



Appendix: Performance of energy businesses

This Victorian Energy Market Report 2018-19 appendix provides information about the performance of energy retailers in key areas of service and operation.



About this appendix

This appendix is part of the *Victorian Energy Market Report 2018-19*. It provides information about the performance of individual retailers and the energy retail industry 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

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Retailer performance indicators

The data in this appendix 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.

1. Energy markets

This section provides the data from 2018-19 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 2018-19 with previous financial years

1.1. Retailer participation (residential customers)

		Electricity				Gas			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	✓	✓	✓	✓	✓	✓	✓	✓
	EnergyAustralia	✓	✓	✓	✓	✓	✓	✓	✓
	Origin Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Lumo Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Red Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Simply Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Alinta Energy	✓	✓	✓	✓	✓	✓	✓	✓
Medium	Click Energy and amaysim	✓	✓	✓	✓	✓	✓	✓	✓
	Dodo	✓	✓	✓	✓	✓	✓	✓	✓
	Momentum Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Powerdirect	✓	✓	✓	✓				
	Powershop	✓	✓	✓	✓			✓	✓
	Sumo	✓	✓	✓	✓			✓	✓
	Tango Energy	✓	✓	✓	✓				
Small	1st Energy		✓	✓	✓				
	Blue NRG	✓	✓	✓	✓				
	CovaU	✓	✓	✓	✓	✓	✓	✓	✓
	Diamond Energy	✓	✓	✓	✓				
	Globird	✓	✓	✓	✓				✓
	Next Business Energy	✓	✓	✓	✓				
	Online Power & Gas	✓	✓	✓	✓				
	People Energy	✓	✓	✓	✓				
	QEnergy	✓	✓	✓	✓				
	Tas Gas						✓	✓	✓
	Energy Locals				✓				
	Powerclub				✓				
	Elysian Energy				✓				
	Onsite Energy Solutions			✓	✓				
	WIN Energy		✓	✓	✓				
Sun Retail	✓	✓	✓	✓					

1.2. Retailer participation (small business customers)

This table details which retailer participated in the Victorian energy market by fuel and customer segment, for small business customers.

		Electricity				Gas			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	✓	✓	✓	✓	✓	✓	✓	✓
	EnergyAustralia	✓	✓	✓	✓	✓	✓	✓	✓
	Origin Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Lumo Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Red Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Simply Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Alinta Energy	✓	✓	✓	✓	✓	✓	✓	✓
Medium	Click Energy and amaysim	✓	✓	✓	✓	✓	✓	✓	✓
	Dodo	✓	✓	✓	✓	✓	✓	✓	✓
	Momentum Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Powerdirect	✓	✓	✓	✓				
	Powershop	✓	✓	✓	✓			✓	✓
	Sumo	✓	✓	✓	✓			✓	✓
	Tango Energy	✓	✓	✓	✓				
Small	1st Energy		✓	✓	✓				
	Blue NRG	✓	✓	✓	✓				
	CovaU	✓	✓	✓	✓	✓	✓	✓	✓
	Diamond Energy	✓	✓	✓	✓				
	Globird	✓	✓	✓	✓				✓
	Next Business Energy	✓	✓	✓	✓				
	Online Power & Gas	✓	✓	✓	✓				
	People Energy	✓	✓	✓	✓				
	QEnergy	✓	✓	✓	✓				
	Tas Gas						✓	✓	✓
	EnergyAustralia Yallourn	✓	✓	✓	✓				
	AGL Sales (Qld)	✓	✓	✓	✓				
	Elysian Energy				✓				
	Stanwell Corporation	✓	✓	✓	✓				
	ERM Business Energy	✓	✓	✓	✓	✓	✓	✓	✓
Sun Retail	✓	✓	✓	✓					

1.3. Retailer participation (large business customers)

This table details which retailer participated in the Victorian energy market by fuel and customer segment, for large business customers.

		Electricity				Gas			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	✓	✓	✓	✓	✓	✓	✓	✓
	EnergyAustralia	✓	✓	✓	✓	✓	✓	✓	✓
	Origin Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Lumo Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Red Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Simply Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Alinta Energy	✓	✓	✓	✓	✓	✓	✓	✓
Medium	Click Energy and amaysim	✓	✓	✓	✓	✓	✓	✓	✓
	Dodo	✓	✓	✓	✓	✓	✓	✓	✓
	Momentum Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Powerdirect	✓	✓	✓	✓				
	Powershop	✓	✓	✓	✓			✓	✓
	Sumo	✓	✓	✓	✓			✓	✓
	Tango Energy	✓	✓	✓	✓				
Small	1st Energy		✓	✓	✓				
	Blue NRG	✓	✓	✓	✓				
	CovaU	✓	✓	✓	✓	✓	✓	✓	✓
	Diamond Energy	✓	✓	✓	✓				
	Globird	✓	✓	✓	✓				✓
	Next Business Energy	✓	✓	✓	✓				
	Online Power & Gas	✓	✓	✓	✓				
	People Energy	✓	✓	✓	✓				
	QEnergy	✓	✓	✓	✓				
	Weston Energy							✓	✓
	EnergyAustralia Yallourn	✓	✓	✓	✓				
	AGL Sales (Qld)	✓	✓	✓	✓				
	Elysian Energy				✓				
	Stanwell Corporation	✓	✓	✓	✓				
	ERM Business Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Macquarie Bank	✓	✓	✓	✓				
	Progressive Green Energy	✓	✓	✓	✓				
	WIN Energy		✓	✓	✓				
Delta Electricity			✓	✓					
Sun Retail	✓	✓	✓	✓					

1.4. Residential customers

This table details how many customers each retailer has in the Victorian energy market by fuel and customer segment, for residential customers.

		Electricity				Gas			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	533,231	537,819	550,904	557,035	517,856	516,570	514,851	510,396
	EnergyAustralia	477,011	461,761	455,419	425,406	420,435	409,406	403,839	383,839
	Origin Energy	484,353	470,254	456,467	437,638	378,709	367,990	351,975	331,740
	Lumo Energy	188,517	181,033	167,353	146,120	153,426	150,067	143,921	129,695
	Red Energy	216,877	221,483	232,396	232,135	140,748	147,972	160,092	165,206
	Simply Energy	202,646	218,420	240,087	245,725	160,001	178,159	197,770	201,908
	Alinta Energy	74,199	74,362	89,412	151,215	42,187	43,392	53,066	90,740
Medium	Click Energy and amaysim	29,777	34,375	39,297	45,033	12,114	21,076	28,278	33,156
	Dodo	49,948	52,585	46,832	41,134	38,601	42,365	39,065	34,599
	Momentum Energy	59,409	69,933	79,464	88,111	20,726	40,018	54,324	61,934
	Powerdirect	34,863	36,643	32,588	31,109	-	-	-	-
	Powershop	44,872	55,794	57,471	59,301	-	-	48	13,862
	Sumo	4,086	15,764	27,721	42,021	-	-	5,039	23,270
	Tango Energy	459	1,506	11,547	37,934	-	-	-	-
Small	1st Energy	-	2360.25	6,400	6,026	-	-	-	-
	Blue NRG	85	71	71	36	-	-	-	-
	CovaU	159	229	281	407	43	143	247	350
	Diamond Energy	3,975	4,667	3,941	3,554	-	-	-	-
	Globird	1,347	7,750	12,795	24,590	-	-	-	10,129
	Next Business Energy	79	191	156	115	-	-	-	-
	Online Power & Gas	3,910	5,556	0	0	-	-	-	-
	People Energy	6,980	8,952	9,158	7,768	-	-	-	-
	QEnergy	867	757	857	679	-	-	-	-
	Tas Gas	-	-	-	-	-	1	89	385
	Energy Locals	-	-	-	40	-	-	-	-
	Powerclub	-	-	-	27	-	-	-	-
	Elysian Energy	-	-	-	20	-	-	-	-
	Onsite Energy Solutions	-	-	7	5	-	-	-	-
	WIN Energy	-	0	0	1	-	-	-	-
Sun Retail	2	3	1	0	-	-	-	-	
TOTAL		2,417,650	2,462,268	2,520,627	2,583,187	1,884,844	1,917,159	1,952,604	1,991,209

1.5. Small business customers

This table details how many customers each retailer has in the Victorian energy market by fuel and customer segment, for small business customers.

		Electricity				Gas			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	38,276	38,396	48,493	51,481	14,793	16,002	16,463	16,210
	EnergyAustralia	40,089	41,822	42,900	38,191	11,548	10,861	10,438	9,306
	Origin Energy	70,714	71,381	70,630	71,895	18,526	20,097	21,042	23,409
	Lumo Energy	14,034	17,004	14,920	12,535	2,264	2,689	2,833	2,432
	Red Energy	7,597	7,638	8,064	8,610	3,156	2,638	2,256	1,673
	Simply Energy	22,283	23,506	20,495	16,575	9,092	9,582	8,358	6,355
	Alinta Energy	2,437	967	2,300	7,818	6	4	20	155
Medium	Click Energy and amaysim	525	894	1,377	2,211	25	154	256	428
	Dodo	2,492	2,698	1,880	1,823	0	0	0	0
	Momentum Energy	36,819	30,004	29,494	27,355	1,903	3,237	3,736	4,021
	Powerdirect	13,009	12,108	10,654	8,567	-	-	-	-
	Powershop	2,994	3,497	3,690	3,805	-	-	0	106
	Sumo	68	1,355	2,263	1,594	-	-	0	0
	Tango Energy	337	439	1,891	7,175	-	-	-	-
Small	1st Energy	-	564	1,321	840	-	-	-	-
	Blue NRG	7,344	8,114	7,538	6,005	-	-	-	-
	CovaU	372	424	401	432	105	326	315	460
	Diamond Energy	196	207	177	211	-	-	-	-
	Globird	203	830	1,018	1,176	-	-	-	55
	Next Business Energy	1,044	1,559	1,872	2,609	-	-	-	-
	Online Power & Gas	2,230	4,810	0	0	-	-	-	-
	People Energy	218	334	388	330	-	-	-	-
	QEnergy	4,233	3,610	1,974	1,275	-	-	-	-
	Tas Gas	-	-	-	-	-	0	1	5
	EnergyAustralia Yallourn	0	0	91	238	-	-	-	-
	AGL Sales (Qld)	0	19	0	0	-	-	-	-
	Elysian Energy	-	-	-	6	-	-	-	-
	Stanwell Corporation	0	0	1	0	-	-	-	-
	ERM Business Energy	6,641	7,987	5,639	4,190	0	0	0	0
	Sun Retail	27	16	17	9	-	-	-	-
TOTAL		274,183	280,183	279,487	276,954	61,417	65,589	65,717	64,617

1.6. Large business customers

This table details how many customers each retailer has in the Victorian energy market by fuel and customer segment, for large business customers.

		Electricity				Gas			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	8,806	8,912	10,013	12,035	267	574	1,478	1,503
	EnergyAustralia	2,915	2,835	3,744	3,316	1,088	758	817	845
	Origin Energy	12,107	13,070	12,063	11,964	1,331	1,352	1,507	1,570
	Lumo Energy	2,168	1,957	1,726	1,247	83	99	93	208
	Red Energy	2,977	3,187	3,183	3,713	19	20	123	24
	Simply Energy	3,008	2,666	2,118	1,370	151	156	154	156
	Alinta Energy	342	195	341	1,584	0	8	25	84
Medium	Click Energy and amaysim	62	53	52	83	-	2	6	5
	Dodo	87	206	146	138	0	0	0	0
	Momentum Energy	9,706	8,022	7,457	6,881	132	107	115	131
	Powerdirect	4,633	2,711	1,874	1,443	-	-	-	-
	Powershop	427	507	513	489	-	-	0	0
	Sumo	10	230	399	140	-	-	0	0
	Tango Energy	323	533	747	1,013	-	-	-	-
Small	1st Energy	-	156.5	326	135	-	-	-	-
	Blue NRG	2,548	2,615	2,180	1,981	-	-	-	-
	CovaU	167	239	269	276	0	0	0	0
	Diamond Energy	17	20	24	27	-	-	-	-
	Globird	21	39	38	32	-	-	-	1
	Next Business Energy	124	360	763	1,416	-	-	-	-
	Online Power & Gas	290	664	0	0	-	-	-	-
	People Energy	14	30	50	60	-	-	-	-
	QEnergy	602	5	237	125	-	-	-	-
	Weston Energy	-	-	-	-	-	-	6	11
	EnergyAustralia Yallourn	4,353	4,249	3,455	2,952	-	-	-	-
	AGL Sales (Qld)	99	92	95	93	-	-	-	-
	Elysian Energy	-	-	-	2	-	-	-	-
	Stanwell Corporation	19	85	379	551	-	-	-	-
	ERM Business Energy	4,695	5,176	5,344	5,853	19	18	10	1
	Macquarie Bank	15	13	16	2	-	-	-	-
	Progressive Green Energy	129	195	262	262	-	-	-	-
	WIN Energy	-	41	27	25	-	-	-	-
Delta Electricity	-	-	0	1	-	-	-	-	
Sun Retail	65	14	9	7	-	-	-	-	
TOTAL		60,727	59,076	57,850	59,215	3,089	3,093	4,332	4,538

1.7. Residential market share

This table details the percentage of market share for each retailer in the Victorian energy market by fuel and customer segment, for residential customers.

		Electricity				Gas			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	22%	22%	22%	22%	27%	27%	26%	26%
	EnergyAustralia	20%	19%	18%	16%	22%	21%	21%	19%
	Origin Energy	20%	19%	18%	17%	20%	19%	18%	17%
	Lumo Energy	8%	7%	7%	6%	8%	8%	7%	7%
	Red Energy	9%	9%	9%	9%	7%	8%	8%	8%
	Simply Energy	8%	9%	10%	10%	8%	9%	10%	10%
	Alinta Energy	3%	3%	4%	6%	2%	2%	3%	5%
Medium	Click Energy and amaysim	1%	1%	2%	2%	1%	1%	1%	2%
	Dodo	2%	2%	2%	2%	2%	2%	2%	2%
	Momentum Energy	2%	3%	3%	3%	1%	2%	3%	3%
	Powerdirect	1%	1%	1%	1%	-	-	-	-
	Powershop	2%	2%	2%	2%	-	-	0%	1%
	Sumo	0%	1%	1%	2%	-	-	0%	1%
	Tango Energy	0%	0%	0%	1%	-	-	-	-
Small	1st Energy	-	0%	0%	0%	-	-	-	-
	Blue NRG	0%	0%	0%	0%	-	-	-	-
	CovaU	0%	0%	0%	0%	0%	0%	0%	0%
	Diamond Energy	0%	0%	0%	0%	-	-	-	-
	Globird	0%	0%	1%	1%	-	-	-	1%
	Next Business Energy	0%	0%	0%	0%	-	-	-	-
	Online Power & Gas	0%	0%	0%	0%	-	-	-	-
	People Energy	0%	0%	0%	0%	-	-	-	-
	QEnergy	0%	0%	0%	0%	-	-	-	-
	Tas Gas	-	-	-	-	-	0%	0%	0%
	Energy Locals	-	-	-	0%	-	-	-	-
	Powerclub	-	-	-	0%	-	-	-	-
	Elysian Energy	-	-	-	0%	-	-	-	-
	Onsite Energy Solutions	-	-	0%	0%	-	-	-	-
	WIN Energy	-	0%	0%	0%	-	-	-	-
Sun Retail	0%	0%	0%	0%	-	-	-	-	
TOTAL		100%	100%	100%	100%	100%	100%	100%	100%

Note: percentages have been rounded to the nearest figure.

1.8. Distribution of customers by offer type (electricity)

This table shows the percentage of electricity customers on standing and market offers with retailers that existed before the market was opened to competition or with a new retailer that has entered since then.

Residential					Small Business			
Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Standard Contract								
ex-local' retailer	8%	6%	5%	5%	16%	15%	14%	13%
new retailers	1%	1%	0%	0%	1%	2%	2%	2%
Market contract								
ex-local' retailer	54%	53%	53%	50%	38%	39%	44%	46%
new retailers	37%	40%	42%	45%	44%	44%	40%	40%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Note: percentage figures are rounded.

1.9. Distribution of customers by offer type (gas)

This table shows the percentage of gas customers on standing and market offers with retailers that existed before the market was opened to competition or with a new retailer that has entered since then.

Residential					Small Business			
Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Standard Contract								
ex-local' retailer	10%	8%	7%	6%	22%	18%	16%	15%
new retailers	1%	0%	0%	0%	0%	1%	1%	1%
Market contract								
ex-local' retailer	60%	59%	58%	56%	51%	54%	57%	61%
new retailers	30%	32%	34%	38%	27%	28%	26%	23%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Note: percentage figures are rounded.

2. Payment difficulties

This section provides the data from 2018-19 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 2018-19 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

2.1. Hardship instalment payment plans (total monthly average) – electricity

This table shows residential electricity customers in hardship programs who are paying by instalments on a payment plan with their retailer.

		Hardship instalment plans				Per 100 customers			
	Retailer	2015-16	2016-17	2017-18	2018-19*	2015-16	2016-17	2017-18	2018-19*
Large	AGL	8,199	9,594	8,194	7,264	1.54	1.78	1.49	1.31
	EnergyAustralia	4,204	2,646	2,551	2,881	0.88	0.57	0.56	0.66
	Origin Energy	4,169	4,149	6,145	7,405	0.86	0.88	1.35	1.68
	Lumo Energy	1,417	763	628	628	0.75	0.42	0.38	0.42
	Red Energy	745	704	686	812	0.34	0.32	0.29	0.35
	Simply Energy	2,411	2,871	2,982	2,306	1.19	1.31	1.24	0.96
	Alinta Energy	351	630	1,039	1,232	0.47	0.85	1.16	0.85
Medium	Click Energy and amaysim	160	156	228	225	0.54	0.46	0.58	0.52
	Dodo	611	578	484	426	1.22	1.10	1.03	1.02
	Momentum Energy	186	413	341	344	0.31	0.59	0.43	0.41
	Powerdirect	2	243	187	130	0.01	0.66	0.57	0.42
	Powershop	137	239	106	61	0.30	0.43	0.18	0.11
	Sumo	0	5	160	251	-	0.03	0.58	0.62
	Tango Energy	0	0	10	29	-	-	0.08	0.10
Small	1st Energy	-	0	56	40	-	0.02	0.87	0.64
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	0	4	2	-	0.16	1.53	0.65	-
	Diamond Energy	4	7	8	13	0.09	0.14	0.21	0.34
	Globird	-	51	63	87	-	0.65	0.49	0.37
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	4	15	-	-	0.09	0.27	-	-
	People Energy	8	10	7	9	0.11	0.11	0.08	0.11
	QEnergy	15	19	44	41	1.67	2.49	5.14	5.11
	Tas Gas	-	-	-	-	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		22,622	23,096	23,920	24,182	0.94	0.94	0.95	0.94

2.2. Non hardship instalment payment plans (total monthly average) – electricity

This table shows residential electricity customers who are not in hardship programs but are paying by instalments on a payment plan with their retailer.

		Non hardship instalment plans				Per 100 customers			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	2,581	3,909	15,912	8,027	0.48	0.73	2.89	1.45
	EnergyAustralia	45,702	43,180	34,820	32,057	9.58	9.35	7.65	7.38
	Origin Energy	2,424	4,487	4,796	4,067	0.50	0.95	1.05	0.92
	Lumo Energy	2,861	2,582	1,980	1,395	1.52	1.43	1.18	0.93
	Red Energy	3,490	3,639	4,256	4,779	1.61	1.64	1.83	2.05
	Simply Energy	5,932	5,115	4,670	4,418	2.93	2.34	1.94	1.83
	Alinta Energy	2,025	1,029	889	884	2.73	1.38	0.99	0.61
Medium	Click Energy and amaysim	245	273	291	346	0.82	0.79	0.74	0.80
	Dodo	5	10	10	6	0.01	0.02	0.02	0.01
	Momentum Energy	191	908	1,267	2,846	0.32	1.30	1.59	3.37
	Powerdirect	158	388	452	313	0.45	1.06	1.39	1.00
	Powershop	169	348	358	347	0.38	0.62	0.62	0.60
	Sumo	0	93	228	284	-	0.59	0.82	0.71
	Tango Energy	6	0	23	72	1.23	0.01	0.20	0.25
Small	1st Energy	-	7	157	60	-	0.28	2.46	0.96
	Blue NRG	-	0	-	-	-	0.35	-	-
	CovaU	2	4	3	7	1.52	1.71	1.10	1.56
	Diamond Energy	16	35	57	57	0.41	0.74	1.45	1.55
	Globird	-	-	-	-	-	-	-	-
	Next Business Enerav	0	0	0	-	0.21	0.09	0.11	-
	Online Power & Gas	12	25	-	-	0.30	0.45	-	-
	People Energy	183	67	88	69	2.62	0.75	0.96	0.89
	QEnergy	15	32	49	18	1.73	4.19	5.76	2.26
	Tas Gas	-	-	-	-	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		66,017	66,128	70,307	60,050	2.73	2.69	2.79	2.34

2.3. All instalment payment plans (total monthly average) – electricity

This table shows all residential electricity customers who paying by instalments on a payment plan with their retailer.

		All instalment plans				Per 100 customers			
Retailer		2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	10,780	13,503	24,106	15,290	2.02	2.51	4.38	2.76
	EnergyAustralia	49,906	45,826	37,370	34,938	10.46	9.92	8.21	8.04
	Origin Energy	6,594	8,636	10,941	11,472	1.36	1.84	2.40	2.60
	Lumo Energy	4,278	3,346	2,607	2,023	2.27	1.85	1.56	1.35
	Red Energy	4,235	4,343	4,941	5,591	1.95	1.96	2.13	2.40
	Simply Energy	8,343	7,986	7,652	6,725	4.12	3.66	3.19	2.79
	Alinta Energy	2,376	1,658	1,928	2,116	3.20	2.23	2.16	1.46
Medium	Click Energy and amaysim	406	429	519	571	1.36	1.25	1.32	1.32
	Dodo	616	587	494	432	1.23	1.12	1.06	1.03
	Momentum Energy	376	1,321	1,609	3,190	0.63	1.89	2.02	3.77
	Powerdirect	160	631	639	443	0.46	1.72	1.96	1.42
	Powershop	306	586	465	408	0.68	1.05	0.81	0.71
	Sumo	-	98	388	535	-	0.62	1.40	1.33
	Tango Energy	6	0	33	100	1.23	0.01	0.28	0.35
Small	1st Energy	-	7	213	99	-	0.30	3.32	1.60
	Blue NRG	-	0	-	-	-	0.35	-	-
	CovaU	3	7	5	7	1.68	3.24	1.75	1.56
	Diamond Energy	20	41	65	70	0.51	0.89	1.66	1.89
	Globird	-	51	63	87	-	0.65	0.49	0.37
	Next Business Energy	0	0	0	-	0.21	0.09	0.11	-
	Online Power & Gas	15	40	-	-	0.39	0.71	-	-
	People Energy	190	77	95	78	2.73	0.86	1.04	1.01
	QEnergy	30	51	94	59	3.40	6.68	10.90	7.37
	Tas Gas	-	-	-	-	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		88,639	89,224	94,227	84,232	3.67	3.62	3.74	3.28

2.4. Hardship instalment payment plans (total monthly average) – gas

This table shows residential gas customers in hardship programs who are paying by instalments on a payment plan with their retailer.

		Hardship instalment plans				Per 100 customers			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	7,147	8,578	7,205	6,424	1.38	1.66	1.40	1.26
	EnergyAustralia	2,429	1,738	1,966	2,180	0.58	0.42	0.49	0.55
	Origin Energy	2,575	3,063	4,421	5,497	0.68	0.83	1.26	1.64
	Lumo Energy	1,235	673	557	506	0.81	0.45	0.39	0.38
	Red Energy	470	473	470	578	0.33	0.32	0.29	0.35
	Simply Energy	1,825	2,281	2,477	1,952	1.14	1.28	1.25	0.98
	Alinta Energy	177	301	513	682	0.42	0.69	0.97	0.77
Medium	Click Energy and amaysim	25	66	131	167	0.21	0.31	0.46	0.52
	Dodo	163	427	276	346	0.42	1.01	0.71	0.98
	Momentum Energy	41	228	233	227	0.20	0.57	0.43	0.38
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	0	1	-	-	-	0.01
	Sumo	-	-	2	28	-	-	0.03	0.15
	Tango Energy	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	0	0	1	-	0.97	0.06	0.44	-
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Tas Gas	-	-	0	1	-	-	0.37	0.26
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		16,088	17,826	18,251	18,587	0.85	0.93	0.93	0.94

2.5. Non hardship instalment payment plans (total monthly average) – gas

This table shows residential gas customers who are not in hardship programs but are paying by instalments on a payment plan with their retailer.

		Non hardship instalment plans				Per 100 customers			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	1,522	2,849	13,251	6,857	0.29	0.55	2.57	1.35
	EnergyAustralia	38,661	38,791	31,214	28,217	9.20	9.47	7.73	7.16
	Origin Energy	2,079	4,380	4,353	4,418	0.55	1.19	1.24	1.32
	Lumo Energy	2,467	2,263	1,779	1,183	1.61	1.51	1.24	0.89
	Red Energy	1,854	2,099	2,699	3,304	1.32	1.42	1.69	2.00
	Simply Energy	4,498	4,178	3,945	3,834	2.81	2.35	1.99	1.92
	Alinta Energy	834	442	456	611	1.98	1.02	0.86	0.69
Medium	Click Energy and amaysim	70	157	203	365	0.58	0.75	0.72	1.14
	Dodo	3	6	5	0	0.01	0.01	0.01	-
	Momentum Energy	39	393	792	2,086	0.19	0.98	1.46	3.52
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	0	3	-	-	-	0.04
	Sumo	-	-	3	120	-	-	0.06	0.64
	Tango Energy	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	1	2	5	-	0.76	0.61	1.28
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Tas Gas	-	-	1	13	-	-	0.56	3.42
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		52,027	55,559	58,701	51,015	2.76	2.90	3.01	2.57

2.6. All instalment payment plans (total monthly average) – gas

This table shows all residential gas customers who paying by instalments on a payment plan with their retailer.

		All instalment plans				Per 100 customers			
Retailer		2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	8,669	11,428	20,456	13,280	1.67	2.21	3.97	2.61
	EnergyAustralia	41,090	40,529	33,179	30,397	9.77	9.90	8.22	7.72
	Origin Energy	4,654	7,442	8,774	9,915	1.23	2.02	2.49	2.95
	Lumo Energy	3,703	2,936	2,336	1,689	2.41	1.96	1.62	1.27
	Red Energy	2,324	2,571	3,169	3,882	1.65	1.74	1.98	2.35
	Simply Energy	6,323	6,459	6,421	5,786	3.95	3.63	3.25	2.90
	Alinta Energy	1,011	742	969	1,292	2.40	1.71	1.83	1.47
Medium	Click Energy and amaysim	96	224	334	532	0.79	1.06	1.18	1.67
	Dodo	166	433	281	346	0.43	1.02	0.72	0.98
	Momentum Energy	79	621	1,025	2,313	0.38	1.55	1.89	3.90
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	4	-	-	-	0.04
	Sumo	-	-	5	148	-	-	0.09	0.78
	Tango Energy	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	0	1	3	5	0.97	0.81	1.04	1.28
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Tas Gas	-	-	1	14	-	-	0.93	3.68
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL	68,115	73,385	76,952	69,602	3.61	3.83	3.94	3.51	

2.7. Financial hardship programs – summary

This table shows a summary of key figures relating to customers experiencing payment difficulties who are participating in their retailer’s hardship program.

Hardship programs - summary				
	2015–16	2016–17	2017–18	2018–19
Average customers in retailer hardship programs across the year	33,689	37,935	47,289	48,530
Total customers in retailer hardship programs across the year	69,688	79,825	98,282	75,691
total in hardship programs as at 30 June	31,528	32,664	39,453	49,792
total who left programs during the financial year	38,160	47,161	58,825	25,879
total who are concession card holders	22,925	23,031	27,411	27,876
Customers who left (or exited) hardship programs, as at 30 June				
by agreement with their retailer	13,043	12,059	13,164	6,358
excluded for not meeting the terms of the program	17,971	26,323	37,616	15,794
by switching or transfer to another retailer	7,146	8,779	8,045	3,727
Customers denied access to hardship programs	511	2119	861	233
Average debt levels, across the FY period				
customers already in hardship programs	1,235	1,564	1,443	1,463
customers entering hardship programs	915	1,241	1,385	1,378
Disconnections and reconnections				
Disconnections of customers previously in hardship programs	3350	6432	7551	3062
Reconnections of customers previously in hardship programs	1,909	3,359	4,800	1,984
Types of assistance in hardship programs				
Energy field audits provided at no cost to the customer	497	295	292	278
Large appliances provided	19	52	42	68
Small appliances provided	245	217	1,476	91

2.8. Energy customers in retailer hardship programs (total across the year)

This table shows the total number of residential energy customers who were in their retailer's hardship program at June 30 plus the number who left their retailer's hardship program during the year in Victoria.

		Number of customers				Per 100 electricity customers			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	15,384	23,000	28,295	23,724	2.89	4.28	5.14	4.27
	EnergyAustralia	17,673	12,856	13,726	12,865	3.70	2.78	3.01	2.96
	Origin Energy	12,520	15,957	23,467	17,533	2.58	3.39	5.14	3.97
	Lumo Energy	4,091	3,599	2,885	1,852	2.17	1.99	1.72	1.24
	Red Energy	2,384	2,233	2,326	1,667	1.10	1.01	1.00	0.72
	Simply Energy	8,406	10,318	10,416	5,918	4.15	4.72	4.34	2.46
	Alinta Energy	3,748	3,840	5,515	4,891	5.05	5.16	6.17	3.37
Medium	Click Energy and amaysim	918	1,512	2,981	2,183	3.08	4.40	7.59	5.05
	Dodo	2,174	2,197	2,182	1,361	4.35	4.18	4.66	3.25
	Momentum Energy	1,643	3,050	4,799	2,190	2.77	4.36	6.04	2.59
	Powerdirect	298	365	328	192	0.85	1.00	1.01	0.62
	Powershop	290	441	236	114	0.65	0.79	0.41	0.20
	Sumo	0	54	409	644	-	0.34	1.48	1.61
	Tango Energy	0	0	28	77	-	-	0.24	0.27
Small	1st Energy	-	4	283	159	-	0.17	4.42	2.57
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	2	4	20	-	1.26	1.75	7.11	-
	Diamond Energy	9	15	21	19	0.23	0.32	0.53	0.52
	Globird	-	185	233	195	-	2.39	1.82	0.83
	Next Business Enerav	-	-	-	-	-	-	-	-
	Online Power & Gas	64	71	-	-	1.64	1.28	-	-
	People Energy	47	84	51	39	0.67	0.94	0.56	0.51
	QEnergy	37	40	80	66	4.27	5.28	9.33	8.29
	Tas Gas	-	-	-	-	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		69,688	79,825	98,282	75,691	2.88	3.24	3.90	2.95

2.9. Energy customers in retailer hardship programs (average across the year)

This table shows the average number of residential energy customers in their retailer’s hardship program each month including the average number who left their retailer’s hardship programs each month.

		Number of customers				Per 100 electricity customers			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	9,494	12,691	17,612	16,364	1.78	2.36	3.20	2.95
	EnergyAustralia	8,215	6,650	7,104	8,736	1.72	1.44	1.56	2.01
	Origin Energy	6,297	6,703	9,598	10,956	1.30	1.43	2.10	2.48
	Lumo Energy	1,779	1,345	1,102	1,091	0.94	0.74	0.66	0.73
	Red Energy	947	913	894	1,028	0.44	0.41	0.38	0.44
	Simply Energy	3,407	4,309	4,244	3,638	1.68	1.97	1.77	1.51
	Alinta Energy	1,197	1,789	2,147	2,846	1.61	2.41	2.40	1.96
Medium	Click Energy and amaysim	241	472	755	967	0.81	1.37	1.92	2.24
	Dodo	931	1,111	986	857	1.86	2.11	2.11	2.05
	Momentum Energy	769	1,273	2,034	1,114	1.30	1.82	2.56	1.32
	Powerdirect	197	256	209	144	0.56	0.70	0.64	0.46
	Powershop	171	284	167	90	0.38	0.51	0.29	0.16
	Sumo	0	8	186	387	-	0.05	0.67	0.97
	Tango Energy	0	0	10	40	-	-	0.09	0.14
Small	1st Energy	-	0	88	91	-	0.02	1.38	1.46
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	0	2	5	-	0.21	0.95	1.63	-
	Diamond Energy	4	8	10	14	0.10	0.16	0.25	0.37
	Globird	-	56	78	104	-	0.72	0.61	0.44
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	14	16	-	-	0.35	0.29	-	-
	People Energy	10	30	14	18	0.14	0.33	0.16	0.23
	QEnergy	16	20	46	47	1.84	2.67	5.38	5.86
	Tas Gas	-	-	-	-	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
TOTAL		33,689	37,935	47,289	48,530	1.39	1.54	1.88	1.89

2.10. Energy customers who left their retailer's hardship program by agreement

This table shows the total number of residential energy customers who left their retailer's hardship program by agreement with their retailer during the year.

		Number of customers				Percentage of total program exits			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	1,169	2,167	1,391	329	29%	17%	10%	6%
	EnergyAustralia	5,219	1,971	1,420	1,161	49%	29%	21%	30%
	Origin Energy	2,527	2,701	3,111	1,187	34%	28%	21%	18%
	Lumo Energy	485	574	425	147	16%	21%	20%	18%
	Red Energy	399	524	441	143	26%	35%	27%	21%
	Simply Energy	832	981	1,314	517	16%	15%	19%	20%
	Alinta Energy	1,782	1,970	2,921	1,658	60%	98%	83%	81%
Medium	Click Energy and amaysim	236	354	1,173	989	36%	30%	49%	66%
	Dodo	130	128	140	49	10%	10%	10%	9%
	Momentum Energy	168	497	644	86	19%	28%	18%	6%
	Powerdirect	73	28	22	2	78%	21%	12%	5%
	Powershop	-	71	39	8	-	31%	27%	22%
	Sumo	-	-	9	3	-	-	6%	3%
	Tango Energy	-	-	1	10	-	-	11%	25%
Small	1st Energy	-	-	25	36	-	-	13%	34%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	10	-	-	-	50%	-
	Diamond Energy	3	7	2	3	50%	78%	20%	43%
	Globird	-	28	52	32	-	22%	31%	32%
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	7	31	-	-	13%	44%	-	-
	People Energy	11	19	13	4	38%	26%	29%	25%
	QEnergy	2	8	10	4	12%	47%	40%	11%
	Tas Gas	-	-	1	-	-	-	100%	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		13,043	12,059	13,164	6,368	34%	26%	22%	25%

2.11. Energy customers who were excluded from their retailer’s hardship program

This table shows the total number of residential energy customers who were excluded from their retailer’s hardship program because they did not meet the terms of the program during the year.

		Number of customers				Percentage of total program exits			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	1,074	8,045	11,189	4,240	26%	62%	77%	82%
	EnergyAustralia	3,802	2,862	3,806	1,877	35%	41%	57%	49%
	Origin Energy	3,528	5,665	10,247	4,571	48%	60%	68%	68%
	Lumo Energy	1,985	1,753	1,333	541	65%	65%	63%	64%
	Red Energy	949	764	959	436	62%	50%	60%	63%
	Simply Energy	3,646	4,781	4,901	1,612	70%	72%	69%	63%
	Alinta Energy	1,032	3	500	325	35%	0%	14%	16%
Medium	Click Energy and amaysim	290	614	935	330	44%	53%	39%	22%
	Dodo	1,090	779	1,128	413	82%	61%	77%	78%
	Momentum Energy	500	835	2,168	1,255	56%	48%	62%	82%
	Powerdirect	20	62	118	32	22%	47%	64%	76%
	Powershop	-	37	37	6	-	16%	26%	17%
	Sumo	-	-	40	8	-	-	25%	7%
	Tango Energy	-	-	-	20	-	-	-	50%
Small	1st Energy	-	-	106	49	-	-	55%	47%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	6	-	-	-	30%	-
	Diamond Energy	2	2	7	4	33%	22%	70%	57%
	Globird	-	47	116	68	-	37%	69%	68%
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	47	38	-	-	87%	54%	-	-
	People Energy	4	36	24	2	14%	49%	53%	13%
	QEnergy	2	-	-	15	12%	-	-	42%
	Tas Gas	-	-	-	-	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
WIN Energy	-	-	-	-	-	-	-	-	
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		17,971	26,323	37,620	15,804	47%	56%	64%	61%

2.12. Energy customers who left their retailer's hardship program by switching or transfer

This table shows the total number of residential energy customers who left their retailer's hardship program by switching or transferring to another retailer during the year.

		Number of customers				Percentage of total program exits			
	Retailer	2015-16	2016-17	2017-18	2018-19*	2015-16	2016-17	2017-18	2018-19*
Large	AGL	1,842	2,806	1,901	628	45%	22%	13%	12%
	EnergyAustralia	1,694	2,080	1,423	775	16%	30%	21%	20%
	Origin Energy	1,301	1,134	1,681	940	18%	12%	11%	14%
	Lumo Energy	604	352	367	151	20%	13%	17%	18%
	Red Energy	194	225	208	116	13%	15%	13%	17%
	Simply Energy	759	896	886	418	14%	13%	12%	16%
	Alinta Energy	133	46	97	73	5%	2%	3%	4%
Medium	Click Energy and amaysim	136	196	289	180	21%	17%	12%	12%
	Dodo	115	375	191	65	9%	29%	13%	12%
	Momentum Energy	222	417	687	187	25%	24%	20%	12%
	Powerdirect	-	43	43	8	-	32%	23%	19%
	Powershop	117	121	66	22	100%	53%	46%	61%
	Sumo	-	4	109	107	-	100%	69%	91%
	Tango Energy	-	-	8	10	-	-	89%	25%
Small	1st Energy	-	-	61	20	-	-	32%	19%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	1	3	4	-	100%	100%	20%	-
	Diamond Energy	1	-	1	-	17%	-	10%	-
	Globird	-	53	-	-	-	41%	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	1	-	-	-	1%	-	-
	People Energy	14	18	8	10	48%	25%	18%	63%
	QEnergy	13	9	15	17	76%	53%	60%	47%
	Tas Gas	-	-	-	-	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		7,146	8,779	8,045	3,727	19%	19%	14%	14%

2.13. Concession cardholders in retailer hardship programs

This table shows the total number of residential energy customers who were concession cardholders when in their retailer’s hardship program during the year.

	Retailer	Number of customers				Per 100 electricity customers			
		2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	7,117	8,502	11,075	9,909	1.33	1.58	2.01	1.79
	EnergyAustralia	5,093	4,027	4,153	5,212	1.07	0.87	0.91	1.20
	Origin Energy	4,056	4,130	5,812	6,925	0.84	0.88	1.27	1.57
	Lumo Energy	1,253	854	664	679	0.66	0.47	0.40	0.45
	Red Energy	618	589	583	687	0.28	0.27	0.25	0.29
	Simply Energy	2,711	2,500	2,365	2,086	1.34	1.14	0.98	0.87
	Alinta Energy	829	507	538	657	1.12	0.68	0.60	0.45
Medium	Click Energy and amaysim	143	278	163	309	0.48	0.81	0.42	0.71
	Dodo	380	560	460	433	0.76	1.07	0.98	1.03
	Momentum Energy	490	805	1,126	529	0.82	1.15	1.42	0.63
	Powerdirect	149	65	126	80	0.43	0.18	0.39	0.26
	Powershop	68	140	120	55	0.15	0.25	0.21	0.10
	Sumo	-	6	104	184	-	0.04	0.37	0.46
	Tango Energy	-	-	8	29	-	-	0.07	0.10
Small	1st Energy	-	0	61	36	-	0.01	0.95	0.57
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	0	0	1	-	0.16	0.15	0.18	-
	Diamond Energy	2	4	5	10	0.04	0.08	0.13	0.28
	Globird	-	29	36	46	-	0.38	0.28	0.19
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	7	8	-	-	0.17	0.15	-	-
	People Energy	8	22	9	12	0.11	0.24	0.10	0.15
	QEnergy	3	5	4	1	0.34	0.67	0.42	0.10
	Tas Gas	-	-	0	1	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		22,925	23,031	27,411	27,876	0.95	0.94	1.09	1.08

2.14. Energy customers who were denied access to their retailer's hardship program

This table shows the total number of residential energy customers who were denied access to their retailer's hardship program during the year.

		Number of customers				Per 100 hardship program participants			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	-	-	-	-	-	-	-	-
	EnergyAustralia	-	-	-	-	-	-	-	-
	Origin Energy	-	-	-	-	-	-	-	-
	Lumo Energy	-	-	-	1	-	-	-	0.05
	Red Energy	8	6	8	-	0.34	0.27	0.34	-
	Simply Energy	400	534	453	224	4.76	5.18	4.35	3.79
	Alinta Energy	-	1,579	368	7	-	41.12	6.67	0.14
Medium	Click Energy and amaysim	-	-	-	-	-	-	-	-
	Dodo	0	0	0	0	-	-	-	-
	Momentum Energy	91	-	-	-	5.54	-	-	-
	Powerdirect	12	-	-	-	4.03	-	-	-
	Powershop	-	-	6	-	-	-	2.54	-
	Sumo	-	-	-	-	-	-	-	-
	Tango Energy	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	26	1	-	-	9.19	0.63
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		511	2,119	861	233	0.73	2.65	0.88	0.31

2.15. Average debt of energy customers in retailer hardship programs

This table shows the average debt of residential energy customers entering their retailer’s hardship program across the year and the average debt of those who were in their retailer’s hardship program at 30 June.

		Average debt of customers entering programs				Average debt of customers in programs at 30 June			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	\$1,250	\$1,724	\$1,551	\$1,470	\$2,155	\$2,027	\$1,587	\$1,323
	EnergyAustralia	\$1,292	\$1,115	\$1,669	\$1,522	\$1,183	\$1,772	\$1,734	\$1,742
	Origin Energy	\$622	\$1,320	\$1,504	\$1,308	\$582	\$1,125	\$1,073	\$1,126
	Lumo Energy	\$443	\$924	\$942	\$894	\$3,212	\$734	\$726	\$1,052
	Red Energy	\$196	\$676	\$759	\$866	\$107	\$446	\$459	\$712
	Simply Energy	\$959	\$1,224	\$1,115	\$1,303	\$1,020	\$1,413	\$1,310	\$1,679
	Alinta Energy	\$634	\$1,170	\$1,393	\$1,704	\$833	\$1,349	\$1,692	\$1,840
Medium	Click Energy and amaysim	\$631	\$808	\$903	\$968	\$880	\$964	\$1,348	\$1,786
	Dodo	\$1,171	\$1,037	\$1,221	\$1,150	\$1,010	\$964	\$996	\$1,066
	Momentum Energy	\$588	\$490	\$766	\$1,175	\$264	\$771	\$983	\$1,351
	Powerdirect	\$1,689	\$1,742	\$1,950	\$2,198	\$2,023	\$2,178	\$2,184	\$1,632
	Powershop	\$751	\$931	\$779	\$1,677	\$1,550	\$1,937	\$1,919	\$2,154
	Sumo	-	\$2,206	\$1,857	\$1,939	-	\$2,109	\$1,852	\$2,984
	Tango Energy	-	-	\$743	\$788	-	-	\$890	\$946
Small	1st Energy	-	\$917	\$1,282	\$955	-	\$917	\$1,407	\$1,061
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	\$848	\$633	\$1,370	-	\$173	\$1,539	-	-
	Diamond Energy	\$665	\$1,297	\$1,624	\$1,732	\$789	\$2,090	\$1,165	\$1,363
	Globird	-	\$790	\$816	\$751	-	\$894	\$713	\$802
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	\$803	\$1,129	-	-	\$1,262	\$965	-	-
	People Energy	\$966	\$944	\$1,219	\$1,864	\$699	\$912	\$942	\$1,630
	QEnergy	\$617	\$674	\$520	\$694	\$900	\$600	\$850	\$500
	Tas Gas	-	-	\$393	\$1,858	-	-	-	\$2,256
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		\$915	\$1,241	\$1,385	\$1,378	\$1,422	\$1,530	\$1,430	\$1,439

1. Note: From 1 July 2016, debt was defined as customer debt outstanding for any time past the due date of an energy bill. Prior to 1 July 2016 arrears was defined as the amount of customer debt outstanding over 90 days.

2.16. Average days spent by energy customers in retailer hardship programs

This table shows the average number of days residential energy customers spent in their retailer's hardship program across the year.

		Average days spent across the year				Average days spent at 30 June			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	370	475	529	548	331	613	581	488
	EnergyAustralia	326	369	369	329	329	380	371	317
	Origin Energy	295	236	176	189	275	201	187	204
	Lumo Energy	205	172	170	150	214	170	172	159
	Red Energy	148	175	163	158	165	171	163	176
	Simply Energy	207	199	205	232	202	187	213	243
	Alinta Energy	132	167	254	252	110	190	268	246
Medium	Click Energy and amaysim	55	80	84	125	47	93	112	161
	Dodo	211	295	288	279	234	287	285	274
	Momentum Energy	155	129	150	240	142	100	191	292
	Powerdirect	474	195	400	549	538	380	505	540
	Powershop	190	307	492	608	251	351	636	669
	Sumo	-	11	108	168	-	33	158	158
	Tango Energy	-	-	67	107	-	-	137	109
Small	1st Energy	-	2	73	114	-	17	109	156
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	12	107	53	-	58	180	-	-
	Diamond Energy	108	144	231	284	-	240	245	286
	Globird	-	95	56	64	-	79	59	68
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	34	53	-	-	58	158	-	-
	People Energy	152	88	89	49	1,003	112	95	78
	QEnergy	421	365	385	443	365	365	425	480
	Tas Gas	-	-	17	27	-	-	-	49
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		278	312	315	317	268	348	340	315

2.17. Disconnection and reconnection of customers previously in retailer hardship programs

This table shows the number of residential energy customers disconnected for non-payment, and also those reconnected, who were in their retailer's hardship program within the previous 12 months.

		Disconnections				Reconnections			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	657	1,768	1,580	934	445	951	1,060	648
	EnergyAustralia	126	193	93	-	94	136	71	-
	Origin Energy	685	706	2,990	924	429	450	2,008	643
	Lumo Energy	579	789	355	104	193	215	115	26
	Red Energy	249	199	305	150	60	58	96	41
	Simply Energy	717	1,579	1,306	409	487	1,014	944	278
	Alinta Energy	39	728	183	36	20	257	65	19
Medium	Click Energy and amaysim	31	83	207	89	19	46	147	65
	Dodo	63	39	192	56	74	18	103	43
	Momentum Energy	200	327	270	310	87	204	143	196
	Powerdirect	-	3	39	18	-	2	37	18
	Powershop	-	10	19	7	-	1	5	2
	Sumo	-	-	-	-	-	-	-	-
	Tango Energy	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	11	25	-	-	5	5
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	1	-	-	-	1	-
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	4	7	-	-	1	6	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	1	-	-	-	1	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		3,350	6,432	7,551	3,062	1,909	3,359	4,800	1,984

2.18. Total outstanding debt of energy customers in retailer hardship programs at 30 June

This table shows the total amount owed or arrears of residential energy customers who were in their retailer's hardship program at 30 June.

	Retailer	Total amount outstanding				Percentage of total across all retailers			
		2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	\$25,187,640	\$21,804,439	\$24,269,991	\$25,635,771	51%	39%	38%	33%
	EnergyAustralia	\$9,344,517	\$11,654,444	\$13,150,656	\$16,745,846	19%	21%	21%	22%
	Origin Energy	\$3,444,276	\$8,166,375	\$10,368,399	\$12,872,432	7%	15%	16%	17%
	Lumo Energy	\$4,445,408	\$ 830,154	\$ 687,522	\$1,181,396	9%	1%	1%	2%
	Red Energy	\$ 101,757	\$ 367,950	\$ 380,970	\$ 765,400	0%	1%	1%	1%
	Simply Energy	\$3,855,600	\$5,962,860	\$5,038,260	\$6,119,955	8%	11%	8%	8%
	Alinta Energy	\$ 733,873	\$2,692,604	\$3,872,988	\$5,829,120	1%	5%	6%	8%
Medium	Click Energy and amaysim	\$ 262,240	\$ 424,160	\$1,923,720	\$3,513,444	1%	1%	3%	5%
	Dodo	\$ 935,260	\$1,017,020	\$ 811,740	\$ 973,258	2%	2%	1%	1%
	Momentum Energy	\$ 229,680	\$1,167,294	\$1,735,978	\$1,011,899	0%	2%	3%	1%
	Powerdirect	\$ 414,715	\$ 570,636	\$ 347,256	\$ 248,064	1%	1%	1%	0%
	Powershop	\$ 296,050	\$ 491,998	\$ 193,819	\$ 176,628	1%	1%	0%	0%
	Sumo	\$-	\$ 113,886	\$ 496,336	\$1,653,136	0%	0%	1%	2%
	Tango Energy	\$-	\$-	\$ 17,800	\$ 40,678	0%	0%	0%	0%
Small	1st Energy	-	\$ 3,668	\$ 128,037	\$ 70,026	-	0%	0%	0%
	Blue NRG	\$-	\$-	\$-	-	0%	0%	0%	-
	CovaU	\$173	\$ 1,539	\$-	\$-	0%	0%	0%	0%
	Diamond Energy	\$ 2,367	\$ 12,540	\$ 12,815	\$ 17,719	0%	0%	0%	0%
	Globird	\$-	\$ 86,718	\$ 55,614	\$ 93,834	0%	0%	0%	0%
	Next Business Energy	\$-	\$-	\$-	-	0%	0%	0%	-
	Online Power & Gas	\$ 17,668	\$ 4,825	\$-	-	0%	0%	0%	-
	People Energy	\$ 13,281	\$ 12,768	\$ 6,594	\$ 40,750	0%	0%	0%	0%
	QEnergy	\$ 22,500	\$ 13,800	\$ 53,550	\$ 15,000	0%	0%	0%	0%
	Tas Gas	-	-	\$-	\$ 4,512	-	-	0%	0%
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	\$-	-	-	-	0%	-
	Sun Retail	\$-	\$-	\$-	-	0%	0%	0%	-
TOTAL	\$49,307,005	\$55,399,678	\$63,552,045	\$77,008,868	100%	100%	100%	100%	

Note: From 1 July 2016, debt was defined as customer debt outstanding for any time past the due date of an energy bill. Prior to 1 July 2016 arrears was defined as the amount of customer debt outstanding over 90 days.

2.19. Victorian Government energy concession expenditure

This table shows the total amount the Victorian Government spent on energy concessions during the year.

Amount spent (\$M)					
Type of concession	2014–15	2015–16	2016–17	2017–18	2018–19
Off-peak concession (electricity)	5.2	3.9	3.7	4.0	4.9
Service to property charge concession (electricity)	12.6	14.5	12.4	11.3	9.7
Annual electricity concession	127.9	142.0	126.8	132.3	133.4
Winter gas concession	55.1	63.5	61.6	66.9	70.4
TOTAL	200.7	223.9	204.5	214.5	218.4

2.20. Utility relief grants, electricity

This table shows the number of utility relief grants processed and approved by the Victorian Government during the year for electricity, and also the average dollar amount of the grants that were approved.

	Retailer	Customers given grant applications	Grant applications received by DHHS	Grant applications approved	average grant amount approved
Large	AGL	15,447	6,305	5,064	580
	EnergyAustralia	7,699	3,280	2,612	582
	Origin Energy	7,996	3,203	2,501	568
	Lumo Energy	1,839	1,066	927	605
	Red Energy	2,281	1,395	1,191	584
	Simply Energy	5,104	2,011	1,612	580
	Alinta Energy	3,142	1,063	686	585
Medium	Click Energy and amaysim	607	298	232	622
	Dodo	584	217	196	607
	Momentum Energy	1,921	925	716	573
	Powerdirect	324	139	114	591
	Powershop	341	180	146	596
	Sumo	1,011	468	331	631
	Tango Energy	164	93	71	575
Small	1st Energy	165	85	54	629
	Blue NRG	-	-	-	-
	CovaU	14	5	4	587
	Diamond Energy	15	11	10	630
	Globird	81	43	36	586
	Next Business Energy	-	-	-	-
	Online Power & Gas	-	-	-	-
	People Energy	63	31	24	623
	QEnergy	15	4	3	516
	Tas Gas	-	-	-	-
	Energy Locals	-	-	-	-
	Powerclub	-	-	-	-
	Elysian Energy	-	-	-	-
	Onsite Energy Solutions	-	-	-	-
	WIN Energy	-	-	-	-
Sun Retail	-	-	-	-	
TOTAL		48,813	20,822	16,530	582

2.21. Utility relief grants, gas

This table shows the number of utility relief grants processed and approved by the Victorian Government during the year for gas, and also the average dollar amount of the grants that were approved.

	Retailer	Customers given grant applications	Grant applications received by DHHS	Grant applications approved	average grant amount approved
Large	AGL	12,630	5,371	4,280	572
	EnergyAustralia	6,124	2,580	2,030	576
	Origin Energy	5,768	2,275	1,762	556
	Lumo Energy	1,499	905	763	583
	Red Energy	1,373	818	716	575
	Simply Energy	4,350	1,927	1,551	579
	Alinta Energy	2,038	700	446	554
Medium	Click Energy and amaysim	526	282	223	619
	Dodo	413	174	155	614
	Momentum Energy	1,341	650	496	558
	Powerdirect	-	-	-	-
	Powershop	39	20	11	592
	Sumo	397	217	136	621
	Tango Energy	-	-	-	-
Small	1st Energy	-	-	-	-
	Blue NRG	-	-	-	-
	CovaU	14	5	5	591
	Diamond Energy	-	-	-	-
	Globird	7	4	3	505
	Next Business Energy	-	-	-	-
	Online Power & Gas	-	-	-	-
	People Energy	-	-	-	-
	QEnergy	-	-	-	-
	Tas Gas	2	2	1	650
	Energy Locals	-	-	-	-
	Powerclub	-	-	-	-
	Elysian Energy	-	-	-	-
	Onsite Energy Solutions	-	-	-	-
	WIN Energy	-	-	-	-
	Sun Retail	-	-	-	-
TOTAL		36,521	15,930	12,578	573

2.22. Tailored assistance customers , electricity

This table shows the average number of electricity customers receiving tailored assistance across January and June 2019.

		Tailored assistance customers (Electricity)		Per 100 electricity customers	
	Retailer	2018–19		2018–19	
Large	AGL	25,343		4.53	
	EnergyAustralia	7,662		1.84	
	Origin Energy	14,209		3.28	
	Lumo Energy	1,331		0.93	
	Red Energy	2,482		1.07	
	Simply Energy	3,477		1.39	
	Alinta Energy	3,121		1.98	
Medium	Click Energy and amaysim	492		1.05	
	Dodo	460		1.14	
	Momentum Energy	3,557		3.88	
	Powerdirect	719		2.31	
	Powershop	289		0.47	
	Sumo	751		1.71	
	Tango Energy	329		0.70	
Small	1st Energy	102		1.74	
	Blue NRG				
	CovaU	9		2.60	
	Diamond Energy	50		1.46	
	Globird	23		0.09	
	Next Business Energy	-		-	
	Online Power & Gas	-		-	
	People Energy	61		0.77	
	QEnergy	42		7.48	
	Tas Gas	-		-	
	Energy Locals	-		-	
	Powerclub	-		-	
	Elysian Energy	-		-	
	Onsite Energy Solutions	-		-	
	WIN Energy	-		-	
Sun Retail	-		-		
TOTAL		64,508		2.48	

2.23. Tailored assistance customers, gas

This table shows the average number of gas customers receiving tailored assistance across January and June 2019.

		Tailored assistance customers (gas)		Per 100 gas customers	
Retailer		2018-19	2018-19		
Large	AGL	19,935	2.87		
	EnergyAustralia	6,278	1.52		
	Origin Energy	10,371	2.44		
	Lumo Energy	1,064	0.67		
	Red Energy	1,122	0.55		
	Simply Energy	2,921	1.02		
	Alinta Energy	1,703	1.58		
Medium	Click Energy and amaysim	367	0.74		
	Dodo	272	0.79		
	Momentum Energy	2,439	3.23		
	Powerdirect	-			
	Powershop	26	0.11		
	Sumo	464	1.09		
	Tango Energy	-			
Small	1st Energy	-			
	Blue NRG	-			
	CovaU	9	1.30		
	Diamond Energy	-			
	Globird	3	0.02		
	Next Business Energy	-			
	Online Power & Gas	-			
	People Energy	-			
	QEnergy	-			
	Tas Gas	2	0.22		
	Energy Locals	-			
	Powerclub	-			
	Elysian Energy	-			
	Onsite Energy Solutions	-			
	WIN Energy	-			
	Sun Retail	-			
	TOTAL		46,975	2.35	

2.24. Standard assistance customers, electricity

This table shows the average number of electricity customers receiving standard assistance across January and June 2019.

Standard assistance customers (electricity)		Per 100 electricity customers	
Retailer	2018–19	2018–19	
Large	AGL	38,941	6.96
	EnergyAustralia	27,772	6.67
	Origin Energy	821	0.19
	Lumo Energy	505	0.35
	Red Energy	1,292	0.56
	Simply Energy	4,666	1.86
	Alinta Energy	1,252	0.80
Medium	Click Energy and amaysim	158	0.34
	Dodo	486	1.20
	Momentum Energy	325	0.35
	Powerdirect	567	1.83
	Powershop	19	0.03
	Sumo	6	0.01
	Tango Energy	69	0.14
Small	1st Energy	7	0.13
	Blue NRG	-	-
	CovaU	7	2.12
	Diamond Energy	72	2.09
	Globird	48	0.19
	Next Business Energy	-	-
	Online Power & Gas	-	-
	People Energy	1	0.01
	QEnergy	3	0.50
	Tas Gas		
	Energy Locals	17	42.08
	Powerclub	-	-
	Elysian Energy	-	-
	Onsite Energy Solutions	-	-
	WIN Energy	-	-
Sun Retail	-	-	
TOTAL	77,032	2.97	

2.25. Standard assistance customers, gas

This table shows the average number of gas customers receiving standard assistance across January and June 2019.

		Standard assistance customers (gas)	
Retailer		2018–19	Per 100 gas customers 2018–19
Large	AGL	26,962	5.27
	EnergyAustralia	24,717	6.61
	Origin Energy	928	0.28
	Lumo Energy	381	0.30
	Red Energy	903	0.55
	Simply Energy	3,845	1.88
	Alinta Energy	928	0.99
Medium	Click Energy and amaysim	130	0.38
	Dodo	353	1.04
	Momentum Energy	244	0.38
	Powerdirect		
	Powershop	5	0.02
	Sumo	17	0.06
	Tango Energy		
Small	1st Energy		
	Blue NRG		
	CovaU	5	1.60
	Diamond Energy		
	Globird	13	0.09
	Next Business Energy		
	Online Power & Gas	-	
	People Energy		
	QEnergy		
	Tas Gas	-	-
	Energy Locals		
	Powerclub		
	Elysian Energy		
	Onsite Energy Solutions		
	WIN Energy		
Sun Retail			
TOTAL	59,431	2.97	

2.26. Average arrears of customers in tailored assistance, electricity

This table shows the average debt of residential electricity customers receiving tailored assistance across January and June 2019.

		Average arrears of Tailored assistance customer covering ongoing use (electricity)	Average arrears of Tailored assistance customer not covering ongoing use (electricity)
Retailer		2018–19	2018–19
Large	AGL	\$532	\$1,444
	EnergyAustralia	\$787	\$1,473
	Origin Energy	\$730	\$1,166
	Lumo Energy	\$581	\$891
	Red Energy	\$399	\$592
	Simply Energy	\$952	\$1,155
	Alinta Energy	\$1,475	\$1,722
Medium	Click Energy and amaysim	\$2,045	\$2,131
	Dodo	\$1,160	\$1,521
	Momentum Energy	\$517	\$1,204
	Powerdirect	\$636	\$1,966
	Powershop	\$1,053	\$1,390
	Sumo	\$1,172	\$1,339
	Tango Energy	\$526	-
Small	1st Energy	\$708	\$931
	Blue NRG	-	-
	CovaU	\$1,098	\$1,364
	Diamond Energy	\$685	\$1,331
	Globird	\$744	\$1,532
	Next Business Energy	-	-
	Online Power & Gas	-	-
	People Energy	\$858	\$2,129
	QEnergy	\$500	\$655
	Tas Gas	-	-
	Energy Locals	-	-
	Powerclub	-	-
	Elysian Energy	-	-
	Onsite Energy Solutions	-	-
	WIN Energy	-	-
Sun Retail	-	-	
TOTAL	\$685	\$1,366	

2.27. Average arrears of customers in tailored assistance, gas

This table shows the average debt of residential electricity customers receiving tailored assistance across January and June 2019.

		Average arrears of Tailored assistance customer covering ongoing use (gas)	Average arrears of Tailored assistance customer not covering ongoing use (gas)
Retailer		2018–19	2018–19
Large	AGL	\$423	\$1,145
	EnergyAustralia	\$574	\$1,090
	Origin Energy	\$609	\$863
	Lumo Energy	\$400	\$698
	Red Energy	\$280	\$426
	Simply Energy	\$797	\$936
	Alinta Energy	\$938	\$1,035
Medium	Click Energy and amaysim	\$1,662	\$1,427
	Dodo	\$811	\$1,240
	Momentum Energy	\$412	\$991
	Powerdirect	-	-
	Powershop	\$243	\$482
	Sumo	\$563	\$512
	Tango Energy	-	-
Small	1st Energy	-	-
	Blue NRG	-	-
	CovaU	-	\$860
	Diamond Energy	-	-
	Globird	\$507	\$322
	Next Business Energy	-	-
	Online Power & Gas	-	-
	People Energy	-	-
	QEnergy	-	-
	Tas Gas	\$1,702	\$1,104
	Energy Locals	-	-
	Powerclub	-	-
	Elysian Energy	-	-
	Onsite Energy Solutions	-	-
	WIN Energy	-	-
Sun Retail	-	-	
TOTAL	\$534	\$1,042	

3. Disconnection and Reconnection

The following section provides the data from 2018-19 on disconnections in Victoria.

This includes specific types of disconnection as well as the proportion of customers reconnected during the year.

We require retailers to report this data to the commission to show their relative performance and to identify emerging trends or issues in the area of disconnection.

To establish the overall rate of occurrence and to assist in comparing recent financial year periods, where applicable these numbers are expressed as a percentage of the total or as a rate per 100 customers.

3.1. Disconnections for non-payment in Victoria, summary

This table shows a summary of the total number of residential energy customers who were disconnected for non-payment of their billing arrears during the year.

Residential disconnections for non-payment				
Retailer	2015–16	2016–17	2017–18	2018–19
Electricity disconnections	32,360	28,589	33,824	23,077
per 100 customers	1.34	1.16	1.34	0.89
Gas disconnections	24,150	17,494	21,650	13,652
per 100 customers	1.28	0.91	1.11	0.69

3.2. Disconnections for non-payment, electricity

This table shows the total number of residential electricity customers who were disconnected for non-payment of their billing arrears during the year.

		Number of customers				Per 100 electricity customers			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	10,028	10,249	9,883	9,838	1.88	1.91	1.79	1.77
	EnergyAustralia	6,645	3,447	2,292	389	1.39	0.75	0.50	0.09
	Origin Energy	5,711	2,223	7,707	3,647	1.18	0.47	1.69	0.83
	Lumo Energy	1,479	1,748	1,359	514	0.78	0.97	0.81	0.35
	Red Energy	1,315	1,619	2,161	1,135	0.61	0.73	0.93	0.49
	Simply Energy	4,495	4,641	4,170	2,076	2.22	2.12	1.74	0.84
	Alinta Energy	454	1,683	2,601	1,336	0.61	2.26	2.91	0.88
Medium	Click Energy and amaysim	445	494	995	652	1.49	1.44	2.53	1.45
	Dodo	106	60	301	369	0.21	0.11	0.64	0.90
	Momentum Energy	796	862	928	2,017	1.34	1.23	1.17	2.29
	Powerdirect	347	1,036	535	507	1.00	2.83	1.64	1.63
	Powershop	67	119	217	143	0.15	0.21	0.38	0.24
	Sumo	-	48	172	220	-	0.30	0.62	0.52
	Tango Energy	-	-	-	2	-	-	-	0.01
Small	1st Energy	-	-	312	120	-	-	4.88	1.99
	Blue NRG	-	-	1	-	-	-	1.40	-
	CovaU	9	7	12	12	5.68	3.06	4.26	2.95
	Diamond Energy	5	10	12	9	0.13	0.21	0.30	0.25
	Globird	-	21	49	29	-	0.27	0.38	0.12
	Next Business Energy	-	1	-	-	-	0.52	-	-
	Online Power & Gas	230	160	-	-	5.88	2.88	-	-
	People Energy	222	158	109	59	3.18	1.77	1.19	0.76
	QEnergy	6	3	8	3	0.69	0.40	0.93	0.44
	Tas Gas	-	-	--	-	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	--	--	--	--	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		32,360	28,589	33,824	23,077	1.34	1.16	1.34	0.89

3.3. Disconnections for non-payment, gas

This table shows the total number of residential gas customers who were disconnected for non-payment of their billing arrears during the year.

		Number of customers				Per 100 gas customers			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	6,977	4,903	4,250	4,134	1.35	0.95	0.83	0.81
	EnergyAustralia	3,896	2,037	1,662	150	0.93	0.50	0.41	0.04
	Origin Energy	3,916	583	3,517	1,709	1.03	0.16	1.00	0.52
	Lumo Energy	3,344	4,123	3,863	726	2.18	2.75	2.68	0.56
	Red Energy	647	677	1,075	1,148	0.46	0.46	0.67	0.69
	Simply Energy	3,322	3,512	3,125	2,198	2.08	1.97	1.58	1.09
	Alinta Energy	1,622	933	2,716	1,827	3.84	2.15	5.12	2.01
Medium	Click Energy and amaysim	52	129	802	619	0.43	0.61	2.84	1.87
	Dodo	154	117	187	210	0.40	0.28	0.48	0.61
	Momentum Energy	210	479	444	916	1.01	1.20	0.82	1.48
	Powerdirect	-	-	-	-				
	Powershop	-	-	-	1			-	0.01
	Sumo	-	-	-	-			-	-
	Tango Energy	-	-	-	-				
Small	1st Energy	-	-	-	-				
	Blue NRG	-	-	-	-				
	CovaU	10	1	9	14	23.30	0.70	3.64	4.01
	Diamond Energy	-	-	-	-				
	Globird	-	-	-	-				-
	Next Business Energy	-	-	-	-				
	Online Power & Gas	-	-	-	-				
	People Energy	--	--	--	-				
	QEnergy	--	--	--	--				
	Tas Gas	--	--	--	--			-	-
	Energy Locals	-	-	-	-				
	Powerclub	--	--	--	--				
	Elysian Energy	--	--	--	--				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	-	-	-	-				
Sun Retail	-	-	-	-					
TOTAL		24,150	17,494	21,650	13,652	1.28	0.91	1.11	0.69

3.4. Reconnections within seven days, electricity

This table shows the total number of residential electricity customers whose supply was reconnected in the same name within 7 days after being disconnected for non-payment by their retailer during the year.

		Number of customers				Percentage of disconnections			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	6,140	6,012	6,421	6,508	61%	59%	65%	66%
	EnergyAustralia	2,817	1,740	1,206	196	42%	50%	53%	50%
	Origin Energy	3,616	1,357	5,018	2,217	63%	61%	65%	61%
	Lumo Energy	289	350	283	155	20%	20%	21%	30%
	Red Energy	578	861	1,241	582	44%	53%	57%	51%
	Simply Energy	2,765	3,104	2,654	1,115	62%	67%	64%	54%
	Alinta Energy	155	1,288	1,302	841	34%	77%	50%	63%
Medium	Click Energy and amaysim	188	240	572	331	42%	49%	57%	51%
	Dodo	22	21	120	114	21%	35%	40%	31%
	Momentum Energy	330	500	355	1,072	41%	58%	38%	53%
	Powerdirect	157	715	375	377	45%	69%	70%	74%
	Powershop	30	43	103	81	45%	36%	47%	57%
	Sumo	-	47	67	61		98%	39%	28%
	Tango Energy	-	-	-	1				50%
Small	1st Energy	-	-	58	32			19%	27%
	Blue NRG	-	-	-	-			0%	
	CovaU	4	4	8	9	44%	57%	67%	75%
	Diamond Energy	1	3	4	3	20%	30%	33%	33%
	Globird	-	15	18	9		71%	37%	31%
	Next Business Energy	-	-	-	-		0%		
	Online Power & Gas	67	58	-	-	29%	36%		
	People Energy	93	54	45	7	42%	34%	41%	12%
	QEnergy	3	2	1	-	50%	67%	13%	0%
	Tas Gas	--	--	--	--				
	Energy Locals	--	--	--	--				
	Powerclub	--	--	--	--				
	Elysian Energy	--	--	--	--				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	--	--	--	--				
Sun Retail	-	-	-	-					
TOTAL		17,255	16,414	19,851	13,711	53%	57%	59%	59%

3.5. Reconnections within seven days, gas

This table shows the total number of residential gas customers whose supply was reconnected in the same name within 7 days after being disconnected for non-payment by their retailer during the year.

		Number of customers				Percentage of disconnections			
	Retailer	2015-16	2016-17	2017-18	2018-19	2015-16	2016-17	2017-18	2018-19
Large	AGL	3,080	2,180	1,856	1,886	44%	44%	44%	46%
	EnergyAustralia	2,720	742	563	60	70%	36%	34%	40%
	Origin Energy	1,731	218	1,589	671	44%	37%	45%	39%
	Lumo Energy	800	736	565	190	24%	18%	15%	26%
	Red Energy	207	211	361	199	32%	31%	34%	17%
	Simply Energy	501	640	525	280	15%	18%	17%	13%
	Alinta Energy	247	805	736	296	15%	86%	27%	16%
Medium	Click Energy and amaysim	14	26	118	99	27%	20%	15%	16%
	Dodo	32	25	57	36	21%	21%	30%	17%
	Momentum Energy	16	96	92	298	8%	20%	21%	33%
	Powerdirect	-	-	-	-				
	Powershop	-	-	-	2				200%
	Sumo	-	-	-	-				
	Tango Energy	-	-	-	-				
Small	1st Energy	-	-	-	-				
	Blue NRG	-	-	-	-				
	CovaU	-	-	6	6	0%	0%	67%	43%
	Diamond Energy	--	--	--	--				
	Globird	--	--	--	--				
	Next Business Energy	-	-	-	-				
	Online Power & Gas	-	-	-	-				
	People Energy	--	--	--	--				
	QEnergy	--	--	--	--				
	Tas Gas	--	--	--	--				
	Energy Locals	--	--	--	--				
	Powerclub	--	--	--	--				
	Elysian Energy	--	--	--	--				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	-	-	-	-				
Sun Retail	-	-	-	-					
TOTAL		9,348	5,679	6,468	4,023	39%	32%	30%	29%

3.6. All reconnections in the same name, electricity

This table shows the total number of residential electricity customers whose supply was reconnected in the same name during the year.

		Number of customers				Percentage of disconnections			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	6,494	6,278	8,397	4,951	65%	61%	85%	50%
	EnergyAustralia	3,009	2,369	1,717	269	45%	69%	75%	69%
	Origin Energy	4,204	1,403	5,350	1,248	74%	63%	69%	34%
	Lumo Energy	313	366	292	140	21%	21%	21%	27%
	Red Energy	626	916	1,301	477	48%	57%	60%	42%
	Simply Energy	3,498	3,725	3,256	989	78%	80%	78%	48%
	Alinta Energy	167	8,298	1,784	1,183	37%	493%	69%	89%
Medium	Click Energy and amaysim	204	311	663	-	46%	63%	67%	
	Dodo	33	24	156	79	31%	40%	52%	21%
	Momentum Energy	502	605	353	500	63%	70%	38%	25%
	Powerdirect	161	740	446	265	46%	71%	83%	52%
	Powershop	17	37	104	41	25%	31%	48%	29%
	Sumo	-	73	184	174		152%	107%	79%
	Tango Energy	-	-	-	-				0%
Small	1st Energy	-	-	752	30			241%	25%
	Blue NRG	-	-	-	-			0%	
	CovaU	4	15	8	8	44%	214%	67%	67%
	Diamond Energy	1	3	4	1	20%	30%	33%	11%
	Globird	-	19	19	9		90%	39%	31%
	Next Business Energy	-	-	2	-		0%		
	Online Power & Gas	67	61	-	-	29%	38%		
	People Energy	104	448	820	591	47%	284%	752%	1002%
	QEnergy	11	3	2	-	183%	100%	25%	0%
	Tas Gas	--	--	--	--				
	Energy Locals	--	--	--	--				
	Powerclub	--	--	--	--				
	Elysian Energy	--	--	--	--				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	--	--	--	--				
Sun Retail	--	--	--	--					
TOTAL		19,415	25,694	25,610	10,955	60%	90%	76%	47%

3.7. All reconnections in the same name, gas

This table shows the total number of residential gas customers whose supply was reconnected in the same name during the year.

		Number of customers				Percentage of disconnections			
	Retailer	2015-16	2016-17	2017-18	2018-19	2015-16	2016-17	2017-18	2018-19
Large	AGL	3,669	2,656	2,327	1,532	53%	54%	55%	37%
	EnergyAustralia	3,085	994	795	51	79%	49%	48%	34%
	Origin Energy	2,222	280	2,006	492	57%	48%	57%	29%
	Lumo Energy	1,002	969	695	180	30%	24%	18%	25%
	Red Energy	277	291	472	204	43%	43%	44%	18%
	Simply Energy	734	951	770	278	22%	27%	25%	13%
	Alinta Energy	358	2,977	1,173	537	22%	319%	43%	29%
Medium	Click Energy and amaysim	14	42	221	-	27%	33%	28%	
	Dodo	54	50	85	26	35%	43%	45%	12%
	Momentum Energy	69	126	118	191	33%	26%	27%	21%
	Powerdirect	-	-	-	-				
	Powershop	-	-	-	2				200%
	Sumo	-	-	4	-				
	Tango Energy	-	-	-	-				
Small	1st Energy	-	-	-	-				
	Blue NRG	-	-	-	-				
	CovaU	-	-	6	5	0%	0%	67%	36%
	Diamond Energy	-	-	-	-				
	Globird	-	-	-	-				
	Next Business Energy	-	-	-	-				
	Online Power & Gas	-	-	-	-				
	People Energy	--	--	--	--				
	QEnergy	--	--	--	--				
	Tas Gas	-	-	-	2				
	Energy Locals	--	--	--	--				
	Powerclub	--	--	--	--				
	Elysian Energy	--	--	--	--				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	-	-	-	-				
Sun Retail	-	-	-	-					
TOTAL		11,484	9,336	8,672	3,500	48%	53%	40%	26%

3.8. Disconnections of customers previously paying by instalment plan, electricity

This table shows the total number of residential electricity customers who were disconnected for non-payment by their retailer and had been paying by instalment plan sometime in the previous 12 months.

		Number of customers				Percentage of disconnections			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	2,802	4,840	4,076	3,230	28%	47%	41%	33%
	EnergyAustralia	2,468	1,418	825	99	37%	41%	36%	25%
	Origin Energy	1,482	576	1,737	459	26%	26%	23%	13%
	Lumo Energy	549	497	452	109	37%	28%	33%	21%
	Red Energy	442	531	625	246	34%	33%	29%	22%
	Simply Energy	1,451	1,743	1,521	541	32%	38%	36%	26%
	Alinta Energy	161	450	55	87	35%	27%	2%	7%
Medium	Click Energy and amaysim	84	136	231	69	19%	28%	23%	11%
	Dodo	-	12	9	1	0%	20%	3%	0%
	Momentum Energy	451	332	229	377	57%	39%	25%	19%
	Powerdirect	8	441	227	180	2%	43%	42%	36%
	Powershop	7	19	48	29	10%	16%	22%	20%
	Sumo	-	13	35	34		27%	20%	15%
	Tango Energy	-	-	-	-				0%
Small	1st Energy	-	-	120	48			38%	40%
	Blue NRG	-	-	-	-			0%	
	CovaU	1	-	7	3	11%	0%	58%	25%
	Diamond Energy	3	3	4	-	60%	30%	33%	0%
	Globird	-	19	23	7		90%	47%	24%
	Next Business Energy	-	1	-	-		100%		
	Online Power & Gas	9	9	-	-	4%	6%		
	People Energy	-	126	75	6	0%	80%	69%	10%
	QEnergy	-	-	-	-	0%	0%	0%	0%
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	-				
	Powerclub	-	-	-	-				
	Elysian Energy	-	-	-	-				
	Onsite Energy Solutions	-	-	-	-				
WIN Energy	-	-	-	-					
Sun Retail	-	-	-	-					
TOTAL		9,918	11,166	10,299	5,525	31%	39%	30%	24%

3.9. Disconnections of customers previously paying by instalment plan, gas

This table shows the total number of residential gas customers who were disconnected for non-payment by their retailer and had been paying by instalment plan sometime in the previous 12 months.

		Number of customers				Percentage of disconnections			
Retailer		2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	1,643	3,812	1,727	1,266	24%	78%	41%	31%
	EnergyAustralia	1,504	763	504	56	39%	37%	30%	37%
	Origin Energy	705	168	805	228	18%	29%	23%	13%
	Lumo Energy	1,110	779	789	211	33%	19%	20%	29%
	Red Energy	192	195	308	141	30%	29%	29%	12%
	Simply Energy	322	375	341	138	10%	11%	11%	6%
	Alinta Energy	244	42	15	138	15%	5%	1%	8%
Medium	Click Energy and amaysim	7	32	41	30	13%	25%	5%	5%
	Dodo	-	31	4	-	0%	26%	2%	0%
	Momentum Energy	73	178	105	172	35%	37%	24%	19%
	Powerdirect	-	-	-	-				
	Powershop	-	-	-	-				0%
	Sumo	-	-	-	-				
	Tango Energy	-	-	-	-				
Small	1st Energy	-	-	-	-				
	Blue NRG	-	-	-	-				
	CovaU	-	-	2	1	0%	0%	22%	7%
	Diamond Energy	-	-	-	-				
	Globird	-	-	-	-				
	Next Business Energy	-	-	-	-				
	Online Power & Gas	-	-	-	-				
	People Energy	-	-	-	-				
	QEnergy	-	-	-	-				
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	-				
	Powerclub	-	-	-	-				
	Elysian Energy	-	-	-	-				
	Onsite Energy Solutions	-	-	-	-				
WIN Energy	-	-	-	-					
Sun Retail	-	-	-	-					
TOTAL		5,800	6,375	4,641	2,381	24%	36%	21%	17%

3.10. Customers disconnected for non-payment multiple times, electricity

This table shows the total number of residential electricity customers who were disconnected for non-payment by their retailer on more than one occasion in the previous 24 months.

		Number of customers				Percentage of disconnections			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	2,698	3,033	2,727	2,196	27%	30%	28%	22%
	EnergyAustralia	1,412	305	321	26	21%	9%	14%	7%
	Origin Energy	1,424	344	3,576	487	25%	15%	46%	13%
	Lumo Energy	151	184	222	53	10%	11%	16%	10%
	Red Energy	209	216	337	176	16%	13%	16%	16%
	Simply Energy	1,267	1,499	1,271	211	28%	32%	30%	10%
	Alinta Energy	53	60	3	25	12%	4%	0%	2%
Medium	Click Energy and amaysim	60	57	180	88	13%	12%	18%	13%
	Dodo	8	2	45	99	8%	3%	15%	27%
	Momentum Energy	64	133	144	169	8%	15%	16%	8%
	Powerdirect	27	152	188	152	8%	15%	35%	30%
	Powershop	-	6	25	16	0%	5%	12%	11%
	Sumo	-	-	7	12		0%	4%	5%
	Tango Energy	-	-	-	-				0%
Small	1st Energy	-	-	29	24			9%	20%
	Blue NRG	-	-	-	-			0%	
	CovaU	-	-	1	2	0%	0%	8%	17%
	Diamond Energy	-	-	-	-	0%	0%	0%	0%
	Globird	-	3	6	3		14%	12%	10%
	Next Business Energy	-	-	-	-		0%		
	Online Power & Gas	10	22	-	-	4%	14%		
	People Energy	4	-	-	-	2%	0%	0%	0%
	QEnergy	-	-	-	-	0%	0%	0%	0%
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	-				
	Powerclub	-	-	-	-				
	Elysian Energy	-	-	-	-				
	Onsite Energy Solutions	-	-	-	-				
WIN Energy	-	-	-	-					
Sun Retail	-	-	-	-					
TOTAL		7,387	6,016	9,082	3,739	23%	21%	27%	16%

3.11. Customers disconnected for non-payment multiple times, gas

This table shows the total number of residential gas customers who were disconnected for non-payment by their retailer on more than one occasion in the previous 24 months.

		Number of customers				Percentage of disconnections			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	1,230	1,681	765	462	18%	34%	18%	11%
	EnergyAustralia	1,100	180	188	8	28%	9%	11%	5%
	Origin Energy	650	86	1,681	131	17%	15%	48%	8%
	Lumo Energy	355	436	466	151	11%	11%	12%	21%
	Red Energy	75	78	181	99	12%	12%	17%	9%
	Simply Energy	333	301	221	78	10%	9%	7%	4%
	Alinta Energy	201	2	3	1	12%	0%	0%	0%
Medium	Click Energy and amaysim	-	6	168	110	0%	5%	21%	18%
	Dodo	13	23	54	74	8%	20%	29%	35%
	Momentum Energy	20	52	71	53	10%	11%	16%	6%
	Powerdirect	-	-	-	-				
	Powershop	-	-	-	-				0%
	Sumo	-	-	-	-				
	Tango Energy	-	-	-	-				
Small	1st Energy	-	-	-	-				
	Blue NRG	-	-	-	-				
	CovaU	-	-	1	1	0%	0%	11%	7%
	Diamond Energy	-	-	-	-				
	Globird	-	-	-	-				
	Next Business Energy	-	-	-	-				
	Online Power & Gas	-	-	-	-				
	People Energy	-	-	-	-				
	QEnergy	-	-	-	-				
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	-				
	Powerclub	-	-	-	-				
	Elysian Energy	-	-	-	-				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	-	-	-	-				
Sun Retail	-	-	-	-					
TOTAL		3,977	2,845	3,799	1,168	16%	16%	18%	9%

3.12. Energy concession customers disconnected for non-payment, electricity

This table shows the total number of residential electricity customers receiving energy concessions who were disconnected for non-payment by their retailer during the year.

		Number of customers				Percentage of disconnections			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	3,722	3,581	4,035	2,460	37%	35%	41%	25%
	EnergyAustralia	1,911	634	448	49	29%	18%	20%	13%
	Origin Energy	2,458	1,071	1,259	786	43%	48%	16%	22%
	Lumo Energy	264	212	202	59	18%	12%	15%	11%
	Red Energy	489	576	743	260	37%	36%	34%	23%
	Simply Energy	1,507	1,299	1,218	335	34%	28%	29%	16%
	Alinta Energy	166	101	124	139	37%	6%	5%	10%
Medium	Click Energy and amaysim	83	119	130	75	19%	24%	13%	12%
	Dodo	43	7	44	73	41%	12%	15%	20%
	Momentum Energy	175	324	262	176	22%	38%	28%	9%
	Powerdirect	63	121	149	85	18%	12%	28%	17%
	Powershop	29	37	61	28	43%	31%	28%	20%
	Sumo	-	35	70	85		73%	41%	39%
	Tango Energy	-	-	-	-				0%
Small	1st Energy	-	-	93	29			30%	24%
	Blue NRG	-	-	-	-			0%	
	CovaU	4	-	4	2	44%	0%	33%	17%
	Diamond Energy	-	2	2	1	0%	20%	17%	11%
	Globird	-	14	20	8		67%	41%	28%
	Next Business Energy	-	-	-	-		0%		
	Online Power & Gas	79	78	-	-	34%	49%		
	People Energy	40	52	14	18	18%	33%	13%	31%
	QEnergy	-	-	-	-	0%	0%	0%	0%
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	-				
	Powerclub	-	-	-	-				
	Elysian Energy	-	-	-	-				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	-	-	-	-				
Sun Retail	-	-	-	-					
TOTAL		11,033	8,263	8,878	4,668	34%	29%	26%	20%

3.13. Energy concession customers disconnected for non-payment, gas

This table shows the total number of residential gas customers receiving energy concessions who were disconnected for non-payment by their retailer during the year.

		Number of customers				Percentage of disconnections			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	2,570	2,492	1,764	1,018	37%	51%	42%	25%
	EnergyAustralia	1,323	347	332	21	34%	17%	20%	14%
	Origin Energy	1,572	313	212	374	40%	54%	6%	22%
	Lumo Energy	537	338	309	72	16%	8%	8%	10%
	Red Energy	270	245	392	275	42%	36%	36%	24%
	Simply Energy	441	468	365	153	13%	13%	12%	7%
	Alinta Energy	217	2	14	97	13%	0%	1%	5%
Medium	Click Energy and amaysim	7	28	50	39	13%	22%	6%	6%
	Dodo	24	14	43	55	16%	12%	23%	26%
	Momentum Energy	34	226	130	93	16%	47%	29%	10%
	Powerdirect	-	-	-	-				
	Powershop	-	-	-	-				0%
	Sumo	-	-	-	-				
	Tango Energy	-	-	-	-				
Small	1st Energy	-	-	-	-				
	Blue NRG	-	-	-	-				
	CovaU	-	-	3	2	0%	0%	33%	14%
	Diamond Energy	-	-	-	-				
	Globird	-	-	-	-				
	Next Business Energy	-	-	-	-				
	Online Power & Gas	-	-	-	-				
	People Energy	-	-	-	-				
	QEnergy	-	-	-	-				
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	-				
	Powerclub	-	-	-	-				
	Elysian Energy	-	-	-	-				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	-	-	-	-				
Sun Retail	-	-	-	-					
TOTAL		6,995	4,473	3,614	2,199	29%	26%	17%	16%

3.14. Reconnections of customers previously paying by instalment plan, electricity

This table shows the total number of residential electricity customers who had been paying by instalment plan sometime in the previous 12 months and were disconnected for non-payment by their retailer.

		Number of customers				Percentage of reconnections in 7 days			
Retailer		2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	2,062	3,215	3,100	2,423	21%	31%	31%	25%
	EnergyAustralia	1,817	1,158	495	37	27%	34%	22%	10%
	Origin Energy	975	407	1,702	359	17%	18%	22%	10%
	Lumo Energy	156	127	167	43	11%	7%	12%	8%
	Red Energy	267	357	418	139	20%	22%	19%	12%
	Simply Energy	1,053	1,322	1,180	375	23%	28%	28%	18%
	Alinta Energy	107	410	41	79	24%	24%	2%	6%
Medium	Click Energy and amaysim	43	85	27	12	10%	17%	3%	2%
	Dodo	-	10	11	1	0%	17%	4%	0%
	Momentum Energy	362	255	127	241	45%	30%	14%	12%
	Powerdirect	-	335	190	149	0%	32%	36%	29%
	Powershop	3	9	19	15	4%	8%	9%	10%
	Sumo	-	13	21	14		27%	12%	6%
	Tango Energy	-	-	-	-				0%
Small	1st Energy	-	-	21	22			7%	18%
	Blue NRG	-	-	-	-			0%	
	CovaU	1	-	5	2	11%	0%	42%	17%
	Diamond Energy	-	2	4	-	0%	20%	33%	0%
	Globird	-	6	13	4		29%	27%	14%
	Next Business Energy	-	1	-	-		100%		
	Online Power & Gas	5	1	-	-	2%	1%		
	People Energy	-	28	39	5	0%	18%	36%	8%
	QEnergy	-	-	-	-	0%	0%	0%	0%
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	-				
	Powerclub	-	-	-	-				
	Elysian Energy	-	-	-	-				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	-	-	-	-				
Sun Retail	-	-	-	-					
TOTAL		6,851	7,741	7,580	3,920	21%	27%	22%	17%

3.15. Reconnections of customers previously paying by instalment plan, gas

This table shows the total number of residential gas customers who had been paying by instalment plan sometime in the previous 12 months and were disconnected for non-payment by their retailer.

		Number of customers				Percentage of reconnections in 7 days			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	991	1,935	938	712	14%	39%	22%	17%
	EnergyAustralia	1,040	430	238	16	27%	21%	14%	11%
	Origin Energy	364	91	430	121	9%	16%	12%	7%
	Lumo Energy	464	263	326	90	14%	6%	8%	12%
	Red Energy	85	90	163	50	13%	13%	15%	4%
	Simply Energy	152	202	168	63	5%	6%	5%	3%
	Alinta Energy	116	30	7	117	7%	3%	0%	6%
Medium	Click Energy and amaysim	5	16	2	4	10%	12%	0%	1%
	Dodo	-	23	-	-	0%	20%	0%	0%
	Momentum Energy	34	60	47	80	16%	13%	11%	9%
	Powerdirect	-	-	-	-				
	Powershop	-	-	-	-				0%
	Sumo	-	-	-	-				
	Tango Energy	-	-	-	-				
Small	1st Energy	-	-	-	-				
	Blue NRG	-	-	-	-				
	CovaU	-	-	1	-	0%	0%	11%	0%
	Diamond Energy	-	-	-	-				
	Globird	-	-	-	-				
	Next Business Energy	-	-	-	-				
	Online Power & Gas	-	-	-	-				
	People Energy	-	-	-	-				
	QEnergy	-	-	-	-				
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	-				
	Powerclub	-	-	-	-				
	Elysian Energy	-	-	-	-				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	-	-	-	-				
Sun Retail	-	-	-	-					
TOTAL		3,251	3,140	2,320	1,253	13%	18%	11%	9%

3.16. Customers reconnected multiple times, electricity

This table shows the total number of residential electricity customers who were disconnected for non-payment by their retailer and then reconnected on more than one occasion in the previous 24 months.

		Number of customers				Percentage of reconnections in 7 days			
Retailer		2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	1,888	1,968	1,991	1,602	31%	33%	31%	25%
	EnergyAustralia	458	239	16	7	16%	14%	1%	4%
	Origin Energy	1,156	231	1,356	374	32%	17%	27%	17%
	Lumo Energy	35	38	64	12	12%	11%	23%	8%
	Red Energy	108	132	216	104	19%	15%	17%	18%
	Simply Energy	807	1,049	941	293	29%	34%	35%	26%
	Alinta Energy	8	38	2	15	5%	3%	0%	2%
Medium	Click Energy and amaysim	31	35	341	119	16%	15%	60%	36%
	Dodo	2	1	36	8	9%	5%	30%	7%
	Momentum Energy	26	68	85	164	8%	14%	24%	15%
	Powerdirect	17	121	143	120	11%	17%	38%	32%
	Powershop	-	-	12	10	0%	0%	12%	12%
	Sumo	-	-	-	8		0%	0%	13%
	Tango Energy	-	-	-	-				0%
Small	1st Energy	-	-	4	13			7%	41%
	Blue NRG	-	-	-	-				
	CovaU	-	-	1	2	0%	0%	13%	22%
	Diamond Energy	-	-	-	-	0%	0%	0%	0%
	Globird	-	11	18	9		73%	100%	100%
	Next Business Energy	-	-	-	-				
	Online Power & Gas	2	9	-	-	3%	16%		
	People Energy	3	-	-	-	3%	0%	0%	0%
	QEnergy	-	-	-	-	0%	0%	0%	
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	-				
	Powerclub	-	-	-	-				
	Elysian Energy	-	-	-	-				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	-	-	-	-				
Sun Retail	-	-	-	-					
TOTAL		4,541	3,940	5,226	2,860	26%	24%	26%	21%

3.17. Customers reconnected multiple times, gas

This table shows the total number of residential gas customers who were disconnected for non-payment by their retailer and then reconnected on more than one occasion in the previous 24 months.

		Number of customers				Percentage of reconnections in 7 days			
Retailer		2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	585	982	367	245	19%	45%	20%	13%
	EnergyAustralia	238	95	6	-	9%	13%	1%	0%
	Origin Energy	350	42	428	38	20%	19%	27%	6%
	Lumo Energy	125	130	168	52	16%	18%	30%	27%
	Red Energy	36	21	36	17	17%	10%	10%	9%
	Simply Energy	72	80	79	21	14%	13%	15%	8%
	Alinta Energy	11	3	2	1	4%	0%	0%	0%
Medium	Click Energy and amaysim	-	3	11	2	0%	12%	9%	2%
	Dodo	-	10	15	6	0%	40%	26%	17%
	Momentum Energy	1	7	12	30	6%	7%	13%	10%
	Powerdirect	-	-	-	-				
	Powershop	-	-	-	-				0%
	Sumo	-	-	-	-				
	Tango Energy	-	-	-	-				
Small	1st Energy	-	-	-	-				
	Blue NRG	-	-	-	-				
	CovaU	-	-	-	1			0%	17%
	Diamond Energy	-	-	-	-				
	Globird	-	-	-	-				
	Next Business Energy	-	-	-	-				
	Online Power & Gas	-	-	-	-				
	People Energy	-	-	-	-				
	QEnergy	-	-	-	-				
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	-				
	Powerclub	-	-	-	-				
	Elysian Energy	-	-	-	-				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	-	-	-	-				
Sun Retail	-	-	-	-					
TOTAL		1,418	1,373	1,124	413	15%	24%	17%	10%

3.18. Energy concession customers reconnected, electricity

This table shows the total number of residential electricity customers receiving energy concessions who were disconnected for non-payment by their retailer and then reconnected during the year.

		Number of customers				Percentage of reconnections in 7 days			
	Retailer	2015–16	2016–17	2017–18	2018–19*	2015–16	2016–17	2017–18	2018–19*
Large	AGL	2,496	2,215	2,987	1,893	41%	37%	47%	29%
	EnergyAustralia	957	532	283	18	34%	31%	23%	9%
	Origin Energy	1,661	728	2,557	579	46%	54%	51%	26%
	Lumo Energy	66	52	75	22	23%	15%	27%	14%
	Red Energy	251	344	453	157	43%	40%	37%	27%
	Simply Energy	1,068	1,034	954	247	39%	33%	36%	22%
	Alinta Energy	93	80	108	93	60%	6%	8%	11%
Medium	Click Energy and amaysim	50	75	88	50	27%	31%	15%	15%
	Dodo	25	7	414	36	114%	33%	345%	32%
	Momentum Energy	66	220	150	110	20%	44%	42%	10%
	Powerdirect	-	84	115	71	0%	12%	31%	19%
	Powershop	17	15	28	14	57%	35%	27%	17%
	Sumo	-	8	28	32		17%	42%	52%
	Tango Energy	-	-	-	-				0%
Small	1st Energy	-	-	13	7			22%	22%
	Blue NRG	-	-	-	-				
	CovaU	2	-	4	2	50%	0%	50%	22%
	Diamond Energy	-	2	1	-	0%	67%	25%	0%
	Globird	-	6	6	2		40%	33%	22%
	Next Business Energy	-	-	-	-				
	Online Power & Gas	40	41	-	-	60%	71%		
	People Energy	35	34	13	5	38%	63%	29%	71%
	QEnergy	-	-	-	-	0%	0%	0%	
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	-				
	Powerclub	-	-	-	-				
	Elysian Energy	-	-	-	-				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	-	-	-	-				
Sun Retail	-	-	-	-					
TOTAL		6,827	5,477	8,277	3,338	40%	33%	42%	24%

3.19. Energy concession customers reconnected, gas

This table shows the total number of residential gas customers receiving energy concessions who were disconnected for non-payment by their retailer and then reconnected during the year.

		Number of customers				Percentage of reconnections in 7 days			
	Retailer	2015-16	2016-17	2017-18	2018-19*	2015-16	2016-17	2017-18	2018-19*
Large	AGL	1,397	1,319	890	549	45%	61%	48%	29%
	EnergyAustralia	746	240	128	4	27%	32%	23%	7%
	Origin Energy	762	139	808	197	44%	64%	51%	29%
	Lumo Energy	206	102	107	25	26%	14%	19%	13%
	Red Energy	101	86	135	46	49%	41%	37%	23%
	Simply Energy	155	225	150	67	31%	35%	29%	24%
	Alinta Energy	84	1	13	77	34%	0%	2%	26%
Medium	Click Energy and amaysim	-	12	16	7	0%	46%	14%	7%
	Dodo	18	12	33	17	56%	48%	58%	47%
	Momentum Energy	16	67	41	44	100%	70%	45%	15%
	Powerdirect	-	-	-	-				
	Powershop	-	-	-	-				0%
	Sumo	-	-	-	-				
	Tango Energy	-	-	-	-				
Small	1st Energy	-	-	-	-				
	Blue NRG	-	-	-	-				
	CovaU	-	-	1	1			17%	17%
	Diamond Energy	-	-	-	-				
	Globird	-	-	-	-				
	Next Business Energy	-	-	-	-				
	Online Power & Gas	-	-	-	-				
	People Energy	-	-	-	-				
	QEnergy	-	-	-	-				
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	-				
	Powerclub	-	-	-	-				
	Elysian Energy	-	-	-	-				
	Onsite Energy Solutions	-	-	-	-				
	WIN Energy	-	-	-	-				
Sun Retail	-	-	-	-					
TOTAL		3,485	2,203	2,322	1,034	37%	39%	36%	26%

3.20. Small business customers disconnected for non-payment, electricity

This table shows the total number of small business electricity customers who were disconnected for non-payment of their billing arrears during the year.

		Number of customers				Per 100 electricity customers			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	1,145	1,011	1,287	1,498	2.99	2.63	2.65	2.91
	EnergyAustralia	576	253	247	230	1.44	0.60	0.58	0.60
	Origin Energy	775	216	987	793	1.10	0.30	1.40	1.10
	Lumo Energy	176	202	246	119	1.25	1.19	1.65	0.95
	Red Energy	66	83	99	52	0.87	1.09	1.23	0.60
	Simply Energy	609	768	794	400	2.73	3.27	3.87	2.41
	Alinta Energy	19	4	174	248	0.78	0.41	7.56	3.17
Medium	Click Energy and amaysim	15	20	38	31	2.85	2.24	2.76	1.40
	Dodo	-	-	34	59	-	-	1.81	3.24
	Momentum Energy	599	419	205	475	1.63	1.40	0.70	1.74
	Powerdirect	196	297	235	156	1.51	2.45	2.21	1.82
	Powershop	3	12	15	27	0.10	0.34	0.41	0.71
	Sumo	-	1	10	15	-	0.07	0.44	0.94
	Tango Energy	-	-	-	3	-	-	-	0.04
Small	1st Energy	-	-	63	29	-	-	4.77	3.45
	Blue NRG	83	15	26	27	1.13	0.18	0.34	0.45
	CovaU	3	28	50	42	0.81	6.61	12.47	9.72
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	8	2	3	-	0.96	0.20	0.26
	Next Business Energy	-	22	9	8	-	1.41	0.48	0.31
	Online Power & Gas	8	17	-	-	0.36	0.35	-	-
	People Energy	2	-	3	1	0.92	-	0.77	0.30
	QEnergy	24	44	23	17	0.57	1.22	1.17	1.33
	Tas Gas	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	ERM Business Energy	20	14	1	-	0.30	0.18	0.02	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		4,319	3,434	4,548	4,233	1.58	1.23	1.63	1.53

3.21. Small business customers disconnected for non-payment, gas

This table shows the total number of small business gas customers who were disconnected for non-payment of their billing arrears during the year.

		Number of customers				Per 100 gas customers			
	Retailer	2015-16	2016-17	2017-18	2018-19	2015-16	2016-17	2017-18	2018-19
Large	AGL	223	126	174	73	1.51	0.79	1.06	0.45
	EnergyAustralia	104	27	53	15	0.90	0.25	0.51	0.16
	Origin Energy	135	17	140	35	0.73	0.08	0.67	0.15
	Lumo Energy	64	75	109	12	2.83	2.79	3.85	0.49
	Red Energy	13	8	16	41	0.41	0.30	0.71	2.45
	Simply Energy	142	212	171	67	1.56	2.21	2.05	1.05
	Alinta Energy	-	5	-	4	-	133.33	-	2.58
Medium	Click Energy and amaysim	-	-	7	-	-	-	2.73	-
	Dodo	-	-	-	19	-	-	-	-
	Momentum Energy	8	37	11	13	0.42	1.14	0.29	0.32
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Tango Energy	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	11	11	29	7	10.50	3.37	9.22	1.52
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		700	518	710	286	1.14	0.79	1.08	0.44

3.22. Small business customers reconnected, electricity

This table shows the total number of small business electricity customers who were disconnected for non-payment by their retailer and reconnected during the year.

		Number of customers				Per 100 electricity customers			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	547	594	799	934	1.43	1.55	1.65	1.81
	EnergyAustralia	189	103	112	117	0.47	0.25	0.26	0.31
	Origin Energy	412	110	552	397	0.58	0.15	0.78	0.55
	Lumo Energy	52	59	55	50	0.37	0.35	0.37	0.40
	Red Energy	18	33	55	32	0.24	0.43	0.68	0.37
	Simply Energy	362	493	495	199	1.62	2.10	2.42	1.20
	Alinta Energy	2	3	73	131	0.08	0.31	3.17	1.68
Medium	Click Energy and amaysim	2	12	18	17	0.38	1.34	1.31	0.77
	Dodo	-	3	9	29	-	0.11	0.48	1.59
	Momentum Energy	383	290	65	284	1.04	0.97	0.22	1.04
	Powerdirect	85	185	154	107	0.65	1.53	1.45	1.25
	Powershop	1	2	8	19	0.03	0.06	0.22	0.50
	Sumo	-	1	10	2	-	0.07	0.44	0.13
	Tango Energy	-	-	-	2	-	-	-	0.03
Small	1st Energy	-	-	11	15	-	-	0.83	1.79
	Blue NRG	44	8	12	13	0.60	0.10	0.16	0.22
	CovaU	2	16	39	23	0.54	3.78	9.73	5.32
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	-	1	-	-	-	0.10	-
	Next Business Energy	-	1	4	1	-	0.06	0.21	0.04
	Online Power & Gas	-	27	-	-	-	0.56	-	-
	People Energy	1	-	3	1	0.46	-	0.77	0.30
	QEnergy	8	23	11	5	0.19	0.64	0.56	0.39
	Tas Gas	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	ERM Business Energy	14	8	1	-	0.21	0.10	0.02	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		2,122	1,971	2,487	2,378	0.77	0.70	0.89	0.86

3.23. Small business customers reconnected, gas

This table shows the total number of small business electricity customers who were disconnected for non-payment by their retailer and reconnected during the year.

	Retailer	Number of customers				Per 100 gas customers			
		2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	48	53	53	52	0.32	0.33	0.32	0.32
	EnergyAustralia	49	9	8	10	0.42	0.08	0.08	0.11
	Origin Energy	60	5	54	26	0.32	0.02	0.26	0.11
	Lumo Energy	16	9	20	7	0.71	0.33	0.71	0.29
	Red Energy	1	2	2	3	0.03	0.08	0.09	0.18
	Simply Energy	36	45	44	26	0.40	0.47	0.53	0.41
	Alinta Energy	-	1	-	5	-	26.67	-	3.23
Medium	Click Energy and amaysim	-	-	2	2	-	-	0.78	0.47
	Dodo	-	-	-	7	-	-	-	-
	Momentum Energy	-	4	4	8	-	0.12	0.11	0.20
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Tango Energy	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	6	14	2	-	1.84	4.45	0.43
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		210	134	201	148	0.34	0.20	0.31	0.23

3.24. Wrongful disconnection payments reported by retailers, number of customers affected

This table shows the number of customers affected by wrongful disconnection payments retailers reported to us during the year.

		WDPs - customers affected				Per 100 disconnections			
	Retailer	2015-16	2016-17	2017-18	2018-19	2015-16	2016-17	2017-18	2018-19
Large	AGL	34	272	118	117	0.20	1.80	0.83	0.84
	EnergyAustralia	117	92	76	62	1.11	1.68	1.92	11.50
	Origin Energy	214	50	47	37	2.22	1.78	0.42	0.69
	Lumo Energy	63	79	43	27	1.31	1.35	0.82	2.18
	Red Energy	9	25	35	33	0.46	1.09	1.08	1.45
	Simply Energy	52	78	38	29	0.67	0.96	0.52	0.68
	Alinta Energy	30	36	19	36	1.45	1.38	0.36	1.14
Medium	Click Energy and amaysim	9	9	19	14	1.81	1.44	1.06	1.10
	Dodo	10	20	2	2	3.85	11.30	0.41	0.35
	Momentum Energy	13	28	35	71	1.29	2.09	2.55	2.42
	Powerdirect	8	11	3	2	2.31	1.06	0.56	0.39
	Powershop	1	-	12	19	1.49	-	5.53	13.19
	Sumo	-	1	-	14	-	2.08	-	6.36
	Tango Energy	-	-	10	6	-	-	-	300
Small	1st Energy	-	-	4	4	-	-	1.28	3.33
	Blue NRG	-	15	-	7	-	-	-	-
	CovaU	-	-	41	3	-	-	195.24	11.54
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	1	-	-	-	4.76	-	-
	Next Business Energy	-	3	-	-	-	300	-	-
	Online Power & Gas	-	4	-	-	-	2.50	-	-
	People Energy	2	1	-	-	0.90	0.63	-	-
	QEnergy	3	1	-	1	50.00	33.33	-	33.33
	Tas Gas	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		565	726	502	484	1.00	1.58	0.90	1.32

3.25. Wrongful disconnection payments reported by retailers, number of instances reported

This table shows the number of instances of wrongful disconnection payments retailers reported to us during the year.

		WDPs - instances reported				Per 100 disconnections			
	Retailer	2015-16	2016-17	2017-18	2018-19	2015-16	2016-17	2017-18	2018-19
Large	AGL	34	182	118	117	0.20	1.20	0.83	0.84
	EnergyAustralia	117	92	76	62	1.11	1.68	1.92	11.50
	Origin Energy	214	50	47	37	2.22	1.78	0.42	0.69
	Lumo Energy	38	79	43	27	0.79	1.35	0.82	2.18
	Red Energy	9	25	35	33	0.46	1.09	1.08	1.45
	Simply Energy	52	78	33	29	0.67	0.96	0.45	0.68
	Alinta Energy	30	36	19	36	1.45	1.38	0.36	1.14
Medium	Click Energy and amaysim	9	9	19	14	1.81	1.44	1.06	1.10
	Dodo	10	20	2	2	3.85	11.30	0.41	0.35
	Momentum Energy	13	28	22	29	1.29	2.09	1.60	0.99
	Powerdirect	8	11	3	2	2.31	1.06	0.56	0.39
	Powershop	1	-	12	19	1.49	-	5.53	13.19
	Sumo	-	1	-	14	-	2.08	-	6.36
	Tango Energy	-	-	10	6	-	-	-	300
Small	1st Energy	-	-	4	4	-	-	1.28	3.33
	Blue NRG	-	13	-	7	-	-	-	-
	CovaU	-	-	5	3	-	-	23.81	11.54
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	3	-	-	-	14.29	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	4	-	-	-	2.50	-	-
	People Energy	2	1	-	-	0.90	0.63	-	-
	QEnergy	3	1	-	1	50.00	33.33	-	33.33
	Tas Gas	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		540	633	448	442	0.96	1.37	0.81	1.20

4. Call centre performance and complaints

This section provides the data from 2017-18 on the volume of customer calls to retailers and the number of complaints they have received.

Calls have been broken down into all calls to the retailer's account line and those that were forwarded to an operator. This section also includes calls answered by an operator within 30 seconds.

Complaints have been broken down by the nature of the complaint, including those relating to billing, marketing, transfers/switching, and 'other' for complaints not covered by these categories.

Retailers are required to report these figures to us to show their relative performance handling calls and complaints from their customers.

Where applicable, these figures are also expressed as a percentage of the whole or as a rate per 100 customers to assist in comparison between recent financial year periods.

4.1. Calls received by retailers, electricity and gas

This table shows all calls received by a retailer's account line. This includes calls fielded by an automatic answering service but does not include sales calls (unless transferred at the customer's request).

		All calls to a retailer's account line					
	Retailer	2013–14	2014–15	2015–16	2016–17	2017–18	2018–19
Large	AGL	1,518,768	1,750,604	1,790,964	1,565,054	1,736,080	1,765,777
	EnergyAustralia	1,238,916	834,916	698,444	421,977	358,696	1,247,764
	Origin Energy	1,192,839	1,013,618	1,131,617	973,575	881,428	740,992
	Lumo Energy	483,526	403,666	365,062	288,056	300,856	335,139
	Red Energy	604,927	598,440	574,292	621,510	627,694	495,468
	Simply Energy	421,843	430,394	428,670	493,269	464,661	439,459
	Alinta Energy	223,529	189,058	247,089	300,922	261,035	592,209
Medium	Click Energy and amaysim	239,303	210,971	254,195	269,471	369,492	328,303
	Dodo	366,392	338,502	319,695	286,147	308,326	275,411
	Momentum Energy	166,310	194,033	160,396	124,403	330,388	346,019
	Powerdirect	118,698	104,351	91,415	67,850	47,029	56,646
	Powershop	18,843	85,054	122,739	176,032	174,064	169,810
	Sumo	-	477	23,944	75,810	160,608	138,525
	Tango Energy	2	227	546	4,051	17,961	17,234
Small	1st Energy	-	-	-	45,636	79,673	81,311
	Blue NRG	3,197	5,285	15,649	22,007	18,004	-
	CovaU	-	-	-	12,324	886	417
	Diamond Energy	14,434	18,487	23,780	29,234	20,873	6,544
	Globird	-	-	-	31,818	60,743	77,781
	Next Business Energy	-	448	5,637	1,259	8,012	-
	Online Power & Gas	-	3,667	25,099	21,754	-	-
	People Energy	33,921	21,715	29,999	39,187	43,081	29,970
	QEnergy	2,310	5,963	17,033	-	-	1,624
	Tas Gas	-	-	-	-	-	-
	Energy Locals	-	-	-	-	-	17,661
	Powerclub	-	-	-	-	-	29
	Elysian Energy	-	-	-	-	-	160
	Onsite Energy Solutions	-	-	-	-	-	-
	WIN Energy	-	-	-	3	-	-
Sun Retail	-	-	-	-	-	-	
TOTAL		7,198,202	6,236,199	6,327,879	5,873,444	6,270,887	7,164,253



4.2. Calls forwarded to an operator, electricity and gas

This table shows all calls received by a retailer that were then forwarded to an operator. This includes all calls to an automatic answering service where the customer has selected an operator related option.

	Retailer	Calls forwarded to an operator			Percentage of calls to account line		
		2016–17	2017–18	2018–19	2016–17	2017–18	2018–19
Large	AGL	1,320,206	1,306,889	1,267,318	84%	75%	72%
	EnergyAustralia	362,428	332,177	1,061,684	86%	93%	85%
	Origin Energy	915,582	870,179	796,207	94%	99%	107%
	Lumo Energy	285,358	241,856	257,500	99%	80%	77%
	Red Energy	436,510	463,788	426,674	70%	74%	86%
	Simply Energy	464,297	441,685	422,425	94%	95%	96%
	Alinta Energy	289,196	249,562	590,155	96%	96%	100%
Medium	Click Energy and amaysim	256,720	309,375	291,405	95%	84%	89%
	Dodo	283,236	301,984	269,538	99%	98%	98%
	Momentum Energy	124,403	198,818	216,928	100%	60%	63%
	Powerdirect	67,850	43,337	54,945	100%	92%	97%
	Powershop	163,729	161,601	159,540	93%	93%	94%
	Sumo	45,991	83,095	107,467	61%	52%	78%
	Tango Energy	3,937	14,989	16,481	97%	83%	96%
Small	1st Energy	45,636	71,977	73,543	100%	90%	90%
	Blue NRG	17,371	17,902	14,932	79%	99%	-
	CovaU	12,324	872	549	100%	98%	132%
	Diamond Energy	29,234	20,873	6,544	100%	100%	100%
	Globird	27,961	55,698	66,525	88%	92%	86%
	Next Business Energy	6,672	7,444	1,031	530%	93%	-
	Online Power & Gas	21,664	-	-	100%	-	-
	People Energy	38,548	42,175	29,194	98%	98%	97%
	QEnergy	4,767	8,165	1,543	-	-	95%
	Tas Gas	306	3,408	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	0%
	AGL Sales (Qld)	-	-	-	-	-	0%
	Elysian Energy	-	-	145	-	-	91%
	Stanwell Corporation	-	-	-	-	-	-
	ERM Business Energy	2,070	1,291	-	69000%	-	-
Sun Retail	-	-	-	-	-	-	
TOTAL	5,225,996	5,257,693	6,178,396	89%	84%	86%	

4.3. Calls to an operator answered within 30 seconds, electricity and gas

This table shows all calls received by a retailer that were then forwarded to an operator and answered within 30 seconds.

		Calls to an operator answered in 30 seconds			Percentage of all calls to an operator		
	Retailer	2016–17	2017–18	2018–19	2016–17	2017–18	2018–19
Large	AGL	1,069,503	997,997	1,121,652	81%	76%	89%
	EnergyAustralia	302,368	218,462	757,674	83%	66%	71%
	Origin Energy	648,817	483,211	477,761	71%	56%	60%
	Lumo Energy	250,032	196,886	192,916	88%	81%	75%
	Red Energy	258,472	237,379	315,105	59%	51%	74%
	Simply Energy	314,099	308,472	307,145	68%	70%	73%
	Alinta Energy	211,554	172,651	590,062	73%	69%	100%
Medium	Click Energy and amaysim	178,912	179,603	248,073	70%	58%	85%
	Dodo	253,124	266,753	235,016	89%	88%	87%
	Momentum Energy	83,570	164,188	106,118	67%	83%	49%
	Powerdirect	49,299	37,733	43,812	73%	87%	80%
	Powershop	127,517	128,654	101,317	78%	80%	64%
	Sumo	17,148	5,051	35,039	37%	6%	33%
	Tango Energy	3,929	14,532	16,481	100%	97%	100%
Small	1st Energy	32,761	37,784	49,464	72%	52%	67%
	Blue NRG	11,537	16,566	14,531	66%	93%	97%
	CovaU	11,982	850	519	97%	97%	95%
	Diamond Energy	29,234	20,873	6,544	100%	100%	100%
	Globird	18,436	49,127	46,038	66%	88%	69%
	Next Business Energy	5,872	6,966	937	88%	94%	91%
	Online Power & Gas	15,261	-	-	70%	-	-
	People Energy	35,636	39,363	27,589	92%	93%	95%
	QEnergy	4,526	7,712	1,462	95%	94%	95%
	Tas Gas	-	-	-	0%	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-
	Elysian Energy	-	-	125	-	-	86%
	Stanwell Corporation	-	-	-	-	-	-
	ERM Business Energy	1,841	793	-	89%	61%	-
Sun Retail	-	-	-	-	-	-	
TOTAL		3,935,430	3,591,606	4,710,948	75%	68%	76%



4.4. Billing complaints, electricity

This table shows the total number of complaints relating to billing received by retailers from residential and small business electricity customers during the year.

		Billing complaints				Per 100 electricity customers			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	9,447	7,083	9,407	9,862	1.65	1.23	1.57	1.62
	EnergyAustralia	9,960	6,402	6,359	5,060	1.93	1.27	1.28	1.09
	Origin Energy	9,311	8,428	5,281	4,385	1.68	1.56	1.00	0.86
	Lumo Energy	3,980	3,009	2,491	3,403	1.96	1.52	1.37	2.14
	Red Energy	1,929	2,054	3,842	4,266	0.86	0.90	1.60	1.77
	Simply Energy	6,489	8,391	8,418	11,035	2.88	3.47	3.23	4.21
	Alinta Energy	2,151	735	1,526	1,774	2.81	0.98	1.66	1.12
Medium	Click Energy and amaysim	229	326	672	681	0.76	0.92	1.65	1.44
	Dodo	1,007	769	621	421	1.92	1.39	1.27	0.98
	Momentum Energy	350	191	319	833	0.36	0.19	0.29	0.72
	Powerdirect	3,327	1,541	866	771	6.95	3.16	2.00	1.94
	Powershop	29	30	62	90	0.06	0.05	0.10	0.14
	Sumo	9	125	527	1,653	0.22	0.73	1.76	3.79
	Tango Energy	1	7	132	86	0.13	0.36	0.98	0.19
Small	1st Energy	-	4	264	107		0.14	3.42	1.56
	Blue NRG	29	18	8	31	0.39	0.22	0.11	0.51
	CovaU	65	39	27	25	12.25	5.98	3.96	2.98
	Diamond Energy	18	15	12	12	0.43	0.31	0.29	0.32
	Globird	5	33	37	29	0.32	0.38	0.27	0.11
	Next Business Energy	6	25	38	25	0.53	1.43	1.87	0.92
	Online Power & Gas	57	88	9	5	0.93	0.85		
	People Energy	74	67	96	77	1.03	0.72	1.01	0.95
	QEnergy	50	53	267	168	0.98	1.21	9.43	8.60
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	1				0.36
	Powerclub	-	-	-	-				-
	Elysian Energy	-	-	-	-				-
	Onsite Energy Solutions	-	-	-	-			-	-
	WIN Energy	-	-	-	-		-	-	-
	Sun Retail	-	-	-	-		-	-	-
TOTAL		48,560	39,452	41,286	44,801	1.80	1.44	1.47	1.57

Complaints data contains normalised figures for Origin Energy, due to changes in its complaint recording processes from July 2014 and February 2017.

4.5. Billing complaints, gas

This table shows the total number of complaints relating to billing received by retailers from residential and small business gas customers during the year.

		Billing complaints				Per 100 gas customers			
Retailer		2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	7,087	4,125	4,533	5,818	1.33	0.77	0.85	1.10
	EnergyAustralia	4,450	3,780	2,229	2,659	1.03	0.90	0.54	0.68
	Origin Energy	4,607	3,785	4,283	2,102	1.16	0.98	1.15	0.59
	Lumo Energy	1,361	1,401	1,049	1,415	0.87	0.92	0.71	1.07
	Red Energy	1,001	994	1,805	2,065	0.70	0.66	1.11	1.24
	Simply Energy	4,408	6,375	6,496	8,928	2.61	3.40	3.15	4.29
	Alinta Energy	511	232	443	533	1.21	0.53	0.83	0.59
Medium	Click Energy and amaysim	66	146	428	790	0.54	0.69	1.50	2.35
	Dodo	624	413	341	242	1.62	0.97	0.87	0.70
	Momentum Energy	51	105	199	373	0.23	0.24	0.34	0.57
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	18	-	-	-	0.13
	Sumo	-	-	36	672	-	-	0.71	2.89
	Tango Energy	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	15	13	7	16	10.16	2.77	1.25	1.98
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	-	-	11	-	-	-	0.11
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Tas Gas	-	-	1	1	-	-	1.11	0.26
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		24,181	21,369	21,850	25,643	1.24	1.08	1.08	1.25

Complaints data contains normalised figures for Origin Energy, due to changes in its complaint recording processes from July 2014 and February 2017.



4.6. Marketing complaints, electricity

This table shows the total number of complaints relating to marketing received by retailers from residential and small business electricity customers during the year.

		Marketing complaints				Per 100 electricity customers			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	3,750	2,942	1,366	916	0.66	0.51	0.23	0.15
	EnergyAustralia	697	732	938	789	0.13	0.15	0.19	0.17
	Origin Energy	2,136	1,920	423	405	0.38	0.35	0.08	0.08
	Lumo Energy	436	312	241	297	0.22	0.16	0.13	0.19
	Red Energy	701	658	996	1,087	0.31	0.29	0.41	0.45
	Simply Energy	1,442	929	1,175	1,115	0.64	0.38	0.45	0.43
	Alinta Energy	592	401	477	266	0.77	0.53	0.52	0.17
Medium	Click Energy and amaysim	7	56	37	24	0.02	0.16	0.09	0.05
	Dodo	32	11	19	10	0.06	0.02	0.04	0.02
	Momentum Energy	42.00	39.00	49.00	124.00	0.0	0.0	0.0	0.1
	Powerdirect	23.00	120.00	73.00	62.00	0.0	0.2	0.2	0.2
	Powershop	12.00	24.00	10.00	10.00	0.0	0.0	0.0	0.0
	Sumo	34.00	91.00	247.00	170.00	0.8	0.5	0.8	0.4
	Tango Energy	-	-	50.00	54.00	-	-	0.4	0.1
Small	1st Energy	-	44.00	22.00	96.00		1.5	0.3	1.4
	Blue NRG	6.00	1.00	3.00	-	0.1	0.0	0.0	-
	CovaU	10.00	7.00	-	3.00	1.9	1.1	-	0.4
	Diamond Energy	-	1.00	-	-	-	0.0	--	--
	Globird	52.00	10.00	6.00	2.00	3.4	0.1	0.0	0.0
	Next Business Energy	2.00	2.00	1.00	-	0.2	0.1	0.0	-
	Online Power & Gas	161.00	231.00	6.00	-	2.6	2.2		
	People Energy	101.00	71.00	77.00	36.00	1.4	0.8	0.8	0.4
	QEnergy	1.00	-	-	-	0.0	-	-	-
	Tas Gas	-	-	-	-				
	Energy Locals	-	-	-	-				---
	Powerclub	-	-	-	-				--
	Elysian Energy	-	-	-	-				--
	Onsite Energy Solutions	-	-	-	-			-	-
	WIN Energy	-	-	-	-		-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		10,245	8,603	6,217	5,466	0.4	0.3	0.2	0.2

Complaints data contains normalised figures for Origin Energy, due to changes in its complaint recording processes from July 2014 and February 2017.

4.7. Marketing complaints, gas

This table shows the total number of complaints relating to marketing received by retailers from residential and small business gas customers during the year.

		Marketing complaints				Per 100 gas customers			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	2,887	1,669	619	360	0.54	0.31	0.12	0.07
	EnergyAustralia	295	341	189	288	0.07	0.08	0.05	0.07
	Origin Energy	1,273	821	290	140	0.32	0.21	0.08	0.04
	Lumo Energy	81	80	61	86	0.05	0.05	0.04	0.07
	Red Energy	103	115	169	214	0.07	0.08	0.10	0.13
	Simply Energy	1,080	733	949	918	0.64	0.39	0.46	0.44
	Alinta Energy	8	43	390	30	0.02	0.10	0.73	0.03
Medium	Click Energy and amaysim	9	25	14	9	0.07	0.12	0.05	0.03
	Dodo	21	20	27	23	0.05	0.05	0.07	0.07
	Momentum Energy	12.00	16.00	20.00	17.00	0.1	0.0	0.0	0.0
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	105.00	82.00	181.00	111.00	-	-	376.4	0.8
	Sumo	-	-	40.00	15.00	-	-	0.8	0.1
	Tango Energy	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	2.00	4.00	-	-	1.4	0.9	-	-
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	-	-	3.00	-	-	-	0.0
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	1.00	-	-	-	0.3
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		5,916	3,990	2,969	2,235	0.3	0.2	0.1	0.1

Complaints data contains normalised figures for Origin Energy, due to changes in its complaint recording processes from July 2014 and February 2017.



4.8. Transfer or switching complaints, electricity

This table shows the total number of complaints relating to transfer or switching received by retailers from residential and small business electricity customers during the year.

		Transfer/switching complaints				Per 100 electricity customers				
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19	
Large	AGL	4,025	3,504	5,571	4,637	0.70	0.61	0.93	0.76	
	EnergyAustralia	809	559	902	822	0.16	0.11	0.18	0.18	
	Origin Energy	2,327	1,977	326	311	0.42	0.37	0.06	0.06	
	Lumo Energy	442	362	225	162	0.22	0.18	0.12	0.10	
	Red Energy	97	130	228	242	0.04	0.06	0.09	0.10	
	Simply Energy	615	642	740	648	0.27	0.27	0.28	0.25	
	Alinta Energy	374	229	637	404	0.49	0.30	0.69	0.25	
Medium	Click Energy and amaysim	24	166	133	43	0.08	0.47	0.33	0.09	
	Dodo	116	98	37	33	0.22	0.18	0.08	0.08	
	Momentum Energy	42.00	65.00	56.00	72.00	0.0	0.1	0.1	0.1	
	Powerdirect	265.00	1,117.00	227.00	259.00	0.6	2.3	0.5	0.7	
	Powershop	4.00	5.00	6.00	12.00	0.0	0.0	0.0	0.0	
	Sumo	22.00	157.00	233.00	803.00	0.5	0.9	0.8	1.8	
	Tango Energy	-	2.00	24.00	24.00	-	0.1	0.2	0.1	
Small	1st Energy	-	10.00	69.00	32.00	-	0.3	0.9	0.5	
	Blue NRG	-	2.00	-	4.00	-	0.0	-	0.1	
	CovaU	19.00	1.00	3.00	3.00	3.6	0.2	0.4	0.4	
	Diamond Energy	6.00	5.00	4.00	1.00	0.1	0.1	0.1	0.0	
	Globird	4.00	12.00	5.00	8.00	0.3	0.1	0.0	0.0	
	Next Business Energy	1.00	7.00	6.00	8.00	0.1	0.4	0.3	0.3	
	Online Power & Gas	22.00	14.00	5.00	1.00	0.4	0.1	-	-	
	People Energy	38.00	11.00	46.00	26.00	0.5	0.1	0.5	0.3	
	QEnergy	27.00	3.00	14.00	8.00	0.5	0.1	0.5	0.4	
	Tas Gas	-	-	-	-	-	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	-	
TOTAL		9,315	9,083	9,497	8,563	0.3	0.3	0.3	0.3	

Complaints data contains normalised figures for Origin Energy, due to changes in its complaint recording processes from July 2014 and February 2017.

4.9. Transfer or switching complaints, gas

This table shows the total number of complaints relating to transfer or switching received by retailers from residential and small business gas customers during the year.

		Transfer/switching complaints				Per 100 gas customers			
		Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18
Large	AGL	3,159	2,410	4,614	3,884	0.59	0.45	0.87	0.74
	EnergyAustralia	602	548	253	297	0.14	0.13	0.06	0.08
	Origin Energy	1,511	1,145	200	112	0.38	0.30	0.05	0.03
	Lumo Energy	222	224	182	146	0.14	0.15	0.12	0.11
	Red Energy	55	95	159	125	0.04	0.06	0.10	0.07
	Simply Energy	447	470	604	587	0.26	0.25	0.29	0.28
	Alinta Energy	77	113	440	187	0.18	0.26	0.83	0.21
Medium	Click Energy and amaysim	7	90	73	38	0.06	0.42	0.26	0.11
	Dodo	80	40	22	28	0.21	0.09	0.06	0.08
	Momentum Energy	21.00	38.00	37.00	70.00	0.1	0.1	0.1	0.1
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	16.00	-	-	-	0.1
	Sumo	-	-	99.00	440.00	-	-	2.0	1.9
	Tango Energy	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	13.00	1.00	-	1.00	8.8	0.2	-	0.1
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	-	-	7.00	-	-	-	0.1
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
TOTAL		6,194	5,174	6,683	5,938	0.3	0.3	0.3	0.3

Complaints data contains normalised figures for Origin Energy, due to changes in its complaint recording processes from July 2014 and February 2017.



4.10. 'Other' category complaints, electricity

This table shows the total number of complaints that do not classify as billing, marketing or transfer/switching related received by retailers from residential and small business electricity customers during the year.

		Other' complaints				Per 100 electricity customers			
	Retailer	2015-16	2016-17	2017-18	2018-19	2015-16	2016-17	2017-18	2018-19
Large	AGL	5,984	2,974	2,364	3,830	1.05	0.52	0.39	0.63
	EnergyAustralia	2,207	1,645	1,554	1,535	0.43	0.33	0.31	0.33
	Origin Energy	3,929	4,099	3,910	4,795	0.71	0.76	0.74	0.94
	Lumo Energy	3,261	2,606	2,530	1,152	1.61	1.32	1.39	0.73
	Red Energy	1,682	1,285	4,268	3,320	0.75	0.56	1.77	1.38
	Simply Energy	2,545	6,216	6,671	5,763	1.13	2.57	2.56	2.20
	Alinta Energy	932	1,174	1,251	1,142	1.22	1.56	1.36	0.72
Medium	Click Energy and amaysim	115	68	144	107	0.38	0.19	0.35	0.23
	Dodo	302	213	115	82	0.58	0.39	0.24	0.19
	Momentum Energy	246.00	232.00	953.00	800.00	0.3	0.2	0.9	0.7
	Powerdirect	721.00	155.00	120.00	222.00	1.5	0.3	0.3	0.6
	Powershop	9.00	20.00	28.00	18.00	0.0	0.0	0.0	0.0
	Sumo	1.00	36.00	85.00	271.00	0.0	0.2	0.3	0.6
	Tango Energy	-	4.00	78.00	153.00	-	0.2	0.6	0.3
Small	1st Energy	-	26.00	51.00	45.00	-	0.9	0.7	0.7
	Blue NRG	44.00	16.00	12.00	25.00	0.6	0.2	0.2	0.4
	CovaU	8.00	10.00	33.00	15.00	1.5	1.5	4.8	1.8
	Diamond Energy	11.00	6.00	3.00	5.00	0.3	0.1	0.1	0.1
	Globird	3.00	20.00	35.00	51.00	0.2	0.2	0.3	0.2
	Next Business Energy	-	-	8.00	3.00	-	-	0.4	0.1
	Online Power & Gas	49.00	47.00	20.00	-	0.8	0.5	-	-
	People Energy	34.00	42.00	64.00	51.00	0.5	0.5	0.7	0.6
	QEnergy	24.00	30.00	40.00	18.00	0.5	0.7	1.4	0.9
	Tas Gas	-	-	-	-	-	-	-	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		22,114	20,927	24,337	23,404	0.8	0.8	0.9	0.8

Complaints data contains normalised figures for Origin Energy, due to changes in its complaint recording processes from July 2014 and February 2017.

4.11. 'Other' category complaints, gas

This table shows the total number of complaints that do not classify as billing, marketing or transfer/switching related received by retailers from residential and small business gas customers during the year.

		Other' complaints				Per 100 gas customers			
	Retailer	2015–16	2016–17	2017–18	2018–19	2015–16	2016–17	2017–18	2018–19
Large	AGL	5,455	2,072	985	1,550	1.02	0.39	0.19	0.29
	EnergyAustralia	1,416	1,218	792	909	0.33	0.29	0.19	0.23
	Origin Energy	2,776	1,938	3,247	2,131	0.70	0.50	0.87	0.60
	Lumo Energy	796	826	839	488	0.51	0.54	0.57	0.37
	Red Energy	588	519	1,587	1,231	0.41	0.34	0.98	0.74
	Simply Energy	1,316	4,639	5,185	4,557	0.78	2.47	2.52	2.19
	Alinta Energy	122	321	260	374	0.29	0.74	0.49	0.41
Medium	Click Energy and amaysim	30	15	88	69	0.25	0.07	0.31	0.21
	Dodo	151	110	46	53	0.39	0.26	0.12	0.15
	Momentum Energy	78.00	92.00	371.00	356.00	0.3	0.2	0.6	0.5
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	1.00	-	-	-	0.0
	Sumo	-	-	12.00	99.00	-	-	0.2	0.4
	Tango Energy	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	7.00	3.00	22.00	2.00	4.7	0.6	3.9	0.2
	Diamond Energy	-	-	-	-	-	-	-	-
	Globird	-	-	-	11.00	-	-	-	0.1
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Tas Gas	-	1.00	11.00	-	-	100.0	12.2	-
	Energy Locals	-	-	-	-	-	-	-	-
	Powerclub	-	-	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	-	-	-
	Onsite Energy Solutions	-	-	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	-	-	
TOTAL		12,735	11,754	13,445	11,831	0.7	0.6	0.7	0.6

Complaints data contains normalised figures for Origin Energy, due to changes in its complaint recording processes from July 2014 and February 2017.



4.12. Customer wait times

This table shows the average customer wait time for calls to a retailer operator (in seconds) during the year.

All calls to a retailer's account line							
	Retailer	2013–14	2014–15	2015–16	2016–17	2017–18	2018–19
Large	AGL	22	19	19	19	39	17
	EnergyAustralia	199	10	22	28	116	78
	Origin Energy	54	91	161	54	108	88
	Lumo Energy	58	27	24	16	28	55
	Red Energy	26	44	42	82	129	49
	Simply Energy	37	44	48	77	76	60
	Alinta Energy	42	32	29	46	28	27
Medium	Click Energy and amaysim	55	41	42	65	176	33
	Dodo	34	15	26	37	32	20
	Momentum Energy	53	44	27	44	17	126
	Powerdirect	193	36	15	29	25	40
	Powershop	11	33	12	26	25	52
	Sumo	-	-	94	159	561	271
	Tango Energy	7	11	7	8	11	35
Small	1st Energy	-	-	-	39	52	63
	Blue NRG	30	30	30	7	12	8
	CovaU	-	29	-	16	11	9
	Diamond Energy	-	-	-	-	-	-
	Globird	-	-	17	76	49	46
	Next Business Energy	-	28	-	14	15	16
	Online Power & Gas	-	3	103	47	-	-
	People Energy	63	54	42	20	309	17
	QEnergy	162	17	4	30	3	4
	Tas Gas	-	-	-	12	62	-
	Energy Locals	-	-	-	-	-	20
	Powerclub	-	-	-	-	-	-
	Elysian Energy	-	-	-	-	-	9
	Onsite Energy Solutions	-	-	-	-	-	-
	WIN Energy	-	-	-	-	-	-
Sun Retail	-	-	-	-	-	-	
TOTAL		73	38	53	43	82	56

Figures reported for call statistics were annual in 2016-17 and 2017-18, whereas previously they were monthly submissions.