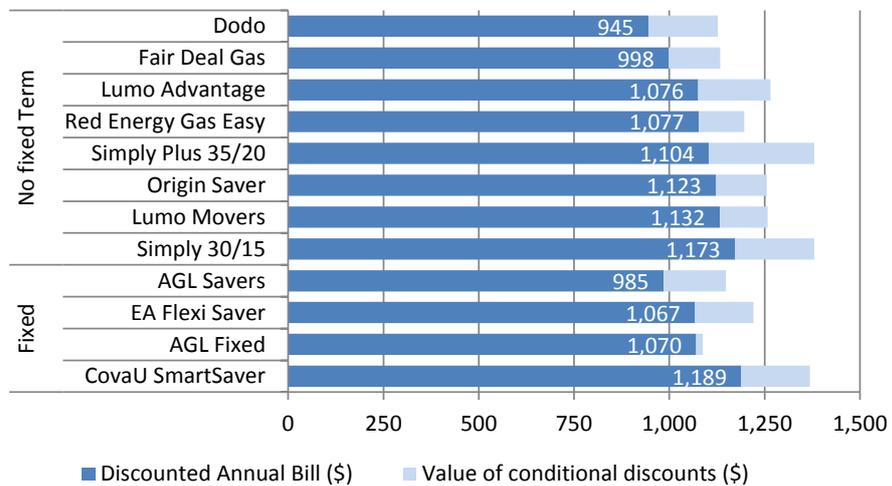
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AUSTRALIAN GAS NETWORKS CENTRAL REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

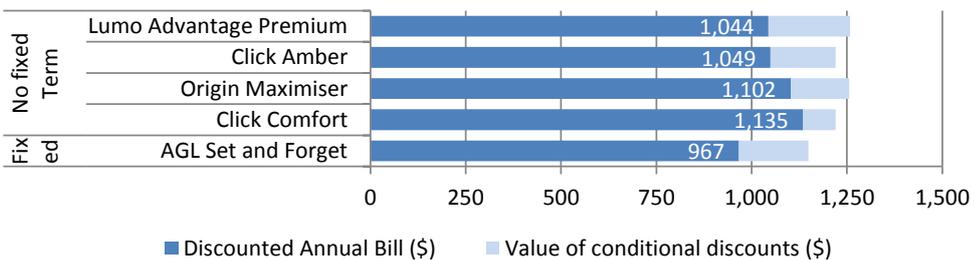
PAPER BILLS, NO CONDITIONAL DISCOUNTS



CONDITIONAL DISCOUNTS



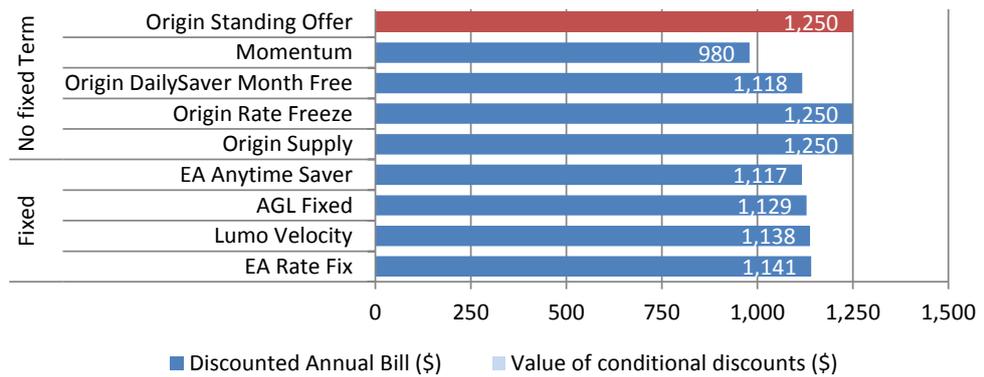
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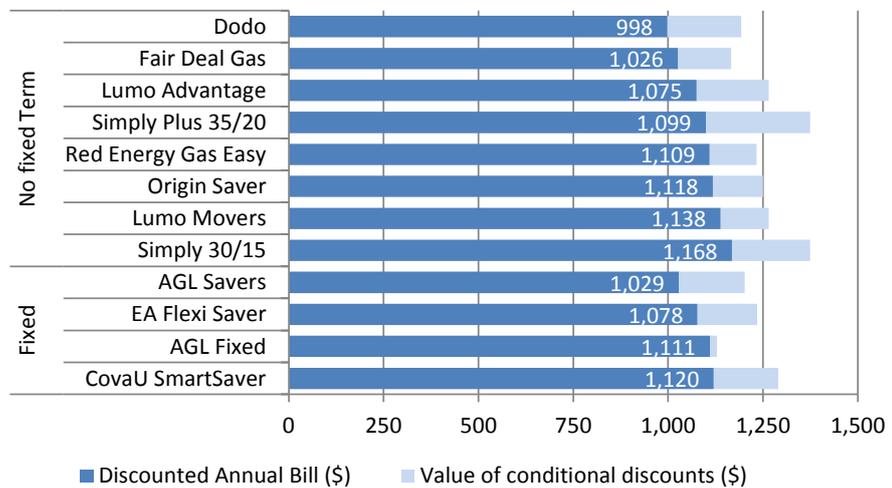
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AUSTRALIAN GAS NETWORKS NORTH REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

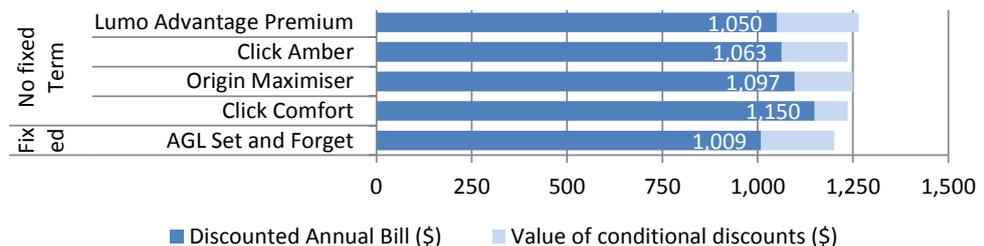
PAPER BILLS, NO CONDITIONAL DISCOUNTS



CONDITIONAL DISCOUNTS



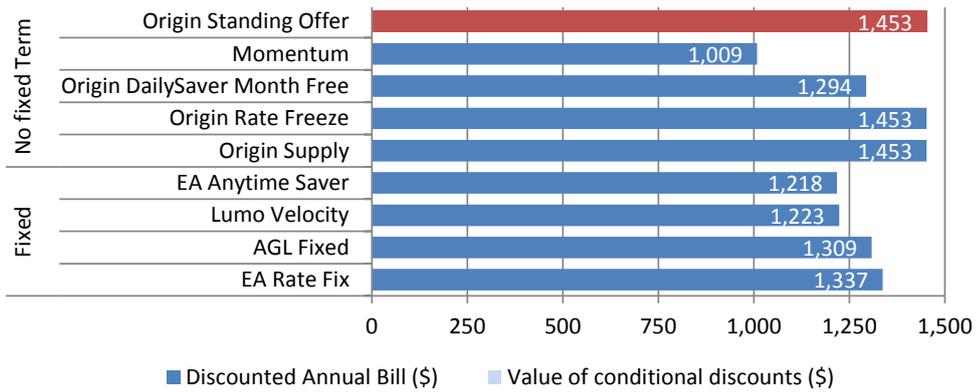
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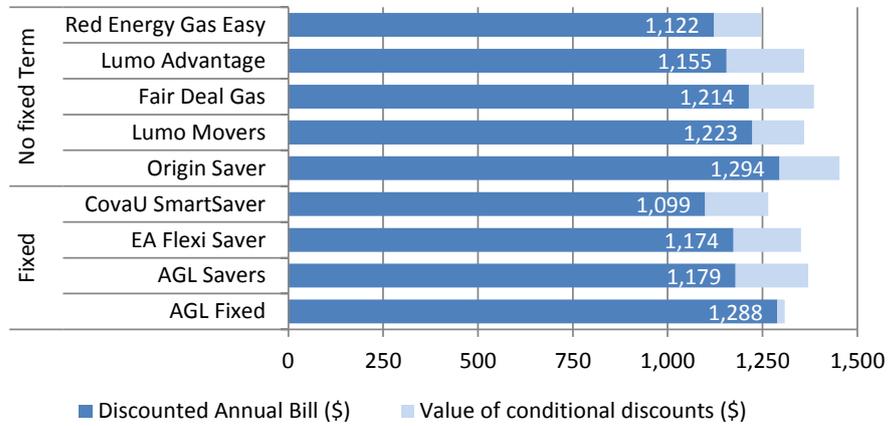
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AUSTRALIAN GAS NETWORKS MURRAY REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

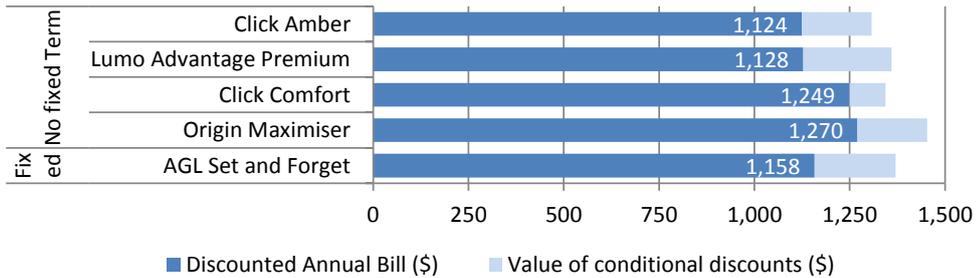
PAPER BILLS, NO DISCOUNTS



CONDITIONAL DISCOUNTS



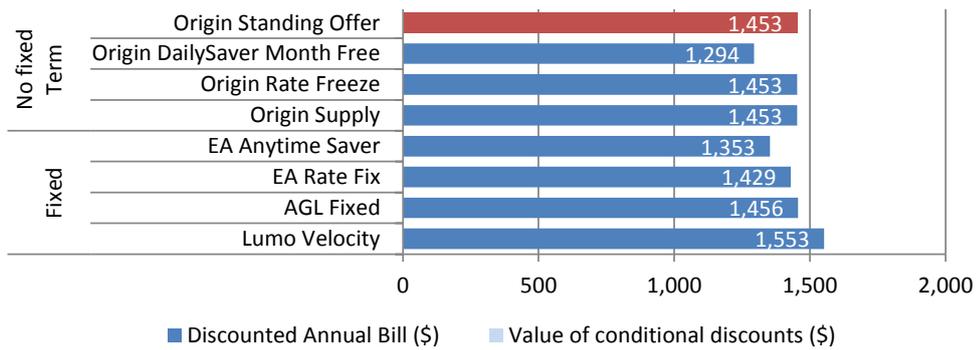
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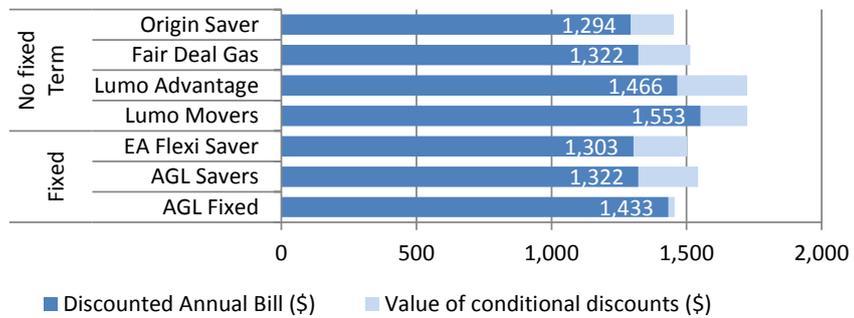
Gas

AUSTRALIAN GAS NETWORKS BAIRNSDALE REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

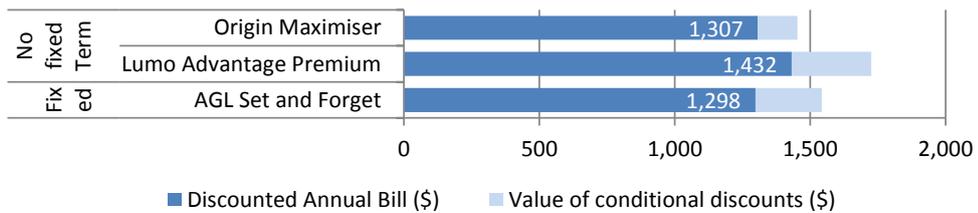
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CONDITIONAL DISCOUNTS



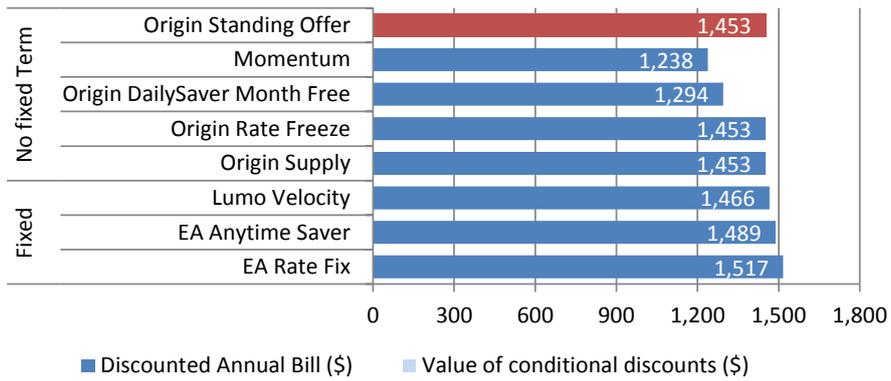
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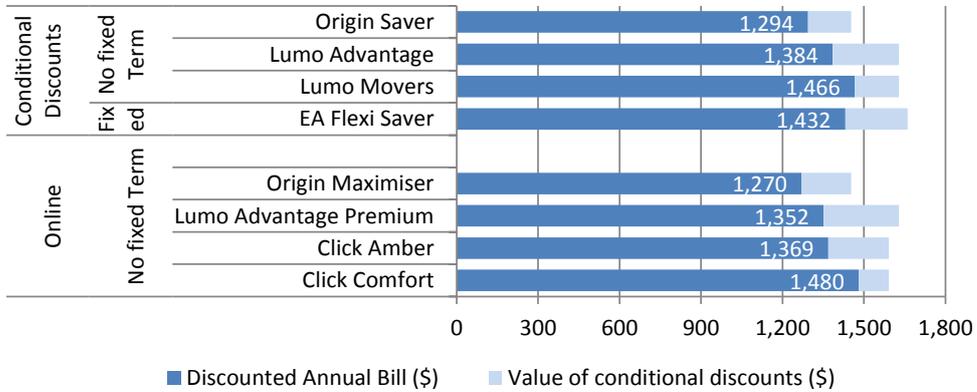
Gas

AUSTRALIAN GAS NETWORKS CARDINIA REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



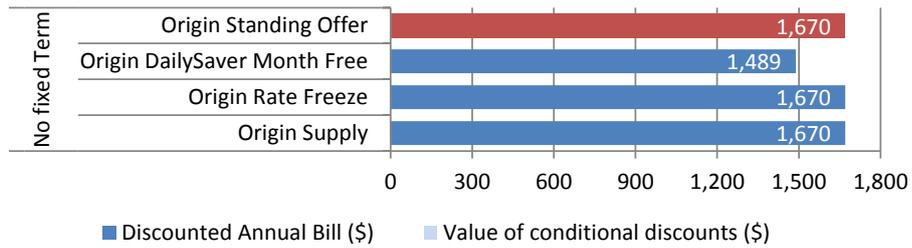
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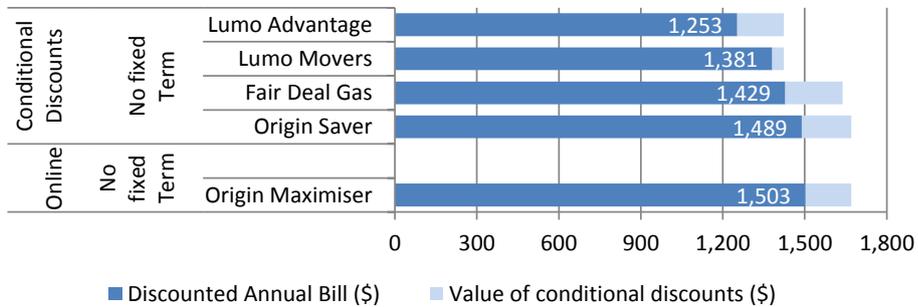
Gas

AUSTRALIAN GAS NETWORKS MILDURA REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



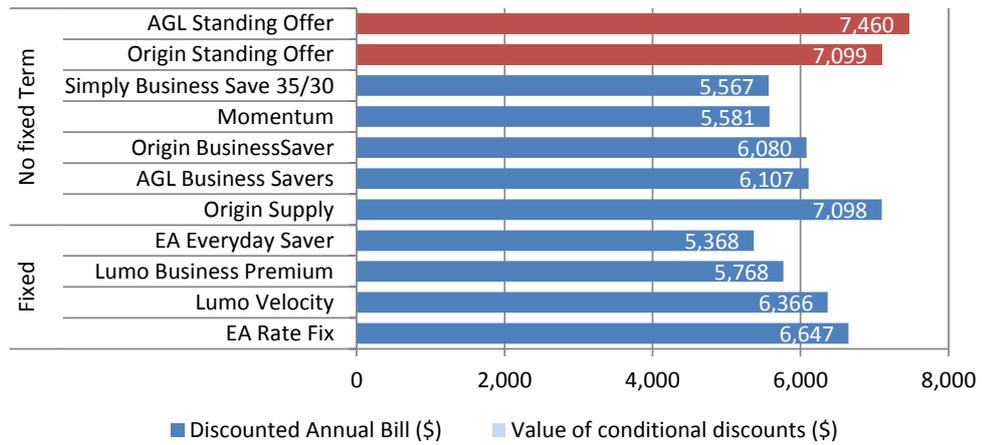
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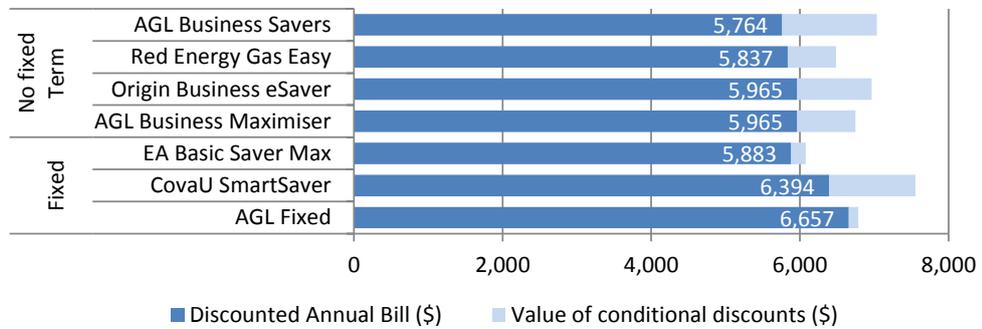
Gas

MULTINET METROPOLITAN REGION – SMALL BUSINESS 500GJ ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



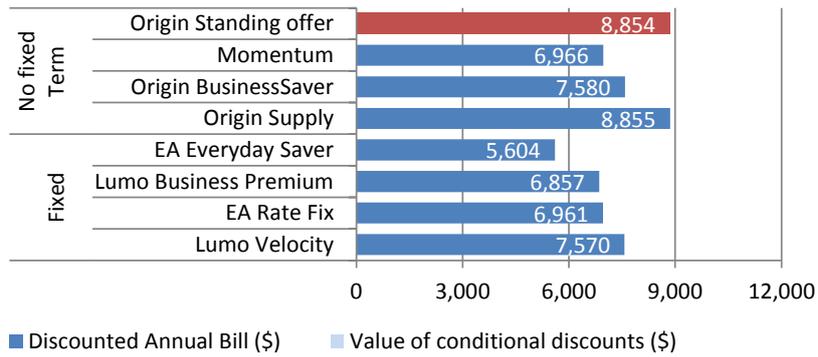
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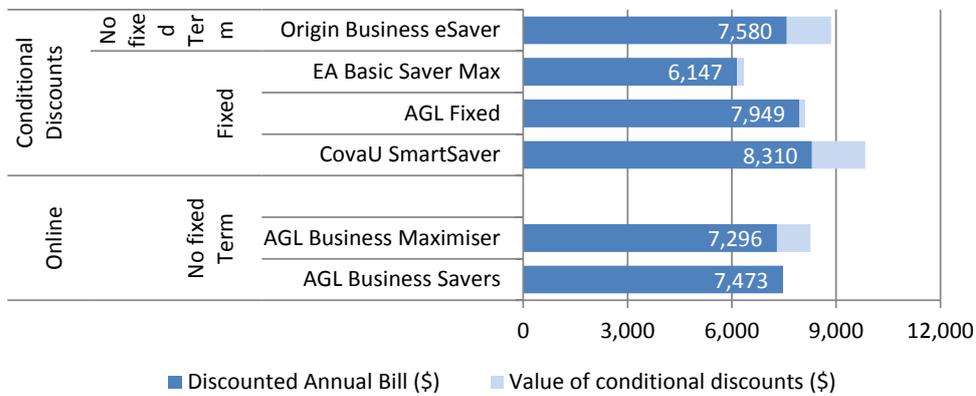
Gas

MULTINET YARRA VALLEY REGION – SMALL BUSINESS 500GJ ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



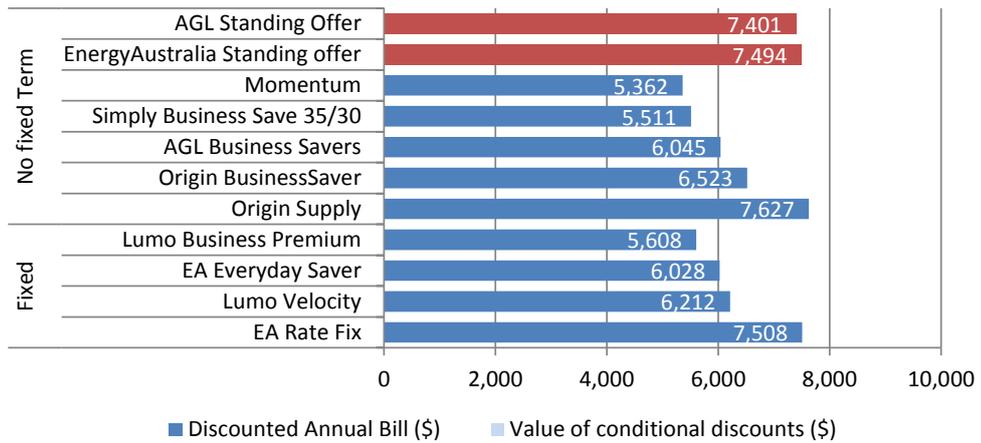
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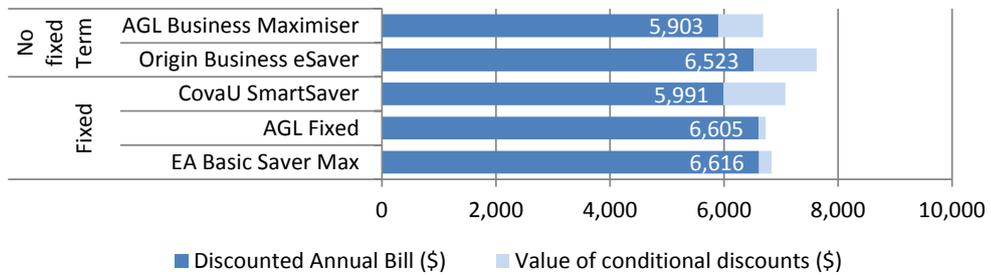
Gas

AUSNET CENTRAL REGION – SMALL BUSINESS 500GJ ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



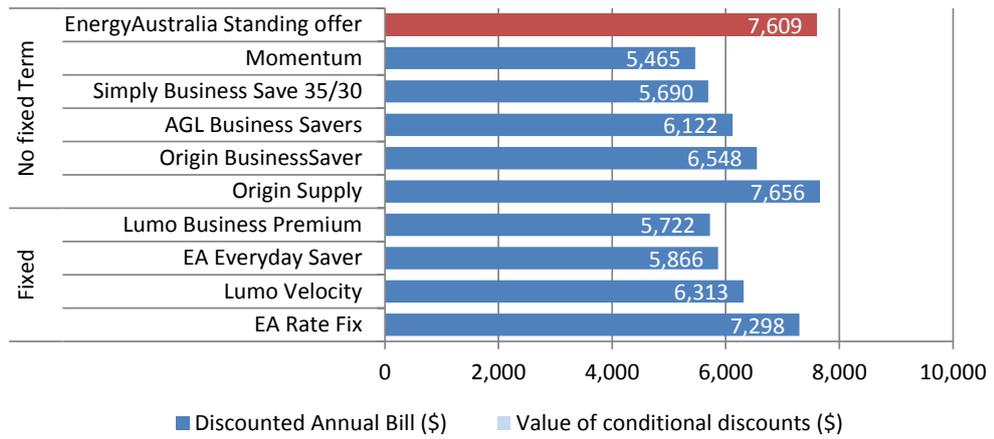
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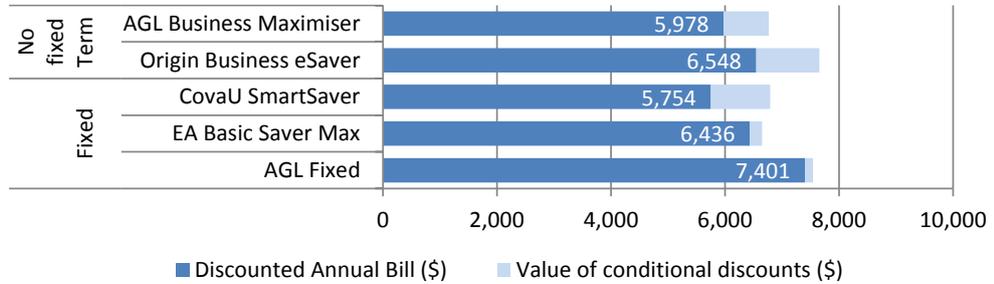
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AUSNET WEST REGION – SMALL BUSINESS 500GJ ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



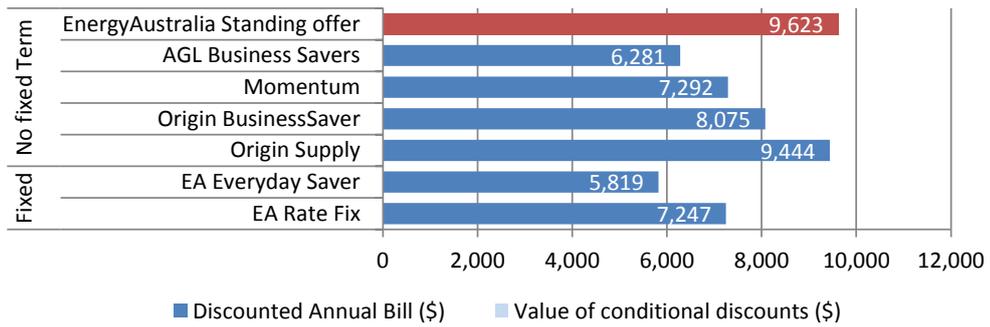
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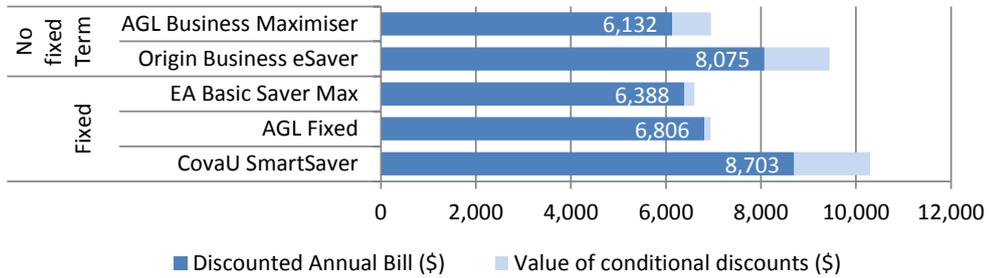
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AUSNET ADJOINING CENTRAL REGION – SMALL BUSINESS 500GJ ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



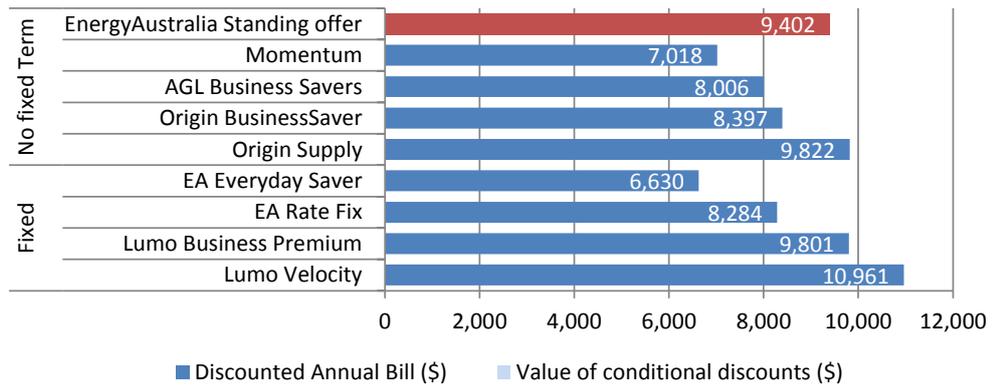
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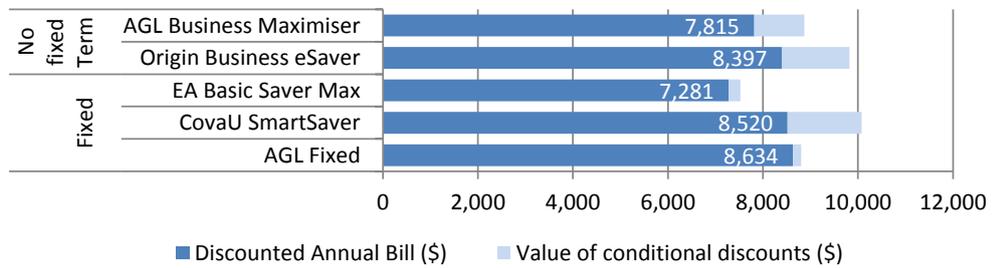
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AUSNET ADJOINING WEST REGION – SMALL BUSINESS 500GJ ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



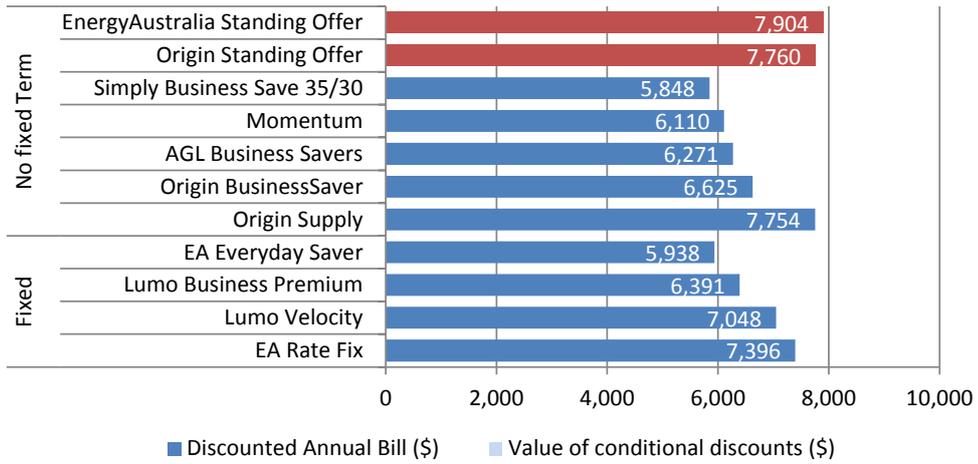
CONDITIONAL DISCOUNTS



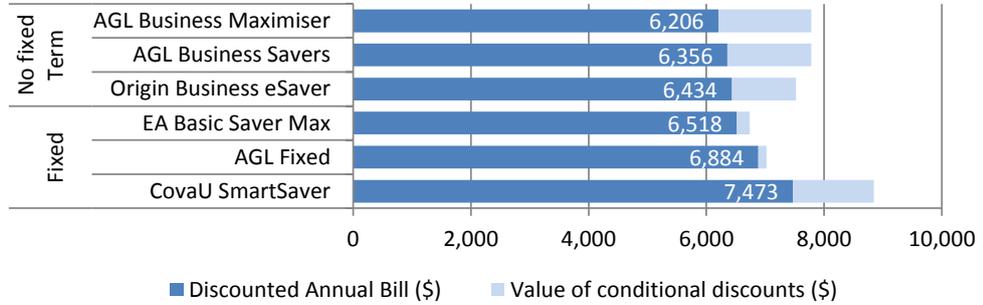
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AUSTRALIAN GAS NETWORKS CENTRAL REGION – SMALL BUSINESS 500GJ ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



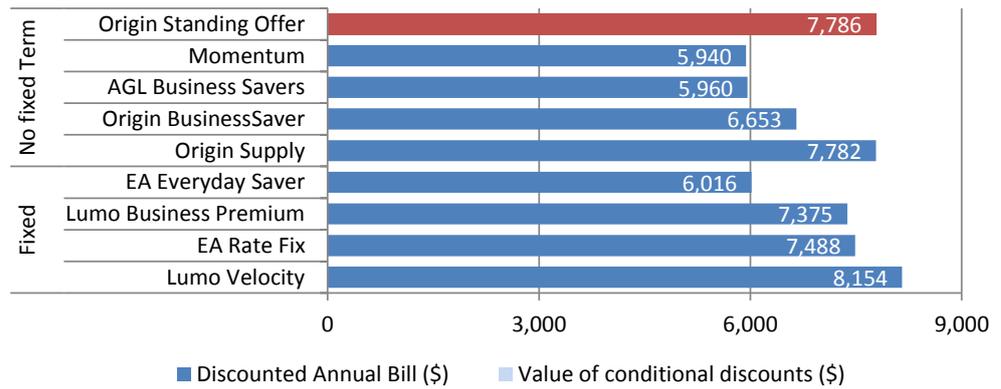
CONDITIONAL DISCOUNTS



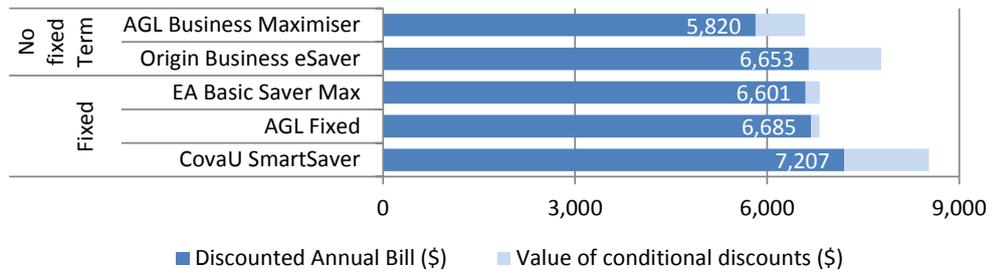
Gas

AUSTRALIAN GAS NETWORKS NORTH REGION – SMALL BUSINESS 500GJ ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



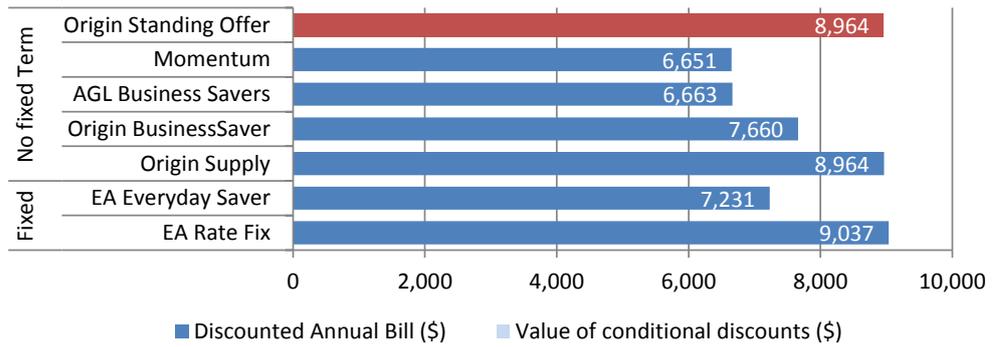
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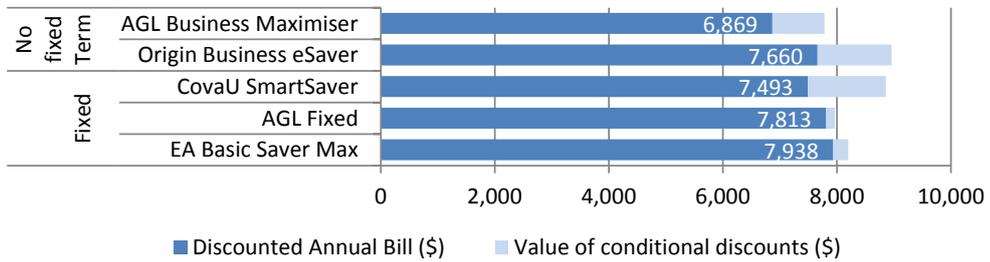
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AUSTRALIAN GAS NETWORKS MURRAY REGION – SMALL BUSINESS 500GJ ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



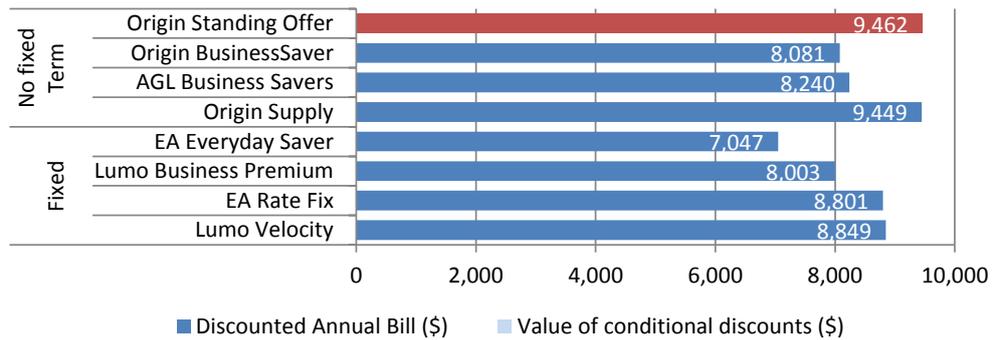
CONDITIONAL DISCOUNTS



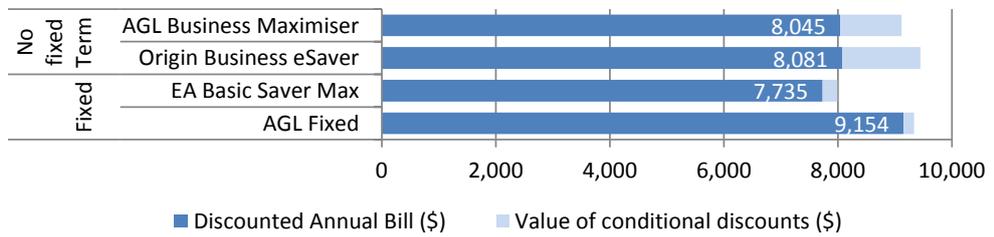
Gas

AUSTRALIAN GAS NETWORKS BAIRNSDALE REGION – SMALL BUSINESS 500GJ ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



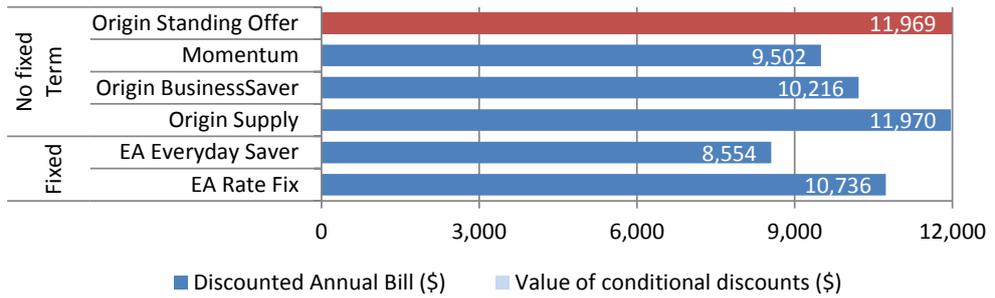
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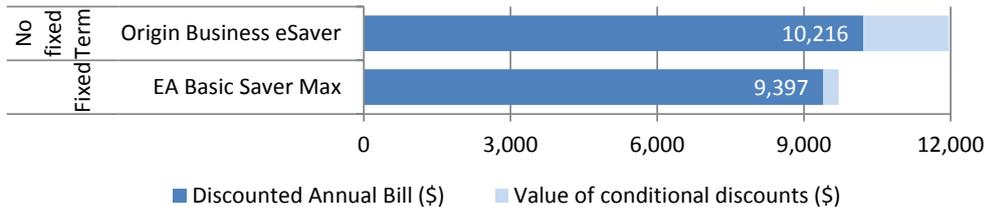
Gas

AUSTRALIAN GAS NETWORKS CARDINIA REGION – SMALL BUSINESS 500GJ ANNUAL CONSUMPTION

PAPER BILLS, NO DISCOUNTS



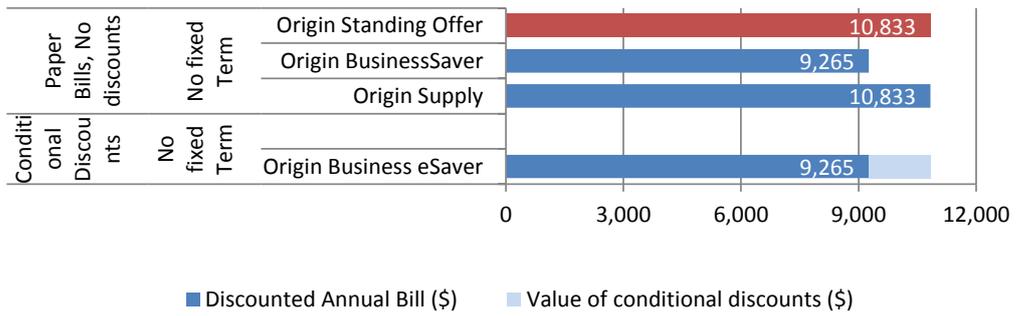
CONDITIONAL DISCOUNTS



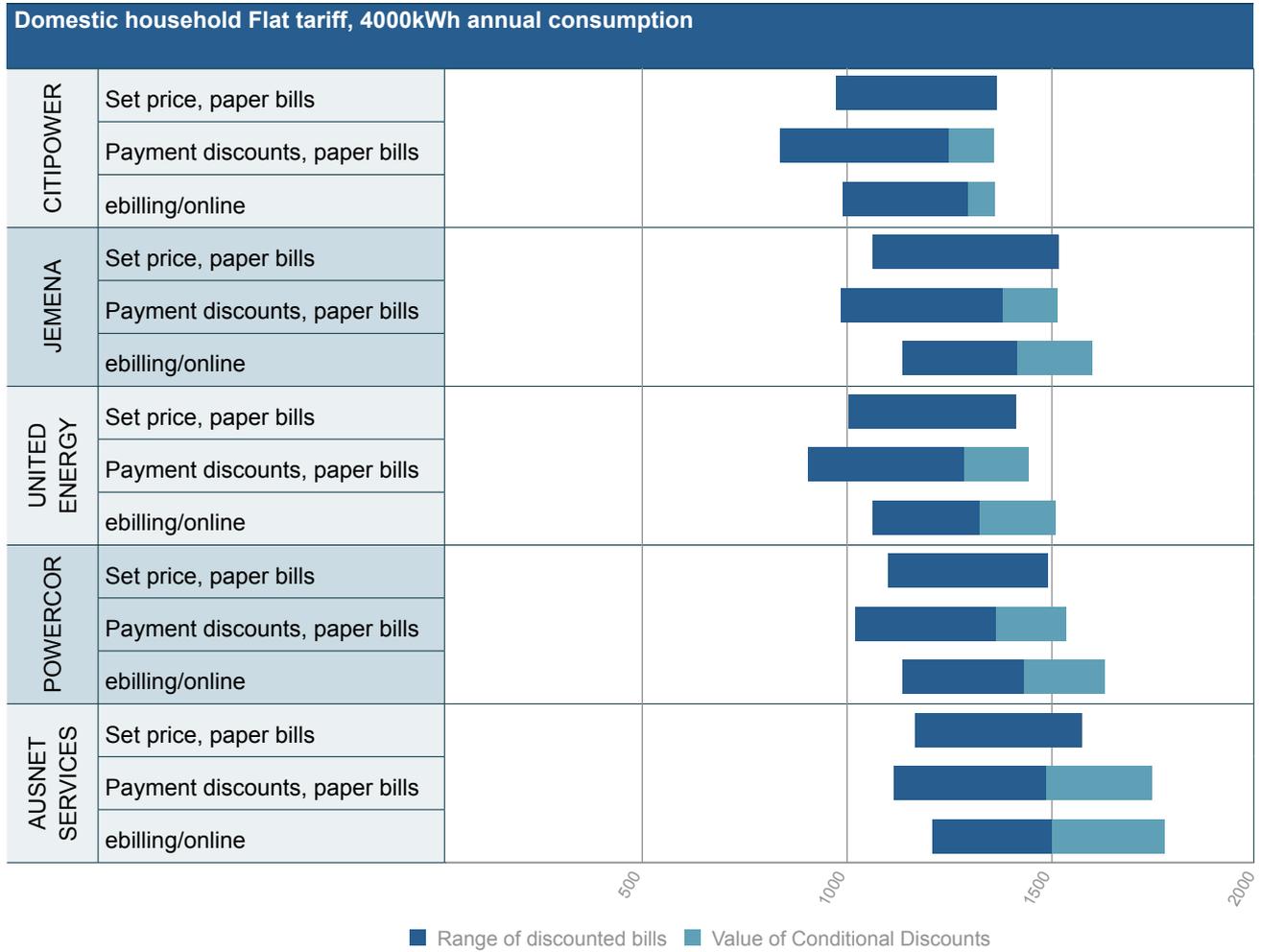
Gas

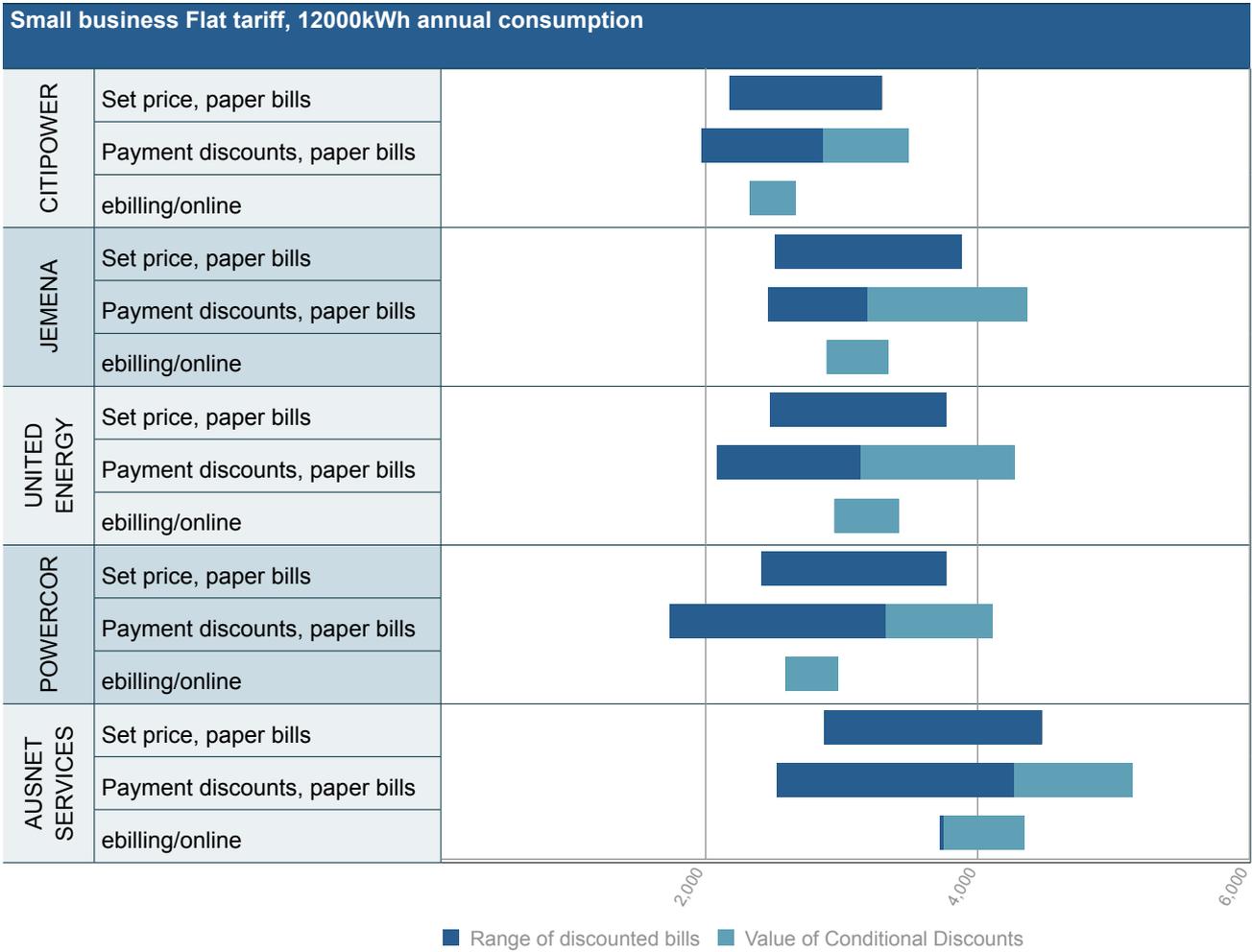
AUSTRALIAN GAS NETWORKS MILDURA REGION – SMALL BUSINESS 500GJ ANNUAL CONSUMPTION

ALL OFFERS

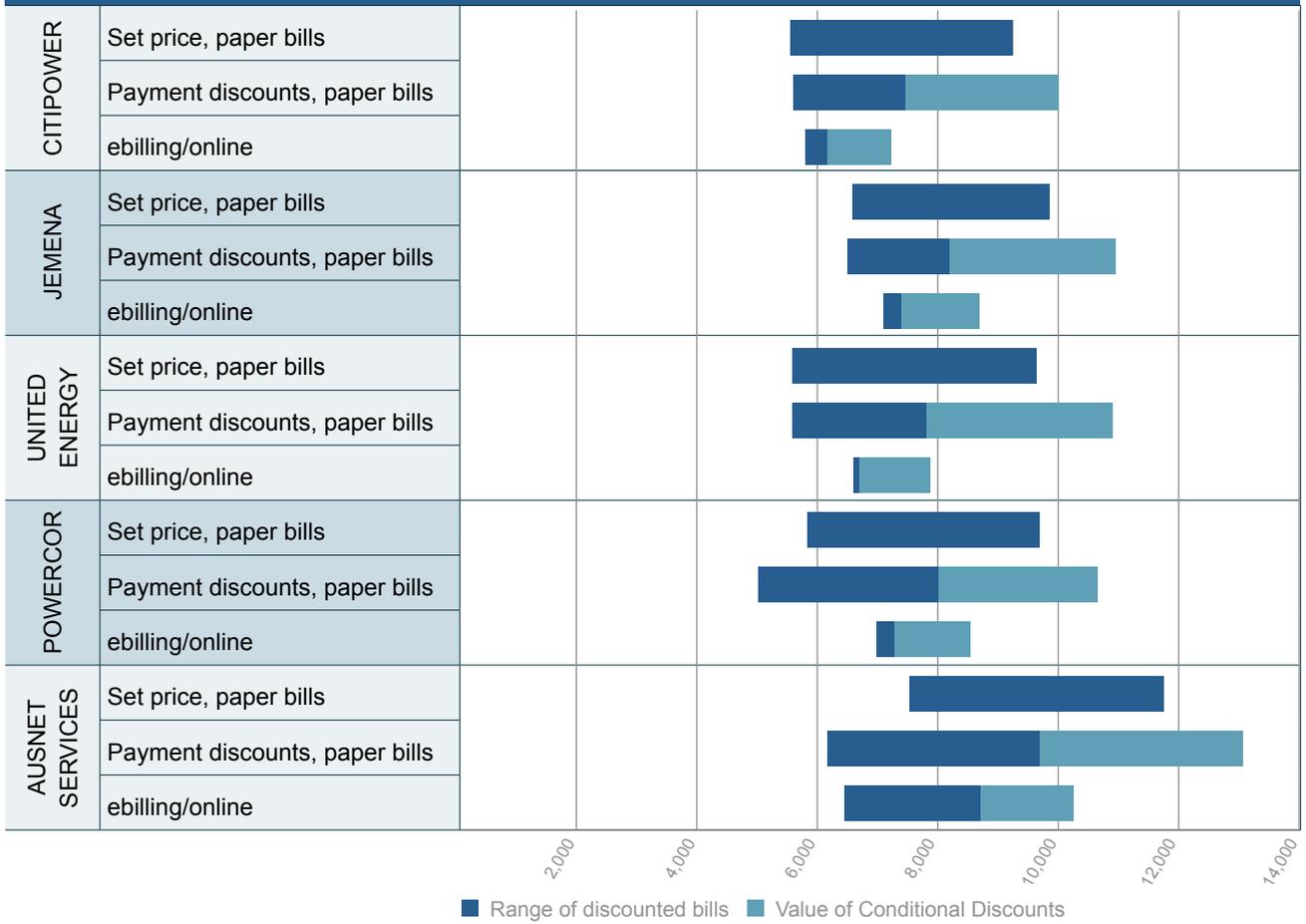


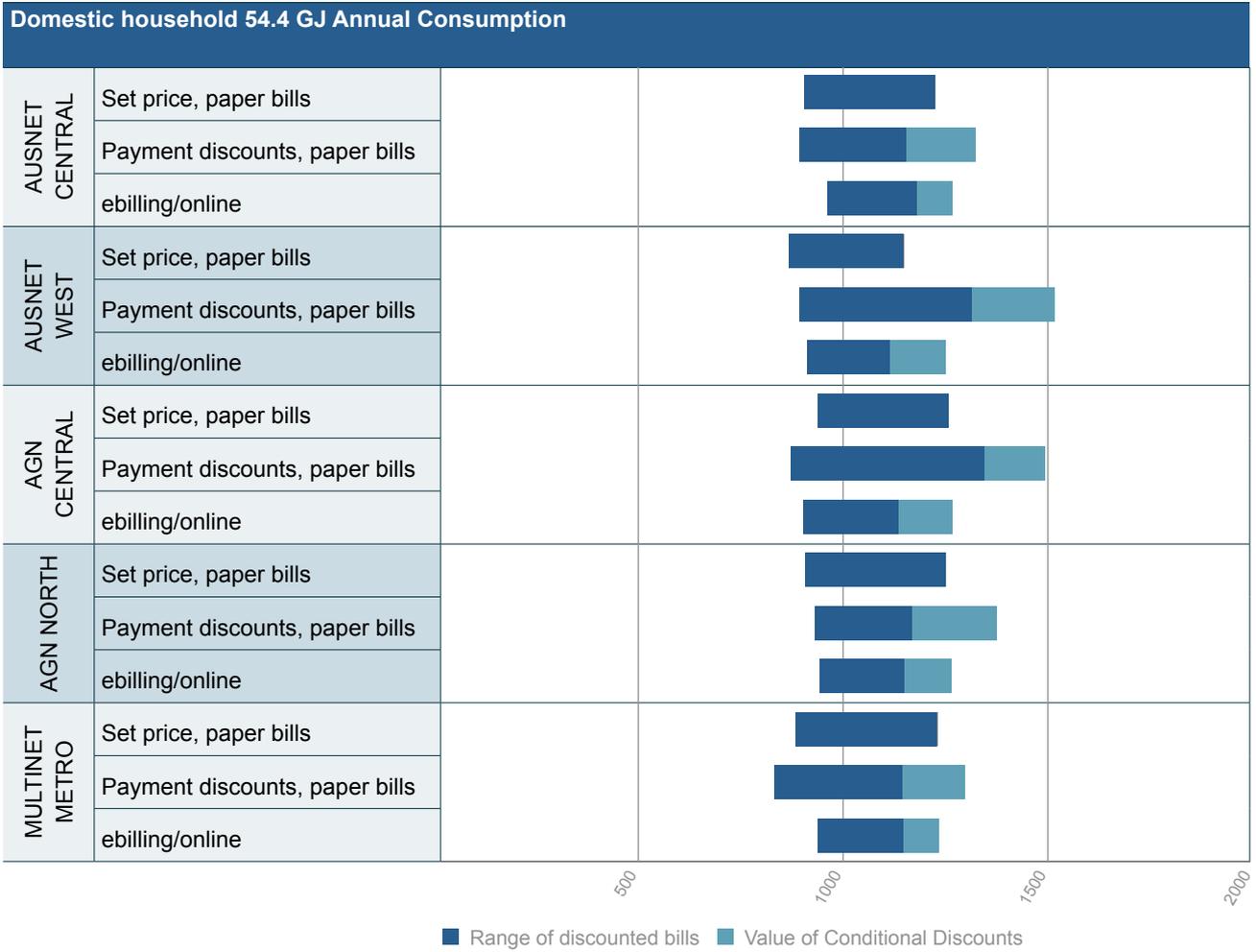
The following graphs illustrate the range of annual bills payable in each distribution area, by each category of product



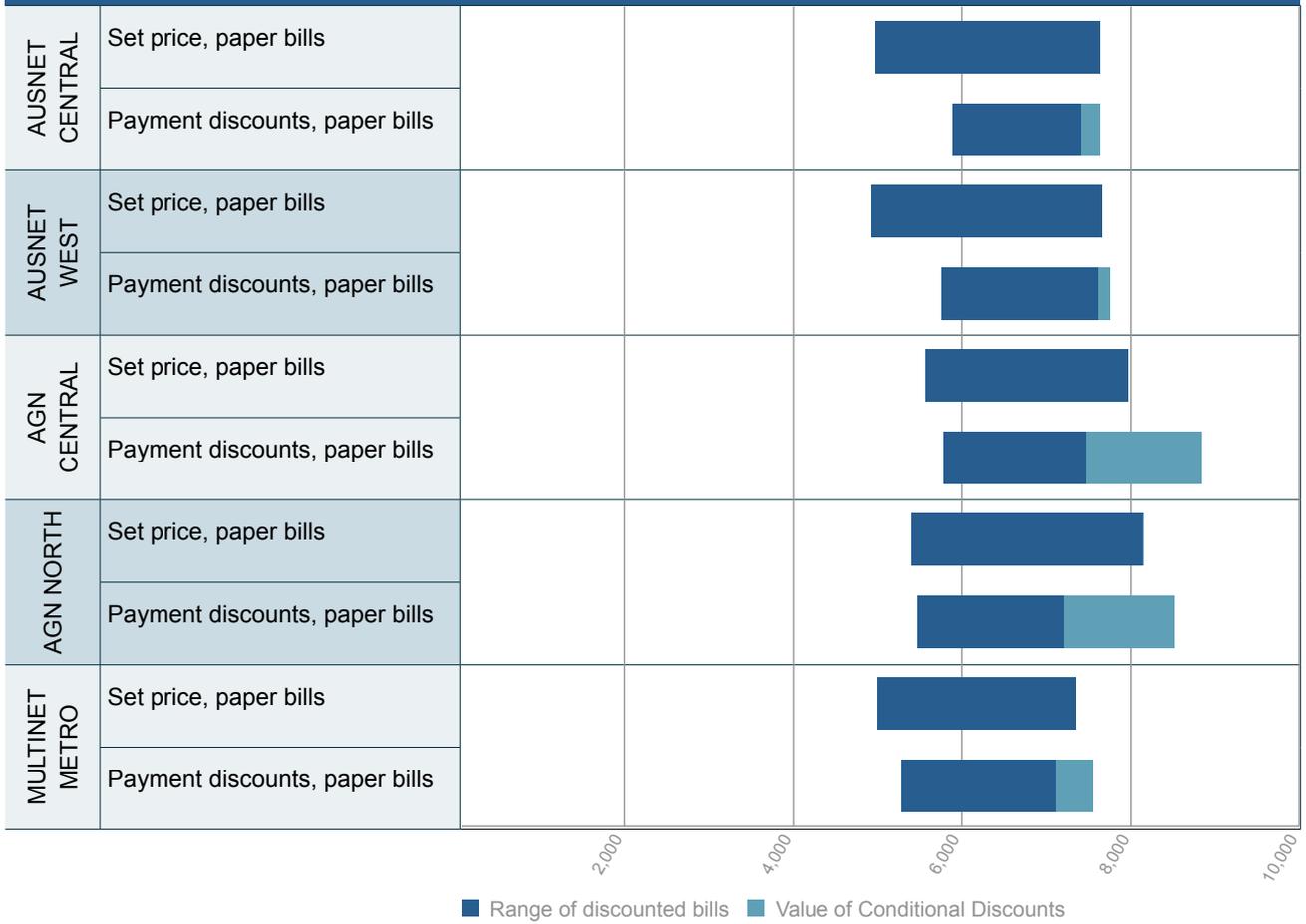


Small business 5 Day Time of use tariff 40000kWh annual consumption





Small Business 500GJ Annual Consumption



The following tables show the lowest discounted annual bill for each retailer in each product category.

CITIPOWER REGION DOMESTIC HOUSEHOLD, FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,055	991	
Alinta		941	
Click			1,046
Commander		968	
CovaU		949	
Diamond Energy		1,002	
Dodo		872	
EnergyAustralia	1,068	983	
Globird		836	
Lumo	1,203	1,068	
Momentum	972	953	
Online Power & Gas			989
Origin	1,068	950	
People Energy		1,129	
Powerdirect		991	
Powershop			1,000
QEnergy	1,262		
Red Energy		935	
Simply Energy		939	
Sumo		953	
Average	1,105	966	1,012
Average all classes		1,005	

JEMENA REGION DOMESTIC HOUSEHOLD, FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,166	1,094	
Alinta		1,127	
Click			1,135
Commander		1,146	
CovaU		1,060	
Diamond Energy		1,080	
Dodo		1,029	
EnergyAustralia	1,189	1,090	
Globird		985	
Lumo	1,337	1,167	
Momentum	1,062	1,041	
Online Power & Gas			1,219
Origin	1,271	1,025	
People Energy		1,294	
Powerdirect		1,094	
Powershop			1,156
QEnergy	1,484		
Red Energy		1,114	
Simply Energy		1,099	
Sumo		1,056	
Average	1,252	1,094	1,170
Average all classes		1,141	

UNITED ENERGY REGION DOMESTIC HOUSEHOLD, FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,079	1,007	
Alinta		1,015	
Click			1,064
Commander		1,077	
CovaU		1,009	
Diamond Energy		1,025	
Dodo		969	
EnergyAustralia	1,116	1,025	
Globird		906	
Lumo	1,245	1,090	
Momentum	1,003	983	
Online Power & Gas			1,122
Origin	1,238	997	
People Energy		1,205	
Powerdirect		1,007	
Powershop			1,125
QEnergy	1,380		
Red Energy		1,008	
Simply Energy		1,014	
Sumo		993	
Average	1,177	1,021	1,103
Average all classes		1,068	

POWERCOR REGION DOMESTIC HOUSEHOLD, FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,148	1,087	
Alinta		1,071	
Click			1,159
Commander		1,099	
CovaU		1,044	
Diamond Energy		1,145	
Dodo		1,021	
EnergyAustralia	1,206	1,108	
Globird		1,027	
Lumo	1,313	1,172	
Momentum	1,099	1,077	
Online Power & Gas			1,213
Origin	1,289	1,081	
People Energy		1,311	
Powerdirect		1,087	
Powershop			1,135
QEnergy	1,449		
Red Energy			
Simply Energy		1,039	
Sumo		1,040	
Average	1,251	1,094	1,169
Average all classes		1,142	

AUSNET REGION DOMESTIC HOUSEHOLD, FLAT TARIFF, 4000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,166	1,138	
Alinta		1,219	
Click			1,208
Commander		1,261	
CovaU		1,222	
Diamond Energy		1,172	
Dodo		1,135	
EnergyAustralia	1,272	1,170	
Globird		1,126	
Lumo	1,433	1,268	
Momentum	1,216	1,192	
Online Power & Gas			1,335
Origin	1,291	1,114	
People Energy		1,434	
Powerdirect		1,138	
Powershop			1,319
QEnergy	1,550		
Red Energy		1,185	
Simply Energy		1,193	
Sumo		1,211	
Average	1,322	1,199	1,287
Average all classes		1,239	

CITIPOWER REGION SMALL BUSINESS FLAT TARIFF, 12000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	2,355	2,865	
Alinta		2,402	
BlueNRG	2,179		
Click		2,462	
CovaU		2,307	
Diamond Energy		2,441	
Dodo		2,499	
EnergyAustralia	2,220	2,573	
Globird			
Lumo	2,328		
Momentum	2,314	2,267	
Next Business Energy		1,972	
Origin	3,208	2,447	
Pacific Hydro	2,284		
People Energy		2,408	
Powerdirect		2,411	
Powershop			2,326
QEnergy	2,177		
Simply Energy		2,097	
Sumo		2,681	
Average	2,383	2,417	2,326
Average all classes		2,401	

JEMENA REGION SMALL BUSINESS FLAT TARIFF, 12000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	2,510	2,827	
Alinta		2,869	
BlueNRG	2,647		
Click		2,962	
CovaU		2,879	
Diamond Energy		2,931	
Dodo		2,833	
EnergyAustralia	2,700	2,957	
Globird			
Lumo	2,800		
Momentum	2,814	2,758	
Next Business Energy		2,804	
Origin	3,720	2,806	
Pacific Hydro	2,728		
People Energy		2,842	
Powerdirect		2,572	
Powershop			2,890
QEnergy	2,738		
Simply Energy		2,461	
Sumo		3,190	
Average	2,832	2,835	2,890
Average all classes		2,837	

UNITED ENERGY REGION SMALL BUSINESS FLAT TARIFF, 12000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	2,640	3,069	
Alinta		2,719	
BlueNRG	2,476		
Click		2,921	
CovaU		2,088	
Diamond Energy		2,705	
Dodo		2,930	
EnergyAustralia	2,535	2,997	
Globird	2,957	2,642	
Lumo	2,577		
Momentum	2,673	2,620	
Next Business Energy		2,797	
Origin	3,625	2,726	
Pacific Hydro	2,826		
People Energy		2,950	
Powerdirect		2,707	
Powershop			2,946
QEnergy	2,580		
Simply Energy		2,302	
Sumo		3,016	
Average	2,765	2,746	2,946
Average all classes		2,761	

POWERCOR REGION SMALL BUSINESS FLAT TARIFF, 12000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	2,471	3,321	
Alinta		2,767	
BlueNRG	2,460		
Click		2,787	
CovaU		1,736	
Diamond Energy		2,706	
Dodo		3,057	
EnergyAustralia	2,507	2,891	
Globird			
Lumo	2,454		
Momentum	2,625	2,572	
Next Business Energy		2,419	
Origin	3,769	2,854	
Pacific Hydro	2,407		
People Energy		2,830	
Powerdirect		2,532	
Powershop			2,590
QEnergy	2,645		
Simply Energy		2,304	
Sumo		2,848	
Average	2,667	2,687	2,590
Average all classes		2,676	

AUSNET REGION SMALL BUSINESS FLAT TARIFF, 12000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	3,160	3,619	
Alinta		3,731	
BlueNRG	3,234		
Click		3,797	
CovaU		2,523	
Diamond Energy		3,504	
Dodo		3,271	
EnergyAustralia	3,002	3,261	
Globird	3,978	3,553	
Lumo	3,334		
Momentum	3,466	3,396	
Next Business Energy		3,079	
Origin	4,130	3,108	
Pacific Hydro	3,386		
People Energy		3,248	
Powerdirect		3,081	
Powershop			3,722
QEnergy	2,874		
Simply Energy			
Sumo		4,239	
Average	3,396	3,386	3,722
Average all classes		3,404	

CITIPOWER REGION SMALL BUSINESS 5 DAY TIME OF USE TARIFF 40000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	6,347	7,466	
Alinta		6,202	
BlueNRG	5,558		
Click		6,965	
CovaU		6,603	
Diamond Energy		6,866	
Dodo		6,840	
EnergyAustralia	5,715	6,762	
Globird			
Lumo	5,806		
Momentum	6,099	5,977	
Next Business Energy			
Origin	9,246	6,794	
People Energy		6,459	
Powerdirect		6,526	
Powershop			5,799
QEnergy	6,022		
Simply Energy		6,312	
Sumo		5,611	
Average	6,399	6,568	5,799
Average all classes		6,475	

JEMENA REGION SMALL BUSINESS 5 DAY TIME OF USE TARIFF 40000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL			
Alinta		7,340	
BlueNRG	6,589		
Click		8,192	
CovaU		7,214	
Diamond Energy		7,908	
Dodo		7,105	
EnergyAustralia	6,635	7,345	
Globird			
Lumo	7,595		
Momentum	7,319	7,173	
Next Business Energy		6,509	
Origin	9,783	7,186	
People Energy		7,040	
Powerdirect		6,737	
Powershop			7,101
QEnergy	7,241		
Simply Energy		7,317	
Sumo		6,522	
Average	7,527	7,199	7,101
Average all classes		7,293	

UNITED ENERGY REGION SMALL BUSINESS 5 DAY TIME OF USE TARIFF 40000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	6,481	7,803	
Alinta		6,187	
BlueNRG	5,589		
Click		7,685	
CovaU		5,687	
Diamond Energy		6,761	
Dodo		7,146	
EnergyAustralia	5,804	6,989	
Globird	7,016	6,223	
Lumo	6,410		
Momentum	6,367	6,239	
Next Business Energy		5,888	
Origin	9,632	7,059	
People Energy		7,246	
Powerdirect		6,666	
Powershop			6,605
QEnergy	6,280		
Simply Energy		6,288	
Sumo		5,580	
Average	6,697	6,630	6,605
Average all classes		6,651	

POWERCOR REGION SMALL BUSINESS 5 DAY TIME OF USE TARIFF 40000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	6,769	7,610	
Alinta		7,312	
BlueNRG	6,641		
Click		7,998	
CovaU		5,015	
Diamond Energy		7,684	
Dodo		8,005	
EnergyAustralia	6,392	7,489	
Globird			
Lumo	7,198		
Momentum	7,344	7,197	
Next Business Energy		7,249	
Origin	9,684	7,112	
People Energy		7,022	
Powerdirect		7,215	
Powershop			6,977
QEnergy	5,829		
Simply Energy		6,785	
Sumo		6,323	
Average	7,122	7,144	6,977
Average all classes		7,130	

AUSNET REGION SMALL BUSINESS 5 DAY TIME OF USE TARIFF 40000KWH ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	7,524	9,437	
Alinta		8,633	
BlueNRG	7,705		
Click		9,689	
CovaU		6,168	
Diamond Energy		9,214	
Dodo		8,053	
EnergyAustralia	7,789	8,521	
Globird	9,868	8,741	
Lumo	8,570		
Momentum	8,614	8,441	
Next Business Energy		8,678	
Origin	11,746	8,592	
People Energy		8,688	
Powerdirect		7,741	
Powershop			6,457
QEnergy	8,501		
Sumo		7,749	
Average	8,790	8,453	6,457
Average all classes		8,483	

MULTINET METROPOLITAN REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,136	956	938
Alinta		992	
Click Energy			985
CovaU		1,115	
Dodo (M2)		832	
EnergyAustralia	1,074	917	
Lumo	1,016	939	980
Momentum	884		
Origin	973	971	954
Red Energy		975	
Simply Energy		1,039	
Average	1,016	971	964
Average all classes		982	

MULTINET YARRA VALLEY REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,293	1,117	1,095
Alinta		1,197	
Click Energy			1,164
CovaU		1,289	
Dodo (M2)		910	
EnergyAustralia	1,104	943	
Lumo	1,201	1,114	1,157
Momentum	1,039		
Origin	1,234	1,180	1,158
Red Energy		1,139	
Average	1,174	1,111	1,143
Average all classes		1,137	

AUSNET CENTRAL REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,172	980	962
Alinta		1,091	
Click Energy			1,004
CovaU		1,142	
Dodo (M2)		894	
EnergyAustralia	1,131	961	
Lumo	1,041	962	1,047
Momentum	904		
Origin	1,058	1,038	1,020
Red Energy		1,001	
Simply Energy		1,058	
Average	1,061	1,014	1,008
Average all classes		1,026	

AUSNET WEST REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,102	930	912
Alinta		1,023	
Click Energy			973
CovaU		1,024	
EnergyAustralia	1,076	954	
Lumo	968	893	970
Momentum	868		
Origin	1,006	975	958
Red Energy		976	
Simply Energy		1,015	
Average	1,004	974	953
Average all classes		978	

AUSNET ADJOINING CENTRAL REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,186	998	979
Alinta		1,112	
Click Energy			1,154
CovaU		1,401	
Dodo (M2)			
EnergyAustralia	1,366	1,151	
Momentum	1,065		
Origin	1,298	1,258	1,235
Red Energy		1,172	
Simply Energy			
Average	1,228	1,182	1,123
Average all classes		1,183	

AUSNET ADJOINING WEST REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,410	1,221	1,196
Alinta		1,252	
Click Energy			1,181
EnergyAustralia	1,154	977	
Lumo	1,259	1,134	1,205
Momentum	1,058		
Origin	1,298	1,258	1,235
Red Energy		1,186	
Average	1,236	1,171	1,204
Average all classes		1,202	

AUSTRALIAN GAS NETWORKS CENTRAL REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,087	920	903
Alinta		998	
Click Energy			981
CovaU		1,189	
Dodo (M2)		873	
EnergyAustralia	1,105	961	
Lumo	1,087	1,005	1,044
Momentum	938		
Origin	980	997	979
Red Energy		1,003	
Simply Energy		1,104	
Average	1,040	1,006	977
Average all classes		1,009	

AUSTRALIAN GAS NETWORKS NORTH REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,129	960	942
Alinta		1,026	
Click Energy			997
CovaU		1,120	
Dodo (M2)		931	
EnergyAustralia	1,117	970	
Lumo	1,057	976	1,050
Momentum	907		
Origin	1,038	1,047	1,028
Red Energy		986	
Simply Energy		1,099	
Average	1,049	1,013	1,004
Average all classes		1,021	

AUSTRALIAN GAS NETWORKS MURRAY REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,309	1,081	1,060
Alinta		1,214	
Click Energy			1,120
CovaU		1,099	
EnergyAustralia	1,218	1,132	
Lumo	1,067	988	1,128
Momentum	936		
Origin	1,224	1,205	1,182
Red Energy		1,122	
Average	1,151	1,120	1,123
Average all classes		1,130	

AUSTRALIAN GAS NETWORKS BAIRNSDALE REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	1,456	1,216	1,193
Alinta		1,322	
EnergyAustralia	1,353	1,207	
Lumo	1,361	1,264	1,432
Momentum			
Origin	1,294	1,205	1,182
Average	1,366	1,243	1,269
Average all classes		1,290	

AUSTRALIAN GAS NETWORKS CARDINIA REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
Click Energy			1,369
EnergyAustralia	1,489	1,274	
Lumo	1,350	1,253	1,352
Momentum	1,156		
Origin	1,294	1,205	1,182
Average	1,322	1,244	1,301
Average all classes		1,292	

AUSTRALIAN GAS NETWORKS MILDURA REGION – DOMESTIC HOUSEHOLD 54.4 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
Alinta		1,429	
Lumo		1,253	
Origin	1,459	1,417	1,391
Average	1,459	1,366	1,391
Average all classes		1,390	

MULTINET METROPOLITAN REGION – SMALL BUSINESS 500 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	5,761	5,286	
CovaU		6,394	
EnergyAustralia	5,368	5,883	
Lumo	5,137		
Momentum	4,997		
Origin	5,596	5,965	
Red Energy		5,837	
Simply Energy	5,567		
Average	5,404	5,873	
Average all classes	5,617		

MULTINET YARRA VALLEY REGION – SMALL BUSINESS 500 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL		7,949	
CovaU		8,310	
EnergyAustralia	5,311	5,822	
Lumo	6,645		
Momentum	6,429		
Origin	7,188	7,580	
Simply Energy			
Average	6,393	7,415	
Average all classes	6,900		

AUSNET SERVICES CENTRAL REGION – SMALL BUSINESS 500 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	6,030	5,888	
CovaU		5,991	
EnergyAustralia	5,612	6,155	
Lumo	5,398		
Momentum	4,970		
Origin	5,856	6,141	
Simply Energy	5,511		
Average	5,563	6,044	
Average all classes	5,755		

AUSNET SERVICES WEST REGION – SMALL BUSINESS 500 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	6,122	5,978	
CovaU		5,754	
EnergyAustralia	5,866	6,436	
Lumo	5,004		
Momentum	4,924		
Origin	6,118	6,548	
Simply Energy	5,690		
Average	5,621	6,179	
Average all classes	5,844		

AUSNET SERVICES ADJOINING CENTRAL REGION – SMALL BUSINESS 500 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	5,988	5,847	
CovaU		8,703	
EnergyAustralia	5,819	6,388	
Lumo			
Momentum	7,292		
Origin	7,926	8,075	
Simply Energy			
Average	6,756	7,253	
Average all classes	7,005		

AUSNET SERVICES ADJOINING WEST REGION – SMALL BUSINESS 500 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	7,996	7,804	
CovaU		8,520	
EnergyAustralia	6,630	7,281	
Lumo	7,481		
Momentum	6,854		
Origin	8,224	8,397	
Simply Energy			
Average	7,437	8,000	
Average all classes	7,687		

AUSTRALIAN GAS NETWORKS CENTRAL REGION – SMALL BUSINESS 500 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	6,271	5,789	
CovaU		7,473	
EnergyAustralia	5,699	6,251	
Lumo	5,836		
Momentum	5,564		
Origin	6,000	6,434	
Simply Energy	5,749		
Average	5,853	6,487	
Average all classes	6,107		

AUSTRALIAN GAS NETWORKS NORTH REGION – SMALL BUSINESS 500 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	5,607	5,476	
CovaU		7,207	
EnergyAustralia	6,016	6,601	
Lumo	5,825		
Momentum	5,399		
Origin	6,210	6,653	
Simply Energy			
Average	5,811	6,484	
Average all classes	6,110		

AUSTRALIAN GAS NETWORKS MURRAY REGION – SMALL BUSINESS 500 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	6,663	6,506	
CovaU		7,493	
EnergyAustralia	7,231	7,938	
Lumo			
Momentum	6,100		
Origin	7,215	7,660	
Simply Energy			
Average	6,802	7,399	
Average all classes	7,101		

AUSTRALIAN GAS NETWORKS BAIRNSDALE REGION – SMALL BUSINESS 500 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL	7,736	7,553	
CovaU			
EnergyAustralia	7,047	7,735	
Lumo	7,802		
Momentum			
Origin	7,629	8,081	
Simply Energy			
Average	7,553	7,789	
Average all classes	7,655		

AUSTRALIAN GAS NETWORKS CARDINIA REGION – SMALL BUSINESS 500 GJ ANNUAL CONSUMPTION

RETAILER	SET PRICE, PAPER BILLS	CONDITIONAL DISCOUNTS	ONLINE
AGL			
CovaU			
EnergyAustralia	8,554	9,397	
Lumo			
Momentum	8,795		
Origin	9,968	10,216	
Simply Energy			
Average	9,106	9,807	
Average all classes	9,386		

Table of Statutory Reporting Obligations

LEGISLATION	REQUIREMENT	PAGE
ESSENTIAL SERVICES COMMISSION ACT (2001)		
OBLIGATIONS TO REPORT		
54V(1)	Must publish a report as soon as practicable by 30 November	4
54V(1)	Must be published on the ESC website	✓
54V(1)	Must cover the previous 12 months ending 30 June	4
REPORT MUST INCLUDE		
54V(2)(a)	All enforcement action taken by the Commission in respect of each energy retailer	N/A
54V(2)(b)	The extent to which each energy retailer has complied, or failed to comply, with its obligations under its energy licence conditions and the provisions of any Code of Practice.	51-73, 138
54V(2)(c)	The performance of each energy retailer measured against the performance indicators	75-154
54V(2)(d)	Any other matters the Commission considers appropriate	N/A
PERFORMANCE INDICATORS FOR REPORTING		
54W(a)(i)	Disconnections and reconnections of the supply of electricity or gas to the premises of customers	109-136
54W(a)(ii)	The extent to which the energy retailer has complied with the deemed licence condition in section 40B of the <i>Electricity Industry Act 2000</i> or section 48A of the <i>Gas Industry Act 2000</i>	40, 137
54W(a)(iii)	The number of wrongful disconnection penalty notices (if any) served on the energy retailer and the status of any proceeding commenced, or action taken, in relation to those wrongful disconnection penalty notices	N/A
54W(b)	Any other indicators for the performance of an energy retailer the Commission determines	77-154
ELECTRICITY INDUSTRY ACT 2000		
OBLIGATIONS TO REPORT		
39A(1)	Must prepare a report covering the previous reporting period (1 July to 30 June)	4
39A(1)	Must give the report to the Minister by the end of every calendar year	✓
39A(4)	Must publish the report on its Internet site as soon as practicable after giving it to the Minister	✓

REPORT MUST COMPARE AND ASSESS		
39A(1)(a)	Licensee standing offers, Deemed standing, relevant published offers and other offers of retailers offers of retailers to supply and sell electricity in effect during the reporting period.	17, 156-177
39A(1)(b)	Variations to licensee standing offers, deemed standing offers, relevant published offers and other offers to supply and sell electricity during the reporting period.	19, 202-204
REPORT MAY INCLUDE		
39A(2)(a)	Information about any trends, over a period, in relation to variations to Licensee standing offers, Deemed standing offers, relevant published offers and other offers of retailers to supply and sell electricity over a period.	14-21
REPORT MUST INCLUDE		
39A(2)(b)	Any other information that the Minister, in writing, requires to be included.	N/A
GAS INDUSTRY ACT (2001)		
OBLIGATIONS TO REPORT		
47(1)	Must prepare a report covering the previous reporting period (1 July to 30 June)	4
47(1)	Must give the report to the Minister by the end of every calendar year.	✓
47(4)	Must publish the report on its Internet site as soon as practicable after giving it to the Minister.	✓
REPORT MUST COMPARE AND ASSESS		
47(1)(a)	Licensee standing offers, Deemed standing, relevant published offers and other offers of retailers offers of retailers to supply and sell gas in effect during the reporting period.	18, 178-201
47(1)(b)	Variations to licensee standing offers, deemed standing offers, relevant published offers and other offers to supply and sell gas during the reporting period.	19, 205-206
REPORT MAY INCLUDE		
47(2)(a)	Information about any trends, over a period, in relation to variations to Licensee standing offers, Deemed standing offers, relevant published offers and other offers of retailers to supply and sell gas over a period.	14-21
REPORT MUST INCLUDE		
47(2)(b)	Any other information that the Minister, in writing, requires to be included.	N/A



ESSENTIAL SERVICES COMMISSION

Level 37, 2 Lonsdale Street
Melbourne Victoria 3000

ABN 71 165 498 668

Telephone 61 3 9032 1300 or 1300 664 969

Facsimile 61 3 9032 1301

Email reception@esc.vic.gov.au

www.esc.vic.gov.au

BUSINESS HOURS

8.30am to 5.00pm Monday to Friday