

Retailer Profiles





# Retailer profiles

This chapter of the Victorian Energy Market Report 2019–20 includes individual profiles of each retailer predominantly serving residential customers in Victoria.

Each retailer profile includes information about their:

- energy offers including residential and small business
- market and service performance
- support to customers in payment difficulty, and
- level of disconnections of customers.

Each profile also contains a brief description of the retailer and a summary of their average customer numbers throughout 2019–20.

Profiles are available for the following retailers in Victoria:

- 1st Energy
- AGL
- Alinta Energy
- Blue NRG
- Click Energy and amaysim
- CovaU
- Diamond Energy
- Elysian Energy
- Energy Locals
- EnergyAustralia
- ERM Power
- GloBird Energy
- Lumo Energy
- Dodo and Commander (M2 Energy)
- Momentum Energy
- Next Business Energy
- Onsite Energy Solutions
- Origin Energy
- People Energy
- Powerclub
- Powerdirect
- Powershop
- QEnergy
- Red Energy
- Simply Energy
- Sumo
- Tango
- Tas Gas
- WIN Energy



## How to read the individual retailer energy offers charts

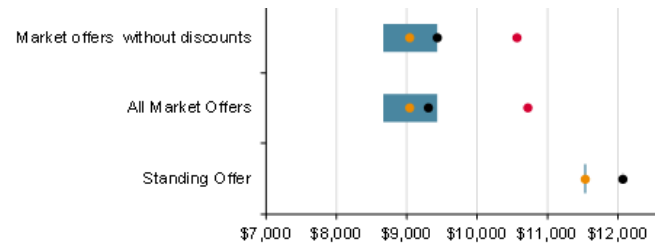
Each retailer has a chart summarising the energy offers they had generally available in the market on 30 June 2020. These charts may include residential electricity, residential gas, small business electricity, or residential gas offers, depending on each retailer’s operations.

In the example chart with energy offers (to the right):

- **Orange dot:** median annual bill of the range of offers for each retailer.
- **Black dot:** median annual bill of the range of offers across all retailers in Victoria.
- **Pink dot:** the maximum annual bill of the range of offers across all retailers in Victoria.
- **Teal horizontal bar:** estimated annual bills from the range of energy offers of that retailer. The range includes the lowest offer when all discount conditions are met, and the highest offer when all discount conditions are not met during a year.

For electricity, retailers’ offers within Citipower distribution zone are used for the analysis. For gas, offers within the Australian Gas Networks Central zone are used for the analysis.

### Example energy offers chart



Estimated annual bills are based on typical residential customer consumption of 4,000kWh per year for electricity, and 54.4 GJ per year for gas.

Offers with identical charges and annual bills are counted as one offer.

Electricity offers with a controlled load and demand components are excluded from the analysis as these offers cannot be used to accurately calculate an annual bill.



## How to read the performance charts

Each retailer has three charts that provide a short summary of their performance in 2019–20, as discussed in the main report “Victorian Energy Market Report 2019-20”.

In the example chart of market and service performance, to the right:

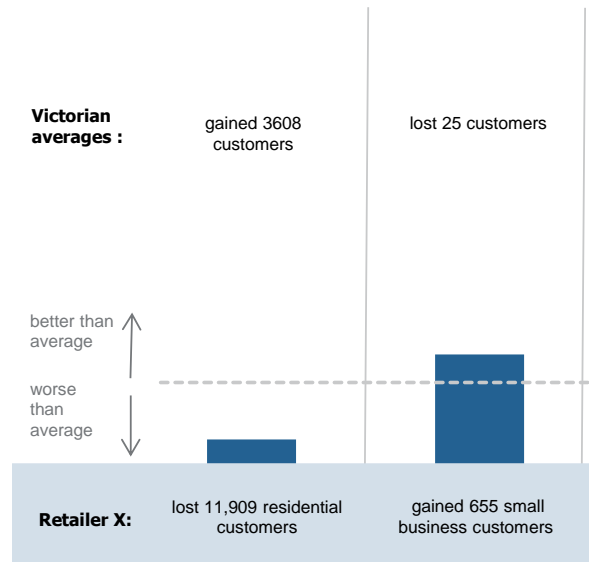
- **Grey dotted line:** the average level of performance from all retailers operating in Victoria.
- **Blue bars:** the level of performance of the individual retailer in comparison to the Victorian average.
- Each retailer’s performance is shown in the shaded area below each chart. The Victorian average is shown across the top of all charts.
- If the blue bar is higher than the grey dotted line, that retailer is performing better than average.

In the example chart of payment difficulty and disconnection, to the right:

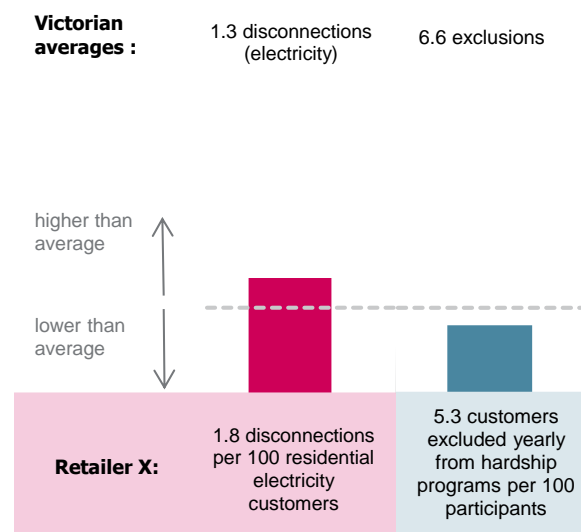
- **Grey dotted line:** the average level of support to customers in payment difficulty and various disconnection rates of all retailers operating in Victoria.
- **Teal bars:** the level of support provided by the individual retailer to customers in payment difficulty compared to the Victorian average.
- **Pink bars:** disconnection rates of the individual retailer compared to the Victorian average.
- Each indicator is described by the labels in the shaded box below each chart. The Victorian average is listed at the top of each chart.
- For these charts, if the coloured bars are higher than average, it *does not*

necessarily mean they are better or worse than the average.

### Example market and service performance chart



### Example chart for indicators relating to support to customers in payment difficulty, and disconnection of customers



Yearly data related to these indicators (and other indicators) can be found in the appendix to the *Victorian Energy Market Report 2019–20*.



# 1st Energy



(as at 30 June 2020)

## 1<sup>st</sup> Energy is a small retailer

1<sup>st</sup> Energy was granted an electricity licence in May 2016 and commenced operations in July 2016. It also has retail operations in New South Wales, Queensland, Tasmania, and South Australia.

1<sup>st</sup> Energy is privately owned.

**7,407**  
residential electricity customers

**1,885**  
residential gas customers

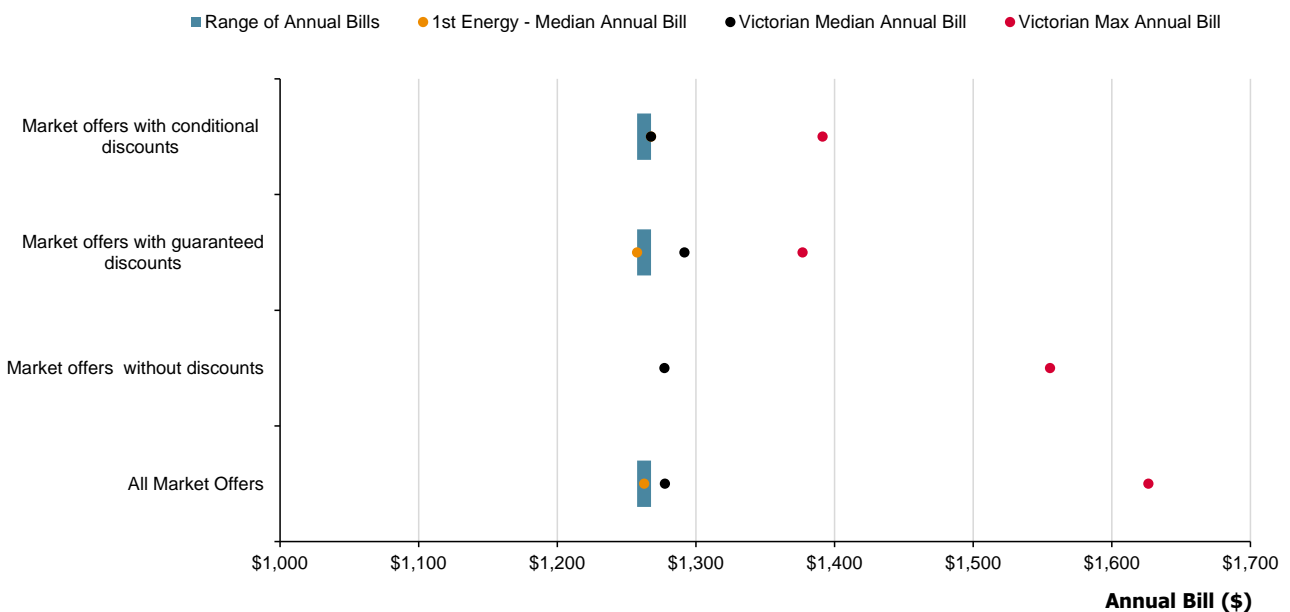
**955**  
small business electricity customers

**1**  
small business gas customers

## What were the prices of 1st Energy’s residential electricity offers on 30 June 2020?

On average, 1st Energy was within the lower range for residential electricity offers within the Citipower distribution zone.

The lowest market offer was \$20 less than the median Victorian market offer and its most expensive market offer was \$10 less than the median Victorian market offer. 1st Energy had two different market offers available on 30 June 2020, with \$10 difference between these two offers.

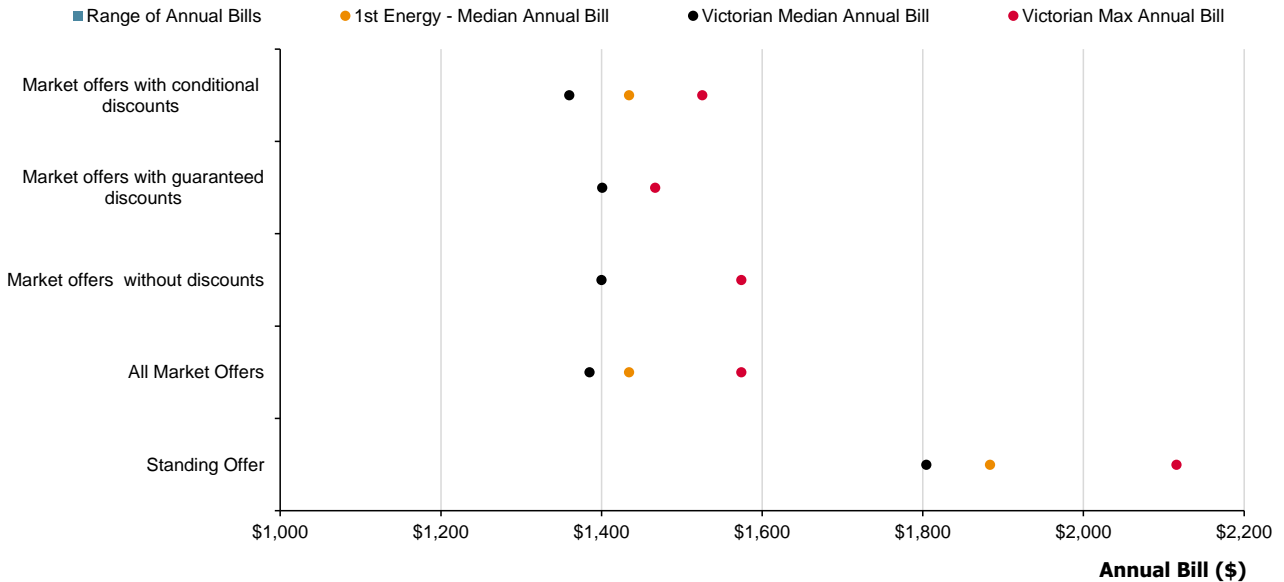




### What were the prices of 1st Energy’s residential gas offers on 30 June 2020?

On average, 1st Energy was within the high range for residential gas offers within the Australian Gas Network Central distribution zone.

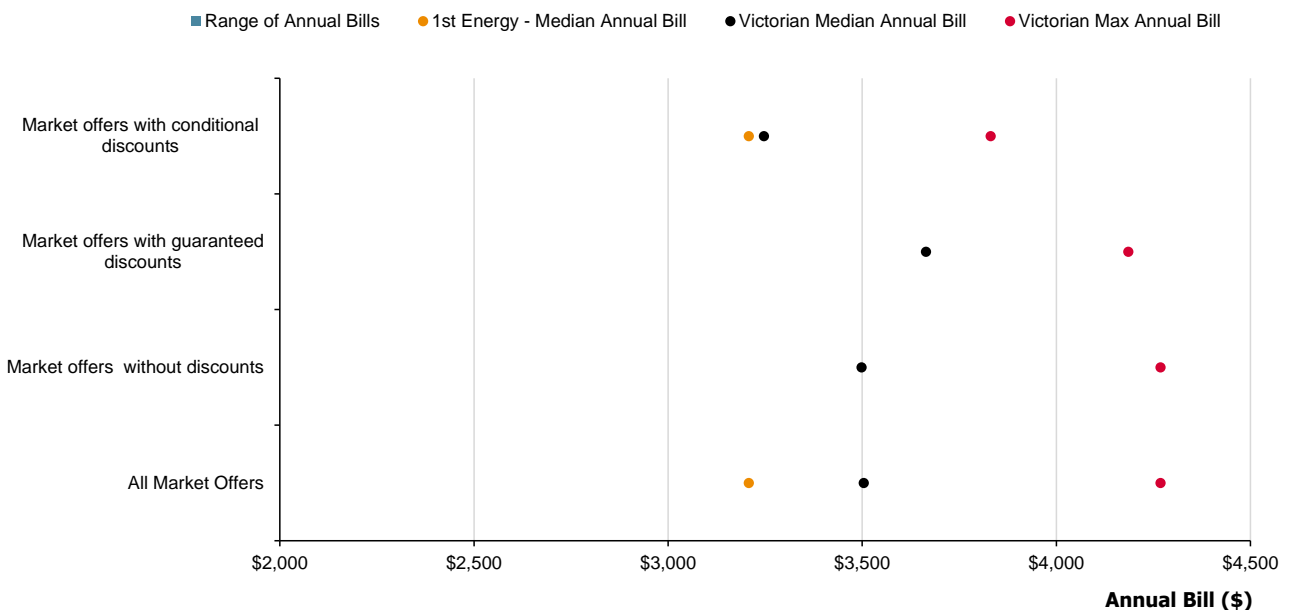
The lowest market offer was \$49 more than the median Victorian market offer. 1st Energy had one market offer available on 30 June 2020.



### What were the prices of 1st Energy’s small business electricity offers on 30 June 2020?

On average, 1st Energy was within the lower range for small business electricity offers within the Citipower distribution zone.

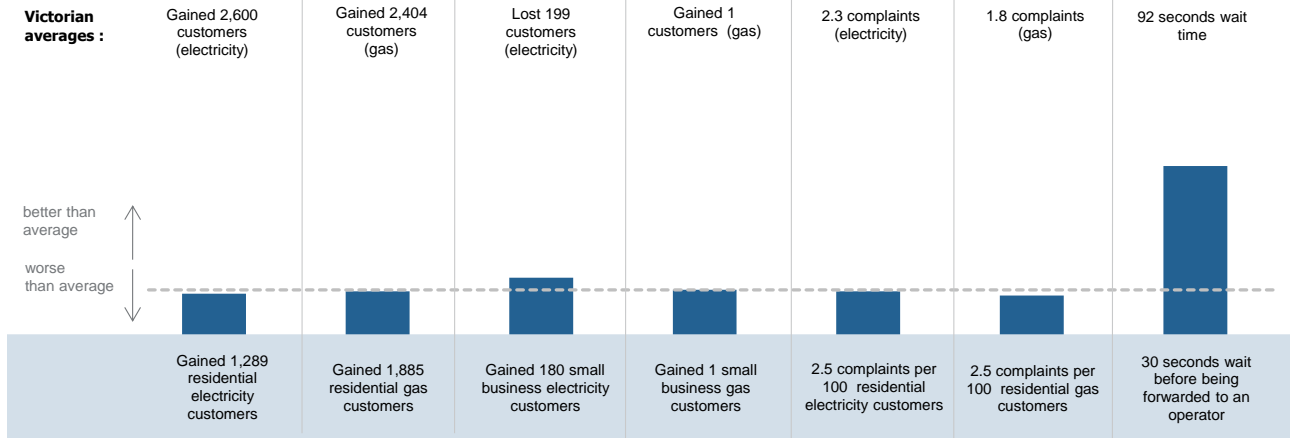
The lowest market offer was \$296 less than the median Victorian market offer. 1st Energy had one market offer available on 30 June 2020.



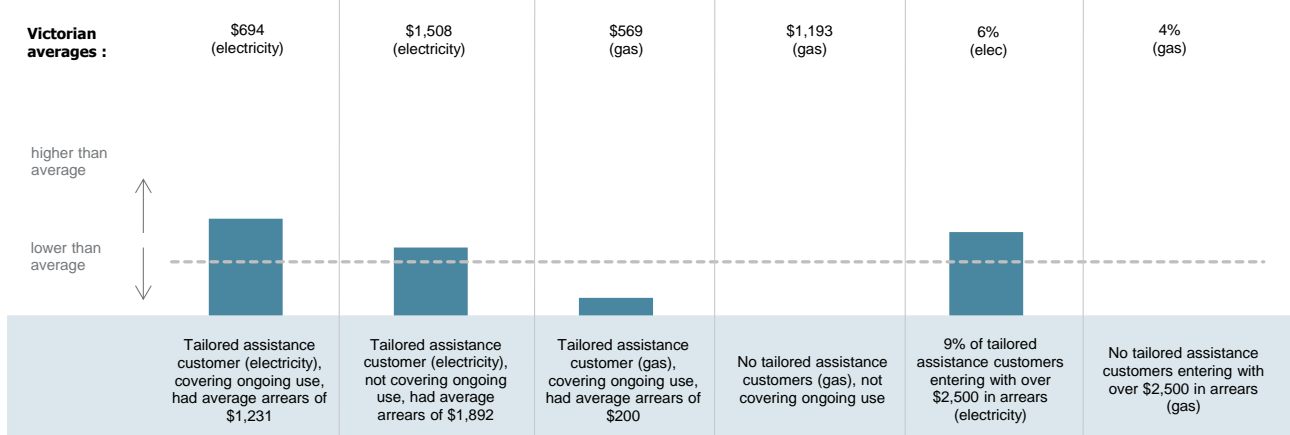


## How did 1<sup>st</sup> Energy perform in Victoria in 2019–20?

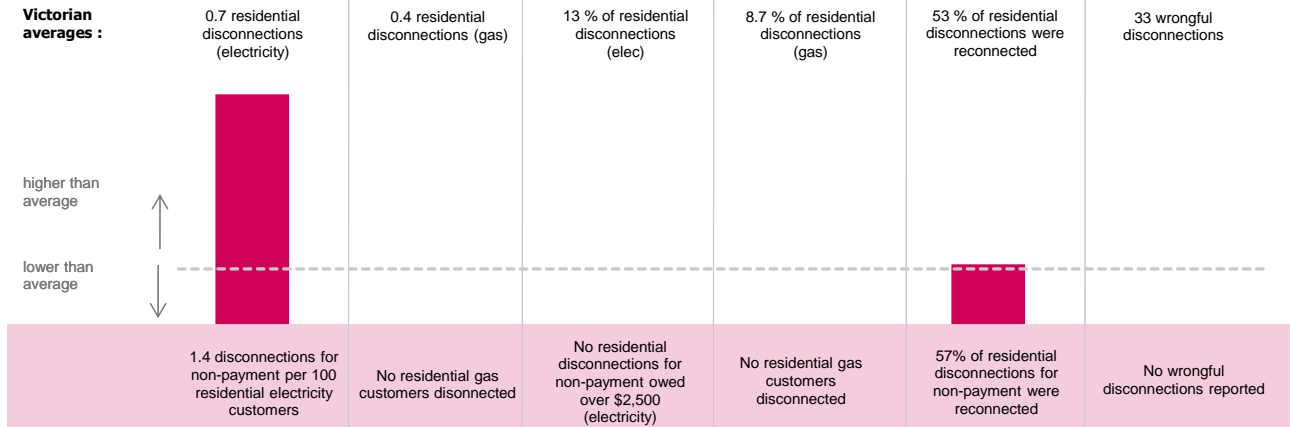
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers







# AGL



(as at 30 June 2020)

## AGL is one of the largest retailers in Victoria

AGL has been an incumbent supplier of electricity in Victoria since 2002. It also operates in South Australia, New South Wales and Queensland.

AGL Sales is part of AGL Energy, which is an ASX listed company. It has significant interests in electricity generation with hydro, wind, solar, coal and gas generation assets. AGL also owns Powerdirect.

**579,499**  
residential electricity customers

**533,439**  
residential gas customers

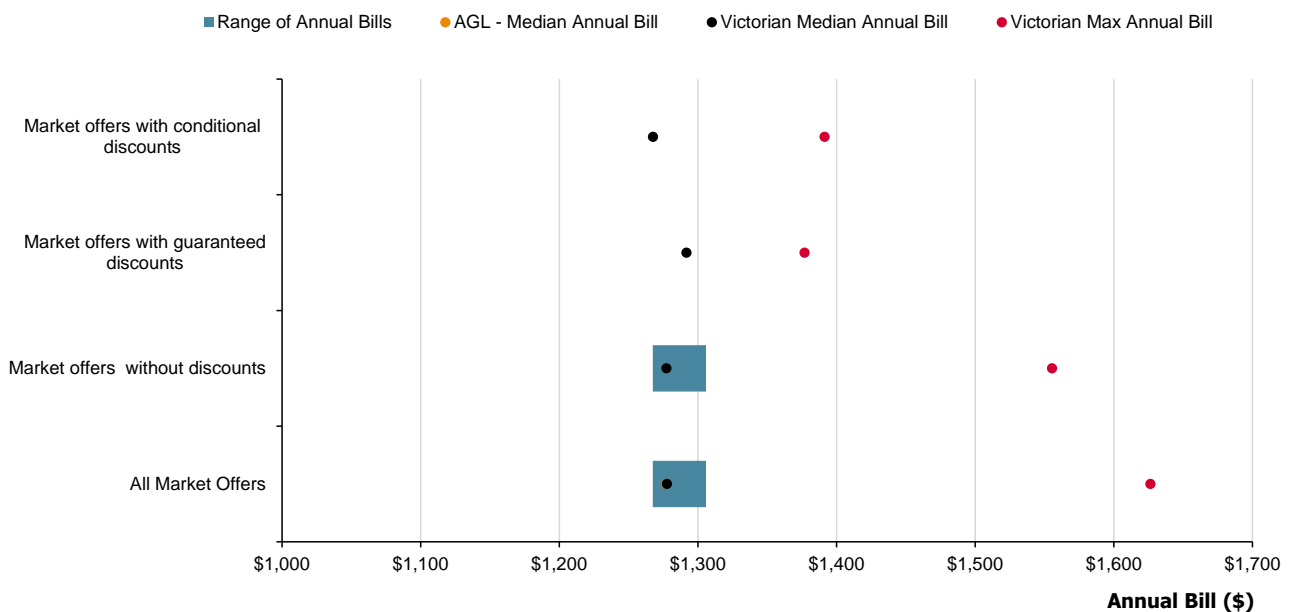
**62,556**  
small business electricity customers

**15,228**  
small business gas customers

## What were the prices of AGL’s residential electricity offers on 30 June 2020?

AGL was within the mid-range for residential electricity offers within the Citipower distribution zone.

The lowest market offer was \$10 less than the median Victorian market offer and its most expensive market offer was \$28 more than the median Victorian market offer. AGL had three different market offers without discount conditions available on 30 June 2020, with \$38 difference between the most expensive and the cheapest offers.



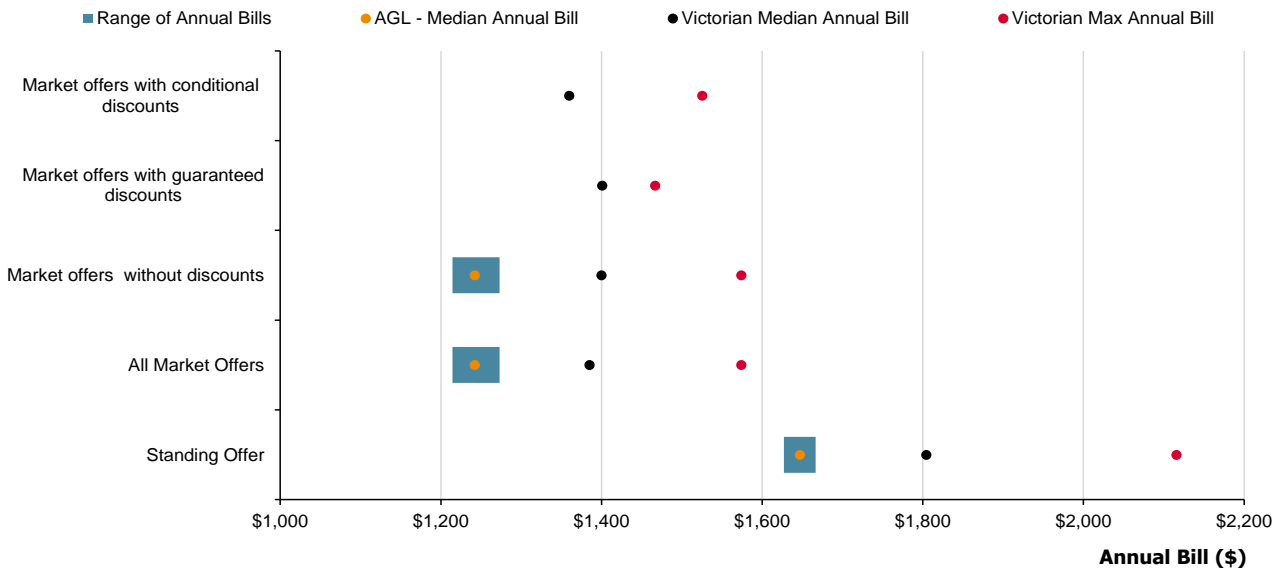




### What were the prices of AGL’s residential gas offers on 30 June 2020?

On average, AGL was within the low range for residential gas offers within the Australian Gas Network Central distribution zone.

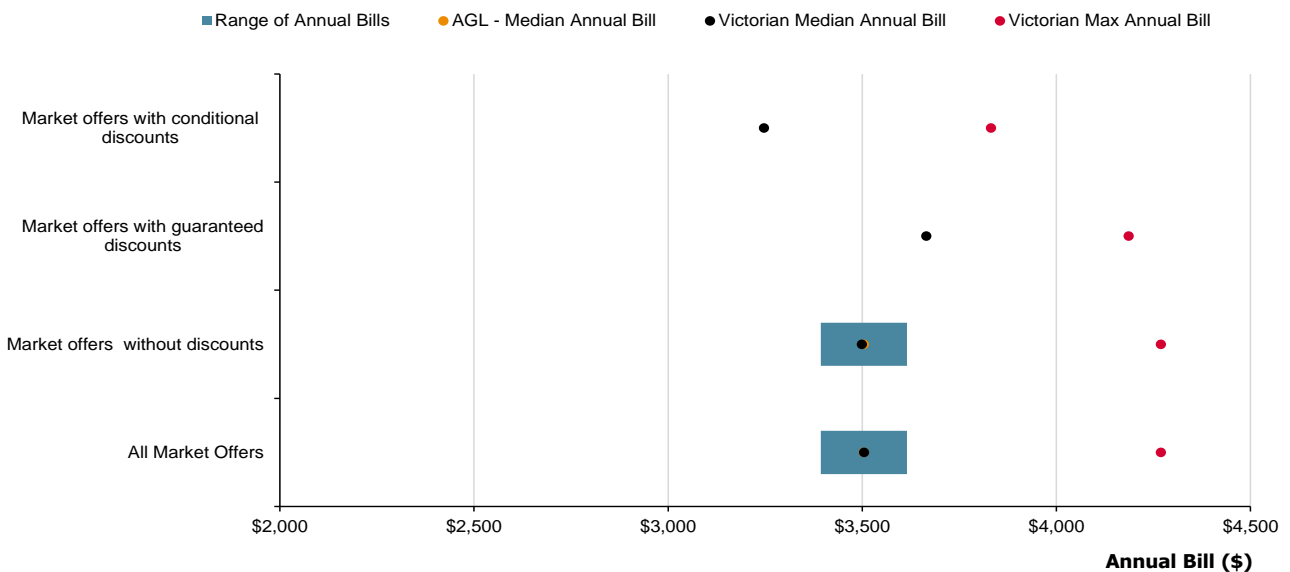
The lowest market offer was \$170 less than the median Victorian market offer and its most expensive market offer was \$112 less than the median Victorian market offer. AGL had four different market offers without discount conditions available on 30 June 2020, with \$59 difference between the most expensive and the cheapest offers.



### What were the prices of AGL’s small business electricity offers on 30 June 2020?

On average, AGL was within the mid-range for small business electricity offers.

The lowest market offer was \$111 less than the median Victorian market offer and its most expensive market offer was \$111 more than the median Victorian market offer. AGL had two different market offers available on 30 June 2020, with \$222 difference between these two offers.

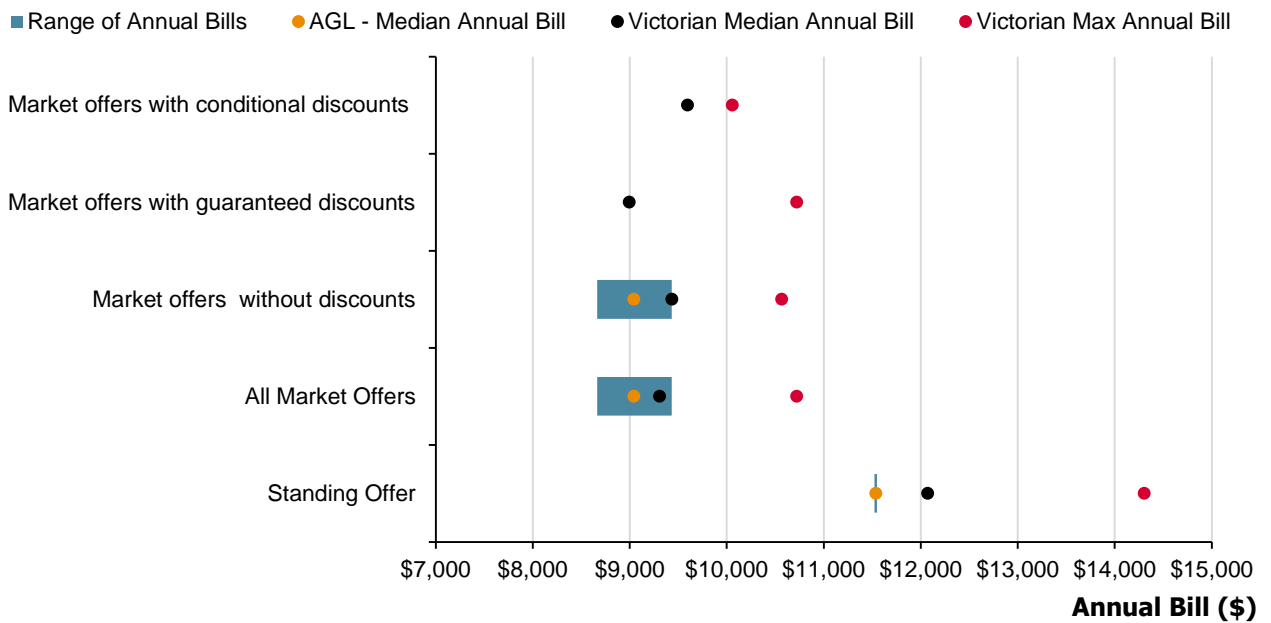




### What were the prices of AGL’s small business gas offers on 30 June 2020?

On average, AGL was within the lower to mid-range for small business gas offers within the Australian Gas Network Central distribution zone.

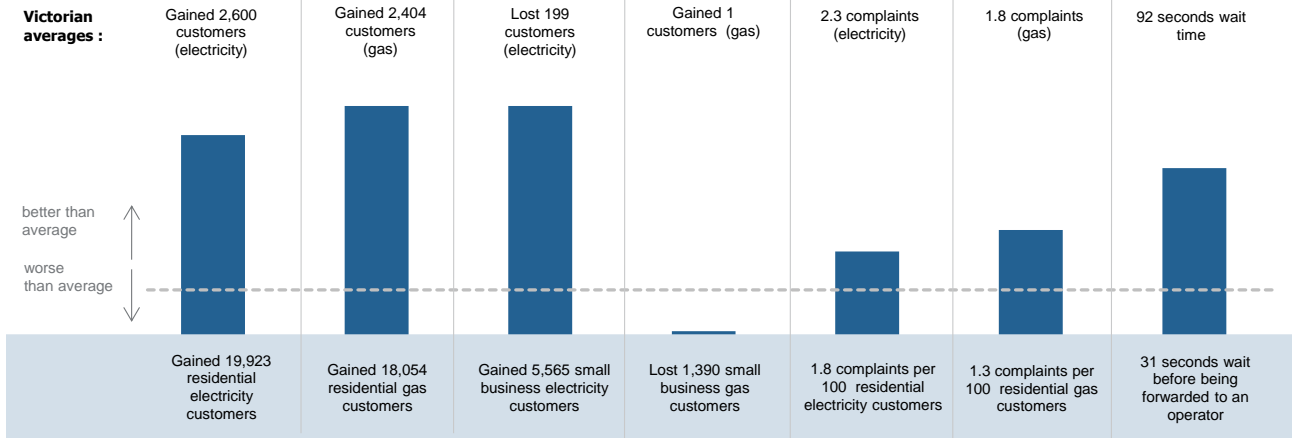
The lowest market offer was \$640 less than the median Victorian market offer and its most expensive market offer was \$125 more than the median Victorian market offer. AGL had four market offers available on 30 June 2020, with \$765 difference between the most expensive and the cheapest offers.



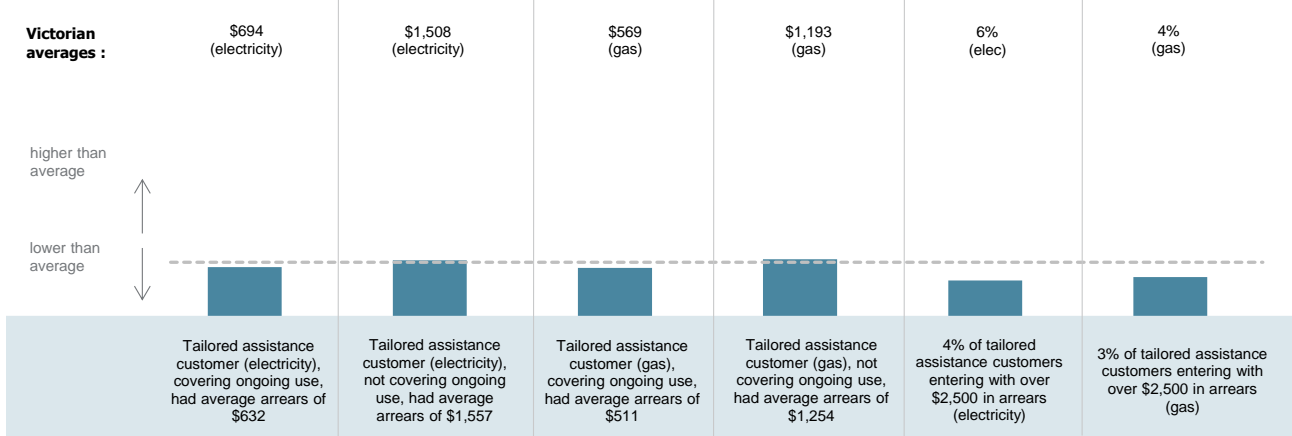


### How did AGL perform in Victoria in 2019–20?

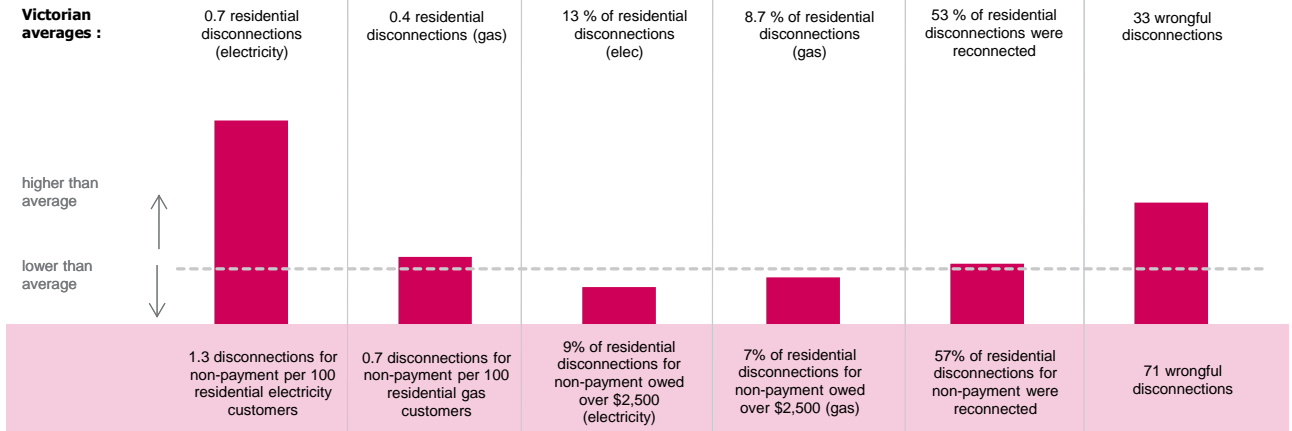
#### Market and service performance



#### Support to customers in payment difficulty



#### Disconnection of customers





# Alinta Energy



(as at 30 June 2020)

## Alinta is a medium sized retailer

Alinta was issued Victorian retail licences for electricity and gas in February 2012.

Alinta has retail operations in Victoria, New South Wales, Western Australia, South Australia and Queensland (small and large customers) as well as electricity generation and gas pipelines along the eastern seaboard. Alinta Energy was acquired by Hong Kong-based company, Chow Tai Fook Enterprises, in March 2017.

**131,382**  
residential electricity customers

**90,902**  
residential gas customers

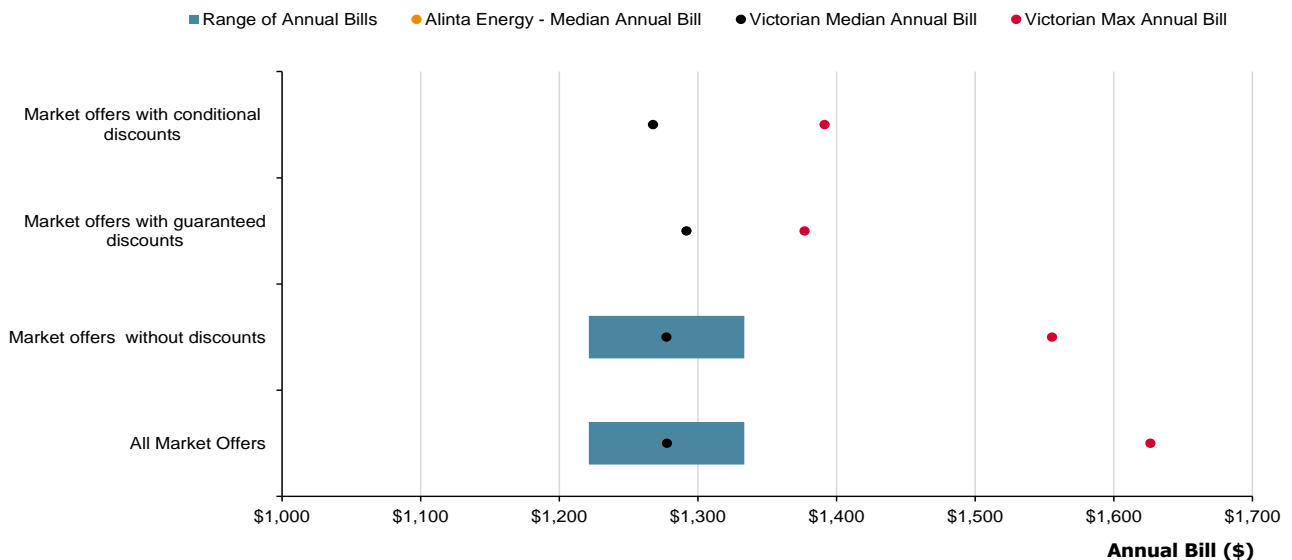
**15,109**  
small business electricity customers

**166**  
small business gas customers

## What were the prices of Alinta Energy's residential electricity offers on 30 June 2020?

Alinta Energy was within the mid-range for residential electricity offers within the Citipower distribution zone.

The lowest market offer was \$56 less than the median Victorian market offer and its most expensive market offer was \$56 more than the median Victorian market offer. Alinta Energy had two different market offers without discount conditions available on 30 June 2020, with \$112 difference between these two offers.

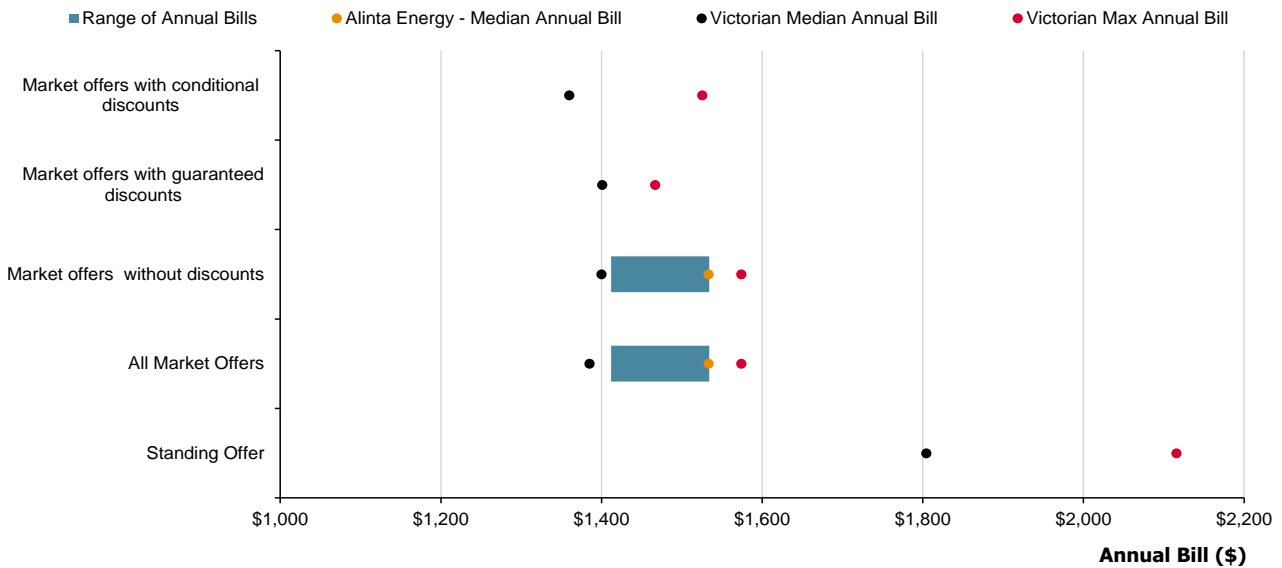




### What were the prices of Alinta Energy’s residential gas offers on 30 June 2020?

On average, Alinta Energy was within the high range for residential gas offers within the Australian Gas Network Central distribution zone.

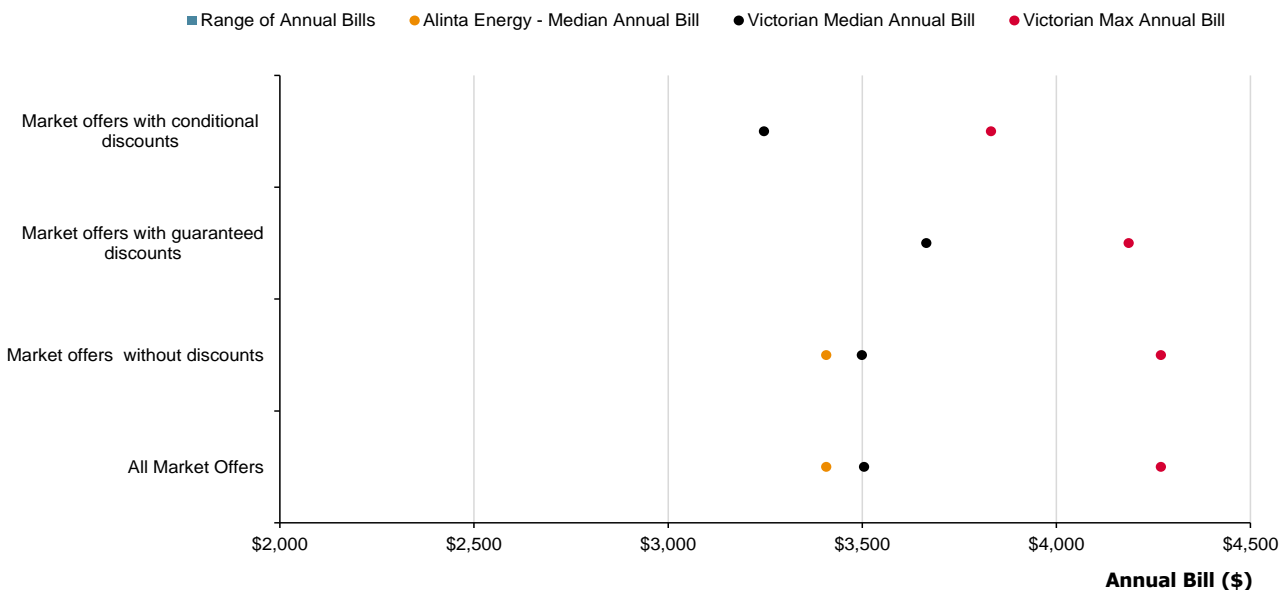
The lowest market offer was \$27 more than the median Victorian market offer and its most expensive market offer was \$149 more than the median Victorian market offer. Alinta Energy had three different market offers without discount conditions available on 30 June 2020, with \$122 difference between the most expensive and the cheapest offers.



### What were the prices of Alinta Energy’s small business electricity offers on 30 June 2020?

On average, Alinta Energy was within the mid-range for small business electricity offers within the Citipower distribution zone.

The lowest market offer was \$97 less than the median Victorian market offer. Alinta Energy had one market offer available on 30 June 2020.



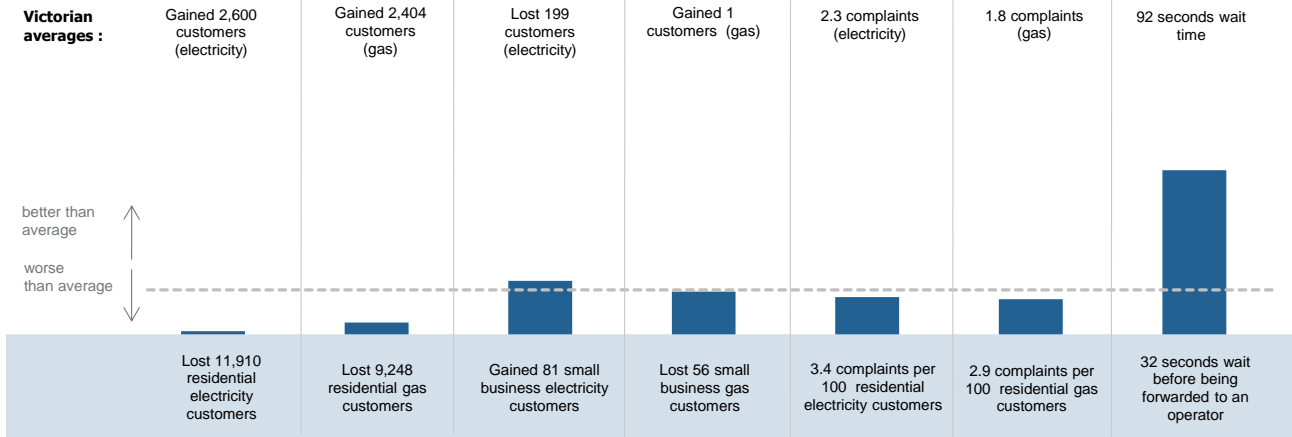


## What were the prices of Alinta Energy’s small business gas offers on 30 June 2020?

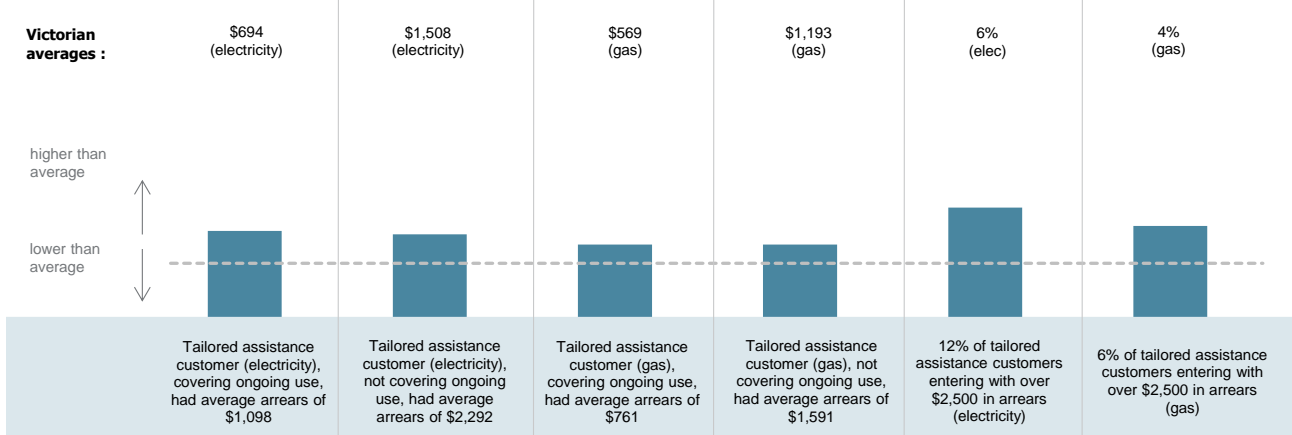
Alinta Energy had no offers for small business gas offers.

## How did Alinta Energy perform in Victoria in 2019–20?

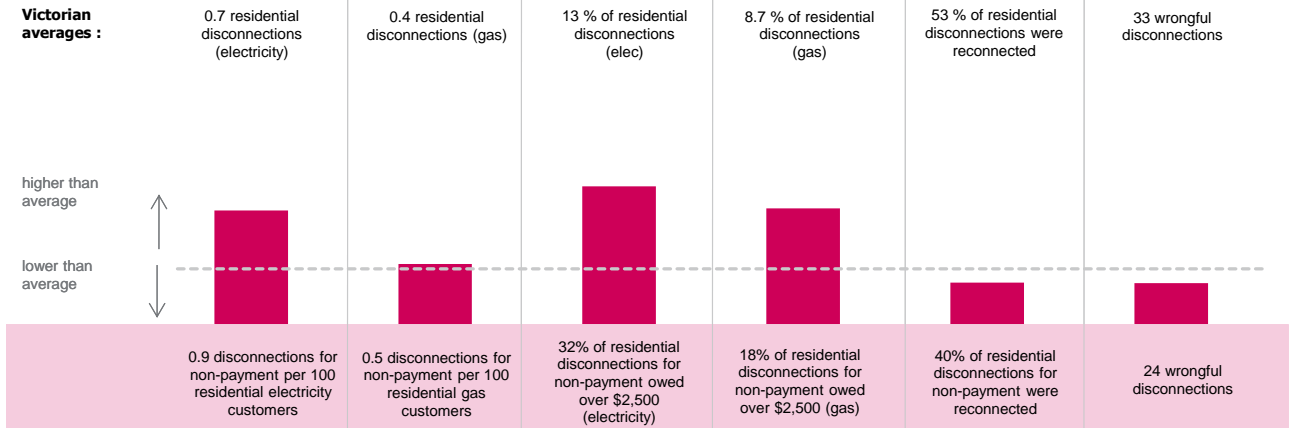
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





# Blue NRG



(as at 30 June 2020)

## Blue NRG is a small retailer

Blue NRG was granted electricity retail licences in March 2012, commencing operations in July 2012. It predominantly serves the small business electricity sector.

**25**  
residential electricity customers

**5,350**  
small business electricity customers

Blue NRG also operates in New South Wales, South Australia and South East Queensland.

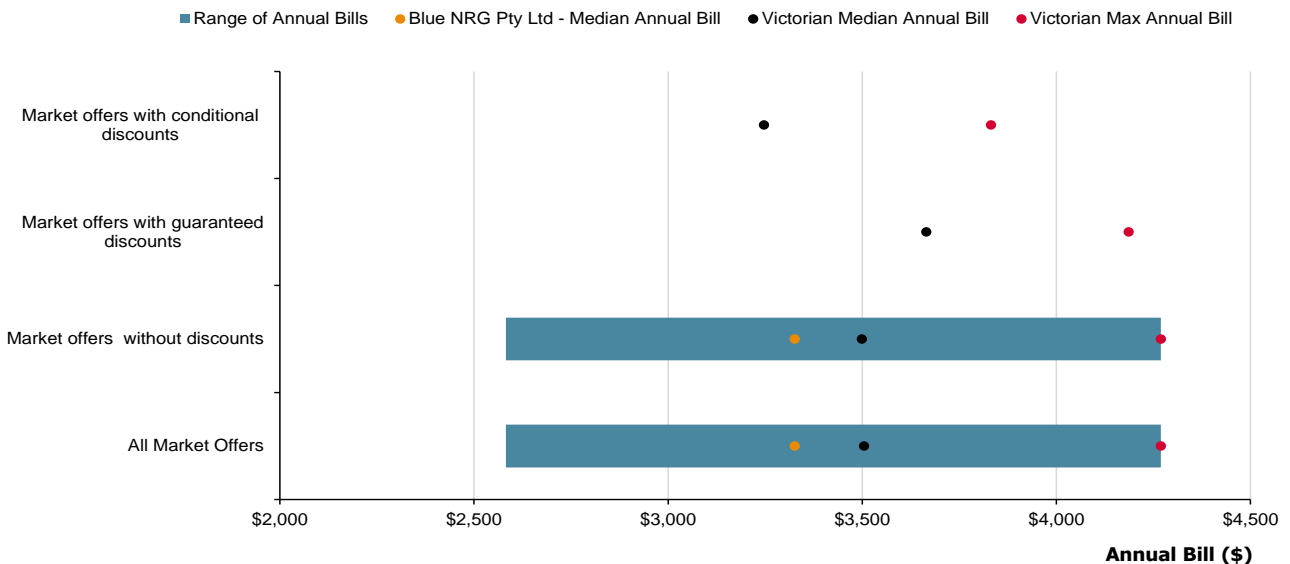
## What were the prices of Blue NRG’s residential electricity offers on 30 June 2020?

Blue NRG only offered the VDO to residential electricity customers on 30 June 2020.

## What were the prices of Blue NRG’s small business electricity offers on 30 June 2020?

On average, Blue NRG had a wide range for small business electricity offers.

The lowest market offer was \$923 less than the median Victorian market offer and its most expensive market offer was \$764 more than the median Victorian market offer, within the Citipower distribution zone. Blue NRG had 14 different market offers available on 30 June 2020, with \$1,687 difference between the most expensive and the cheapest offers.

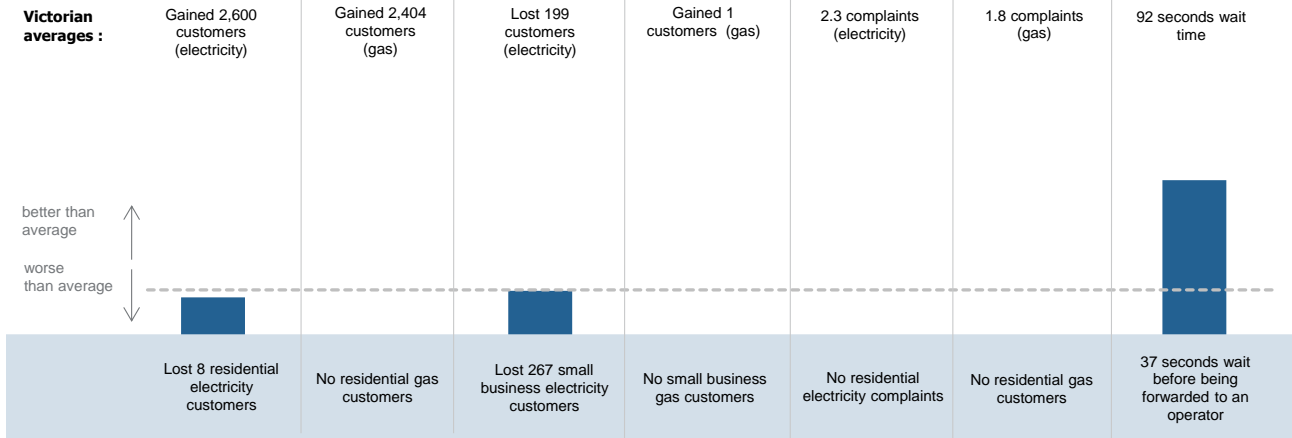




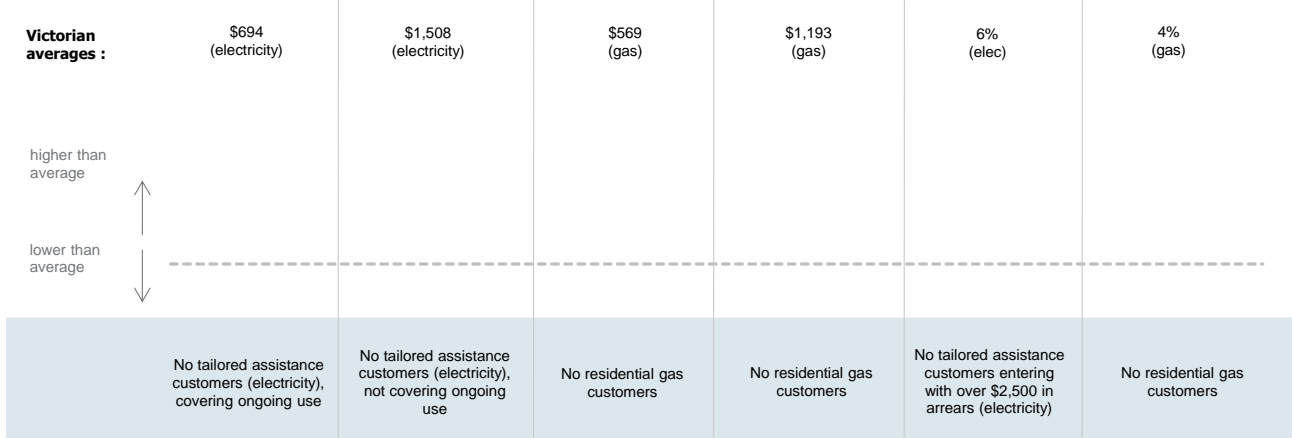


## How did Blue NRG perform in Victoria in 2019–20?

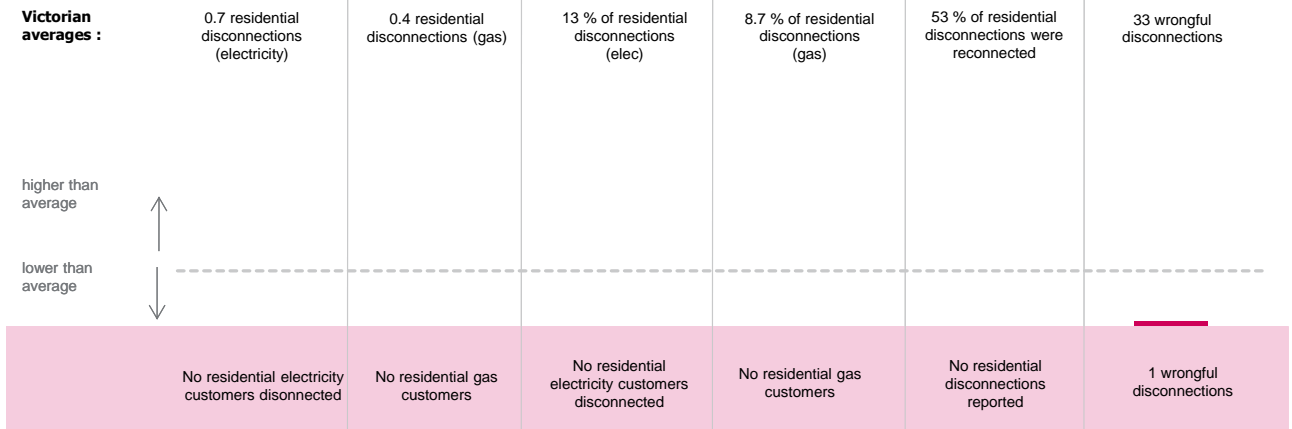
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





## Click Energy and amaysim



### Click Energy and amaysim are medium sized retailers

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

Click Energy was acquired by amaysim Australia Ltd on 1 May 2017. On 30 September 2019, Click Energy and amaysim were acquired by AGL.

(as at 30 June 2020)

**48,492**

residential electricity customers

**37,748**

residential gas customers

**2,227**

small business electricity customers

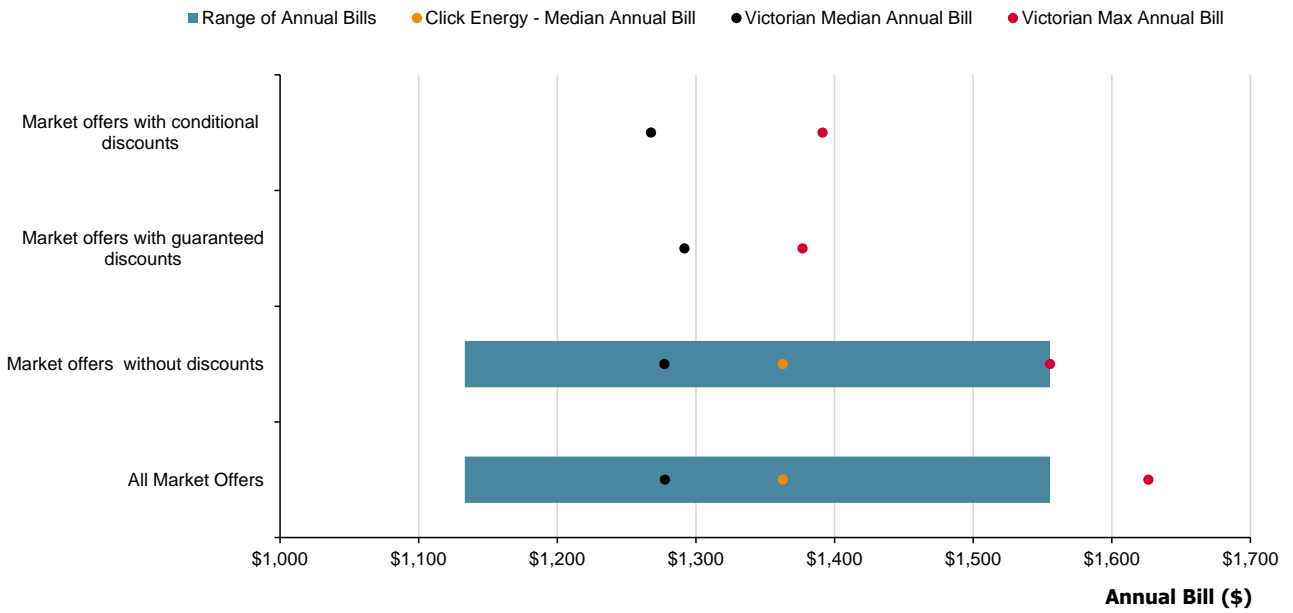
**582**

small business gas customers

### What were the prices of Click Energy and amaysim's residential electricity offers on 30 June 2020?

Click Energy and amaysim had a wide variety of residential electricity offers.

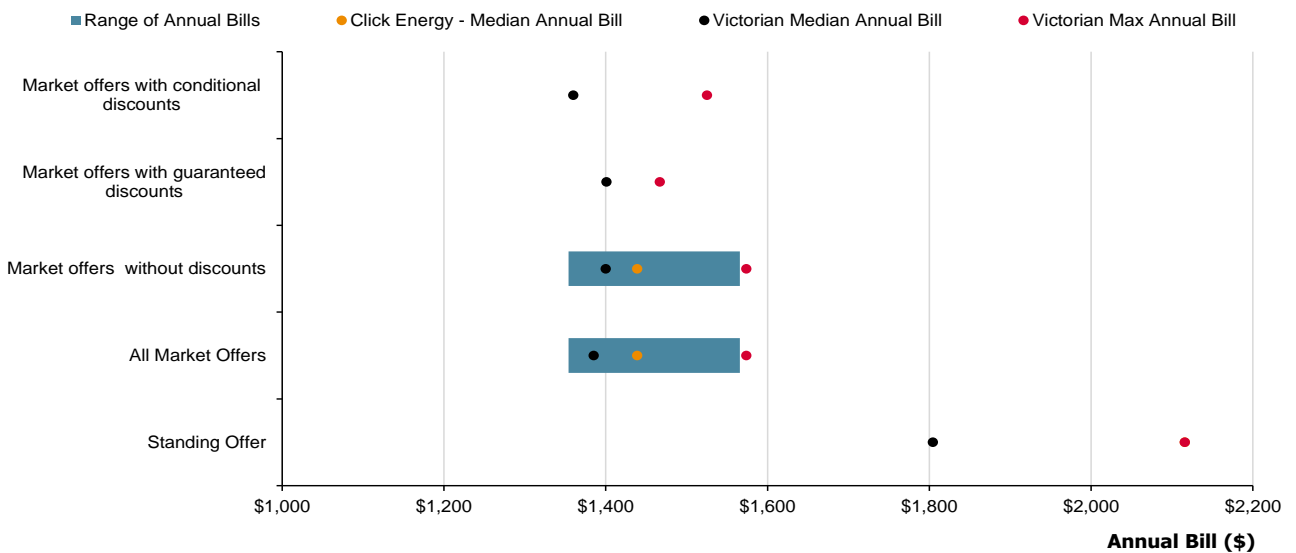
The lowest market offer was \$144 less than the median Victorian market offer and its most expensive market offer was \$278 more than the median Victorian market offer, within the Citipower distribution zone. Click Energy and amaysim had nine different market offers without discount conditions available on 30 June 2020, with \$422 difference between the most expensive and the cheapest offers.



### What were the prices of Click Energy and amaysim’s residential gas offers on 30 June 2020?

On average, Click Energy and amaysim was within the mid to high range for residential gas offers within the Australian Gas Network Central distribution zone.

The lowest market offer was \$31 less than the median Victorian market offer and its most expensive market offer was \$181 more than the median Victorian market offer. Click Energy and amaysim had five different market offers without discount conditions available on 30 June 2020, with \$212 difference between the most expensive and the cheapest offers.

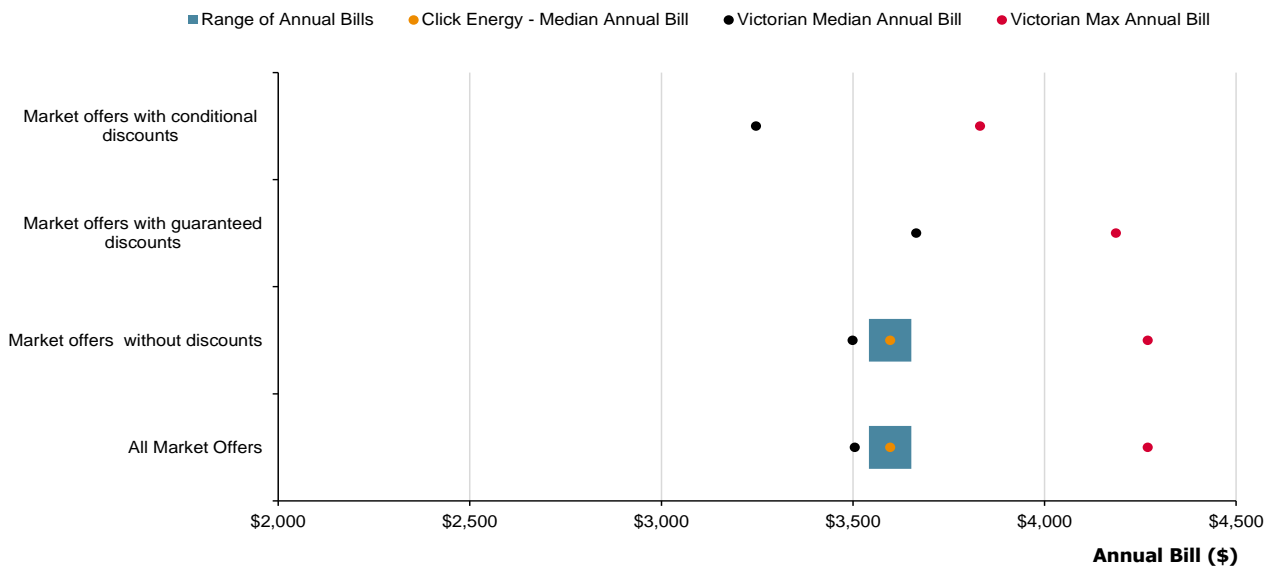




### What were the prices of Click Energy and amaysim’s small business electricity offers on 30 June 2020?

On average, Click Energy and amaysim was within the mid-range for small business electricity offers within the Citipower distribution zone.

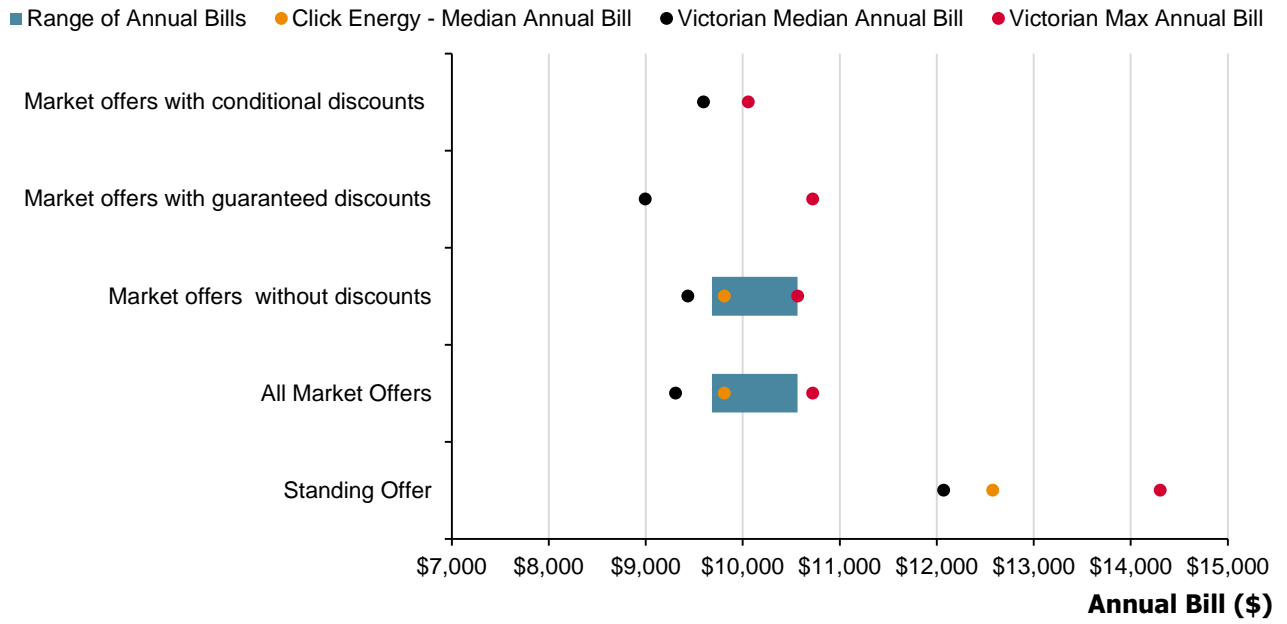
The lowest market offer was \$37 more than the median Victorian market offer and its most expensive market offer was \$148 more than the median Victorian market offer. Click Energy and amaysim had two different market offers available on 30 June 2020, with \$111 difference between these two offers.



### What were the prices of Click Energy and amaysim’s small business gas offers on 30 June 2020?

On average, Click Energy and amaysim was within the high range for small business gas offers within the Australian Gas Network Central distribution zone.

As shown below, its lowest market offer was \$380 more than the median Victorian market offer and its most expensive market offer was \$1,257 more than the median Victorian market offer. Click Energy and amaysim had three market offers available on 30 June 2020 with \$880 difference between these three offers.





### How did Click Energy and amaysim perform in Victoria in 2019–20?

#### Market and service performance

**Victorian averages :**

Gained 2,600 customers (electricity)

Gained 2,404 customers (gas)

Lost 199 customers (electricity)

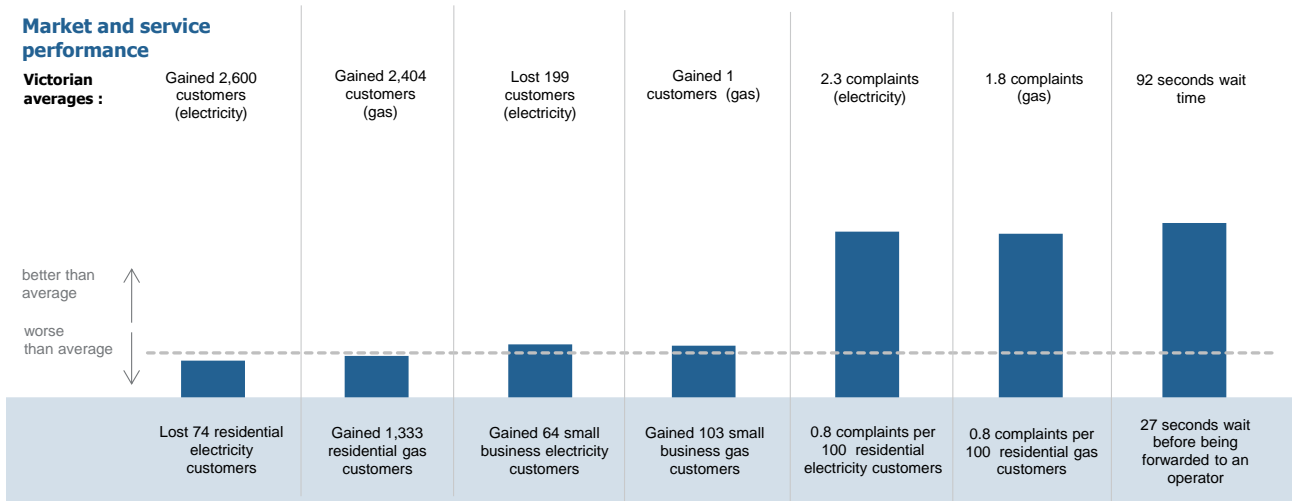
Gained 1 customers (gas)

2.3 complaints (electricity)

1.8 complaints (gas)

92 seconds wait time

better than average  
worse than average



#### Support to customers in payment difficulty

**Victorian averages :**

\$694 (electricity)

\$1,508 (electricity)

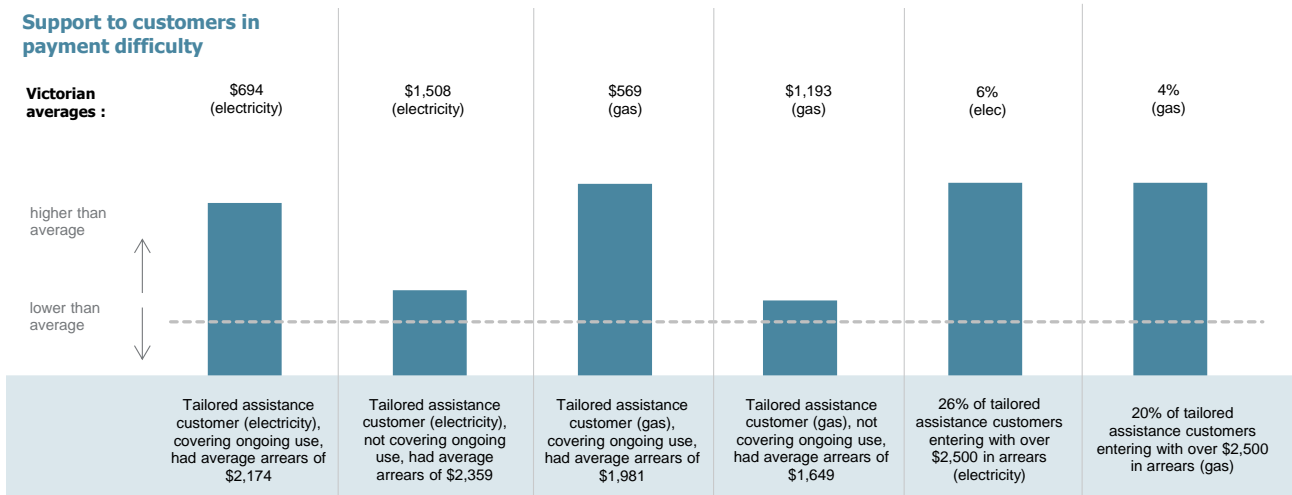
\$569 (gas)

\$1,193 (gas)

6% (elec)

4% (gas)

higher than average  
lower than average



#### Disconnection of customers

**Victorian averages :**

0.7 residential disconnections (electricity)

0.4 residential disconnections (gas)

13 % of residential disconnections (elec)

8.7 % of residential disconnections (gas)

53 % of residential disconnections were reconnected

33 wrongful disconnections

higher than average  
lower than average





CovaU



(as at 30 June 2020)

### CovaU is a small retailer

CovaU were granted electricity and gas retail licences in February 2015, commencing operations in April 2015. They also have operations in New South Wales.

CovaU are a fully owned subsidiary of TPC Consolidated, an ASX listed company which also holds interests in telecommunications.

**352**  
residential electricity customers

**340**  
residential gas customers

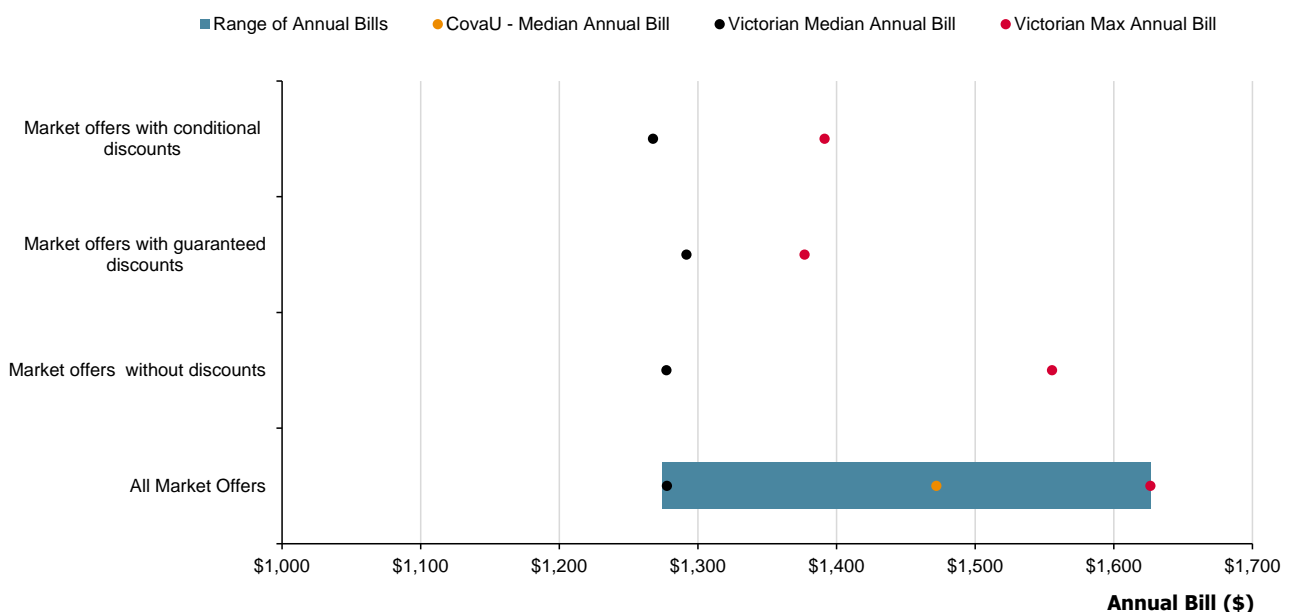
**495**  
small business electricity customers

**506**  
small business gas customers

### What were the prices of CovaU's residential electricity offers on 30 June 2020?

CovaU had a wide variety of residential electricity offers.

The lowest market offer was \$3 less than the median Victorian market offer and its most expensive market offer was \$349 more than the median Victorian market offer, within the Citipower distribution zone. CovaU had four different market offers available on 30 June 2020, with \$352 difference between the most expensive and the cheapest offers. The most expensive market offer also exceeded the VDO price on 30 June 2020.



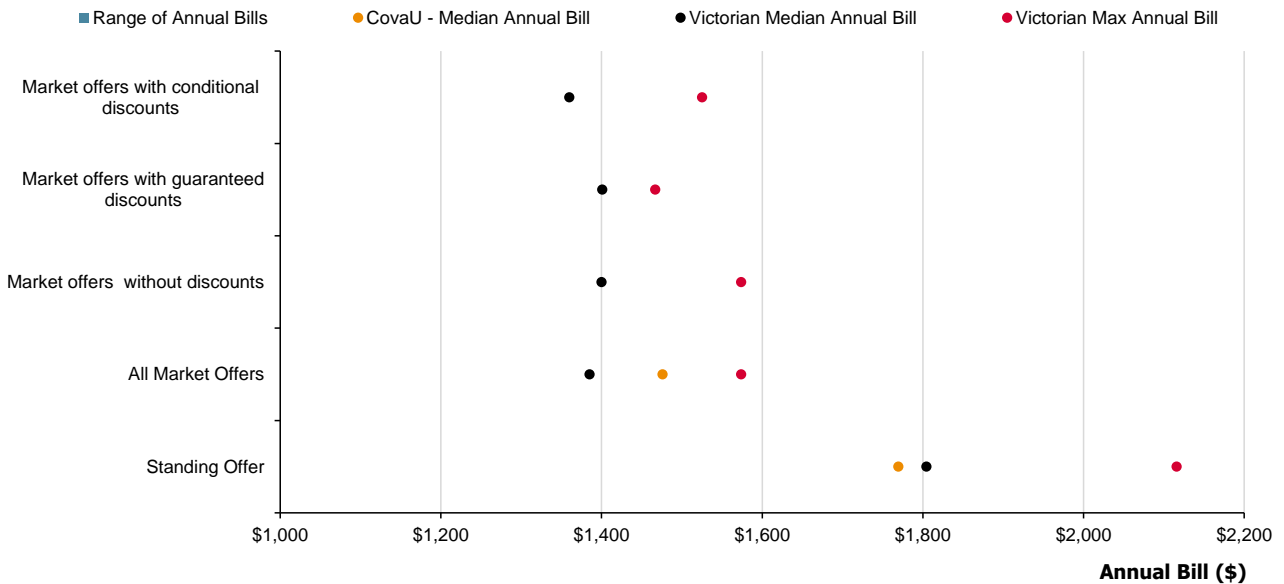




### What were the prices of CovaU’s residential gas offers on 30 June 2020?

On average, CovaU was within the high range for residential gas offers within the Australian Gas Network Central distribution zone.

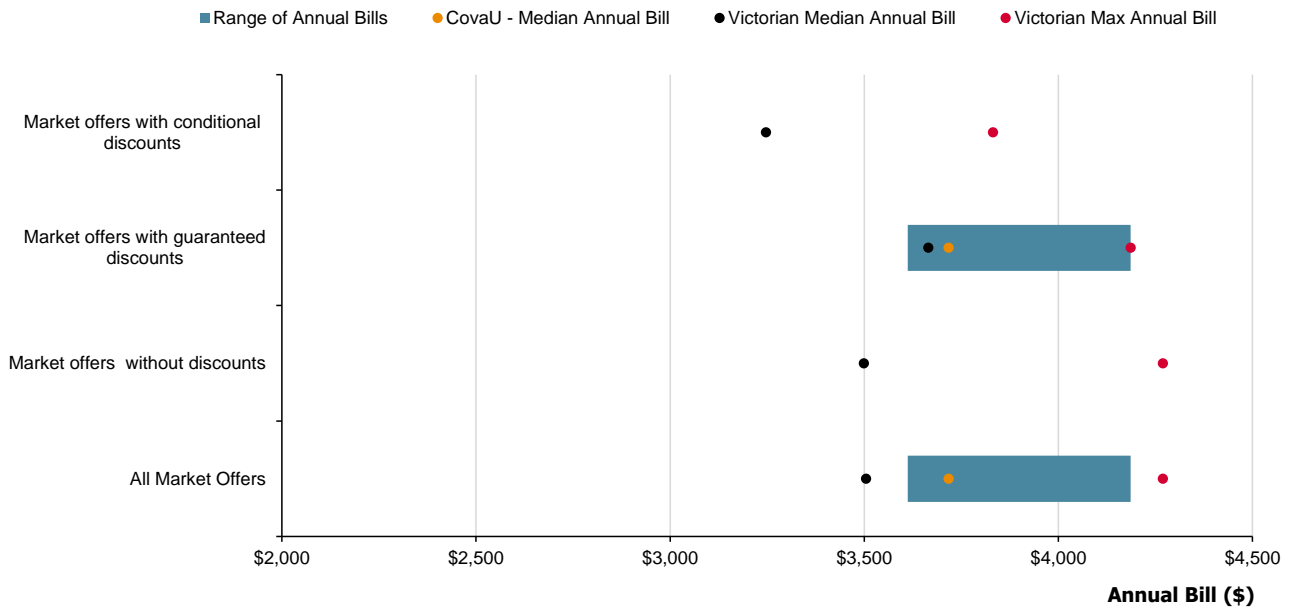
The lowest market offer was \$91 than the median Victorian market offer. CovaU had one market offer available on 30 June 2020.



### What were the prices of CovaU’s small business electricity offers on 30 June 2020?

On average, CovaU was within the mid to high range for small business electricity offers within the Citipower distribution zone.

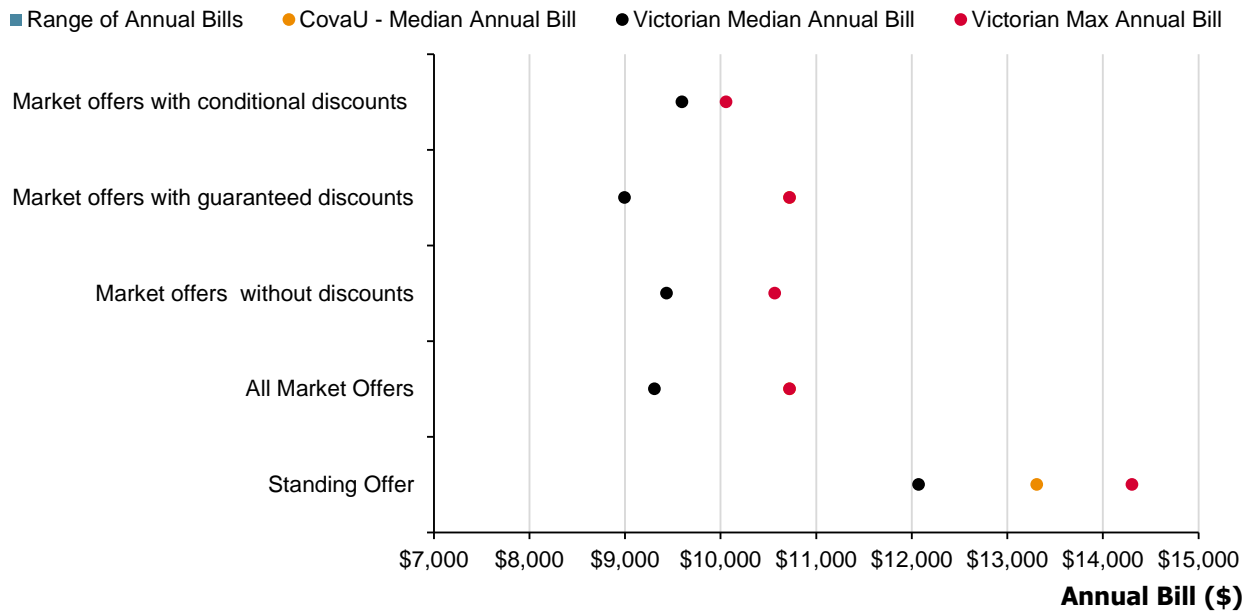
The lowest market offer was \$108 more than the median Victorian market offer and its most expensive market offer was \$681 more than the median Victorian market offer. CovaU had three different market offers available on 30 June 2020, with \$574 difference between the most expensive and the cheapest offers.



### What were the prices of CovaU’s small business gas offers on 30 June 2020?

On average, CovaU was within the high range for small business gas offers within the Australian Gas Network Central distribution zone.

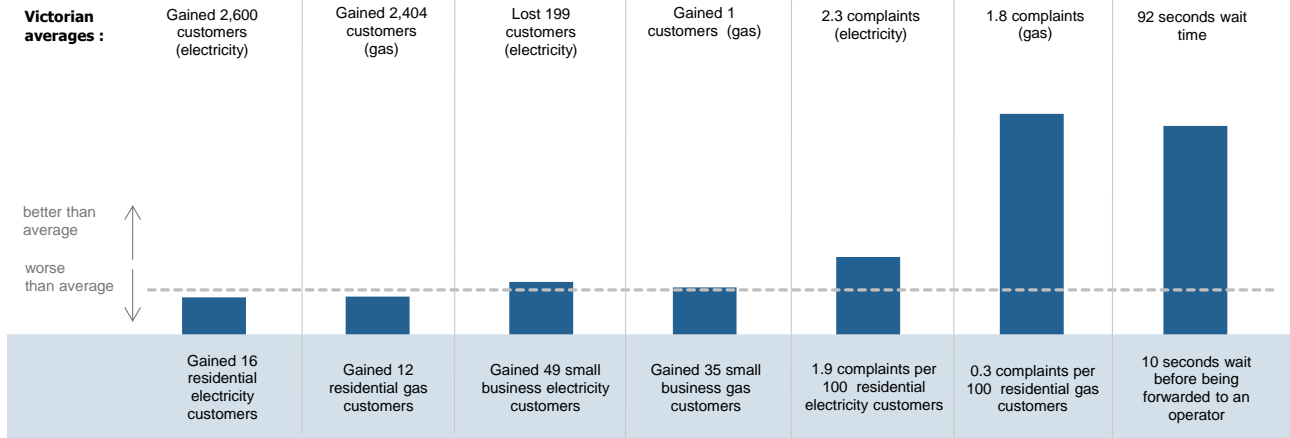
As shown below, its lowest market offer was \$1,414 more than the median Victorian market offer. CovaU had one market offer available on 30 June 2020.



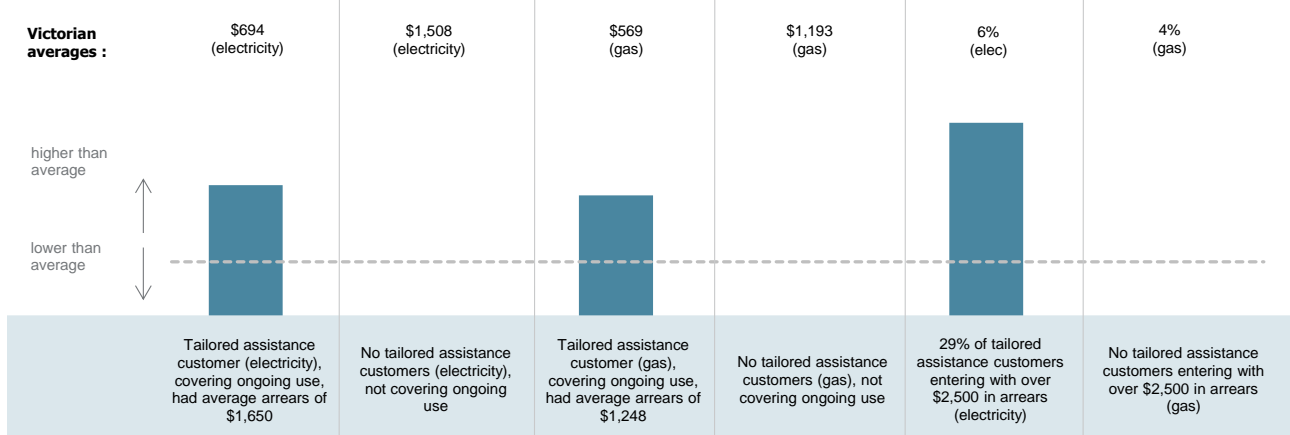


## How did CovaU perform in Victoria in 2019–20?

### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





# Diamond Energy



(as at 30 June 2020)

## Diamond Energy is a small retailer

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

Diamond Energy has renewable energy generation and retail customers in Victoria, New South Wales, South Australia and Queensland.

Diamond Energy is a private limited company..

**3,396**

residential electricity customers

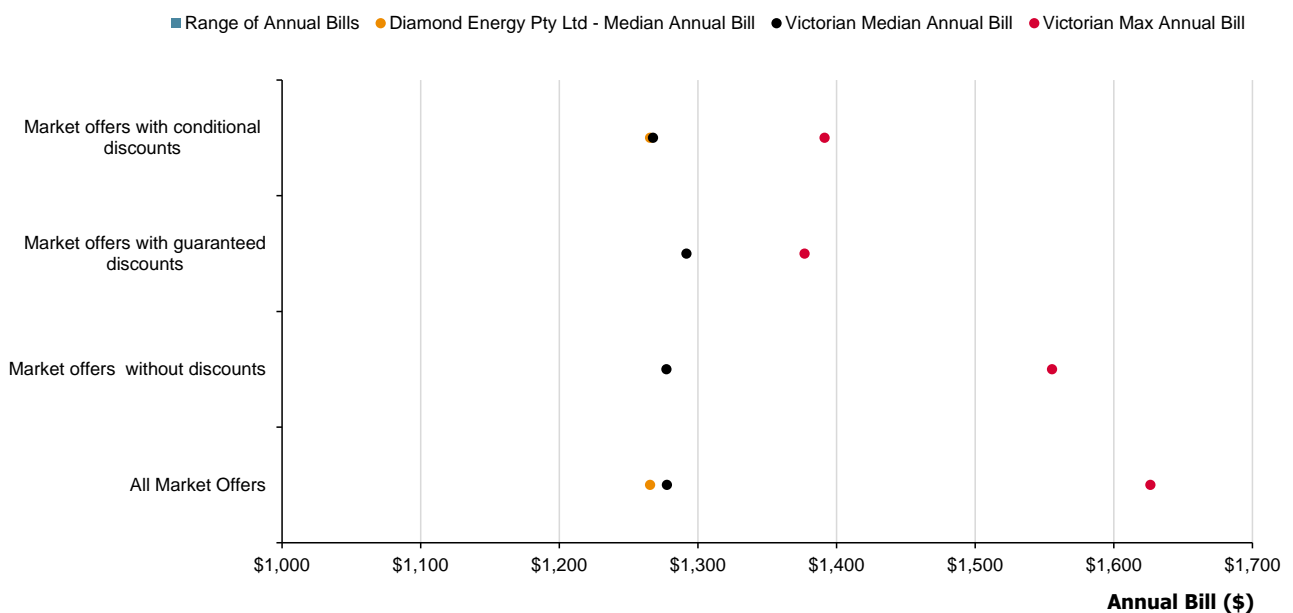
**273**

small business electricity customers

## What were the prices of Diamond Energy's residential electricity offers on 30 June 2020?

Diamond Energy was within the mid-range of prices for residential electricity offers in Victoria within the Citipower distribution zone.

The only offer was \$12 less than the median Victorian market offer. Diamond Energy only had the one market offer available on 30 June 2020.

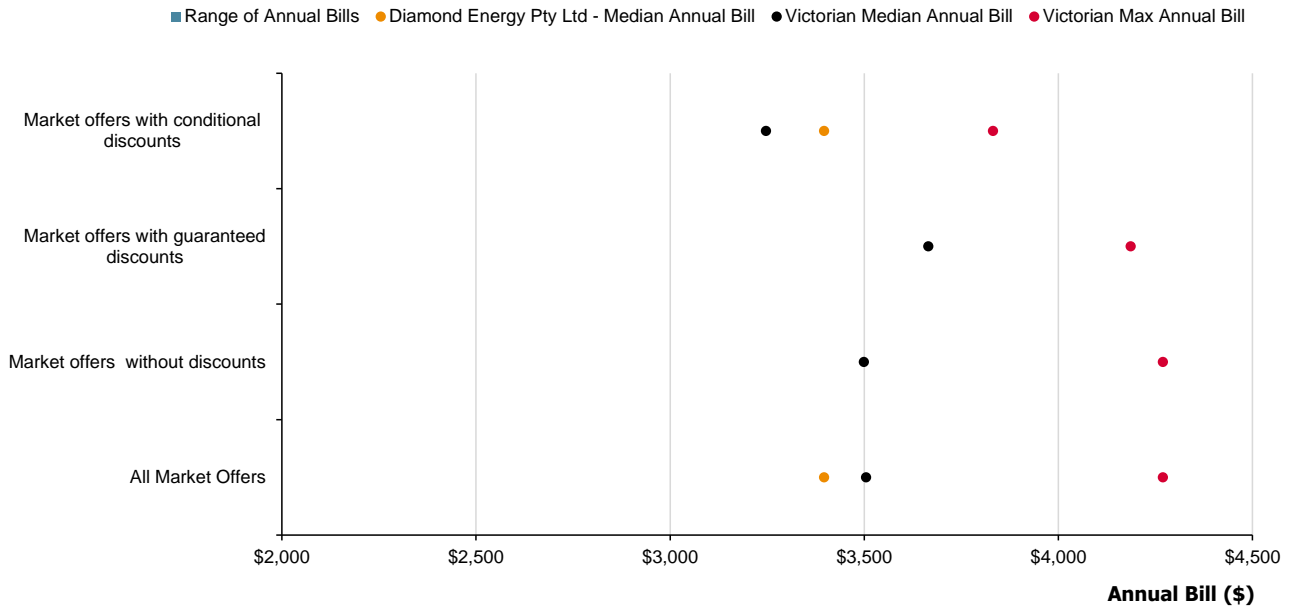




### What were the prices of Diamond Energy’s small business electricity offers on 30 June 2020?

On average, Diamond Energy was within the low range for small business electricity offers within the Citipower distribution zone.

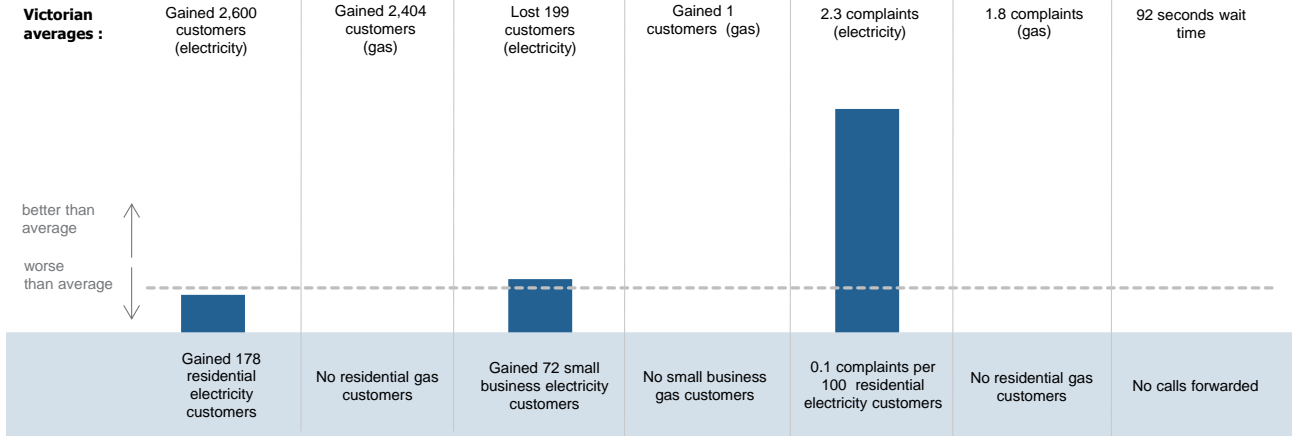
The lowest market offer was \$108 less than the median Victorian market offer. Diamond Energy had one market offer available on 30 June 2020.



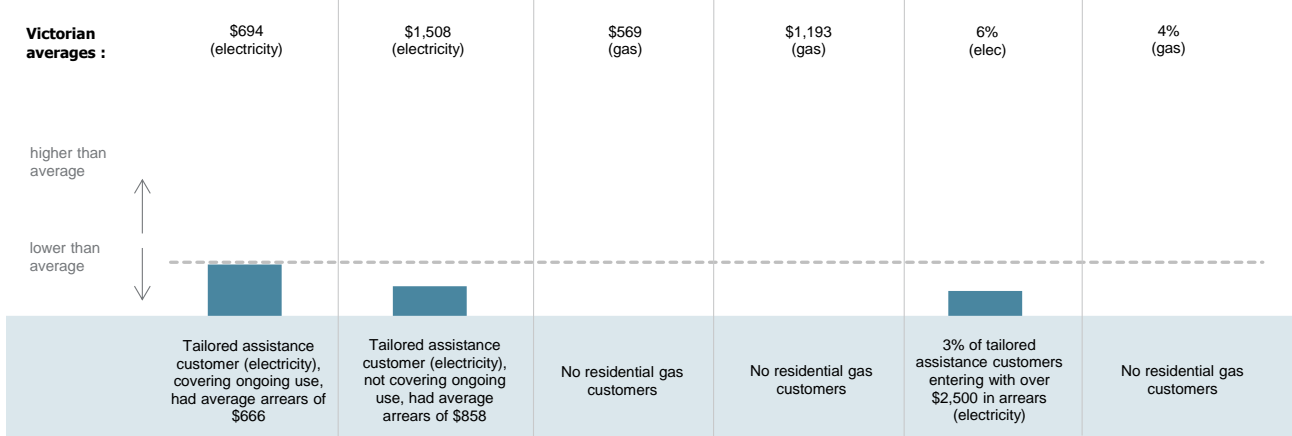


## How did Diamond Energy perform in Victoria in 2019–20?

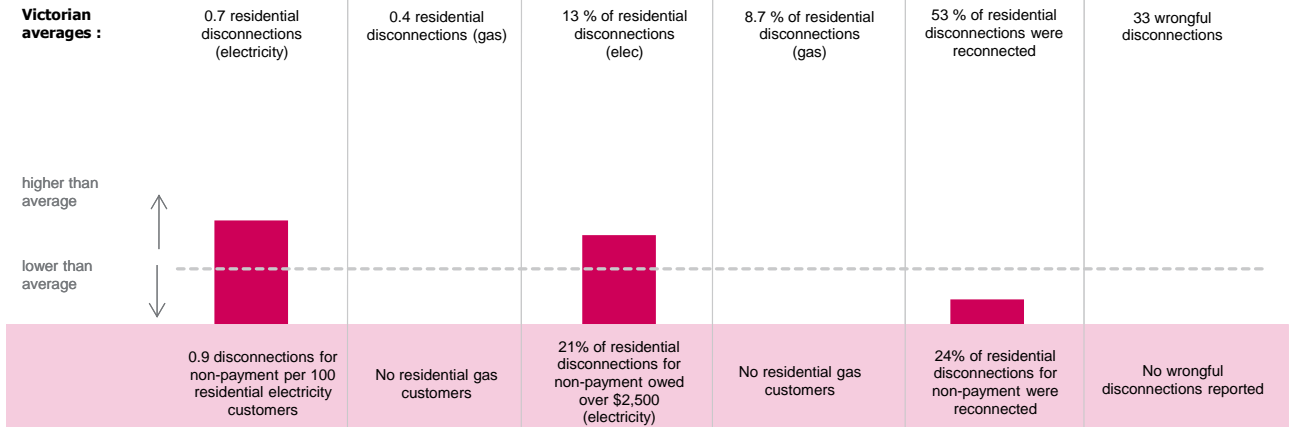
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





# Elysian Energy



(as at 30 June 2020)

## Elysian Energy is a small retailer

Elysian Energy was granted an electricity retail licence in December 2018 and commenced operations in February 2019.

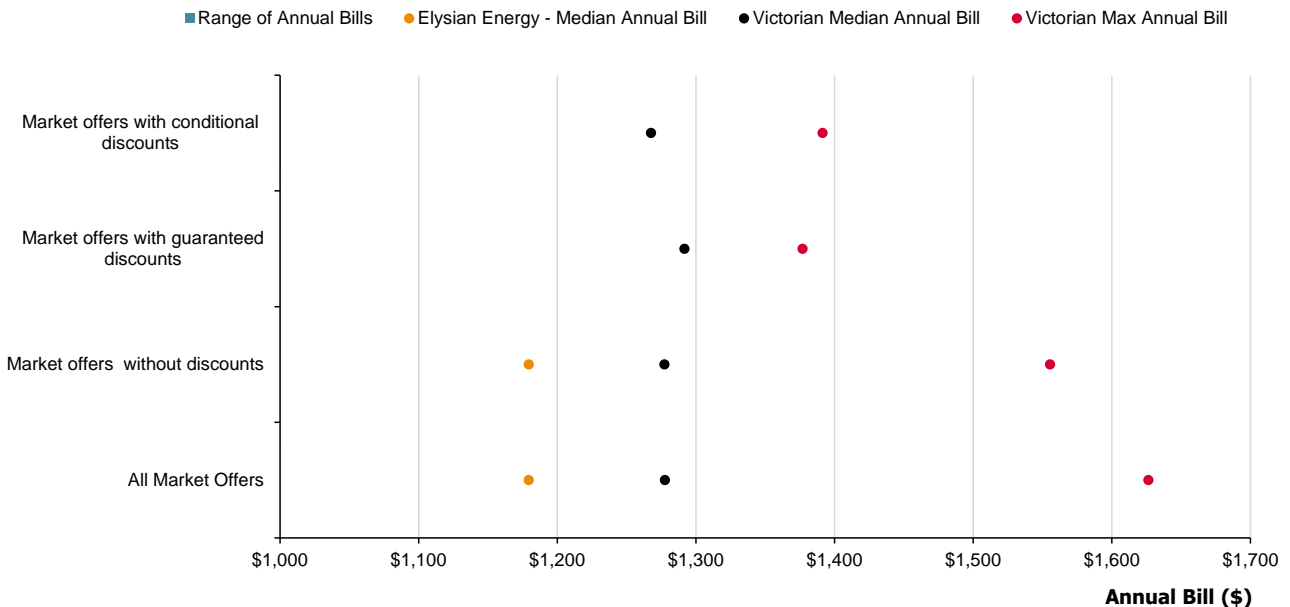
**6,811**  
residential electricity customers

**357**  
small business electricity customers

## What were the prices of Elysian Energy’s residential electricity offers on 30 June 2020?

Elysian Energy was within the lower range of prices for residential electricity offers in Victoria within the Citipower distribution zone.

The lowest offer was \$98 less than the median Victorian market offer. Elysian Energy only had the one market offer available on 30 June 2020.



## What were the prices of Elysian Energy’s small business electricity offers on 30 June 2020?

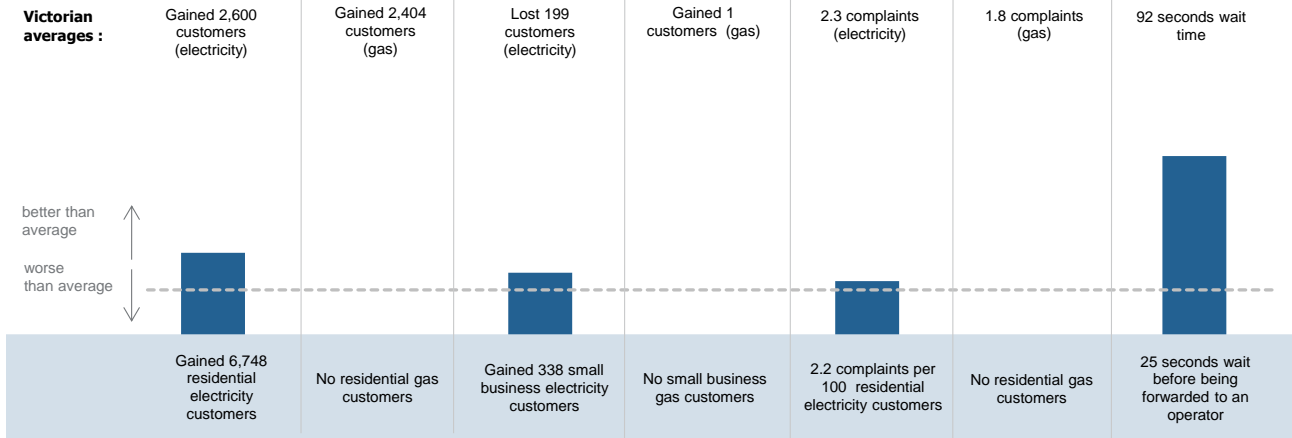
Elysian Energy only offered the VDO to small business electricity customers on 30 June 2020.



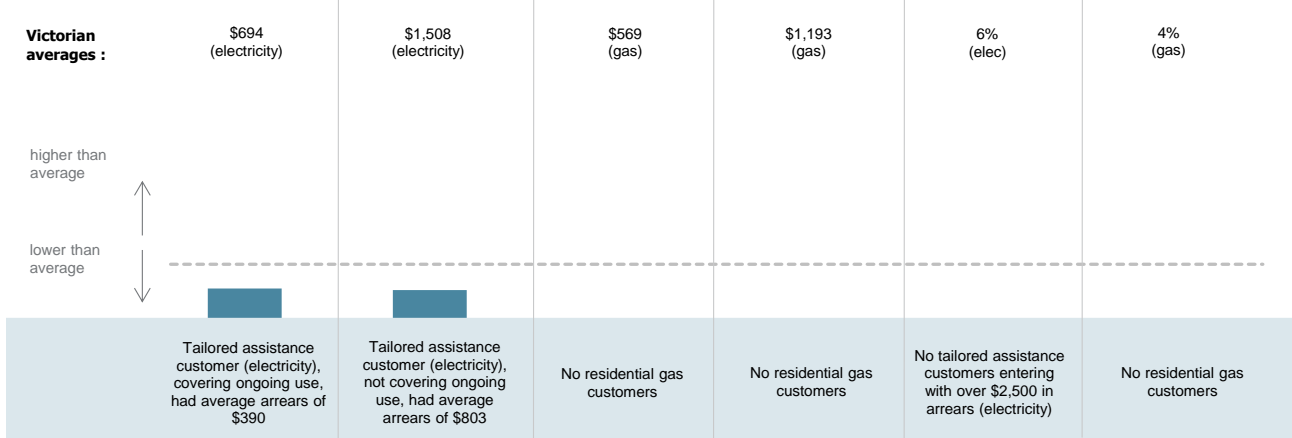


## How did Elysian Energy perform in Victoria in 2019–20?

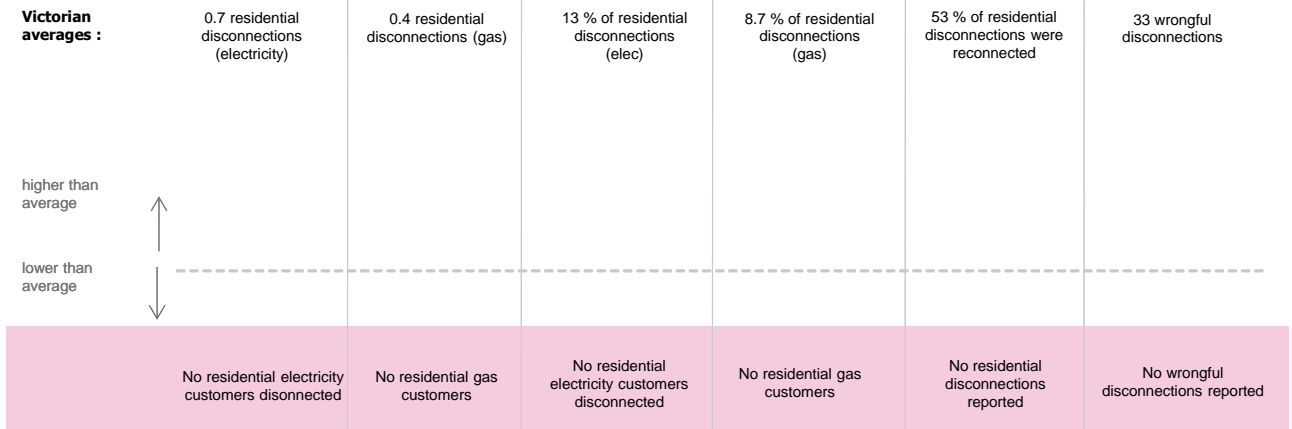
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





# Energy Locals



(as at 30 June 2020)

## Energy locals is a small retailer

Energy Locals was granted an electricity retail licence in October 2018, and commenced operations in January 2019.

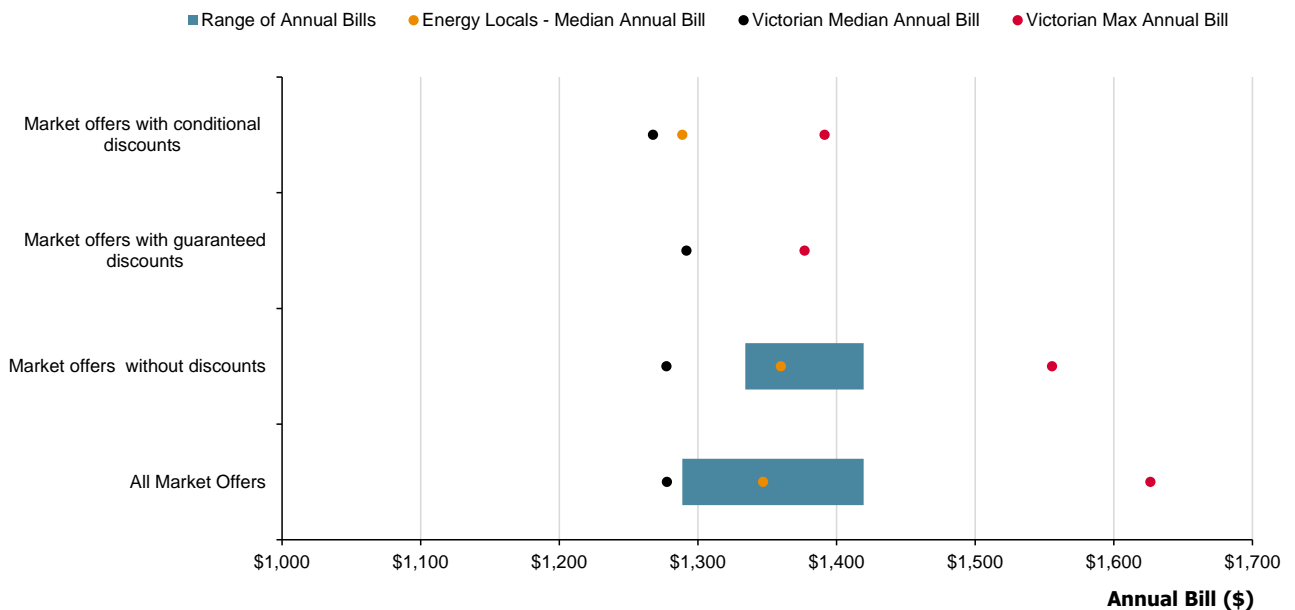
**3,168**  
residential electricity customers

**45**  
small business electricity customers

## What were the prices of Energy Locals’ residential electricity offers on 30 June 2020?

Energy Locals was within the higher range of prices for residential electricity offers in Victoria within the Citipower distribution zone.

The lowest offer was \$12 more than the median Victorian market offer and its most expensive market offer was \$142 more than the median Victorian market offer. Energy Locals had four different market offers available on 30 June 2020, with \$131 difference between the most expensive and the cheapest offers.

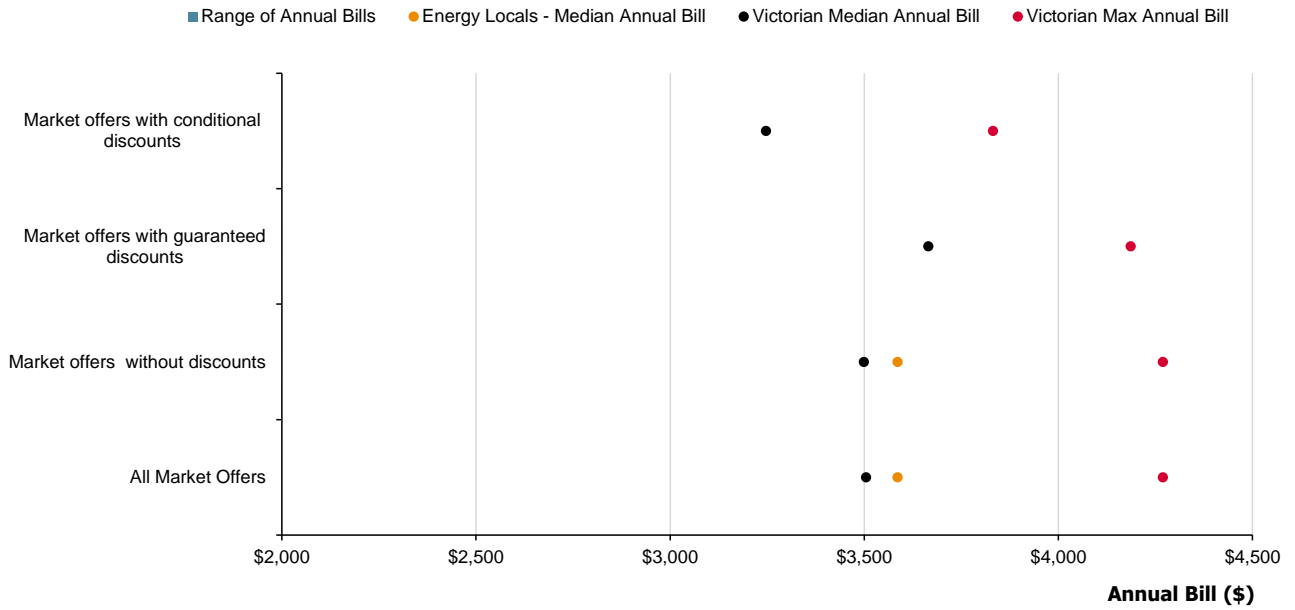




## What were the prices of Energy Locals’ small business electricity offers on 30 June 2020?

On average, Energy Locals was within the mid-range for small business electricity offers within the Citipower distribution zone.

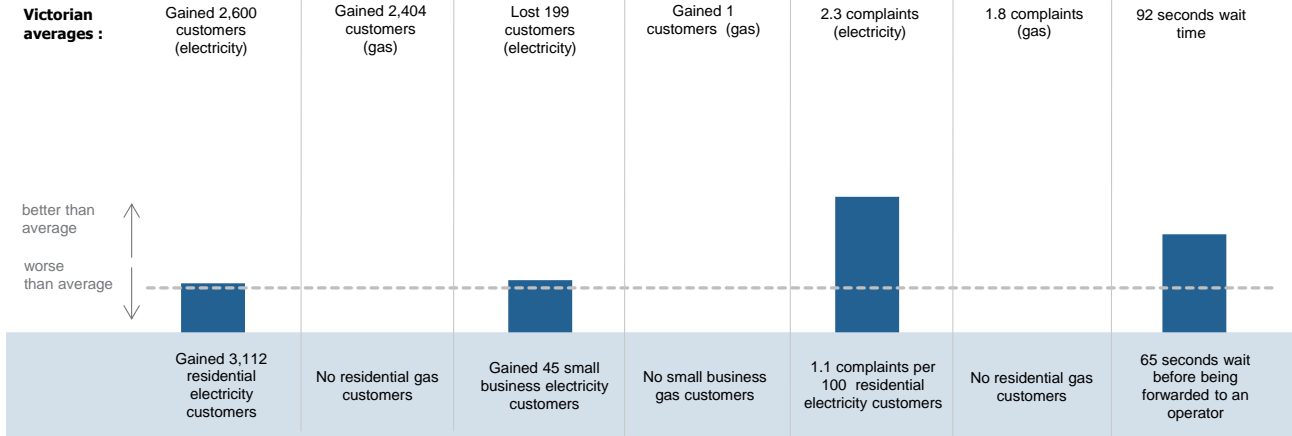
As shown below, its lowest market offer was \$81 more than the median Victorian market offer. Energy Locals had one market offer available on 30 June 2020.



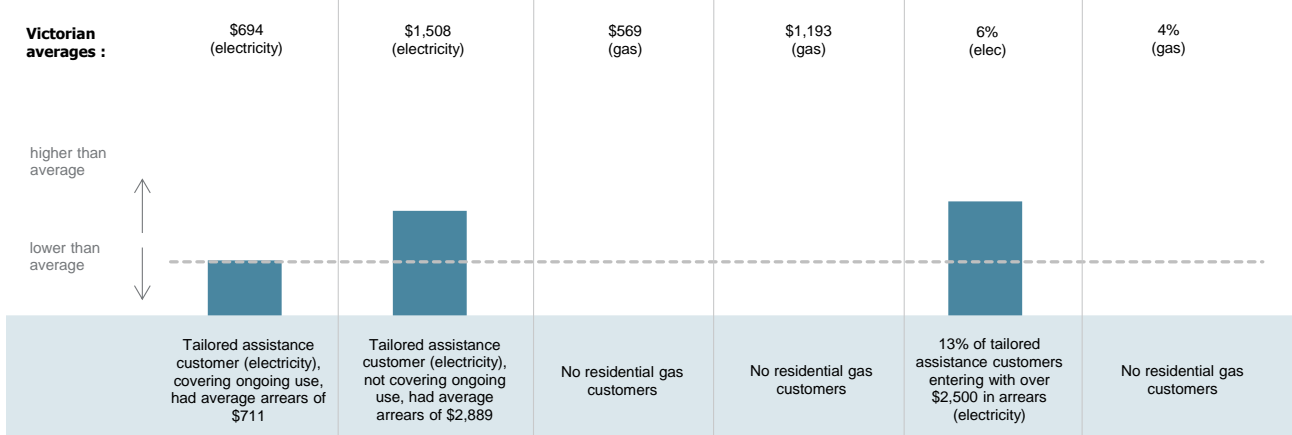


## How did Energy Locals perform in Victoria in 2019–20?

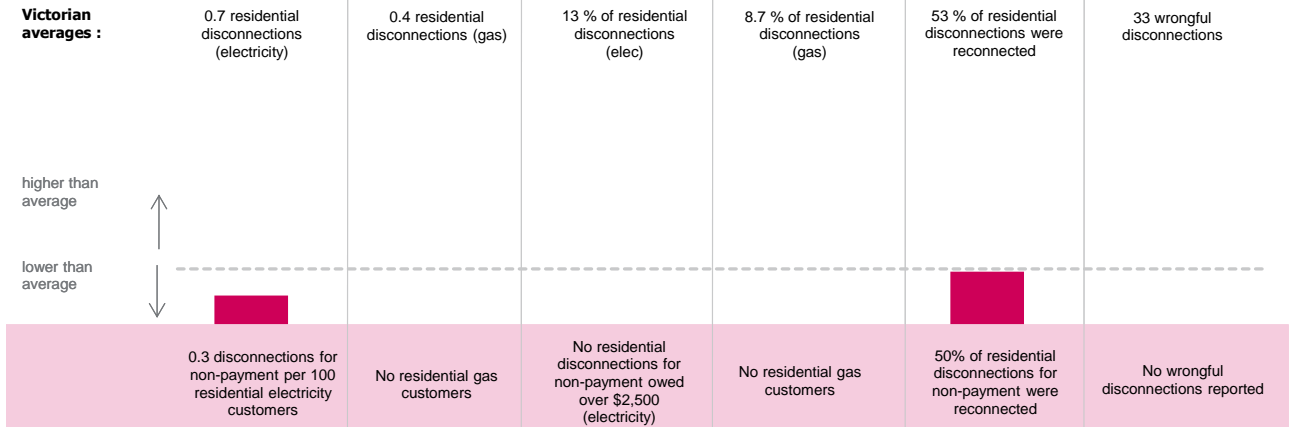
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





# EnergyAustralia



(as at 30 June 2020)

**397,522**

residential electricity customers

**355,033**

residential gas customers

**34,926**

small business electricity customers

**8,126**

small business gas customers

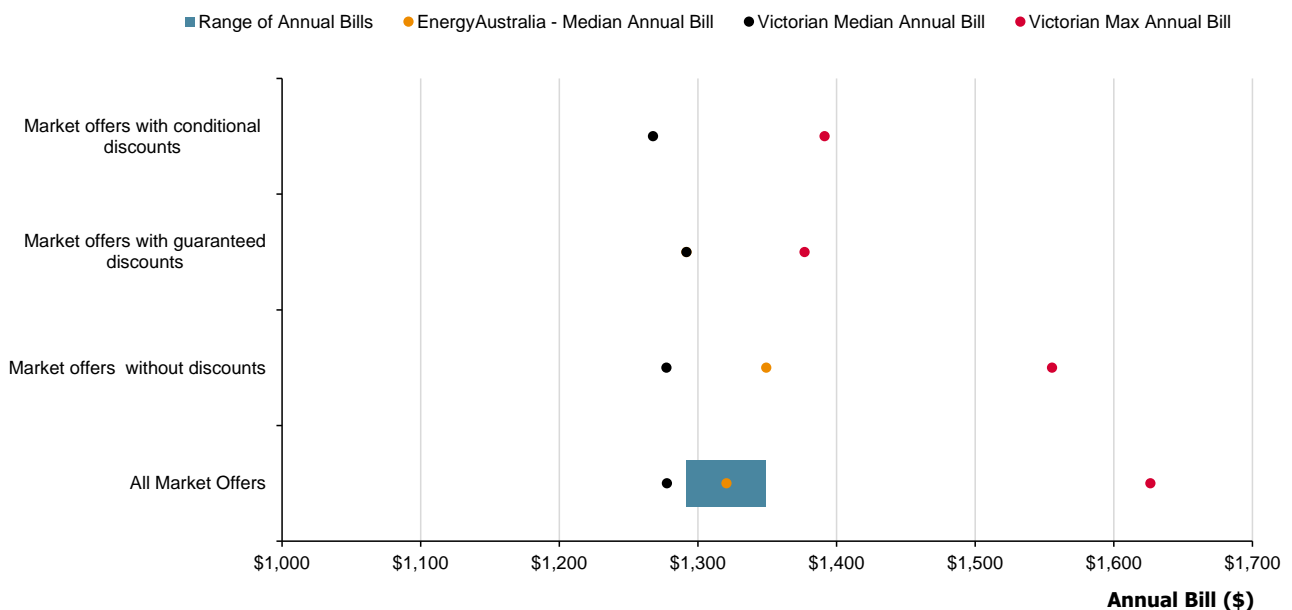
## EnergyAustralia is one of the largest retailers in Victoria

It is the successor to the incumbent electricity supplier TXU Ltd, renamed to Energy Australia in 2012. It has retail operations in New South Wales, ACT, Queensland and South Australia and has significant electricity generation interests in coal, gas, solar, and wind. It is owned by CLP Group which has energy assets in China, India, Hong Kong, Taiwan and Thailand.

## What were the prices of EnergyAustralia's residential electricity offers on 30 June 2020?

EnergyAustralia was within the higher range of prices for residential electricity offers in Victoria within the Citipower distribution zone.

The lowest market offer was \$14 more than the median Victorian market offer and its most expensive market offer was \$72 more than the median Victorian market offer. EnergyAustralia had two different market offers available on 30 June 2020, with \$58 difference between these two offers.

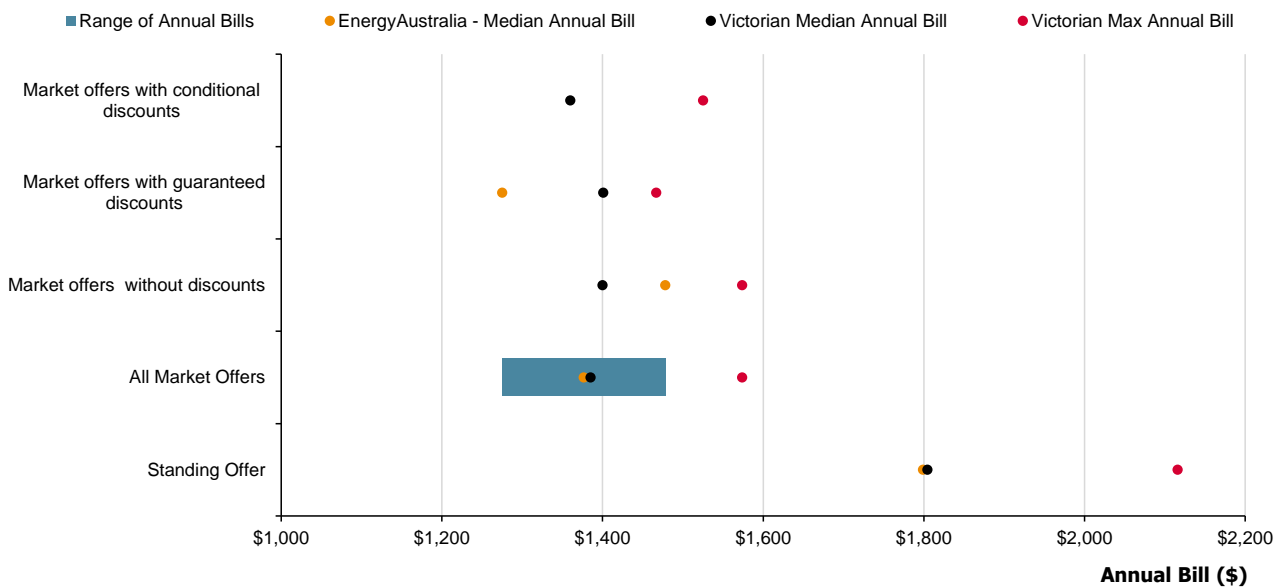




### What were the prices of EnergyAustralia’s residential gas offers on 30 June 2020?

On average, EnergyAustralia’s was within the low to mid-range for residential gas offers within the Australian Gas Network Central distribution zone.

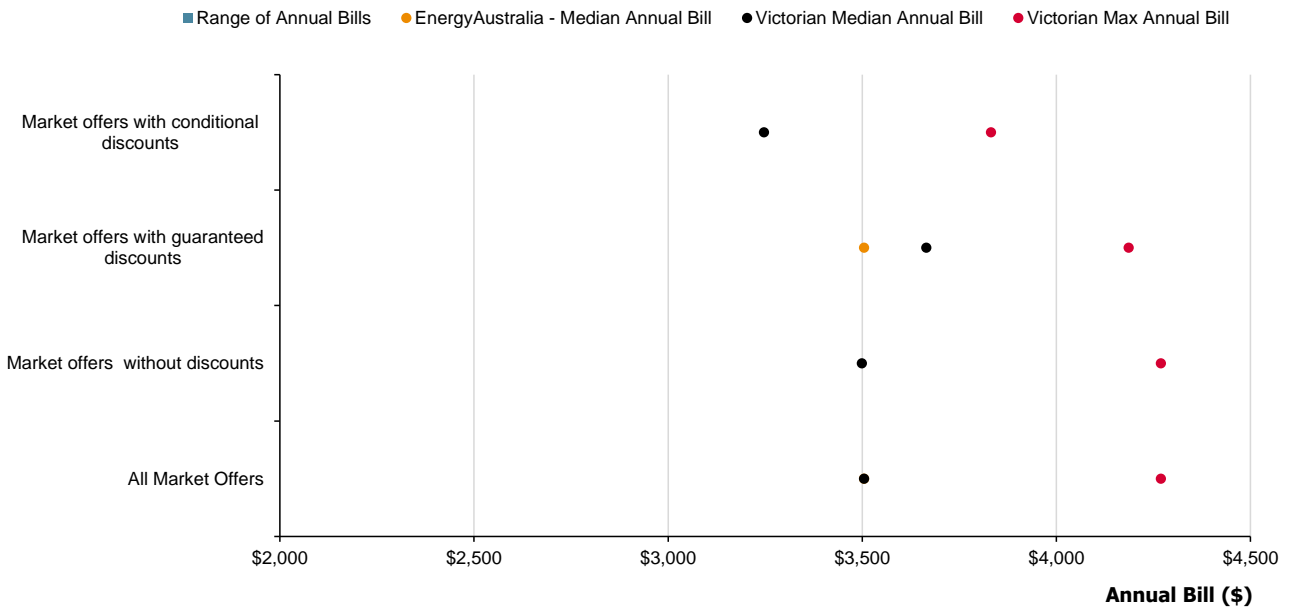
The lowest market offer was \$110 less than the median Victorian market offer and its most expensive market offer was \$93 more than the median Victorian market offer. EnergyAustralia had two different market offers available on 30 June 2020, with \$203 difference between the two offers.



### What were the prices of EnergyAustralia’s small business electricity offers on 30 June 2020?

On average, EnergyAustralia was within the mid-range for small business electricity offers within the Citipower distribution zone.

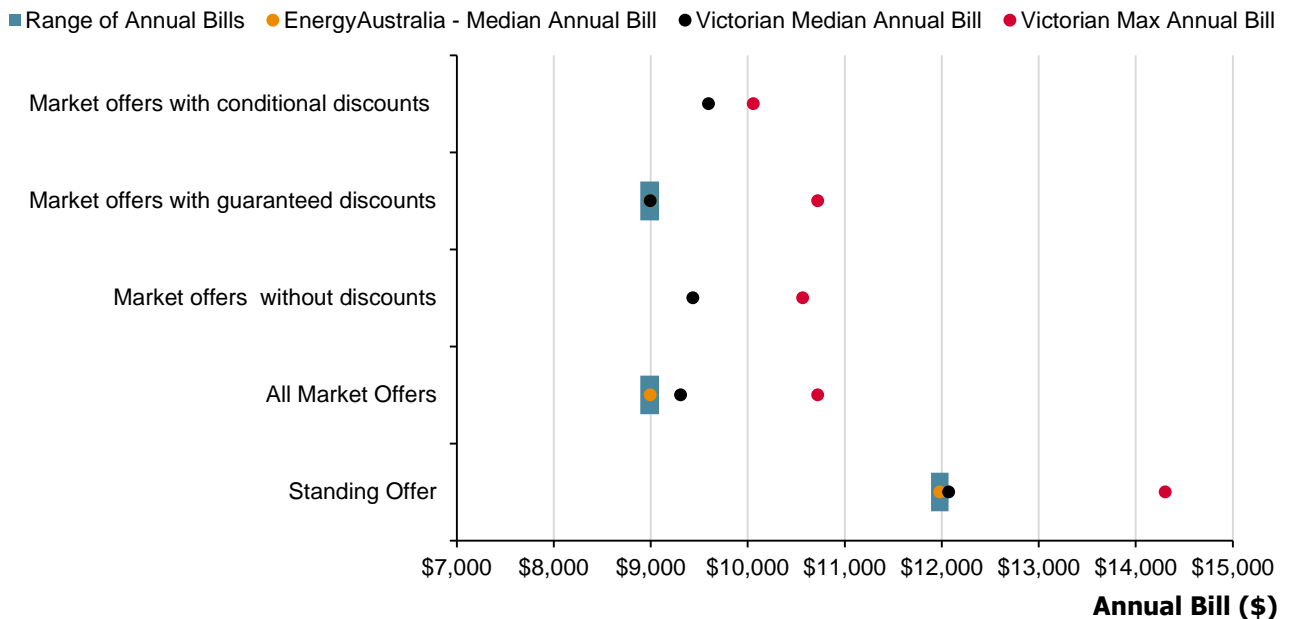
The lowest market offer was equal to the median Victorian market offer. EnergyAustralia had one market offer available on 30 June 2020.



### What were the prices of EnergyAustralia’s small business gas offers on 30 June 2020?

On average, EnergyAustralia was within the lower range for small business gas offers within the Australian Gas Network Central distribution zone.

The lowest market offer was \$415 less than the median Victorian market offer and its most expensive market offer was \$220 less than the median Victorian market offer. EnergyAustralia had four market offers available on 30 June 2020, with \$194 difference between the most expensive and the cheapest offers.







### How did EnergyAustralia perform in Victoria in 2019–20?

#### Market and service performance

**Victorian averages :**

Gained 2,600 customers (electricity)

Gained 2,404 customers (gas)

Lost 199 customers (electricity)

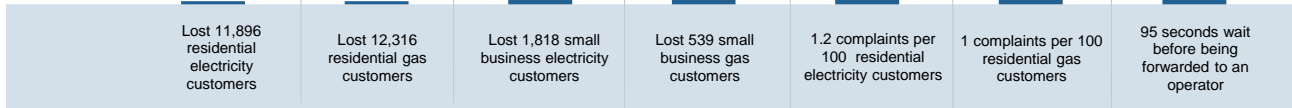
Gained 1 customers (gas)

2.3 complaints (electricity)

1.8 complaints (gas)

92 seconds wait time

better than average  
worse than average



#### Support to customers in payment difficulty

**Victorian averages :**

\$694 (electricity)

\$1,508 (electricity)

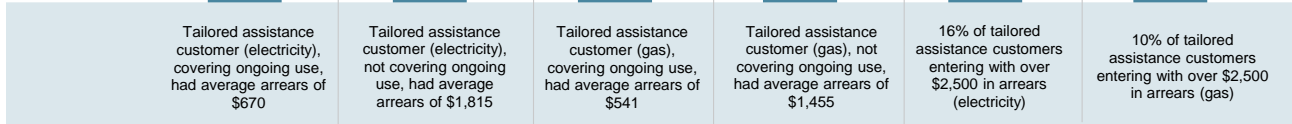
\$569 (gas)

\$1,193 (gas)

6% (elec)

4% (gas)

higher than average  
lower than average



#### Disconnection of customers

**Victorian averages :**

0.7 residential disconnections (electricity)

0.4 residential disconnections (gas)

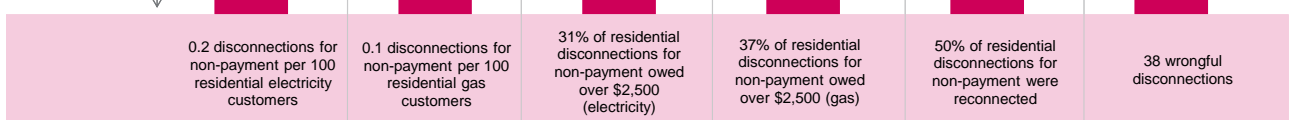
13 % of residential disconnections (elec)

8.7 % of residential disconnections (gas)

53 % of residential disconnections were reconnected

33 wrongful disconnections

higher than average  
lower than average





# ERM Power



(as at 30 June 2020)

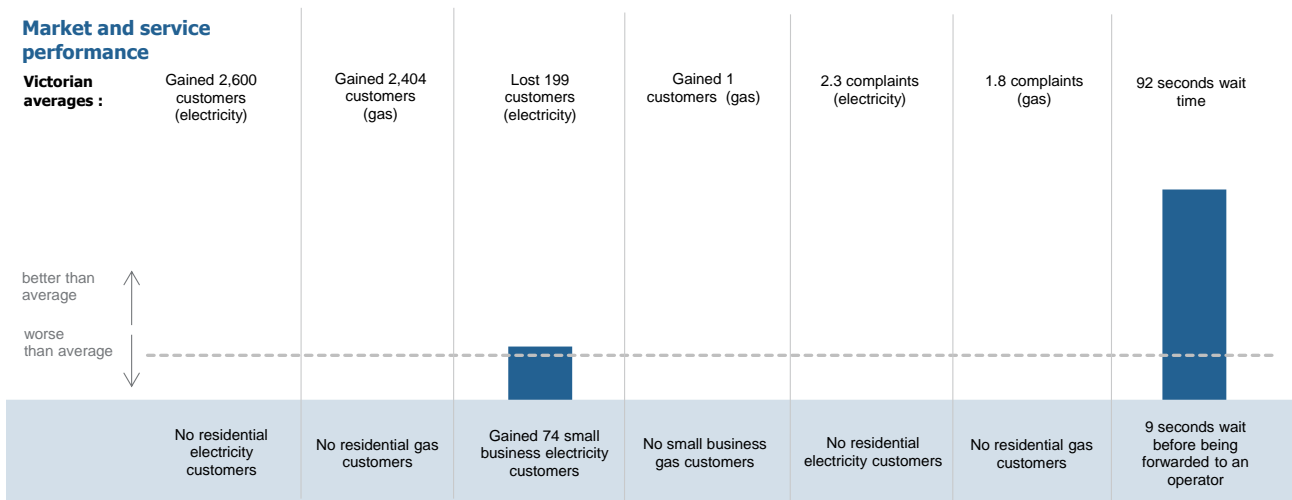
## ERM Power is a small retailer

ERM Power was granted electricity retail licences in October 2007, commencing operations in June 2008. ERM Power predominantly service the large business electricity sector.

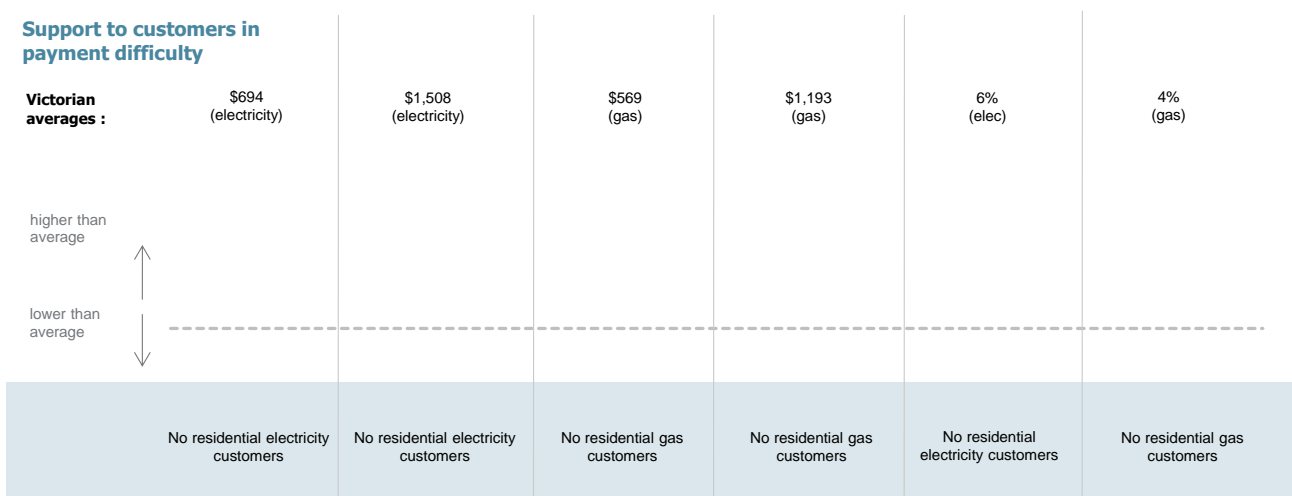
**4,486**  
small business electricity customers

## How did ERM Power perform in Victoria in 2019–20?

### Market and service performance



### Support to customers in payment difficulty





## Retailer profiles

<b>Disconnection of customers</b>						
<b>Victorian averages :</b>	0.7 residential disconnections (electricity)	0.4 residential disconnections (gas)	13 % of residential disconnections (elec)	8.7 % of residential disconnections (gas)	53 % of residential disconnections were reconnected	33 wrongful disconnections
higher than average						
lower than average						
	No residential electricity customers	No residential gas customers	No residential electricity customers	No residential gas customers	No residential disconnections reported	No wrongful disconnections reported



# GloBird Energy



(as at 30 June 2020)

## GloBird Energy is a small retailer

GloBird was granted an electricity retail licence in May 2015 and commenced operations in July 2015. It predominantly serves the residential sector.

GloBird is an Australian based company and currently only operates in Victoria. It was also granted a gas retail licence in June 2017.

**36,374**  
residential electricity customers

**29,840**  
residential gas customers

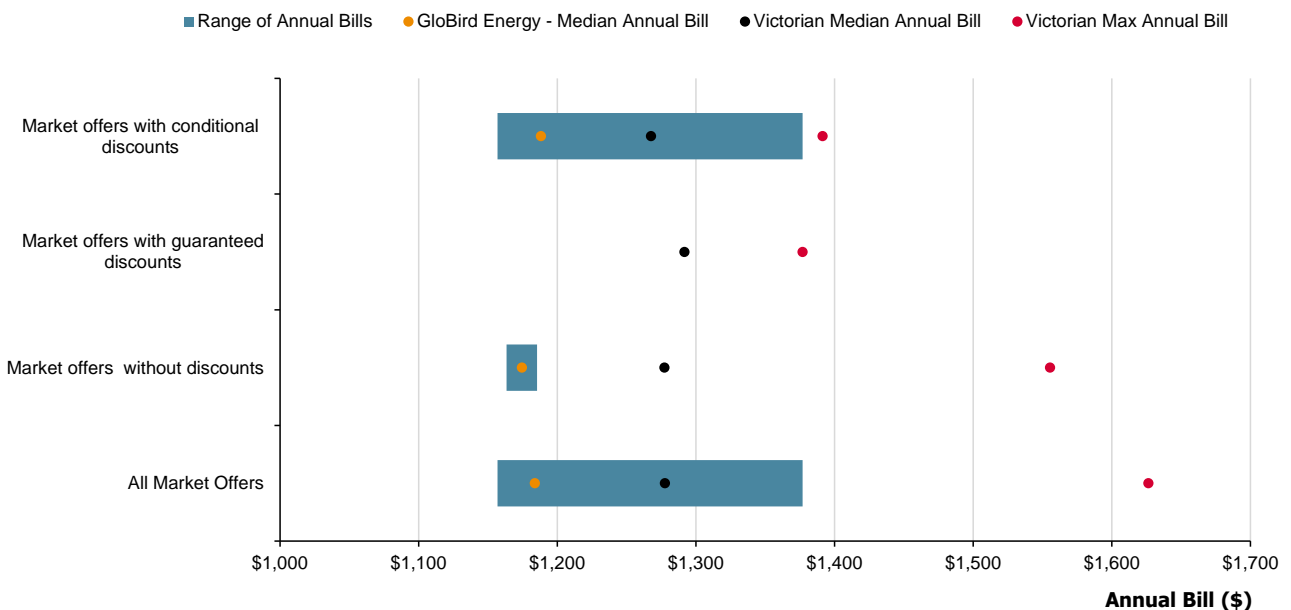
**1,816**  
small business electricity customers

**92**  
small business gas customers

## What were the prices of GloBird Energy’s residential electricity offers on 30 June 2020?

GloBird Energy had a wide range of prices for residential electricity offers in Victoria.

The lowest market offer was \$120 less than the median Victorian market offer and its most expensive market offer was \$99 more than the median Victorian market offer, within the Citipower distribution zone. GloBird Energy had eight different market offers available on 30 June 2020, with \$220 difference between the most expensive and the cheapest offers.

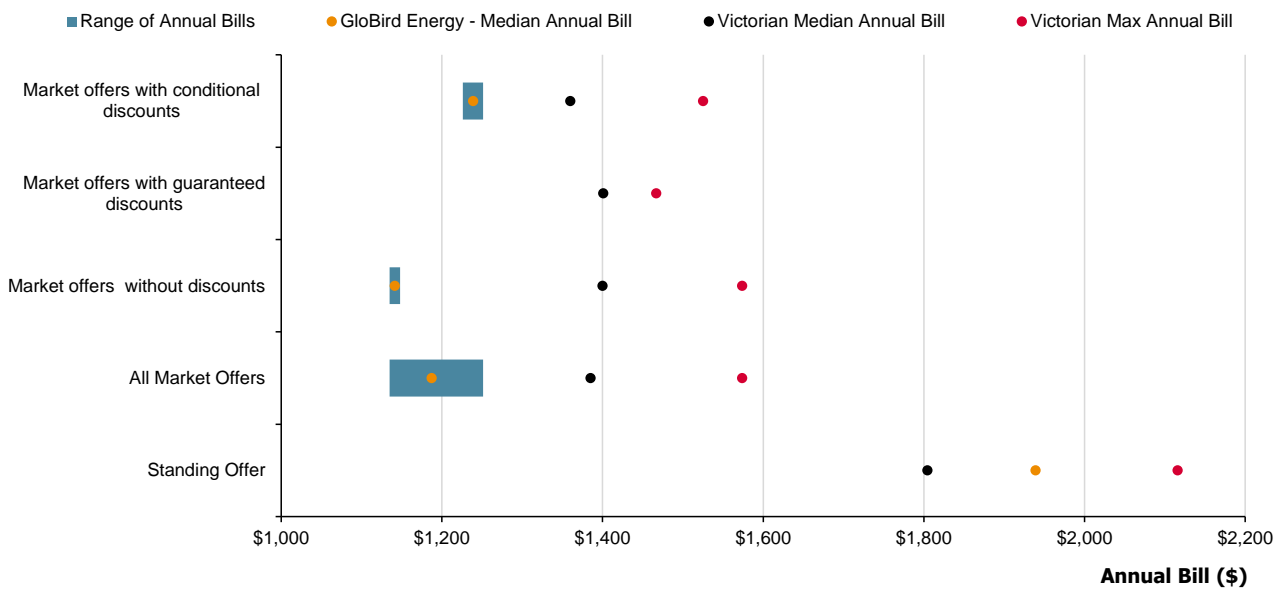




### What were the prices of GloBird Energy’s residential gas offers on 30 June 2020?

On average, GloBird Energy was within the low range for residential gas offers within the Australian Gas Network Central distribution zone.

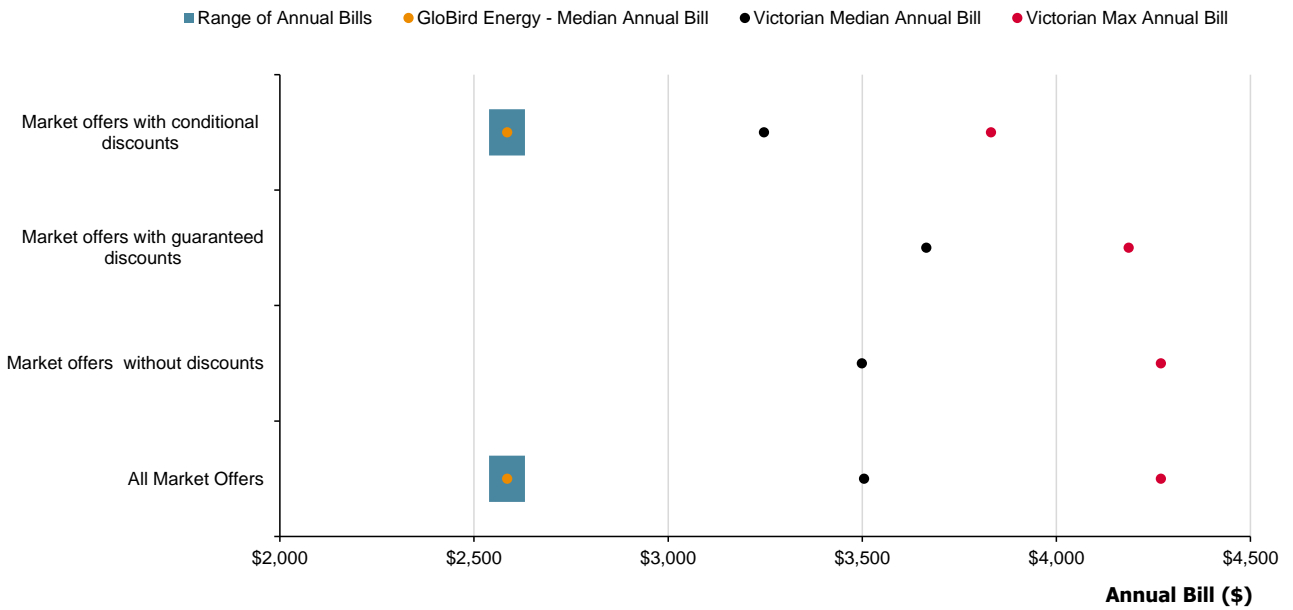
The lowest market offer was \$250 less than the median Victorian market offer and its most expensive market offer was \$134 less than the median Victorian market offer. GloBird Energy had four different market offers available on 30 June 2020, with \$117 difference between the most expensive and the cheapest offers.



### What were the prices of GloBird Energy’s small business electricity offers on 30 June 2020?

On average, GloBird Energy was within the low range for small business electricity offers within the Citipower distribution zone.

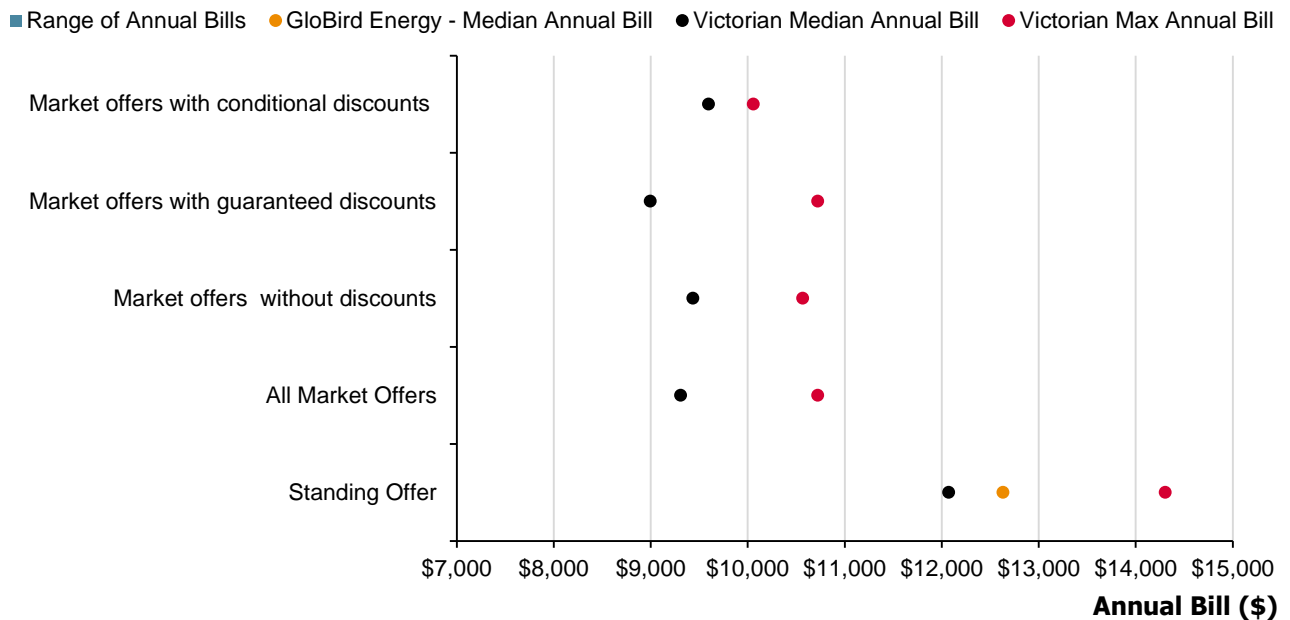
The lowest market offer was \$966 less than the median Victorian market offer and its most expensive market offer was \$873 less than the median Victorian market offer. GloBird Energy had two different market offers available on 30 June 2020, with \$93 difference between these two offers.



### What were the prices of GloBird Energy’s small business gas offers on 30 June 2020?

On average, GloBird Energy was within the high range for small business gas offers within the Australian Gas Network Central distribution zone.

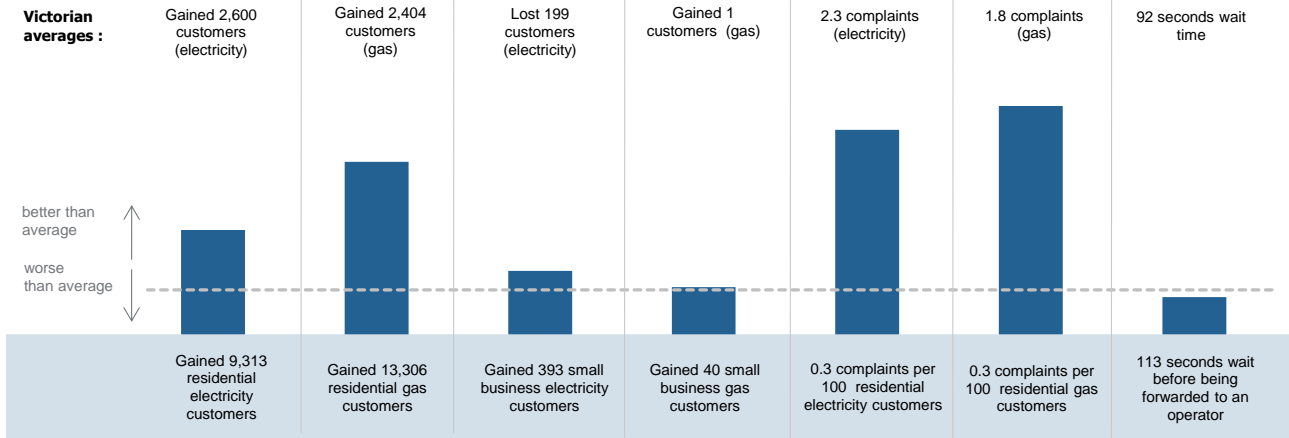
On 30 June 2020 GloBird Energy had one standing offer available at \$12,630.



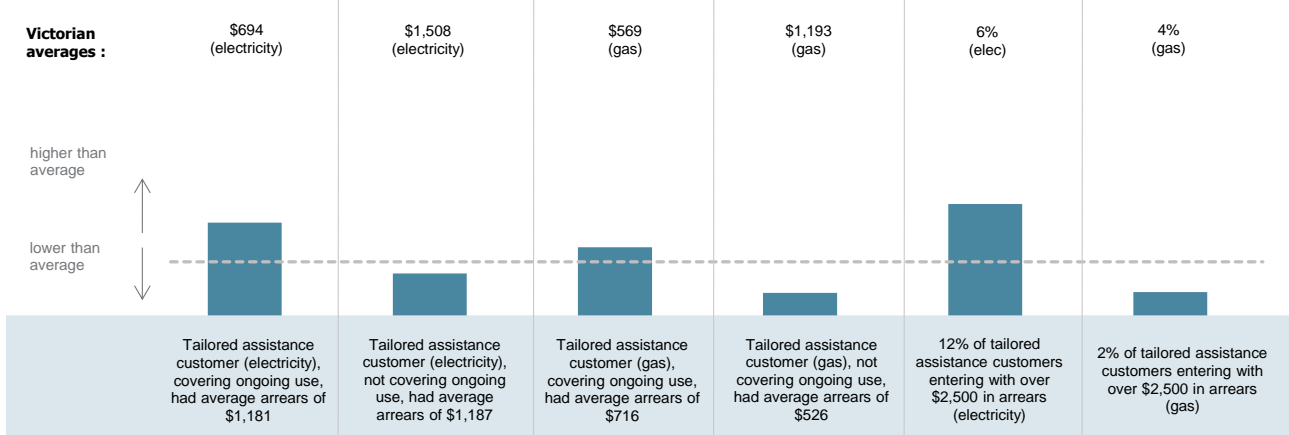


## How did Globird Energy perform in Victoria in 2019–20?

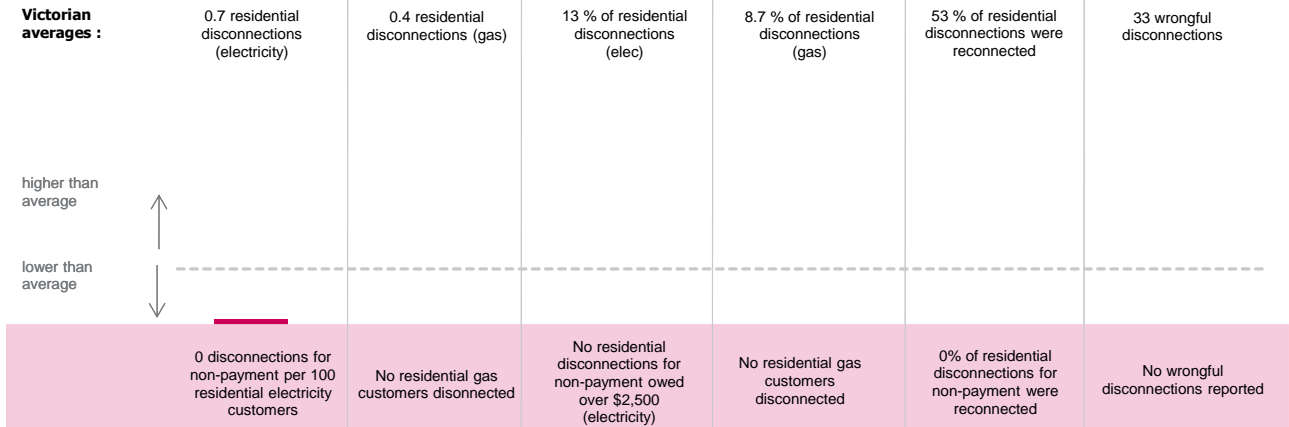
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





# Lumo Energy



(as at 30 June 2020)

**142,863**

residential electricity customers

**120,841**

residential gas customers

**8,988**

small business electricity customers

**1,802**

small business gas customers

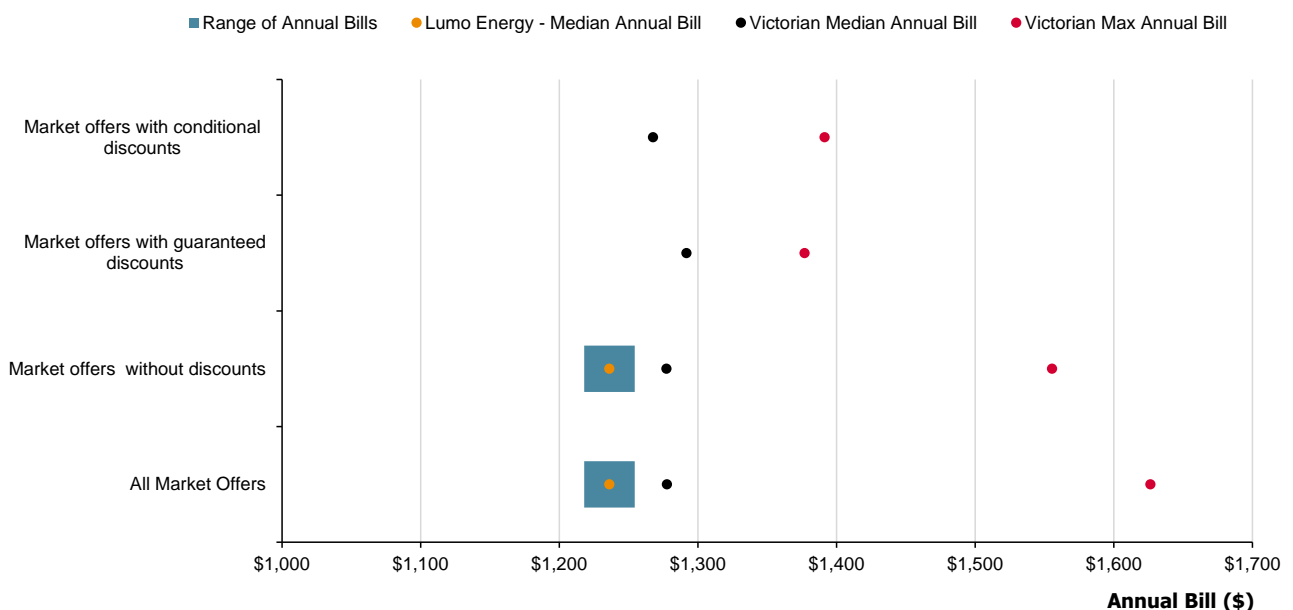
## Lumo Energy is a large retailer

Lumo was granted an electricity retail licence in August 2002 and a gas retail licence in December 2004. It also has energy retail operations in Queensland, New South Wales and South Australia. Lumo 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 a retail energy business in Red Energy.

## What were the prices of Lumo Energy’s residential electricity offers on 30 June 2020?

Lumo Energy was within the lower range of prices for residential electricity offers in Victoria within the Citipower distribution zone.

The lowest offer was \$60 less than the median Victorian market offer and its most expensive market offer was \$23 less than the median Victorian market offer. Lumo Energy had two different market offers available on 30 June 2020, with \$37 difference between these two offers.



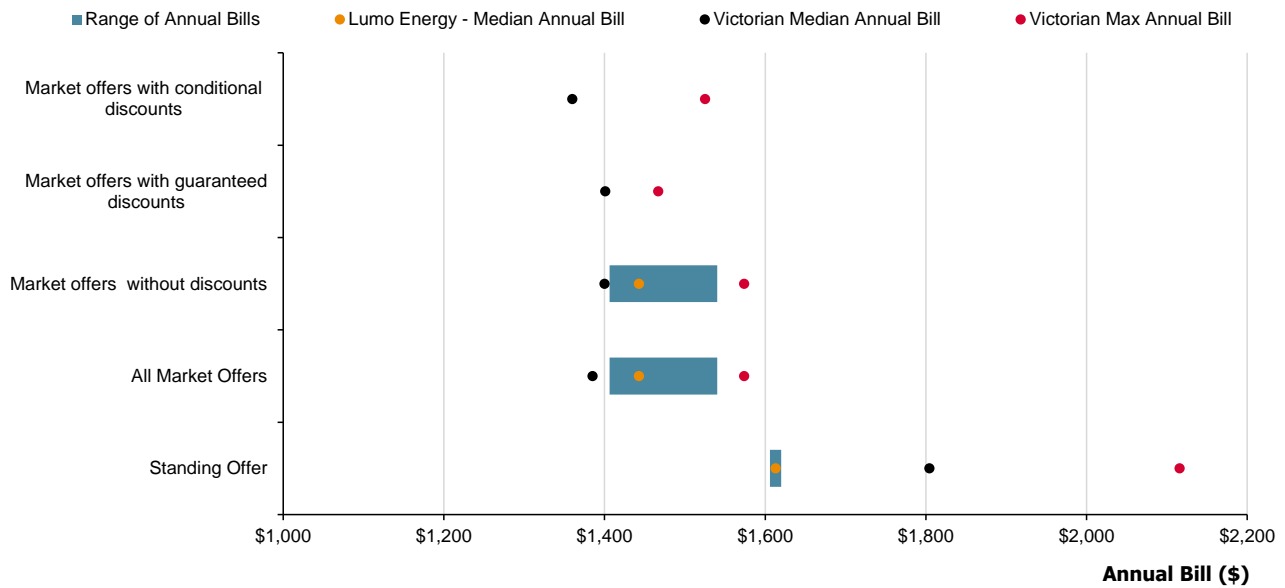




### What were the prices of Lumo Energy’s residential gas offers on 30 June 2020?

On average, Lumo Energy was within the high range for residential gas offers within the Australian Gas Network Central distribution zone.

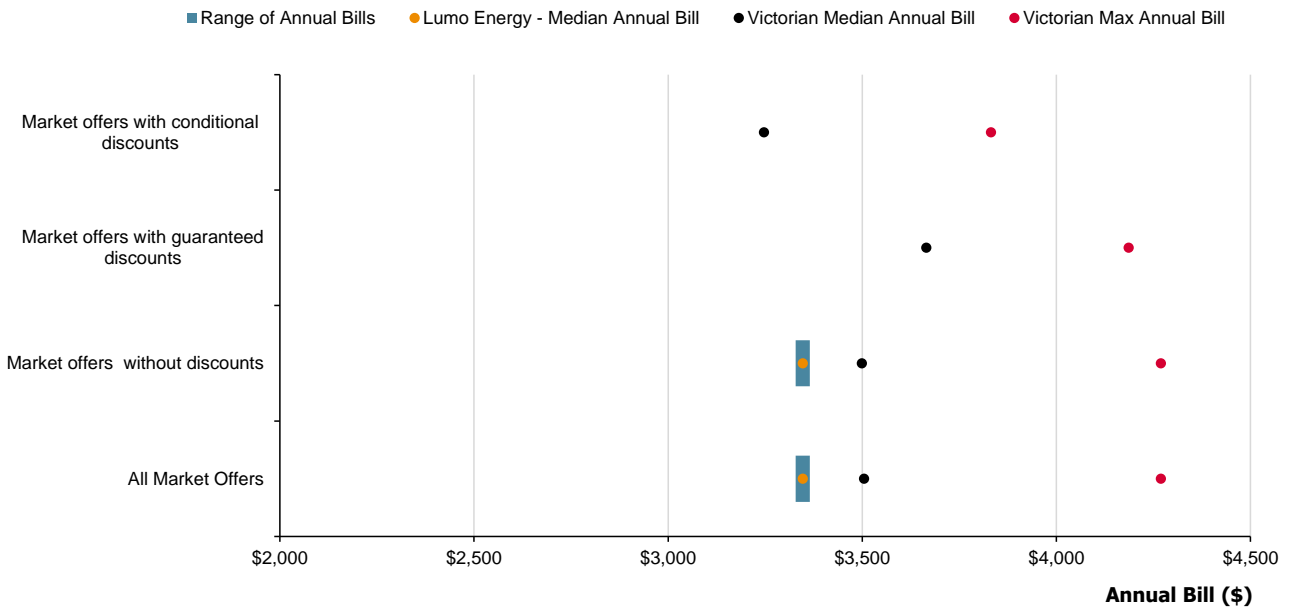
The lowest market offer was \$21 more than the median Victorian market offer and its most expensive market offer was \$155 more than the median Victorian market offer. Lumo Energy had three different market offers available on 30 June 2020, with \$134 difference between the most expensive and the cheapest offers.



### What were the prices of Lumo Energy’s small business electricity offers on 30 June 2020?

On average, Lumo Energy was within the low to mid-range for small business electricity offers within the Citipower distribution zone.

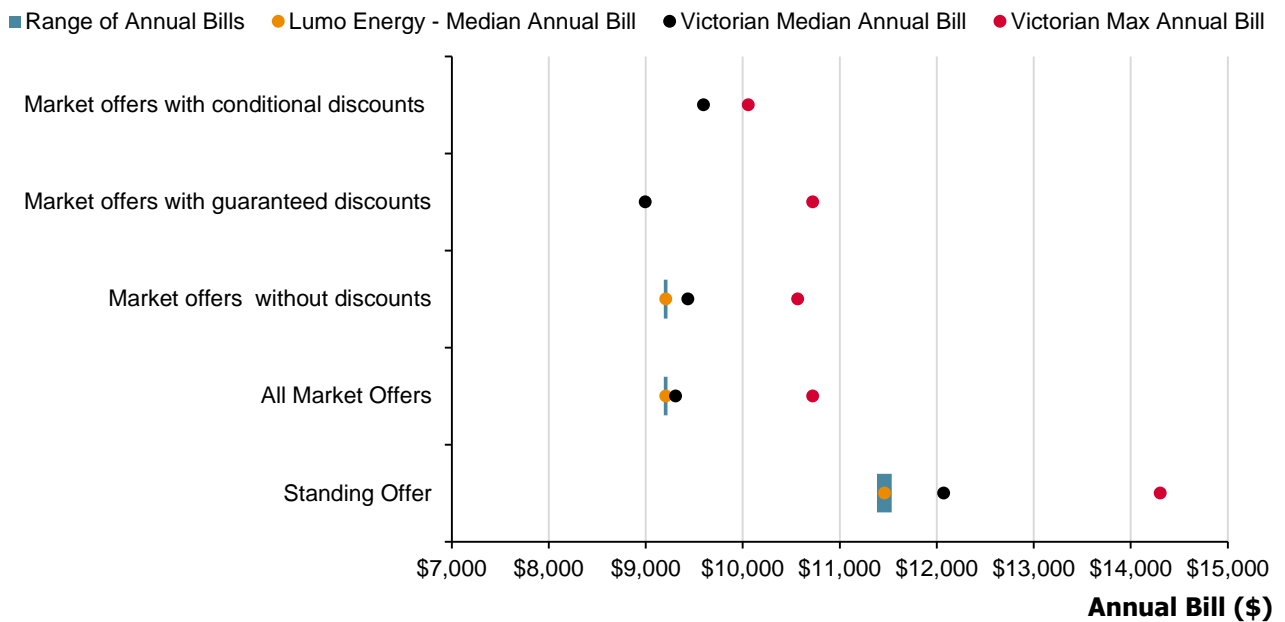
The lowest market offer was \$176 less than the median Victorian market offer and its most expensive market offer was \$140 less than the median Victorian market offer. Lumo Energy had two different market offers available on 30 June 2020, with \$37 difference between these two offers.



### What were the prices of Lumo Energy’s small business gas offers on 30 June 2020?

On average, Lumo Energy was within the lower to mid-range for small business gas offers within the Australian Gas Network Central distribution zone.

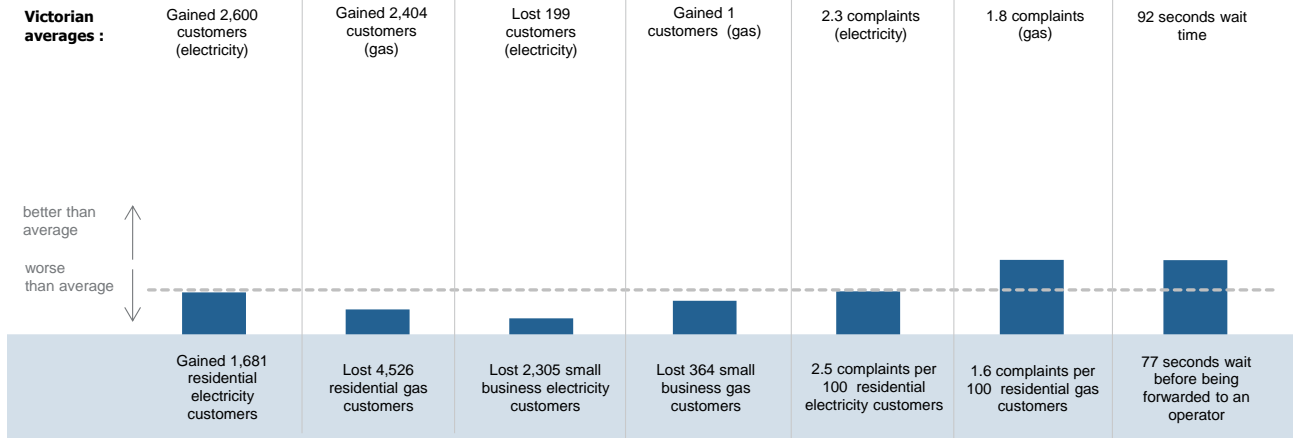
The lowest market offer was \$120 less than the median Victorian market offer and its most expensive market offer was \$83 less than the median Victorian market offer. Lumo Energy had two market offers available on 30 June 2020, with \$37 difference between these two offers.



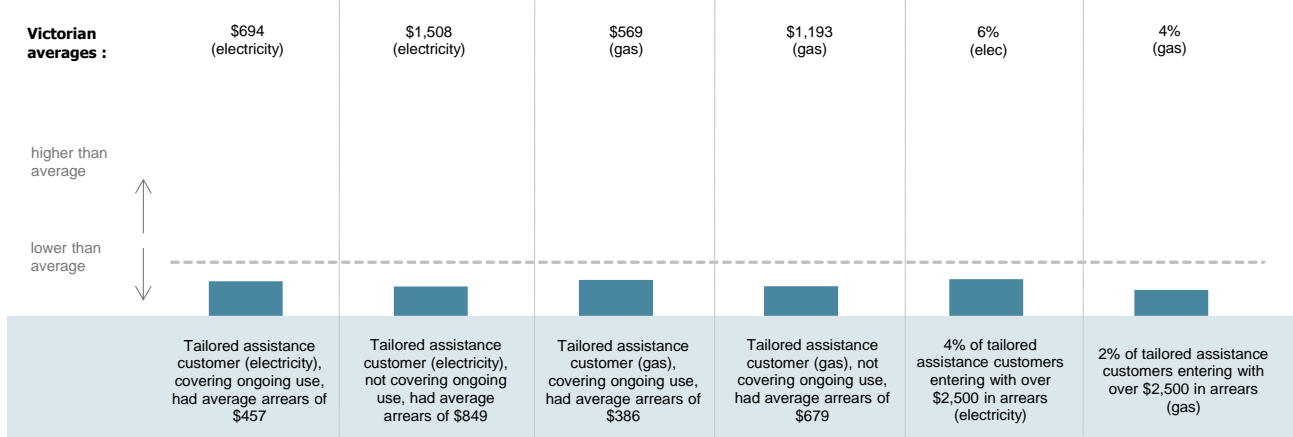


## How did Lumo Energy perform in Victoria in 2019–20?

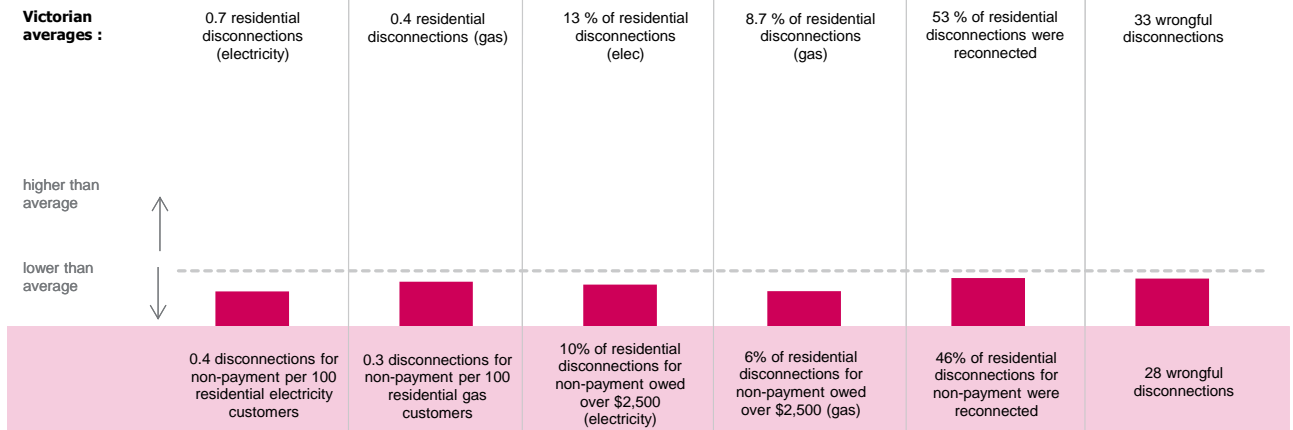
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





## Dodo and Commander (M2 Energy)

**dodo**

**commander**

(as at 30 June 2020)

### Dodo is a medium sized retailer

M2 Energy trades as Dodo Power & Gas, and also as Commander. M2 Energy was granted electricity and gas retail licences in September 2007. It also operates in New South Wales, Queensland and South Australia. M2 Energy merged with Vocus Communications Ltd in early 2016. Vocus is an ASX listed company with interests in telecommunications.

**44,468**  
residential electricity customers

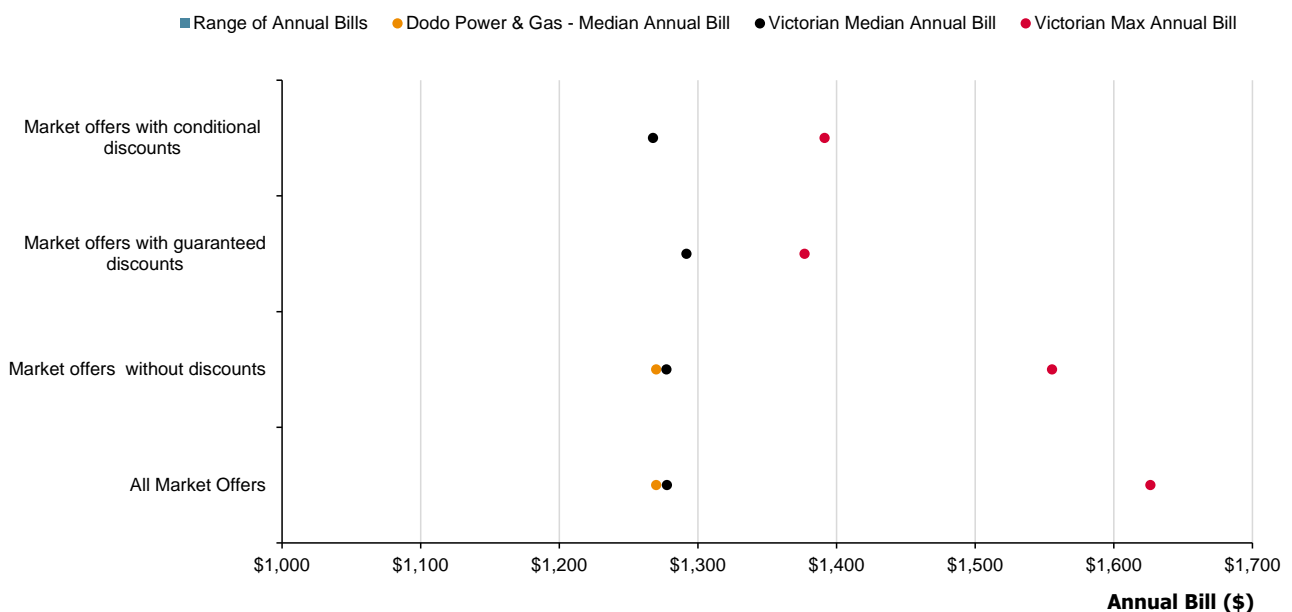
**36,623**  
residential gas customers

**1,663**  
small business electricity customers

### What were the prices of Dodo's residential electricity offers on 30 June 2020?

Dodo was within the mid-range of prices for residential electricity offers in Victoria within the Citipower distribution zone.

The lowest offer was \$8 less than the median Victorian market offer. Dodo had only one market offer available on 30 June 2020.

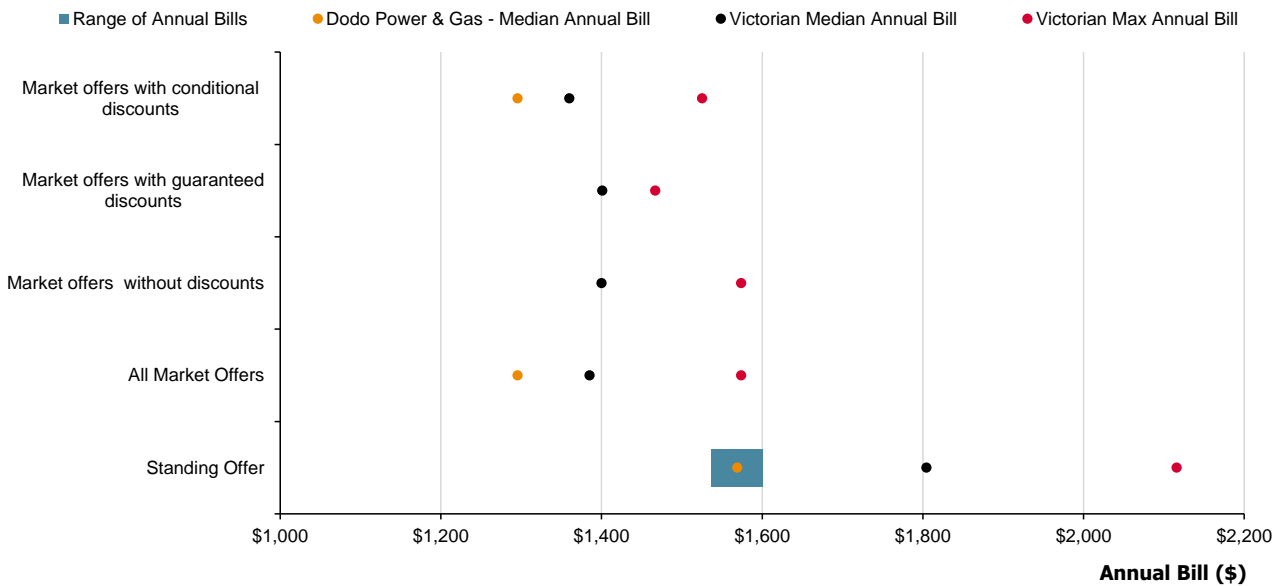




### What were the prices of Dodo’s residential gas offers on 30 June 2020?

On average, Dodo was within the low range for residential gas offers within the Australian Gas Network Central distribution zone.

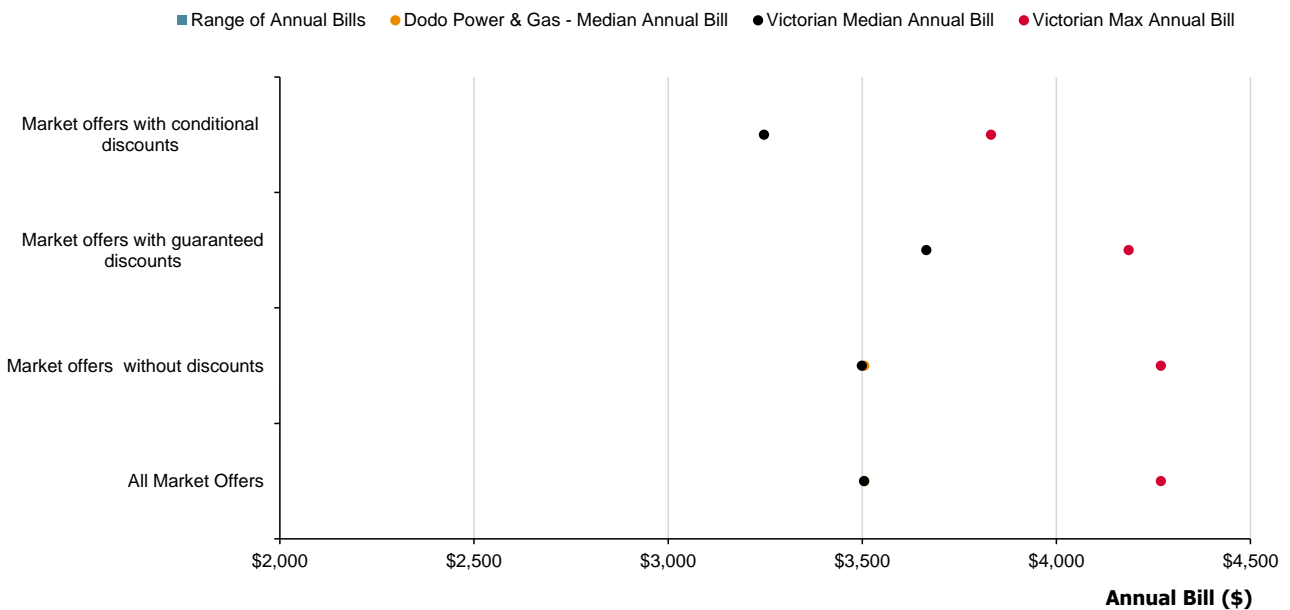
The lowest market offer was \$90 less than the median Victorian market offer. Dodo had one market offer available on 30 June 2020.



### What were the prices of Dodo’s small business electricity offers on 30 June 2020?

On average, Dodo was within the low to mid-range for small business electricity offers within the Citipower distribution zone.

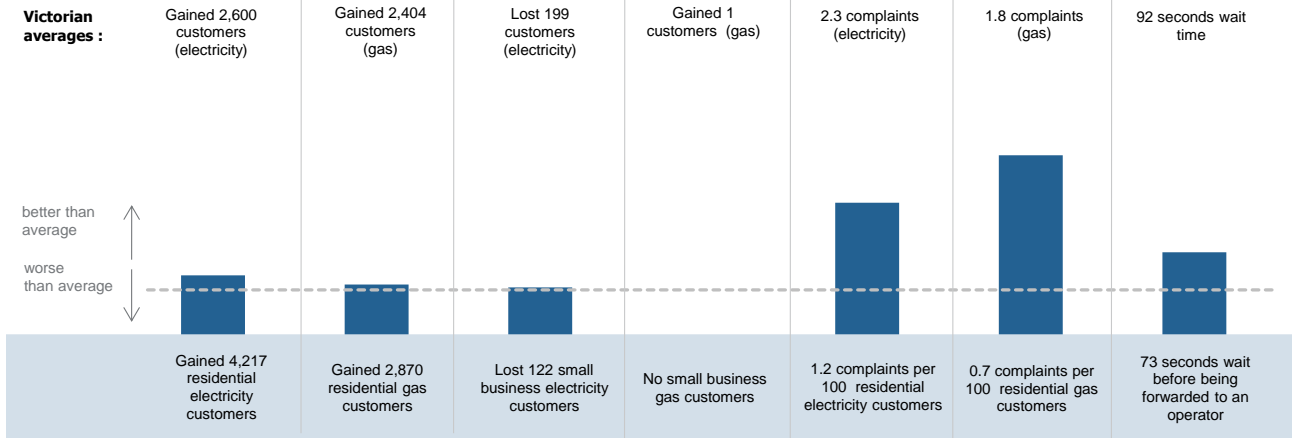
The lowest market offer was equal to the median Victorian market offer. Dodo had two different market offers available on 30 June 2020, with \$0 difference between these two offers.



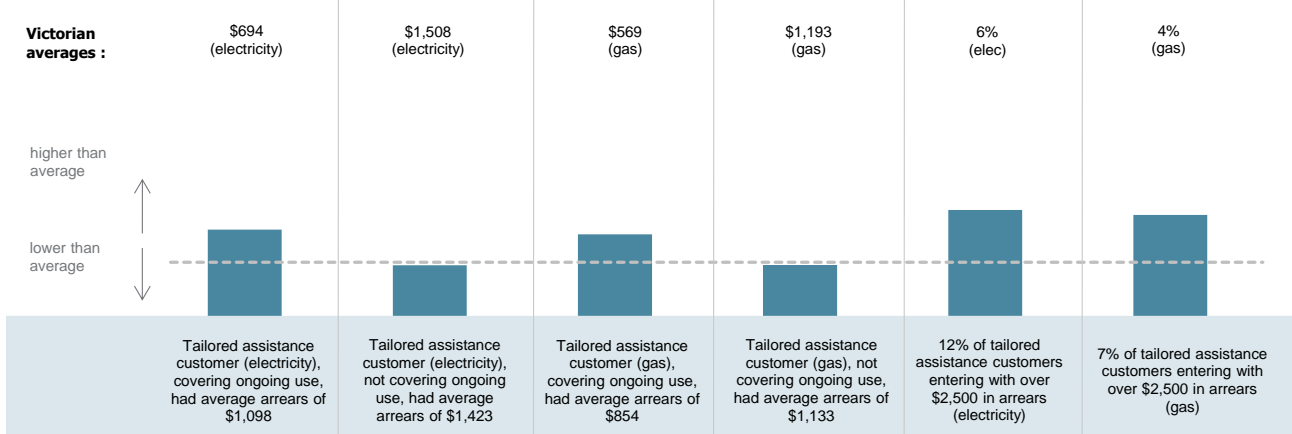


## How did Dodo perform in Victoria in 2019–20?

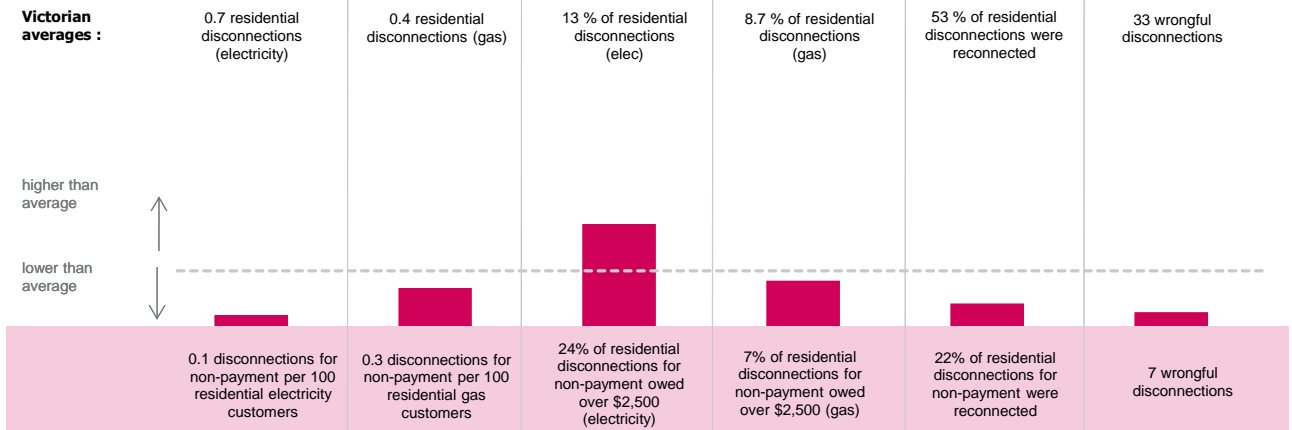
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





# Momentum Energy



## Momentum Energy is a medium sized retailer

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.

(as at 30 June 2020)

**106,829**

residential electricity customers

**78,798**

residential gas customers

**25,244**

small business electricity customers

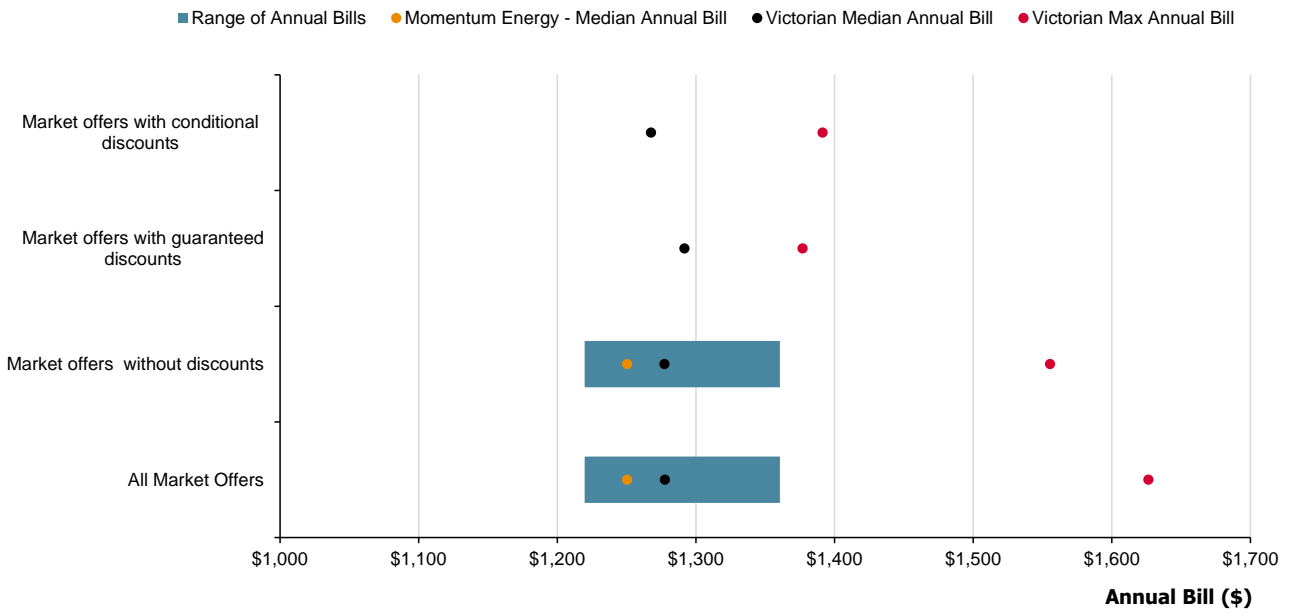
**4,119**

small business gas customers

## What were the prices of Momentum Energy's residential electricity offers on 30 June 2020?

Momentum Energy was within the mid-range of prices for residential electricity offers in Victoria within the Citipower distribution zone.

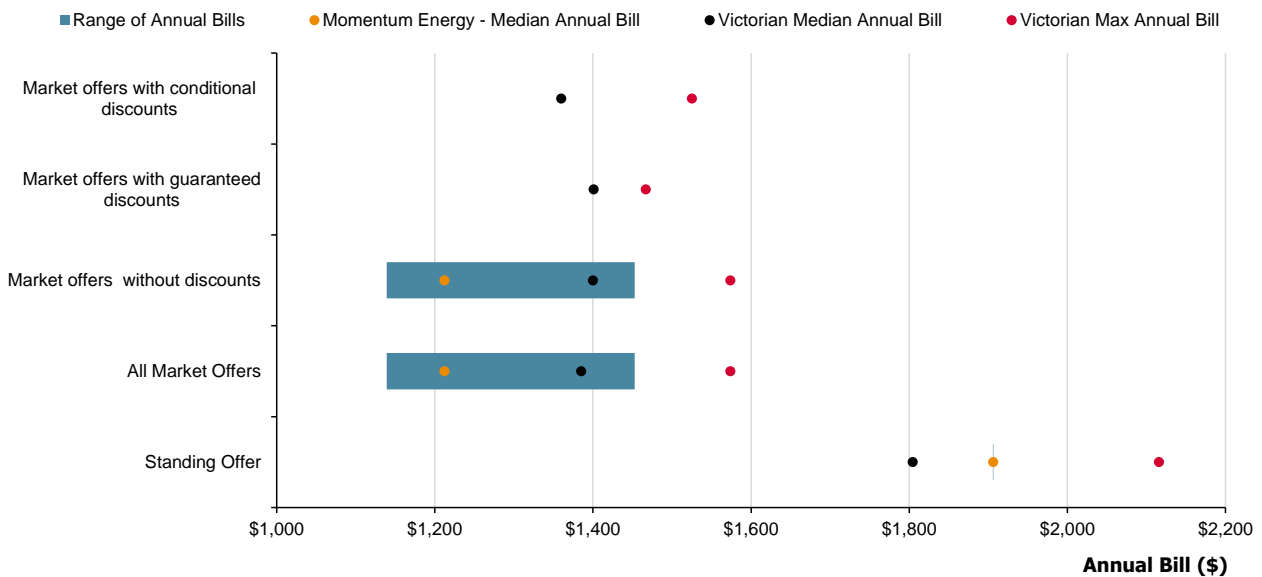
The lowest offer was \$58 less than the median Victorian market offer and its most expensive market offer was \$83 more than the median Victorian market offer. Momentum Energy had four different market offers available on 30 June 2020, with \$141 difference between the most expensive and the cheapest offers.



### What were the prices of Momentum Energy’s residential gas offers on 30 June 2020?

On average, Momentum Energy was within the low range for residential gas offers within the Australian Gas Network Central distribution zone.

The lowest market offer was \$246 less than the median Victorian market offer and its most expensive market offer was \$68 more than the median Victorian market offer. Momentum Energy had three different market offers available on 30 June 2020, with \$314 difference between the most expensive and the cheapest offers.



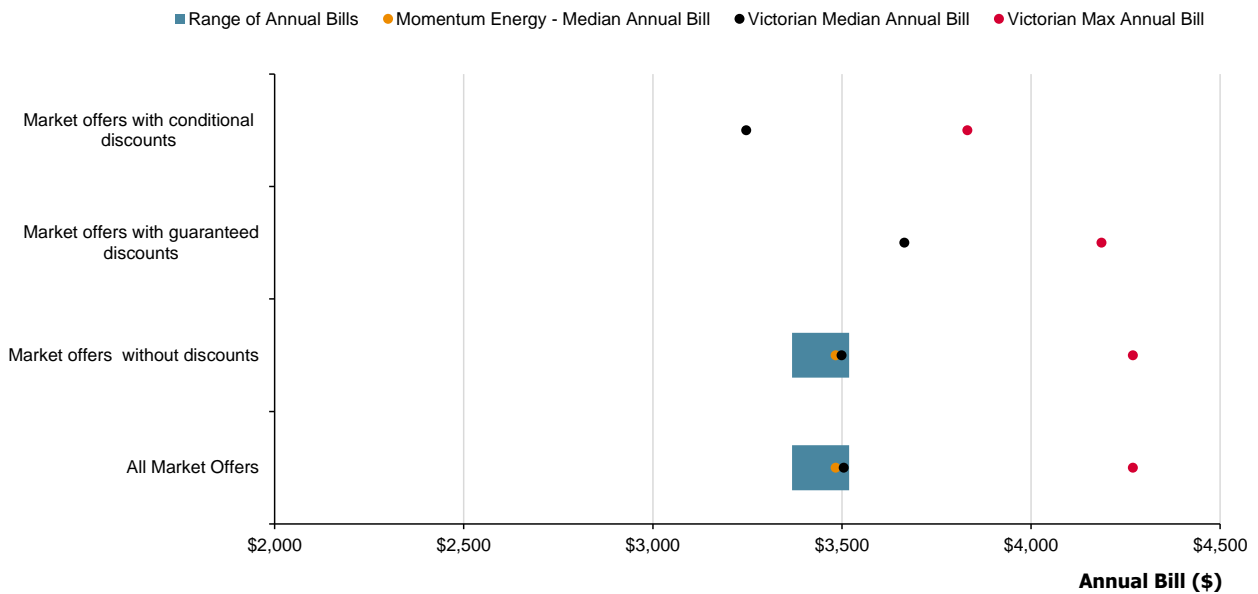




### What were the prices of Momentum Energy’s small business electricity offers on 30 June 2020?

On average, Momentum Energy was within the low to mid-range for small business electricity offers within the Citipower distribution zone.

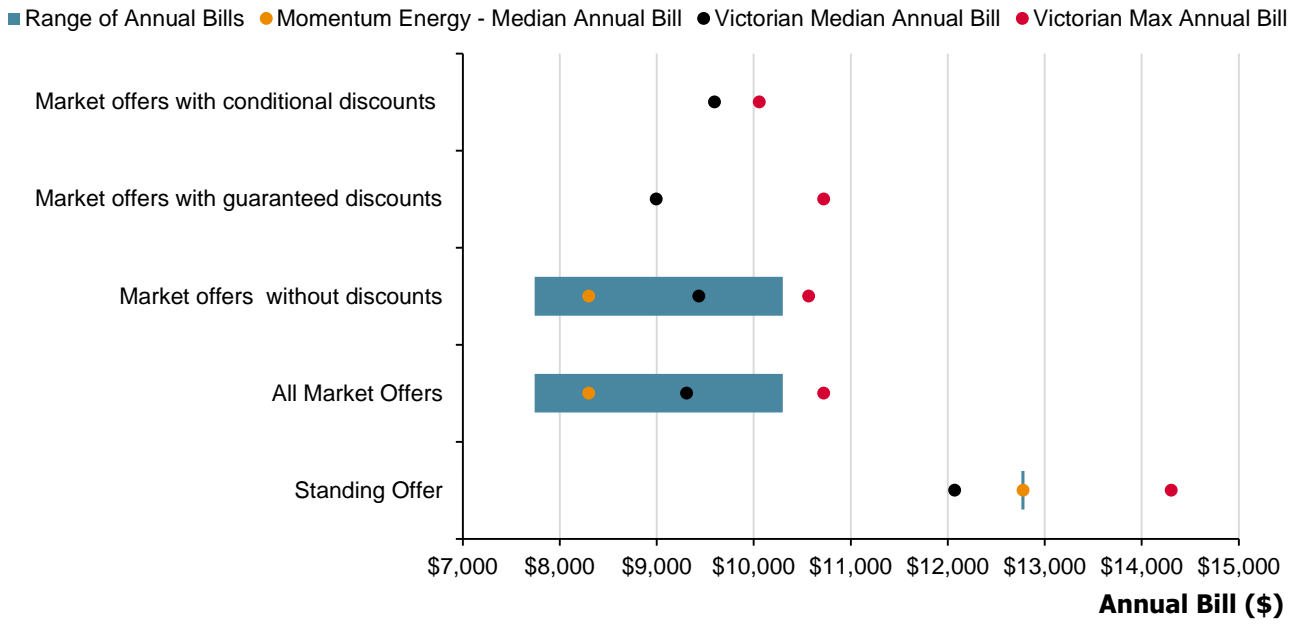
As shown below, its lowest market offer was \$136 less than the median Victorian market offer and its most expensive market offer was \$14 more than the median Victorian market offer. Momentum Energy had four different market offers available on 30 June 2020, with \$150 difference between the most expensive and the cheapest offers.



### What were the prices of Momentum Energy’s small business gas offers on 30 June 2020?

On average, Momentum Energy had a wide range for small business gas offers.

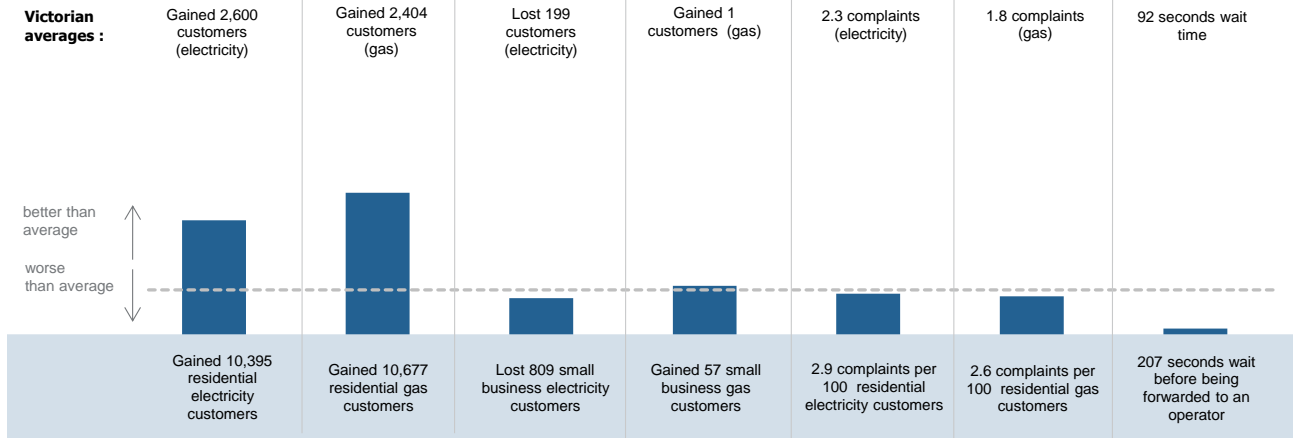
The lowest market offer was \$1,566 less than the median Victorian market offer and its most expensive market offer was \$992 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone. Momentum Energy had six market offers available on 30 June 2020, with \$2,558 difference between the most expensive and the cheapest offers.



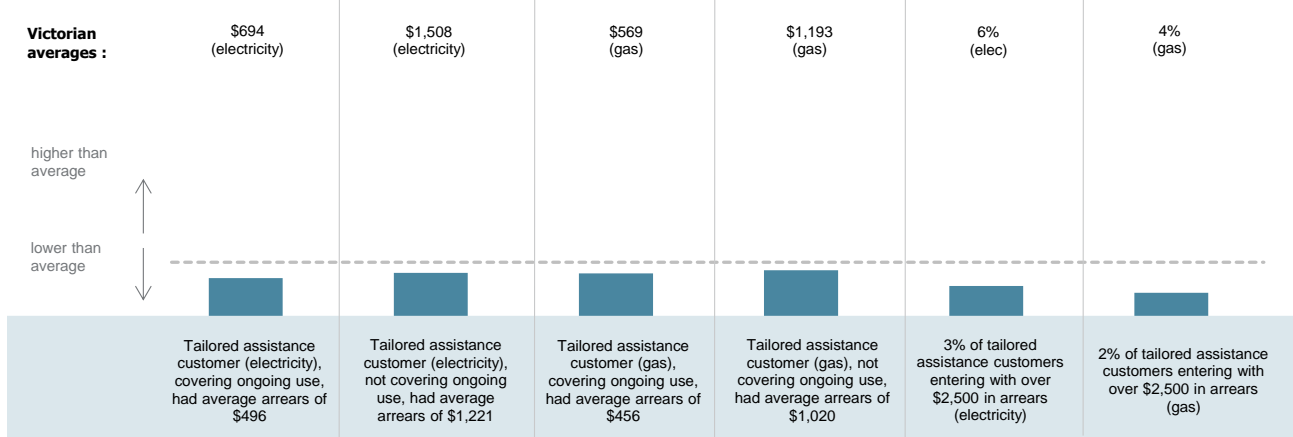


### How did Momentum Energy perform in Victoria in 2019–20?

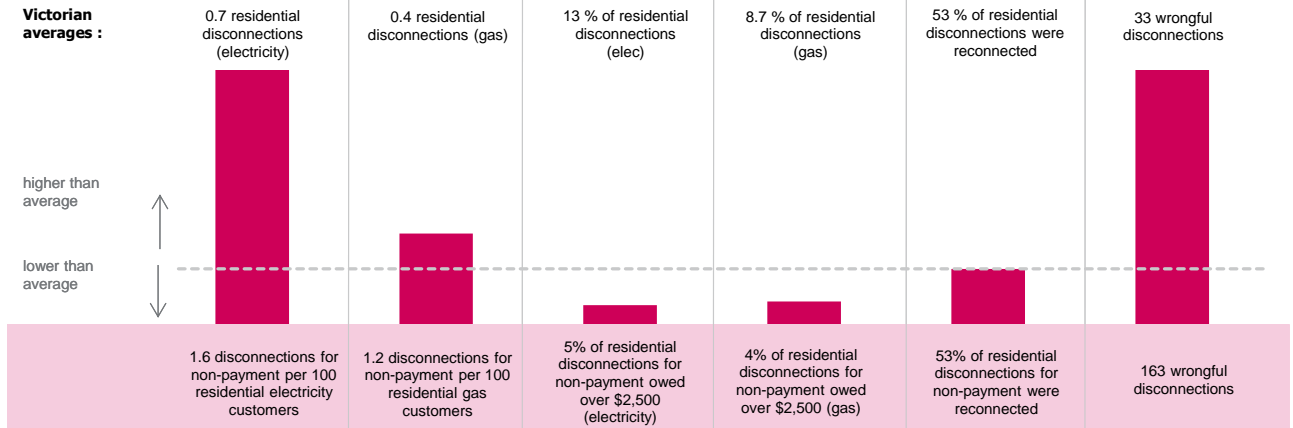
#### Market and service performance



#### Support to customers in payment difficulty



#### Disconnection of customers





# Next Business Energy



(as at 30 June 2020)

## Next Business Energy is a small retailer

Next Business Energy was granted electricity retail licences in November 2014, commencing operations in January 2015. It serves the business electricity sector.

**96**

residential electricity customers

**2,072**

small business electricity customers

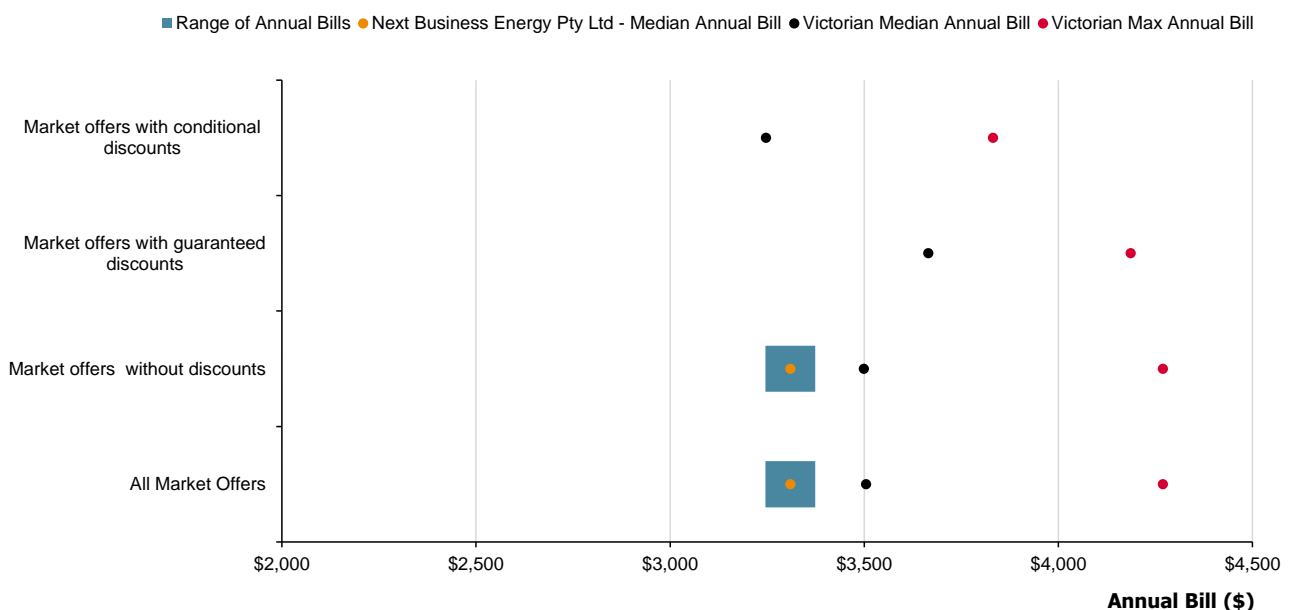
## What were the prices of Next Business Energy's residential electricity offers on 30 June 2020?

Next Business Energy had no offers for residential electricity offers.

## What were the prices of Next Business Energy's small business electricity offers on 30 June 2020?

On average, Next Business Energy was within the low range for small business electricity offers within the Citipower distribution zone.

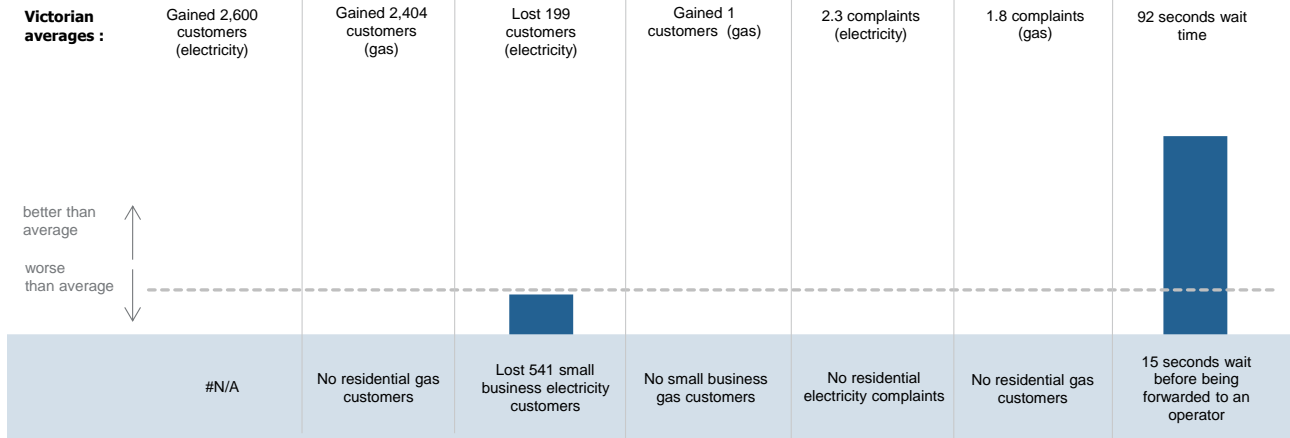
The lowest market offer was \$260 less than the median Victorian market offer and its most expensive market offer was \$131 less than the median Victorian market offer. Next Business Energy had two different market offers available on 30 June 2020, with \$128 difference between the offers.



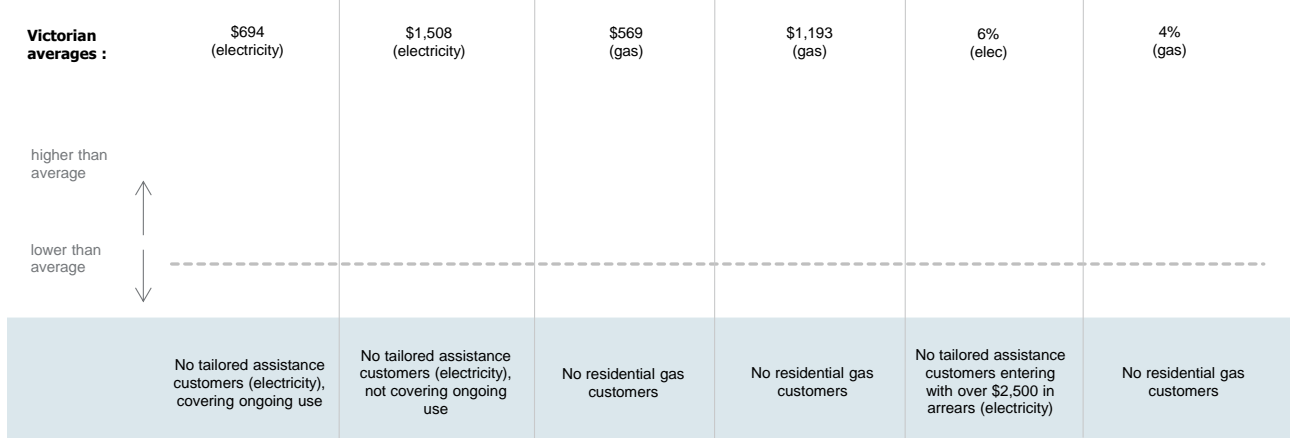


## How did Next Business Energy perform in Victoria in 2019–20?

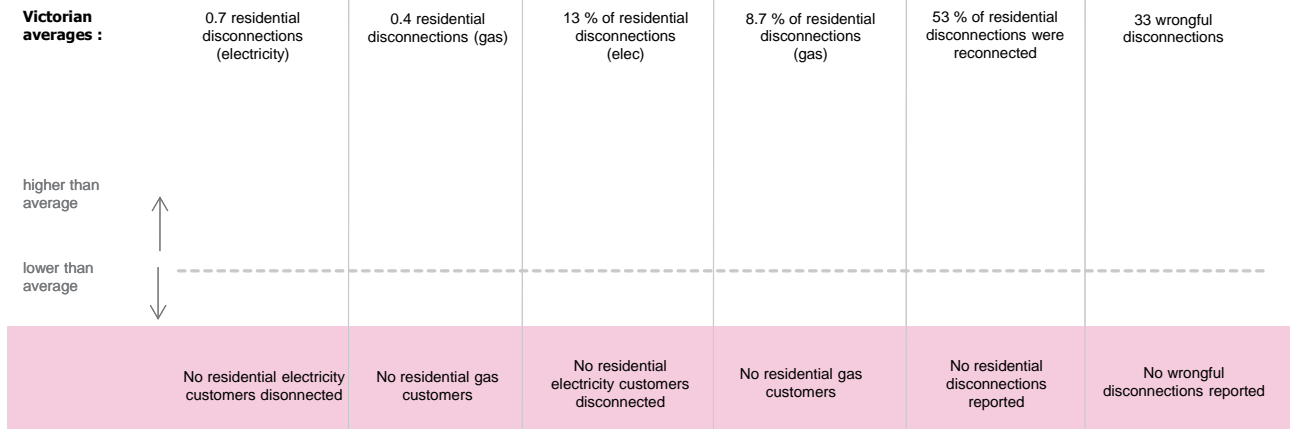
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





# Onsite Energy Solutions



(as at 30 June 2020)

## Onsite Energy Solutions is a small retailer

**1**  
residential electricity customers

Onsite Energy Solutions was granted electricity retail licences in June 2014, commencing operations in August 2014.

### How did Onsite Energy Solutions perform in Victoria in 2019–20?

#### Market and service performance

<b>Victorian averages :</b>	Gained 2,600 customers (electricity)	Gained 2,404 customers (gas)	Lost 199 customers (electricity)	Gained 1 customers (gas)	2.3 complaints (electricity)	1.8 complaints (gas)	92 seconds wait time
better than average							
worse than average							
	Lost 3 residential electricity customers	No residential gas customers	No small business electricity customers	No small business gas customers	No residential electricity complaints	No residential gas customers	No calls forwarded

#### Support to customers in payment difficulty

<b>Victorian averages :</b>	\$694 (electricity)	\$1,508 (electricity)	\$569 (gas)	\$1,193 (gas)	6% (elec)	4% (gas)
higher than average						
lower than average						
	No tailored assistance customers (electricity), covering ongoing use	No tailored assistance customers (electricity), not covering ongoing use	No residential gas customers	No residential gas customers	No tailored assistance customers entering with over \$2,500 in arrears (electricity)	No residential gas customers



## Retailer profiles

<b>Disconnection of customers</b>						
<b>Victorian averages :</b>	0.7 residential disconnections (electricity)	0.4 residential disconnections (gas)	13 % of residential disconnections (elec)	8.7 % of residential disconnections (gas)	53 % of residential disconnections were reconnected	33 wrongful disconnections
higher than average	↑ ↓					
lower than average						
	No residential electricity customers disconnected	No residential gas customers	No residential electricity customers disconnected	No residential gas customers	No residential disconnections reported	No wrongful disconnections reported



# Origin Energy



(as at 30 June 2020)

**456,642**

residential electricity customers

**327,700**

residential gas customers

**68,588**

small business electricity customers

**26,839**

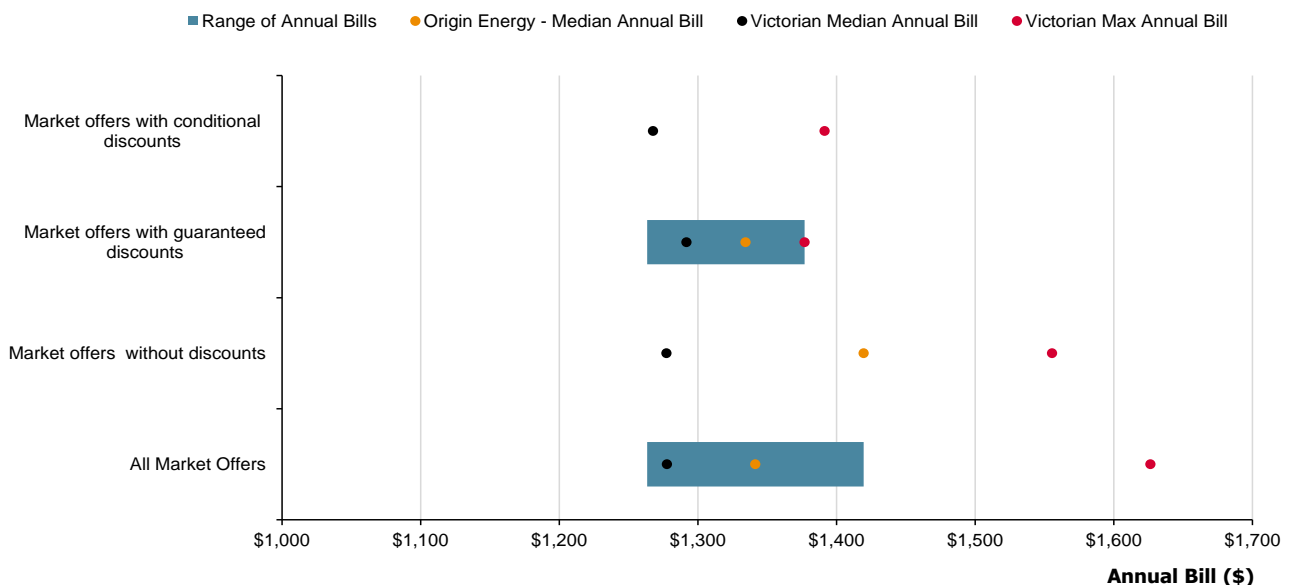
small business gas customers

## Origin Energy is one of the largest energy retailers in Victoria

Origin was granted an electricity retail licence in November 1995 and a gas retail licence in December 1997. Origin also has energy retail operations in ACT, Queensland, New South Wales and South Australia. Origin is an ASX listed company and has significant interests in gas exploration and power generation, as well as thermal coal, solar, wind, geothermal and hydro.

## What were the prices of Origin Energy's residential electricity offers on 30 June 2020?

Origin Energy was within the mid-range of prices for residential electricity offers in Victoria within the Citipower distribution zone. The lowest offer was \$15 less than the median Victorian market offer and its most expensive market offer was \$141 more than the median Victorian market offer. Origin Energy had six different market offers available on 30 June 2020, with \$156 difference between the most expensive and the cheapest offers.



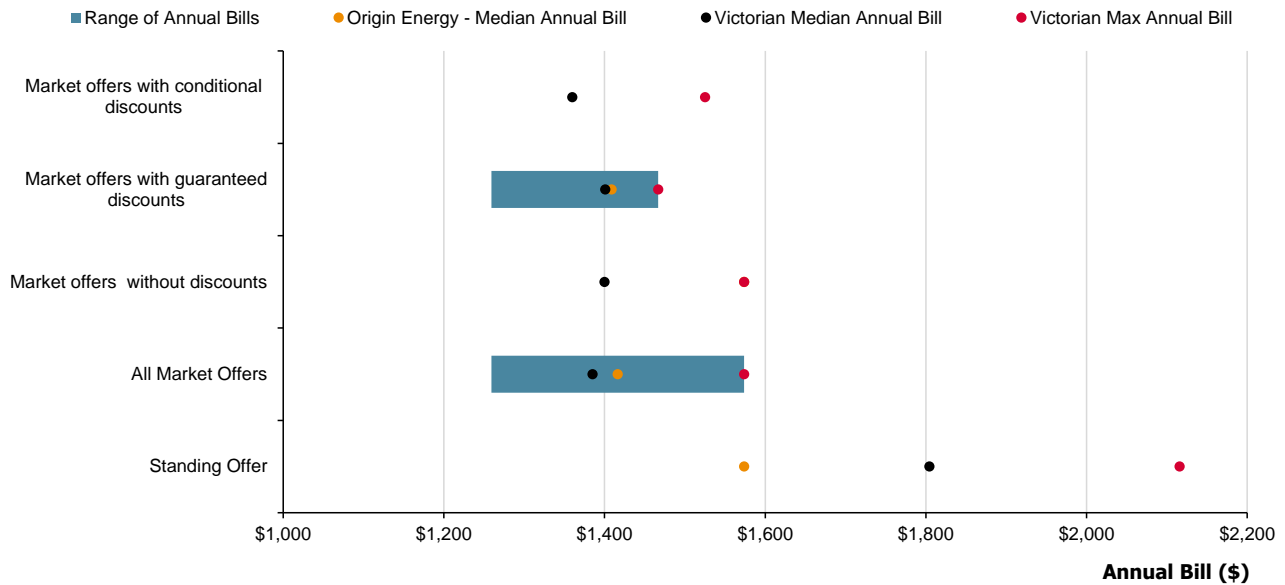




### What were the prices of Origin Energy’s residential gas offers on 30 June 2020?

On average, Origin Energy had a wide range for residential gas offers.

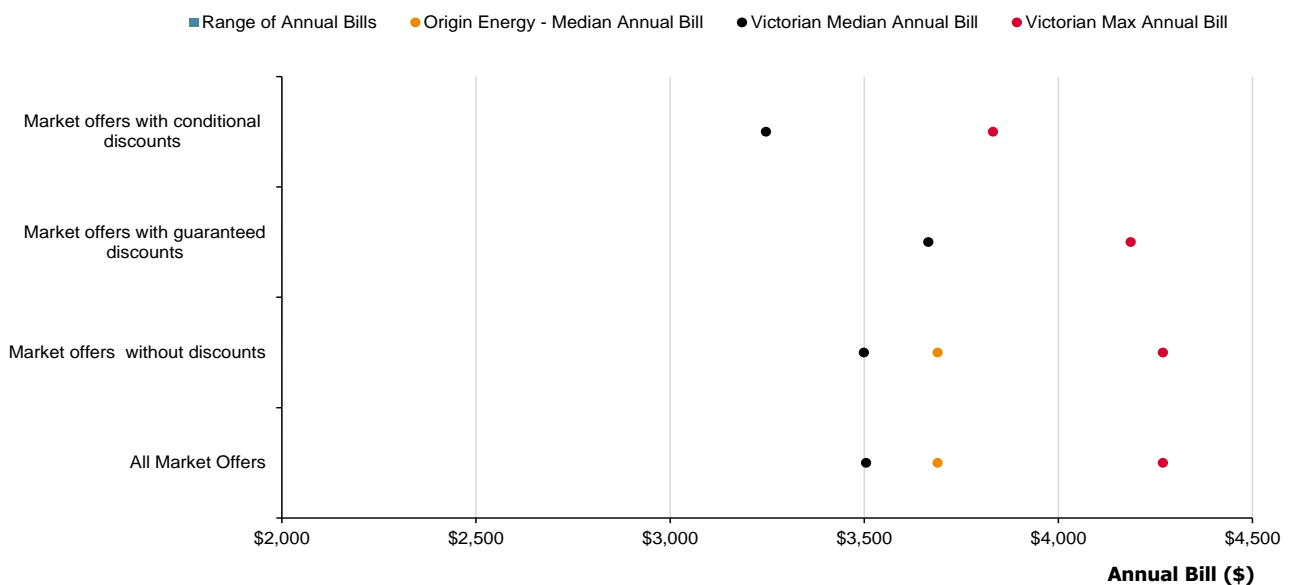
The lowest market offer was \$126 less than the median Victorian market offer and its most expensive market offer was \$189 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone. Origin Energy had nine different market offers available on 30 June 2020, with \$315 difference between the most expensive and the cheapest offers.



### What were the prices of Origin Energy’s small business electricity offers on 30 June 2020?

On average, Origin Energy was within the mid-range for small business electricity offers within the Citipower distribution zone.

The lowest market offer was \$184 more than the median Victorian market offer. Origin Energy had one market offer available on 30 June 2020.

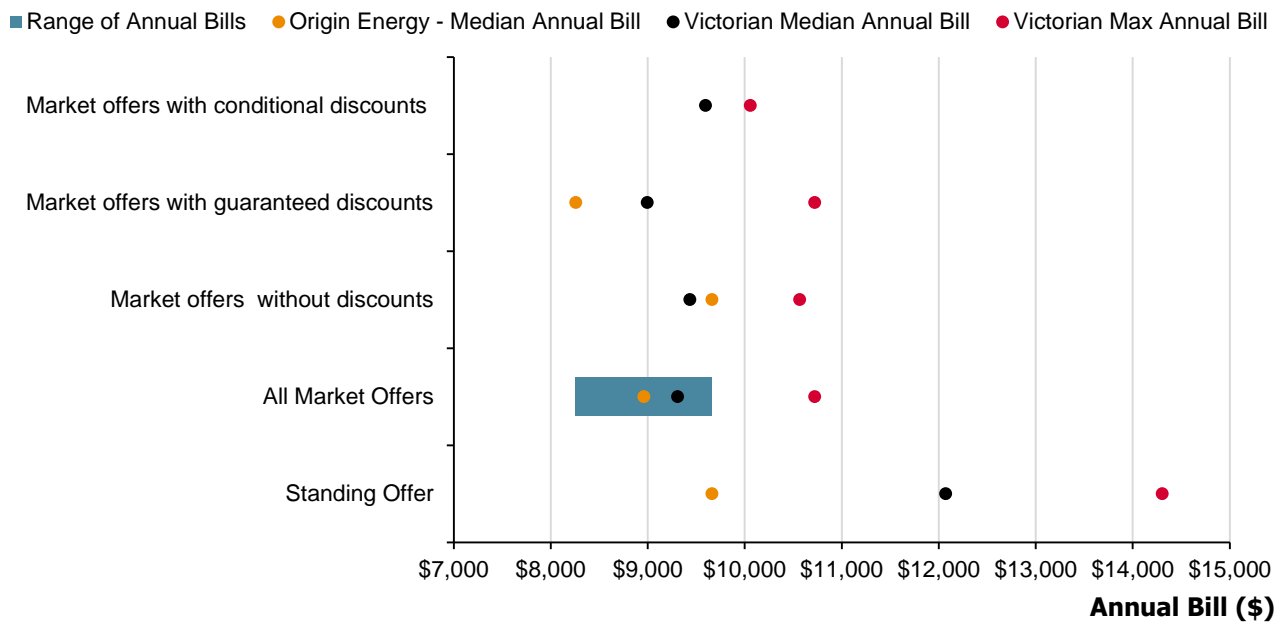




## What were the prices of Origin Energy's small business gas offers on 30 June 2020?

On average, Origin Energy was within the mid-range of prices for small business gas offers within the Australian Gas Networks Central distribution zone.

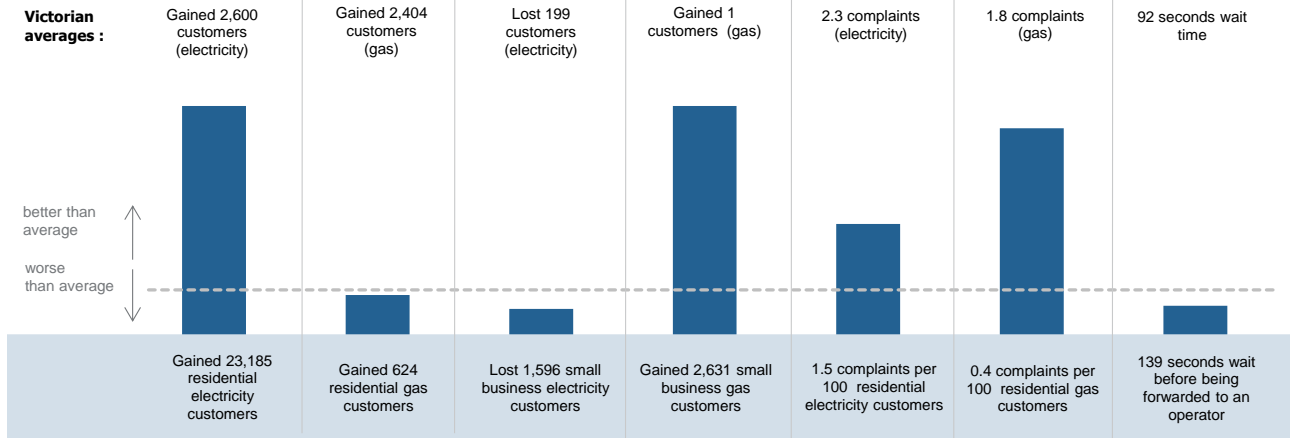
The lowest market offer was \$1,048 less than the median Victorian market offer and its most expensive market offer was \$355 more than the median Victorian market offer. Origin Energy had two market offers available on 30 June 2020, with \$1,403 difference between these two offers.



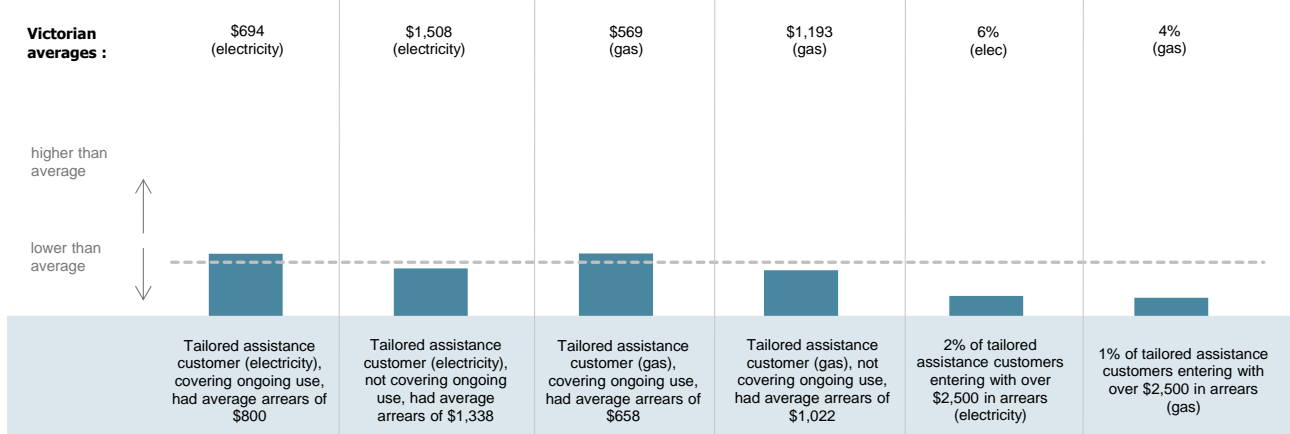


## How did Origin Energy perform in Victoria in 2019–20?

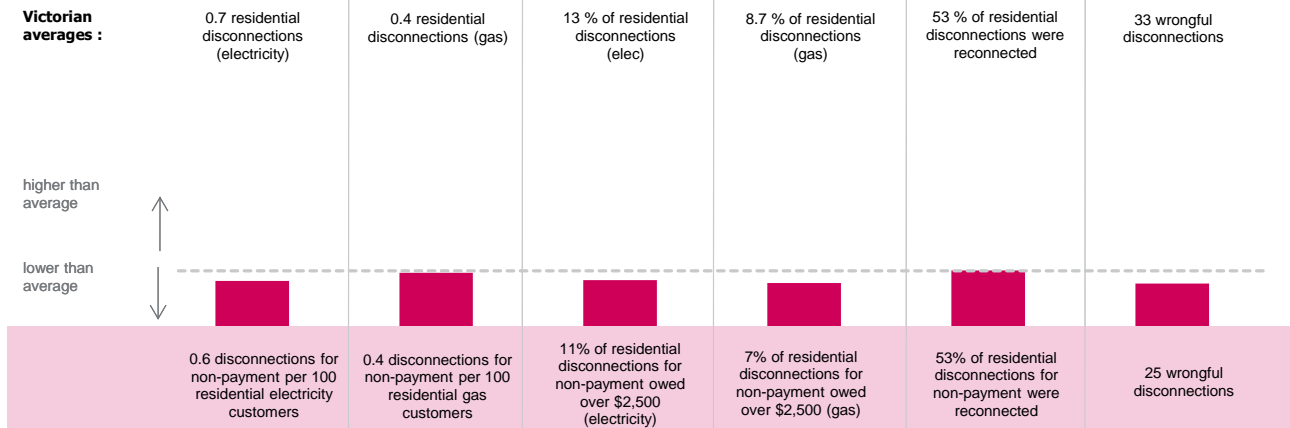
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





# People Energy



(as at 30 June 2020)

**6,094**

residential electricity customers

**270**

small business electricity customers

## People Energy is a small energy retailer

People Energy predominantly serves 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.

## What were the prices of People Energy's residential electricity offers on 30 June 2020?

People Energy only offered the VDO to residential electricity customers on 30 June 2020.

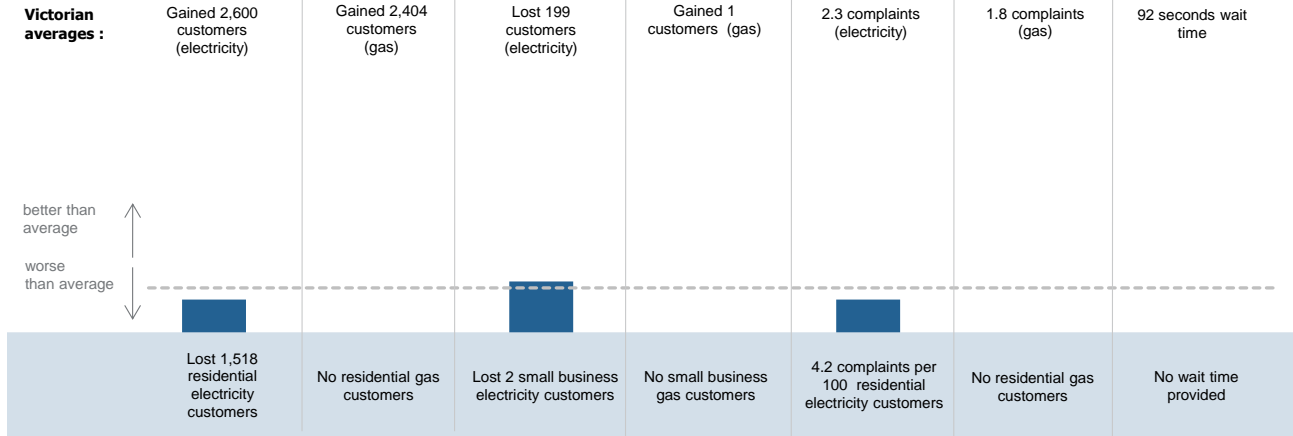
## What were the prices of People Energy's small business electricity offers on 30 June 2020?

People Energy only offered the VDO to small business electricity customers on 30 June 2020.

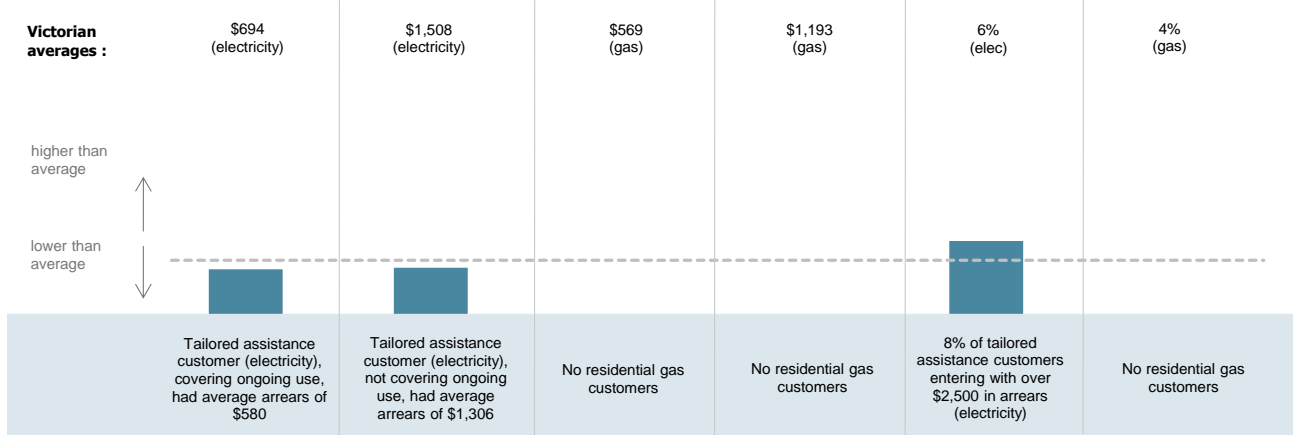


## How did People Energy perform in Victoria in 2019–20?

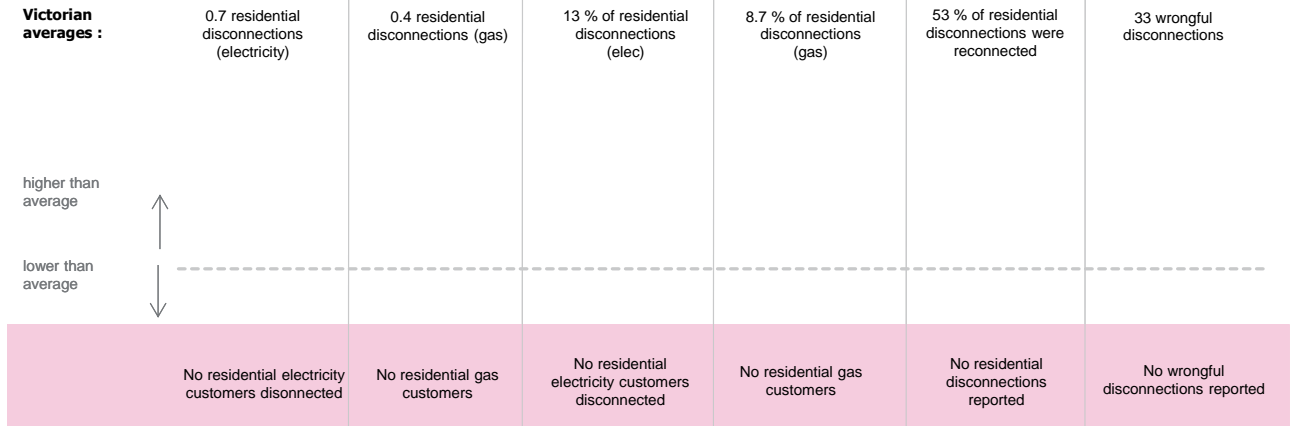
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





# Powerclub



(as at 30 June 2020)

## Powerclub is a small retailer

Powerclub was granted an electricity retail licence in March 2019 and commenced operations in April 2019.

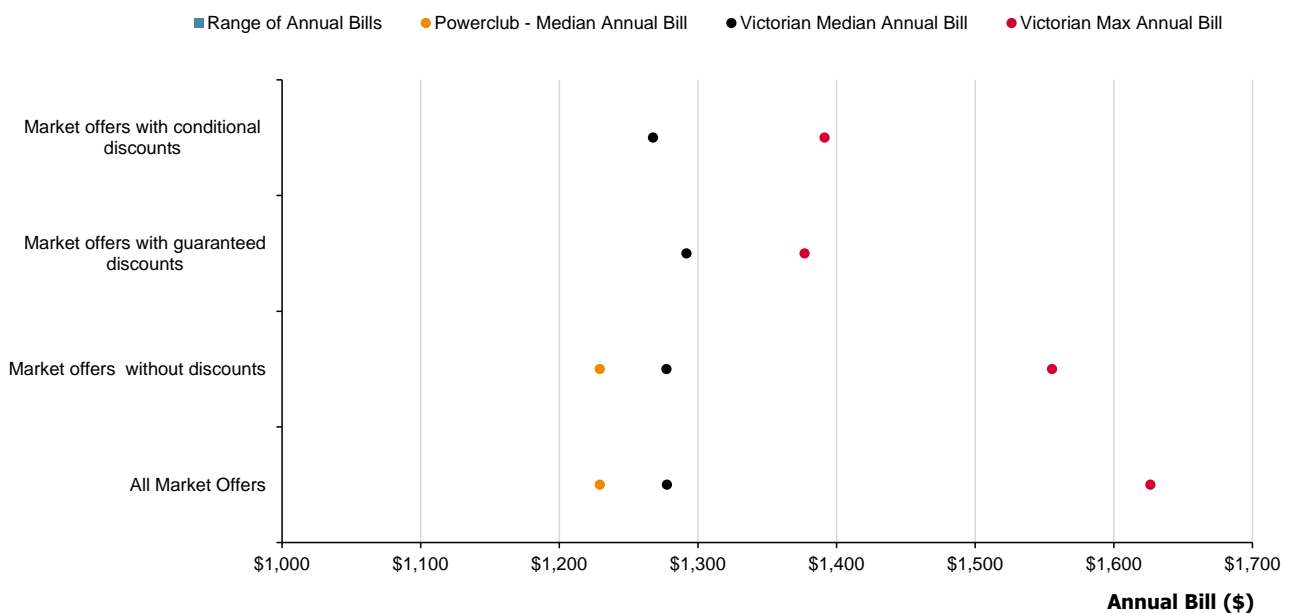
**754**  
residential electricity customers

**16**  
small business electricity customers

## What were the prices of Powerclub's residential electricity offers on 30 June 2020?

Powerclub was within the lower range of prices for residential electricity offers in Victoria within the Citipower distribution zone.

The lowest offer was \$48 less than the median Victorian market offer. Powerclub had one market offer available on 30 June 2020.

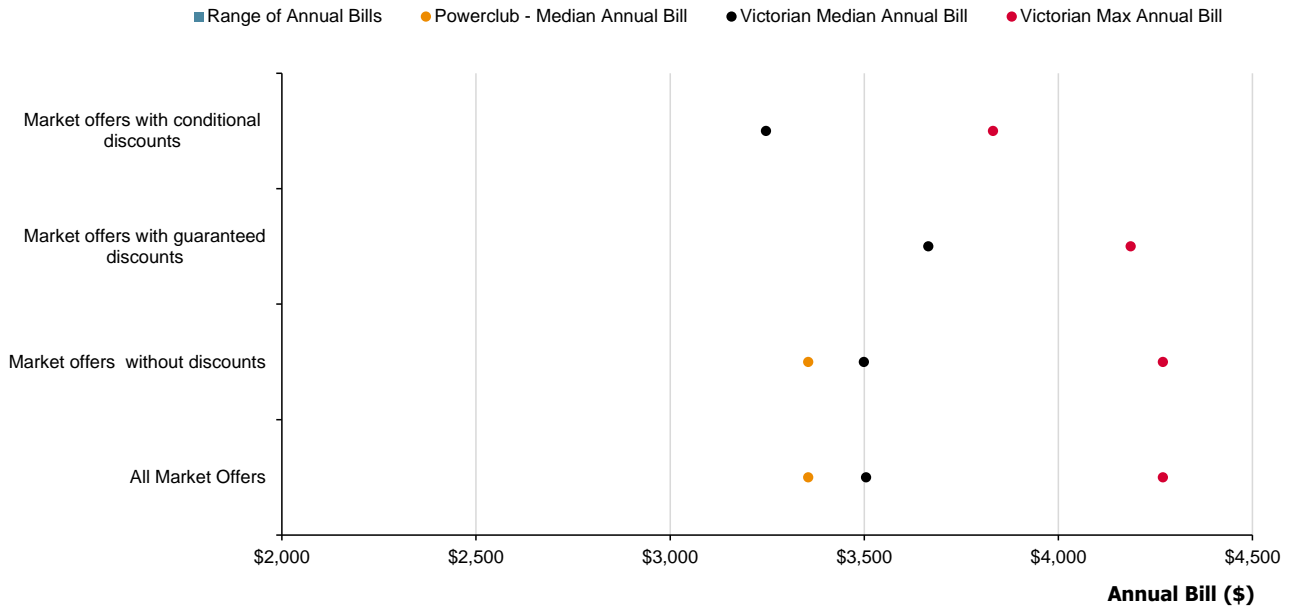




## What were the prices of Powerclub’s small business electricity offers on 30 June 2020?

On average, Powerclub was within the mid-range for small business electricity offers within the Citipower distribution zone.

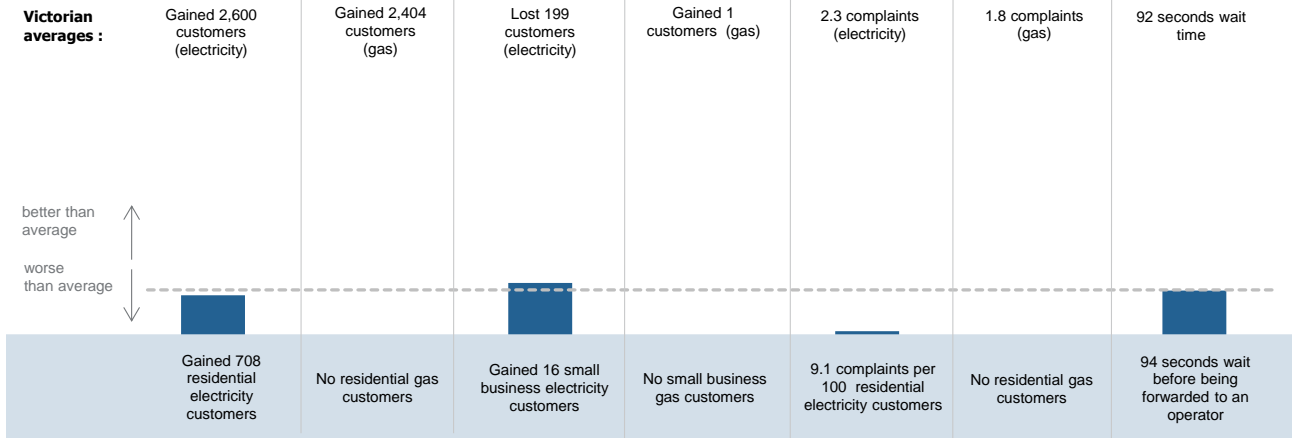
The lowest market offer was \$149 less than the median Victorian market offer. Powerclub had one market offer available on 30 June 2020.



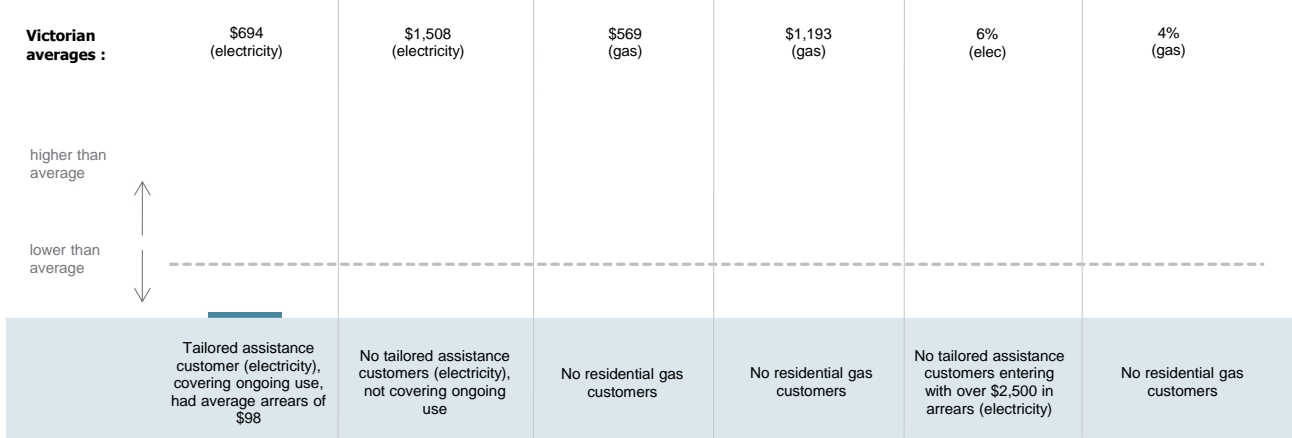


## How did Powerclub perform in Victoria in 2019–20?

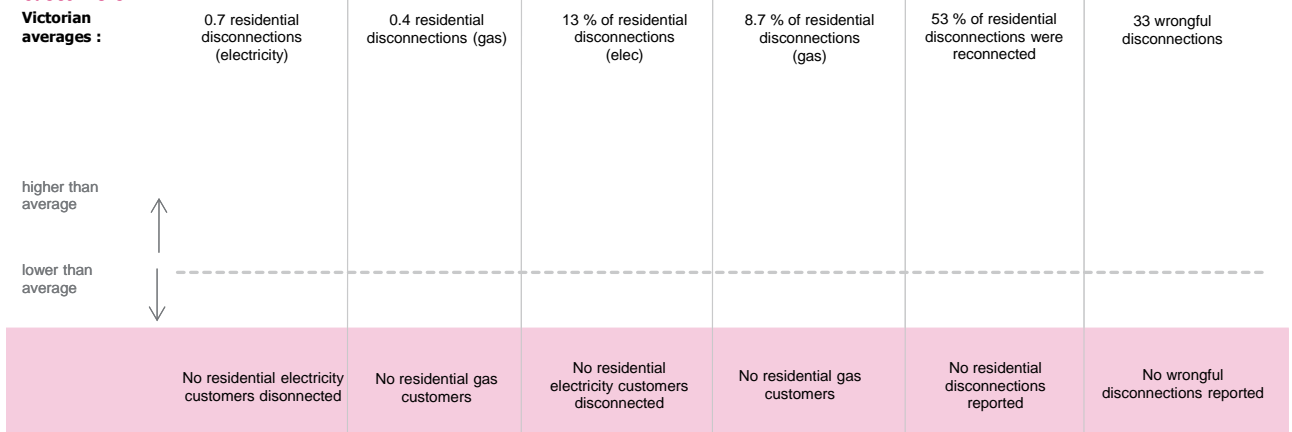
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers







# Powerdirect



(as at 30 June 2020)

## Powerdirect is a medium sized retailer

Powerdirect was granted an electricity retail licence in January 2004. Powerdirect also has energy retail operations in 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.

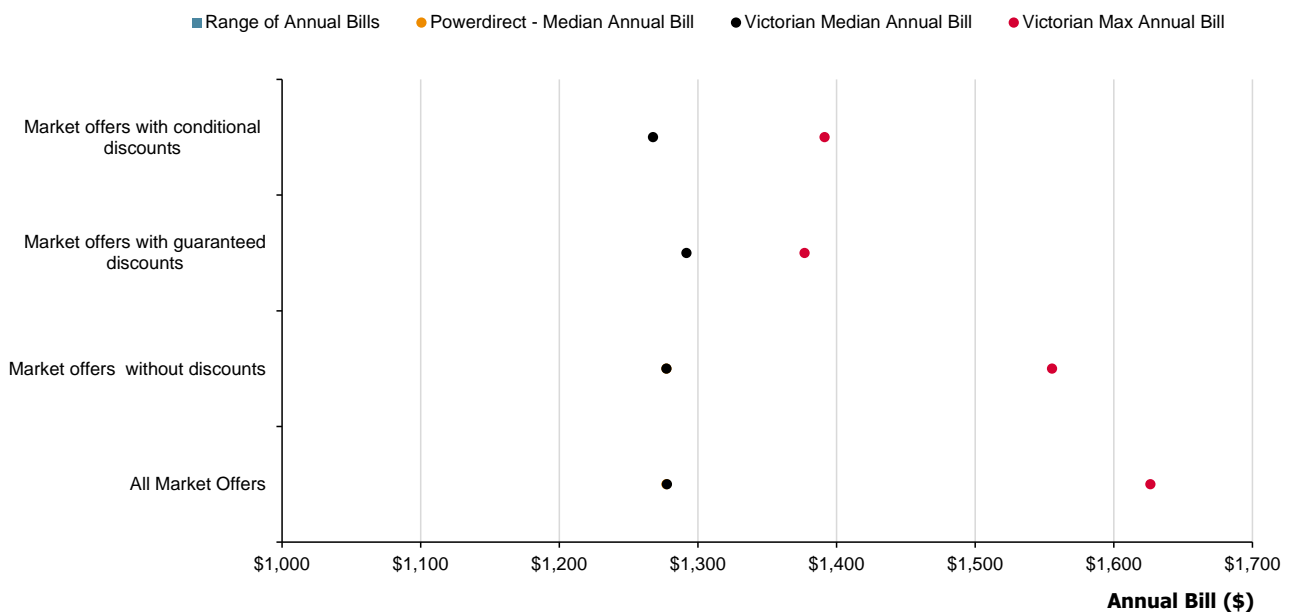
**31,097**  
residential electricity customers

**5,034**  
small business electricity customers

## What were the prices of Powerdirect’s residential electricity offers on 30 June 2020?

Powerdirect was within the low range of prices for residential electricity offers in Victoria within the Citipower distribution zone.

The lowest offer equal to the median Victorian market offer. Powerdirect had only one market offer available on 30 June 2020.

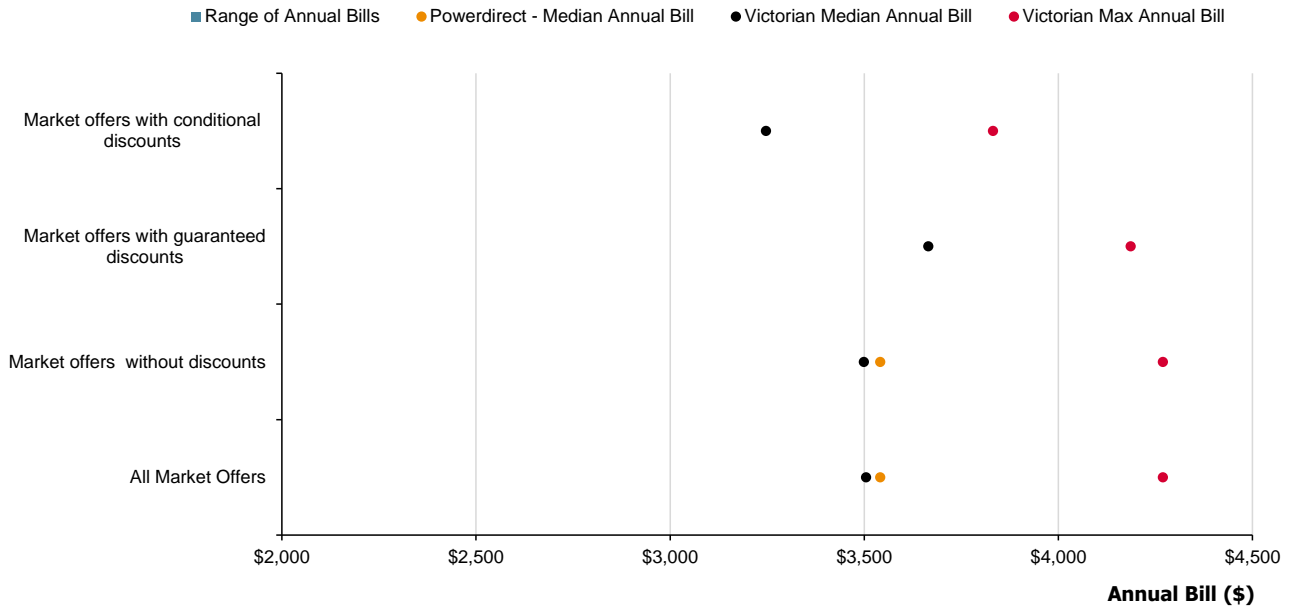




## What were the prices of Powerdirect’s small business electricity offers on 30 June 2020?

On average, Powerdirect was within the mid-range for small business electricity offers within the Citipower distribution zone.

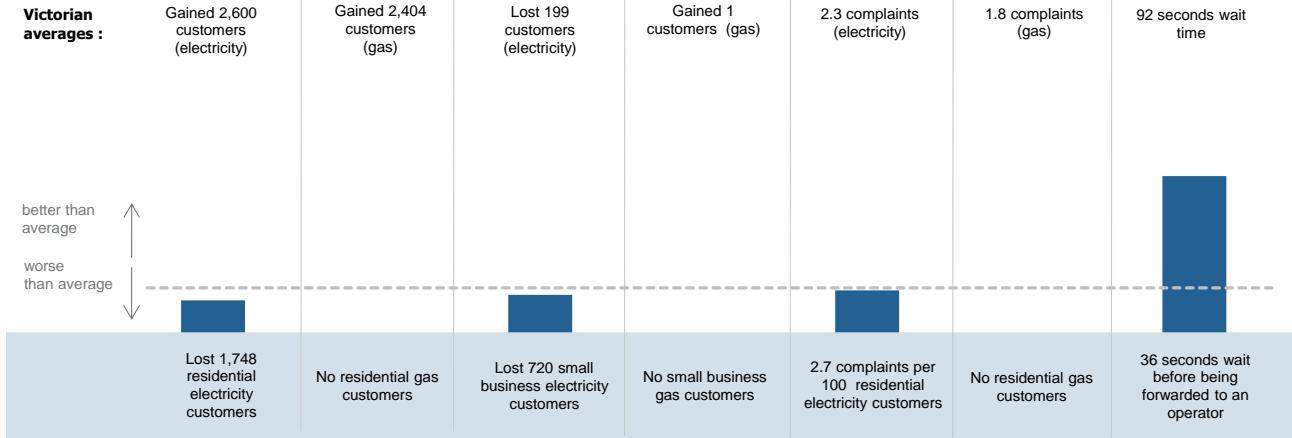
The lowest market offer was \$36 more than the median Victorian market offer. Powerdirect had one market offer available on 30 June 2020.



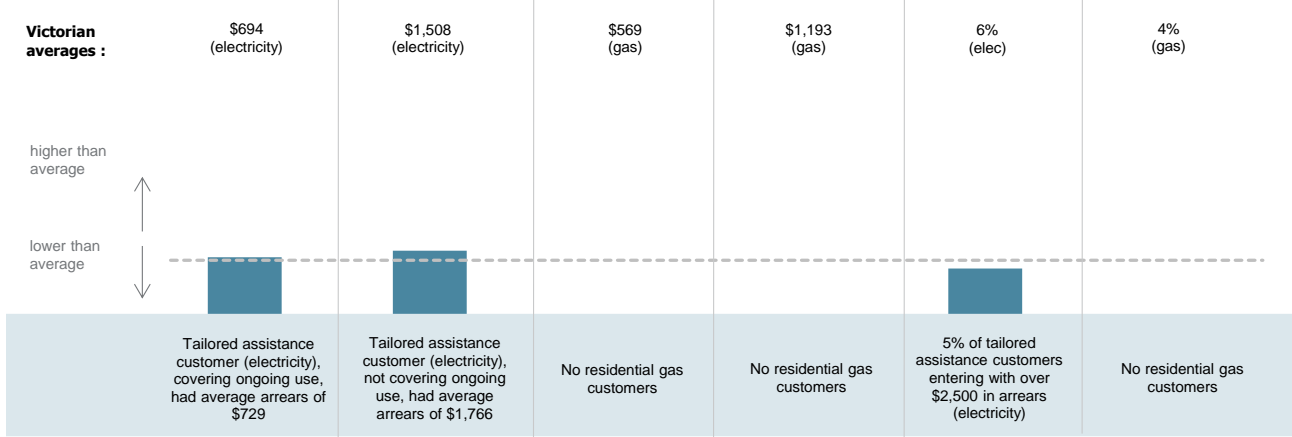


### How did Powerdirect perform in Victoria in 2019–20?

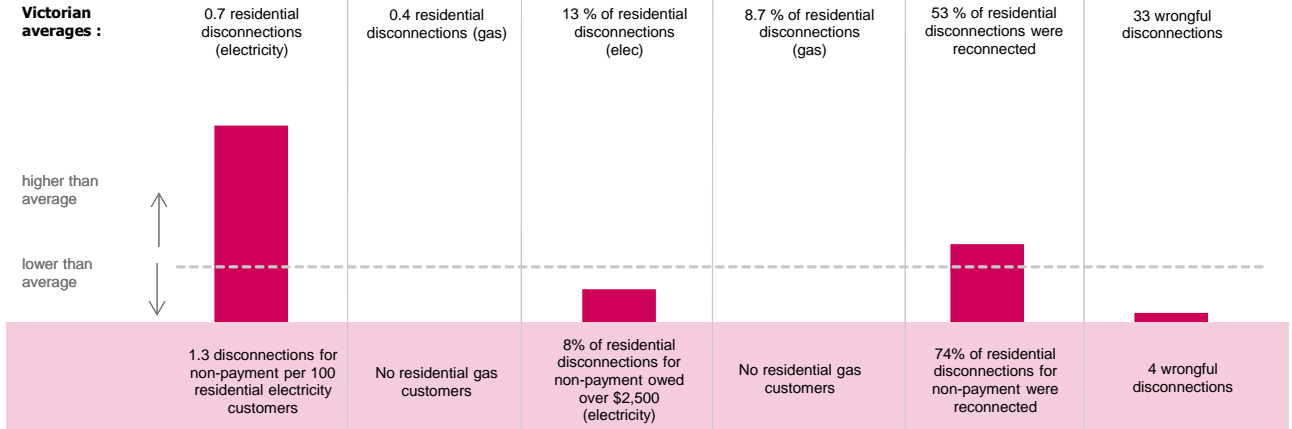
#### Market and service performance



#### Support to customers in payment difficulty



#### Disconnection of customers





# Powershop



(as at 30 June 2020)

## Powershop is a medium sized retailer

Powershop was granted an electricity retail licence in April 2012 and commenced operations in July 2012. It was also granted a gas retail licence in February 2017.

Powershop has energy retail operations in Victoria, New South Wales, South Australia and South East Queensland. Powershop Australia is owned by Meridian Energy which is an ASX listed company.

**78,004**  
residential electricity customers

**38,512**  
residential gas customers

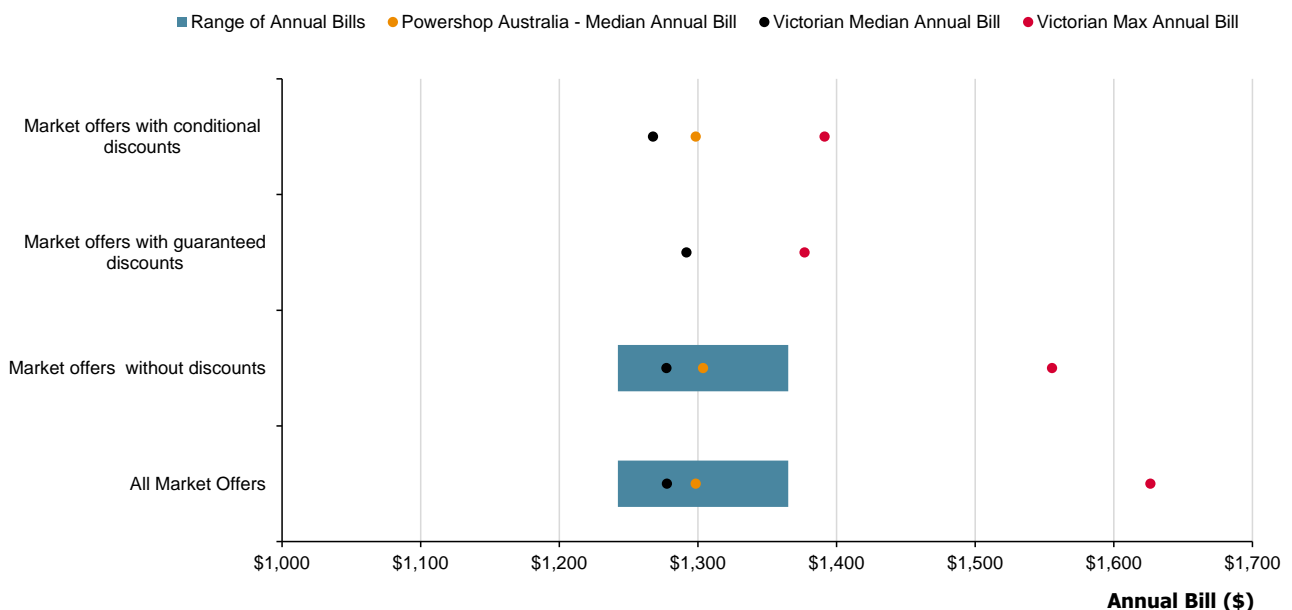
**5,516**  
small business electricity customers

**450**  
small business gas customers

## What were the prices of Powershop's residential electricity offers on 30 June 2020?

Powershop was within the mid-range of prices for residential electricity offers in Victoria within Citipower distribution zone.

The lowest offer was \$35 less than the median Victorian market offer and its most expensive market offer was \$88 more than the median Victorian market offer. Powershop had four different market offers available on 30 June 2020, with \$123 difference between the most expensive and the cheapest offers.

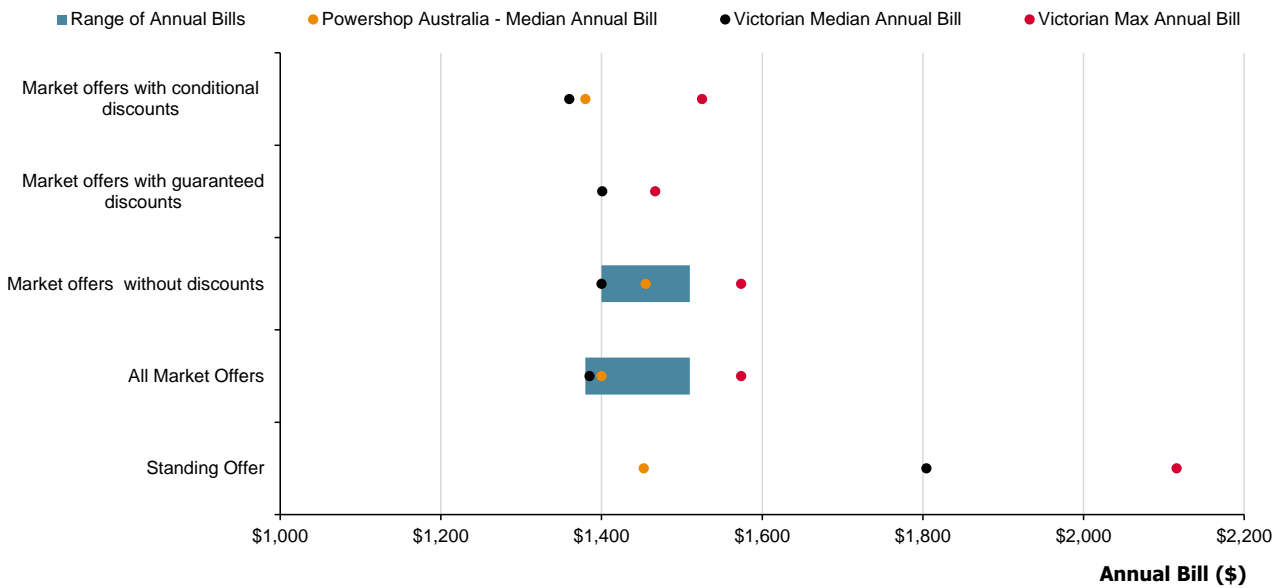




### What were the prices of Powershop’s residential gas offers on 30 June 2020?

On average, Powershop within the mid-range for residential gas offers within Australian Gas Networks Central distribution zone.

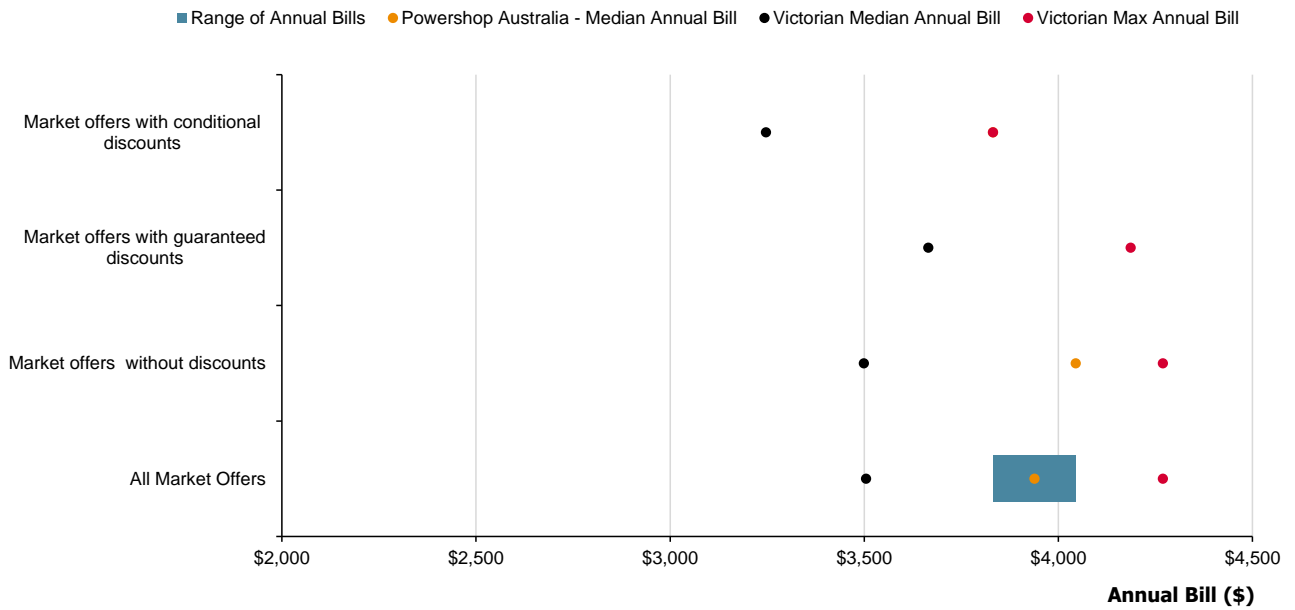
The lowest market offer was \$5 less than the median Victorian market offer and its most expensive market offer was \$125 more than the median Victorian market offer. Powershop had three different market offers available on 30 June 2020, with \$130 difference between the most expensive and the cheapest offers.



### What were the prices of Powershop’s small business electricity offers on 30 June 2020?

On average, Powershop was within the high range for small business electricity offers within Citipower distribution zone.

The lowest market offer was \$327 more than the median Victorian market offer and its most expensive market offer was \$540 more than the median Victorian market offer. Powershop had two different market offers available on 30 June 2020, with \$213 difference between the most expensive and the cheapest offers.



### What were the prices of Powershop’s small business gas offers on 30 June 2020?

On average, Powershop was within the high range of prices for small business gas offers within Australian Gas Networks Central distribution zone.

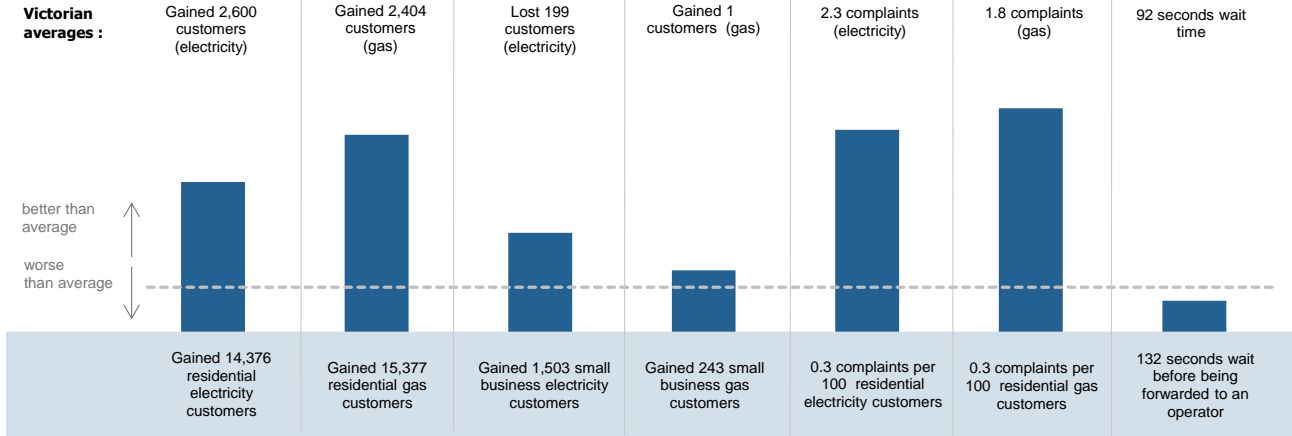
The lowest market offer was \$722 more than the median Victorian market offer and its most expensive market offer was \$748 more than the median Victorian market offer. Powershop had two market offers available on 30 June 2020, with \$26 difference between these two offers.



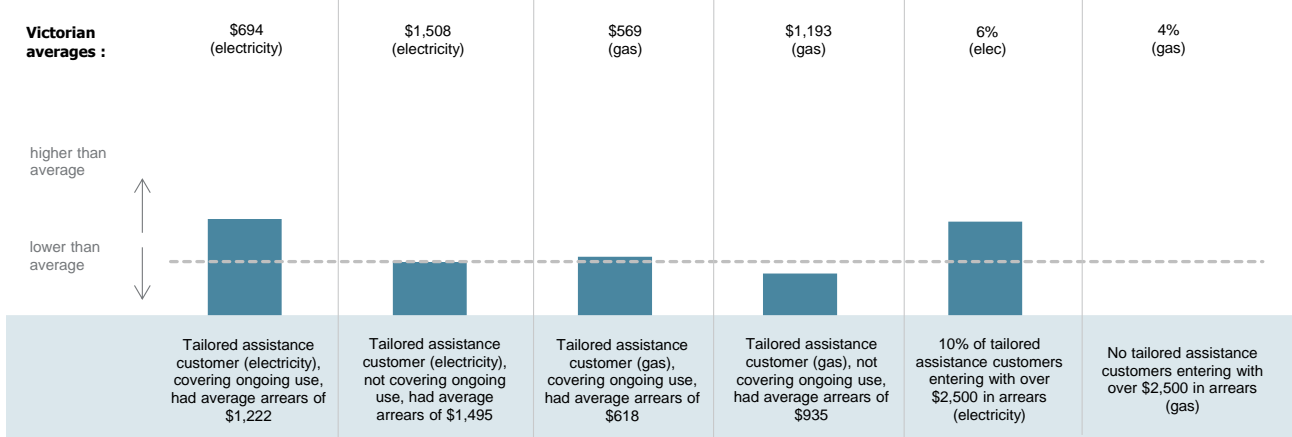


### How did Powershop perform in Victoria in 2019–20?

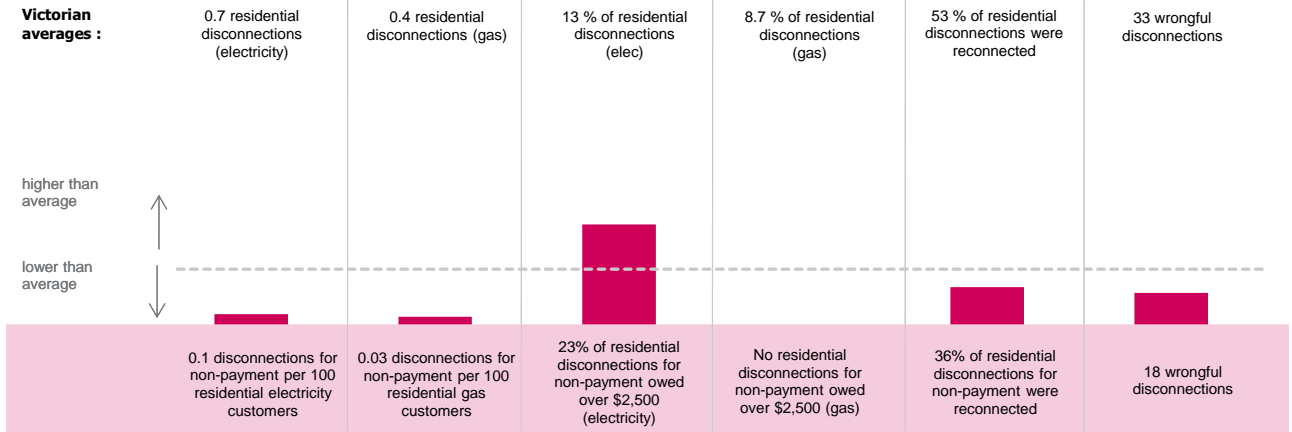
#### Market and service performance



#### Support to customers in payment difficulty



#### Disconnection of customers





# QEnergy



(as at 30 June 2020)

## QEnergy is a small retailer

QEnergy predominantly serves 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.

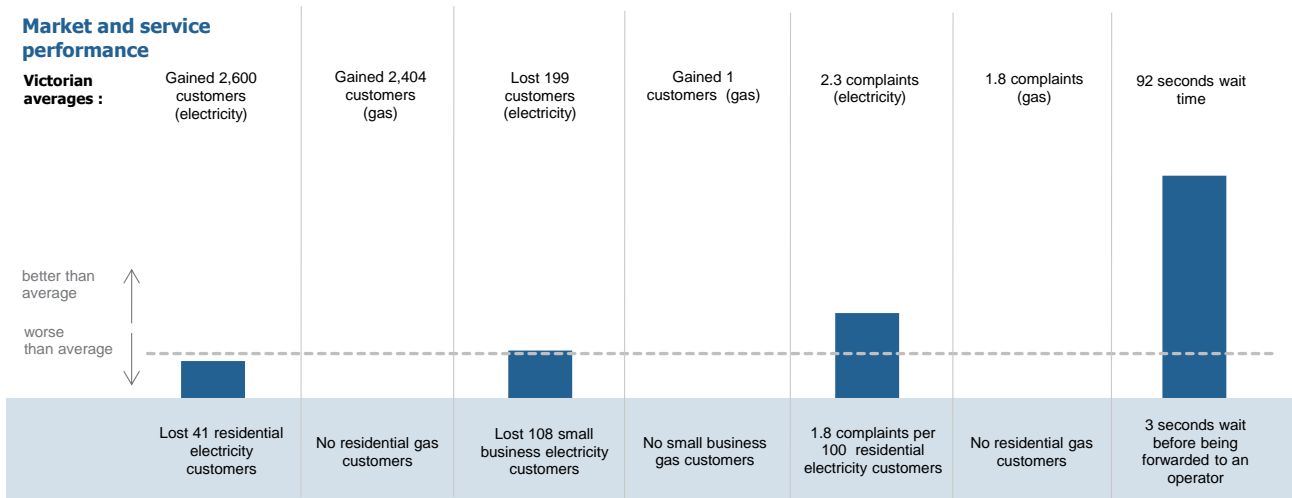
**492**  
residential electricity customers

**922**  
small business electricity customers

## What were the prices of QEnergy’s residential electricity offers on 30 June 2020?

QEnergy only offered the VDO to residential electricity customers on 30 June 2020.

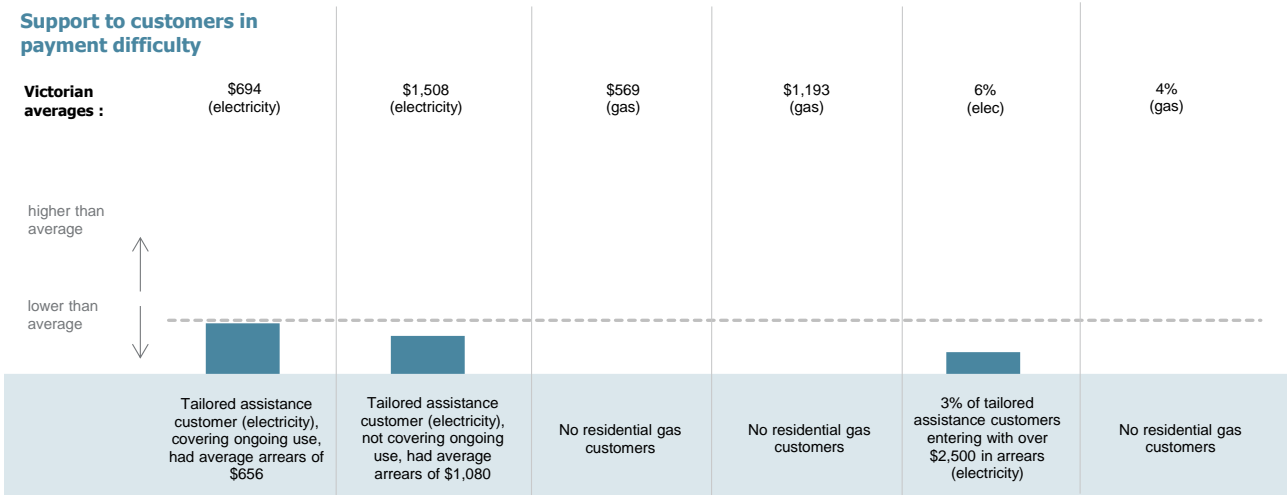
## How did QEnergy perform in Victoria in 2019–20?



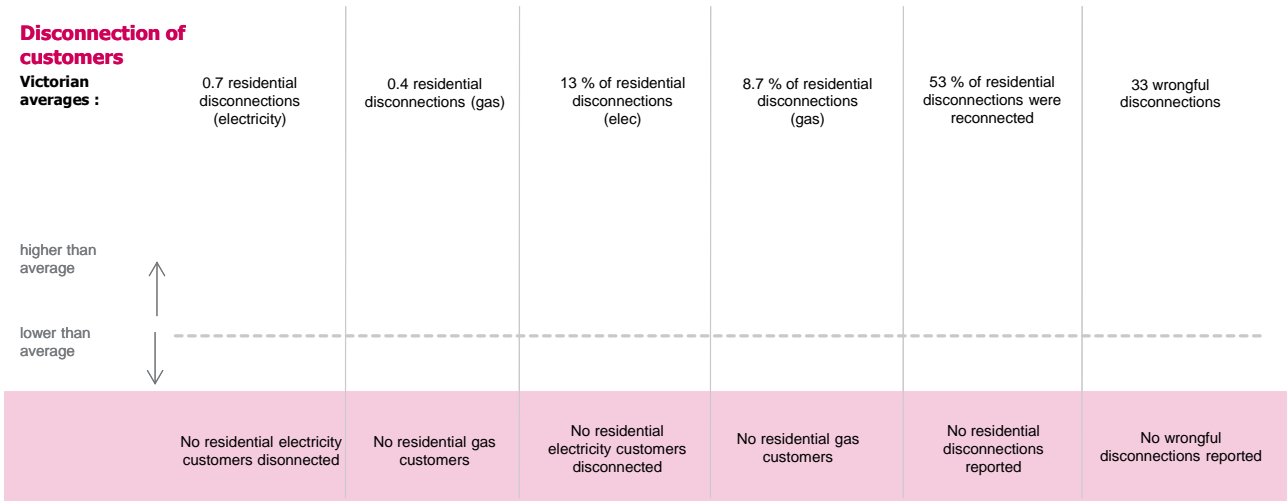




**Support to customers in payment difficulty**



**Disconnection of customers**





# Red Energy



## Red Energy is a large energy retailer

Red Energy was granted an electricity retail licence in 2004 and a gas retail licence in 2006. Red Energy also operates in 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.

(as at 30 June 2020)

**232,638**

residential electricity customers

**168,095**

residential gas customers

**8,812**

small business electricity customers

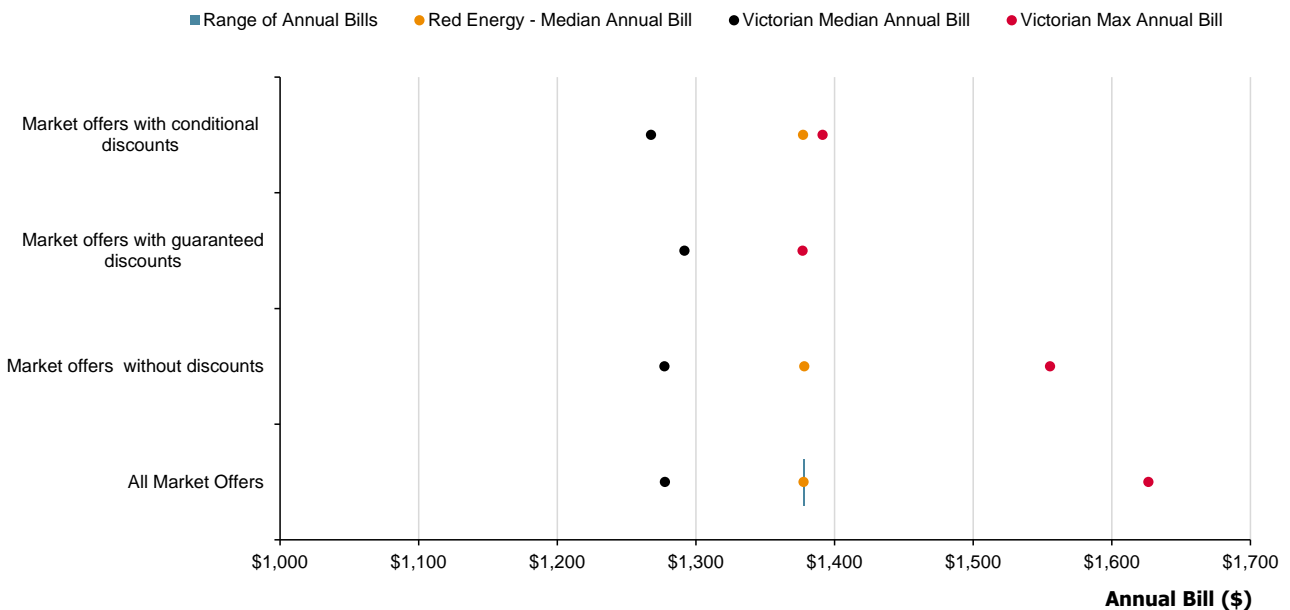
**1,777**

small business gas customers

## What were the prices of Red Energy’s residential electricity offers on 30 June 2020?

Red Energy was within the higher range of prices for residential electricity offers in Victoria within Citipower distribution zone.

The lowest offer was \$100 more than the median Victorian market. Red Energy had two different market offers available on 30 June 2020.

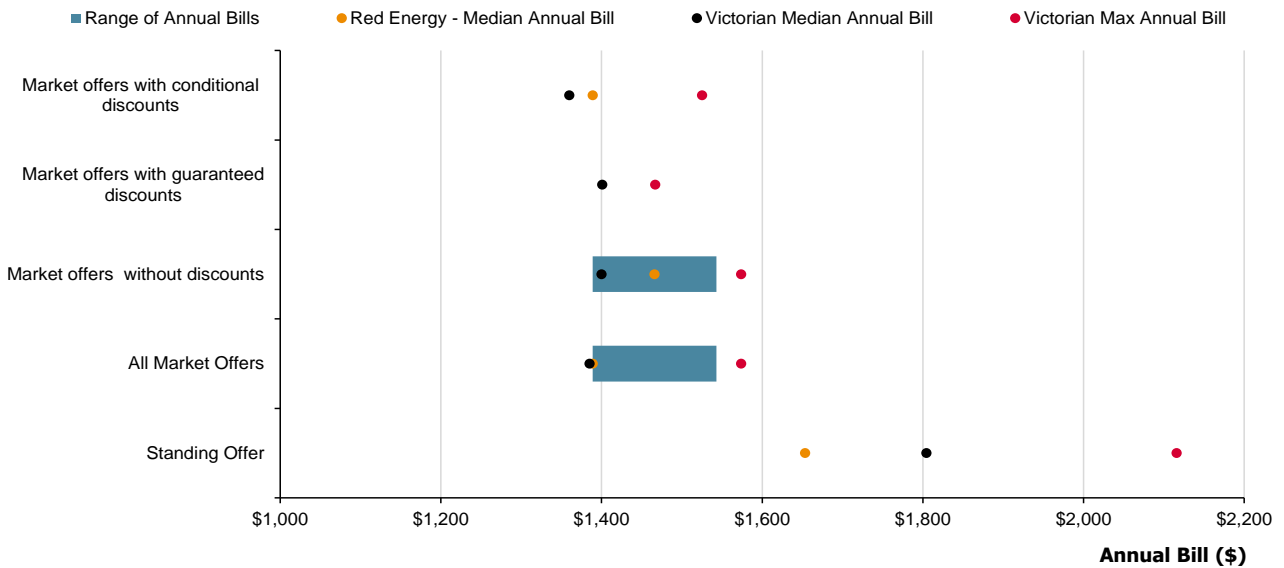




### What were the prices of Red Energy’s residential gas offers on 30 June 2020?

On average, Red Energy’s was within the mid to high range for residential gas offers within Australian Gas Networks Central distribution zone

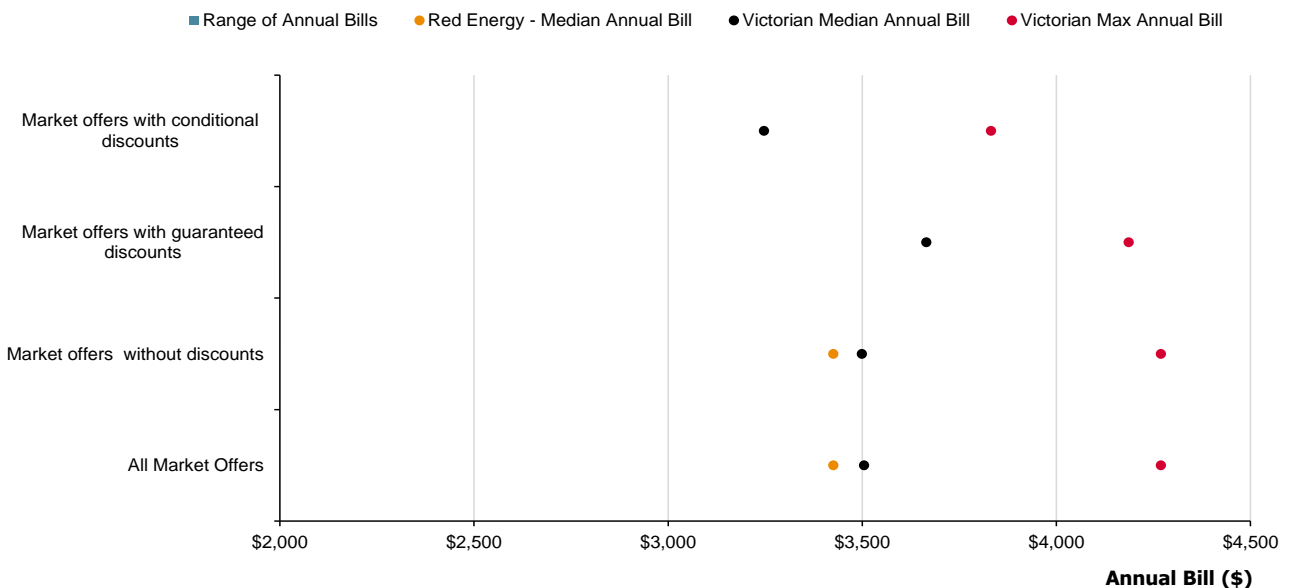
The lowest market offer was \$3 more than the median Victorian market offer and its most expensive market offer was \$158 more than the median Victorian market offer. Red Energy had three different market offers available on 30 June 2020, with \$154 difference between the most expensive and the cheapest offers.



### What were the prices of Red Energy’s small business electricity offers on 30 June 2020?

On average, Red Energy was within the mid-range for small business electricity offers within Citipower distribution zone.

The lowest market offer was \$79 less than the median Victorian market offer. Red Energy had one market offer available on 30 June 2020.

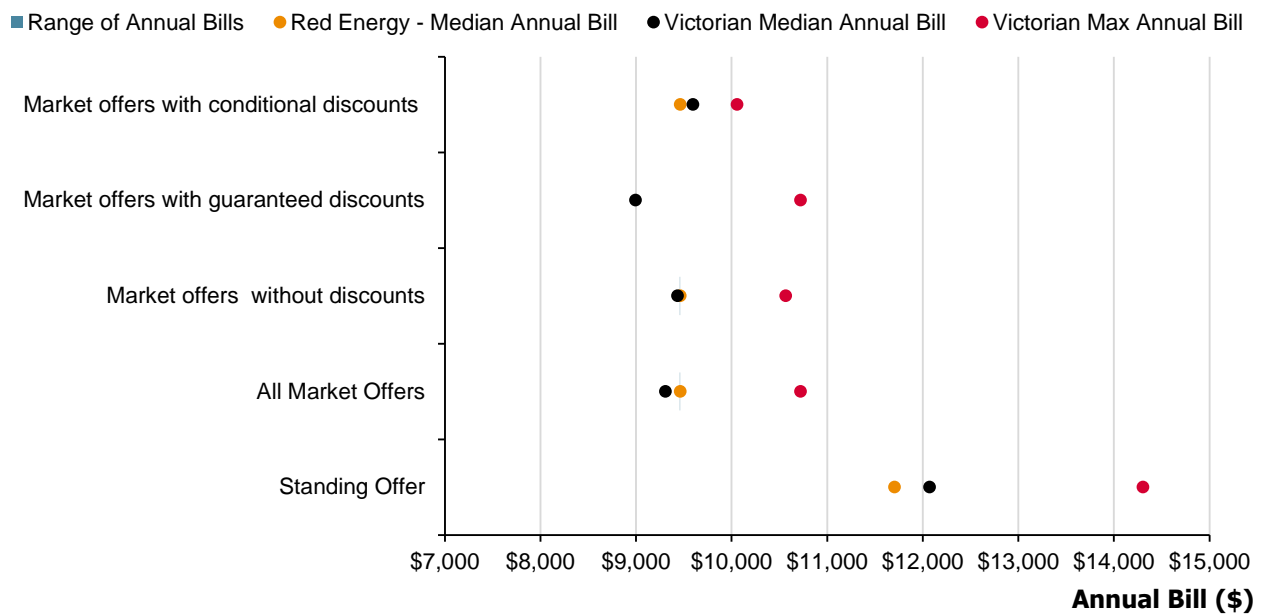




## What were the prices of Red Energy's small business gas offers on 30 June 2020?

On average, Red Energy was within the mid-range of prices for small business gas offers within Australian Gas Networks Central distribution zone.

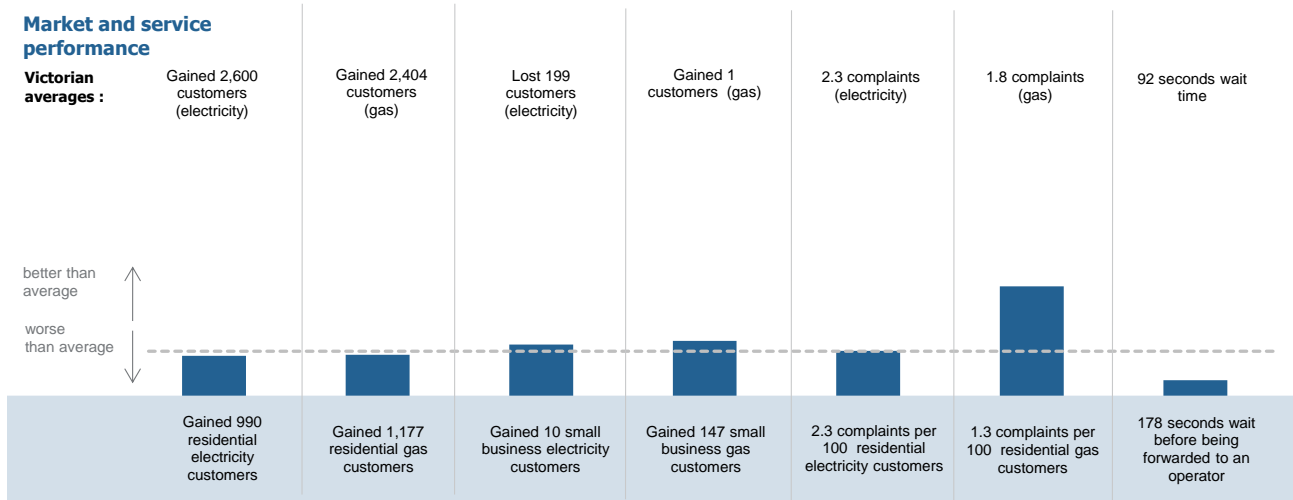
The lowest market offer was \$153 more than the median Victorian market offer and its most expensive market offer was \$156 more than the median Victorian market offer. Red Energy had three market offers available on 30 June 2020, with \$3 difference between the most expensive and the cheapest offers.



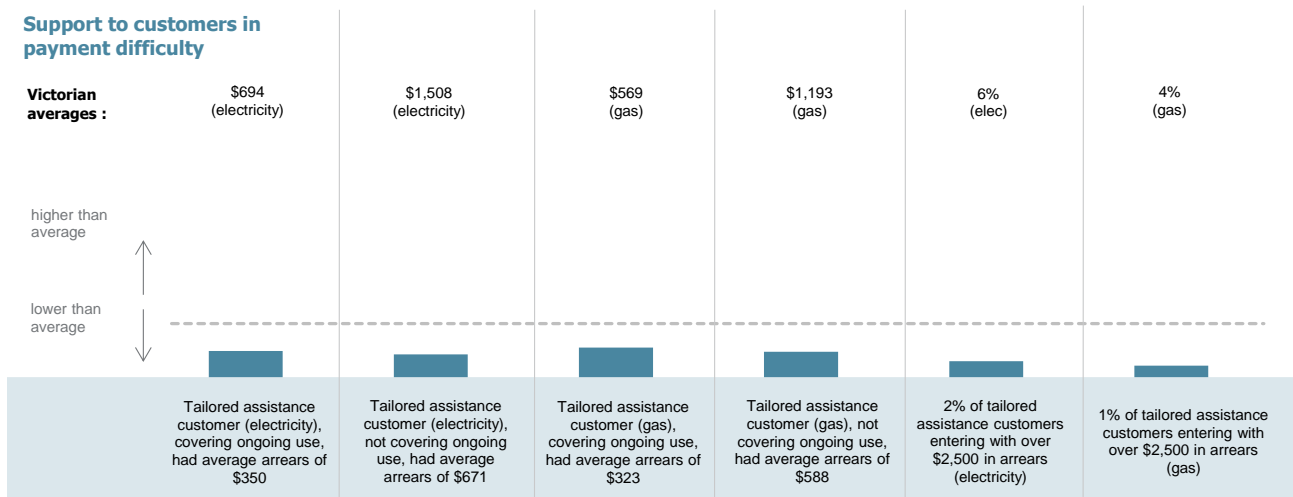


### How did Red Energy perform in Victoria in 2019–20?

#### Market and service performance



#### Support to customers in payment difficulty



#### Disconnection of customers





# Simply Energy



(as at 30 June 2020)

## Simply Energy is a large energy retailer

Simply Energy has been retailing electricity in Victoria since 2004. It has retail operations in New South Wales, Queensland and South Australia.

Simply Energy is a subsidiary of an incorporated joint venture co-owned by ENGIE and Mitsui & Co., Ltd. Mitsui and ENGIE have global interests in energy.

**250,439**  
residential electricity customers

**211,043**  
residential gas customers

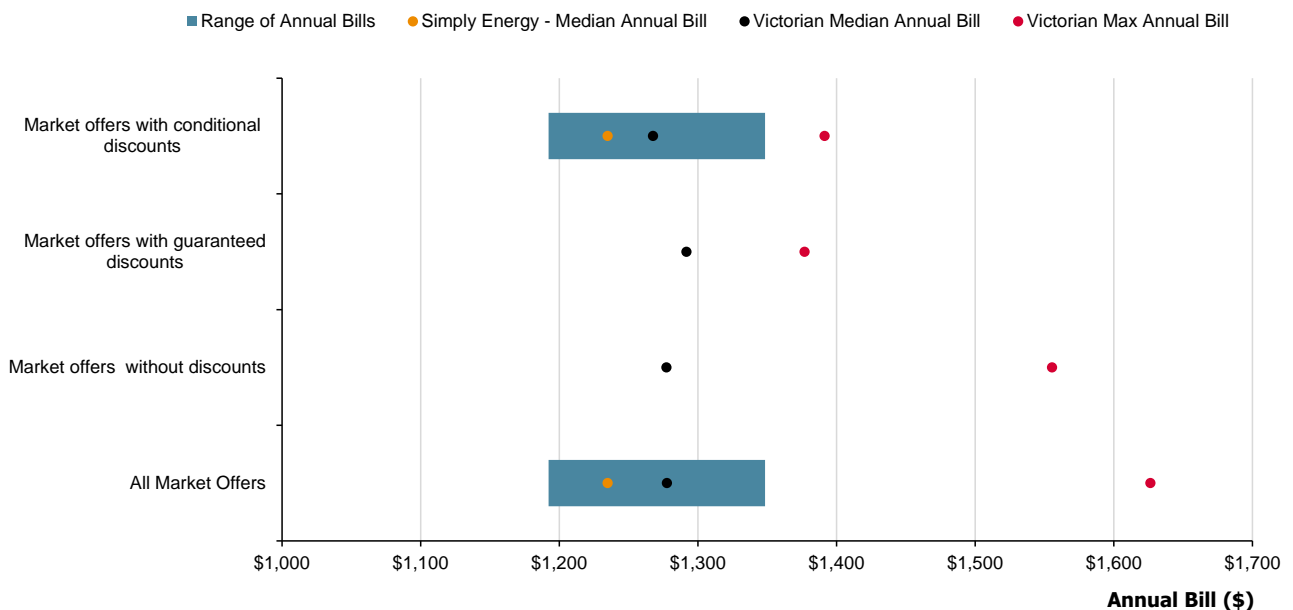
**13,980**  
small business electricity customers

**4,976**  
small business gas customers

## What were the prices of Simply Energy’s residential electricity offers on 30 June 2020?

Simply Energy was within the mid-range of prices for residential electricity offers in Victoria within Citipower distribution zone.

The lowest offer was \$85 less than the median Victorian market offer and its most expensive market offer was \$71 more than the median Victorian market offer. Simply Energy had six different market offers available on 30 June 2020, with \$156 difference between the most expensive and the cheapest offers.

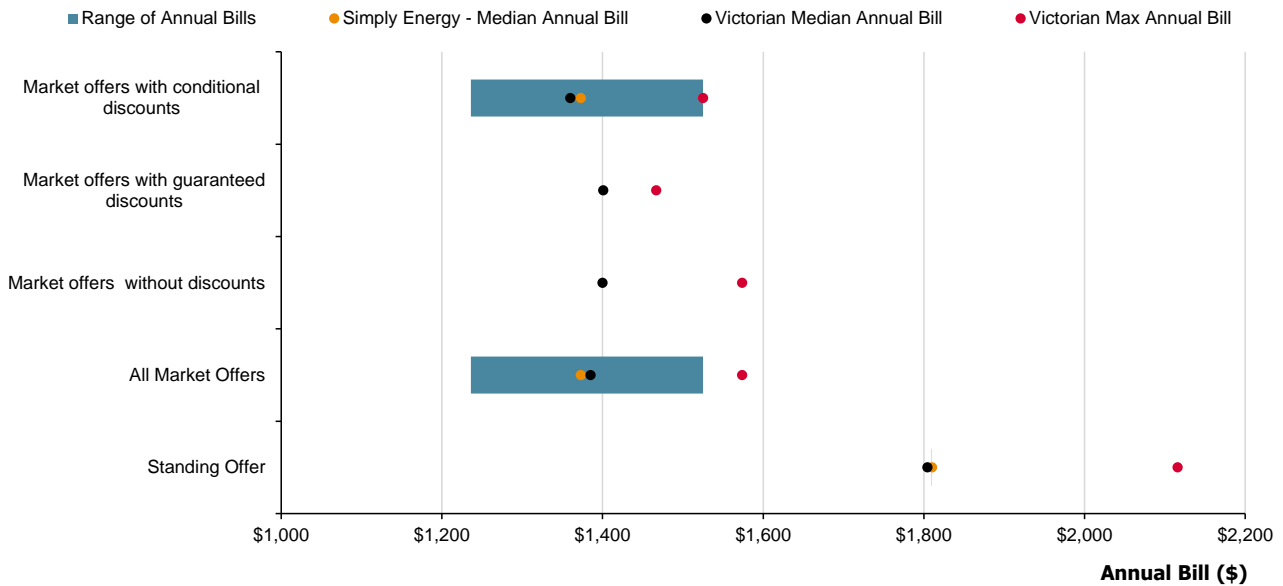




### What were the prices of Simply Energy’s residential gas offers on 30 June 2020?

On average, Simply Energy’s was within the mid-range for residential gas offers within Australian Gas Networks Central distribution zone.

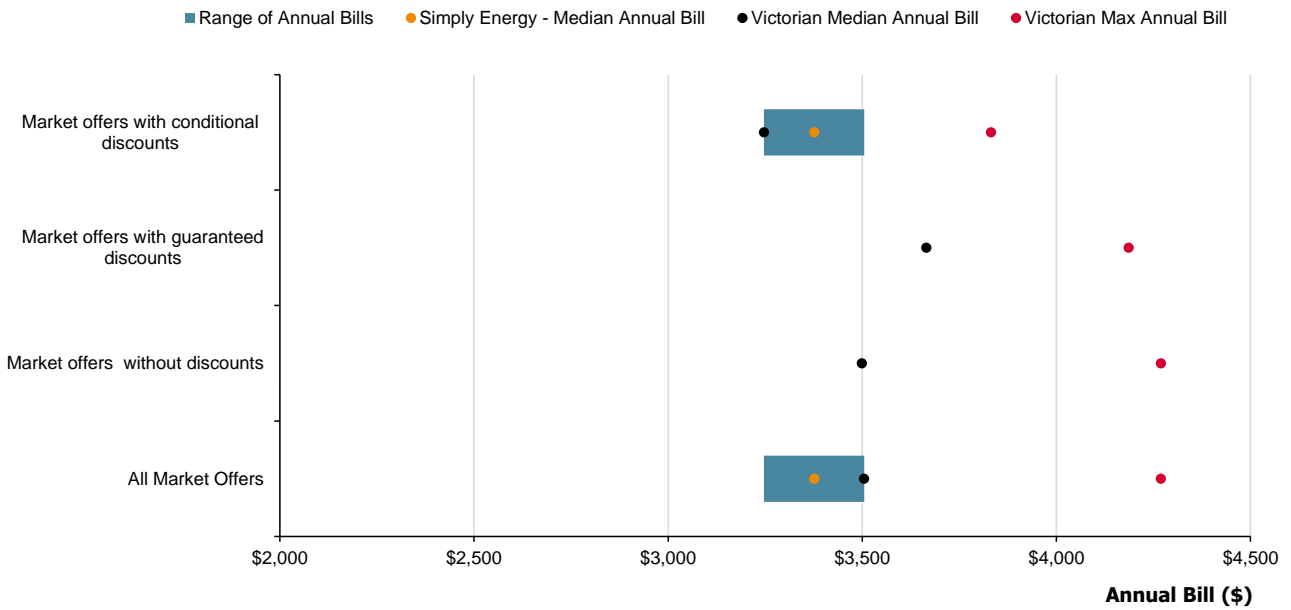
The lowest market offer was \$149 less than the median Victorian market offer and its most expensive market offer was \$140 more than the median Victorian market offer. Simply Energy had six different market offers available on 30 June 2020, with \$289 difference between the most expensive and the cheapest offers.



### What were the prices of Simply Energy’s small business electricity offers on 30 June 2020?

On average, Simply Energy was within the mid-range for small business electricity offers within Citipower distribution zone.

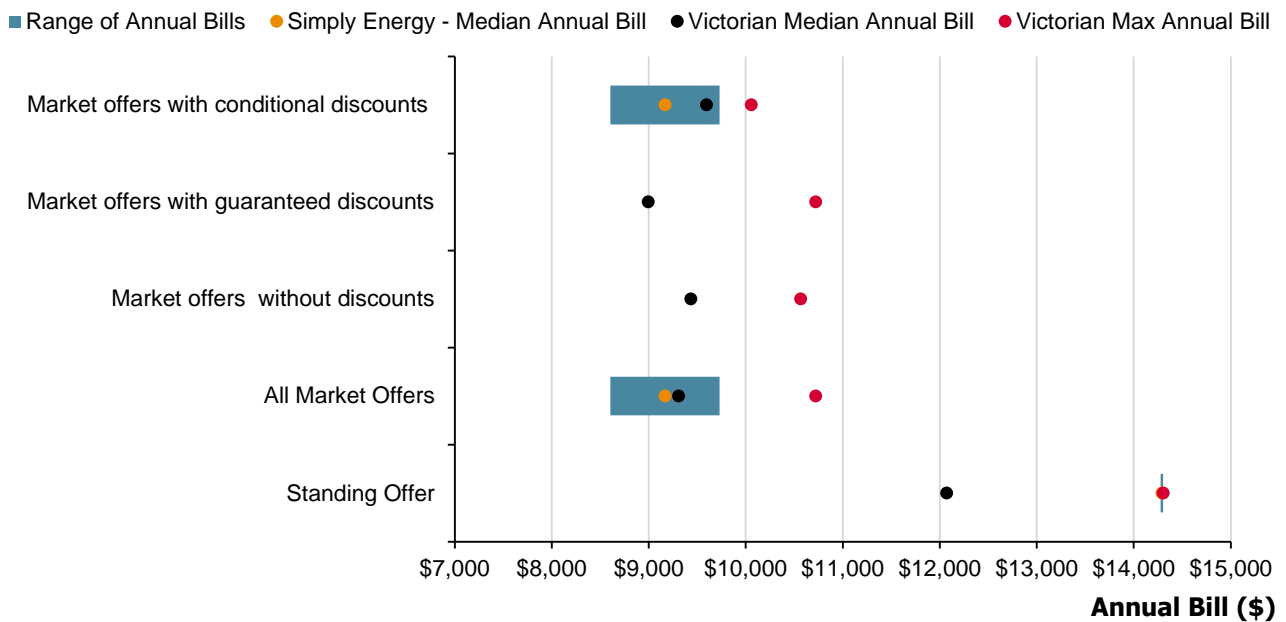
The lowest market offer was \$257 less than the median Victorian market offer. Simply Energy had two different market offers available on 30 June 2020, with \$258 difference between the two offers.



### What were the prices of Simply Energy’s small business gas offers on 30 June 2020?

Simply Energy had a wide range of prices for small business gas offers.

The lowest market offer was \$703 less than the median Victorian market offer and its most expensive market offer was \$423 more than the median Victorian market offer, within Australian Gas Networks Central distribution zone. Simply Energy had two market offers available on 30 June 2020, with \$1,127 difference between these two offers.

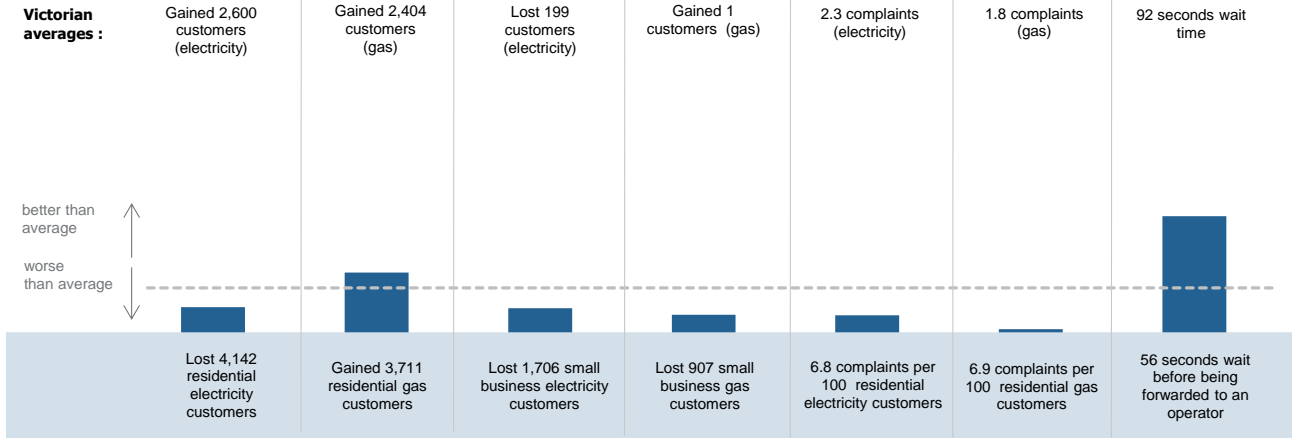




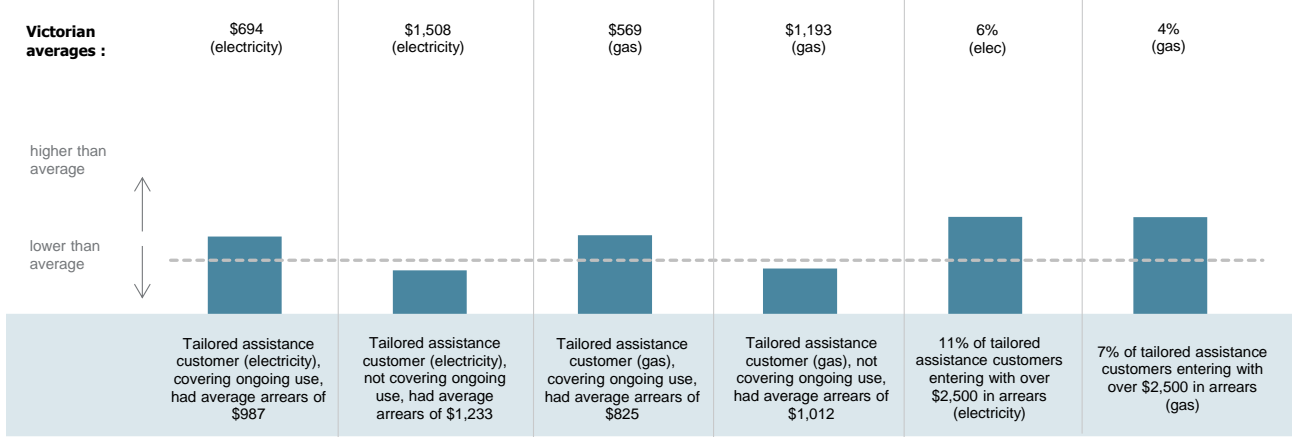


### How did Simply Energy perform in Victoria in 2019–20?

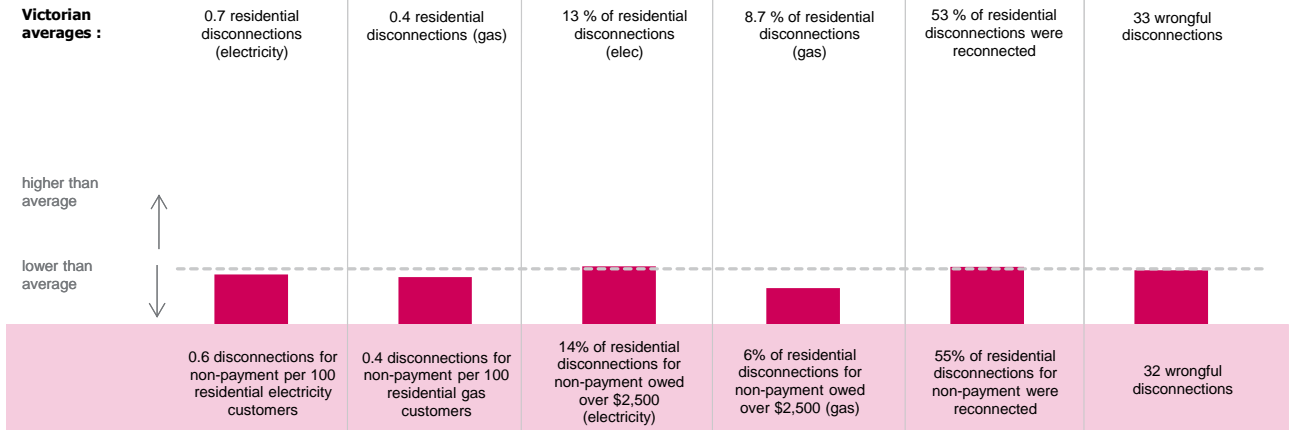
#### Market and service performance



#### Support to customers in payment difficulty



#### Disconnection of customers





# Sumo



(as at 30 June 2020)

## Sumo Power is a medium retailer

Sumo Power is a medium sized electricity retailer, predominantly serving the residential sector.

Sumo Power was granted an electricity retail licence in November 2014 and commenced operations in March 2015. It was also granted a gas retail licence in February 2017. Sumo Power also operates in New South Wales and Queensland.

Sumo Power is a privately owned company.

**32,601**  
residential electricity customers

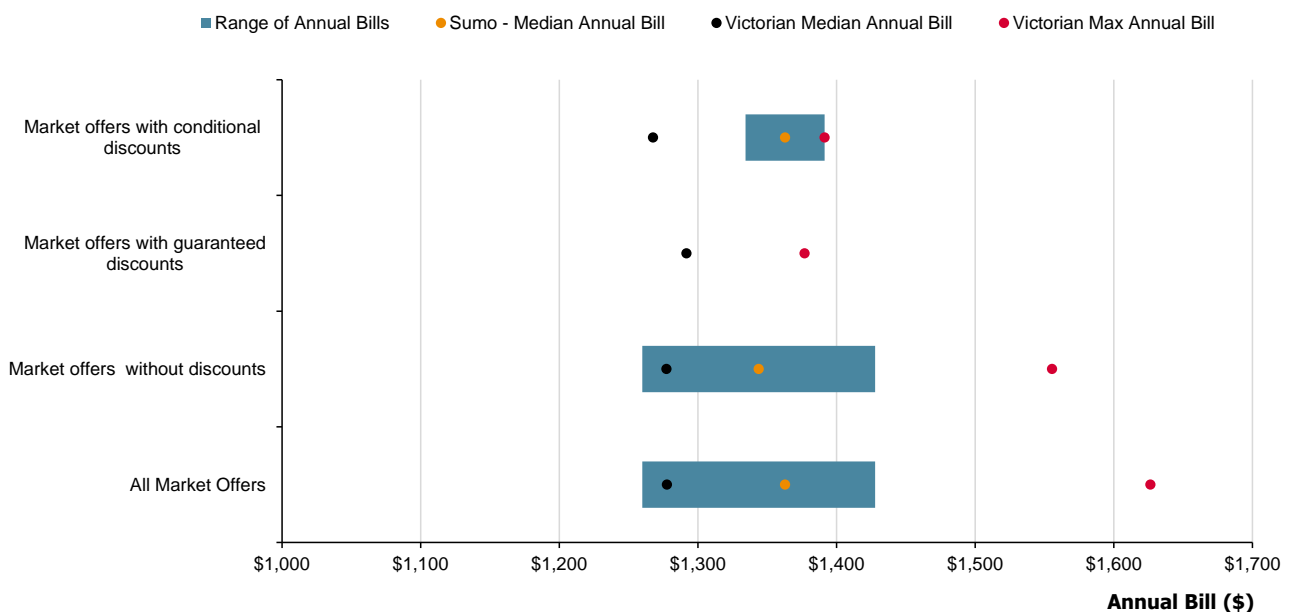
**22,902**  
residential gas customers

**1,225**  
small business electricity customers

## What were the prices of Sumo's residential electricity offers on 30 June 2020?

Sumo was within the mid-range of prices for residential electricity offers in Victoria within the Citipower distribution zone.

The lowest offer was \$18 less than the median Victorian market offer and its most expensive market offer was \$150 more than the median Victorian market offer. Sumo had four different market offers available on 30 June 2020, with \$168 difference between the most expensive and the cheapest offers.

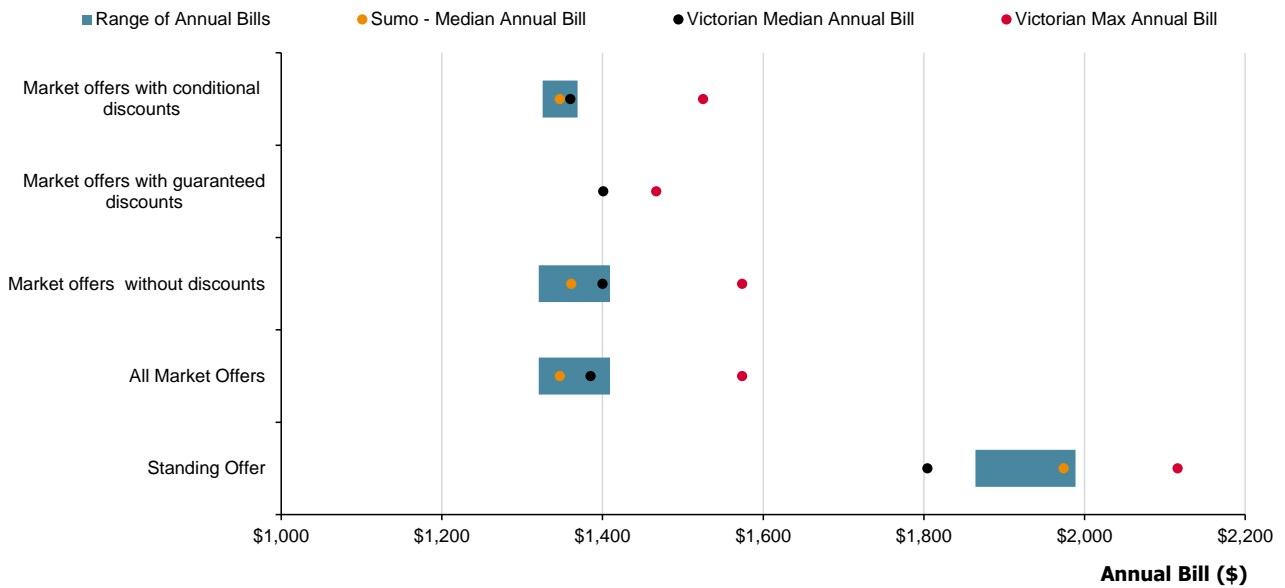




### What were the prices of Sumo’s residential gas offers on 30 June 2020?

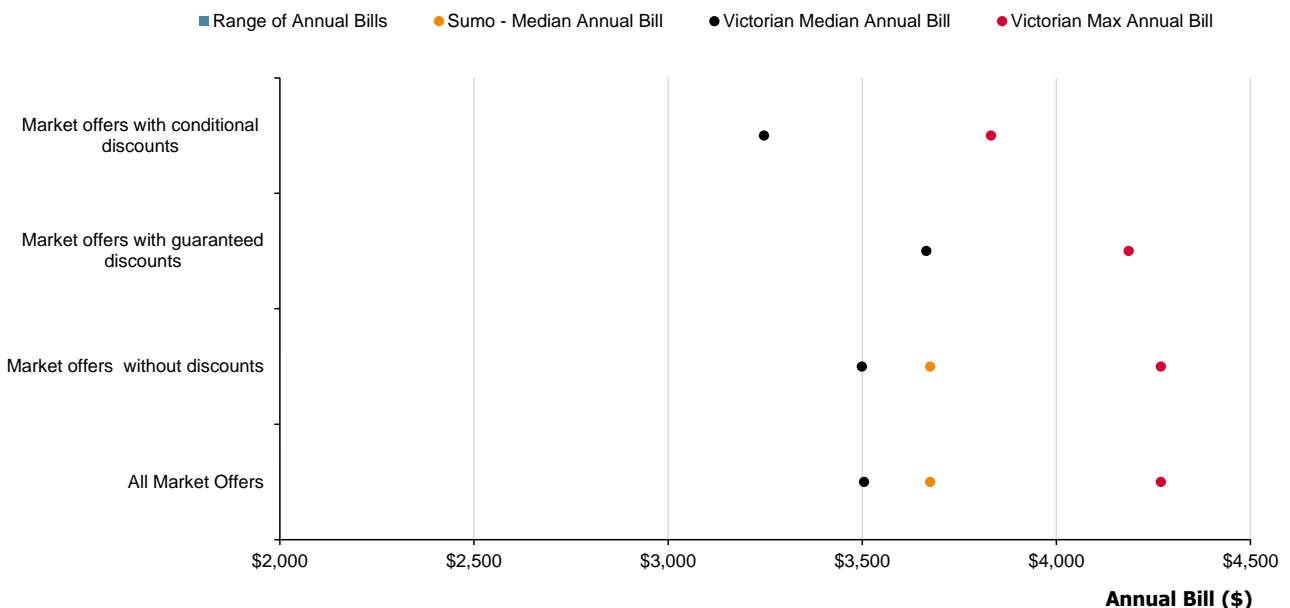
On average, Sumo was within the low range for residential gas offers within Australian Gas Networks Central distribution zone.

The lowest market offer was \$65 less than the median Victorian market offer and its most expensive market offer was \$24 more than the median Victorian market offer. Sumo had eight different market offers available on 30 June 2020, with \$89 difference between the most expensive and the cheapest offers.



### What were the prices of Sumo’s small business electricity offers on 30 June 2020?

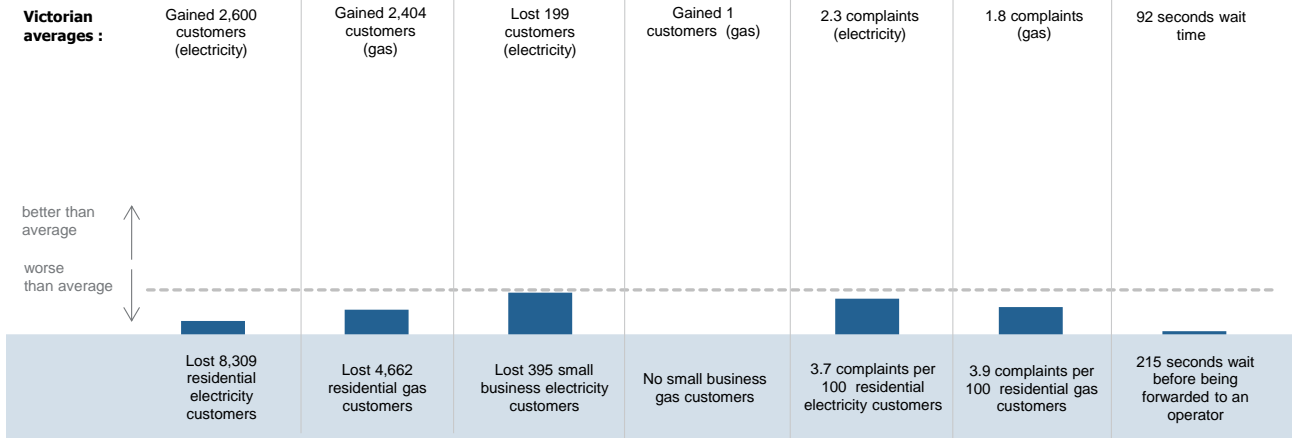
On average, Sumo was within the high range for small business electricity offers within Citipower distribution zone. The lowest market offer was \$170 more than the median Victorian market offer. Sumo had one market offer available on 30 June 2020.



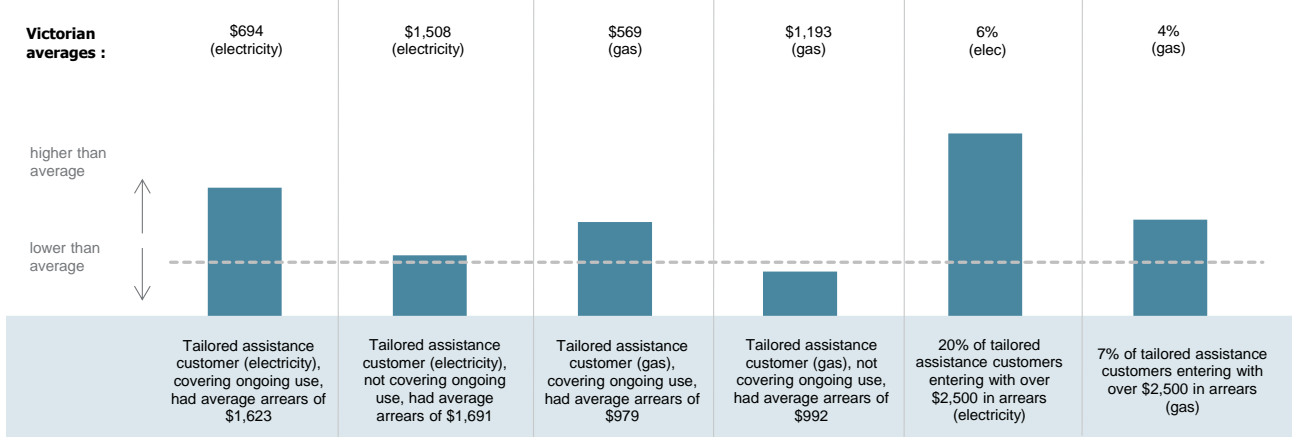


## How did Sumo Power perform in Victoria in 2019–20?

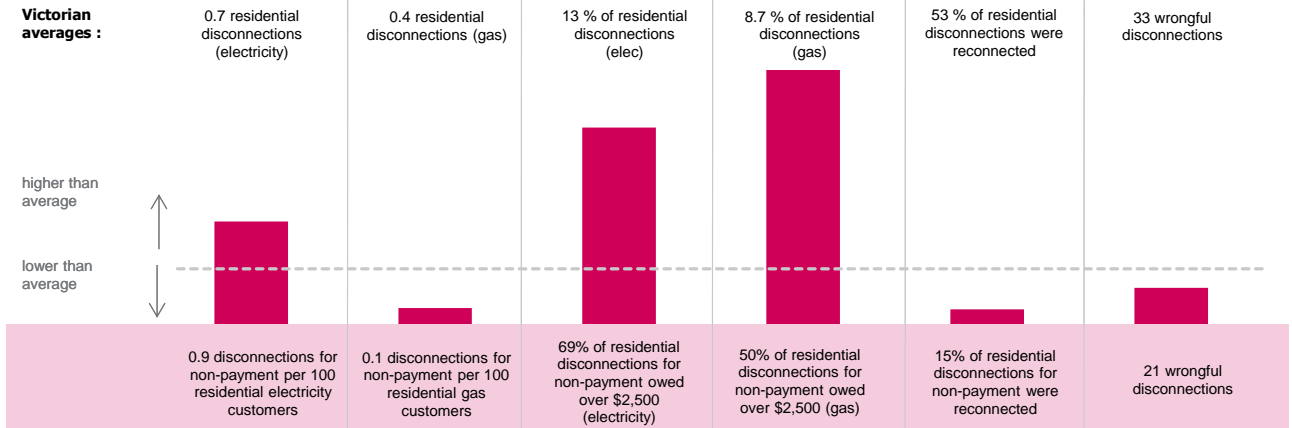
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





## Tango



(as at 30 June 2020)

**59,852**

residential electricity customers

**7,129**

small business electricity customers

### **Tango is a medium energy retailer**

Tango (formerly known as Pacific Hydro) was granted an electricity retail licence in August 2012. Tango also has energy retail operations in New South Wales, South Australia, and Queensland.

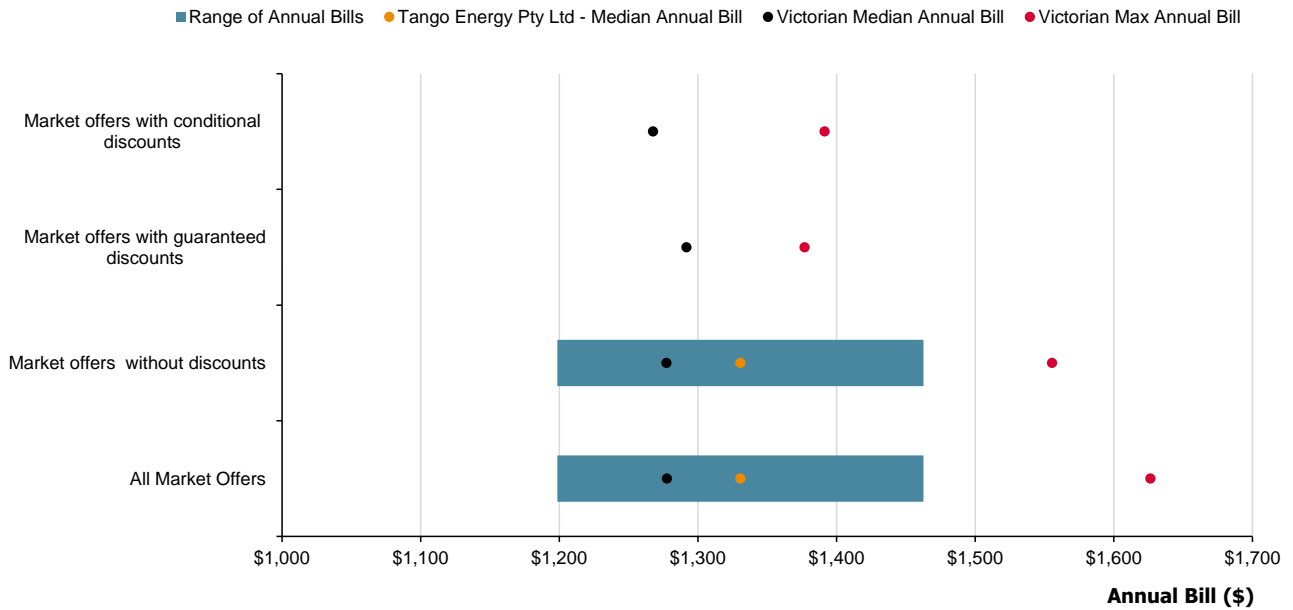
Tango's parent company, Pacific Hydro, and members of its broader corporate group holds wind, solar and hydro generating capacity in Australia as well as internationally. Previously owned by IFM Investors, Pacific Hydro and Tango were acquired by China's State Power Investment Corporation in January 2016.

### **What were the prices of Tango Energy's residential electricity offers on 30 June 2020?**

Tango Energy had one of the cheapest and one of the most expensive residential electricity offers in Victoria. The lowest offer was \$79 less than the median Victorian market offer and its most expensive market offer was \$185 more than the median Victorian market offer, within Citipower distribution zone. Tango Energy had two different market offers available on 30 June 2020, with



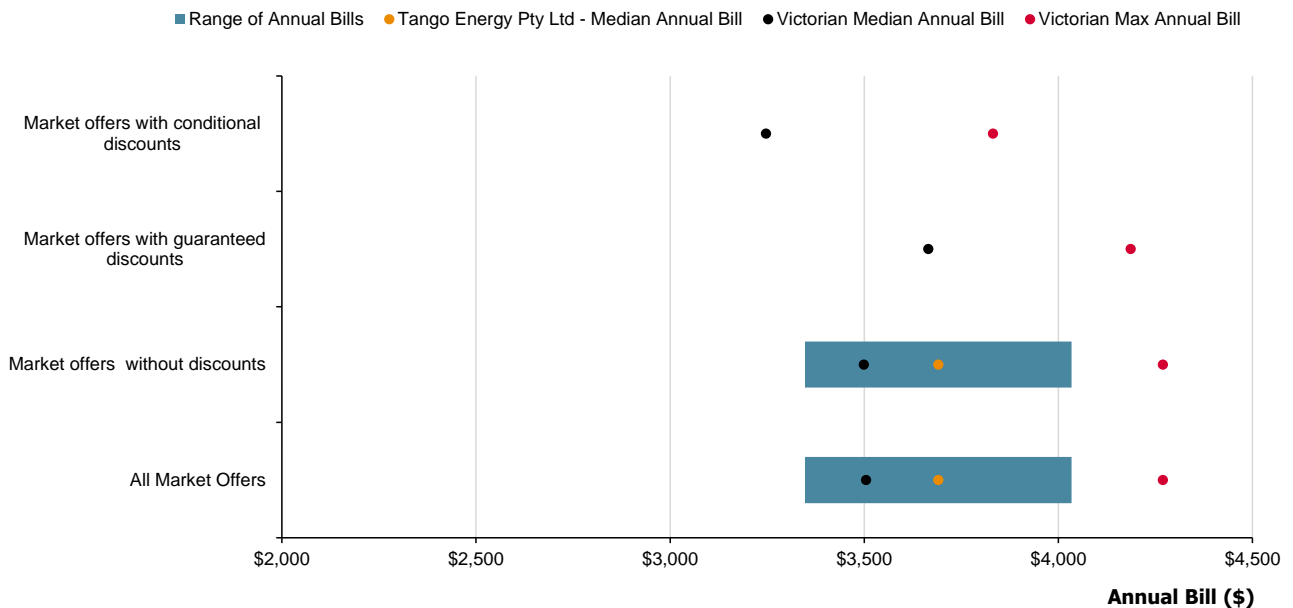
\$264 difference between these two offers.



### What were the prices of Tango Energy’s small business electricity offers on 30 June 2020?

On average, Tango Energy was within the mid to high range for small business electricity offers within Cltipower distribution zone.

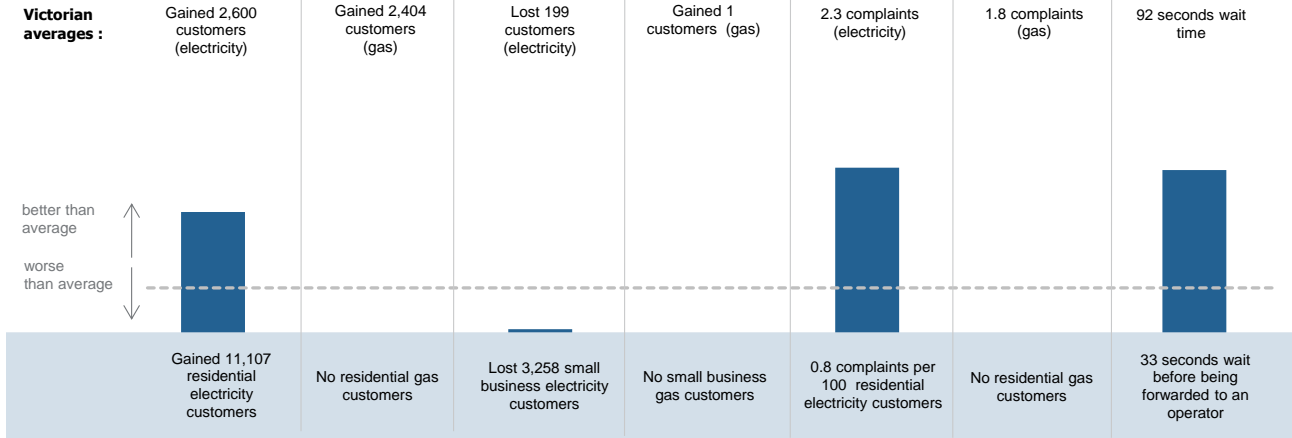
The lowest market offer was \$157 less than the median Victorian market offer and the most expensive market offer was \$529 more than the median Victorian market offer. Tango Energy had two different market offers available on 30 June 2020, with \$686 difference between the two offers.



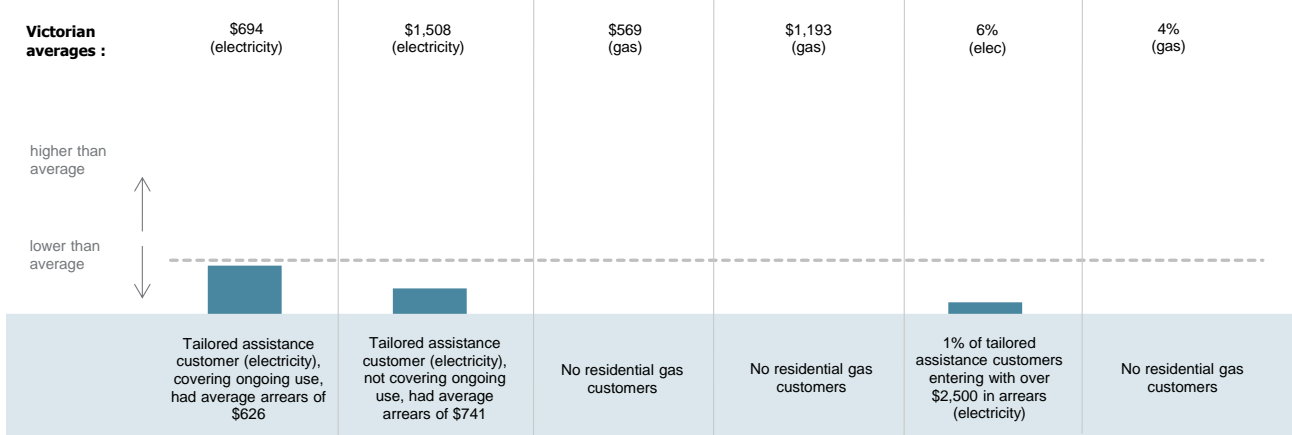


## How did Tango perform in Victoria in 2019–20?

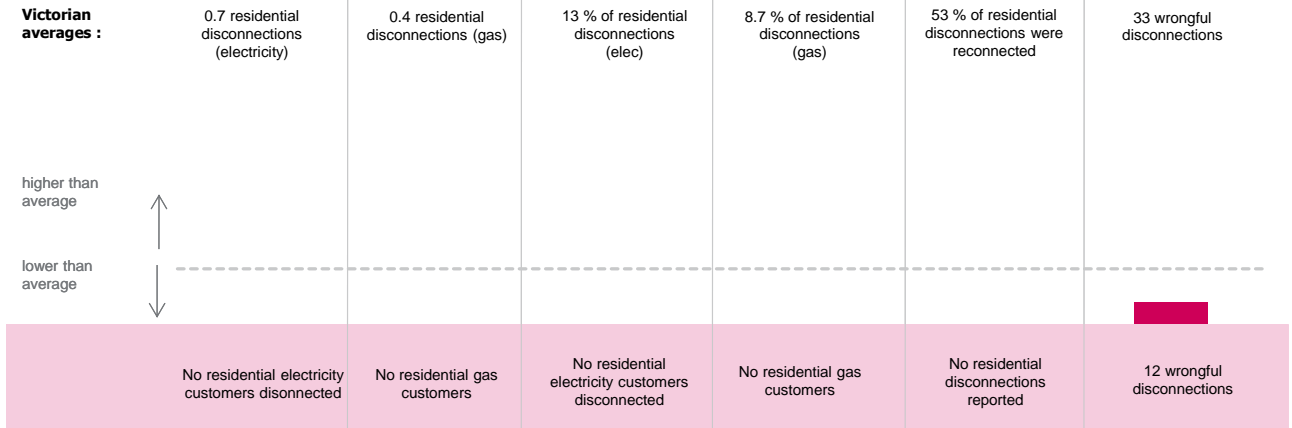
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





# Tas Gas



(as at 30 June 2020)

## Tas Gas is a small retailer

Tas Gas is a small sized gas retailer and was granted a licence in December 2016. Tas Gas can only retail gas to specific postcodes in Victoria.

Tas Gas also operates in Tasmania and is owned by Tas Gas Holdings Pty Ltd. In Victoria, Tas Gas only operates in the Gas Networks Victoria Pty Ltd distribution zone and is the sole retailer.

**779**

residential gas customers

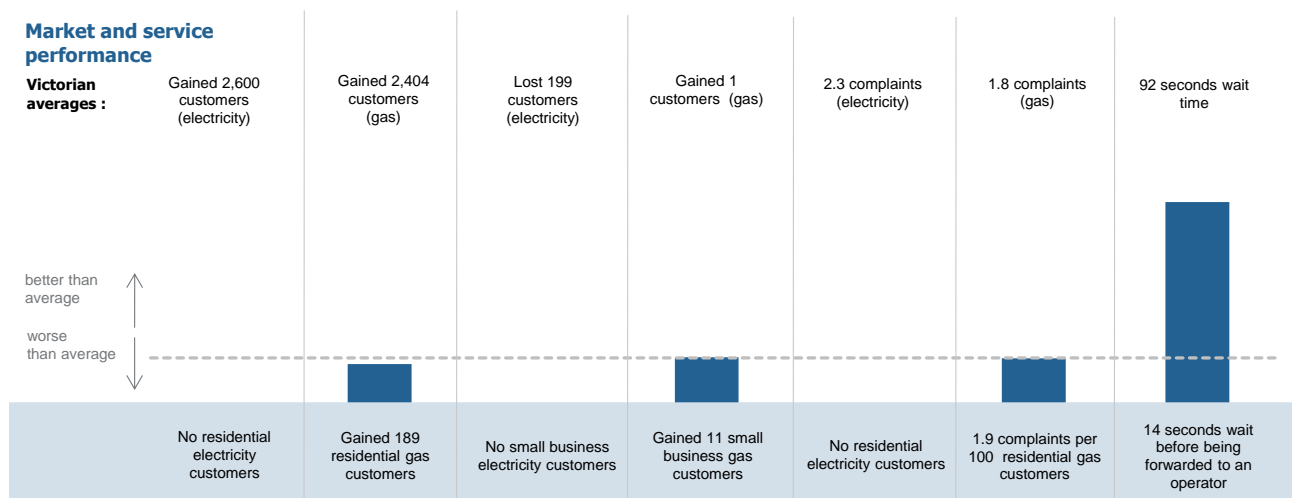
**20**

small business gas customers

## What were the prices of Tas Gas' residential gas offers on 30 June 2020?

Tas Gas only had one standing price offer for residential gas at \$1,729.

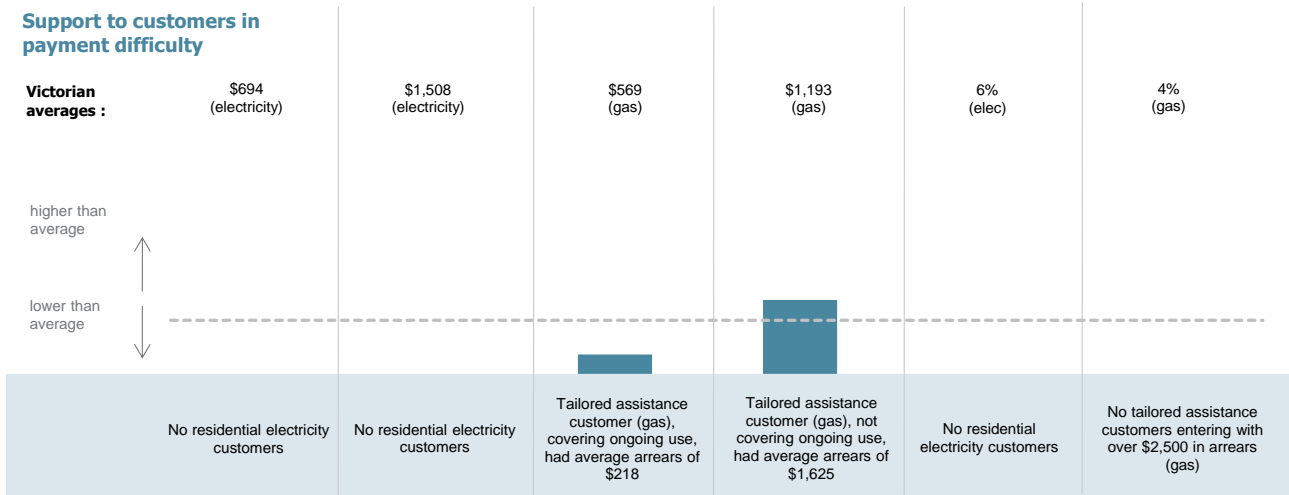
## How did Tas Gas perform in Victoria in 2019–20?



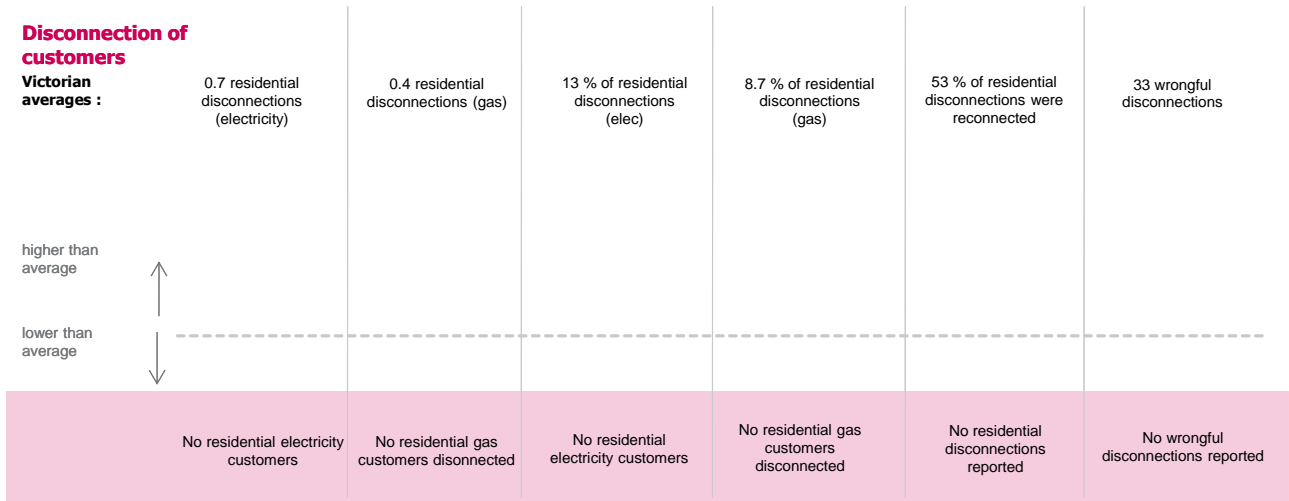




**Support to customers in payment difficulty**



**Disconnection of customers**





# WIN Energy



(as at 30 June 2020)

## WIN Energy is an embedded network retailer

**2**  
residential electricity customers

WIN Energy was granted electricity retail licences in June 2013 and operates as an embedded network operator.

### How did WIN Energy perform in Victoria in 2019–20?

#### Market and service performance

<b>Victorian averages :</b>	Gained 2,600 customers (electricity)	Gained 2,404 customers (gas)	Lost 199 customers (electricity)	Gained 1 customers (gas)	2.3 complaints (electricity)	1.8 complaints (gas)	92 seconds wait time
better than average							
worse than average							
	Gained 1 residential electricity customers	No residential gas customers	No small business electricity customers	No small business gas customers	No residential electricity complaints	No residential gas customers	No calls forwarded

#### Support to customers in payment difficulty

<b>Victorian averages :</b>	\$694 (electricity)	\$1,508 (electricity)	\$569 (gas)	\$1,193 (gas)	6% (elec)	4% (gas)
higher than average						
lower than average						
	No tailored assistance customers (electricity), covering ongoing use	No tailored assistance customers (electricity), not covering ongoing use	No residential gas customers	No residential gas customers	No tailored assistance customers entering with over \$2,500 in arrears (electricity)	No residential gas customers



## Retailer profiles

<b>Disconnection of customers</b>						
<b>Victorian averages :</b>	0.7 residential disconnections (electricity)	0.4 residential disconnections (gas)	13 % of residential disconnections (elec)	8.7 % of residential disconnections (gas)	53 % of residential disconnections were reconnected	33 wrongful disconnections
higher than average	↑ ↓					
lower than average						
	No residential electricity customers disconnected	No residential gas customers	No residential electricity customers disconnected	No residential gas customers	No residential disconnections reported	No wrongful disconnections reported