



Performance of energy companies

This 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 2016-17*. It provides information about the performance of individual retailers and the energy retail industry as a whole in key areas of service and operation.

Retailers are required to report this information to the Commission as numerical figures against specific performance indicators.

The purpose of these indicators is to provide insight into such areas as customer numbers and market share, support and assistance provided to customers experiencing payment difficulty, rates of disconnection and reconnection, customer service and complaints.

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1. 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.

1.1. Energy markets

This section provides the data from 2016-17 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 2016-17 with previous financial years.



1.1.1. Retailer participation (residential customers)

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

		Electricity			Gas		
	Retailer	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	✓	✓	✓	✓	✓	✓
	Energy Australia	✓	✓	✓	✓	✓	✓
	Origin Energy	✓	✓	✓	✓	✓	✓
	Lumo Energy	✓	✓	✓	✓	✓	✓
	Red Energy	✓	✓	✓	✓	✓	✓
	Simply Energy	✓	✓	✓	✓	✓	✓
Medium	Alinta Energy	✓	✓	✓	✓	✓	✓
	Click Energy	✓	✓	✓	✓	✓	✓
	Dodo & Commander (M2 Energy)	✓	✓	✓	✓	✓	✓
	Momentum	✓	✓	✓	✓	✓	✓
	Powerdirect	✓	✓	✓			
	Powershop Australia	✓	✓	✓			
Small	1st Energy			✓			
	Blue NRG	✓	✓	✓			
	CovaU	✓	✓	✓		✓	✓
	Diamond Energy	✓	✓	✓			
	ERM Business Energy						
	Globird		✓	✓			
	Next Business Energy	✓	✓	✓			
	Online Power and Gas	✓	✓	✓			
	Tango (Pacific Hydro)	✓	✓	✓			
	People Energy	✓	✓	✓			
	QEnergy	✓	✓	✓			
	Sumo Power	✓	✓	✓			
	Sun Retail	✓	✓	✓			
	Tas Gas						✓
	AGL (Qld)						
	EnergyAustralia Yallourn						
	Macquarie Bank						
	Progressive Green Energy						
	Stanwell Corporation						
	Retailers no longer active	✓					

1.1.2. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17	
Large	AGL	✓	✓	✓	✓	✓	✓	
	Energy Australia	✓	✓	✓	✓	✓	✓	
	Origin Energy	✓	✓	✓	✓	✓	✓	
	Lumo Energy	✓	✓	✓	✓	✓	✓	
	Red Energy	✓	✓	✓	✓	✓	✓	
	Simply Energy	✓	✓	✓	✓	✓	✓	
Medium	Alinta Energy	✓	✓	✓	✓	✓	✓	
	Click Energy	✓	✓	✓	✓	✓	✓	
	Dodo & Commander (M2 Energy)	✓	✓	✓				
	Momentum	✓	✓	✓	✓	✓	✓	
	Powerdirect	✓	✓	✓				
	Powershop Australia	✓	✓	✓				
Small	1st Energy			✓				
	Blue NRG	✓	✓	✓				
	CovaU	✓	✓	✓		✓	✓	
	Diamond Energy	✓	✓	✓				
	ERM Business Energy	✓	✓	✓				
	Globird		✓	✓				
	Next Business Energy	✓	✓	✓				
	Online Power and Gas	✓	✓	✓				
	Tango (Pacific Hydro)	✓	✓	✓				
	People Energy	✓	✓	✓				
	QEnergy	✓	✓	✓				
	Sumo Power		✓	✓				
	Sun Retail	✓	✓	✓				
	Tas Gas							
	AGL (Qld)	✓		✓				
	EnergyAustralia Yallourn							
	Macquarie Bank							
	Progressive Green Energy							
	Stanwell Corporation							
	Retailers no longer active	✓						

1.1.4. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	538,895	533,231	537,819	531,670	517,856	516,570
	Energy Australia	479,707	477,011	461,761	424,702	420,435	409,406
	Origin Energy	492,290	484,353	470,254	383,247	378,709	367,990
	Lumo Energy	196,685	188,517	181,033	156,475	153,426	150,067
	Red Energy	215,544	216,877	221,483	136,357	140,748	147,972
	Simply Energy	187,856	202,646	218,420	145,564	160,001	178,159
Medium	Alinta Energy	64,728	74,199	74,362	37,281	42,187	43,392
	Click Energy	25,121	29,777	34,375	2,426	12,114	21,076
	Dodo & Commander (M2 Energy)	44,788	49,948	52,585	32,129	38,601	42,365
	Momentum	49,977	59,409	69,933	2,868	20,726	40,018
	Powerdirect	36,175	34,863	36,643	-	-	-
	Powershop Australia	27,070	44,872	55,794	-	-	-
Small	1st Energy	-	-	2,360	-	-	-
	Blue NRG	94	85	71	-	-	-
	CovaU	12	159	229	-	43	143
	Diamond Energy	3,070	3,975	4,667	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	1,347	7,750	-	-	-
	Next Business Energy	12	79	191	-	-	-
	Online Power and Gas	31	3,910	5,556	-	-	-
	Tango (Pacific Hydro)	61	459	1,506	-	-	-
	People Energy	5,048	6,980	8,952	-	-	-
	QEnergy	1,165	867	757	-	-	-
	Sumo Power	46	4,086	15,764	-	-	-
	Sun Retail	2	2	3	-	-	-
	Tas Gas	-	-	-	-	-	1
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	11,456	-	-	-	-	-
	TOTAL	2,379,833	2,417,650	2,462,268	1,852,718	1,884,844	1,917,159



1.1.5. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	40,400	38,276	38,396	15,559	14,793	16,002
	Energy Australia	41,348	40,089	41,822	12,971	11,548	10,861
	Origin Energy	71,282	70,714	71,381	17,779	18,526	20,097
	Lumo Energy	13,524	14,034	17,004	2,012	2,264	2,689
	Red Energy	7,548	7,597	7,638	2,988	3,156	2,638
	Simply Energy	16,934	22,283	23,506	5,115	9,092	9,582
Medium	Alinta Energy	1,220	2,437	967	6	6	4
	Click Energy	623	525	894	4	25	154
	Dodo & Commander (M2 Energy)	1,250	2,492	2,698	-	-	-
	Momentum	33,798	36,819	30,004	200	1,903	3,237
	Powerdirect	14,389	13,009	12,108	-	-	-
	Powershop Australia	1,759	2,994	3,192	-	-	-
Small	1st Energy	-	-	564	-	-	-
	Blue NRG	4,924	7,344	8,114	-	-	-
	CovaU	35	372	424	-	105	326
	Diamond Energy	192	196	207	-	-	-
	ERM Business Energy	3,258	6,641	7,987	-	-	-
	Globird	-	203	830	-	-	-
	Next Business Energy	31	1,044	1,559	-	-	-
	Online Power and Gas	3	2,230	4,810	-	-	-
	Tango (Pacific Hydro)	48	337	439	-	-	-
	People Energy	190	218	334	-	-	-
	QEnergy	3,757	4,233	3,610	-	-	-
	Sumo Power	-	68	1,355	-	-	-
	Sun Retail	85	27	16	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	18	-	19	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	1	-	-	-	-	-
	TOTAL	256,615	274,183	279,878	56,632	61,417	65,589

1.1.6. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	10,547	8,806	8,912	281	267	574
	Energy Australia	3,188	2,915	2,835	1,243	1,088	758
	Origin Energy	10,591	12,107	13,070	1,043	1,331	1,352
	Lumo Energy	2,000	2,168	1,957	70	83	99
	Red Energy	2,357	2,977	3,187	24	19	20
	Simply Energy	2,433	3,008	2,666	149	151	156
Medium	Alinta Energy	383	342	195	-	-	8
	Click Energy	116	62	53	-	-	2
	Dodo & Commander (M2 Energy)	109	87	206	-	-	-
	Momentum	16,372	9,706	8,022	12	132	107
	Powerdirect	7,777	4,633	2,711	-	-	-
	Powershop Australia	263	427	507	-	-	-
Small	1st Energy	-	-	157	-	-	-
	Blue NRG	2,075	2,548	2,615	-	-	-
	CovaU	3	167	239	-	-	-
	Diamond Energy	25	17	20	-	-	-
	ERM Business Energy	3,817	4,695	5,176	7	19	18
	Globird	-	21	39	-	-	-
	Next Business Energy	8	124	360	-	-	-
	Online Power and Gas	438	290	664	-	-	-
	Tango (Pacific Hydro)	132	323	533	-	-	-
	People Energy	26	14	30	-	-	-
	QEnergy	541	602	5	-	-	-
	Sumo Power	-	10	230	-	-	-
	Sun Retail	228	65	14	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	115	99	92	-	-	-
	EnergyAustralia Yallourn	3,952	4,353	4,249	-	-	-
	Macquarie Bank	13	15	13	-	-	-
	Progressive Green Energy	124	129	195	-	-	-
	Stanwell Corporation	0	19	85	-	-	-
	Retailers no longer active	8	-	-	-	-	-
	TOTAL	67,640	60,727	59,035	2,830	3,089	3,093



1.1.7. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	23%	22%	22%	29%	27%	27%
	Energy Australia	20%	20%	19%	23%	22%	21%
	Origin Energy	21%	20%	19%	21%	20%	19%
	Lumo Energy	8%	8%	7%	8%	8%	8%
	Red Energy	9%	9%	9%	7%	7%	8%
	Simply Energy	8%	8%	9%	8%	8%	9%
Medium	Alinta Energy	3%	3%	3%	2%	2%	2%
	Click Energy	1%	1%	1%	-	-	1%
	Dodo & Commander (M2 Energy)	2%	2%	2%	2%	2%	2%
	Momentum	2%	2%	3%	-	1%	2%
	Powerdirect	2%	1%	1%	-	-	-
	Powershop Australia	1%	2%	2%	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
TOTAL		100%	100%	100%	100%	100%	100%

Note: percentages have been rounded to the nearest figure.

1.1.8. 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		
	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Standard contract						
'ex-local' retailer	9%	8%	6%	18%	16%	15%
new retailer	1%	1%	1%	1%	1%	2%
Market contract						
'ex-local' retailer	55%	54%	53%	42%	38%	39%
new retailer	36%	37%	40%	39%	44%	44%
TOTAL	100%	100%	100%	100%	100%	100%

1.1.9. 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		
	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Standard contract						
'ex-local' retailer	11%	10%	8%	24%	22%	18%
new retailer	1%	1%	0%	0%	0%	1%
Market contract						
'ex-local' retailer	61%	60%	59%	57%	51%	54%
new retailer	27%	30%	32%	18%	27%	28%
TOTAL	100%	100%	100%	100%	100%	100%

Note: percentage figures are rounded.



1.2. Payment difficulties

This section provides the data from 2016-17 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 2016-17 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.

1.2.1. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	6,074	8,199	9,594	1.13	1.54	1.78
	Energy Australia	3,223	4,204	2,646	0.67	0.88	0.57
	Origin Energy	4,273	4,169	4,149	0.87	0.86	0.88
	Lumo Energy	1,247	1,417	763	0.63	0.75	0.42
	Red Energy	671	745	704	0.31	0.34	0.32
	Simply Energy	1,627	2,411	2,871	0.87	1.19	1.31
Medium	Alinta Energy	254	351	630	0.39	0.47	0.85
	Click Energy	70	160	156	0.28	0.54	0.46
	Dodo & Commander (M2 Energy)	238	611	578	0.53	1.22	1.10
	Momentum	74	186	413	0.15	0.31	0.59
	Powerdirect	1	2	243	0.00	0.01	0.66
	Powershop Australia	33	137	239	0.12	0.30	0.43
Small	1st Energy	-	-	0	-	-	0.02
	Blue NRG	-	-	-	-	-	-
	CovaU	-	0	4	-	0.16	1.53
	Diamond Energy	1	4	7	0.04	0.09	0.14
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	51	-	-	0.65
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	4	15	-	0.09	0.27
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	16	8	10	0.32	0.11	0.11
	QEnergy	19	15	19	1.59	1.67	2.49
	Sumo Power	-	-	5	-	-	0.03
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	15	-	-	0.13	-	-
	TOTAL	17,835	22,622	23,096	0.75	0.94	0.94



1.2.2. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	2,149	2,581	3,909	0.40	0.48	0.73
	Energy Australia	40,556	45,702	43,180	8.45	9.58	9.35
	Origin Energy	2,717	2,424	4,487	0.55	0.50	0.95
	Lumo Energy	3,421	2,861	2,582	1.74	1.52	1.43
	Red Energy	3,727	3,490	3,639	1.73	1.61	1.64
	Simply Energy	5,395	5,932	5,115	2.87	2.93	2.34
Medium	Alinta Energy	2,378	2,025	1,029	3.67	2.73	1.38
	Click Energy	342	245	273	1.36	0.82	0.79
	Dodo & Commander (M2 Energy)	7	5	10	0.02	0.01	0.02
	Momentum	256	191	908	0.51	0.32	1.30
	Powerdirect	36	158	388	0.10	0.45	1.06
	Powershop Australia	69	169	348	0.25	0.38	0.62
Small	1st Energy	-	-	7	-	-	0.28
	Blue NRG	-	-	0	-	-	0.35
	CovaU	-	2	4	-	1.52	1.71
	Diamond Energy	7	16	35	0.22	0.41	0.74
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	0	0	-	0.21	0.09
	Online Power and Gas	-	12	25	-	0.30	0.45
	Tango (Pacific Hydro)	-	6	0	-	1.23	0.01
	People Energy	37	183	67	0.73	2.62	0.75
	QEnergy	2	15	32	0.18	1.73	4.19
	Sumo Power	-	-	93	-	-	0.59
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	401	-	-	3.50	-	-
	TOTAL	61,498	66,017	66,128	2.58	2.73	2.69

1.2.3. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	8,223	10,780	13,503	1.53	2.02	2.51
	Energy Australia	43,779	49,906	45,826	9.13	10.46	9.92
	Origin Energy	6,989	6,594	8,636	1.42	1.36	1.84
	Lumo Energy	4,668	4,278	3,346	2.37	2.27	1.85
	Red Energy	4,398	4,235	4,343	2.04	1.95	1.96
	Simply Energy	7,022	8,343	7,986	3.74	4.12	3.66
Medium	Alinta Energy	2,632	2,376	1,658	4.07	3.20	2.23
	Click Energy	411	406	429	1.64	1.36	1.25
	Dodo & Commander (M2 Energy)	245	616	587	0.55	1.23	1.12
	Momentum	330	376	1,321	0.66	0.63	1.89
	Powerdirect	36	160	631	0.10	0.46	1.72
	Powershop Australia	102	306	586	0.38	0.68	1.05
Small	1st Energy	-	-	7	-	-	0.30
	Blue NRG	-	-	-	-	-	-
	CovaU	-	3	7	-	1.68	3.24
	Diamond Energy	8	20	41	0.26	0.51	0.89
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	15	40	-	0.39	0.71
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	53	190	77	1.06	2.73	0.86
	QEnergy	21	30	51	1.77	3.40	6.68
	Sumo Power	-	-	98	-	-	0.62
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	415	-	-	3.63	-	-
	TOTAL	79,333	88,633	89,172	3.33	3.67	3.62



1.2.4. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	5,259	7,147	8,578	0.99	1.38	1.66
	Energy Australia	1,745	2,429	1,738	0.41	0.58	0.42
	Origin Energy	2,232	2,575	3,063	0.58	0.68	0.83
	Lumo Energy	1,047	1,235	673	0.67	0.81	0.45
	Red Energy	396	470	473	0.29	0.33	0.32
	Simply Energy	1,225	1,825	2,281	0.84	1.14	1.28
Medium	Alinta Energy	133	177	301	0.36	0.42	0.69
	Click Energy	-	25	66	-	0.21	0.31
	Dodo & Commander (M2 Energy)	122	163	427	0.38	0.42	1.01
	Momentum	1	41	228	0.04	0.20	0.57
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	0	0	-	0.97	0.06
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	12,159	16,088	17,826	0.66	0.85	0.93

1.2.5. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	1,148	1,522	2,849	0.22	0.29	0.55
	Energy Australia	33,569	38,661	38,791	7.90	9.20	9.47
	Origin Energy	2,057	2,079	4,380	0.54	0.55	1.19
	Lumo Energy	2,949	2,467	2,263	1.88	1.61	1.51
	Red Energy	1,782	1,854	2,099	1.31	1.32	1.42
	Simply Energy	3,933	4,498	4,178	2.70	2.81	2.35
Medium	Alinta Energy	1,113	834	442	2.99	1.98	1.02
	Click Energy	7	70	157	0.27	0.58	0.75
	Dodo & Commander (M2 Energy)	4	3	6	0.01	0.01	0.01
	Momentum	1	39	393	0.05	0.19	0.98
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	1	-	-	0.76
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	46,563	52,027	55,559	2.51	2.76	2.90



1.2.6. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	6,407	8,669	11,428	1.21	1.67	2.21
	Energy Australia	35,314	41,090	40,529	8.31	9.77	9.90
	Origin Energy	4,288	4,654	7,442	1.12	1.23	2.02
	Lumo Energy	3,996	3,703	2,936	2.55	2.41	1.96
	Red Energy	2,178	2,324	2,571	1.60	1.65	1.74
	Simply Energy	5,158	6,323	6,459	3.54	3.95	3.63
Medium	Alinta Energy	1,246	1,011	742	3.34	2.40	1.71
	Click Energy	7	96	224	0.27	0.79	1.06
	Dodo & Commander (M2 Energy)	126	166	433	0.39	0.43	1.02
	Momentum	3	79	621	0.09	0.38	1.55
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	0	1	-	0.97	0.81
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	58,722	68,115	73,385	3.17	3.61	3.83

1.2.7. 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			
	2014-15	2015-16	2016-17
Average customers in retailer hardship programs across the year	28,549	33,689	37,935
Total customers in retailer hardship programs across the year	53,565	69,688	79,828
total in hardship programs as at 30 June	29,626	31,528	32,669
total who left programs during the financial year	23,939	38,160	47,159
total who are concession card holders	19,845	22,925	23,030
Customers who left (or exited) hardship programs, as at 30 June			
by agreement with their retailer	6,315	13,043	12,059
excluded for not meeting the terms of the program	11,819	17,971	26,323
by switching or transfer to another retailer	5,805	7,146	8,777
Customers denied access to hardship programs	506	511	2,119
Average debt levels, across the FY period			
customers already in hardship programs	1,228	1,235	1,564
customers entering hardship programs	944	917	1,241
Disconnections and reconnections			
Disconnections of customers previously in hardship programs	2,912	3,350	6,432
Reconnections of customers previously in hardship programs	1,678	1,909	3,359
Types of assistance in hardship programs			
Energy field audits provided at no cost to the customer	178	497	295
Large appliances provided	336	245	217
Small appliances provided	82	19	52



1.2.8. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	12,714	15,384	23,000	2.36	2.89	4.28
	Energy Australia	13,328	17,673	12,856	2.78	3.70	2.78
	Origin Energy	10,957	12,520	15,957	2.23	2.58	3.39
	Lumo Energy	3,359	4,091	3,599	1.71	2.17	2.01
	Red Energy	2,201	2,384	2,233	1.02	1.10	1.01
	Simply Energy	5,311	8,406	10,318	2.83	4.15	4.72
Medium	Alinta Energy	2,162	3,748	3,840	3.34	5.05	5.16
	Click Energy	403	918	1,512	1.60	3.08	4.40
	Dodo & Commander (M2 Energy)	1,827	2,174	2,197	4.08	4.35	4.18
	Momentum	792	1,643	3,050	1.58	2.77	4.36
	Powerdirect	246	298	365	0.68	0.85	1.00
	Powershop Australia	107	290	441	0.40	0.65	0.79
Small	1st Energy	-	-	4	-	-	0.17
	Blue NRG	-	-	-	-	-	-
	CovaU	-	2	4	-	1.26	1.75
	Diamond Energy	5	9	15	0.16	0.23	0.32
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	185	-	-	2.39
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	64	71	-	1.64	1.28
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	53	47	84	1.05	0.67	0.94
	QEnergy	23	37	40	1.97	4.27	5.28
	Sumo Power	-	-	57	-	-	0.36
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	77	-	-	0.67	-	-
	TOTAL	53,565	69,688	79,828	2.25	2.88	3.24

1.2.9. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	7,288	9,494	12,691	1.35	1.78	2.36
	Energy Australia	7,980	8,215	6,650	1.66	1.72	1.44
	Origin Energy	6,044	6,297	6,703	1.23	1.30	1.43
	Lumo Energy	1,525	1,779	1,345	0.78	0.94	0.75
	Red Energy	852	947	913	0.40	0.44	0.41
	Simply Energy	2,606	3,407	4,309	1.39	1.68	1.97
Medium	Alinta Energy	674	1,197	1,789	1.04	1.61	2.41
	Click Energy	99	241	472	0.39	0.81	1.37
	Dodo & Commander (M2 Energy)	866	931	1,111	1.93	1.86	2.11
	Momentum	325	769	1,273	0.65	1.30	1.82
	Powerdirect	170	197	256	0.47	0.56	0.70
	Powershop Australia	36	171	284	0.13	0.38	0.51
Small	1st Energy	-	-	0	-	-	0.02
	Blue NRG	-	-	-	-	-	-
	CovaU	-	0	2	-	0.21	0.95
	Diamond Energy	2	4	8	0.05	0.10	0.16
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	56	-	-	0.72
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	14	16	-	0.35	0.29
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	16	10	30	0.32	0.14	0.33
	QEnergy	19	16	20	1.66	1.84	2.67
	Sumo Power	-	-	8	-	-	0.05
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	49	-	-	0.43	-	-
	TOTAL	28,549	33,689	37,935	1.20	1.39	1.54



1.2.10. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	1,323	1,169	2,167	24%	29%	17%
	Energy Australia	746	5,219	1,971	26%	49%	29%
	Origin Energy	1,765	2,527	2,701	29%	34%	28%
	Lumo Energy	653	485	574	30%	16%	21%
	Red Energy	562	399	524	37%	26%	35%
	Simply Energy	602	832	981	23%	16%	15%
Medium	Alinta Energy	191	1,782	1,970	14%	60%	98%
	Click Energy	230	236	354	81%	36%	30%
	Dodo & Commander (M2 Energy)	147	130	128	13%	10%	10%
	Momentum	22	168	497	9%	19%	28%
	Powerdirect	43	73	28	41%	78%	21%
	Powershop Australia	-	-	71	-	-	31%
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	3	3	7	75%	50%	78%
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	28	-	-	22%
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	7	31	-	13%	44%
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	19	11	19	49%	38%	26%
	QEnergy	2	2	8	20%	12%	47%
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	7	-	-	21%	-	-
	TOTAL	6,315	13,043	12,059	26%	34%	26%

1.2.11. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	2,701	1,074	8,045	49%	26%	62%
	Energy Australia	1,251	3,802	2,862	44%	35%	41%
	Origin Energy	2,884	3,528	5,665	48%	48%	60%
	Lumo Energy	958	1,985	1,753	44%	65%	65%
	Red Energy	740	949	764	49%	62%	50%
	Simply Energy	1,378	3,646	4,781	53%	70%	72%
Medium	Alinta Energy	987	1,032	3	74%	35%	0%
	Click Energy	46	290	614	16%	44%	53%
	Dodo & Commander (M2 Energy)	630	1,090	779	57%	82%	61%
	Momentum	165	500	835	68%	56%	48%
	Powerdirect	61	20	62	59%	22%	47%
	Powershop Australia	-	-	37	-	-	16%
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	1	2	2	25%	33%	22%
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	47	-	-	37%
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	47	38	-	87%	54%
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	4	36	-	14%	49%
	QEnergy	-	2	-	-	12%	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	17	-	-	50%	-	-
	TOTAL	11,819	17,971	26,323	49%	47%	56%



1.2.12. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	1,509	1,842	2,806	27%	45%	22%
	Energy Australia	850	1,694	2,080	30%	16%	30%
	Origin Energy	1,412	1,301	1,134	23%	18%	12%
	Lumo Energy	550	604	352	25%	20%	13%
	Red Energy	221	194	225	15%	13%	15%
	Simply Energy	643	759	896	25%	14%	13%
Medium	Alinta Energy	160	133	46	12%	5%	2%
	Click Energy	9	136	196	3%	21%	17%
	Dodo & Commander (M2 Energy)	328	115	375	30%	9%	29%
	Momentum	57	222	417	23%	25%	24%
	Powerdirect	-	-	43	-	-	32%
	Powershop Australia	28	117	121	100%	100%	53%
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	1	3	-	100%	100%
	Diamond Energy	-	1	-	-	17%	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	53	-	-	41%
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	1	-	-	1%
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	20	14	18	51%	48%	25%
	QEnergy	8	13	9	80%	76%	53%
	Sumo Power	-	-	2	-	-	100%
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	10	-	-	29%	-	-
	TOTAL	5,805	7,146	8,777	24%	19%	19%

1.2.13. 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.

		Number of customers			Per 100 electricity customers		
	Retailer	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	5,386	7,117	8,502	1.00	1.33	1.58
	Energy Australia	5,368	5,093	4,027	1.12	1.07	0.87
	Origin Energy	3,796	4,056	4,130	0.77	0.84	0.88
	Lumo Energy	1,160	1,253	854	0.59	0.66	0.48
	Red Energy	543	618	589	0.25	0.28	0.27
	Simply Energy	2,305	2,711	2,500	1.23	1.34	1.14
Medium	Alinta Energy	409	829	507	0.63	1.12	0.68
	Click Energy	55	143	278	0.22	0.48	0.81
	Dodo & Commander (M2 Energy)	429	380	560	0.96	0.76	1.07
	Momentum	226	490	805	0.45	0.82	1.15
	Powerdirect	124	149	65	0.34	0.43	0.18
	Powershop Australia	15	68	140	0.06	0.15	0.25
Small	1st Energy	-	-	0	-	-	0.01
	Blue NRG	-	-	-	-	-	-
	CovaU	-	0	0	-	0.16	0.15
	Diamond Energy	0	2	4	0.01	0.04	0.08
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	29	-	-	0.38
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	7	8	-	0.17	0.15
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	14	8	22	0.27	0.11	0.24
	QEnergy	-	3	5	-	0.34	0.67
	Sumo Power	-	-	5	-	-	0.03
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	13	-	-	0.11	-	-
	TOTAL	19,845	22,925	23,030	0.83	0.95	0.94



1.2.14. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	101	-	-	0.79	-	-
	Energy Australia	-	-	-	-	-	-
	Origin Energy	-	-	-	-	-	-
	Lumo Energy	-	-	-	-	-	-
	Red Energy	81	8	6	3.68	0.34	0.27
	Simply Energy	194	400	534	3.65	4.76	5.18
Medium	Alinta Energy	-	-	1,579	-	-	41.12
	Click Energy	-	-	-	-	-	-
	Dodo & Commander (M2 Energy)	-	-	-	-	-	-
	Momentum	116	91	-	14.65	5.54	-
	Powerdirect	6	12	-	2.44	4.03	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	8	-	-	15.09	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active						
	TOTAL	506	511	2,119	0.94	0.73	2.65

1.2.15. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	\$1,574	\$1,250	\$1,724	\$1,816	\$2,155	\$2,027
	Energy Australia	\$989	\$1,292	\$1,115	\$1,125	\$1,183	\$1,772
	Origin Energy	\$800	\$622	\$1,320	\$886	\$582	\$1,125
	Lumo Energy	\$453	\$443	\$924	\$779	\$3,212	\$734
	Red Energy	\$212	\$196	\$676	\$131	\$107	\$446
	Simply Energy	\$894	\$959	\$1,224	\$1,012	\$1,020	\$1,413
Medium	Alinta Energy	\$437	\$634	\$1,170	\$614	\$833	\$1,349
	Click Energy	\$684	\$631	\$808	\$931	\$880	\$964
	Dodo & Commander (M2 Energy)	\$928	\$1,171	\$1,037	\$940	\$1,010	\$964
	Momentum	\$484	\$602	\$490	\$312	\$264	\$771
	Powerdirect	\$1,464	\$1,689	\$1,742	\$1,851	\$2,023	\$2,178
	Powershop Australia	\$737	\$751	\$931	\$788	\$1,550	\$1,937
Small	1st Energy	-	-	\$917	-	-	\$917
	Blue NRG	-	-	-	-	-	-
	CovaU	-	\$848	\$633	-	\$173	\$1,539
	Diamond Energy	\$1,048	\$665	\$1,297	\$1,530	\$789	\$2,090
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	\$790	-	-	\$894
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	\$803	\$1,129	-	\$1,262	\$965
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	\$1,079	\$966	\$944	\$1,562	\$699	\$912
	QEnergy	\$335	\$617	\$674	\$580	\$900	\$600
	Sumo Power	-	-	\$2,292	-	-	\$2,292
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	\$1,077	-	-	-	-	-
	TOTAL	\$944	\$917	\$1,241	\$1,172	\$1,422	\$1,531

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.



1.2.16. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	378	370	475	407	331	613
	Energy Australia	232	326	369	303	329	380
	Origin Energy	341	295	236	350	275	201
	Lumo Energy	233	205	172	243	214	170
	Red Energy	143	148	175	132	165	171
	Simply Energy	208	207	199	228	202	187
Medium	Alinta Energy	85	132	167	76	110	190
	Click Energy	25	55	80	55	47	93
	Dodo & Commander (M2 Energy)	180	211	295	164	234	287
	Momentum	237	155	129	147	142	100
	Powerdirect	370	474	195	439	538	380
	Powershop Australia	44	190	307	87	251	351
Small	1st Energy	-	-	2	-	-	17
	Blue NRG	-	-	-	-	-	-
	CovaU	-	12	107	-	58	180
	Diamond Energy	50	108	144	40	-	240
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	95	-	-	79
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	34	53	-	58	158
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	138	152	88	139	1,003	112
	QEnergy	306	421	365	480	365	365
	Sumo Power	-	-	12	-	-	36
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	133	-	-	-	-	-
	TOTAL	278	278	312	303	268	348

1.2.17. Disconnection and reconnection of energy 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	1,436	657	1,768	882	445	951
	Energy Australia	5	126	193	3	94	136
	Origin Energy	747	685	706	400	429	450
	Lumo Energy	105	579	789	44	193	215
	Red Energy	182	249	199	51	60	58
	Simply Energy	311	717	1,579	219	487	1,014
Medium	Alinta Energy	23	39	728	13	20	257
	Click Energy	6	31	83	-	19	46
	Dodo & Commander (M2 Energy)	18	63	39	7	74	18
	Momentum	79	200	327	59	87	204
	Powerdirect	-	-	3	-	-	2
	Powershop Australia	-	-	10	-	-	1
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	4	7	-	1	6
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	1	-	-	1
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	2,912	3,350	6,432	1,678	1,909	3,359



1.2.18. 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.

		Total amount outstanding			Percentage of total across all retailers		
	Retailer	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	\$13,698,088	\$25,187,640	\$21,804,439	37%	51%	39%
	Energy Australia	\$11,801,250	\$9,344,517	\$11,654,444	32%	19%	21%
	Origin Energy	\$4,857,052	\$3,444,276	\$8,166,375	13%	7%	15%
	Lumo Energy	\$1,155,257	\$4,445,408	\$830,154	3%	9%	1%
	Red Energy	\$104,800	\$101,757	\$367,950	0%	0%	1%
	Simply Energy	\$2,987,424	\$3,855,600	\$5,962,860	8%	8%	11%
Medium	Alinta Energy	\$623,210	\$733,873	\$2,692,604	2%	1%	5%
	Click Energy	\$147,098	\$262,240	\$424,160	0%	1%	1%
	Dodo & Commander (M2 Energy)	\$757,640	\$935,260	\$1,017,020	2%	2%	2%
	Momentum	\$183,768	\$229,680	\$1,167,294	1%	0%	2%
	Powerdirect	\$307,266	\$414,715	\$570,636	1%	1%	1%
	Powershop Australia	\$62,252	\$296,050	\$491,998	0%	1%	1%
Small	1st Energy	-	-	\$3,668	-	-	0%
	Blue NRG	-	-	-	-	-	-
	CovaU	-	\$173	\$1,539	-	0%	0%
	Diamond Energy	\$1,530	\$2,367	\$12,540	0%	0%	0%
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	\$86,718	-	-	0%
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	\$17,668	\$4,825	-	0%	0%
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	\$31,240	\$13,281	\$12,768	0%	0%	0%
	QEnergy	\$8,120	\$22,500	\$13,800	0%	0%	0%
	Sumo Power	-	-	\$130,644	-	-	0%
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	\$36,725,995	\$49,307,005	\$55,416,436	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.

1.2.19. Victorian Government energy concession expenditure

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

Type of concession	Amount spent (\$M)		
	2014-15	2015-16	2016-17
Off-peak concession (electricity)	5.2	3.9	3.7
Service to property charge concession (electricity)	12.6	14.5	12.4
Annual electricity concession	127.9	142	126.8
Winter gas concession	55.1	63.5	61.6
TOTAL	200.7	223.9	204.5



1.2.20. 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	12,659	6,620	5,863	\$454
	Energy Australia	5,498	2,842	2,709	\$460
	Origin Energy	5,809	2,709	2,487	\$444
	Lumo Energy	2,654	1,454	1,436	\$475
	Red Energy	1,959	1,248	1,169	\$446
	Simply Energy	4,900	1,734	1,507	\$447
Medium	Alinta Energy	1,734	798	736	\$469
	Click Energy	622	230	199	\$469
	Dodo & Commander (M2 Energy)	672	210	179	\$480
	Momentum	1,039	526	464	\$452
	Powerdirect	378	183	161	\$468
	Powershop Australia	249	133	115	\$477
Small	1st Energy	3	0	0	-
	Blue NRG	-	-	-	-
	CovaU	14	6	5	\$463
	Diamond Energy	23	14	13	\$486
	ERM Business Energy	-	-	-	-
	Globird	23	17	11	\$479
	Next Business Energy	1	1	1	\$369
	Online Power and Gas	44	12	15	\$492
	Tango (Pacific Hydro)	-	-	-	-
	People Energy	121	70	65	\$451
	QEnergy	6	1	1	\$500
	Sumo Power	302	146	104	\$466
	Sun Retail	-	-	-	-
	Tas Gas	-	-	-	-
	AGL (Qld)	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-
	Macquarie Bank	-	-	-	-
	Progressive Green Energy	-	-	-	-
	Stanwell Corporation	-	-	-	-
	Retailers no longer active				
	TOTAL	38,710	18,954	17,240	\$456

1.2.21. 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	10,135	5,301	4,668	\$440
	Energy Australia	4,454	2,354	2,208	\$445
	Origin Energy	4,131	2,011	1,836	\$427
	Lumo Energy	2,227	1,263	1,270	\$445
	Red Energy	1,197	745	693	\$440
	Simply Energy	3,633	1,367	1,199	\$427
Medium	Alinta Energy	746	361	333	\$448
	Click Energy	303	129	117	\$438
	Dodo & Commander (M2 Energy)	463	141	121	\$471
	Momentum	604	315	254	\$431
	Powerdirect	-	-	-	-
	Powershop Australia	-	-	-	-
Small	1st Energy	-	-	-	-
	Blue NRG	-	-	-	-
	CovaU	6	3	3	\$453
	Diamond Energy	-	-	-	-
	ERM Business Energy	-	-	-	-
	Globird	-	-	-	-
	Next Business Energy	-	-	-	-
	Online Power and Gas	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-
	People Energy	-	-	-	-
	QEnergy	-	-	-	-
	Sumo Power	-	-	-	-
	Sun Retail	-	-	-	-
	Tas Gas	-	-	-	-
	AGL (Qld)	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-
	Macquarie Bank	-	-	-	-
	Progressive Green Energy	-	-	-	-
	Stanwell Corporation	-	-	-	-
	Retailers no longer active				
	TOTAL	27,899	13,990	12,702	\$439



1.3. Disconnection and Reconnection

The following section provides the data from 2016-17 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.

1.3.1. 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							
	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Electricity disconnections	17,871	23,805	25,254	34,496	34,418	32,360	28,589
per 100 customers	0.77	1.02	1.07	1.47	1.45	1.34	1.16
Gas disconnections	13,741	20,483	16,979	24,007	22,322	24,150	17,494
per 100 customers	0.74	1.13	0.90	1.31	1.20	1.28	0.91



1.3.2. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	12,218	10,028	10,249	2.27	1.88	1.91
	Energy Australia	656	6,645	3,447	0.14	1.39	0.75
	Origin Energy	10,141	5,711	2,223	2.06	1.18	0.47
	Lumo Energy	1,464	1,479	1,748	0.74	0.78	0.97
	Red Energy	1,485	1,315	1,619	0.69	0.61	0.73
	Simply Energy	6,085	4,495	4,641	3.24	2.22	2.12
Medium	Alinta Energy	288	454	1,683	0.44	0.61	2.26
	Click Energy	707	445	494	2.81	1.49	1.44
	Dodo & Commander (M2 Energy)	89	106	60	0.20	0.21	0.11
	Momentum	700	796	862	1.40	1.34	1.23
	Powerdirect	173	347	1,036	0.48	1.00	2.83
	Powershop Australia	-	67	119	-	0.15	0.21
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	2	-	-	2.14	-	-
	CovaU	-	9	7	-	5.68	3.06
	Diamond Energy	2	5	10	0.07	0.13	0.21
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	21	-	-	0.27
	Next Business Energy	-	-	1	-	-	0.52
	Online Power and Gas	-	230	160	-	5.88	2.88
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	260	222	158	5.15	3.18	1.77
	QEnergy	6	6	3	0.51	0.69	0.40
	Sumo Power	-	-	48	-	-	0.30
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	142	-	-	1.24	-	-
	TOTAL	34,418	32,360	28,589	1.45	1.34	1.16

1.3.3. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	8,309	6,977	4,903	1.56	1.35	0.95
	Energy Australia	497	3,896	2,037	0.12	0.93	0.50
	Origin Energy	4,882	3,916	583	1.27	1.03	0.16
	Lumo Energy	3,647	3,344	4,123	2.33	2.18	2.75
	Red Energy	598	647	677	0.44	0.46	0.46
	Simply Energy	3,854	3,322	3,512	2.65	2.08	1.97
Medium	Alinta Energy	478	1,622	933	1.28	3.84	2.15
	Click Energy	-	52	129	-	0.43	0.61
	Dodo & Commander (M2 Energy)	57	154	117	0.18	0.40	0.28
	Momentum	-	210	479	-	1.01	1.20
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	10	1	-	23.30	0.70
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	22,322	24,150	17,494	1.20	1.28	0.91



1.3.4. Reconnections within 7 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	7,226	6,140	6,012	59%	61%	59%
	Energy Australia	203	2,817	1,740	31%	42%	50%
	Origin Energy	6,559	3,616	1,357	65%	63%	61%
	Lumo Energy	139	289	350	9%	20%	20%
	Red Energy	687	578	861	46%	44%	53%
	Simply Energy	3,725	2,765	3,104	61%	62%	67%
Medium	Alinta Energy	137	155	1,288	48%	34%	77%
	Click Energy	282	188	240	40%	42%	49%
	Dodo & Commander (M2 Energy)	14	22	21	16%	21%	35%
	Momentum	214	330	500	31%	41%	58%
	Powerdirect	102	157	715	59%	45%	69%
	Powershop Australia	-	30	43	-	45%	36%
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	4	4	-	44%	57%
	Diamond Energy	1	1	3	50%	20%	30%
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	15	-	-	71%
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	67	58	-	29%	36%
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	75	93	54	29%	42%	34%
	QEnergy	5	3	2	83%	50%	67%
	Sumo Power	-	-	47	-	-	98%
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	24	-	-	17%	-	-
	TOTAL	19,393	17,255	16,414	56%	53%	57%

1.3.5. Reconnections within 7 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	3,571	3,080	2,180	43%	44%	44%
	Energy Australia	155	2,720	742	31%	70%	36%
	Origin Energy	2,090	1,731	218	43%	44%	37%
	Lumo Energy	292	800	736	8%	24%	18%
	Red Energy	224	207	211	37%	32%	31%
	Simply Energy	887	501	640	23%	15%	18%
Medium	Alinta Energy	143	247	805	30%	15%	86%
	Click Energy	-	14	26	-	27%	20%
	Dodo & Commander (M2 Energy)	17	32	25	30%	21%	21%
	Momentum	-	16	96	-	8%	20%
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	7,379	9,348	5,679	33%	39%	32%



1.3.6. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	7,642	6,494	6,278	63%	65%	61%
	Energy Australia	112	3,009	2,369	17%	45%	69%
	Origin Energy	8,496	4,204	1,403	84%	74%	63%
	Lumo Energy	147	313	366	10%	21%	21%
	Red Energy	757	626	916	51%	48%	57%
	Simply Energy	4,464	3,498	3,725	73%	78%	80%
Medium	Alinta Energy	148	167	8,298	51%	37%	493%
	Click Energy	328	204	311	46%	46%	63%
	Dodo & Commander (M2 Energy)	22	33	24	25%	31%	40%
	Momentum	508	502	605	73%	63%	70%
	Powerdirect	111	161	740	64%	46%	71%
	Powershop Australia	-	17	37	-	25%	31%
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	4	15	-	44%	214%
	Diamond Energy	1	1	3	50%	20%	30%
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	19	-	-	90%
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	1	67	61	-	29%	38%
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	108	104	448	42%	47%	284%
	QEnergy	5	11	3	83%	183%	100%
	Sumo Power	-	-	73	-	-	152%
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	24	-	-	17%	-	-
	TOTAL	22,874	19,415	25,694	66%	60%	90%

1.3.7. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	4,113	3,669	2,656	50%	53%	54%
	Energy Australia	35	3,085	994	7%	79%	49%
	Origin Energy	2,454	2,222	280	50%	57%	48%
	Lumo Energy	365	1,002	969	10%	30%	24%
	Red Energy	283	277	291	47%	43%	43%
	Simply Energy	1,227	734	951	32%	22%	27%
Medium	Alinta Energy	134	358	2,977	28%	22%	319%
	Click Energy	-	14	42	-	27%	33%
	Dodo & Commander (M2 Energy)	32	54	50	56%	35%	43%
	Momentum	-	69	126	-	33%	26%
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	8,643	11,484	9,336	39%	48%	53%



1.3.8. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	2,781	2,802	4,840	23%	28%	47%
	Energy Australia	41	2,468	1,418	6%	37%	41%
	Origin Energy	1,672	1,482	576	16%	26%	26%
	Lumo Energy	174	549	705	12%	37%	40%
	Red Energy	414	442	531	28%	34%	33%
	Simply Energy	1,130	1,451	1,743	19%	32%	38%
Medium	Alinta Energy	266	161	450	92%	35%	27%
	Click Energy	169	84	136	24%	19%	28%
	Dodo & Commander (M2 Energy)	-	-	12	-	-	20%
	Momentum	321	451	332	46%	57%	39%
	Powerdirect	5	8	441	3%	2%	43%
	Powershop Australia	-	7	19	-	10%	16%
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	1	-	-	11%	-
	Diamond Energy	1	3	3	50%	60%	30%
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	19	-	-	90%
	Next Business Energy	-	-	1	-	-	100%
	Online Power and Gas	-	9	9	-	4%	6%
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	39	-	126	15%	-	80%
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	13	-	-	27%
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	129	-	-	91%	-	-
	TOTAL	7,142	9,918	11,374	21%	31%	40%

1.3.9. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	1,794	1,643	3,812	22%	24%	78%
	Energy Australia	25	1,504	763	5%	39%	37%
	Origin Energy	714	705	168	15%	18%	29%
	Lumo Energy	258	1,110	1,173	7%	33%	28%
	Red Energy	194	192	195	32%	30%	29%
	Simply Energy	397	322	375	10%	10%	11%
Medium	Alinta Energy	316	244	42	66%	15%	5%
	Click Energy	-	7	32	-	13%	25%
	Dodo & Commander (M2 Energy)	-	-	31	-	-	26%
	Momentum	-	73	178	-	35%	37%
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	3,698	5,800	6,769	17%	24%	39%



1.3.10. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	2,859	2,698	3,033	23%	27%	30%
	Energy Australia	2	1,412	305	0%	21%	9%
	Origin Energy	2,266	1,424	344	22%	25%	15%
	Lumo Energy	65	151	260	4%	10%	15%
	Red Energy	269	209	216	18%	16%	13%
	Simply Energy	1,232	1,267	1,499	20%	28%	32%
Medium	Alinta Energy	42	53	60	15%	12%	4%
	Click Energy	58	60	57	8%	13%	12%
	Dodo & Commander (M2 Energy)	1	8	2	1%	8%	3%
	Momentum	123	64	133	18%	8%	15%
	Powerdirect	24	27	152	14%	8%	15%
	Powershop Australia	-	-	6	-	-	5%
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	3	-	-	14%
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	10	22	-	4%	14%
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	29	4	-	11%	2%	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	48	-	-	34%	-	-
	TOTAL	7,018	7,387	6,092	20%	23%	21%

1.3.11. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	1,437	1,230	1,681	17%	18%	34%
	Energy Australia	5	1,100	180	1%	28%	9%
	Origin Energy	865	650	86	18%	17%	15%
	Lumo Energy	171	355	608	5%	11%	15%
	Red Energy	109	75	78	18%	12%	12%
	Simply Energy	396	333	301	10%	10%	9%
Medium	Alinta Energy	77	201	2	16%	12%	0%
	Click Energy	-	-	6	-	-	5%
	Dodo & Commander (M2 Energy)	-	13	23	-	8%	20%
	Momentum	-	20	52	-	10%	11%
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	3,060	3,977	3,017	14%	16%	17%



1.3.12. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	4,484	3,722	3,581	37%	37%	35%
	Energy Australia	108	1,911	634	16%	29%	18%
	Origin Energy	3,571	2,458	1,071	35%	43%	48%
	Lumo Energy	90	264	301	6%	18%	17%
	Red Energy	584	489	576	39%	37%	36%
	Simply Energy	1,832	1,507	1,299	30%	34%	28%
Medium	Alinta Energy	156	166	101	54%	37%	6%
	Click Energy	129	83	119	18%	19%	24%
	Dodo & Commander (M2 Energy)	18	43	7	20%	41%	12%
	Momentum	95	175	324	14%	22%	38%
	Powerdirect	44	63	121	25%	18%	12%
	Powershop Australia	-	29	37	-	43%	31%
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	4	-	-	44%	-
	Diamond Energy	-	-	2	-	-	20%
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	14	-	-	67%
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	79	78	-	34%	49%
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	14	40	52	5%	18%	33%
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	35	-	-	73%
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	21	-	-	15%	-	-
	TOTAL	11,146	11,033	8,352	32%	34%	29%

1.3.13. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	3,158	2,570	2,492	38%	37%	51%
	Energy Australia	125	1,323	347	25%	34%	17%
	Origin Energy	1,919	1,572	313	39%	40%	54%
	Lumo Energy	166	537	545	5%	16%	13%
	Red Energy	254	270	245	42%	42%	36%
	Simply Energy	641	441	468	17%	13%	13%
Medium	Alinta Energy	185	217	2	39%	13%	0%
	Click Energy	-	7	28	-	13%	22%
	Dodo & Commander (M2 Energy)	13	24	14	23%	16%	12%
	Momentum	-	34	226	-	16%	47%
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	6,461	6,995	4,680	29%	29%	27%



1.3.14. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	2,031	2,062	3,215	28%	34%	53%
	Energy Australia	31	1,817	1,158	15%	65%	67%
	Origin Energy	1,113	975	407	17%	27%	30%
	Lumo Energy	49	156	182	35%	54%	52%
	Red Energy	245	267	357	36%	46%	41%
	Simply Energy	896	1,053	1,322	24%	38%	43%
Medium	Alinta Energy	130	107	410	95%	69%	32%
	Click Energy	97	43	85	34%	23%	35%
	Dodo & Commander (M2 Energy)	-	-	10	-	-	48%
	Momentum	96	362	255	45%	110%	51%
	Powerdirect	-	-	335	-	-	47%
	Powershop Australia	-	3	9	-	10%	21%
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	1	-	-	25%	-
	Diamond Energy	-	-	2	-	-	67%
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	6	-	-	40%
	Next Business Energy	-	-	1	-	-	-
	Online Power and Gas	-	5	1	-	7%	2%
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	30	-	28	40%	-	52%
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	13	-	-	28%
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	13	-	-	54%	-	-
	TOTAL	4,731	6,851	7,796	24%	40%	47%

1.3.15. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	1,054	991	1,935	30%	32%	89%
	Energy Australia	16	1,040	430	10%	38%	58%
	Origin Energy	411	364	91	20%	21%	42%
	Lumo Energy	117	464	416	40%	58%	57%
	Red Energy	99	85	90	44%	41%	43%
	Simply Energy	226	152	202	25%	30%	32%
Medium	Alinta Energy	111	116	30	78%	47%	4%
	Click Energy	-	5	16	-	36%	62%
	Dodo & Commander (M2 Energy)	3	-	23	18%	-	92%
	Momentum	-	34	60	-	213%	63%
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	2,037	3,251	3,293	28%	35%	58%



1.3.16. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	1,890	1,888	1,968	26%	31%	33%
	Energy Australia	1	458	239	0%	16%	14%
	Origin Energy	1,626	1,156	231	25%	32%	17%
	Lumo Energy	18	35	50	13%	12%	14%
	Red Energy	139	108	132	20%	19%	15%
	Simply Energy	811	807	1,049	22%	29%	34%
Medium	Alinta Energy	3	8	38	2%	5%	3%
	Click Energy	32	31	35	11%	16%	15%
	Dodo & Commander (M2 Energy)	1	2	1	7%	9%	5%
	Momentum	37	26	68	17%	8%	14%
	Powerdirect	13	17	121	13%	11%	17%
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	11	-	-	73%
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	2	9	-	3%	16%
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	18	3	-	24%	3%	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	9	-	-	38%	-	-
	TOTAL	4,598	4,541	3,952	24%	26%	24%

1.3.17. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	617	585	982	17%	19%	45%
	Energy Australia	5	238	95	3%	9%	13%
	Origin Energy	494	350	42	24%	20%	19%
	Lumo Energy	44	125	178	15%	16%	24%
	Red Energy	50	36	21	22%	17%	10%
	Simply Energy	96	72	80	11%	14%	13%
Medium	Alinta Energy	5	11	3	3%	4%	0%
	Click Energy	-	-	3	-	-	12%
	Dodo & Commander (M2 Energy)	-	-	10	-	-	40%
	Momentum	-	1	7	-	6%	7%
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	1,311	1,418	1,421	18%	15%	25%



1.3.18. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	2,971	2,496	2,215	41%	41%	37%
	Energy Australia	60	957	532	30%	34%	31%
	Origin Energy	2,230	1,661	728	34%	46%	54%
	Lumo Energy	20	66	73	14%	23%	21%
	Red Energy	291	251	344	42%	43%	40%
	Simply Energy	1,314	1,068	1,034	35%	39%	33%
Medium	Alinta Energy	87	93	80	64%	60%	6%
	Click Energy	76	50	75	27%	27%	31%
	Dodo & Commander (M2 Energy)	6	25	7	43%	114%	33%
	Momentum	17	66	220	8%	20%	44%
	Powerdirect	-	-	84	-	-	12%
	Powershop Australia	-	17	15	-	57%	35%
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	2	-	-	50%	-
	Diamond Energy	-	-	2	-	-	67%
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	6	-	-	40%
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	40	41	-	60%	71%
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	7	35	34	9%	38%	63%
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	8	-	-	17%
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	5	-	-	21%	-	-
	TOTAL	7,084	6,827	5,498	37%	40%	33%

1.3.19. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	1,653	1,397	1,319	46%	45%	61%
	Energy Australia	64	746	240	41%	27%	32%
	Origin Energy	970	762	139	46%	44%	64%
	Lumo Energy	58	206	181	20%	26%	25%
	Red Energy	94	101	86	42%	49%	41%
	Simply Energy	298	155	225	34%	31%	35%
Medium	Alinta Energy	70	84	1	49%	34%	0%
	Click Energy	-	-	12	-	-	46%
	Dodo & Commander (M2 Energy)	7	18	12	41%	56%	48%
	Momentum	-	16	67	-	100%	70%
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	3,214	3,485	2,282	44%	37%	40%



1.3.20. 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.

		2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	Retailer						
	AGL	1,261	1,145	1,011	3.12	2.99	2.63
	Energy Australia	58	576	253	0.14	1.44	0.60
	Origin Energy	1,280	775	216	1.80	1.10	0.30
	Lumo Energy	160	176	202	1.18	1.25	1.19
	Red Energy	97	66	83	1.29	0.87	1.09
	Simply Energy	731	609	768	4.32	2.73	3.27
Medium	Alinta Energy	3	19	4	0.25	0.78	0.41
	Click Energy	25	15	20	4.01	2.85	2.24
	Dodo & Commander (M2 Energy)	-	-	-	-	-	-
	Momentum	998	599	419	2.95	1.63	1.40
	Powerdirect	204	196	297	1.42	1.51	2.45
	Powershop Australia	-	3	12	-	0.10	0.38
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	75	83	15	1.52	1.13	0.18
	CovaU	-	3	28	-	0.81	6.61
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	20	14	-	0.30	0.18
	Globird	-	-	8	-	-	0.96
	Next Business Energy	-	-	22	-	-	1.41
	Online Power and Gas	-	8	17	-	0.36	0.35
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	1	2	-	0.53	0.92	-
	QEnergy	13	24	44	0.35	0.57	1.22
	Sumo Power	-	-	1	-	-	0.07
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	4,906	4,319	3,434	1.91	1.58	1.23

1.3.21. 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.

	Retailer	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	261	223	126	1.68	1.51	0.79
	Energy Australia	15	104	27	0.12	0.90	0.25
	Origin Energy	208	135	17	1.17	0.73	0.08
	Lumo Energy	36	64	75	1.79	2.83	2.79
	Red Energy	8	13	8	0.27	0.41	0.30
	Simply Energy	116	142	212	2.27	1.56	2.21
Medium	Alinta Energy	3	-	5	50.00	-	133.33
	Click Energy	-	-	-	-	-	-
	Dodo & Commander (M2 Energy)	-	-	-	-	-	-
	Momentum	-	8	37	-	0.42	1.14
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	11	11	-	10.50	3.37
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	647	700	518	1.14	1.14	0.79



1.3.22. 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.

	Retailer	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	526	547	594	1.30	1.43	1.55
	Energy Australia	12	189	103	0.03	0.47	0.25
	Origin Energy	648	412	110	0.91	0.58	0.15
	Lumo Energy	24	52	59	0.18	0.37	0.35
	Red Energy	26	18	33	0.34	0.24	0.43
	Simply Energy	457	362	493	2.70	1.62	2.10
Medium	Alinta Energy	1	2	3	0.08	0.08	0.31
	Click Energy	4	2	12	0.64	0.38	1.34
	Dodo & Commander (M2 Energy)	-	-	3	-	-	0.11
	Momentum	241	383	290	0.71	1.04	0.97
	Powerdirect	99	85	185	0.69	0.65	1.53
	Powershop Australia	-	1	2	-	0.03	0.06
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	1	44	8	0.02	0.60	0.10
	CovaU	-	2	16	-	0.54	3.78
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	14	8	-	0.21	0.10
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	1	-	-	0.06
	Online Power and Gas	1	-	27	33.33	-	0.56
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	1	1	-	0.53	0.46	-
	QEnergy	8	8	23	0.21	0.19	0.64
	Sumo Power	-	-	1	-	-	0.07
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	2,049	2,122	1,971	0.80	0.77	0.70

1.3.23. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	70	48	53	0.45	0.32	0.33
	Energy Australia	3	49	9	0.02	0.42	0.08
	Origin Energy	64	60	5	0.36	0.32	0.02
	Lumo Energy	2	16	9	0.10	0.71	0.33
	Red Energy	3	1	2	0.10	0.03	0.08
	Simply Energy	38	36	45	0.74	0.40	0.47
Medium	Alinta Energy	1	-	1	16.67	-	26.67
	Click Energy	-	-	-	-	-	-
	Dodo & Commander (M2 Energy)	-	-	-	-	-	-
	Momentum	-	-	4	-	-	0.12
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	-	6	-	-	1.84
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	181	210	134	0.32	0.34	0.20



1.3.24. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	69	34	272	0.34	0.20	1.80
	Energy Australia	133	117	92	11.54	1.11	1.68
	Origin Energy	213	214	50	1.42	2.22	1.78
	Lumo Energy	390	63	79	7.63	1.31	1.38
	Red Energy	10	9	25	0.48	0.46	1.09
	Simply Energy	155	52	78	1.56	0.67	0.96
Medium	Alinta Energy	23	30	36	3.00	1.45	1.38
	Click Energy	61	9	9	8.63	1.81	1.44
	Dodo & Commander (M2 Energy)	2	10	20	1.37	3.85	11.30
	Momentum	29	13	28	4.14	1.29	2.09
	Powerdirect	4	8	11	2.31	2.31	1.06
	Powershop Australia	-	1	-	-	1.49	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	15	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	1	-	-	-
	Globird	-	-	3	-	-	14.29
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	4	-	-	2.50
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	2	2	1	0.77	0.90	0.63
	QEnergy	2	3	1	33.33	50.00	33.33
	Sumo Power	-	-	1	-	-	2.08
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	4	-	-	2.82	-	-
	TOTAL	1,097	565	726	1.93	1.00	1.58

1.3.25. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	69	34	182	0.34	0.20	1.20
	Energy Australia	133	117	92	11.54	1.11	1.68
	Origin Energy	204	214	50	1.36	2.22	1.78
	Lumo Energy	44	38	79	0.86	0.79	1.38
	Red Energy	10	9	25	0.48	0.46	1.09
	Simply Energy	155	52	78	1.56	0.67	0.96
Medium	Alinta Energy	23	30	36	3.00	1.45	1.38
	Click Energy	61	9	9	8.63	1.81	1.44
	Dodo & Commander (M2 Energy)	2	10	20	1.37	3.85	11.30
	Momentum	9	13	28	1.29	1.29	2.09
	Powerdirect	4	8	11	2.31	2.31	1.06
	Powershop Australia	-	1	-	-	1.49	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	13	-	-	-
	CovaU	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	1	-	-	-
	Globird	-	-	3	-	-	14.29
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	4	-	-	2.50
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	2	2	1	0.77	0.90	0.63
	QEnergy	2	3	1	33.33	50.00	33.33
	Sumo Power	-	-	1	-	-	2.08
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	4	-	-	2.82	-	-
	TOTAL	722	540	634	1.27	0.96	1.38



1.4. Call centre performance and Complaints

This section provides the data from 2016-17 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.

1.4.1. 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	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Large	AGL	1,889,980	1,952,656	1,518,768	1,750,604	1,790,964	1,565,054
	Energy Australia	1,175,856	1,207,048	1,238,916	834,916	698,444	421,977
	Origin Energy	943,781	1,378,243	1,192,839	1,013,618	1,131,617	973,575
	Lumo Energy	718,196	667,727	483,526	403,666	365,062	288,056
	Red Energy	539,151	650,718	604,927	598,440	574,292	621,510
	Simply Energy	256,192	330,877	421,843	430,394	428,670	493,269
Medium	Alinta Energy	-	137,042	223,529	189,058	247,089	300,922
	Click Energy	33,480	101,647	239,303	210,971	254,195	269,471
	Dodo & Commander (M2 Energy)	82,919	146,072	366,392	338,502	319,695	286,147
	Momentum	67,985	106,425	166,310	194,033	160,396	124,403
	Powerdirect	63,439	103,215	118,698	104,351	91,415	67,850
	Powershop Australia	-	410	18,843	85,054	122,739	176,032
Small	1st Energy	-	-	-	-	-	45,636
	Blue NRG	-	481	3,197	5,285	15,649	22,007
	CovaU	-	-	-	-	-	12,324
	Diamond Energy	2,005	7,796	14,434	18,487	23,780	29,234
	ERM Business Energy	-	-	30	2,284	1,614	2,095
	Globird	-	-	-	-	-	31,818
	Next Business Energy	-	-	-	448	5,637	1,259
	Online Power and Gas	-	-	-	3,667	25,099	21,754
	Tango (Pacific Hydro)	-	-	2	227	546	4,051
	People Energy	-	2,319	33,921	21,715	29,999	39,187
	QEnergy	-	-	2,310	5,963	17,033	-
	Sumo Power	-	-	-	477	23,944	75,810
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	813,724	854,668	550,414	24,039	-	-
	TOTAL	6,586,708	7,647,344	7,198,202	6,236,199	6,327,879	5,873,441



1.4.2. 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.

Calls forwarded to an operator					Percentage of all calls to account line		
	Retailer	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	1,226,191	1,345,500	1,320,206	70%	75%	84%
	Energy Australia	756,439	592,915	362,428	91%	85%	86%
	Origin Energy	929,215	1,030,903	915,582	92%	91%	94%
	Lumo Energy	395,483	358,961	285,358	98%	98%	99%
	Red Energy	411,470	390,931	436,510	69%	68%	70%
	Simply Energy	417,162	411,386	464,297	97%	96%	94%
Medium	Alinta Energy	182,034	239,362	289,196	96%	97%	96%
	Click Energy	205,023	211,471	256,720	97%	83%	95%
	Dodo & Commander (M2 Energy)	336,337	306,660	283,236	99%	96%	99%
	Momentum	187,839	157,654	124,403	97%	98%	100%
	Powerdirect	102,933	91,415	67,850	99%	100%	100%
	Powershop Australia	82,204	115,609	163,729	97%	94%	93%
Small	1st Energy	-	-	45,636	-	-	100%
	Blue NRG	11,092	6,181	17,371	210%	39%	79%
	CovaU	221	3,016	12,324	-	-	100%
	Diamond Energy	18,487	23,780	29,234	100%	100%	100%
	ERM Business Energy	2,284	1,583	2,070	100%	98%	99%
	Globird	-	9,540	27,961	-	-	88%
	Next Business Energy	418	5,637	6,672	93%	100%	530%
	Online Power and Gas	251	18,995	21,664	7%	76%	100%
	Tango (Pacific Hydro)	202	701	3,937	89%	128%	97%
	People Energy	20,668	30,894	38,548	95%	103%	98%
	QEnergy	5,963	16,791	4,767	100%	99%	-
	Sumo Power	477	8,305	45,991	100%	35%	61%
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	306	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	22,920	-	-	95%	-	-
	TOTAL	5,315,313	5,378,190	5,225,996	85%	85%	89%

1.4.3. 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 sec					Percentage of all calls to an operator		
	Retailer	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	1,043,574	1,101,516	1,069,503	85%	82%	81%
	Energy Australia	697,662	462,470	302,368	92%	78%	83%
	Origin Energy	530,588	500,552	648,817	57%	49%	71%
	Lumo Energy	321,957	293,756	250,032	81%	82%	88%
	Red Energy	309,027	290,833	258,472	75%	74%	59%
	Simply Energy	336,100	309,049	314,099	81%	75%	68%
Medium	Alinta Energy	144,341	193,346	211,554	79%	81%	73%
	Click Energy	156,954	148,380	178,912	77%	70%	70%
	Dodo & Commander (M2 Energy)	241,682	276,445	253,124	72%	90%	89%
	Momentum	135,767	128,136	83,570	72%	81%	67%
	Powerdirect	78,922	80,401	49,299	77%	88%	73%
	Powershop Australia	64,945	110,221	127,517	79%	95%	78%
Small	1st Energy	-	-	32,761	-	-	72%
	Blue NRG	6,681	15,649	11,537	60%	253%	66%
	CovaU	203	2,738	11,982	92%	91%	97%
	Diamond Energy	18,487	23,780	29,234	100%	100%	100%
	ERM Business Energy	2,186	1,553	1,841	96%	98%	89%
	Globird	-	8,512	18,436	-	89%	66%
	Next Business Energy	396	5,282	5,872	95%	94%	88%
	Online Power and Gas	291	11,038	15,261	116%	58%	70%
	Tango (Pacific Hydro)	202	698	3,929	100%	100%	100%
	People Energy	15,735	25,304	35,636	76%	82%	92%
	QEnergy	5,394	16,570	4,526	90%	99%	95%
	Sumo Power	-	753	17,148	-	9%	37%
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	15,871	-	-	69%	-	-
	TOTAL	4,126,965	4,006,982	3,935,430	78%	75%	75%



1.4.4. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	24,874	9,447	7,083	4.3	1.7	1.2
	Energy Australia	21,559	9,960	6,402	4.1	1.9	1.3
	Origin Energy	22,420	9,312	8,426	4.0	1.7	1.6
	Lumo Energy	6,007	3,980	3,009	2.9	2.0	1.5
	Red Energy	4,363	1,929	2,054	2.0	0.9	0.9
	Simply Energy	4,504	6,489	8,391	2.2	2.9	3.5
Medium	Alinta Energy	1,007	2,151	735	1.5	2.8	1.0
	Click Energy	519	229	326	2.0	0.8	0.9
	Dodo & Commander (M2 Energy)	1,346	1,007	769	2.9	1.9	1.4
	Momentum	502	350	191	0.6	0.4	0.2
	Powerdirect	7,178	3,327	1,541	14.2	6.9	3.2
	Powershop Australia	38	29	30	0.1	0.1	0.1
Small	1st Energy	-	-	4	-	-	0.1
	Blue NRG	88	29	18	1.8	0.4	0.2
	CovaU	-	65	39	-	12.2	6.0
	Diamond Energy	14	18	15	0.4	0.4	0.3
	ERM Business Energy	40	37	19	1.2	0.6	0.2
	Globird	-	5	33	-	0.3	0.4
	Next Business Energy	-	6	25	-	0.5	1.4
	Online Power and Gas	2	57	88	5.9	0.9	0.8
	Tango (Pacific Hydro)	-	1	7	-	0.1	0.4
	People Energy	219	74	67	4.2	1.0	0.7
	QEnergy	47	50	53	1.0	1.0	1.2
	Sumo Power	-	9	125	-	0.2	0.7
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	144	-	-	1.3	-	-
	TOTAL	94,871	48,561	39,450	3.6	1.8	1.4

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

1.4.5. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	16,697	7,087	4,125	3.1	1.3	0.8
	Energy Australia	8,537	4,617	3,892	2.0	1.1	0.9
	Origin Energy	10,106	4,731	3,914	2.5	1.2	1.0
	Lumo Energy	399	1,374	1,415	0.3	0.9	0.9
	Red Energy	1,250	1,007	1,011	0.9	0.7	0.7
	Simply Energy	2,812	4,700	6,842	1.9	2.8	3.6
Medium	Alinta Energy	265	511	232	0.7	1.2	0.5
	Click Energy	-	66	146	-	0.5	0.7
	Dodo & Commander (M2 Energy)	719	624	413	2.2	1.6	1.0
	Momentum	11	52	104	0.4	0.2	0.2
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	15	13	-	10.2	2.8
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	40,796	24,784	22,107	2.1	1.3	1.1

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



1.4.6. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	3,676	3,750	2,942	0.6	0.7	0.5
	Energy Australia	713	697	732	0.1	0.1	0.1
	Origin Energy	2,111	2,136	1,921	0.4	0.4	0.4
	Lumo Energy	645	436	312	0.3	0.2	0.2
	Red Energy	920	701	658	0.4	0.3	0.3
	Simply Energy	1,595	1,442	929	0.8	0.6	0.4
Medium	Alinta Energy	405	592	401	0.6	0.8	0.5
	Click Energy	25	7	56	0.1	0.0	0.2
	Dodo & Commander (M2 Energy)	43	32	11	0.1	0.1	0.0
	Momentum	9	42	39	0.0	0.0	0.0
	Powerdirect	181	23	120	0.4	0.0	0.2
	Powershop Australia	6	12	24	0.0	0.0	0.0
Small	1st Energy	-	-	44	-	-	1.5
	Blue NRG	3	6	1	0.1	0.1	0.0
	CovaU	1	10	7	2.1	1.9	1.1
	Diamond Energy	1	-	1	0.0	-	0.0
	ERM Business Energy	7	8	1	0.2	0.1	0.0
	Globird	-	52	10	-	3.4	0.1
	Next Business Energy	-	2	2	-	0.2	0.1
	Online Power and Gas	35	161	231	104.0	2.6	2.2
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	66	101	71	1.3	1.4	0.8
	QEnergy	-	1	-	-	0.0	-
	Sumo Power	-	34	91	-	0.8	0.5
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	10,442	10,245	8,604	0.4	0.4	0.3

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

1.4.7. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	2,367	2,887	1,669	0.4	0.5	0.3
	Energy Australia	268	295	341	0.1	0.1	0.1
	Origin Energy	1,054	1,287	829	0.3	0.3	0.2
	Lumo Energy	40	82	80	0.0	0.1	0.1
	Red Energy	124	104	116	0.1	0.1	0.1
	Simply Energy	1,210	1,156	775	0.8	0.7	0.4
Medium	Alinta Energy	16	8	43	0.0	0.0	0.1
	Click Energy	2	9	25	0.1	0.1	0.1
	Dodo & Commander (M2 Energy)	32	7	2	0.1	0.0	0.0
	Momentum	-	12	16	-	0.1	0.0
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	2	4	-	1.4	0.9
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	5,113	5,849	3,900	0.3	0.3	0.2

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



1.4.8. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	5,433	4,025	3,504	0.9	0.7	0.6
	Energy Australia	1,336	809	559	0.3	0.2	0.1
	Origin Energy	3,265	2,325	1,977	0.6	0.4	0.4
	Lumo Energy	350	442	362	0.2	0.2	0.2
	Red Energy	178	97	130	0.1	0.0	0.1
	Simply Energy	315	615	642	0.2	0.3	0.3
Medium	Alinta Energy	200	374	229	0.3	0.5	0.3
	Click Energy	79	24	166	0.3	0.1	0.5
	Dodo & Commander (M2 Energy)	137	116	98	0.3	0.2	0.2
	Momentum	62	42	65	0.1	0.0	0.1
	Powerdirect	1,227	265	1,117	2.4	0.6	2.3
	Powershop Australia	24	4	5	0.1	0.0	0.0
Small	1st Energy	-	-	10	-	-	0.3
	Blue NRG	-	-	2	-	-	0.0
	CovaU	2	19	1	4.3	3.6	0.2
	Diamond Energy	6	6	5	0.2	0.1	0.1
	ERM Business Energy	41	36	5	1.3	0.5	0.1
	Globird	-	4	12	-	0.3	0.1
	Next Business Energy	-	1	7	-	0.1	0.4
	Online Power and Gas	12	22	14	35.6	0.4	0.1
	Tango (Pacific Hydro)	-	-	2	-	-	0.1
	People Energy	15	38	11	0.3	0.5	0.1
	QEnergy	20	27	3	0.4	0.5	0.1
	Sumo Power	1	22	157	2.2	0.5	0.9
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	6	-	-	0.1	-	-
	TOTAL	12,709	9,313	9,083	0.5	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.

1.4.9. 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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	3,850	3,159	2,410	0.7	0.6	0.5
	Energy Australia	911	602	548	0.2	0.1	0.1
	Origin Energy	1,906	1,523	1,169	0.5	0.4	0.3
	Lumo Energy	93	222	227	0.1	0.1	0.1
	Red Energy	103	56	95	0.1	0.0	0.1
	Simply Energy	153	480	500	0.1	0.3	0.3
Medium	Alinta Energy	73	77	113	0.2	0.2	0.3
	Click Energy	8	7	90	0.3	0.1	0.4
	Dodo & Commander (M2 Energy)	102	80	40	0.3	0.2	0.1
	Momentum	-	25	43	-	0.1	0.1
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	13	1	-	8.8	0.2
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	7,199	6,244	5,236	0.4	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.



1.4.10. '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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	16,141	5,984	2,974	2.8	1.0	0.5
	Energy Australia	6,718	2,207	1,645	1.3	0.4	0.3
	Origin Energy	11,071	3,930	4,099	2.0	0.7	0.8
	Lumo Energy	4,902	3,261	2,606	2.3	1.6	1.3
	Red Energy	2,742	1,682	1,285	1.2	0.7	0.6
	Simply Energy	3,141	2,545	6,216	1.5	1.1	2.6
Medium	Alinta Energy	246	932	1,174	0.4	1.2	1.6
	Click Energy	206	115	68	0.8	0.4	0.2
	Dodo & Commander (M2 Energy)	332	302	213	0.7	0.6	0.4
	Momentum	405	246	232	0.5	0.3	0.2
	Powerdirect	3,809	721	155	7.5	1.5	0.3
	Powershop Australia	35	9	20	0.1	0.0	0.0
Small	1st Energy	-	-	26	-	-	0.9
	Blue NRG	35	44	16	0.7	0.6	0.2
	CovaU	-	8	10	-	1.5	1.5
	Diamond Energy	6	11	6	0.2	0.3	0.1
	ERM Business Energy	3	7	3	0.1	0.1	0.0
	Globird	-	3	20	-	0.2	0.2
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	49	47	-	0.8	0.5
	Tango (Pacific Hydro)	-	-	4	-	-	0.2
	People Energy	15	34	42	0.3	0.5	0.5
	QEnergy	20	24	30	0.4	0.5	0.7
	Sumo Power	-	1	36	-	0.0	0.2
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	41	-	-	0.4	-	-
	TOTAL	49,868	22,115	20,927	1.9	0.8	0.8

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

1.4.11. '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	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Large	AGL	12,360	5,455	2,072	2.3	1.0	0.4
	Energy Australia	3,610	1,289	1,147	0.8	0.3	0.3
	Origin Energy	6,406	2,724	1,848	1.6	0.7	0.5
	Lumo Energy	365	796	827	0.2	0.5	0.5
	Red Energy	687	608	530	0.5	0.4	0.4
	Simply Energy	2,885	1,417	5,051	1.9	0.8	2.7
Medium	Alinta Energy	45	122	321	0.1	0.3	0.7
	Click Energy	-	30	15	-	0.2	0.1
	Dodo & Commander (M2 Energy)	215	151	110	0.7	0.4	0.3
	Momentum	-	82	101	-	0.4	0.2
	Powerdirect	-	-	-	-	-	-
	Powershop Australia	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	-	7	3	-	4.7	0.6
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	Globird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango (Pacific Hydro)	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	1	-	-	100.0
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	26,573	12,681	12,026	1.4	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.

