

# Retailer Profiles



# Retailer profiles

This chapter of the Victorian Energy Market Report 2020–21 includes individual profiles of each retailer predominantly serving residential customers in Victoria.

Each retailer profile includes information about their:

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

Each profile also contains a brief description of the retailer and a summary of their average customer numbers throughout 2020–21.

Profiles are available for the following retailers in Victoria:

- 1st Energy
- AGL
- Alinta Energy
- Blue NRG
- CovaU
- Diamond Energy
- Discover Energy
- Dodo (M2 Energy)
- Electricity in a Box
- Elysian Energy
- Energy Locals<sup>1</sup>
- EnergyAustralia
- GloBird Energy
- Lumo Energy
- Momentum Energy
- Next Business Energy
- Origin Energy
- OVO Energy
- People Energy
- Powerclub
- Powerdirect
- Powershop<sup>2</sup>
- QEnergy
- ReAmped Energy
- Red Energy
- Shell Energy
- Simply Energy
- Sumo
- Tango Energy
- Tas Gas

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<sup>1</sup>The brand Amber Electricity was offered on Victorian Energy Compare

<sup>2</sup>The brand Kogan Energy was offered on Victorian Energy Compare

## How to read the individual retailer energy offers charts

Each retailer has a chart summarising the energy offers they had generally available in the market on 30 June 2021. These charts may include residential electricity, residential gas, small business electricity, or residential gas offers, depending on each retailer's operations.

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

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

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

### Example energy offers chart



Estimated annual bills for residential offers are based on a typical residential customer consumption of 4,000kWh per year for electricity, and 54.4 GJ per year for gas. Small business offers are based on a typical small business consumption of 12,000 kWh per year for electricity, and 500 GJ per year for gas.

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

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

## How to read the performance charts

In this section, a customer is defined as an equivalent to National Metering Identifier (NMI) for electricity, or Meter Identification Reference Number (MIRN) for gas.

Each retailer has three charts that provide a short summary of their performance in 2020–21, as discussed in the main report “Victorian Energy Market Report 2020–21”.

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

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

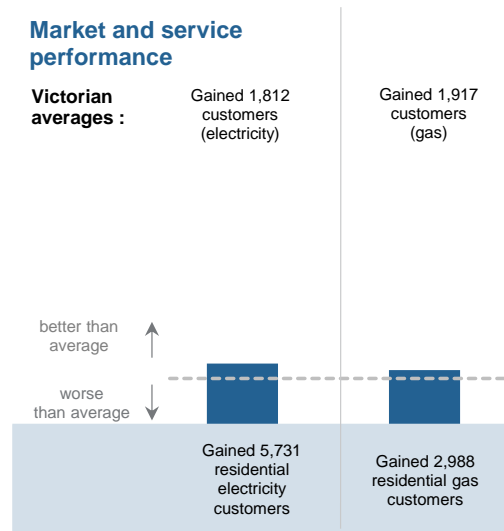
In the example chart of payment difficulty and disconnection, to the right:

- **Grey dotted line:** the average level of support to customers in payment difficulty and various disconnection rates of all retailers operating in Victoria.
- **Teal bars:** the level of support provided by the individual retailer to customers in payment difficulty compared to the Victorian average.
- **Pink bars:** disconnection rates of the individual retailer compared to the Victorian average.
- Each indicator is described by the labels in the shaded box below each chart. The

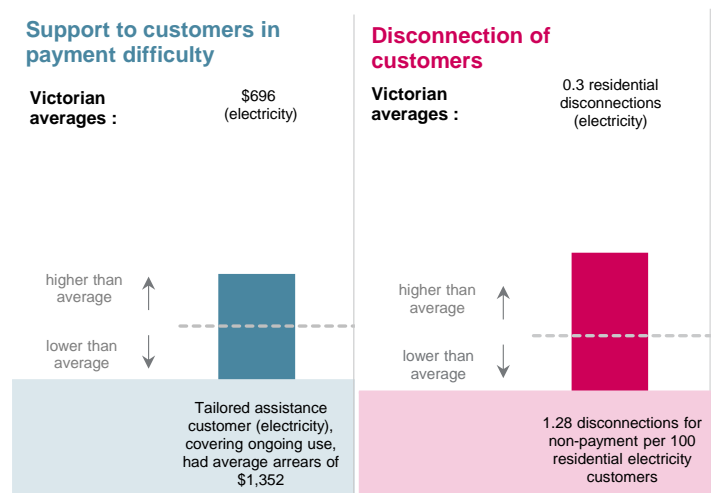
Victorian average is listed at the top of each chart.

- For these charts, if the coloured bars are higher than average, it *does not necessarily mean* they are better or worse than the average.

## Example market and service performance chart



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



Yearly data related to these indicators (and other indicators) can be found in the appendix to the *Victorian Energy Market Report 2020–21*.

(as at 30 June 2021)

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

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

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

**13,138**  
residential electricity customers

**4,873**  
residential gas customers

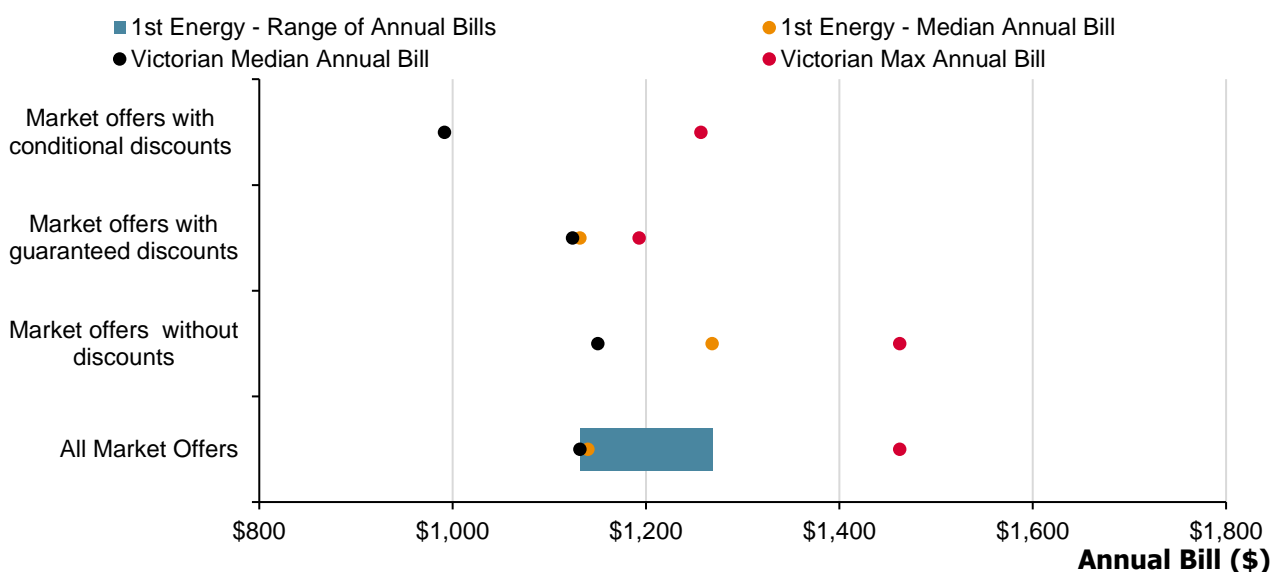
**2,967**  
small business electricity customers

**1**  
small business gas customers

## What were the prices of 1st Energy’s residential electricity offers on 30 June 2021?

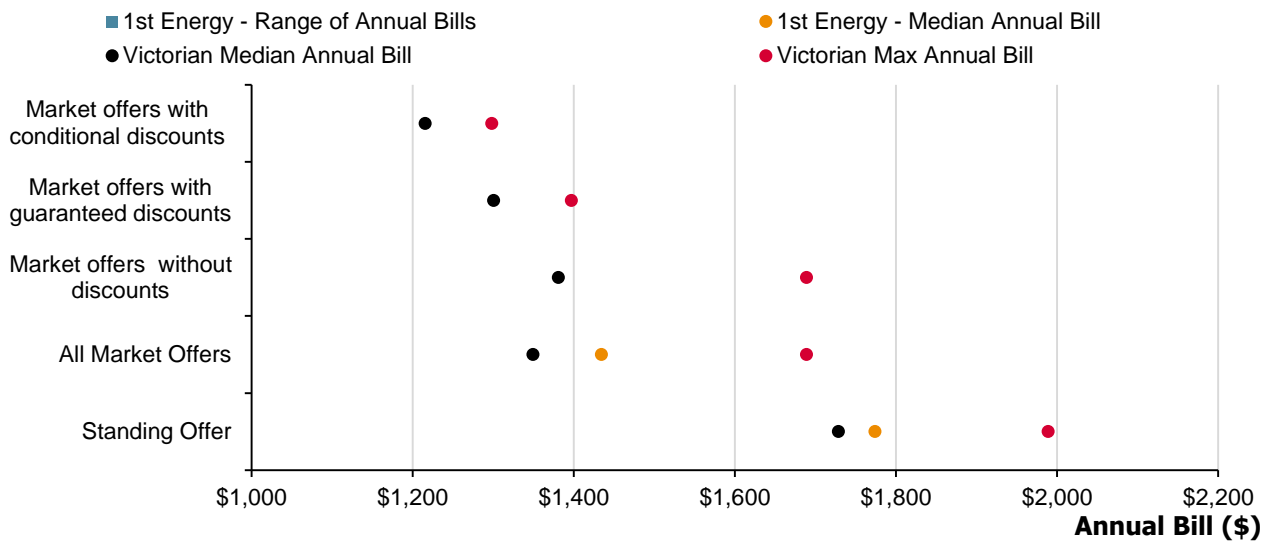
1st Energy’s lowest market offer was equal to the median Victorian market offer and its most expensive market offer was \$137 more than the median Victorian market offer, within CitiPower distribution zone.

1st Energy had three different market offers available on 30 June 2021, with \$137 difference between the most expensive and the cheapest offers.



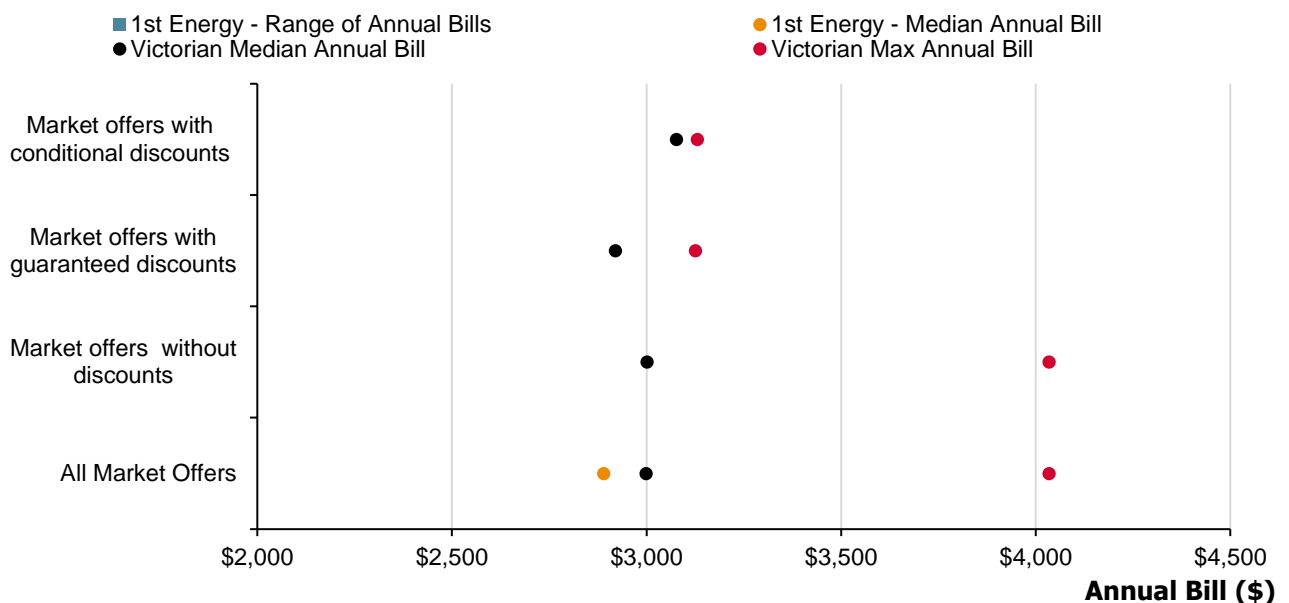
## What were the prices of 1st Energy’s residential gas offers on 30 June 2021?

1st Energy’s only market offers was \$85 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.



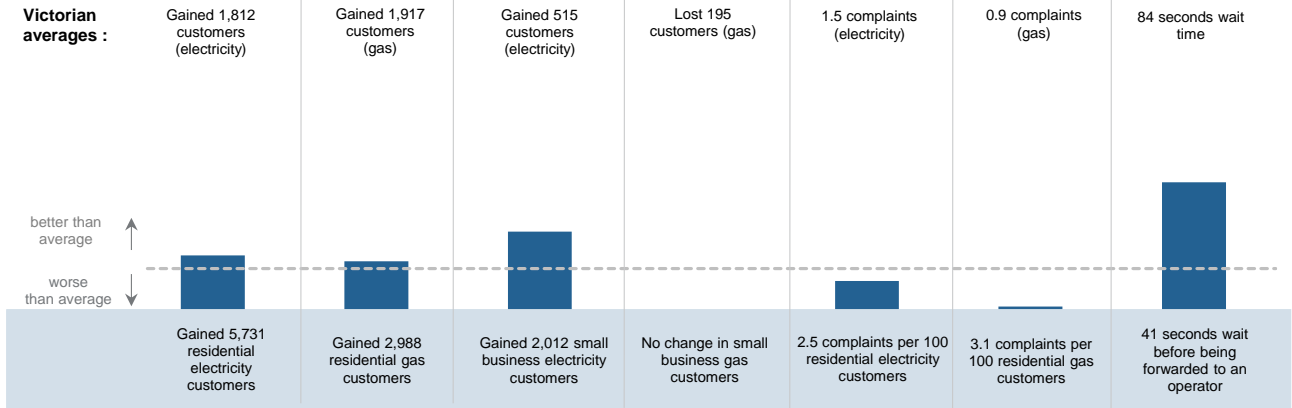
## What were the prices of 1st Energy’s small business electricity offers on 30 June 2021?

1st Energy’s only market offers was \$109 less than the median Victorian market offer, within CitiPower distribution zone.

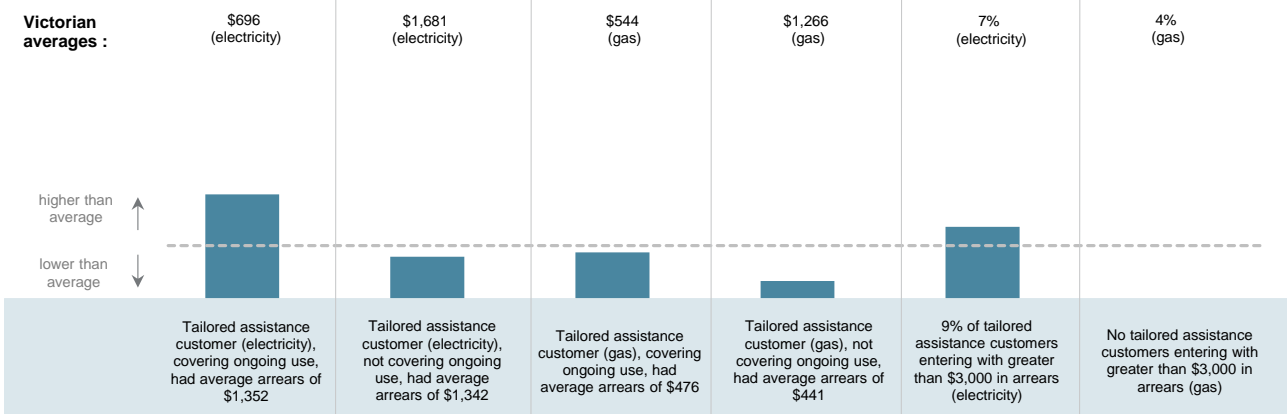


# How did 1<sup>st</sup> Energy perform in Victoria in 2020–21?

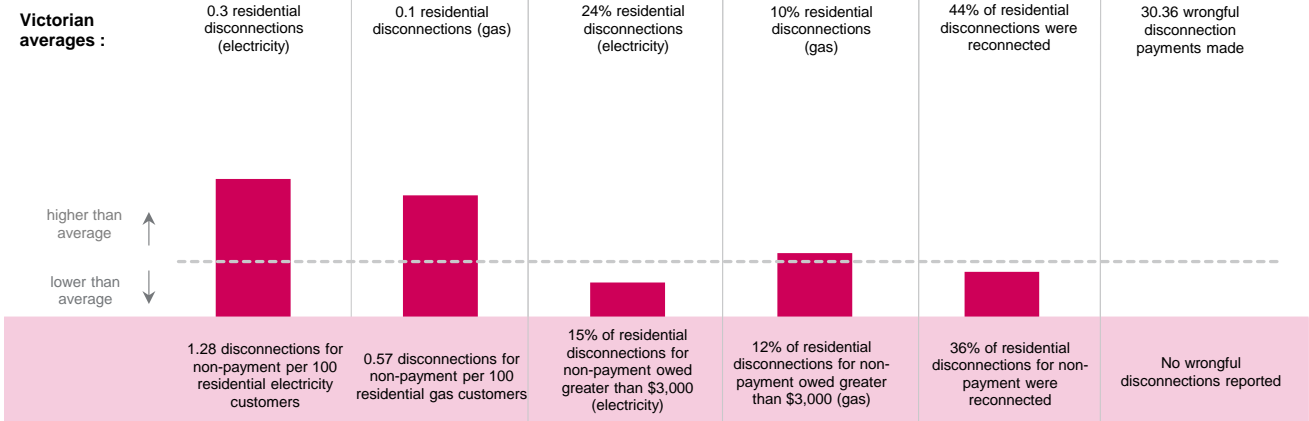
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers





## **AGL is one of the largest retailers in Victoria**

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

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

On 30 September 2020, AGL acquired Click Energy and amaysim. In December 2020, around 5,000 amaysim residential electricity customers were transferred to AGL. In April 2021, around 45,000 Click Energy residential electricity customers were transferred to AGL.

(as at 30 June 2021)

**631,000**  
residential electricity customers

**559,697**  
residential gas customers

**61,725**  
small business electricity customers

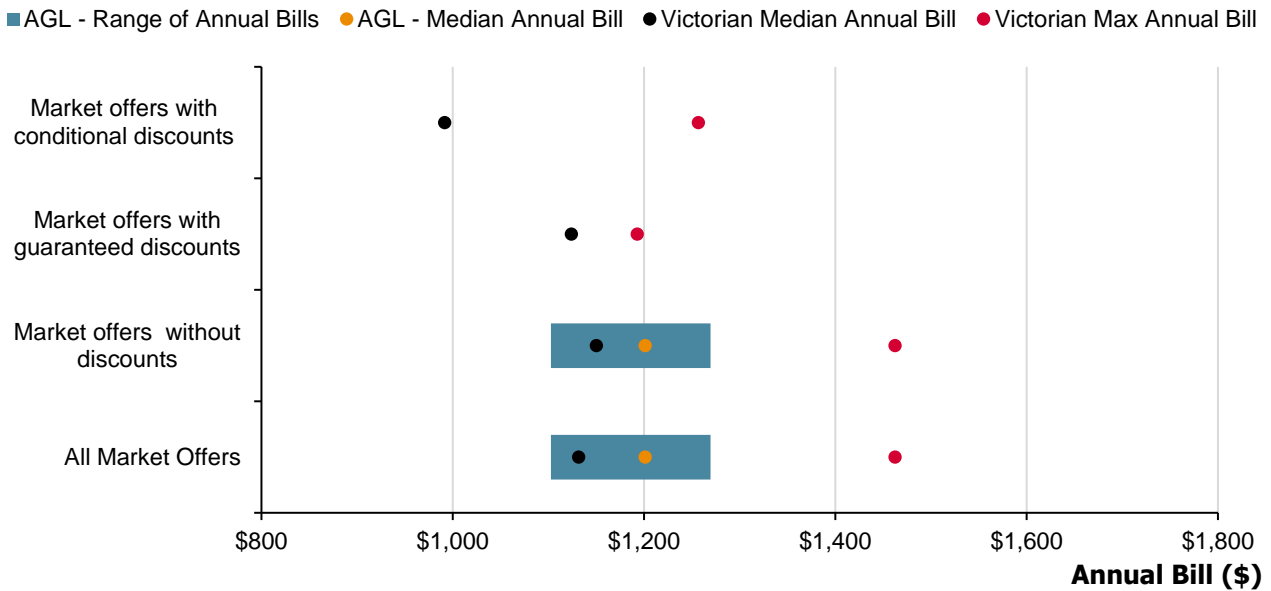
**13,733**  
small business gas customers



## What were the prices of AGL’s residential electricity offers on 30 June 2021?

AGL’s lowest market offer was \$29 less than the median Victorian market offer and its most expensive market offer was \$138 more than the median Victorian market offer, within CitiPower distribution zone.

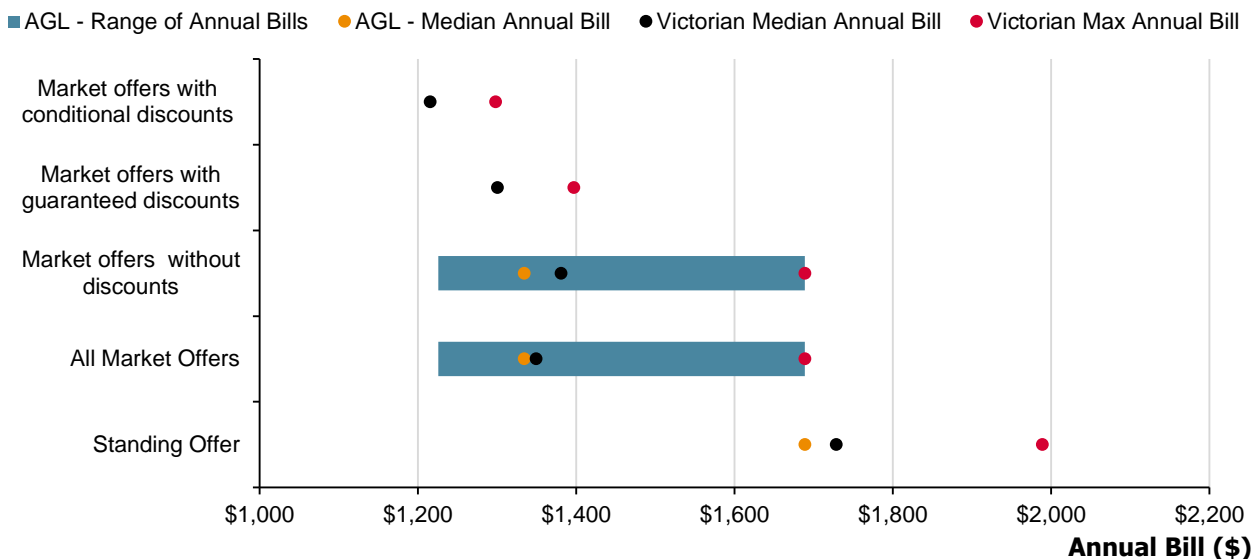
AGL had three different market offers without discount conditions available on 30 June 2021, with \$167 difference between the most expensive and the cheapest offers.



## What were the prices of AGL’s residential gas offers on 30 June 2021?

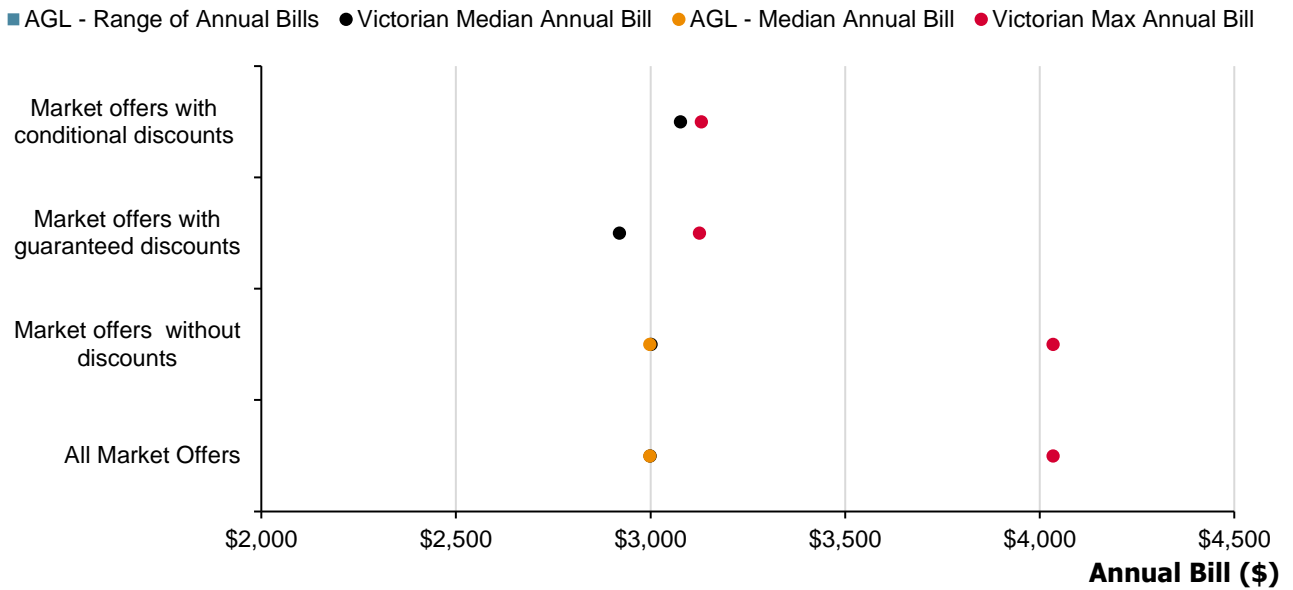
AGL’s lowest market offer was \$124 less than the median Victorian market offer and its most expensive market offer was \$340 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

AGL had three different market offers without discount conditions available on 30 June 2021, with \$464 difference between the most expensive and the cheapest offers.



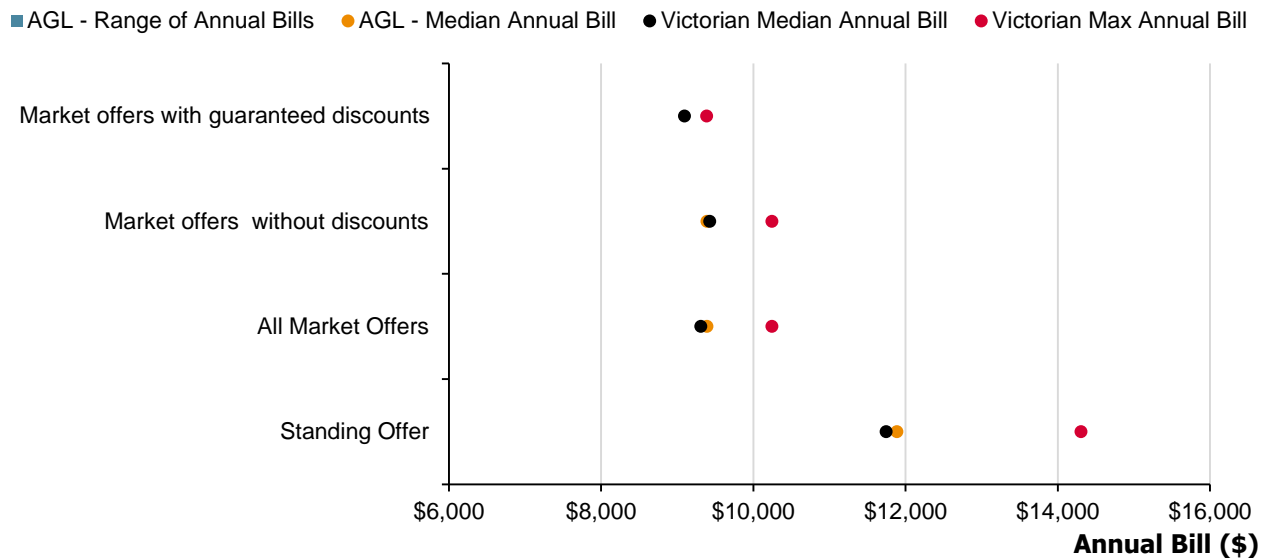
## What were the prices of AGL’s small business electricity offers on 30 June 2021?

AGL’s only market offers was equal to the median Victorian market offer, within CitiPower distribution zone.



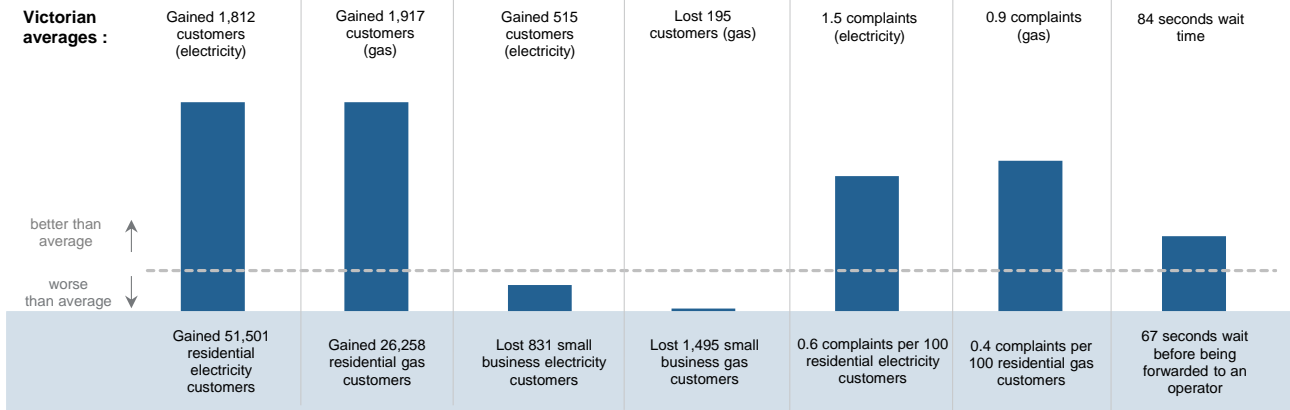
## What were the prices of AGL’s small business gas offers on 30 June 2021?

AGL’s only market offers was \$81 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

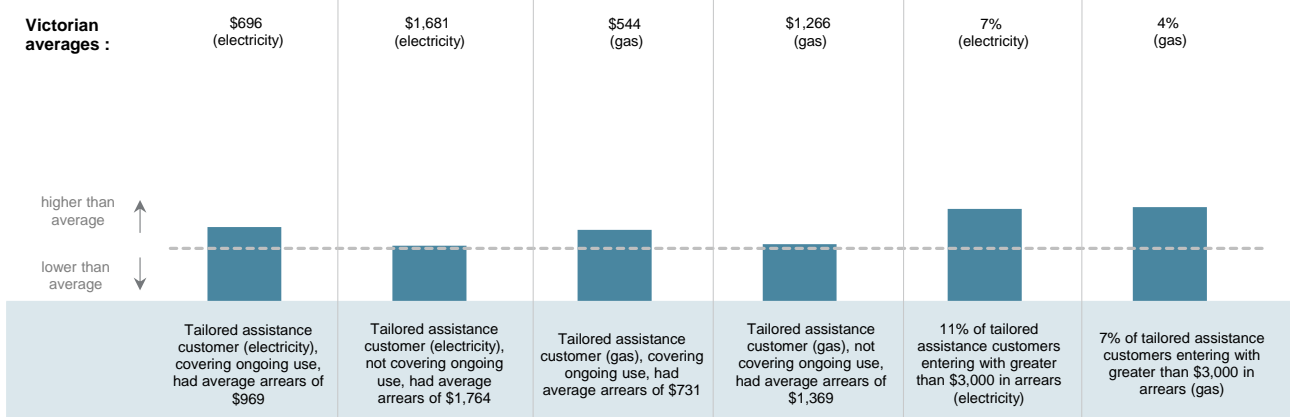


# How did AGL perform in Victoria in 2020–21?

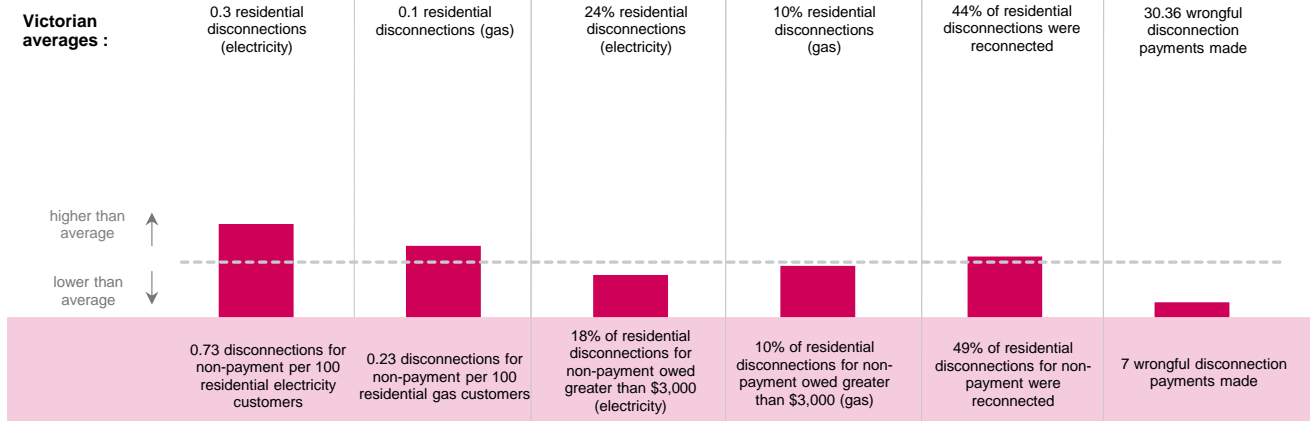
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



(as at 30 June 2021)

## Alinta is a medium sized retailer

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

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

**117,994**  
residential electricity customers

**80,646**  
residential gas customers

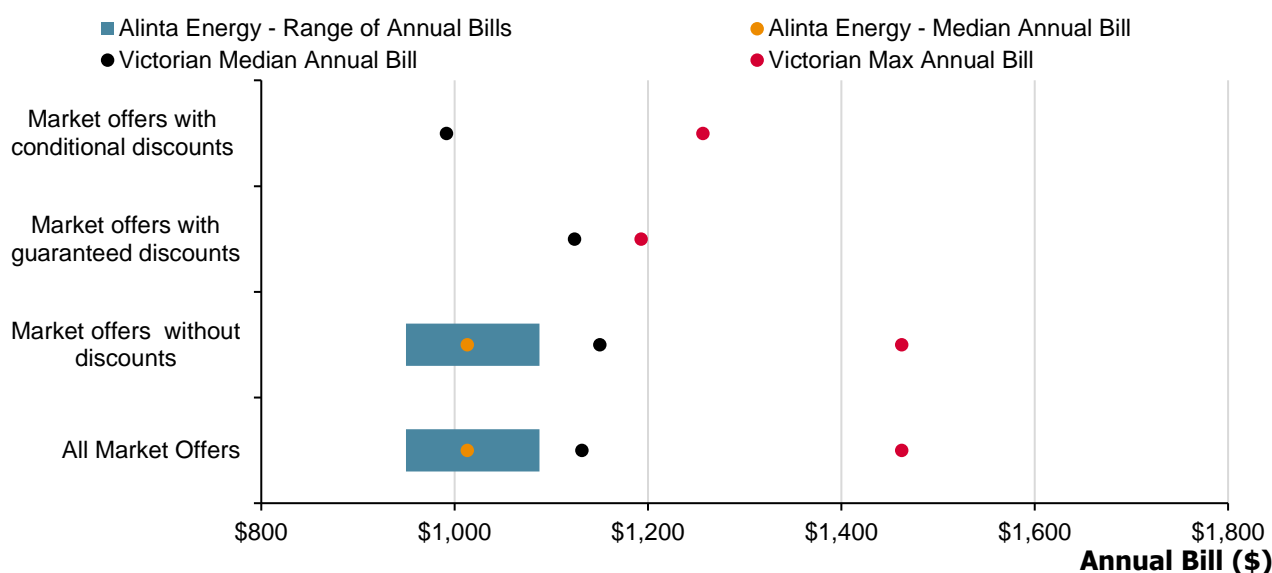
**14,207**  
small business electricity customers

**588**  
small business gas customers

## What were the prices of Alinta Energy’s residential electricity offers on 30 June 2021?

Alinta Energy’s lowest market offer was \$182 less than the median Victorian market offer and its most expensive market offer was \$44 less than the median Victorian market offer, within CitiPower distribution zone.

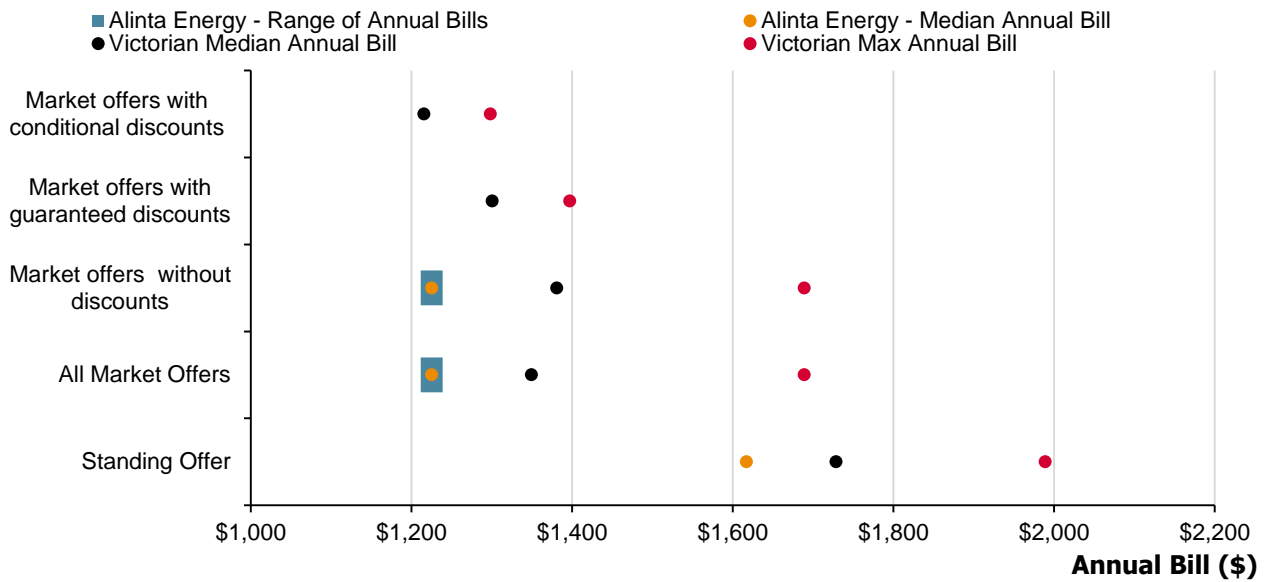
Alinta Energy had three different market offers without discount conditions available on 30 June 2021, with \$138 difference between the most expensive and the cheapest offers.



## What were the prices of Alinta Energy’s residential gas offers on 30 June 2021?

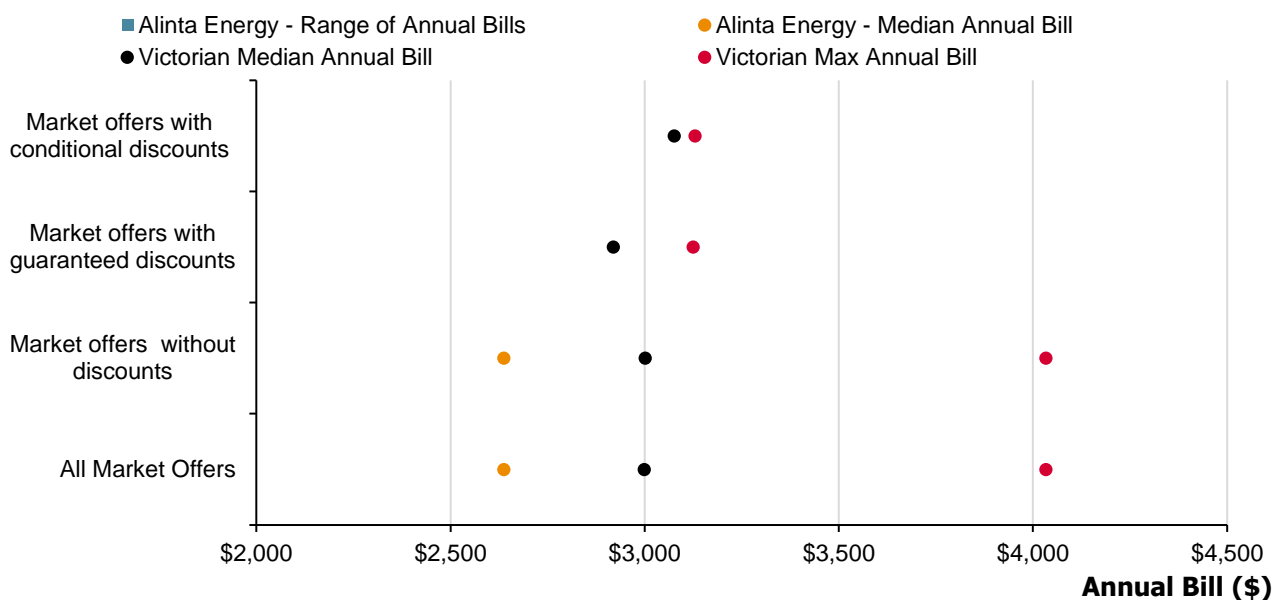
Alinta Energy’s lowest market offer was \$138 less than the median Victorian market offer and its most expensive market offer was \$111 less than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

Alinta Energy had two different market offers without discount conditions available on 30 June 2021, with \$27 difference between the most expensive and the cheapest offers.



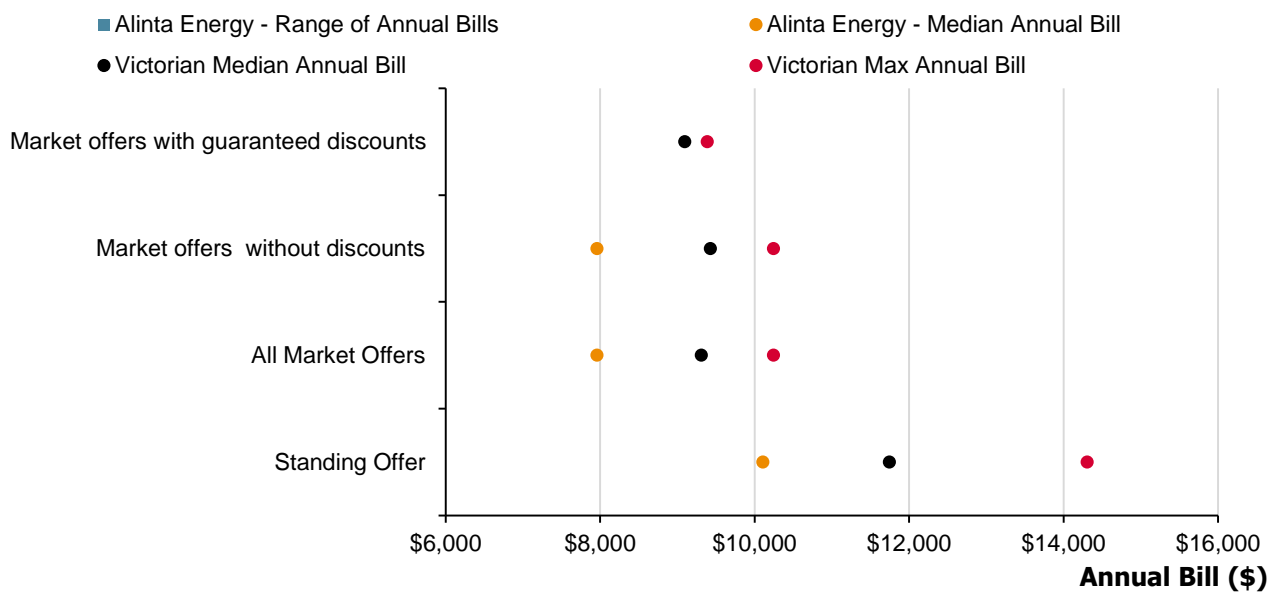
## What were the prices of Alinta Energy’s small business electricity offers on 30 June 2021?

Alinta Energy’s only market offers was \$362 less than the median Victorian market offer, within CitiPower distribution zone.



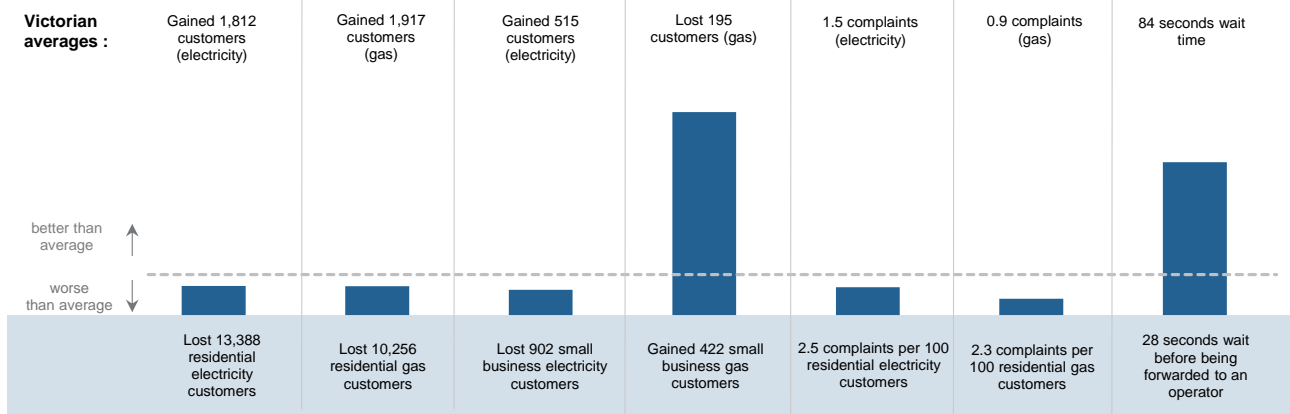
## What were the prices of Alinta Energy’s small business gas offers on 30 June 2021?

Alinta Energy’s only market offers was \$1,350 less than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

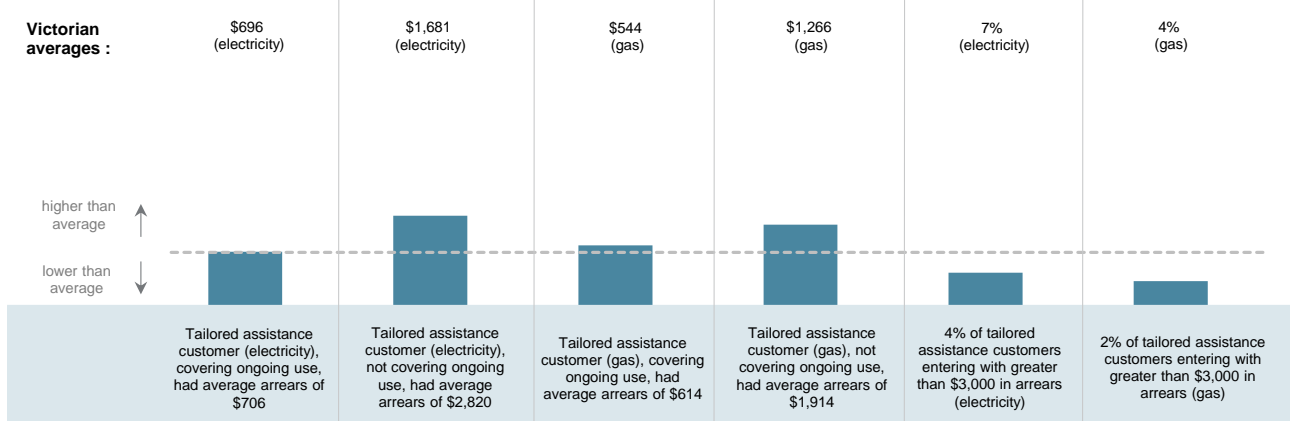


# How did Alinta Energy perform in Victoria in 2020–21?

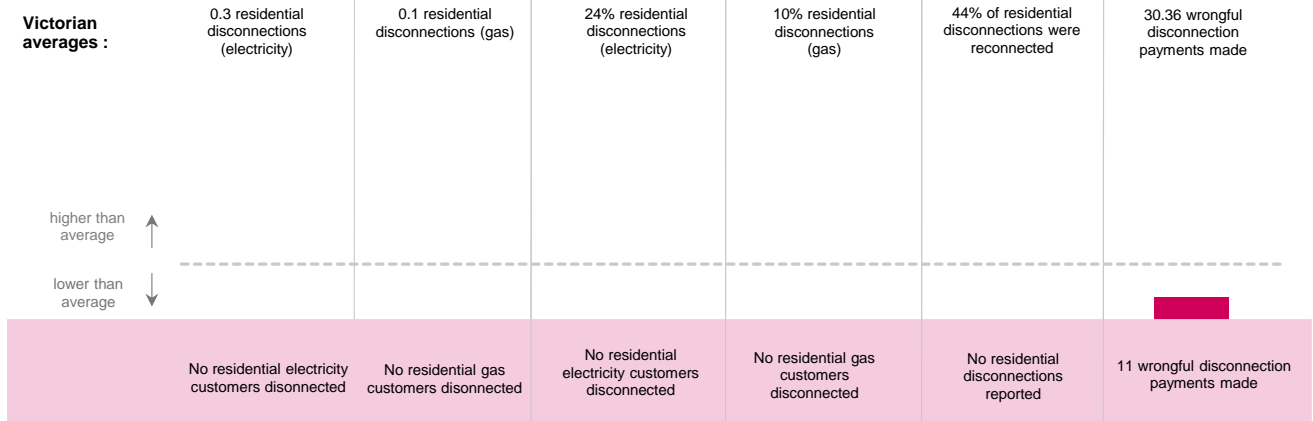
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



(as at 30 June 2021)

**Blue NRG is a small retailer**

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

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

**20**  
residential electricity customers

**6,270**  
small business electricity customers

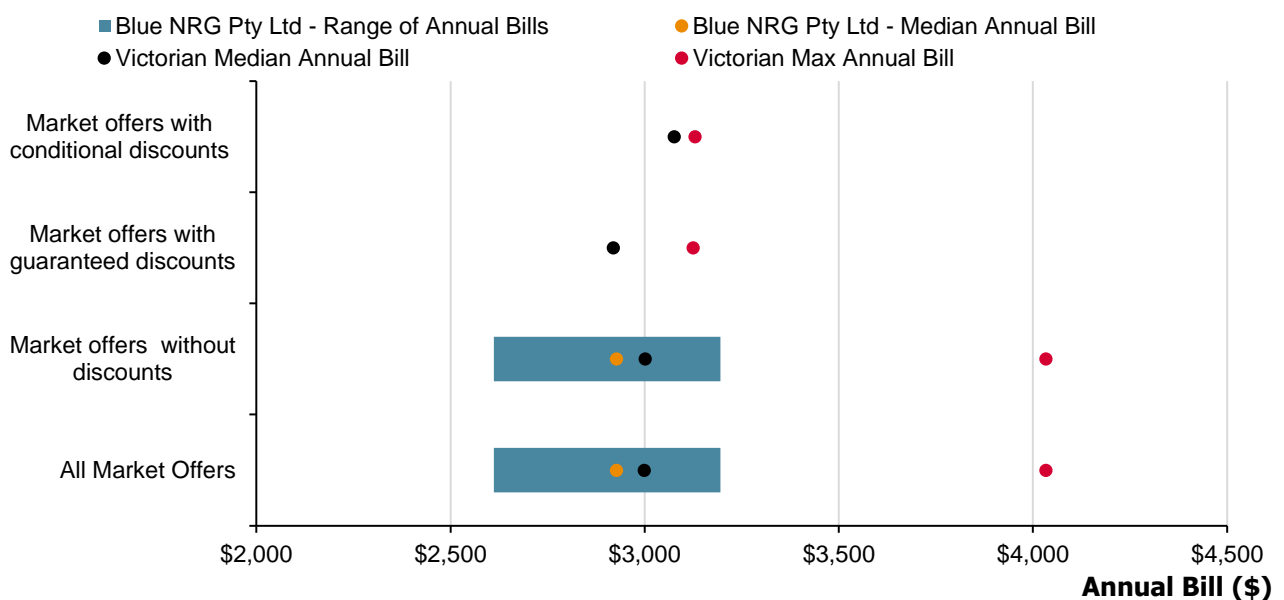
**What were the prices of Blue NRG’s residential electricity offers on 30 June 2021?**

Blue NRG only offered the VDO to residential electricity customers on 30 June 2021, within CitiPower distribution zone.

**What were the prices of Blue NRG’s small business electricity offers on 30 June 2021?**

Blue NRG’s lowest market offer was \$388 less than the median Victorian market offer and its most expensive market offer was \$196 more than the median Victorian market offer, within CitiPower distribution zone.

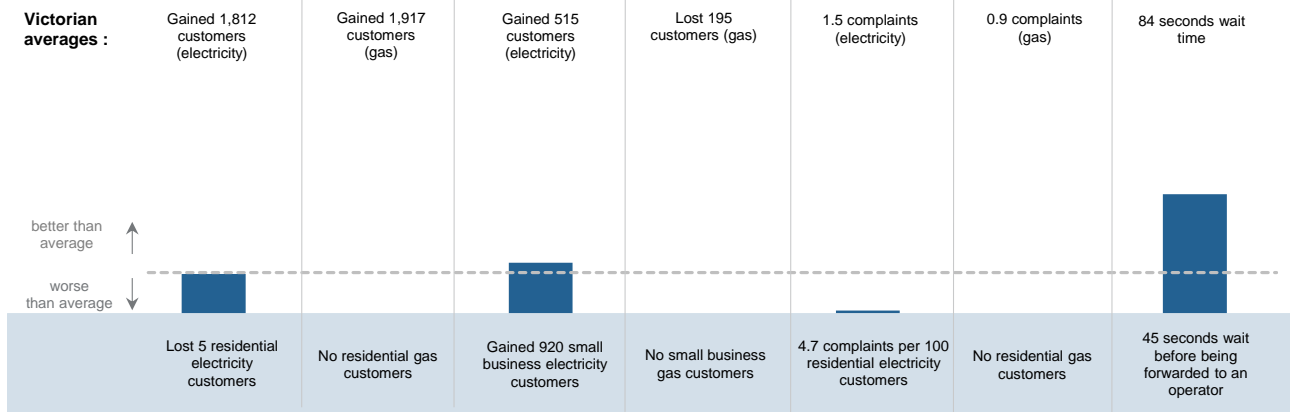
Blue NRG had eight different market offers available on 30 June 2021, with \$584 difference between the most expensive and the cheapest offers.



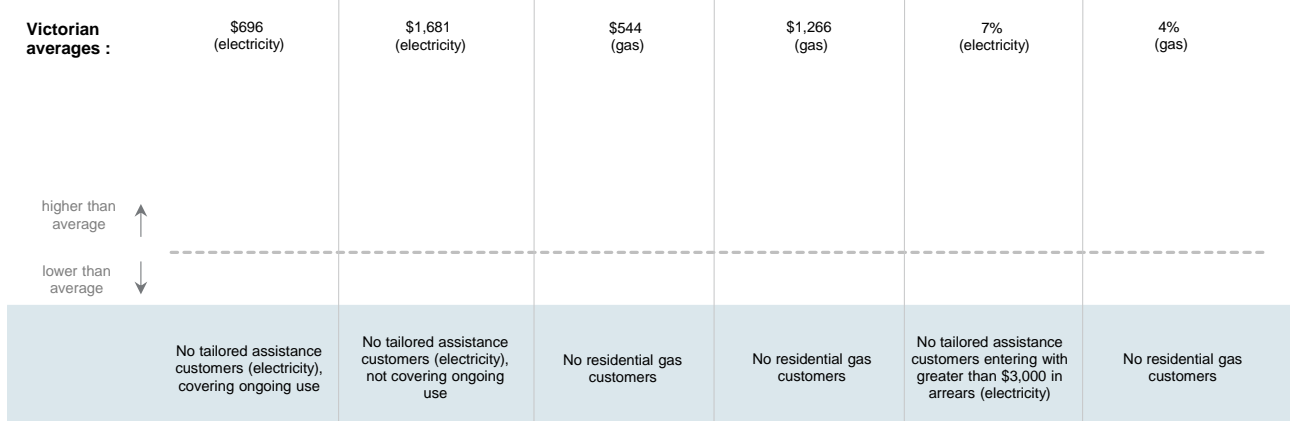


# How did Blue NRG perform in Victoria in 2020–21?

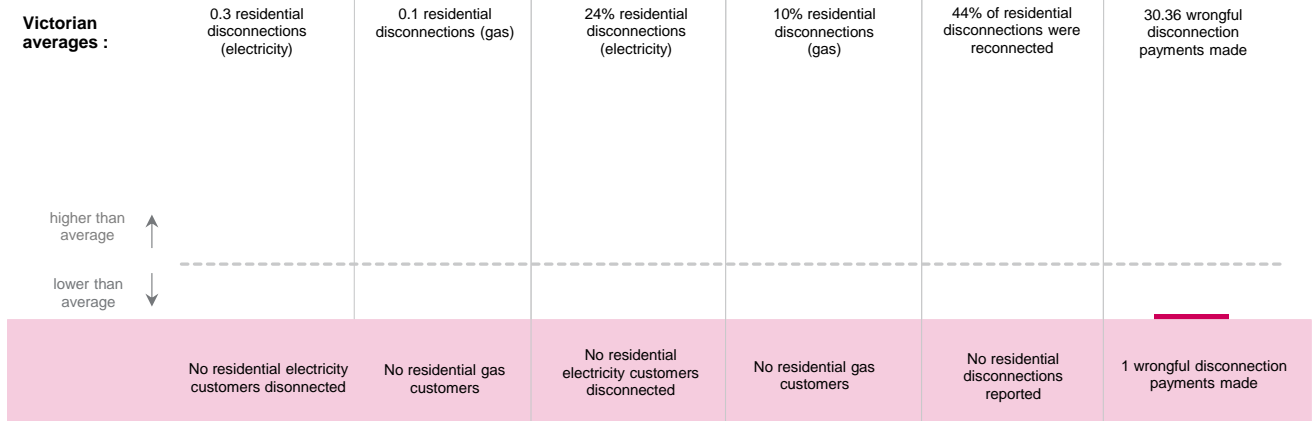
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



(as at 30 June 2021)

**CovaU is a small retailer**

CovaU were granted electricity and gas retail licences in February 2015, commencing operations in April 2015. They also have operations in New South Wales, South-East Queensland, South Australia, Tasmania and Australian Capital Territory.

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

**590**  
residential electricity customers

**504**  
residential gas customers

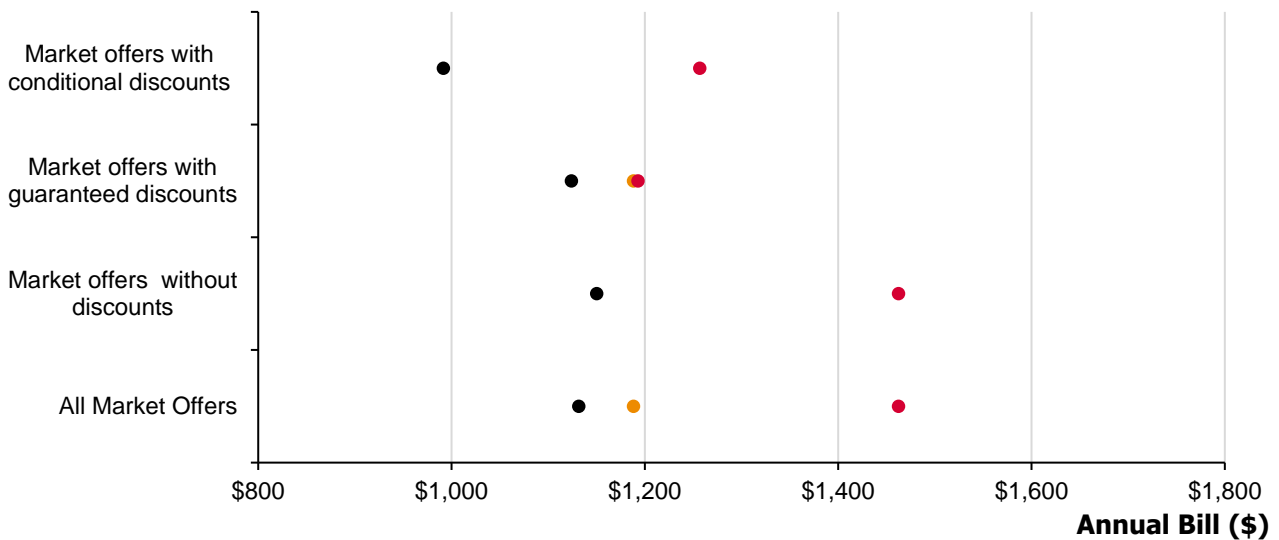
**920**  
small business electricity customers

**785**  
small business gas customers

**What were the prices of CovaU’s residential electricity offers on 30 June 2021?**

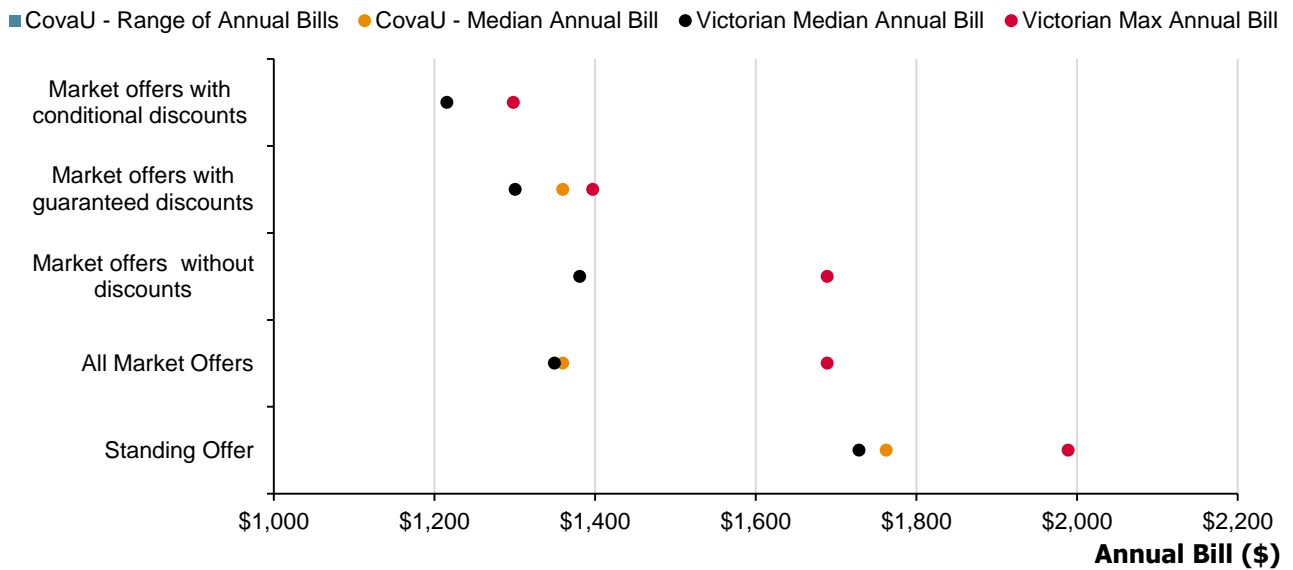
CovaU’s only market offer was \$57 more than the median Victorian market offer within CitiPower distribution zone.

■ CovaU - Range of Annual Bills ● CovaU - Median Annual Bill ● Victorian Median Annual Bill ● Victorian Max Annual Bill



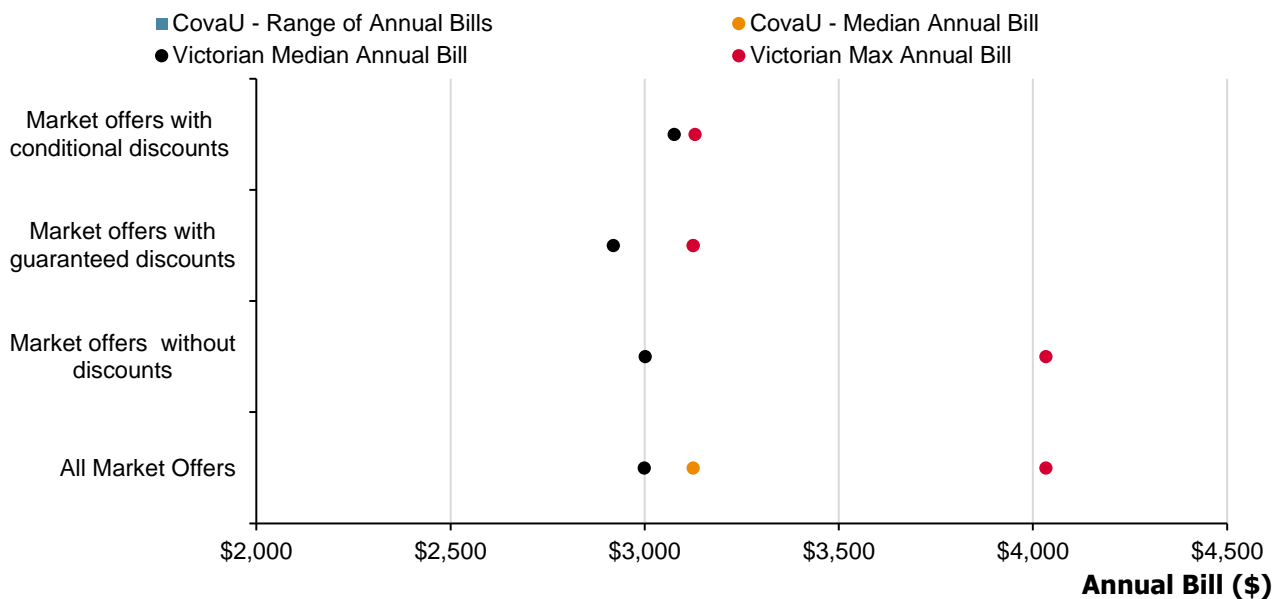
## What were the prices of CovaU’s residential gas offers on 30 June 2021?

CovaU’s only market offer was \$10 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.



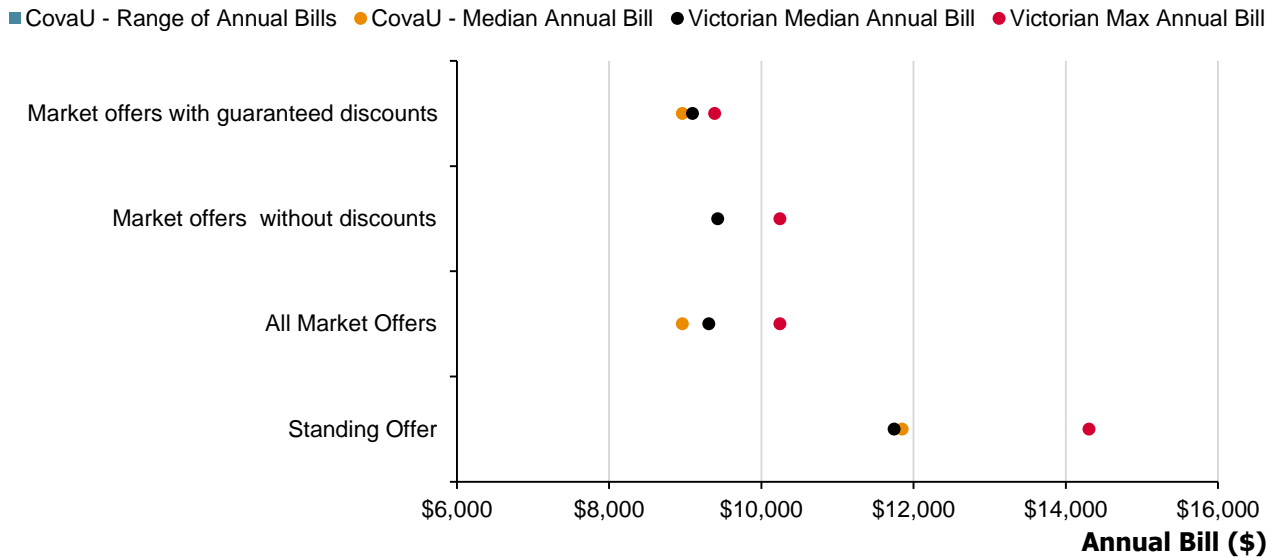
## What were the prices of CovaU’s small business electricity offers on 30 June 2021?

CovaU’s only market offers was \$126 more than the median Victorian market offer, within CitiPower distribution zone.



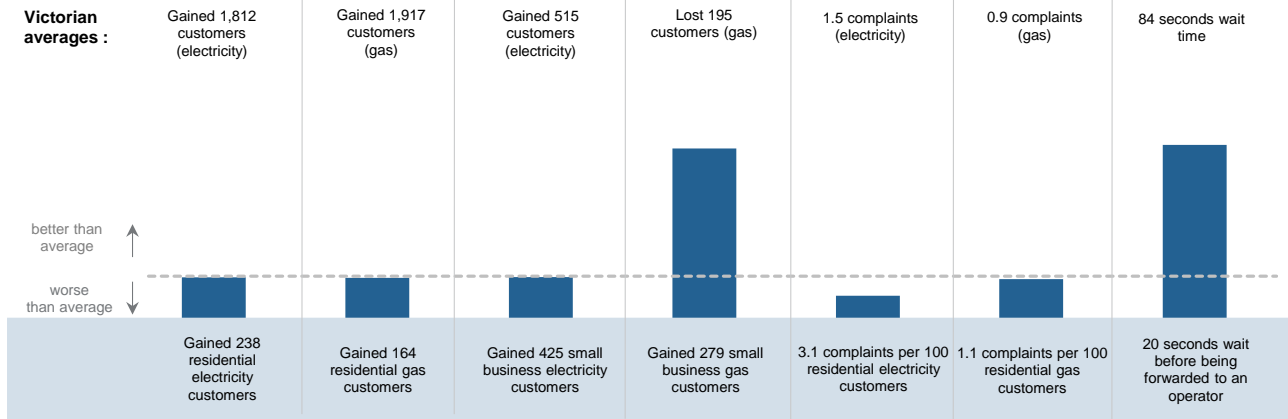
## What were the prices of CovaU's small business gas offers on 30 June 2021?

CovaU's only market offer was \$349 less than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

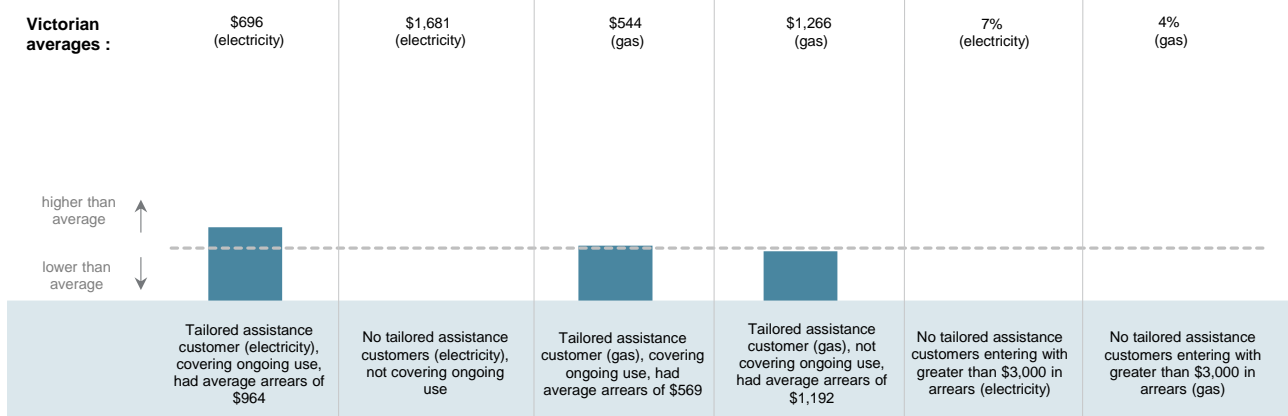


# How did CovaU perform in Victoria in 2020–21?

## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



(as at 30 June 2021)

## Diamond Energy is a small retailer

Diamond Energy was granted an electricity retail licence in October 2007 and commenced operations in July 2008. Diamond Energy has renewable energy generation and retail customers in Victoria, New South Wales, South Australia and Queensland.

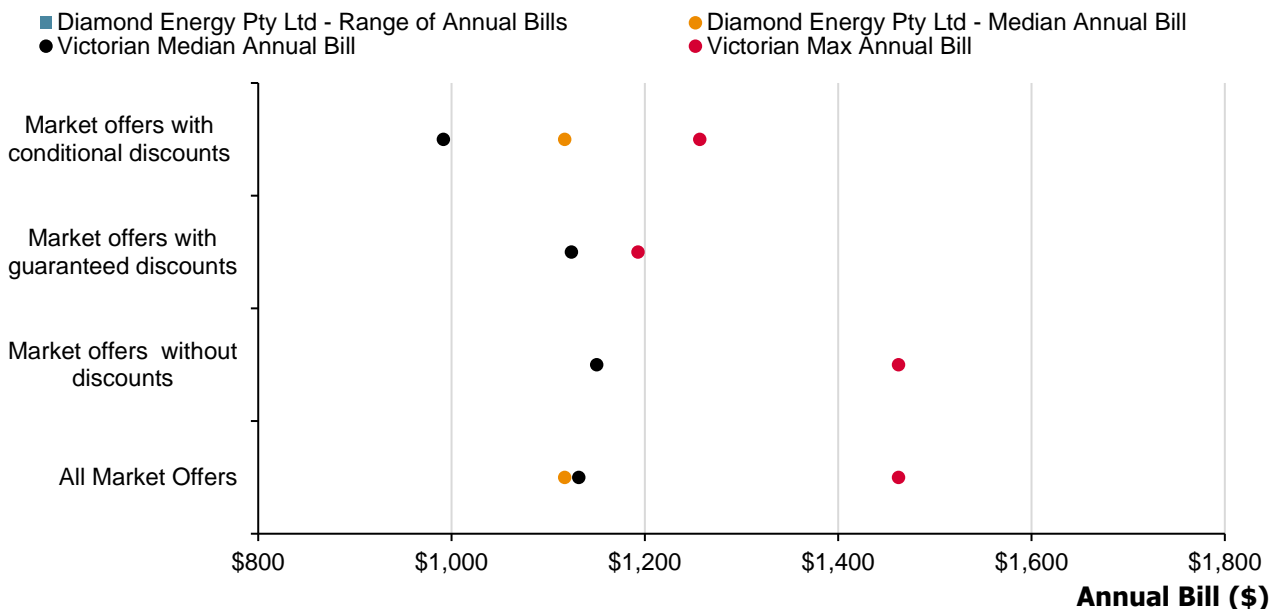
Diamond Energy is a private limited company.

**3,474**  
residential electricity customers

**299**  
small business electricity customers

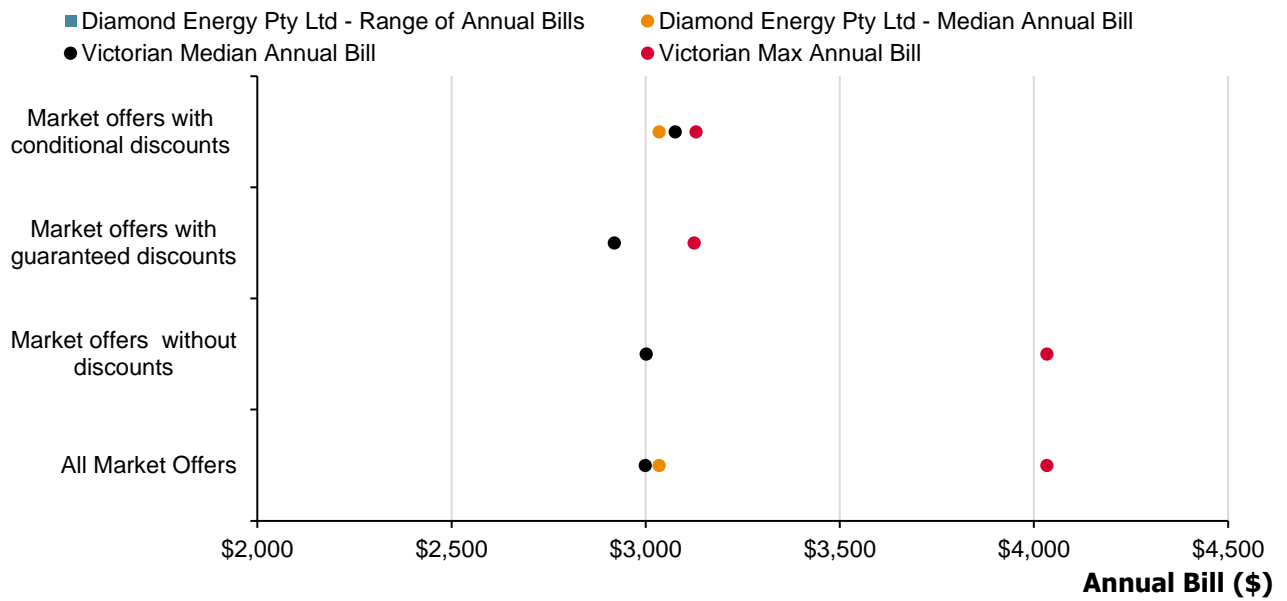
## What were the prices of Diamond Energy’s residential electricity offers on 30 June 2021?

Diamond Energy’s only market offer was \$14 less than the median Victorian market offer, within CitiPower distribution zone.



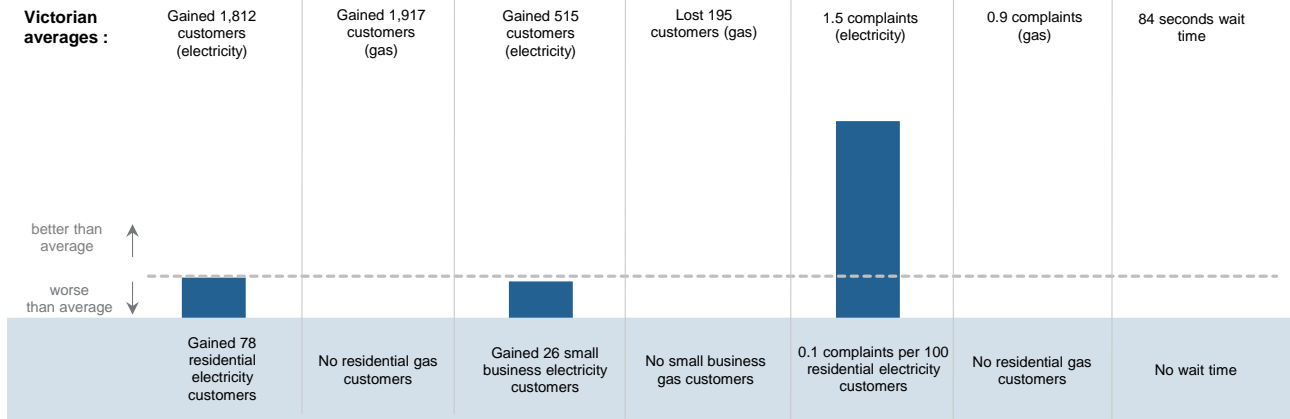
## What were the prices of Diamond Energy’s small business electricity offers on 30 June 2021?

Diamond Energy’s only market offers was \$37 more than the median Victorian market offer, within CitiPower distribution zone.

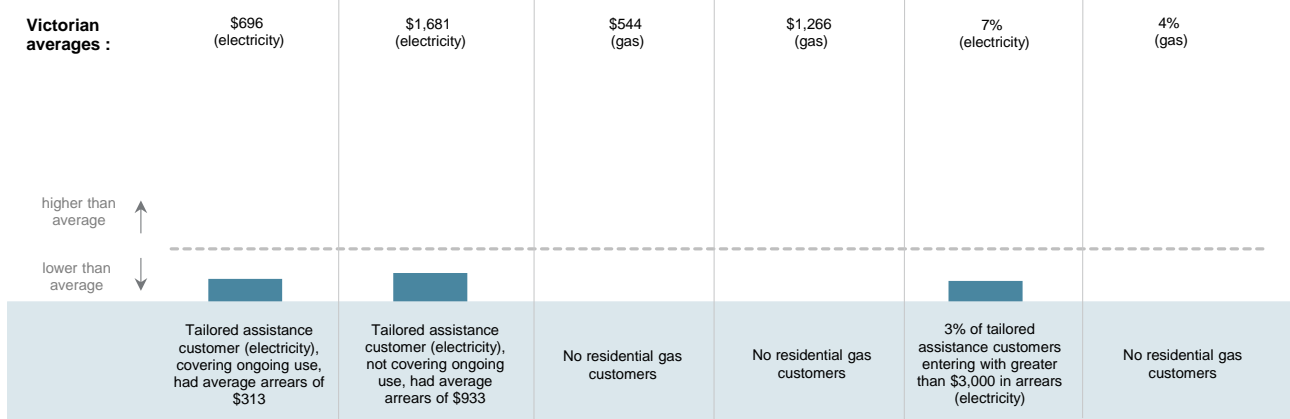


# How did Diamond Energy perform in Victoria in 2020–21?

## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers





(as at 30 June 2021)

## Discover Energy is a small retailer

Discover Energy was granted electricity and gas retail licence in August 2020 and commenced operations in January 2021. Discover Energy also operates in New South Wales, Australian Capital Territory, Queensland, and South Australia.

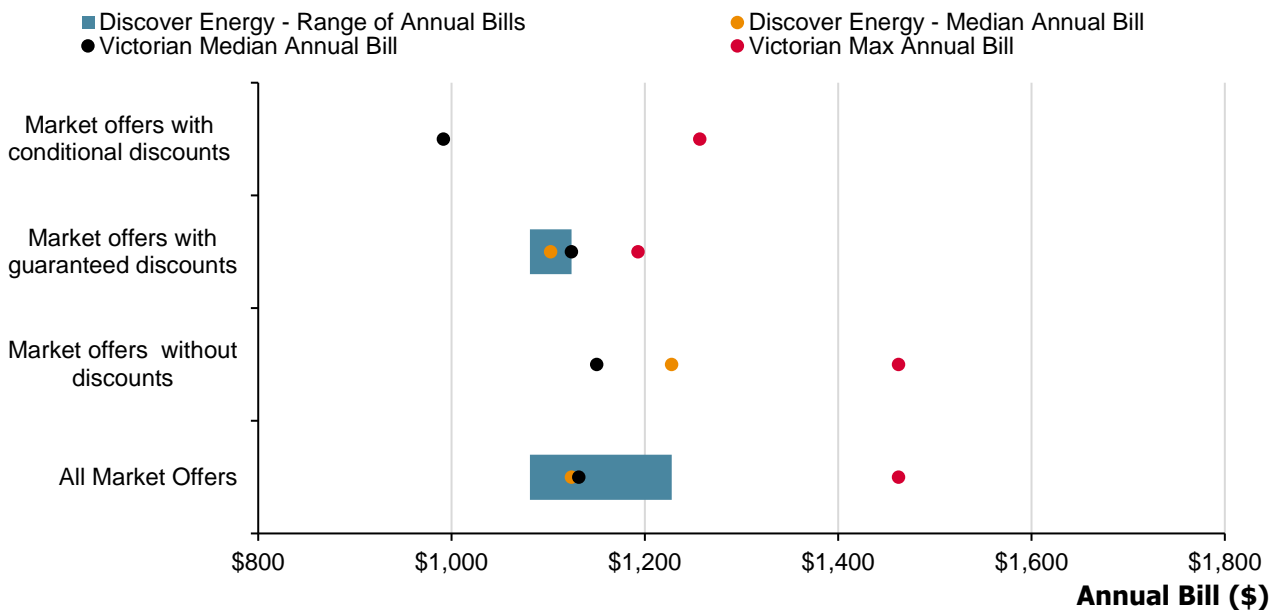
**421**  
residential electricity customers

**97**  
small business electricity customers

## What were the prices of Discover Energy’s residential electricity offers on 30 June 2021?

Discover Energy’s cheapest offer was \$51 less than the median Victorian market offer and its most expensive market offer was \$96 more than the median Victorian market offer, within CitiPower distribution zone.

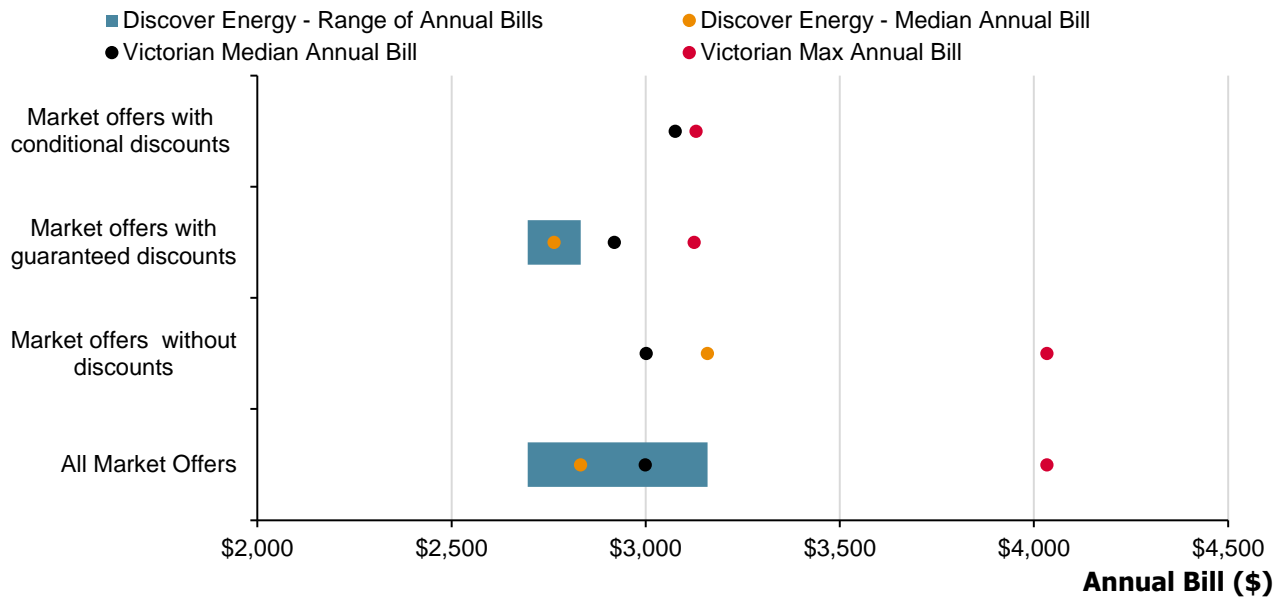
Discover Energy had three different market offers available on 30 June 2021, with \$147 difference between the most expensive and the cheapest offers.



## What were the prices of Discover Energy’s small business electricity offers on 30 June 2021?

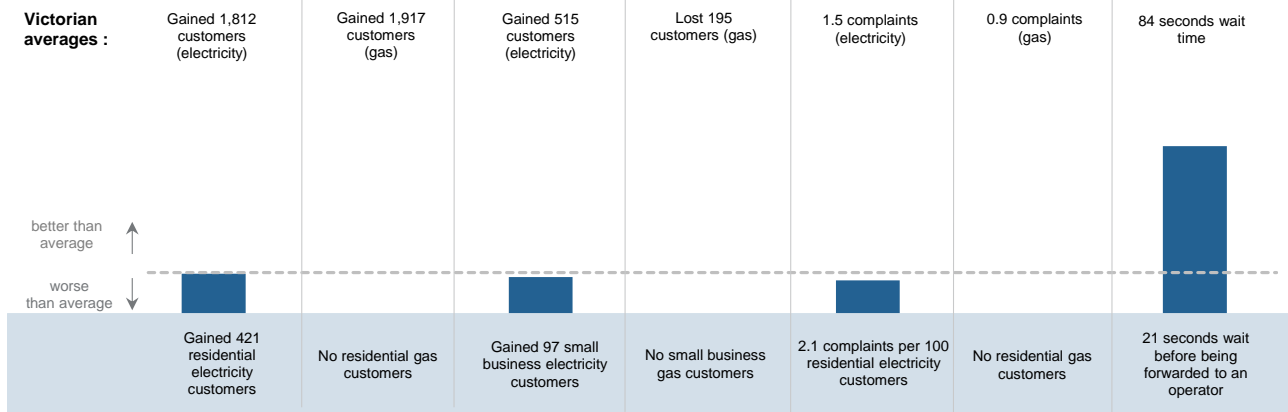
Discover Energy’s lowest market offer was \$303 less than the median Victorian market offer and its most expensive market offer was \$161 more than the median Victorian market offer, within the CitiPower distribution zone.

Discover Energy had three different market offers available on 30 June 2021, with \$463 difference between the most expensive and the cheapest offers.

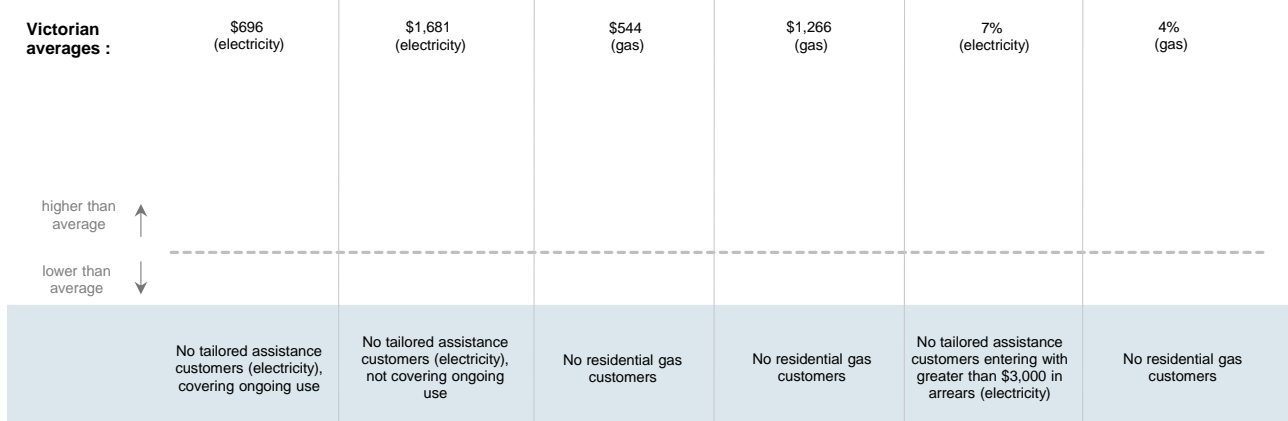


# How did Discover Energy perform in Victoria in 2020–21?

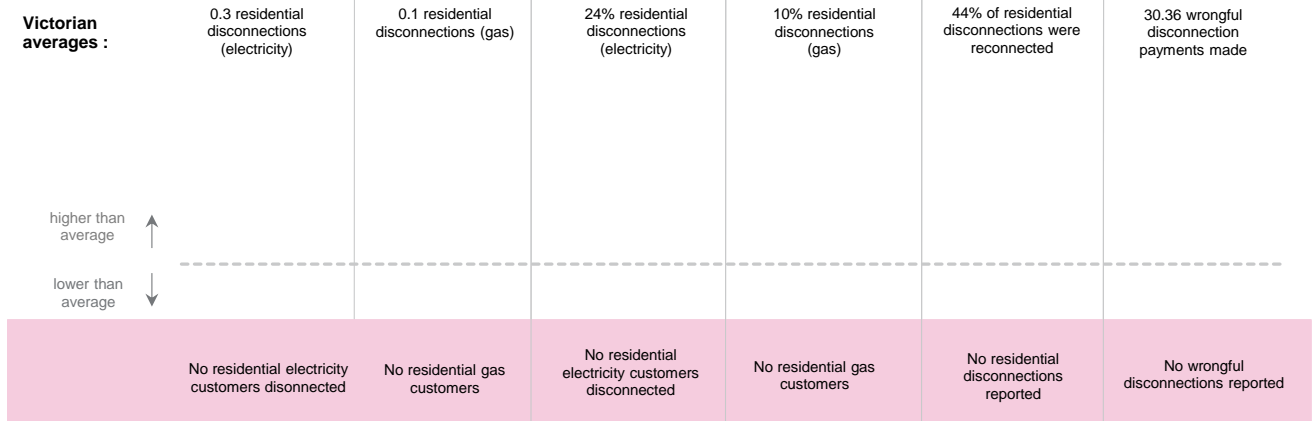
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



# Dodo Power and Gas (M2 Energy)



(as at 30 June 2021)

## Dodo is a medium sized retailer

M2 Energy merged with Vocus Communications Ltd in early 2016<sup>3</sup>. M2 Energy trades as Dodo Power & Gas and was granted electricity and gas retail licences in September 2007. It also operates in New South Wales, Queensland and South Australia.

**44,538**  
residential electricity customers

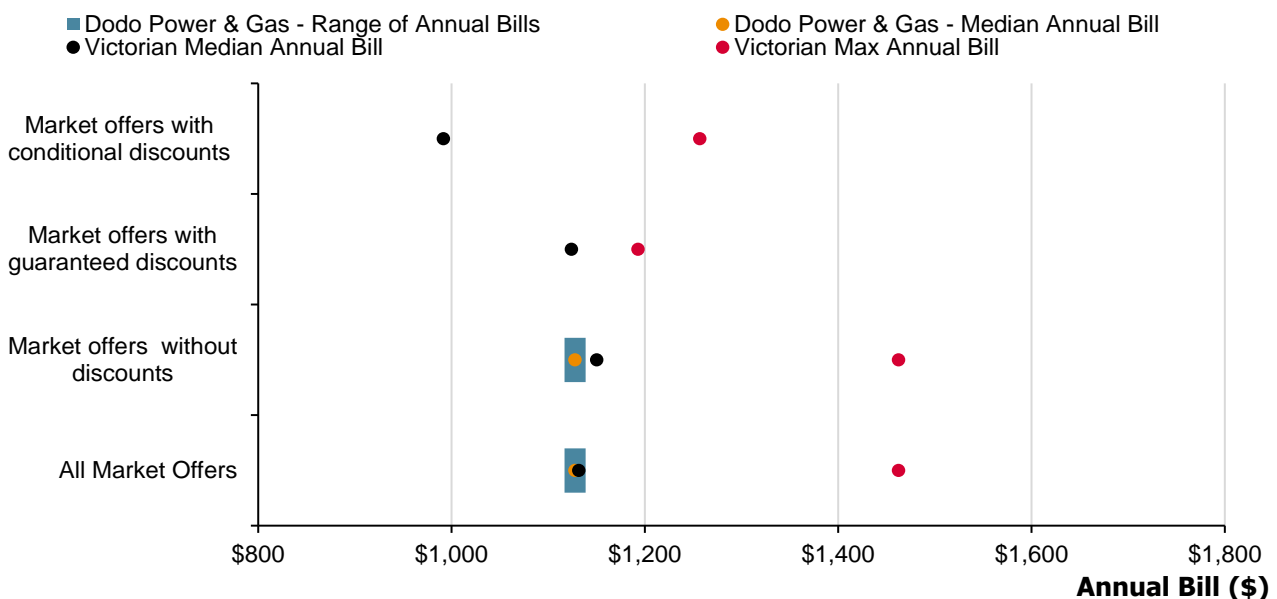
**36,970**  
residential gas customers

**1,533**  
small business electricity customers

## What were the prices of Dodo’s residential electricity offers on 30 June 2021?

Dodo’s cheapest offer was \$15 less than the median Victorian market offer and its most expensive market offer was \$7 more than the median Victorian market offer, within CitiPower distribution zone.

Dodo had two different market offers without discounts available on 30 June 2021, with \$22 difference between the most expensive and the cheapest offers.

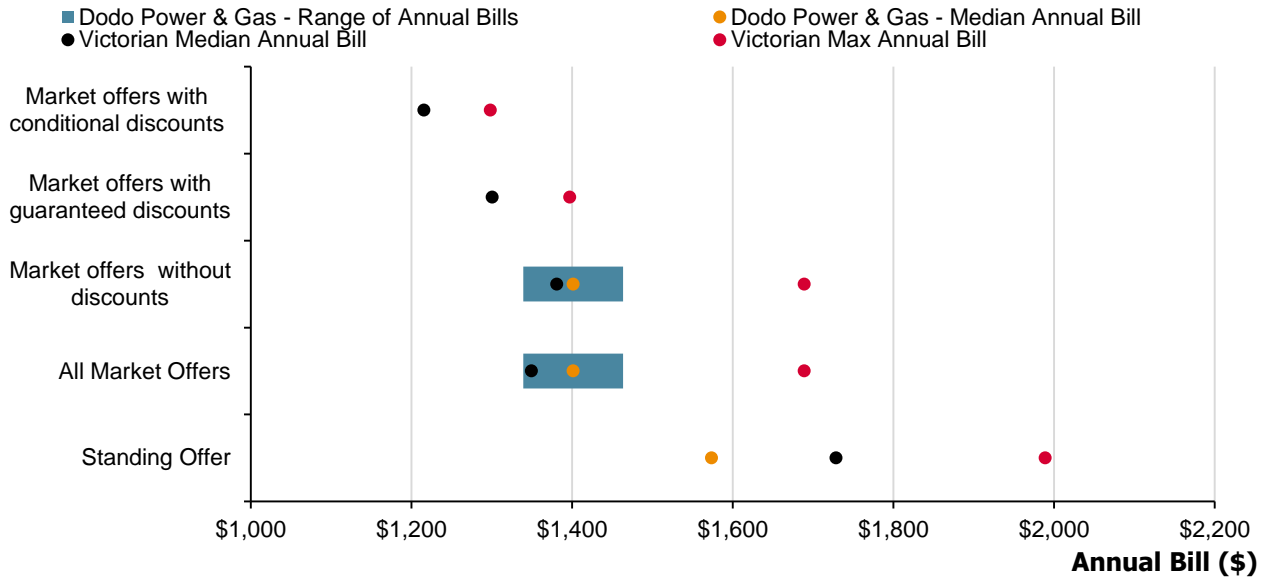


<sup>3</sup> As of 21 July 2021, Vocus entered into a Scheme Implementation Deed under which an entity owned by a consortium comprising Macquarie Infrastructure Real Assets and its managed funds (together, MIRA) and Aware Super Pty Ltd as a trustee of Aware Super, has agreed to acquire 100% of the issued share capital of Vocus.

## What were the prices of Dodo’s residential gas offers on 30 June 2021?

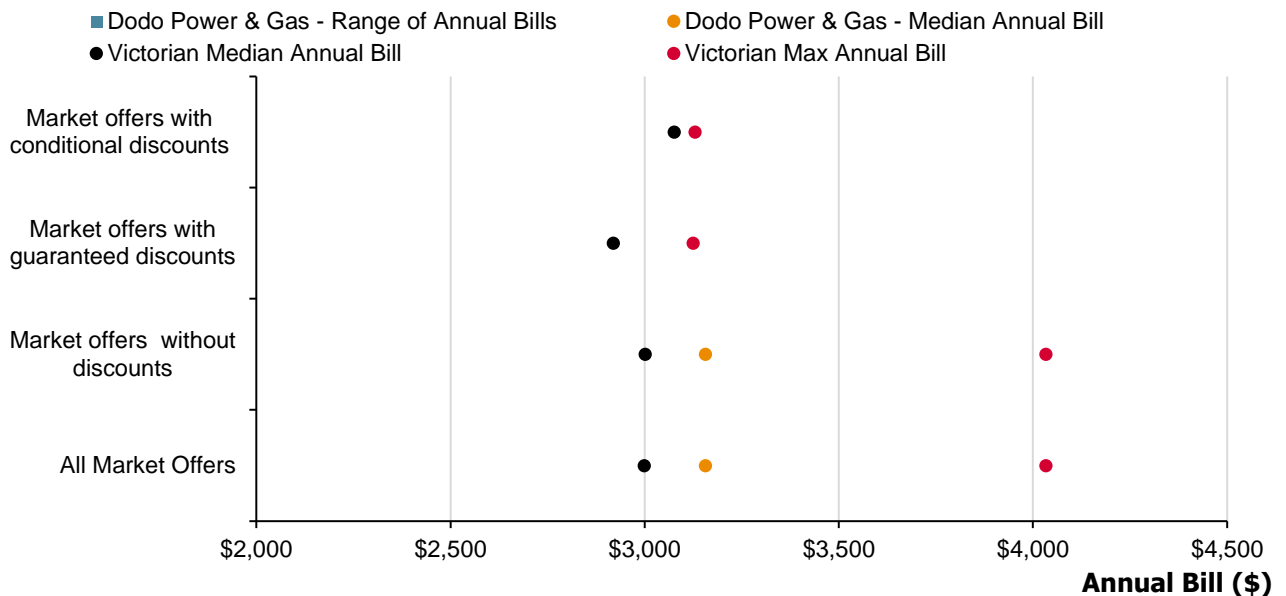
Dodo’s lowest market offer was \$11 less than the median Victorian market offer and its most expensive market offer was \$115 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

Dodo had two different market offers without discount conditions available on 30 June 2021, with \$124 difference between the most expensive and the cheapest offers.



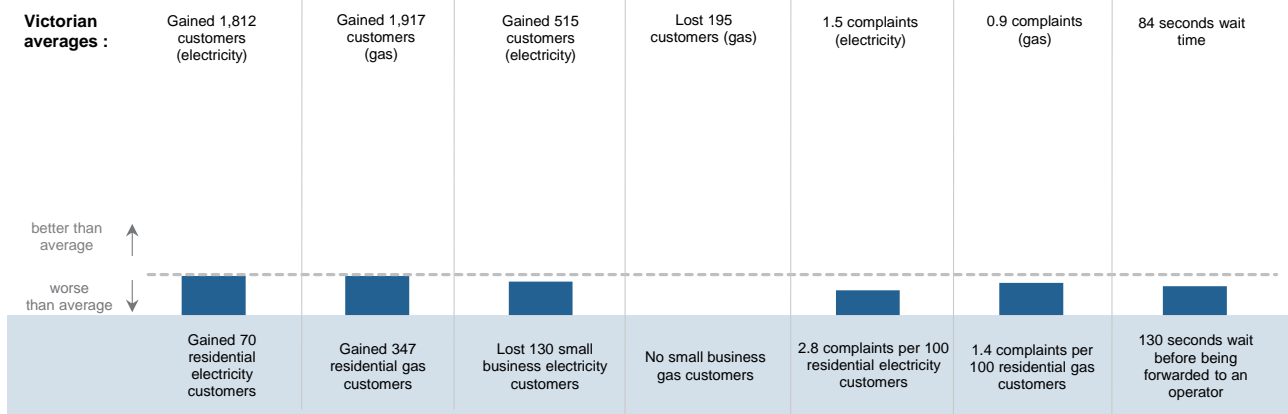
## What were the prices of Dodo’s small business electricity offers on 30 June 2021?

Dodo’s only market offers was \$158 more than the median Victorian market offer, within CitiPower distribution zone.

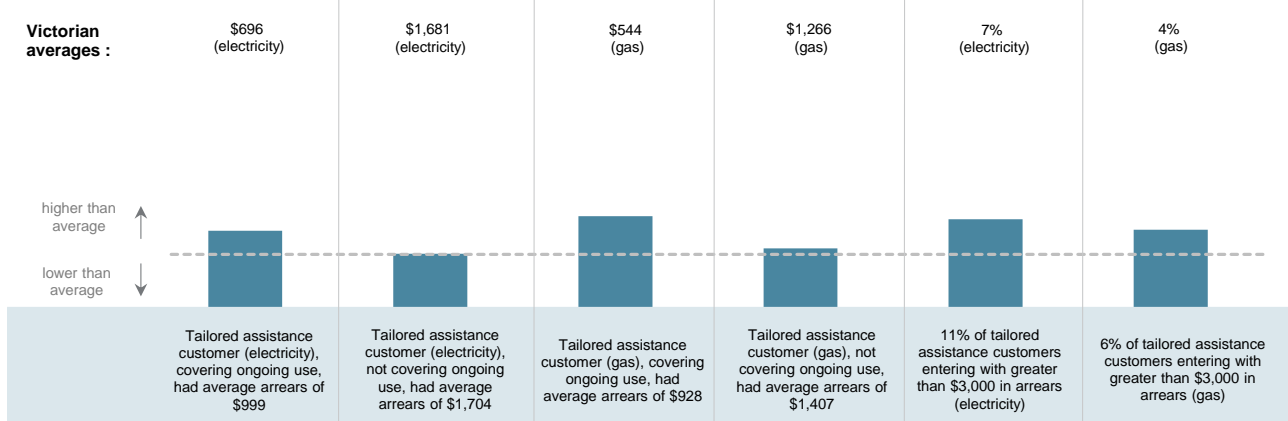


# How did Dodo perform in Victoria in 2020–21?

## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



# Electricity In a Box



(as at 30 June 2021)

## Electricity In a Box is a small retailer

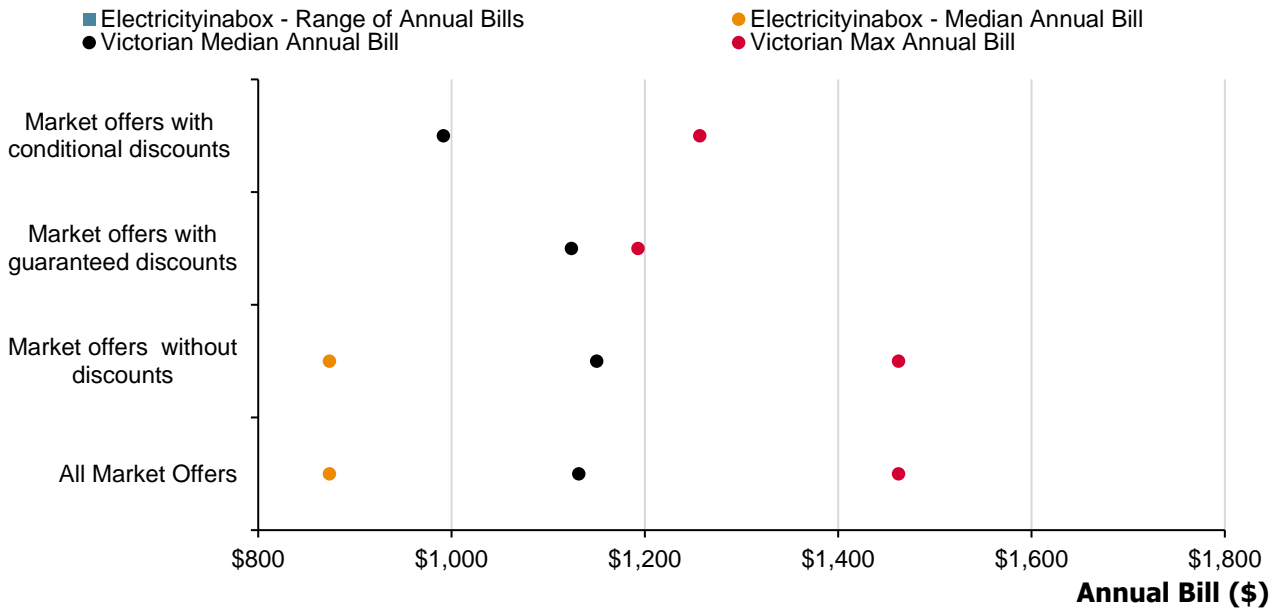
Electricity In a Box was granted an electricity retail licence in October 2020 and commenced operations in January 2021. Electricity In a Box also operates in New South Wales and Queensland.

**934**  
residential electricity customers

**5**  
small business electricity customers

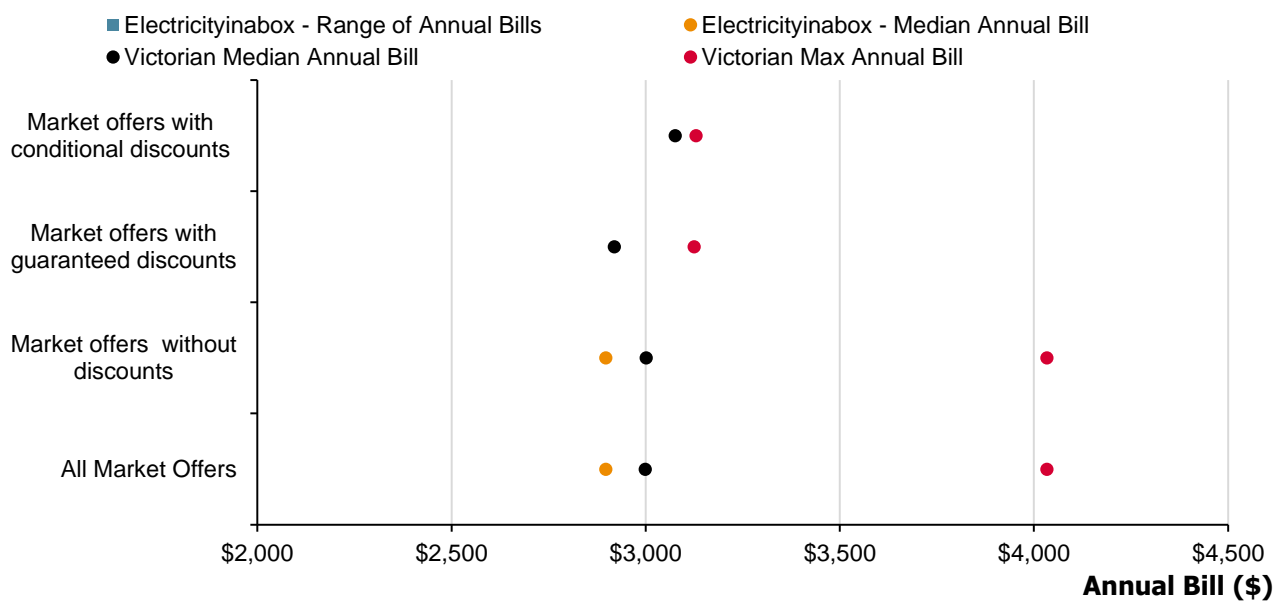
## What were the prices of Electricity In a Box’s residential electricity offers on 30 June 2021?

Electricity In a Box’s only offer was \$258 less than the median Victorian market offer, within CitiPower distribution zone.



## What were the prices of Electricity In a Box's small business electricity offers on 30 June 2021?

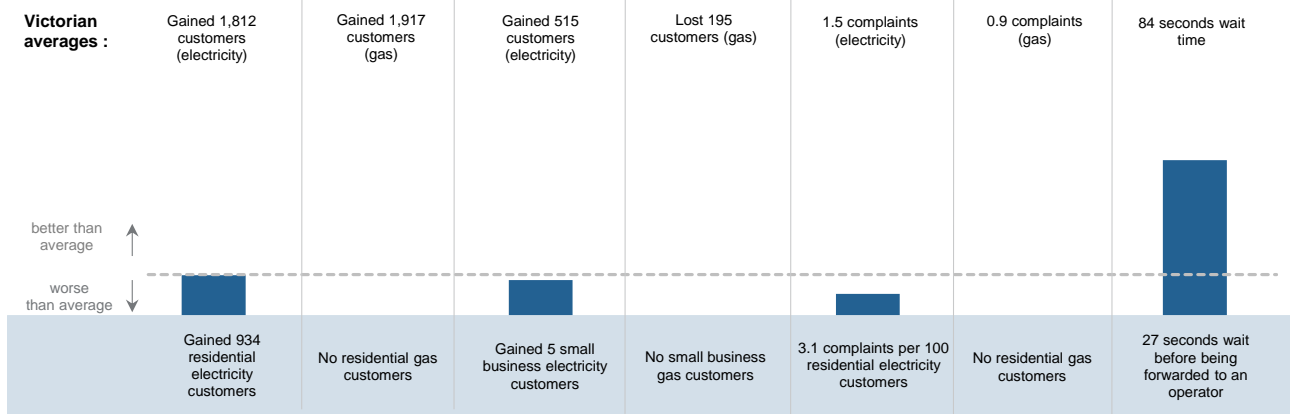
Electricity in a Box's only market offers was \$101 less than the median Victorian market offer, within CitiPower distribution zone.



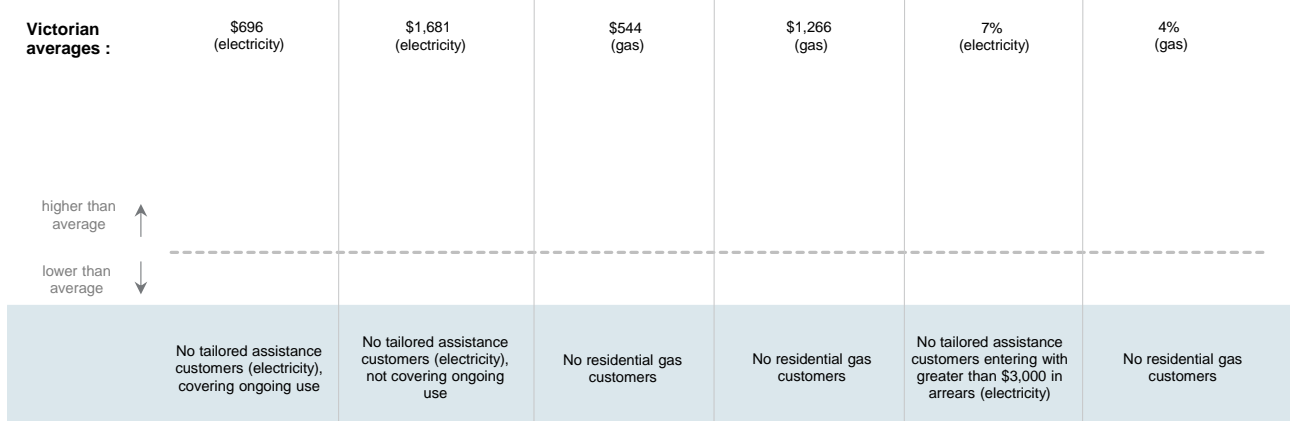


# How did Electricity In a Box perform in Victoria in 2020–21?

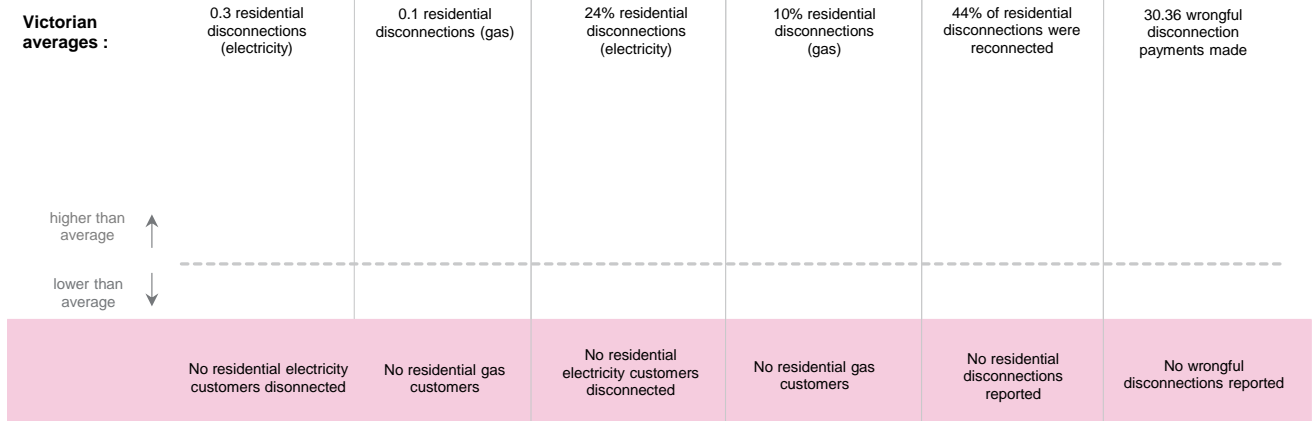
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



(as at 30 June 2021)

## Elysian Energy is a small retailer

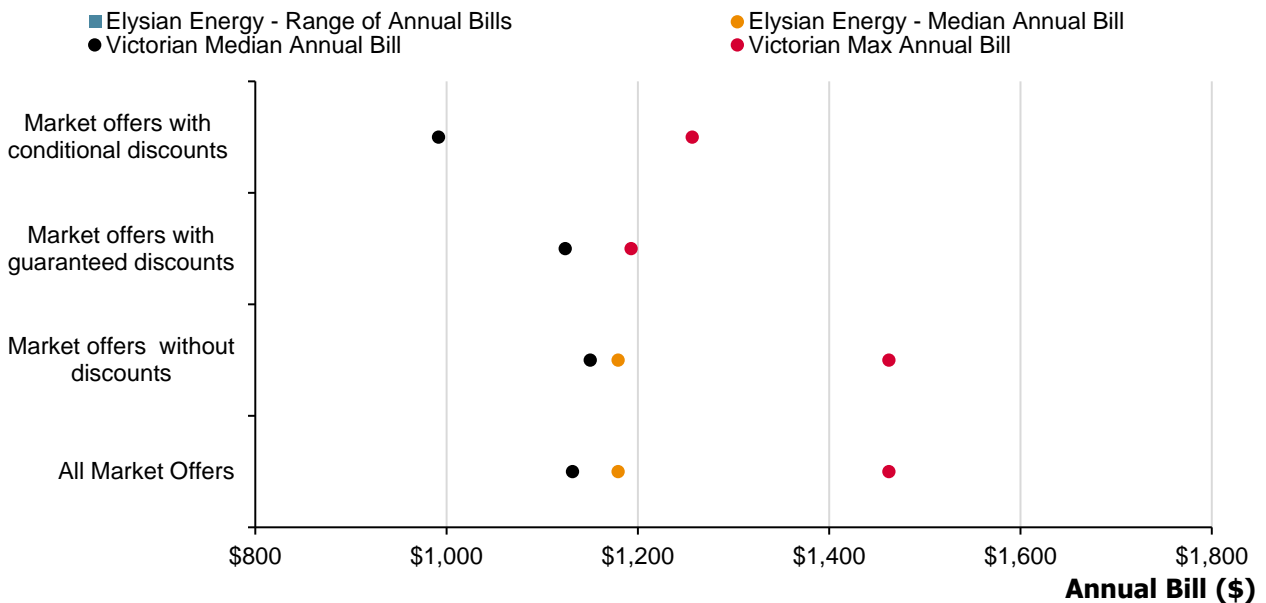
Elysian Energy was granted an electricity retail licence in December 2018 and commenced operations in February 2019.

**6,807**  
residential electricity customers

**331**  
small business electricity customers

## What were the prices of Elysian Energy’s residential electricity offers on 30 June 2021?

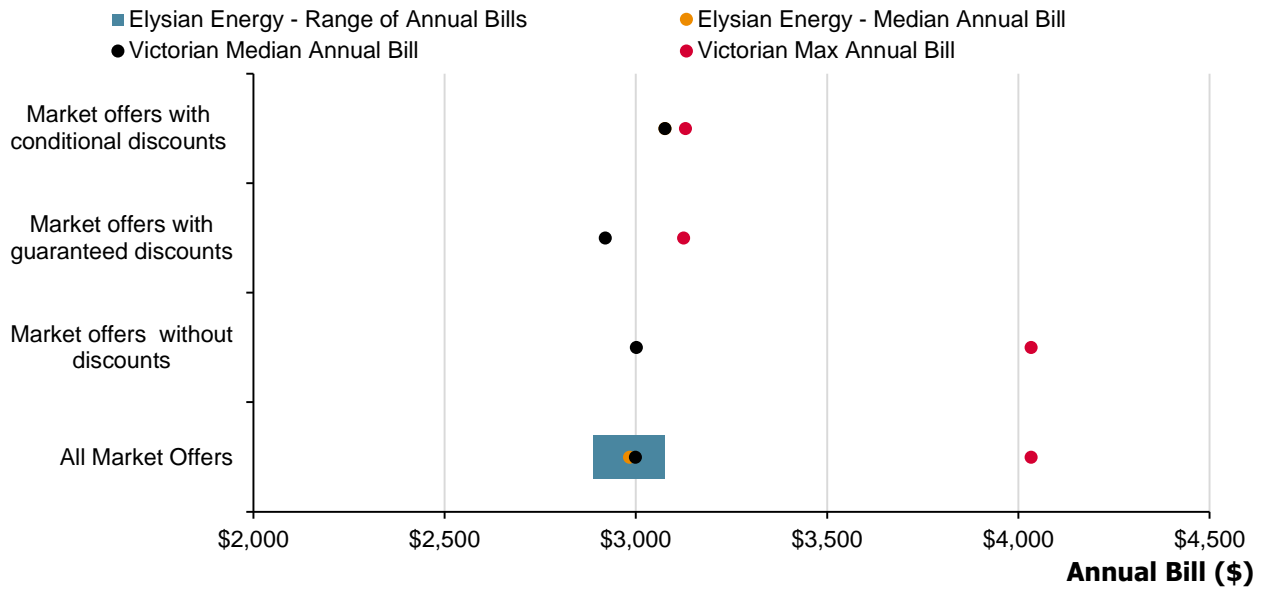
Elysian Energy’s only offer was \$48 more than the median Victorian market offer, within CitiPower distribution zone.



## What were the prices of Elysian Energy’s small business electricity offers on 30 June 2021?

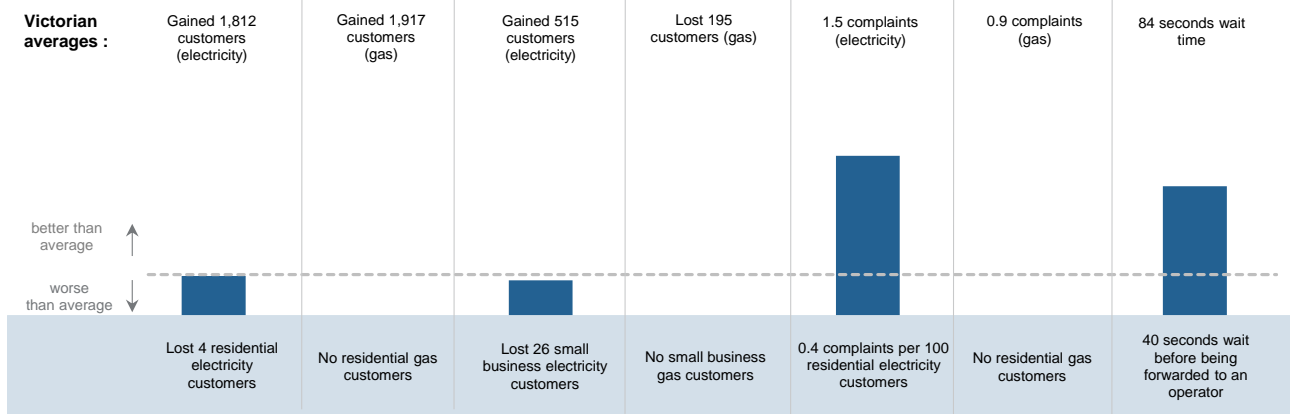
Elysian Energy’s lowest market offer was \$109 less than the median Victorian market offer and its most expensive market offer was \$78 more than the median Victorian market offer, within CitiPower distribution zone.

Elysian Energy had two different market offers available on 30 June 2021, with \$186 difference between the most expensive and the cheapest offers.

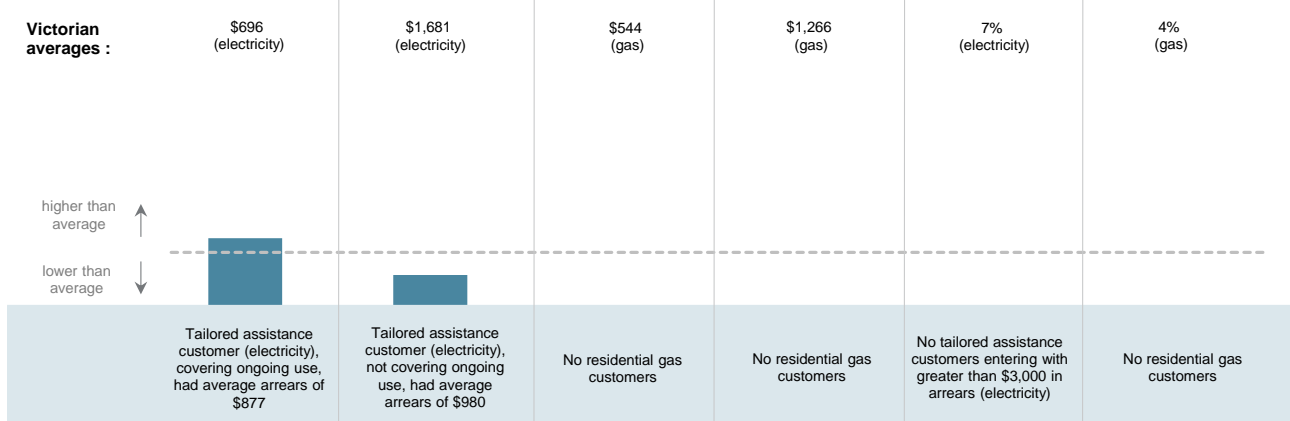


# How did Elysian Energy perform in Victoria in 2020–21?

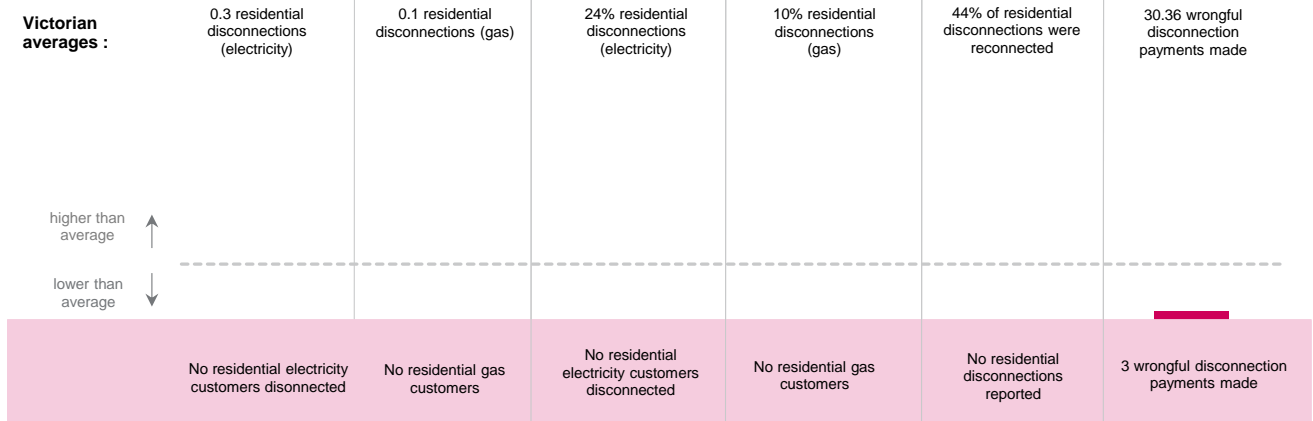
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



(as at 30 June 2021)

## Energy locals is a small retailer

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

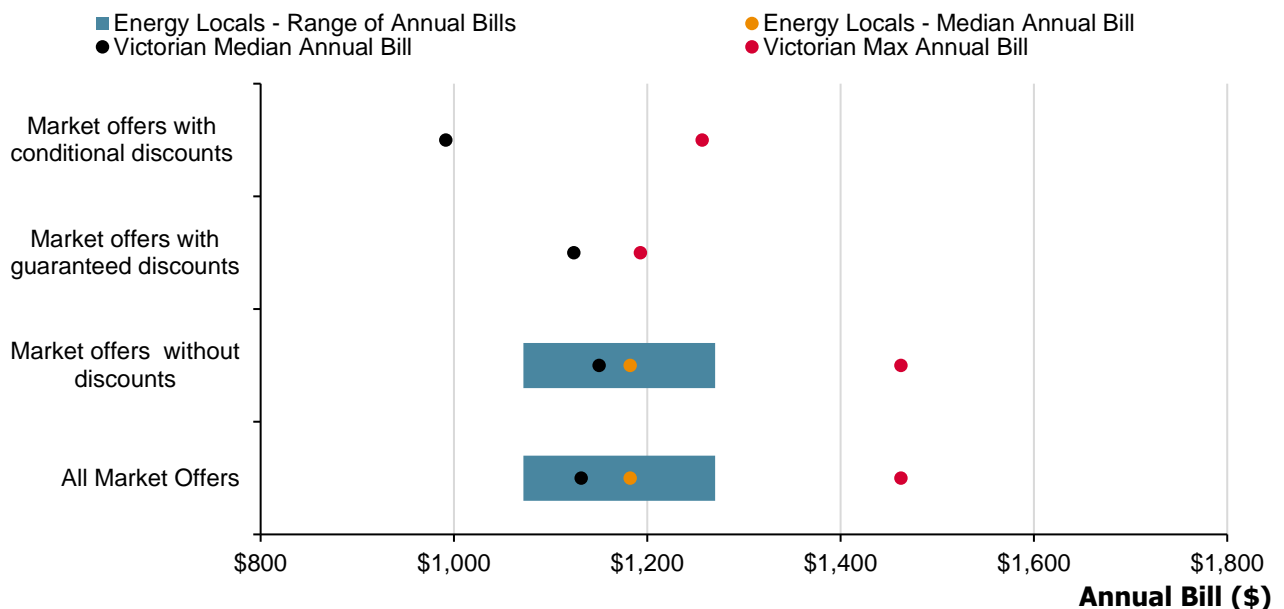
**9,557**  
residential electricity customers

**109**  
small business electricity customers

## What were the prices of Energy Locals' residential electricity offers on 30 June 2021?

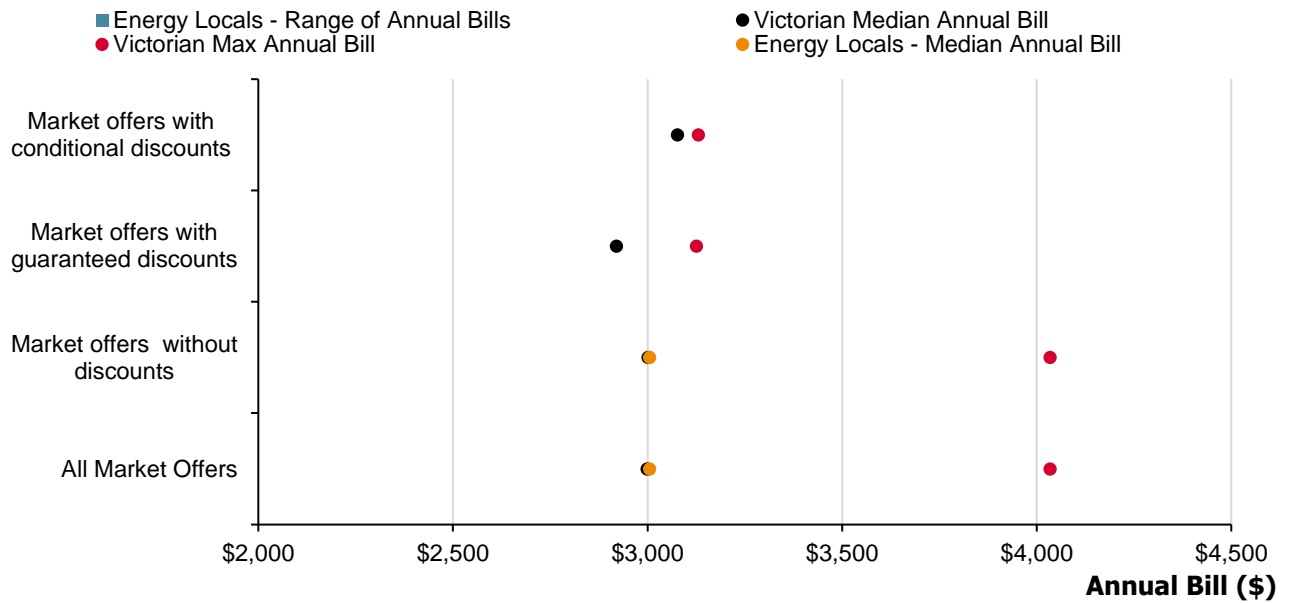
Energy Locals' lowest offer was \$60 less than the median Victorian market offer and its most expensive market offer was \$138 more than the median Victorian market offer, within CitiPower distribution zone.

Energy Locals had three different market offers without discounts available on 30 June 2021, with \$198 difference between the most expensive and the cheapest offers.



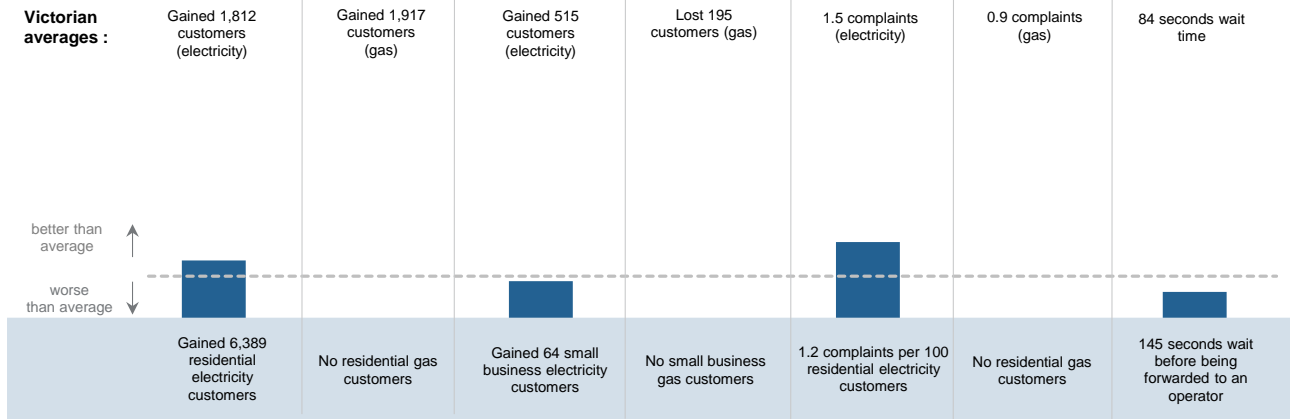
## What were the prices of Energy Locals' small business electricity offers on 30 June 2021?

Energy Locals' only market offers was \$6 more than the median Victorian market offer, within CitiPower distribution zone.

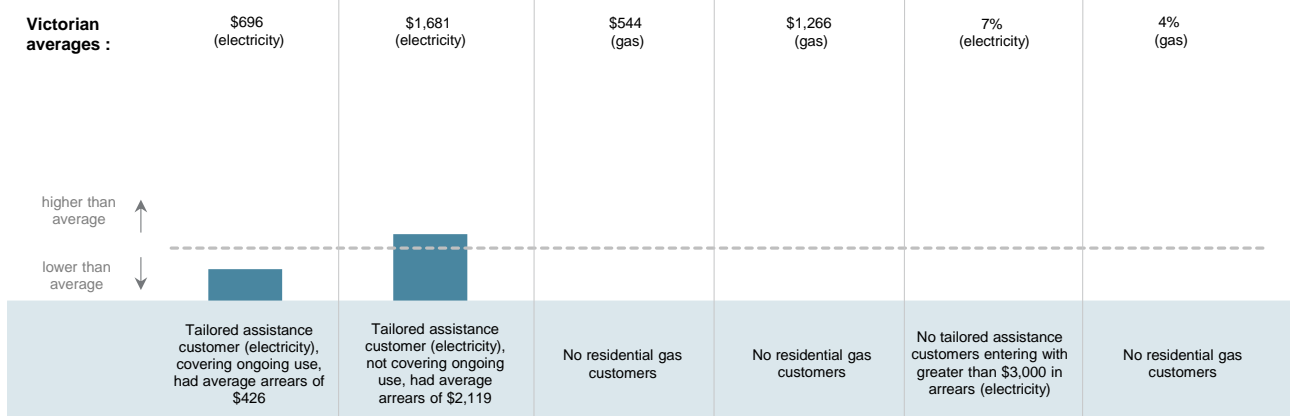


# How did Energy Locals perform in Victoria in 2020–21?

## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



## EnergyAustralia is one of the largest retailers in Victoria

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

(as at 30 June 2021)

**402,985**  
residential electricity customers

**361,980**  
residential gas customers

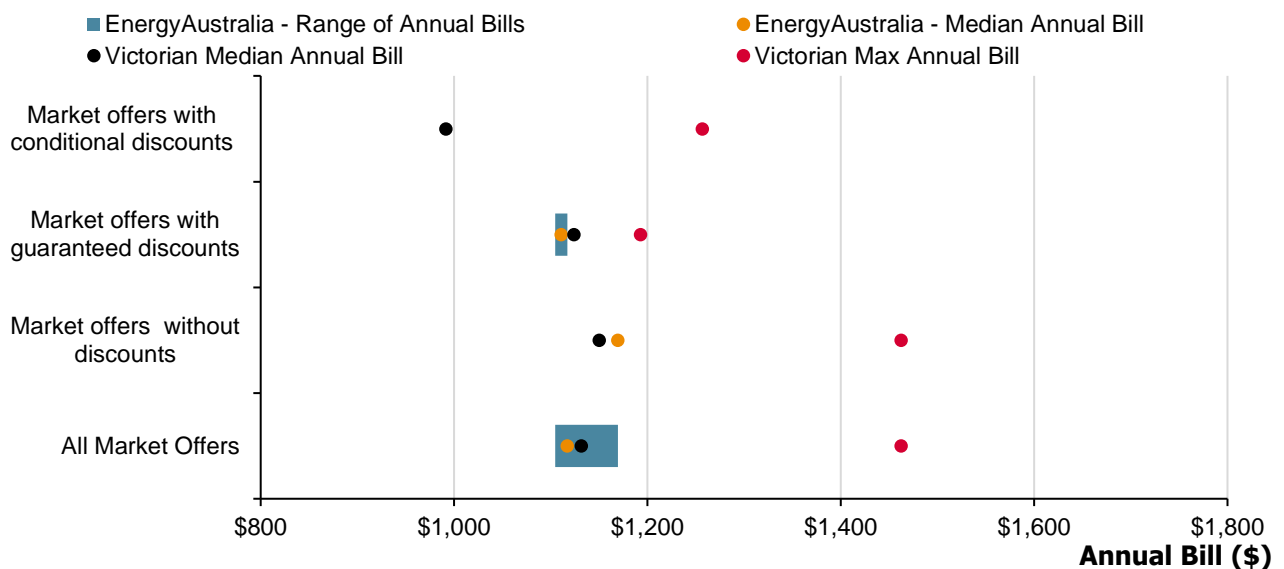
**34,346**  
small business electricity customers

**8,463**  
small business gas customers

## What were the prices of EnergyAustralia’s residential electricity offers on 30 June 2021?

EnergyAustralia’s lowest market offer was \$27 less than the median Victorian market offer and its most expensive market offer was \$38 more than the median Victorian market offer, within CitiPower distribution zone.

EnergyAustralia had three different market offers available on 30 June 2021, with \$65 difference between the most expensive and the cheapest offers.

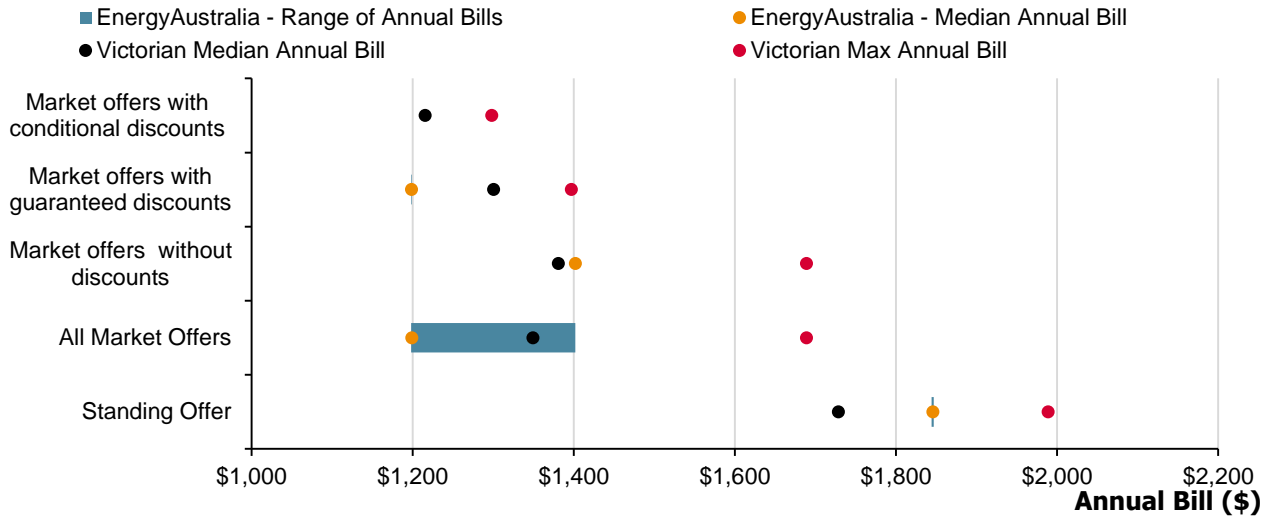




## What were the prices of EnergyAustralia’s residential gas offers on 30 June 2021?

EnergyAustralia’s lowest market offer was \$151 less than the median Victorian market offer and its most expensive market offer was \$53 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

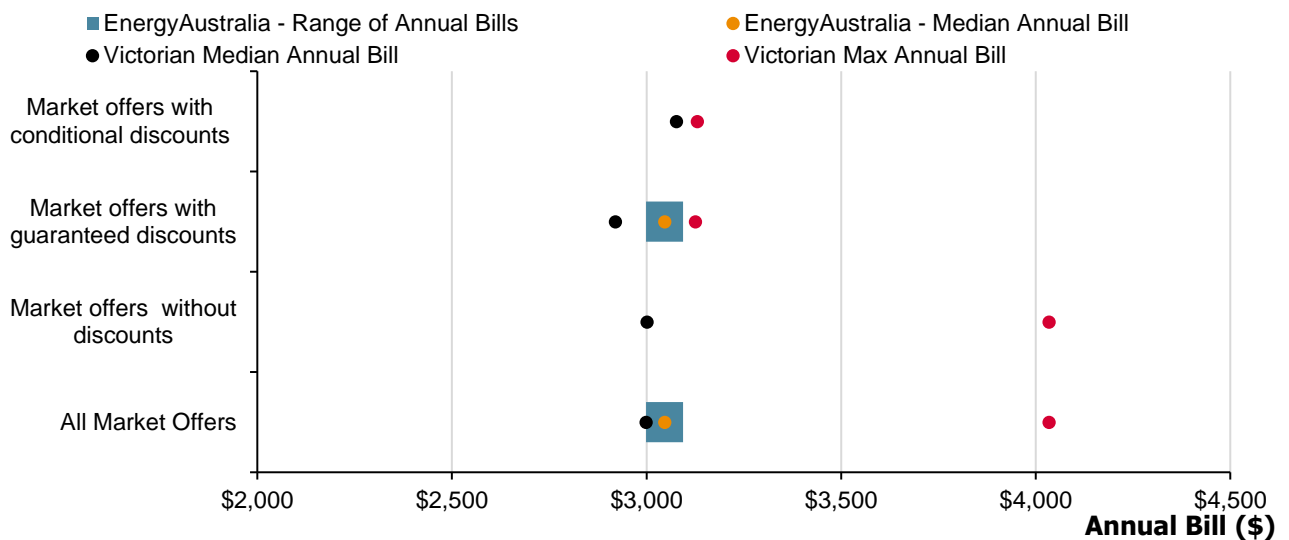
EnergyAustralia had three different market offers available on 30 June 2021, with \$204 difference between the most expensive and the cheapest offers.



## What were the prices of EnergyAustralia’s small business electricity offers on 30 June 2021?

EnergyAustralia’s lowest market offer was equal to the median Victorian market offer and its most expensive market offer was \$95 more than the median Victorian market offer, within CitiPower distribution zone.

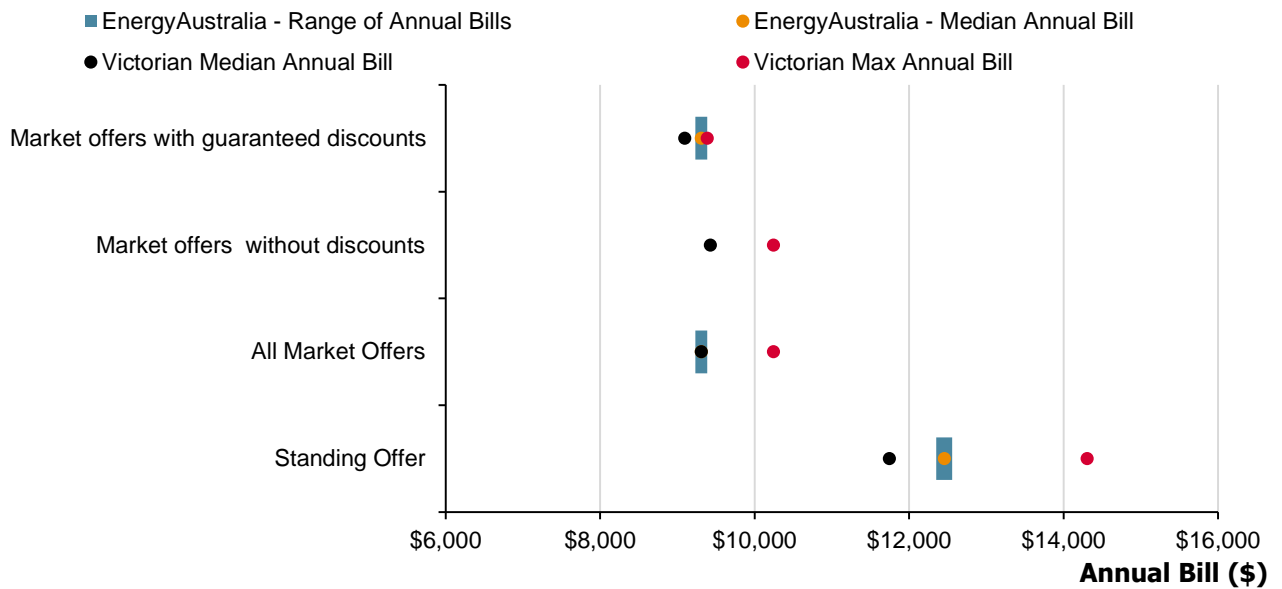
EnergyAustralia had two different market offers available on 30 June 2021, with \$95 difference between the most expensive and the cheapest offers.



## What were the prices of EnergyAustralia’s small business gas offers on 30 June 2021?

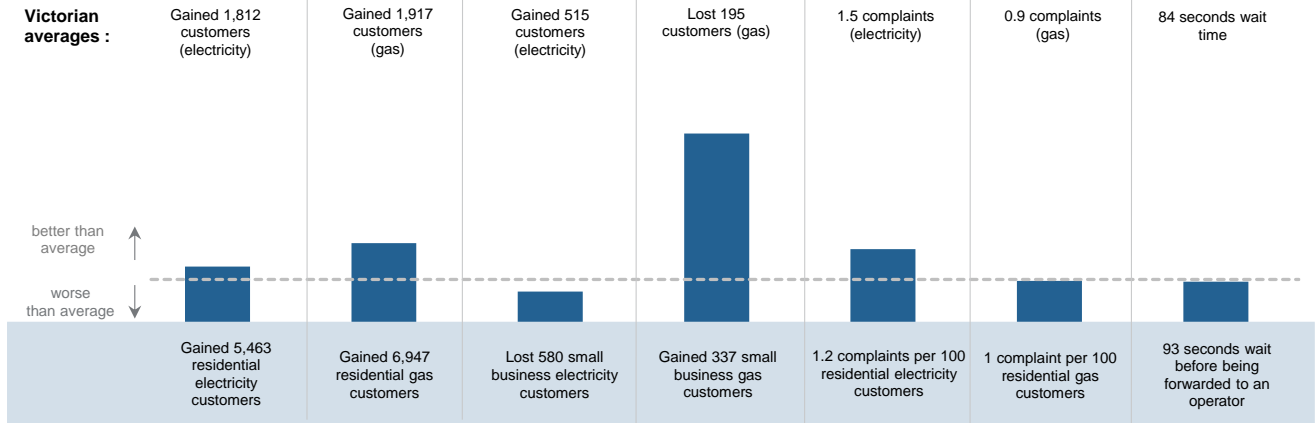
EnergyAustralia’s lowest market offer was \$76 less than the median Victorian market offer and its most expensive market offer was \$76 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

EnergyAustralia had two market offers available on 30 June 2021, with \$153 difference between the most expensive and the cheapest offers.

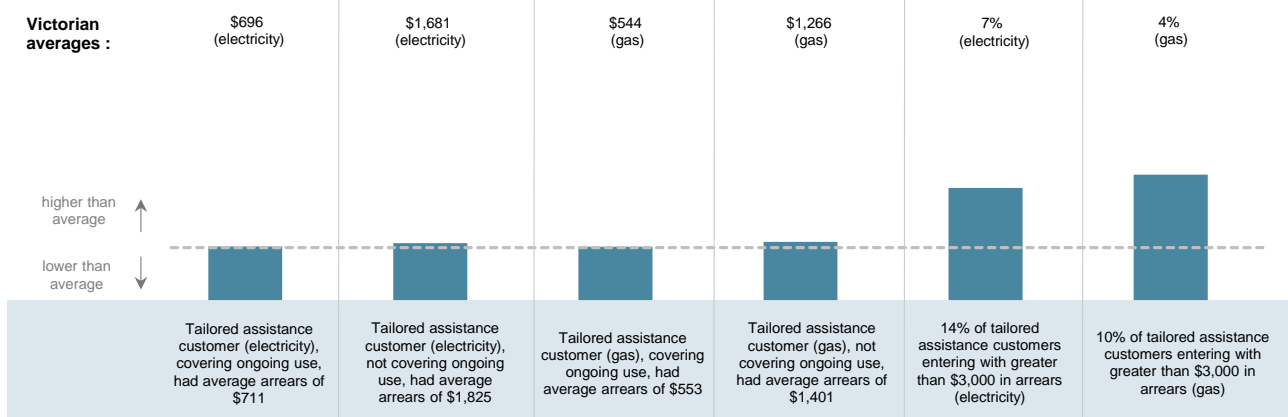


# How did EnergyAustralia perform in Victoria in 2020–21?

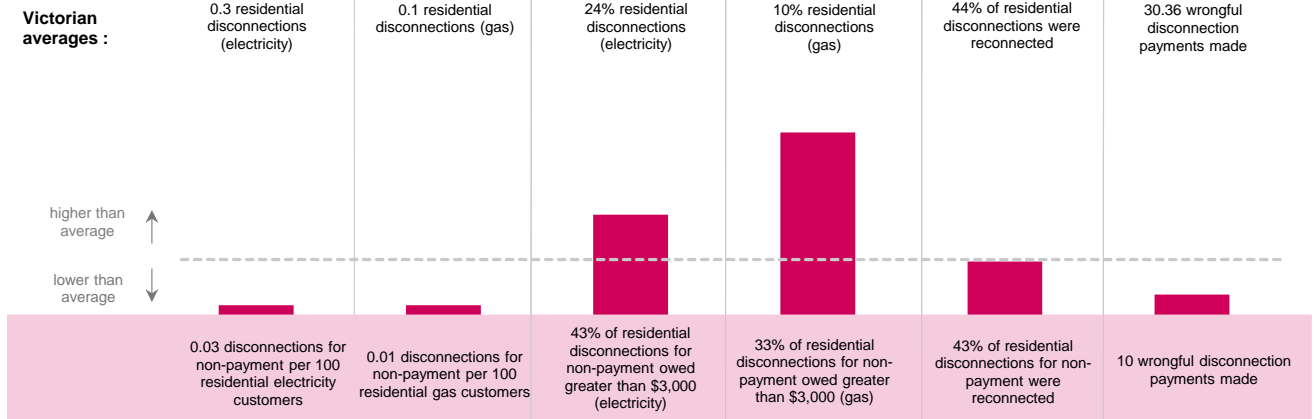
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



(as at 30 June 2021)

## GloBird Energy is a medium retailer

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

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

**50,963**  
residential electricity customers

**44,460**  
residential gas customers

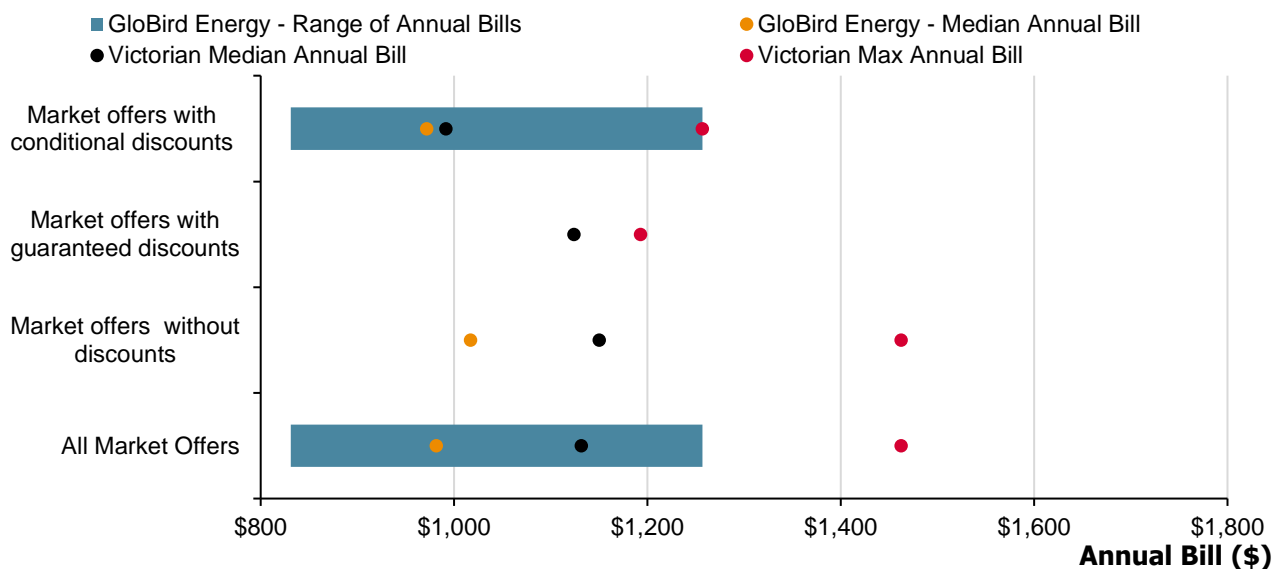
**2,018**  
small business electricity customers

**191**  
small business gas customers

## What were the prices of GloBird Energy’s residential electricity offers on 30 June 2021?

GloBird Energy’s lowest market offer was \$300 less than the median Victorian market offer and its most expensive market offer was \$125 more than the median Victorian market offer, within the CitiPower distribution zone.

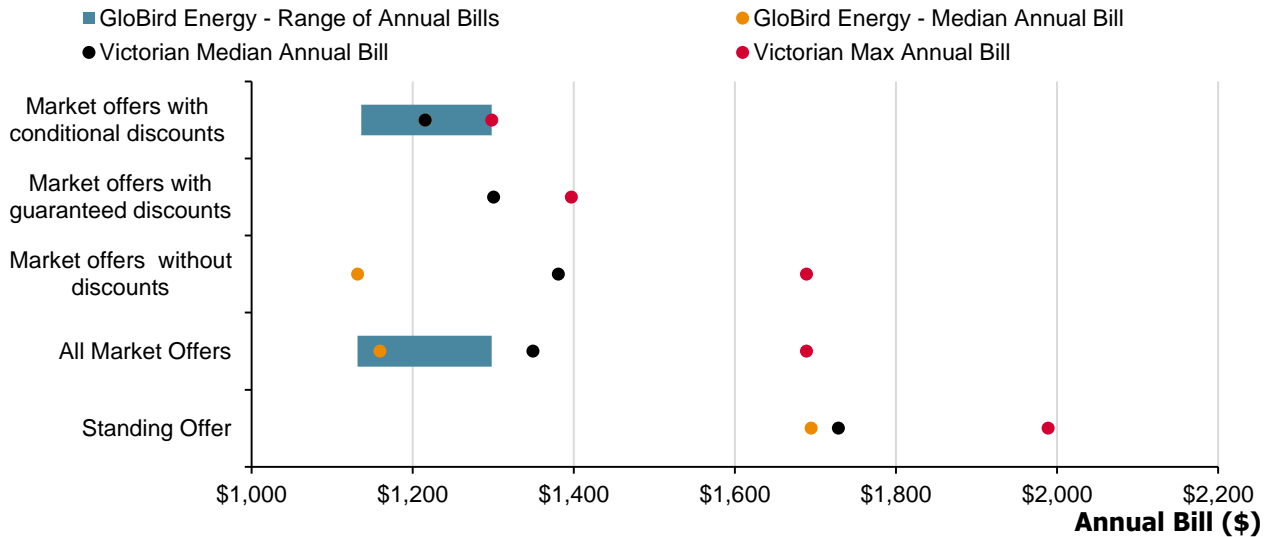
GloBird Energy had six different market offers available on 30 June 2021, with \$426 difference between the most expensive and the cheapest offers.



## What were the prices of GloBird Energy’s residential gas offers on 30 June 2021?

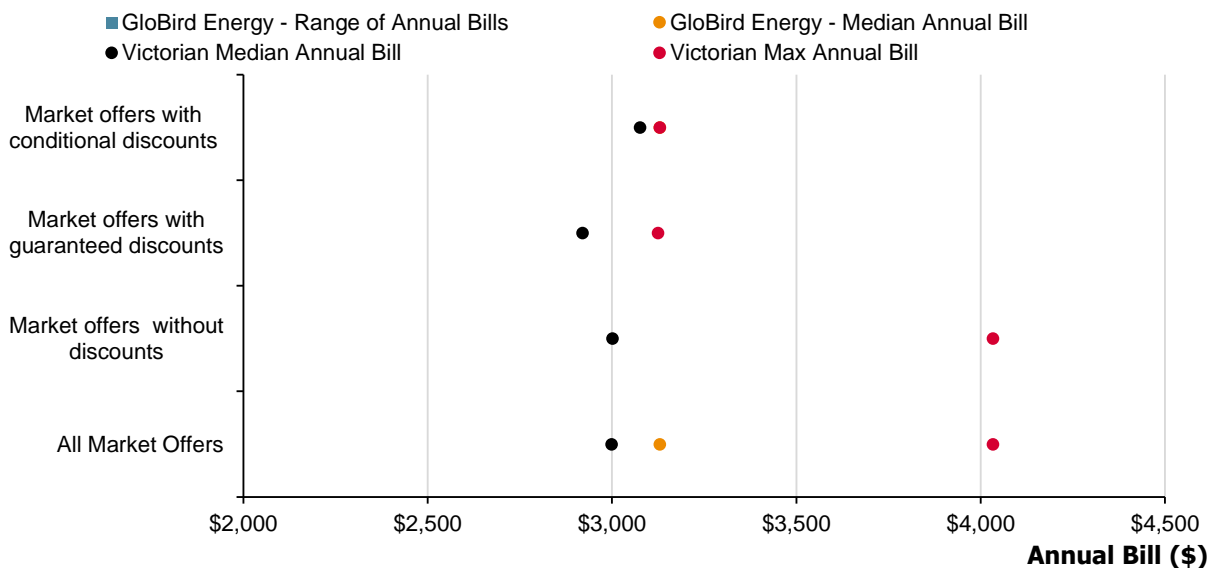
GloBird Energy’s lowest market offer was \$218 less than the median Victorian market offer and its most expensive market offer was \$51 less than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

GloBird Energy had five different market offers available on 30 June 2021, with \$167 difference between the most expensive and the cheapest offers.



## What were the prices of GloBird Energy’s small business electricity offers on 30 June 2021?

GloBird Energy’s only market offers was \$131 more than the median Victorian market offer, within CitiPower distribution zone.

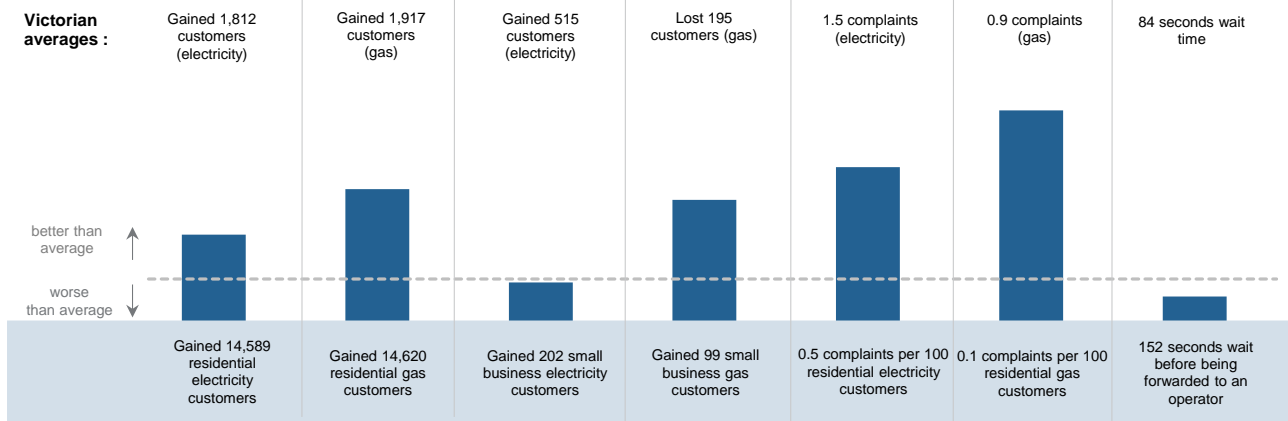


## What were the prices of GloBird Energy's small business gas offers on 30 June 2021?

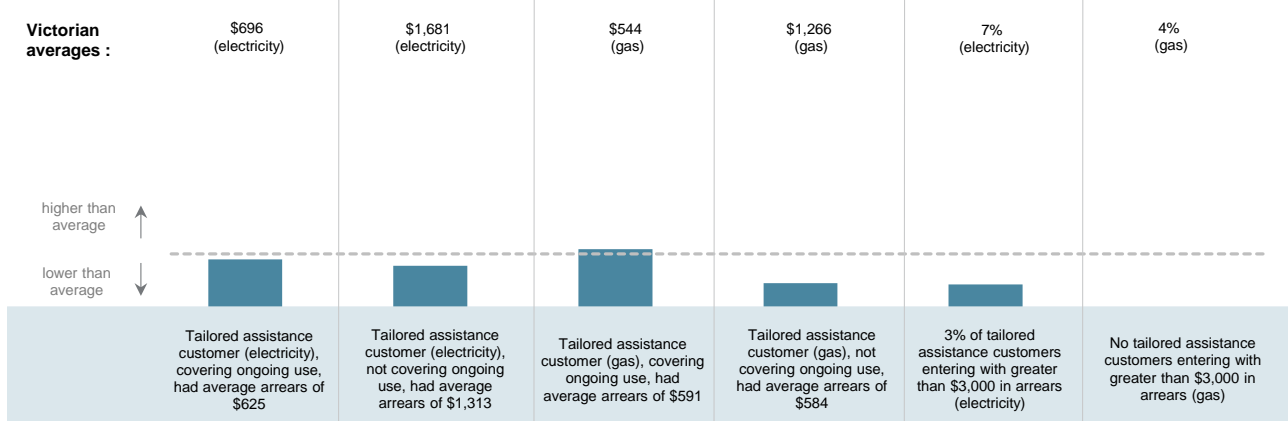
On 30 June 2021 GloBird Energy had one standing offer available at \$11,642, within the Australian Gas Networks Central distribution zone.

## How did Globird Energy perform in Victoria in 2020–21?

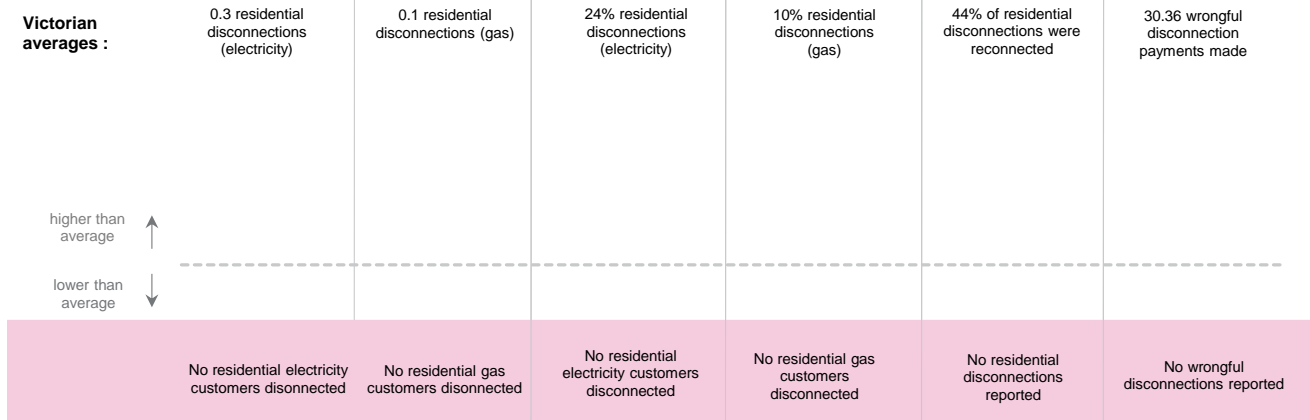
### Market and service performance



### Support to customers in payment difficulty



### Disconnection of customers





(as at 30 June 2021)

## Lumo Energy is a large retailer

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

Lumo was sold to Snowy Hydro in 2014. Snowy Hydro is held by the Australian Government, and has significant generating capacity in hydro and gas as well as a retail energy business in Red Energy.

**146,933**  
residential electricity customers

**120,278**  
residential gas customers

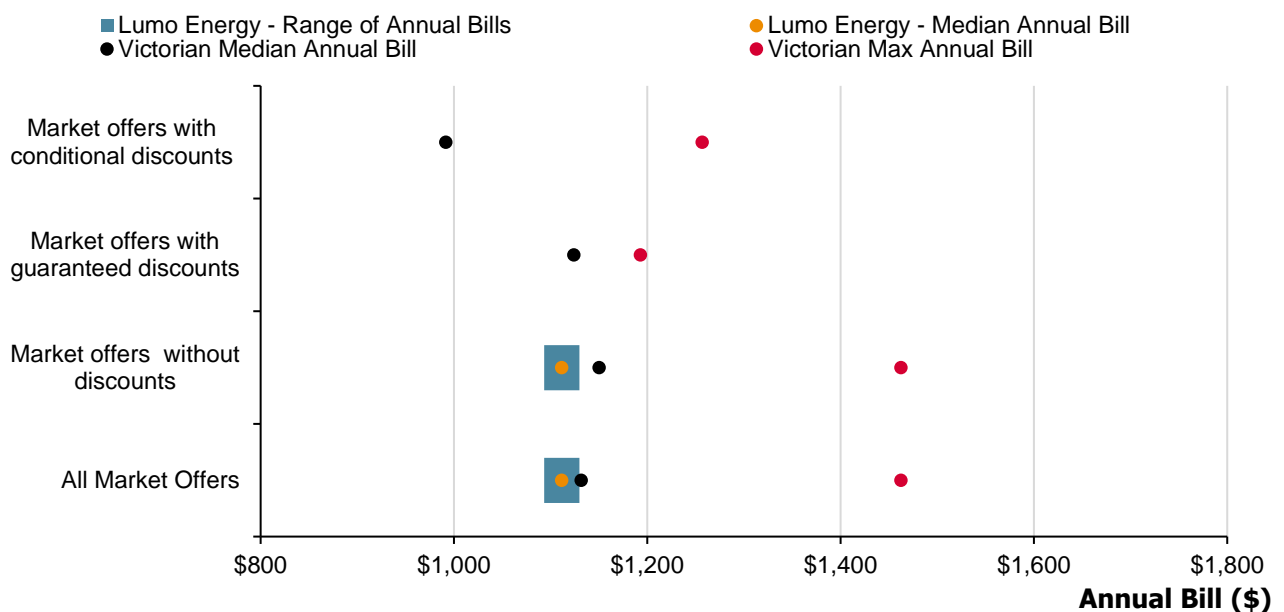
**8,279**  
small business electricity customers

**1,295**  
small business gas customers

## What were the prices of Lumo Energy’s residential electricity offers on 30 June 2021?

Lumo Energy’s lowest offer was \$38 less than the median Victorian market offer and its most expensive market offer was \$2 less than the median Victorian market offer, within CitiPower distribution zone.

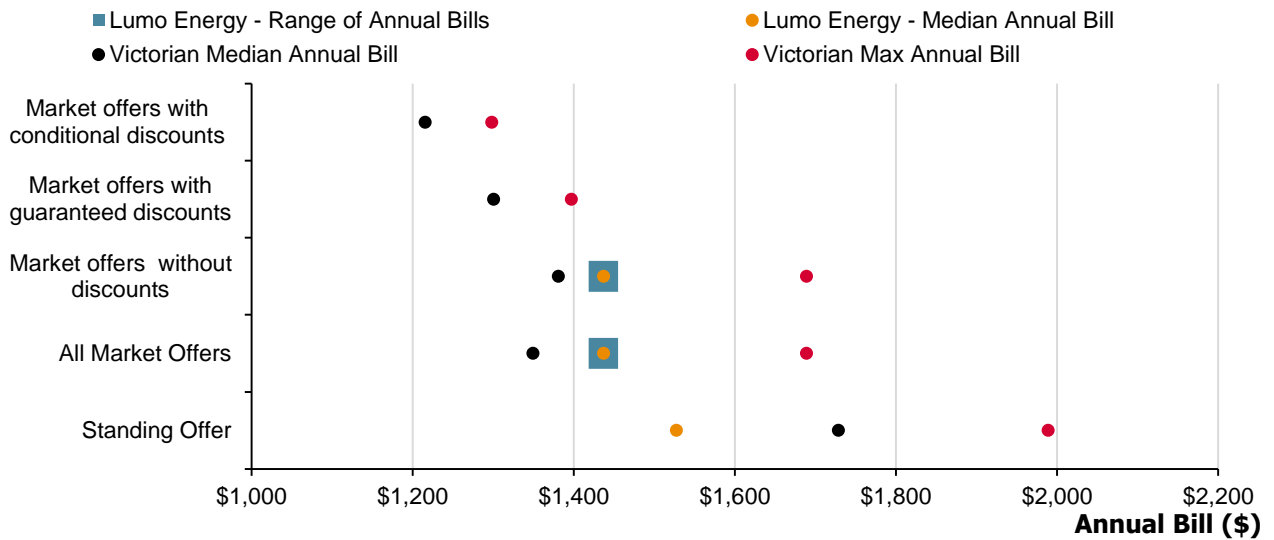
Lumo Energy had two different market offers available on 30 June 2021, with \$37 difference between the most expensive and the cheapest offers.



## What were the prices of Lumo Energy’s residential gas offers on 30 June 2021?

Lumo Energy’s lowest market offer was \$69 more than the median Victorian market offer and its most expensive market offer was \$106 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

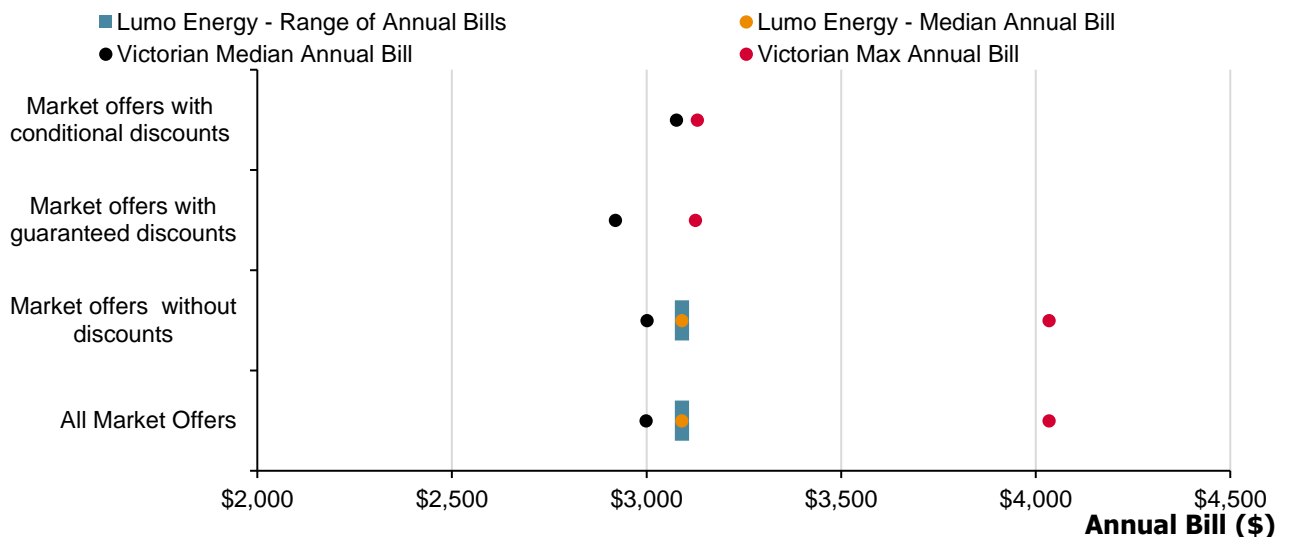
Lumo Energy had two different market offers available on 30 June 2021, with \$37 difference between the most expensive and the cheapest offers.



## What were the prices of Lumo Energy’s small business electricity offers on 30 June 2021?

Lumo Energy’s lowest market offer was \$74 more than the median Victorian market offer and its most expensive market offer was \$110 more than the median Victorian market offer, within CitiPower distribution zone.

Lumo Energy had two different market offers available on 30 June 2021, with \$37 difference between the most expensive and the cheapest offers.

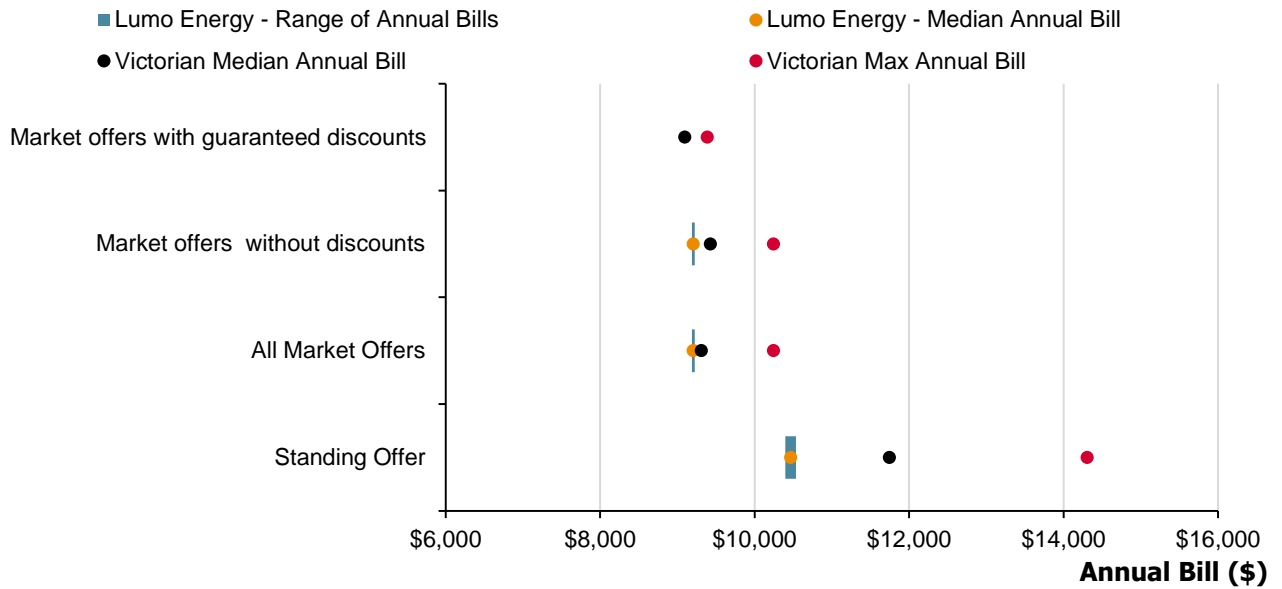




## What were the prices of Lumo Energy’s small business gas offers on 30 June 2021?

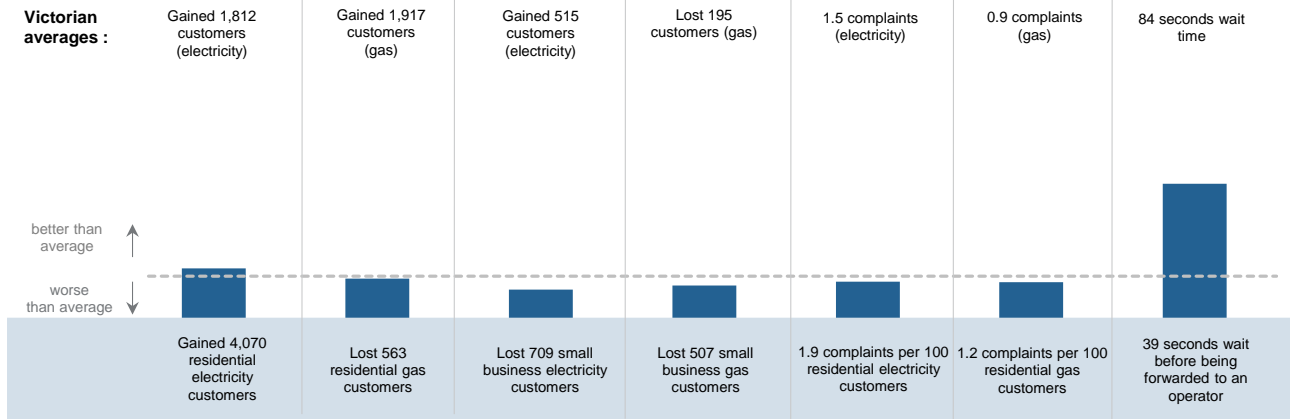
Lumo Energy’s lowest market offer was \$122 less than the median Victorian market offer and its most expensive market offer was \$85 less than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

Lumo Energy had two market offers available on 30 June 2021, with \$37 difference between the most expensive and the cheapest offers.

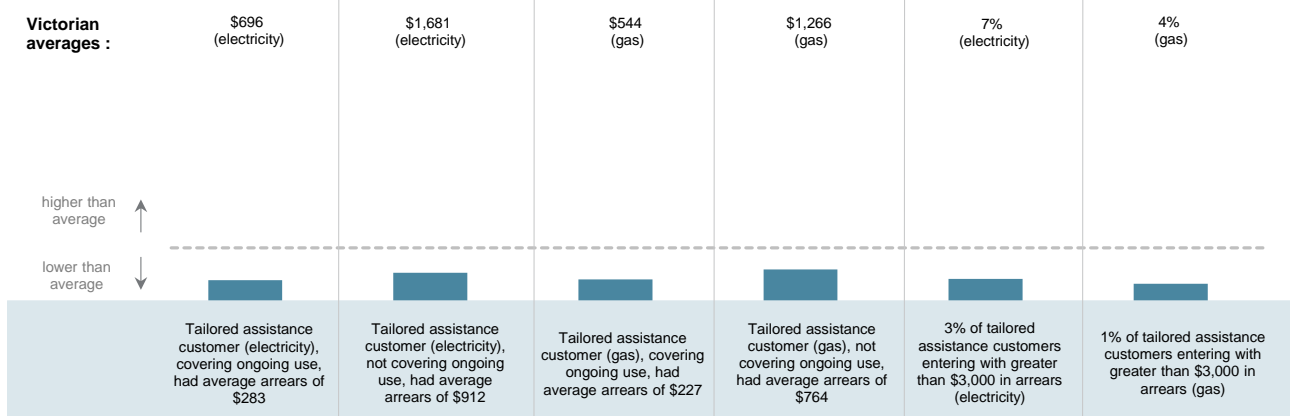


# How did Lumo Energy perform in Victoria in 2020–21?

## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



## Momentum Energy is a medium sized retailer

Momentum was granted an electricity retail licence in January 2005 and a gas retail licence in October 2007. Momentum commenced operations in January 2005. Momentum has energy retail operations in Victoria, ACT, New South Wales, Queensland and South Australia.

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

(as at 30 June 2021)

**106,308**  
residential electricity customers

**81,686**  
residential gas customers

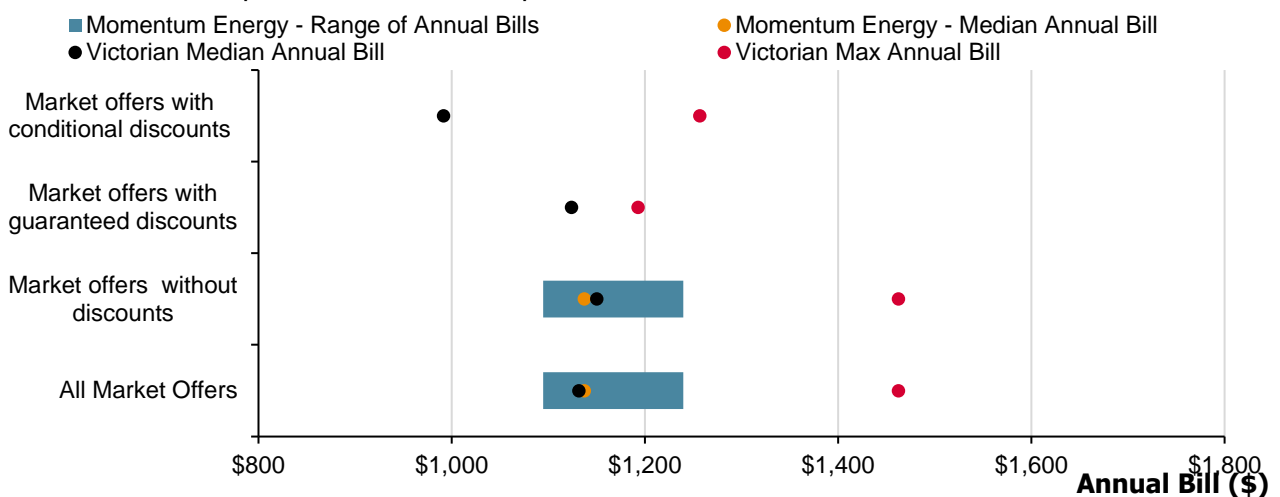
**29,309**  
small business electricity customers

**4,245**  
small business gas customers

## What were the prices of Momentum Energy’s residential electricity offers on 30 June 2021?

Momentum Energy’s lowest offer was \$37 less than the median Victorian market offer and its most expensive market offer was \$108 more than the median Victorian market offer, within CitiPower distribution zone.

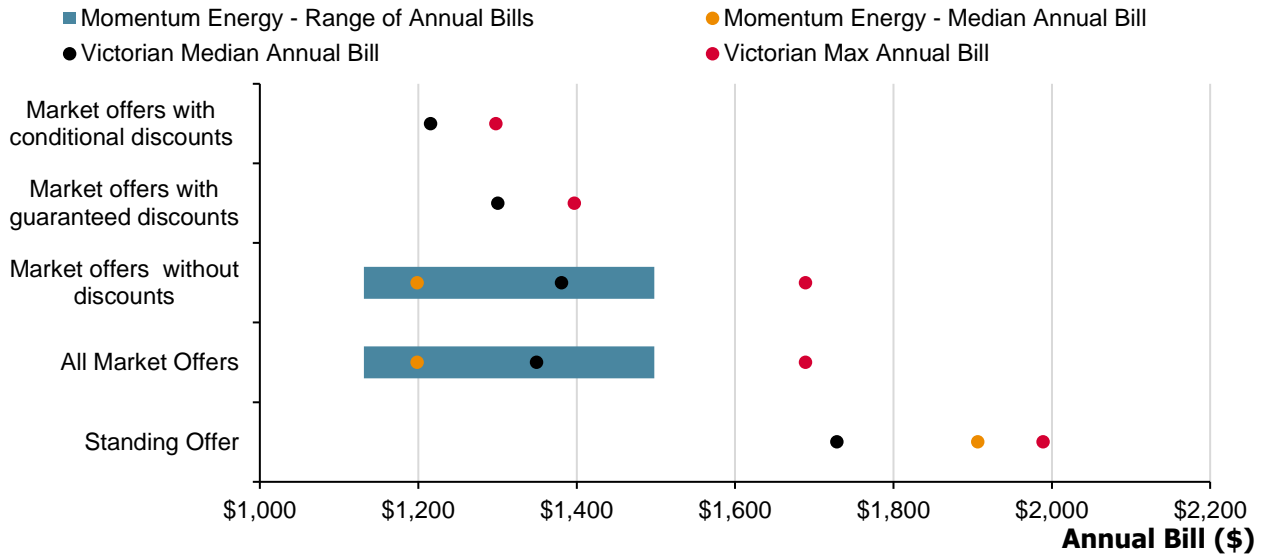
Momentum Energy had three different market offers available on 30 June 2021, with \$145 difference between the most expensive and the cheapest offers.



## What were the prices of Momentum Energy’s residential gas offers on 30 June 2021?

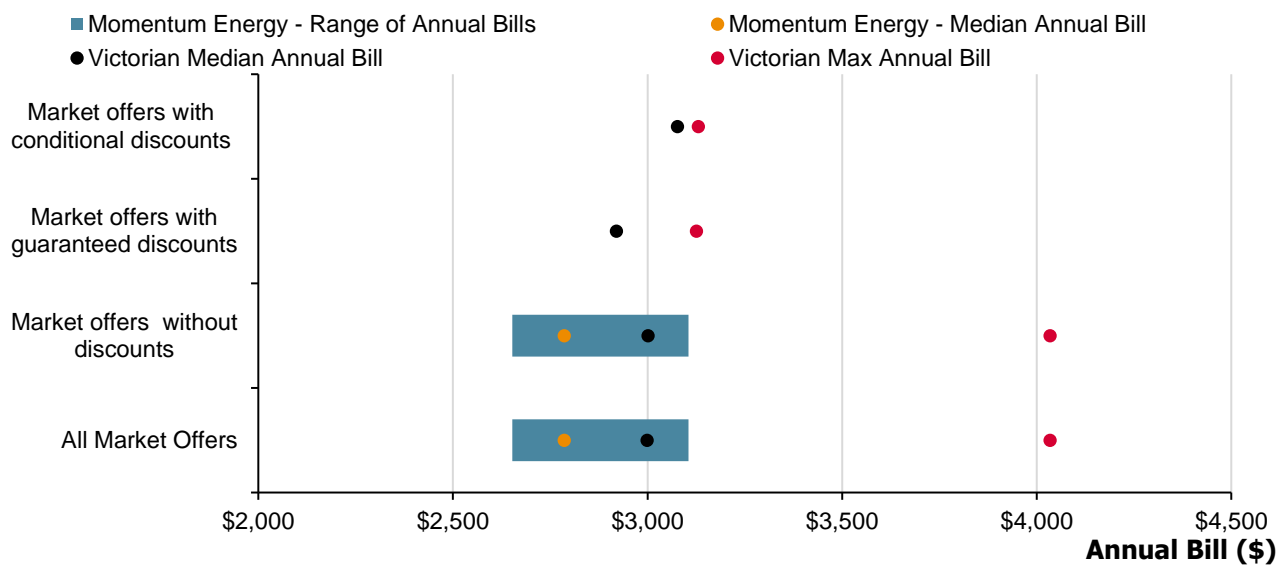
Momentum Energy’s lowest market offer was \$218 less than the median Victorian market offer and its most expensive market offer was \$149 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

Momentum Energy had three different market offers available on 30 June 2021, with \$367 difference between the most expensive and the cheapest offers.



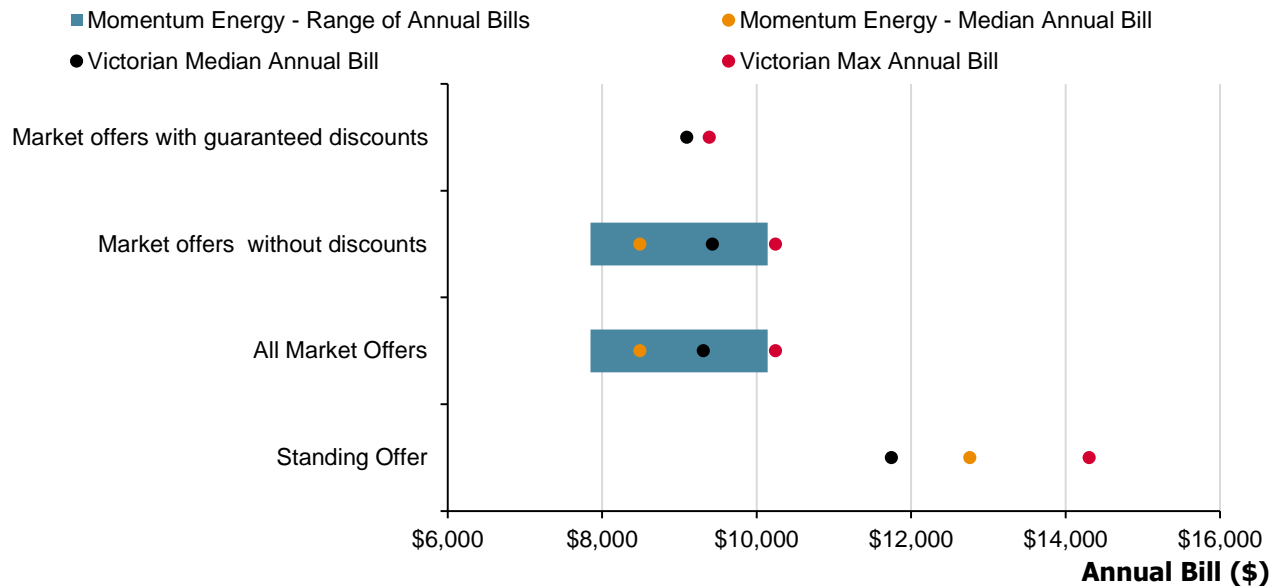
## What were the prices of Momentum Energy’s small business electricity offers on 30 June 2021?

Momentum Energy’s lowest market offer was \$347 less than the median Victorian market offer and its most expensive market offer was \$106 more than the median Victorian market offer. Momentum Energy had four different market offers available on 30 June 2021, with \$452 difference between the most expensive and the cheapest offers.



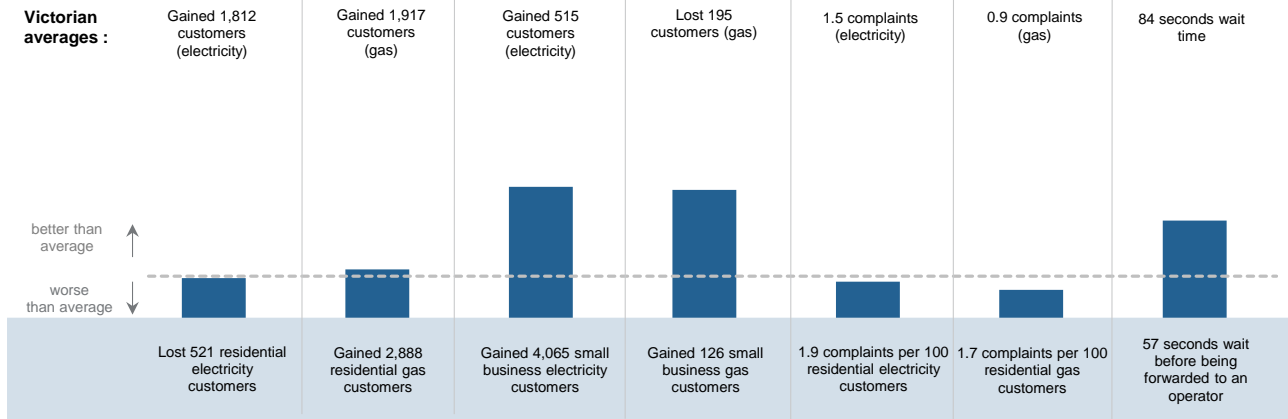
## What were the prices of Momentum Energy’s small business gas offers on 30 June 2021?

Momentum Energy’s lowest market offer was \$1,459 less than the median Victorian market offer and its most expensive market offer was \$834 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone. Momentum Energy had three market offers available on 30 June 2021, with \$2,294 difference between the most expensive and the cheapest offers.

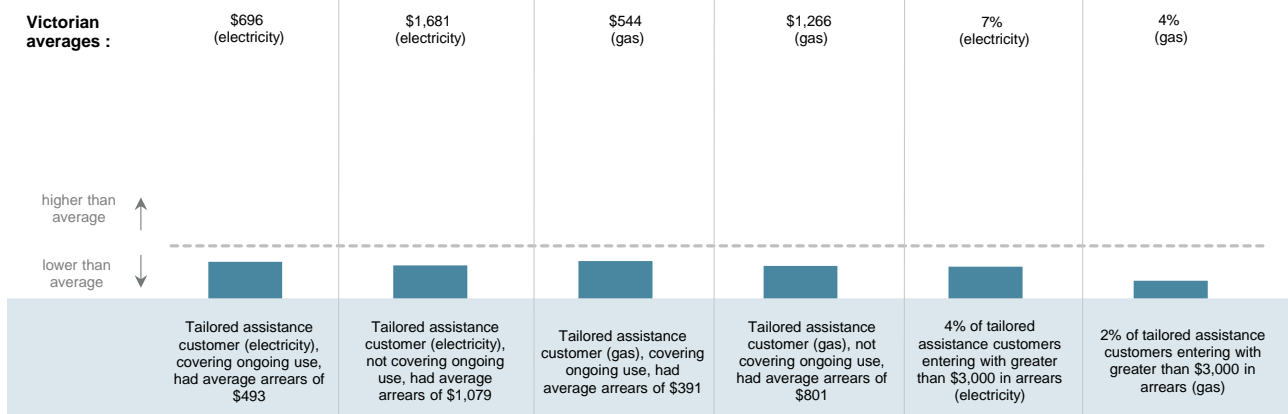


# How did Momentum Energy perform in Victoria in 2020–21?

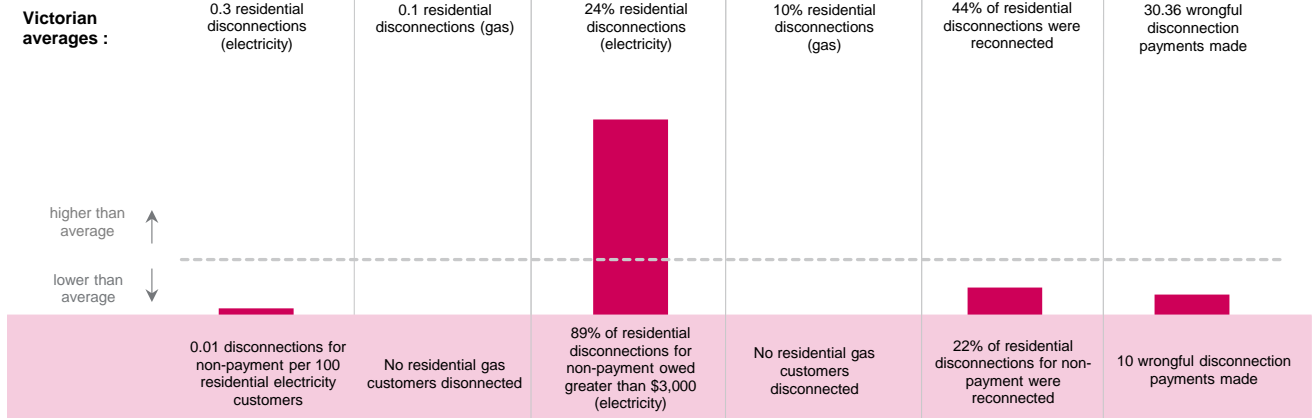
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



(as at 30 June 2021)

## Next Business Energy is a small retailer

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

**79**  
residential electricity customers

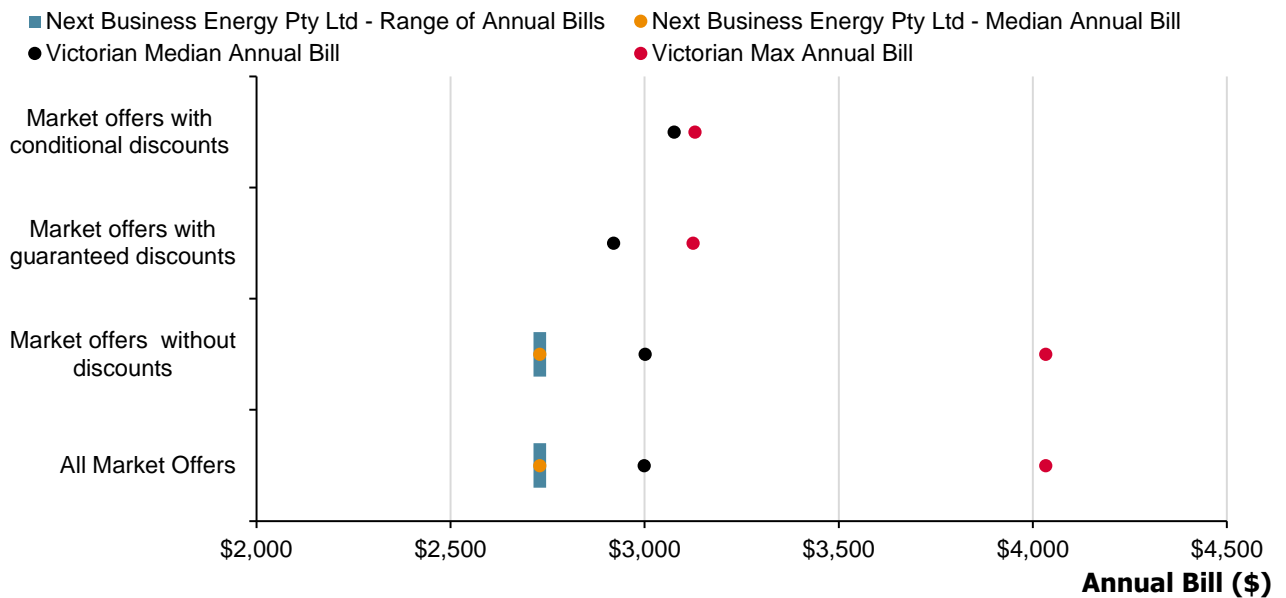
**2,849**  
small business electricity customers

## What were the prices of Next Business Energy’s residential electricity offers on 30 June 2021?

Next Business Energy had no offers for residential electricity offers.

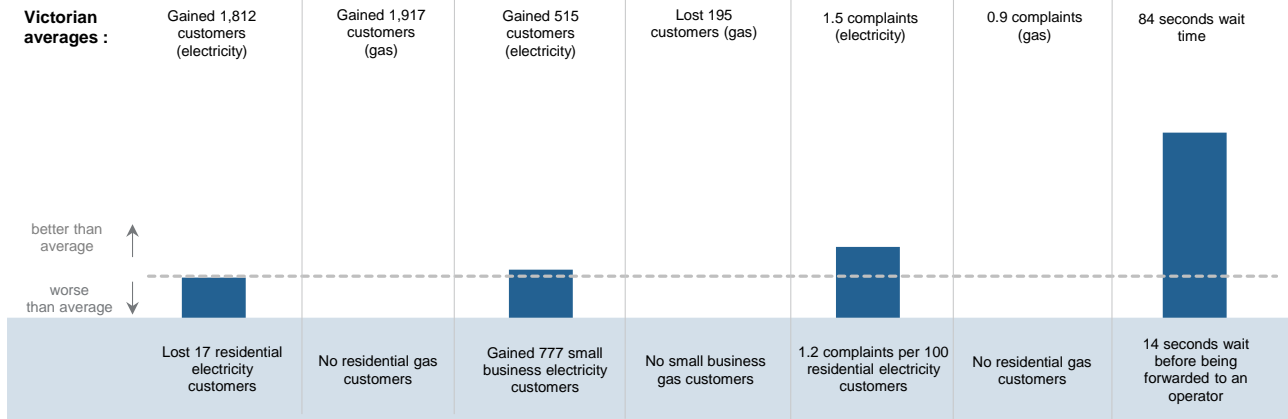
## What were the prices of Next Business Energy’s small business electricity offers on 30 June 2021?

Next Business Energy’s lowest market offer was \$285 less than the median Victorian market offer and its most expensive market offer was \$253 less than the median Victorian market offer, within CitiPower distribution zone. Next Business Energy had two different market offers available on 30 June 2021, with \$32 difference between the most expensive and the cheapest offers.

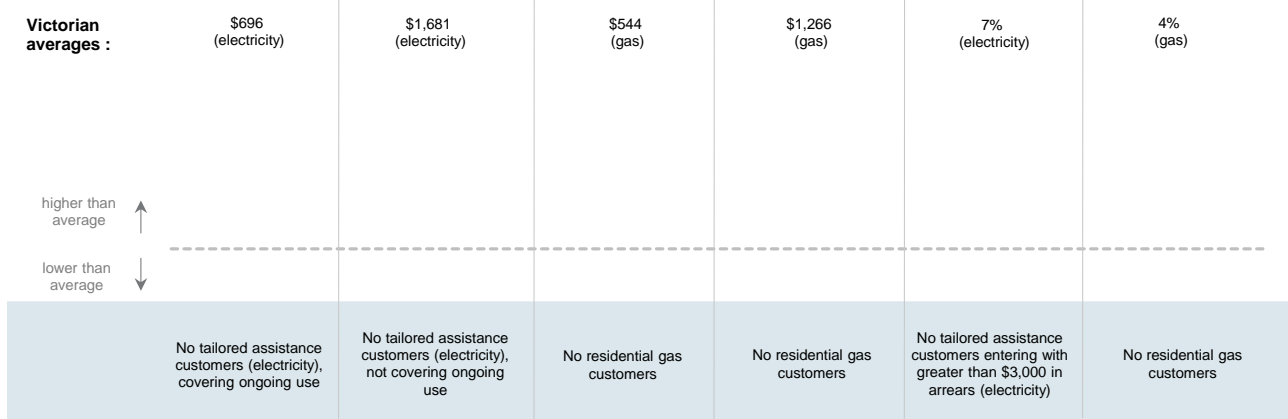


# How did Next Business Energy perform in Victoria in 2020–21?

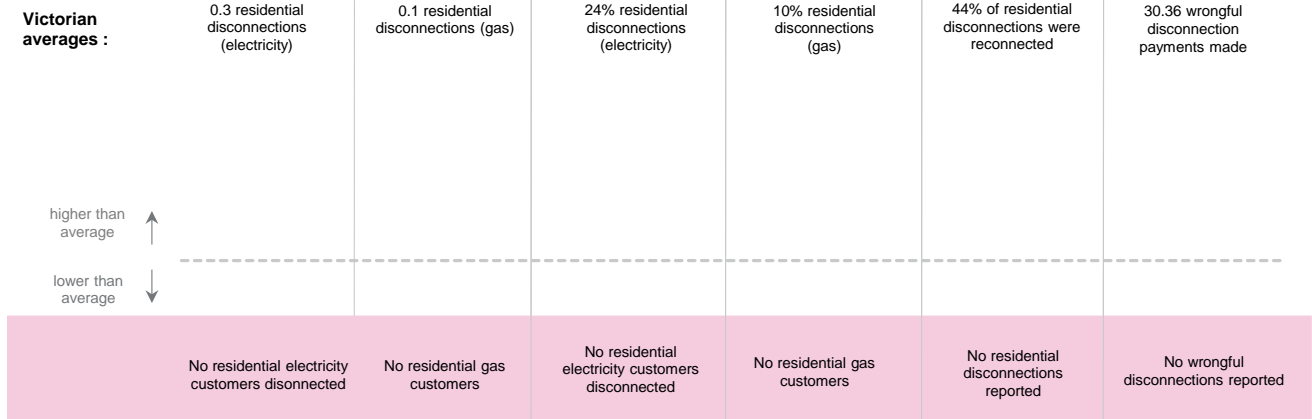
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers





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

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

(as at 30 June 2021)

**470,437**  
residential electricity customers

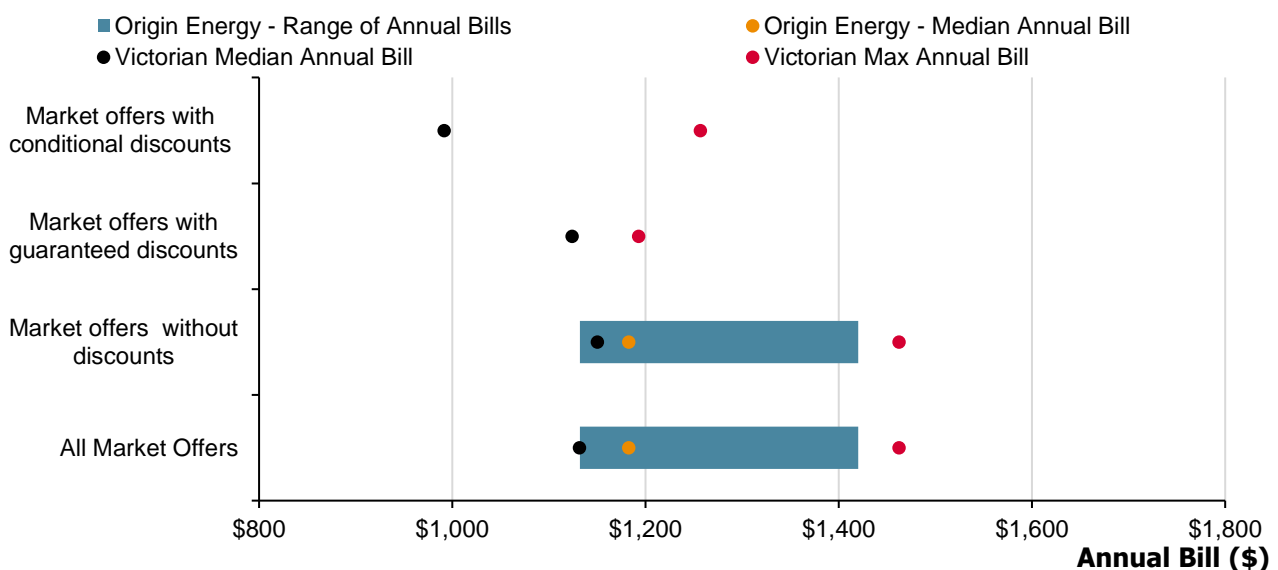
**336,682**  
residential gas customers

**65,566**  
small business electricity customers

**26,836**  
small business gas customers

## What were the prices of Origin Energy’s residential electricity offers on 30 June 2021?

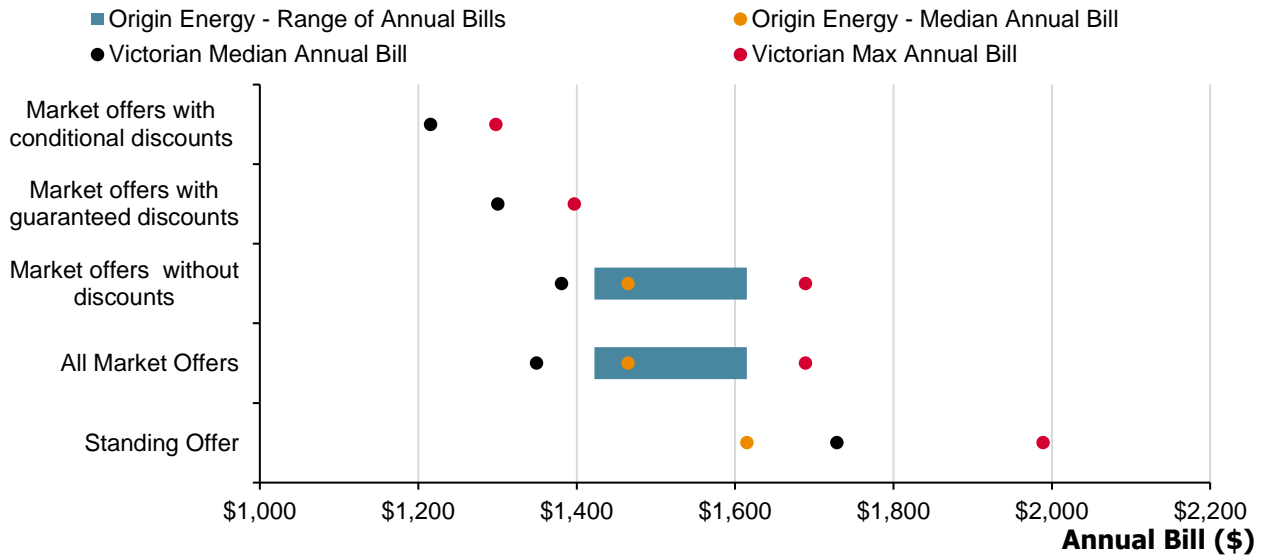
Origin Energy’s lowest offer was \$1 more than the median Victorian market offer and its most expensive market offer was \$289 more than the median Victorian market offer, within CitiPower distribution zone. Origin Energy had six different market offers available on 30 June 2021, with \$288 difference between the most expensive and the cheapest offers.



## What were the prices of Origin Energy’s residential gas offers on 30 June 2021?

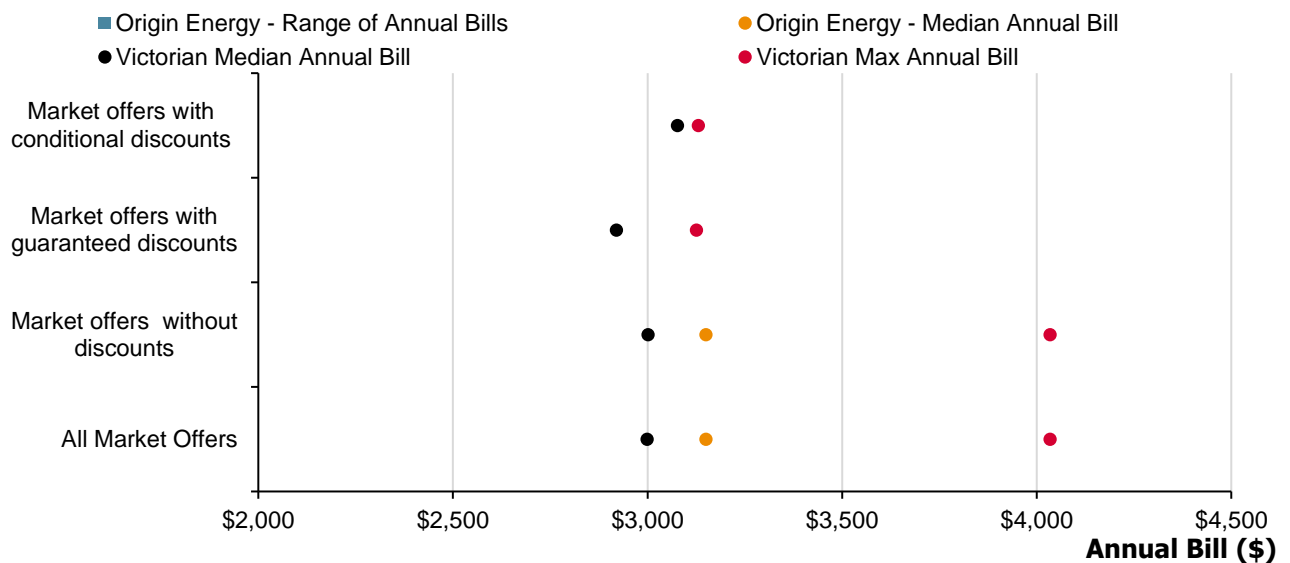
Origin Energy’s lowest market offer was \$73 more than the median Victorian market offer and its most expensive market offer was \$266 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

Origin Energy had three different market offers available on 30 June 2021, with \$193 difference between the most expensive and the cheapest offers.



## What were the prices of Origin Energy’s small business electricity offers on 30 June 2021?

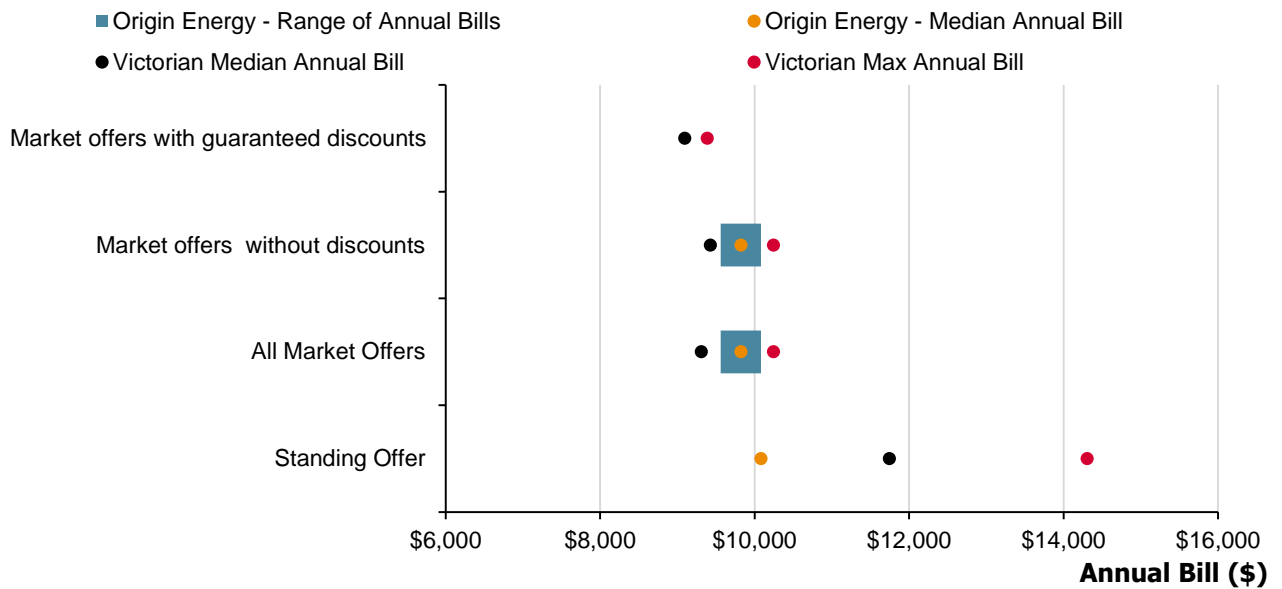
Origin Energy’s only market offer was \$151 more than the median Victorian market offer, within CitiPower distribution zone.



## What were the prices of Origin Energy’s small business gas offers on 30 June 2021?

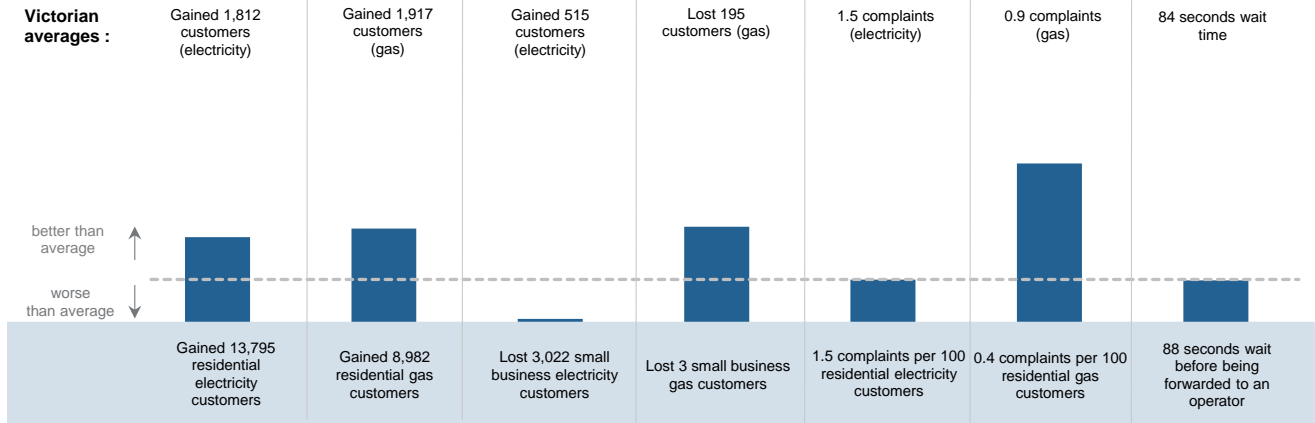
Origin Energy’s lowest market offer was \$252 more than the median Victorian market offer and its most expensive market offer was \$774 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

Origin Energy had two market offers available on 30 June 2021, with \$523 difference between the most expensive and the cheapest offers.

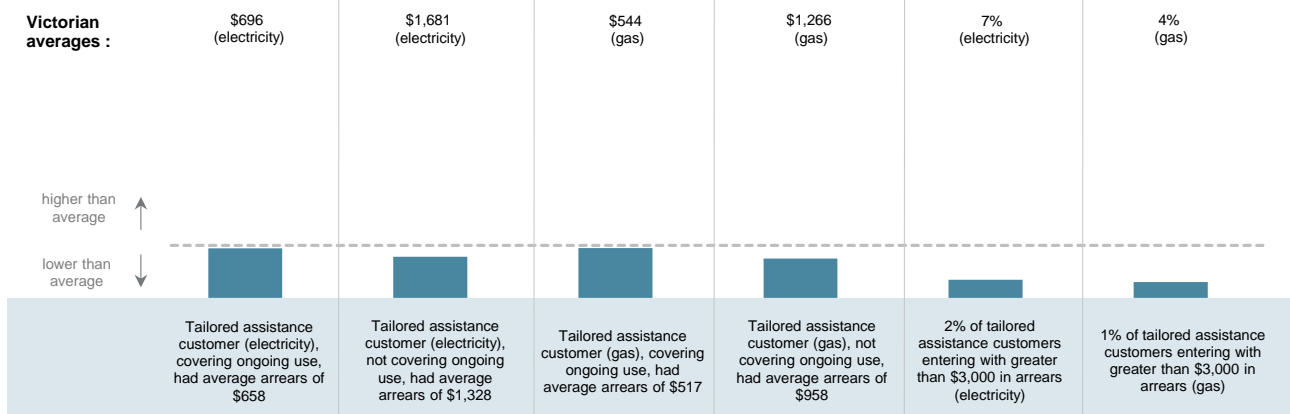


# How did Origin Energy perform in Victoria in 2020–21?

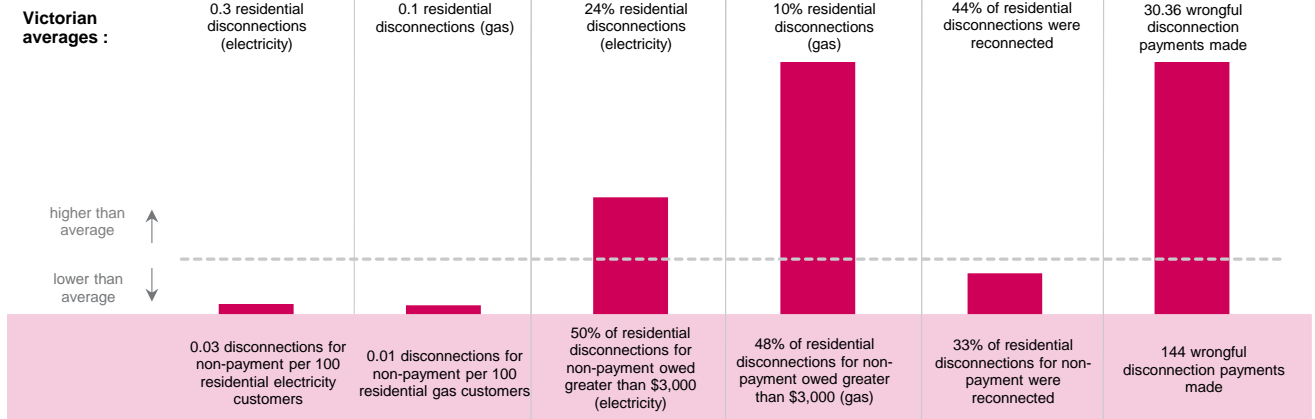
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



(as at 30 June 2021)

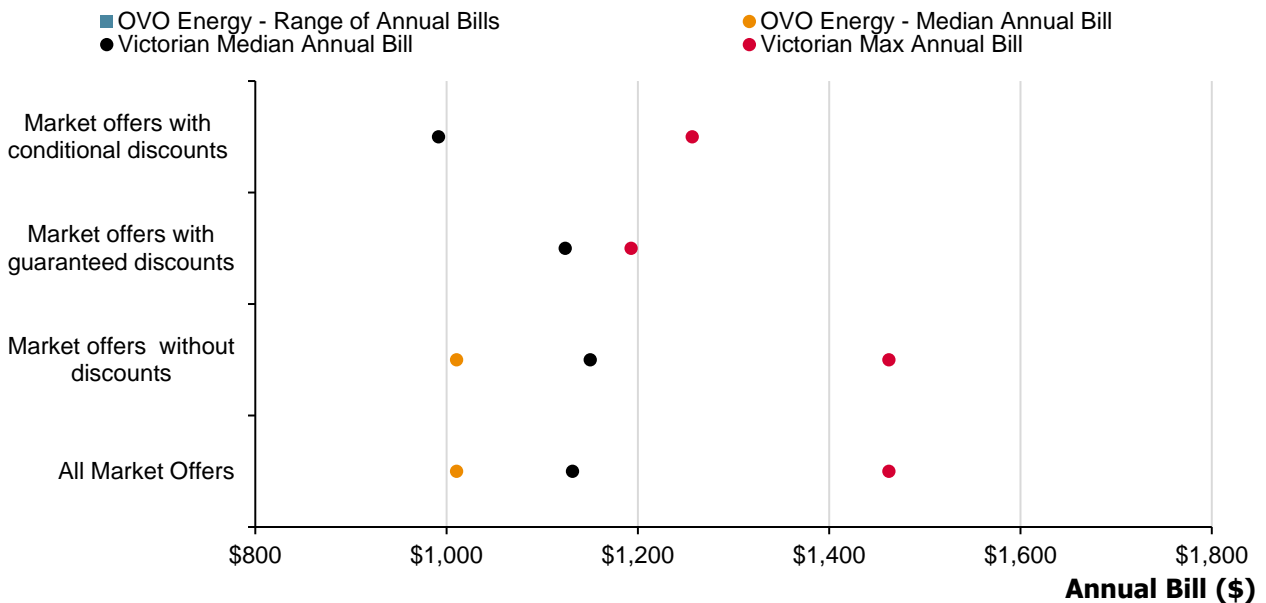
## OVO Energy is a small retailer

OVO Energy was granted electricity and gas retail licences in June 2020, commencing operations in August 2020. OVO Energy also operates in New South Wales, Queensland, and South Australia.

**2,293**  
residential electricity customers

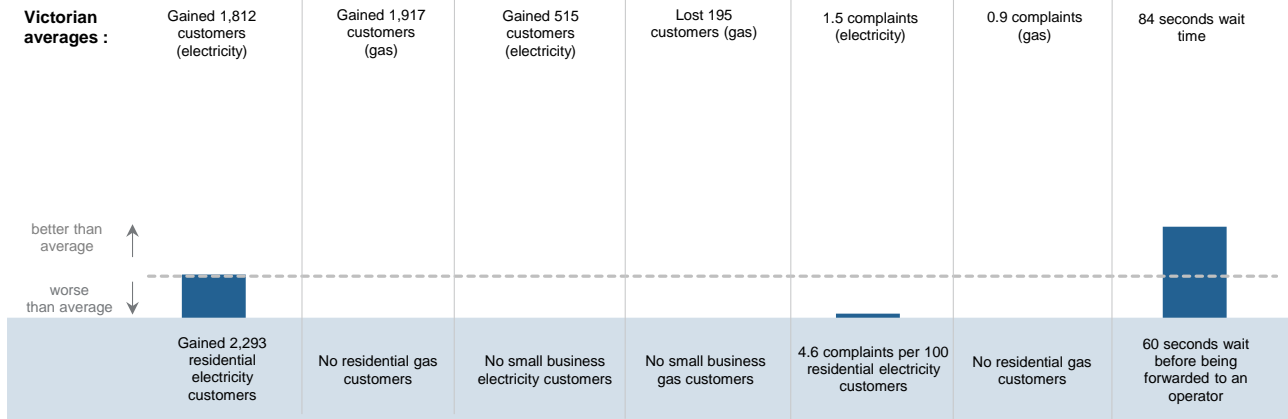
## What were the prices of OVO Energy’s residential electricity offers on 30 June 2021?

Ovo Energy’s only market offer was \$121 less than the median Victorian market offer, within CitiPower distribution zone.

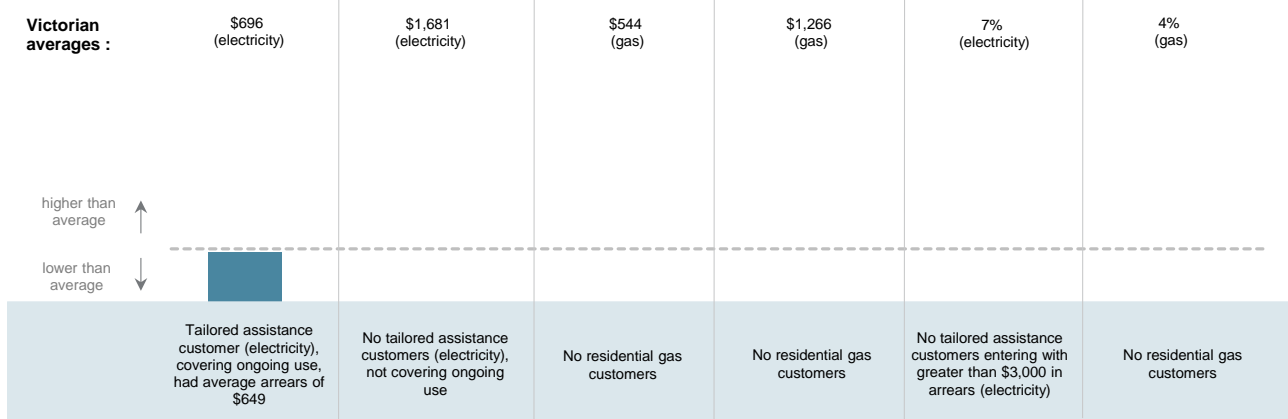


# How did OVO Energy perform in Victoria in 2020–21?

## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



## **People Energy is a small energy retailer**

People Energy predominantly serves the residential sector. People Energy was granted an electricity retail licence in November 2012 and commenced operations in March 2013.

People Energy currently only operates in Victoria.

(as at 30 June 2021)

**4,963**

residential electricity customers

**266**

small business electricity customers

## **What were the prices of People Energy’s residential electricity offers on 30 June 2021?**

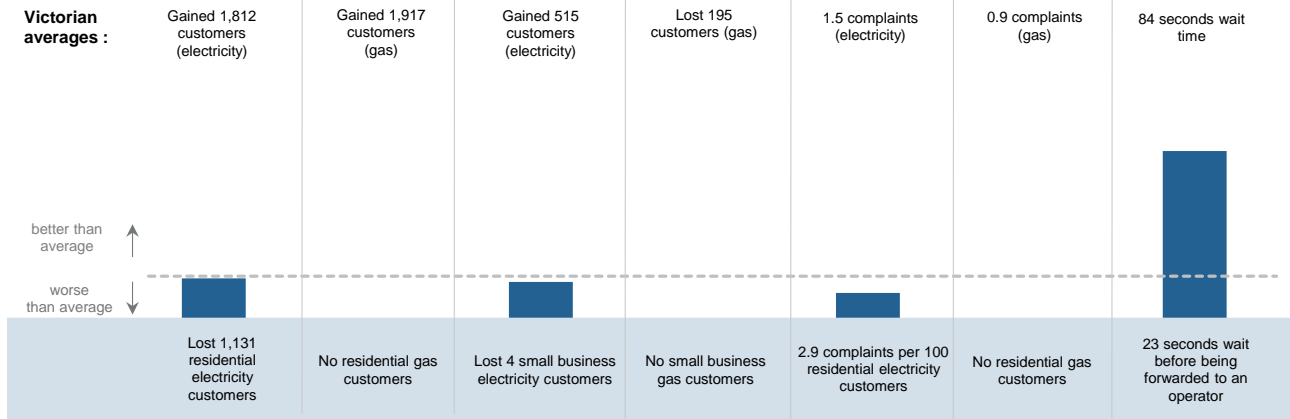
People Energy only offered the VDO to residential electricity customers on 30 June 2021, within CitiPower distribution zone.

## **What were the prices of People Energy’s small business electricity offers on 30 June 2021?**

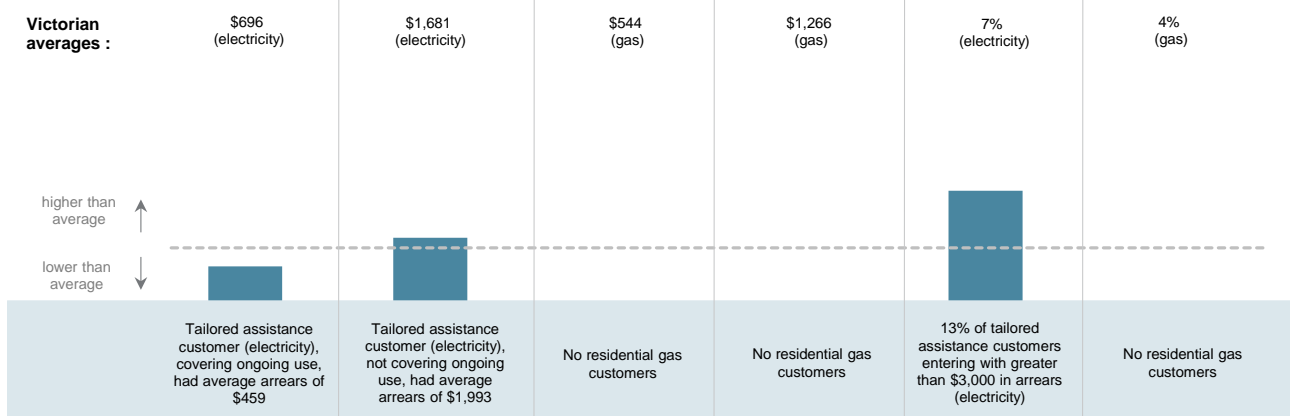
People Energy only offered the VDO to small business electricity customers on 30 June 2021, within CitiPower distribution zone.

# How did People Energy perform in Victoria in 2020–21?

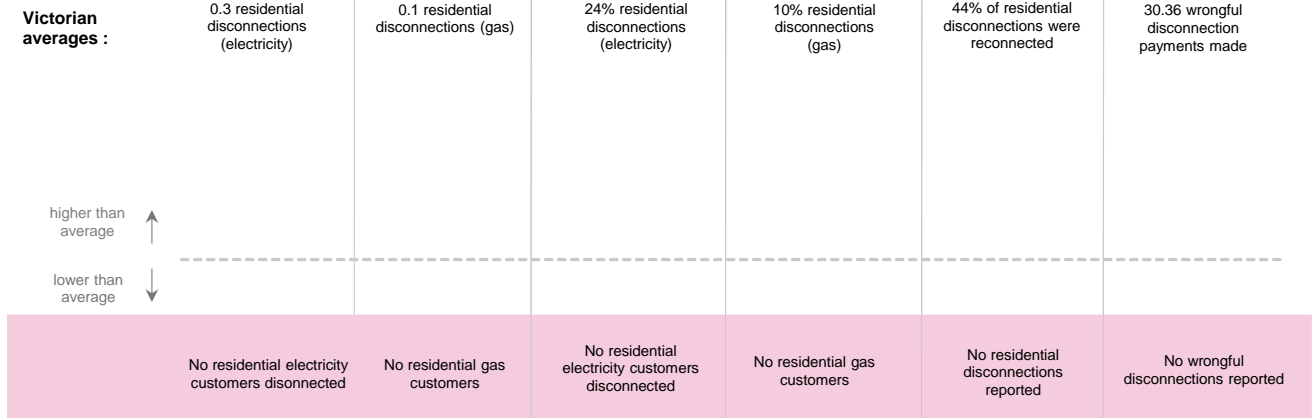
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers





(as at 30 June 2021)

**Powerclub is a small retailer**

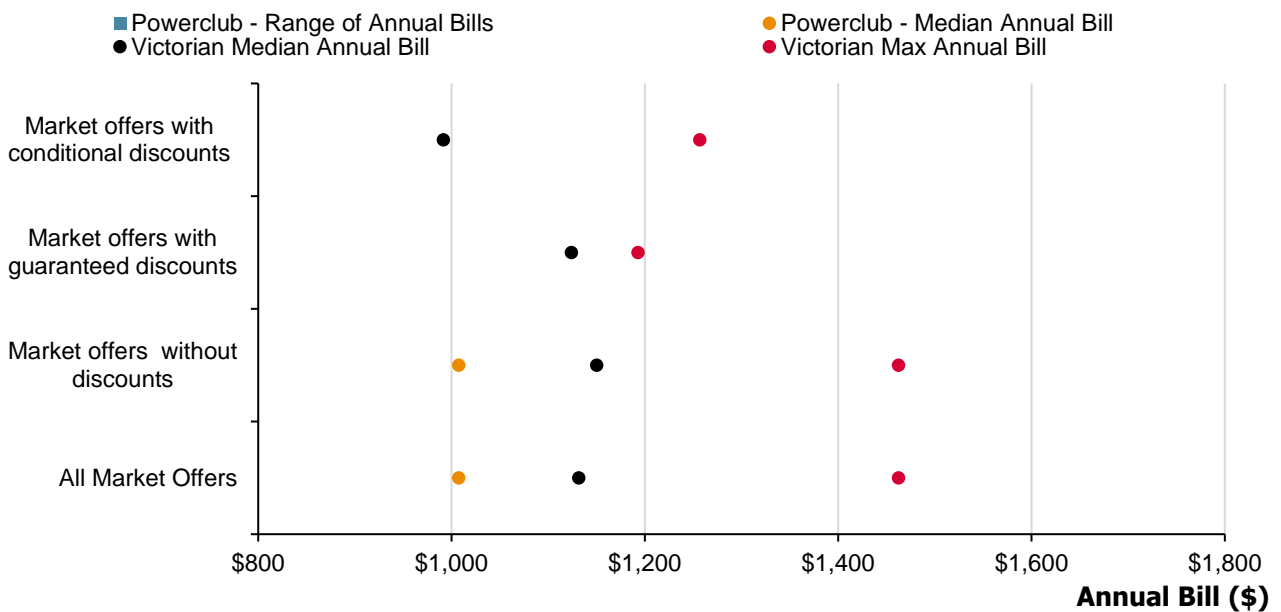
Powerclub was granted an electricity retail licence in March 2019 and commenced operations in April 2019.

**3,203**  
residential electricity customers

**73**  
small business electricity customers

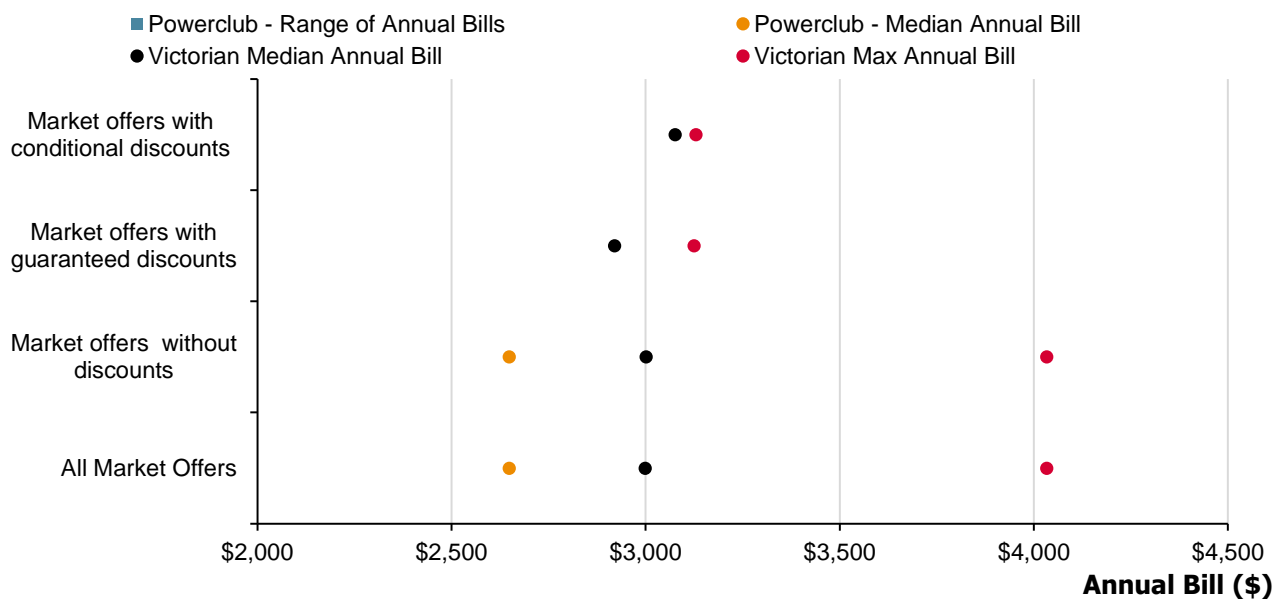
**What were the prices of Powerclub’s residential electricity offers on 30 June 2021?**

Powerclub’s only market offer was \$124 less than the median Victorian market offer, within CitiPower distribution zone.



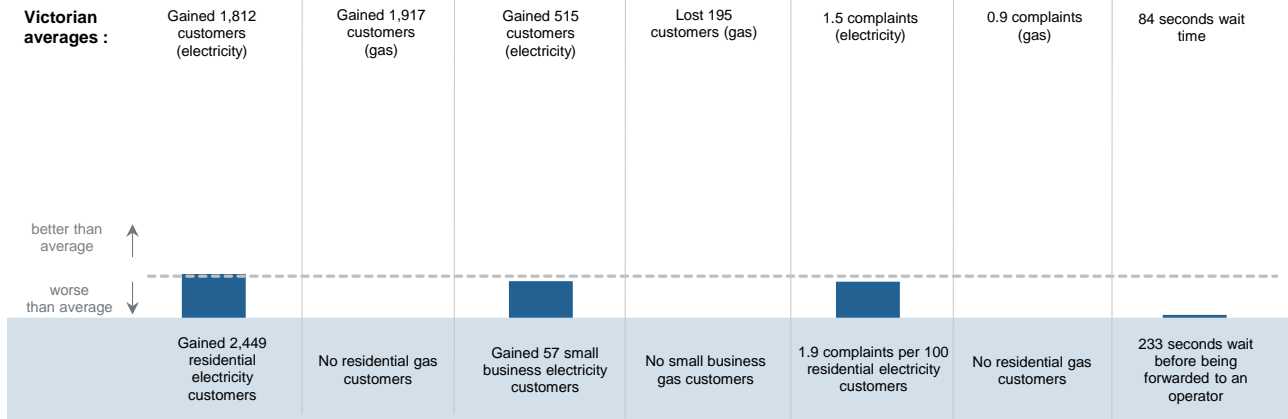
## What were the prices of Powerclub’s small business electricity offers on 30 June 2021?

Powerclub’s only market offer was \$350 less than the median Victorian market offer, within CitiPower distribution zone.

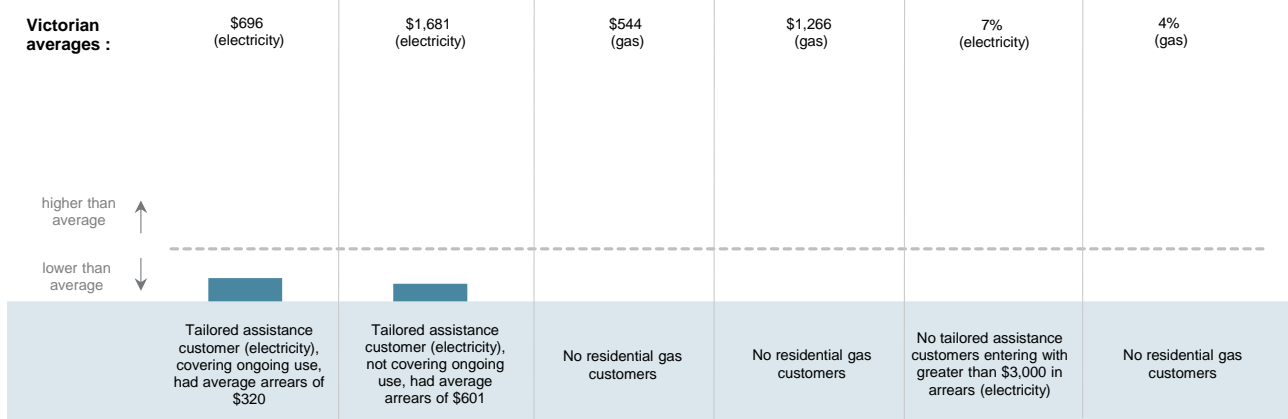


# How did Powerclub perform in Victoria in 2020–21?

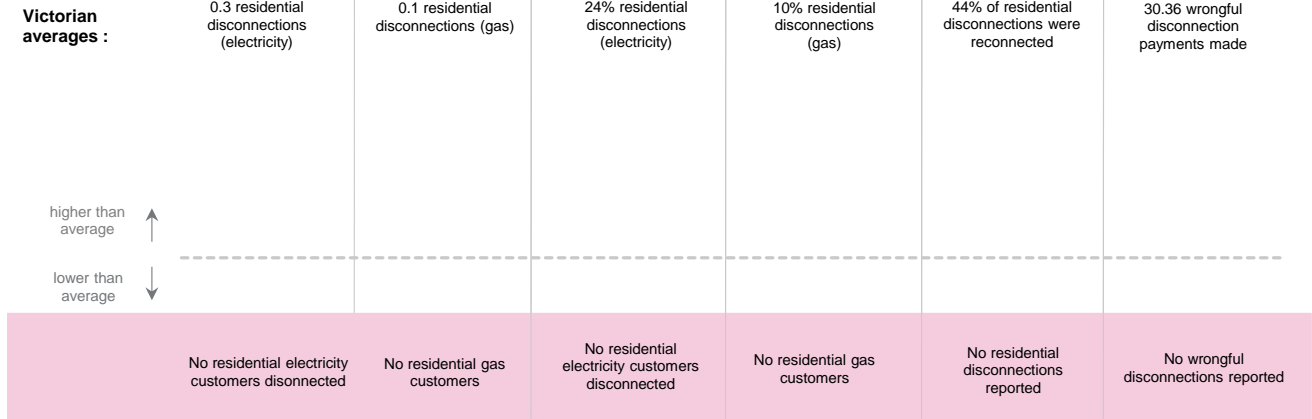
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers





(as at 30 June 2021)

## Powerdirect is a medium sized retailer

Powerdirect was granted an electricity retail licence in January 2004. Powerdirect also has energy retail operations in ACT, New South Wales, Queensland and South Australia.

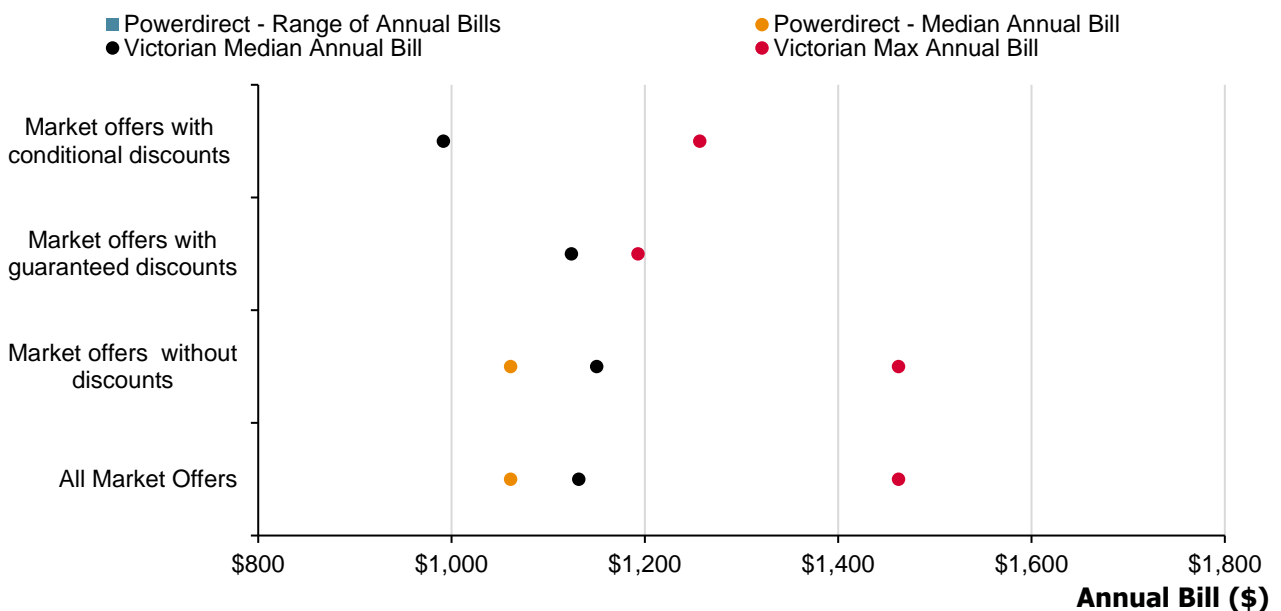
Powerdirect was purchased by AGL Energy in 2007 and is a wholly owned subsidiary. AGL Energy is an ASX listed company.

**27,787**  
residential electricity customers

**4,310**  
small business electricity customers

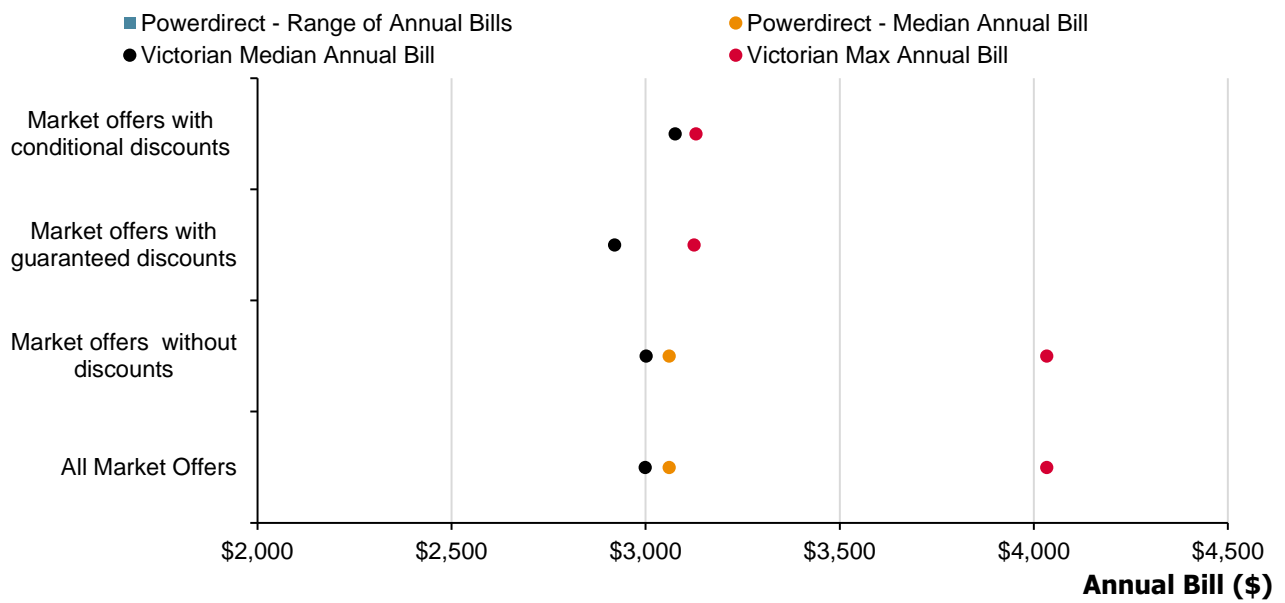
## What were the prices of Powerdirect’s residential electricity offers on 30 June 2021?

Powerdirect’s only market offer was \$70 less than the median Victorian market offer, within CitiPower distribution zone.



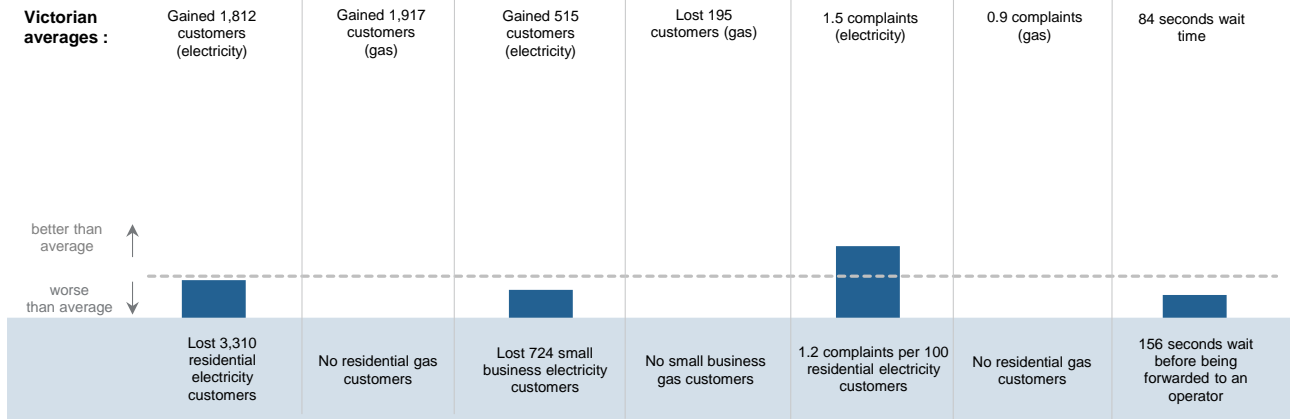
## What were the prices of Powerdirect's small business electricity offers on 30 June 2021?

Powerdirect's only market offer was \$62 more than the median Victorian market offer.

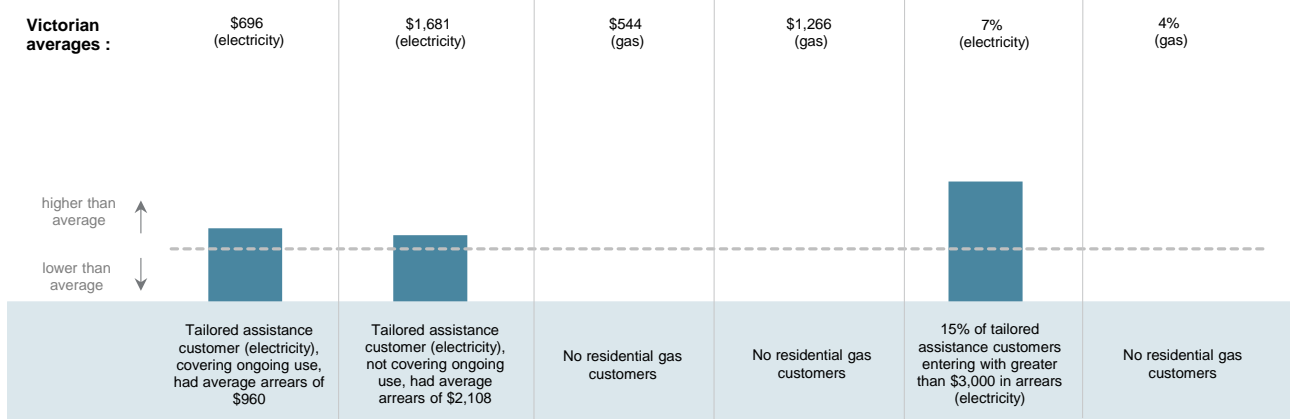


# How did Powerdirect perform in Victoria in 2020–21?

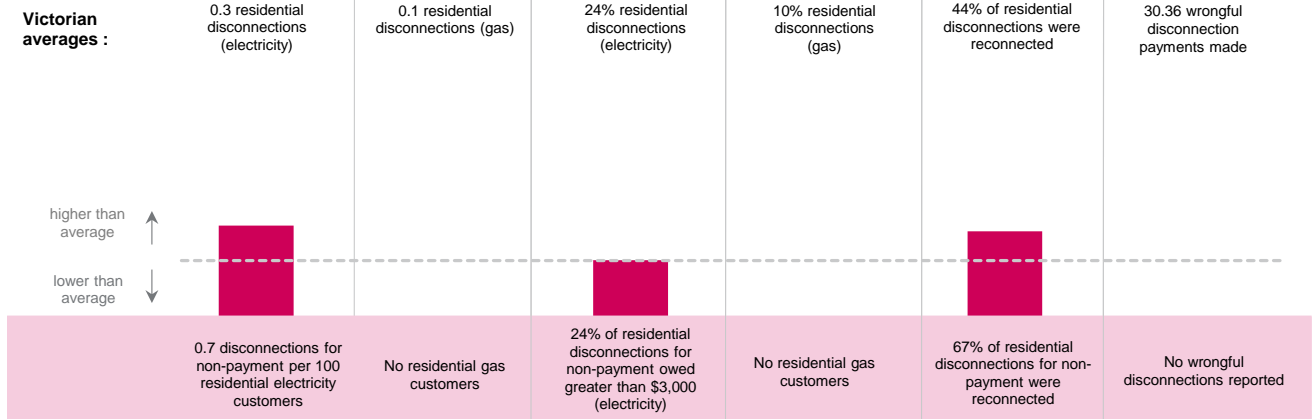
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



## Powershop is a medium sized retailer

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

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

(as at 30 June 2021)

**79,875**  
residential electricity customers

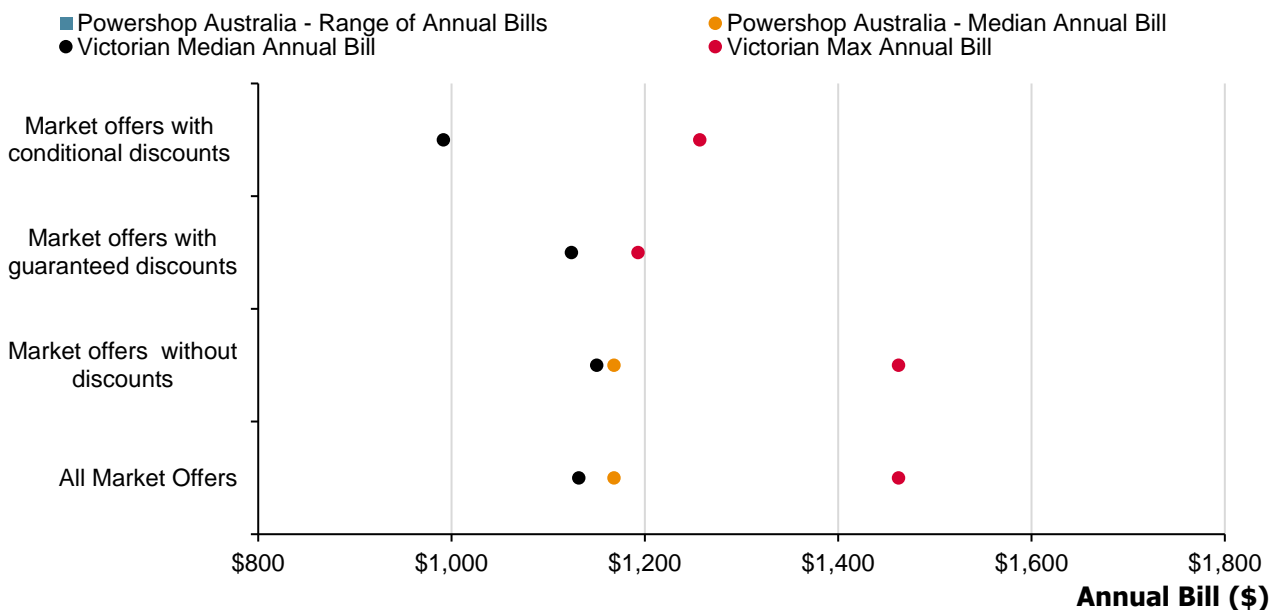
**45,324**  
residential gas customers

**6,048**  
small business electricity customers

**565**  
small business gas customers

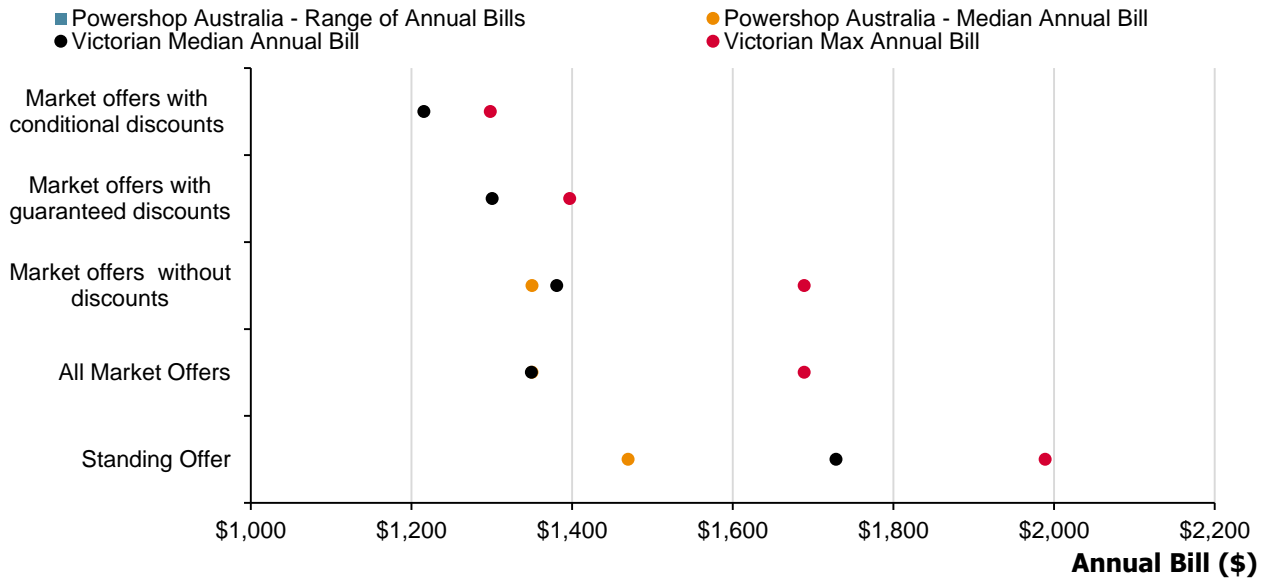
## What were the prices of Powershop’s residential electricity offers on 30 June 2021?

Powershop’s only market offer was \$36 more than the median Victorian market offer, within CitiPower distribution zone.



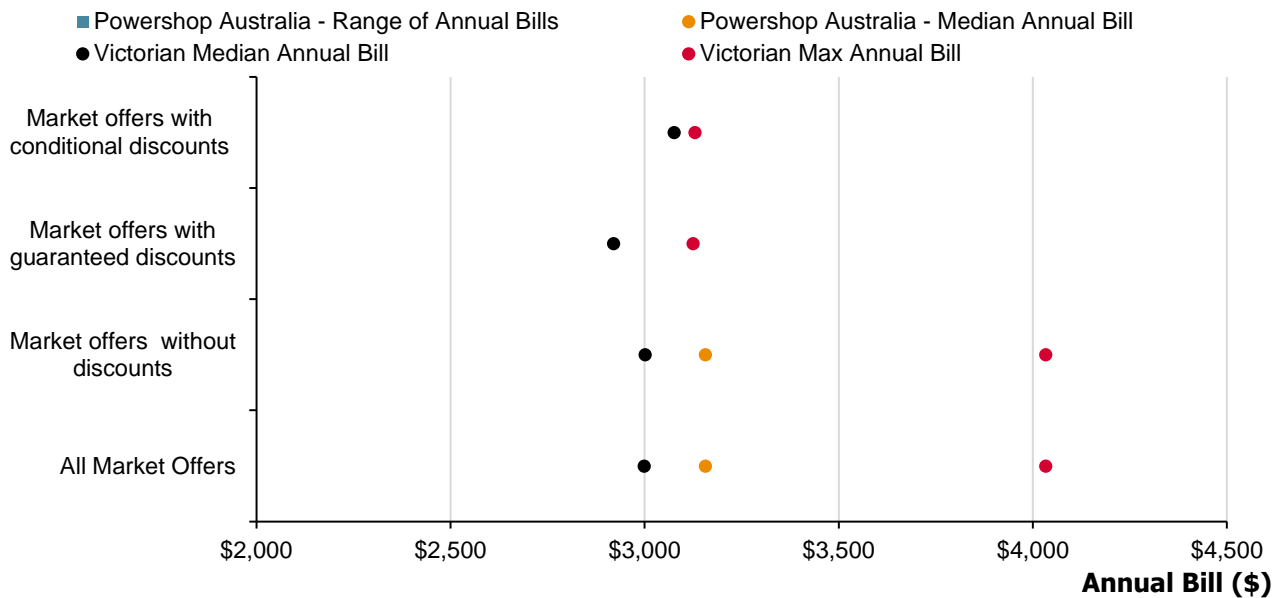
## What were the prices of Powershop’s residential gas offers on 30 June 2021?

Powershop’s only market offer was \$1 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.



## What were the prices of Powershop’s small business electricity offers on 30 June 2021?

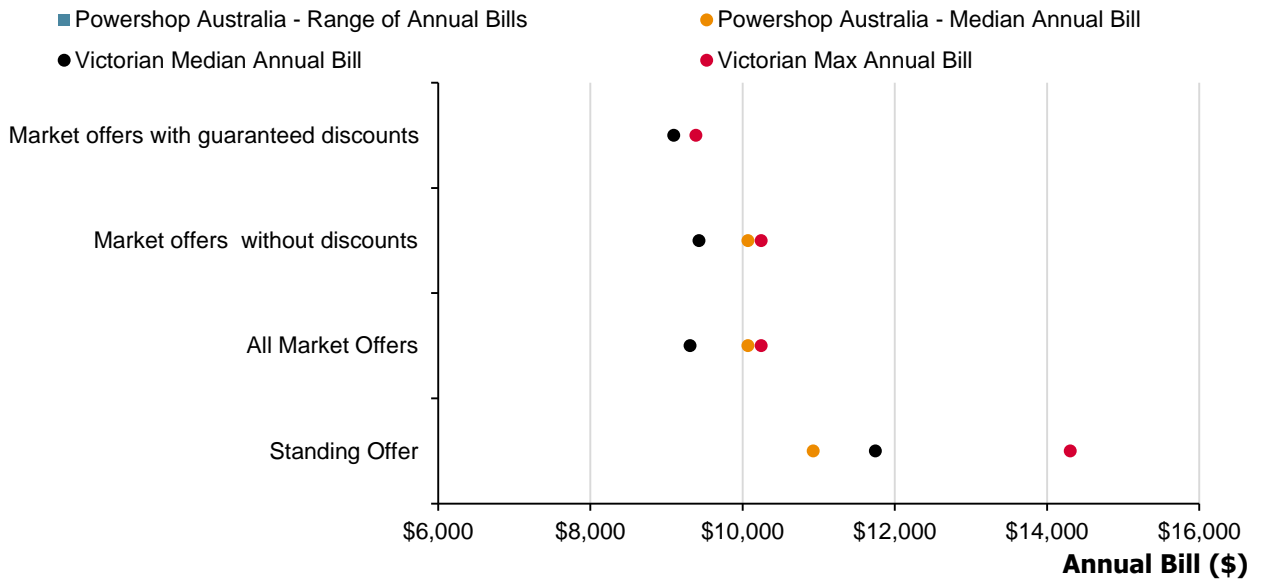
Powershop’s only market offer was \$158 more than the median Victorian market offer, within CitiPower distribution zone.





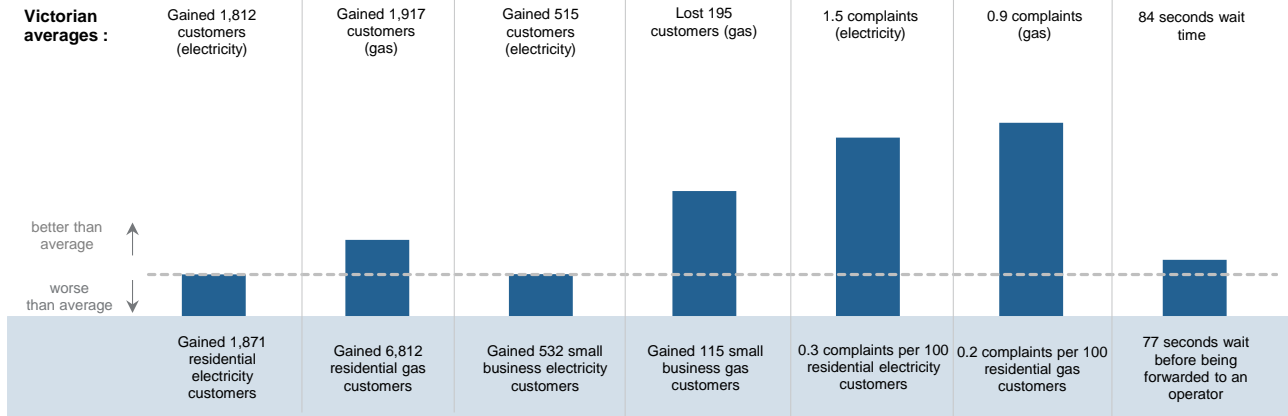
## What were the prices of Powershop’s small business gas offers on 30 June 2021?

Powershop’s only market offer was \$762 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

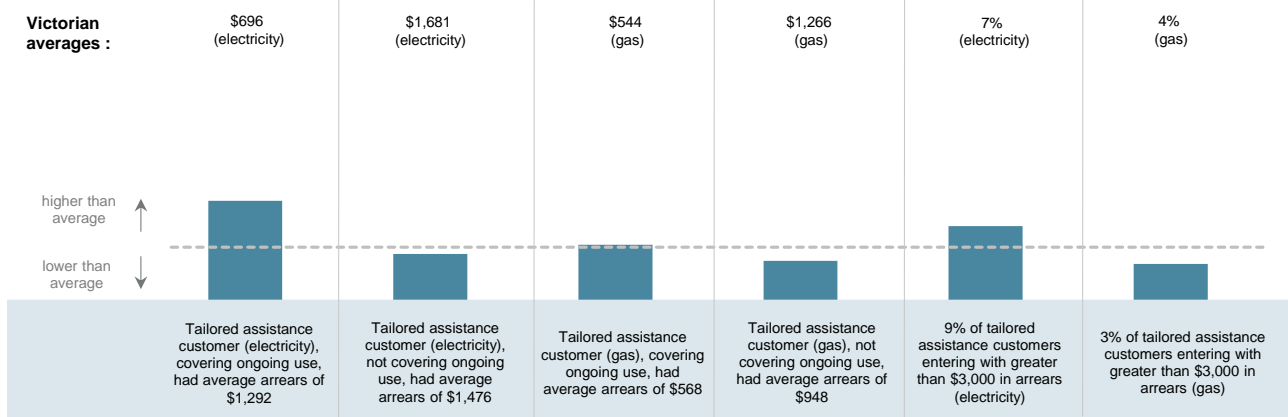


# How did Powershop perform in Victoria in 2020–21?

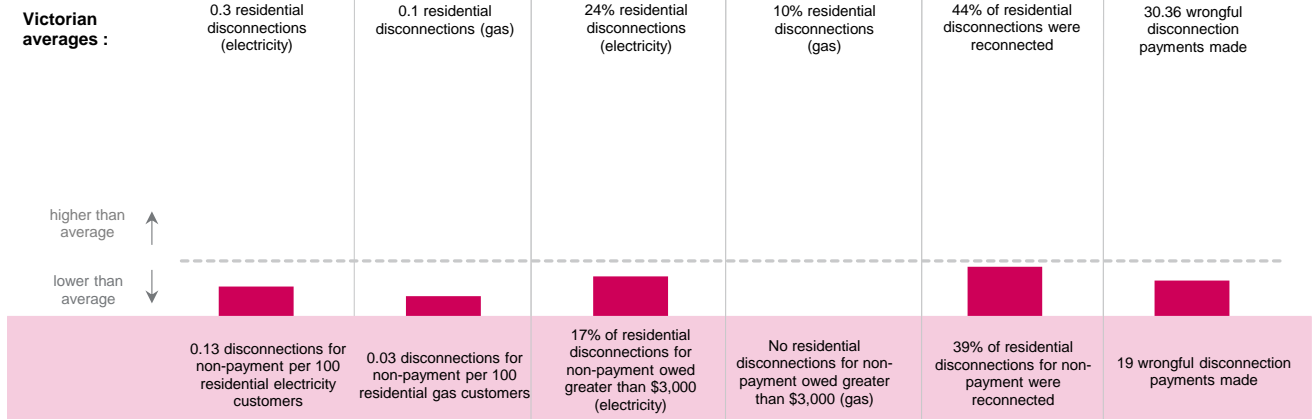
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



(as at 30 June 2021)

**QEnergy is a small retailer**

QEnergy predominantly serves the small business sector. QEnergy was granted an electricity retail licence in June 2013 and commenced operations in September 2013.

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

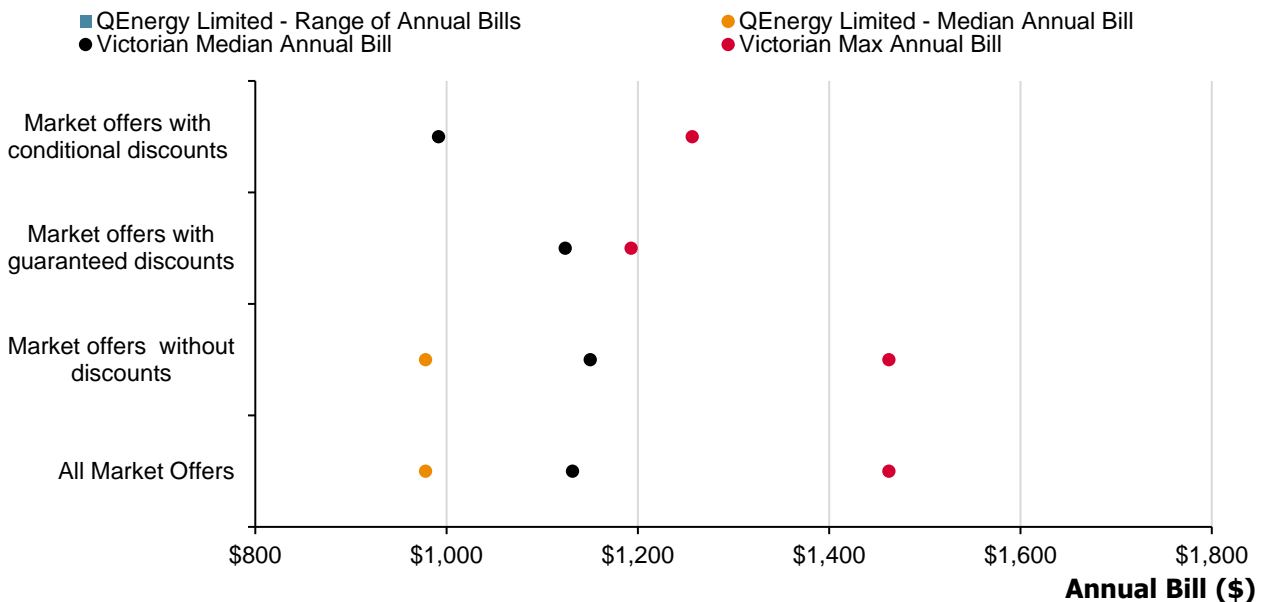
QEnergy is a privately owned company.

**3,082**  
residential electricity customers

**908**  
small business electricity customers

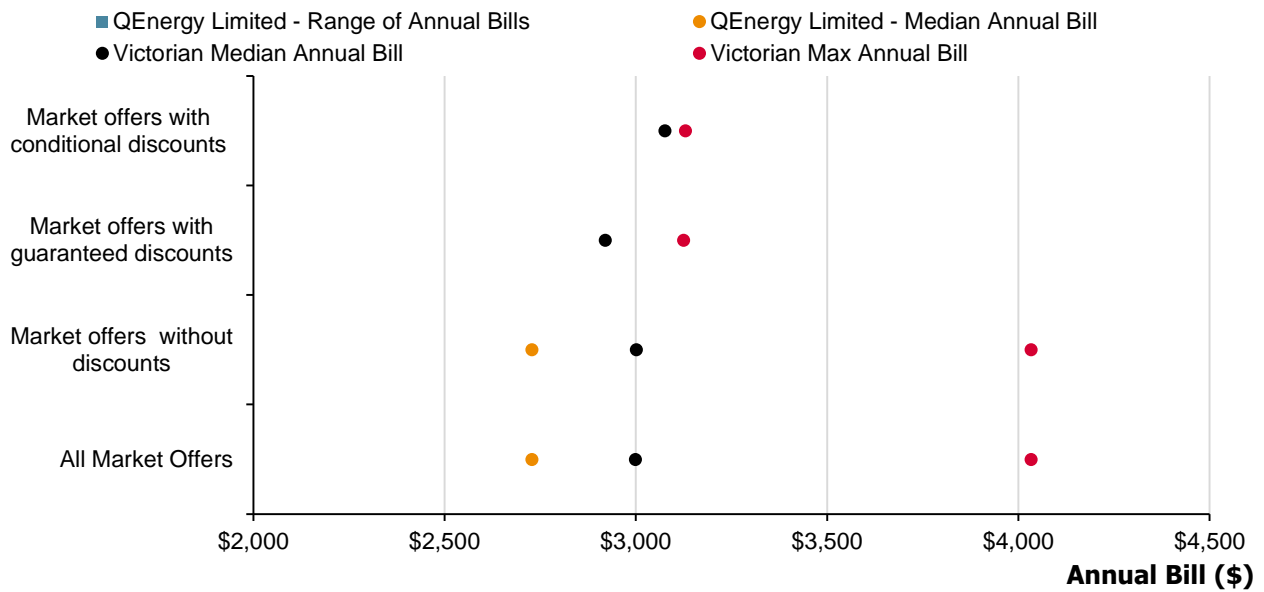
**What were the prices of QEnergy’s residential electricity offers on 30 June 2021?**

QEnergy’s only market offer was \$153 less than the median Victorian market offer, within CitiPower distribution zone.



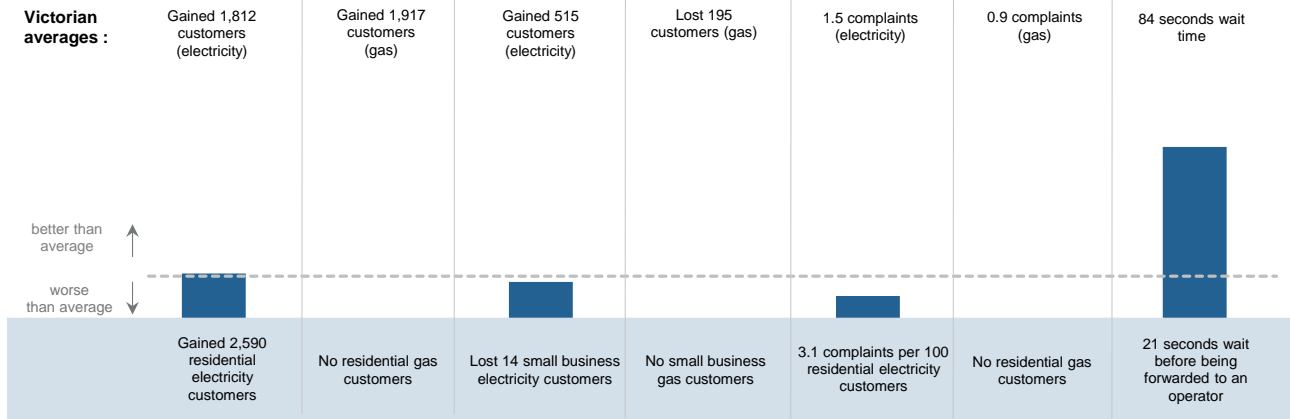
## What were the prices of QEnergy’s small business electricity offers on 30 June 2021?

QEnergy’s only market offer was \$271 less than the median Victorian market offer, within CitiPower distribution zone.

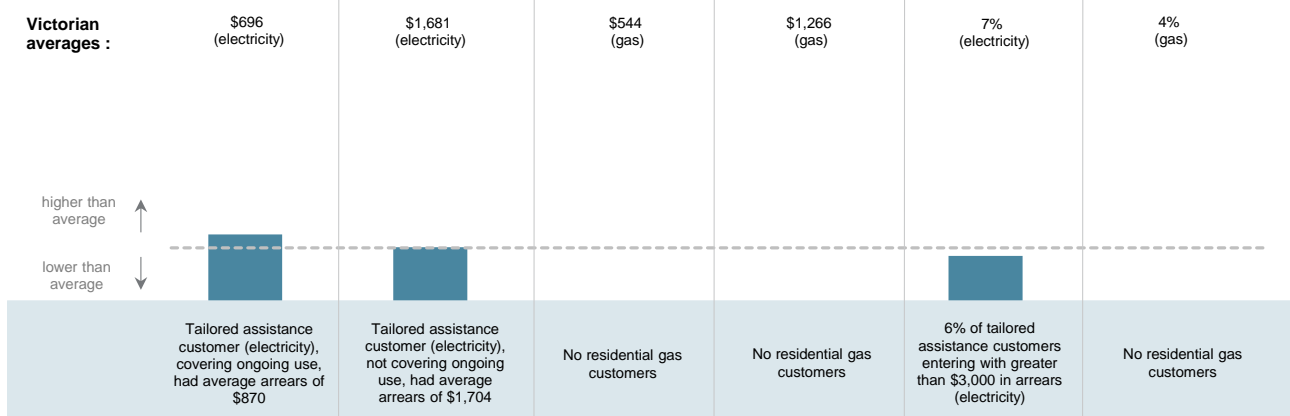


# How did QEnergy perform in Victoria in 2020–21?

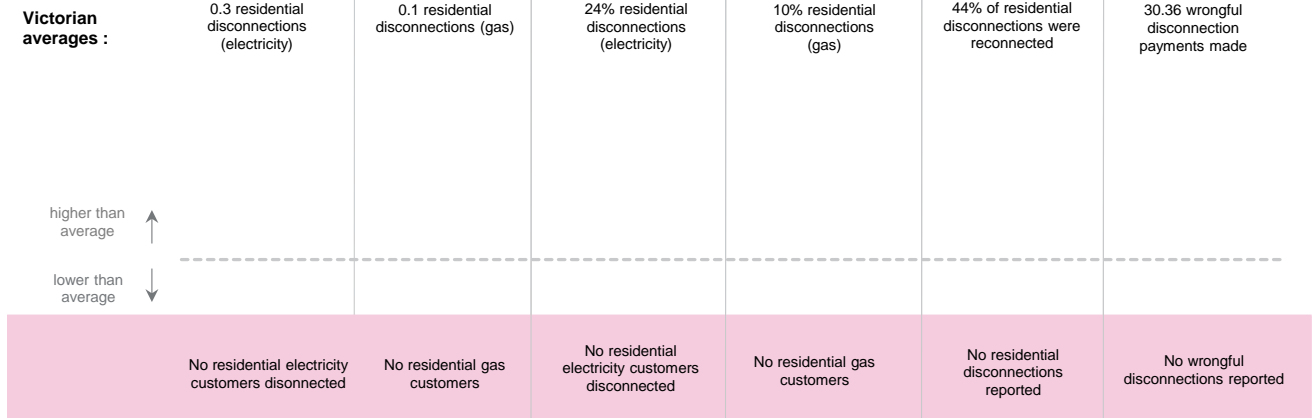
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



(as at 30 June 2021)

## ReAmped Energy is a small retailer

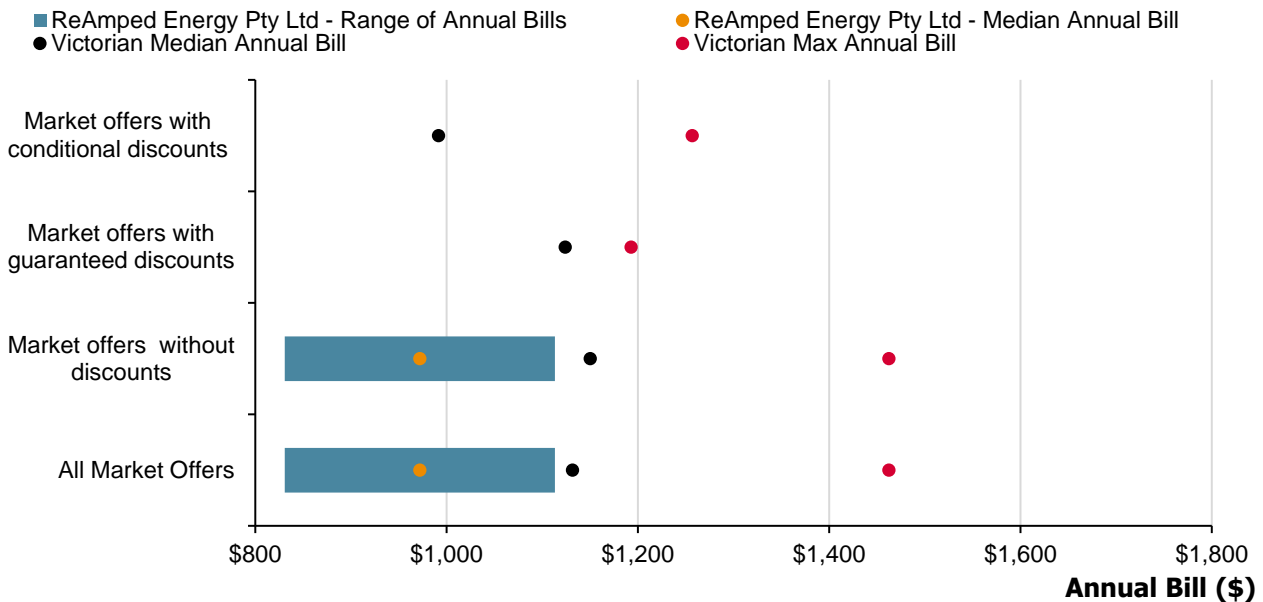
ReAmped Energy was granted electricity in December 2020, commenced operations in February 2021. ReAmped Energy also operates in New South Wales, Australian Capital Territory, South East Queensland, and South Australia.

**7,558**  
residential electricity customers

**43**  
small business electricity customers

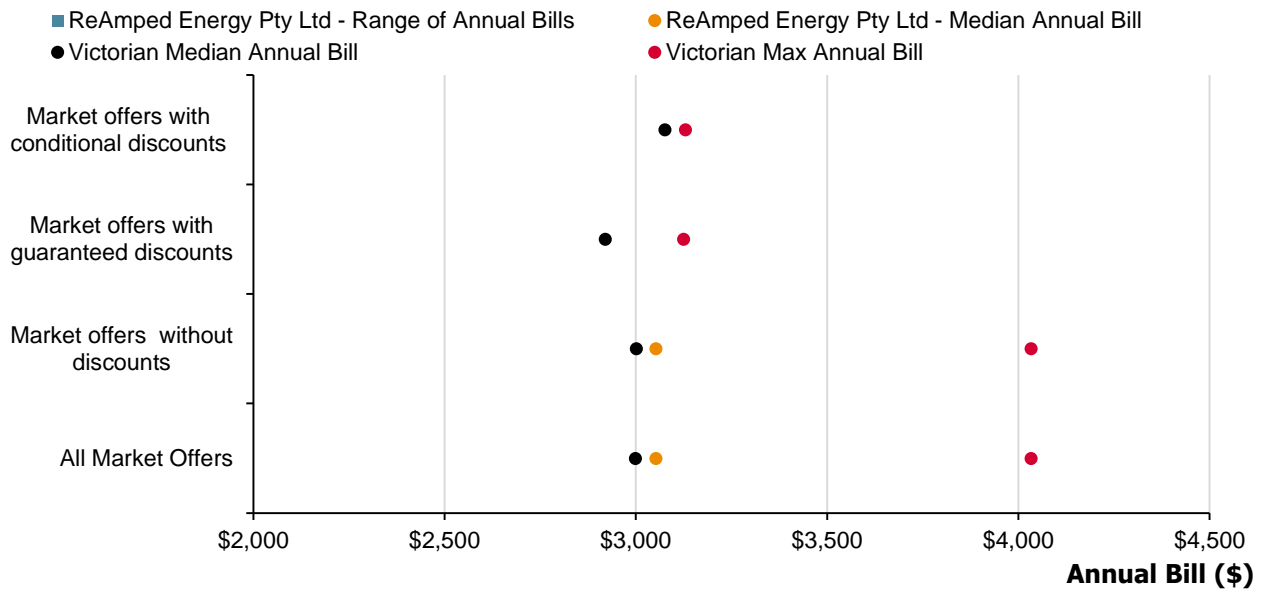
## What were the prices of ReAmped Energy’s residential electricity offers on 30 June 2021?

ReAmped Energy’s lowest offer was \$301 less than the median Victorian market offer and its most expensive market offer was \$18 less than the median Victorian market offer, within CitiPower distribution zone. ReAmped Energy had two different market offers available on 30 June 2021, with \$283 difference between the most expensive and the cheapest offers.



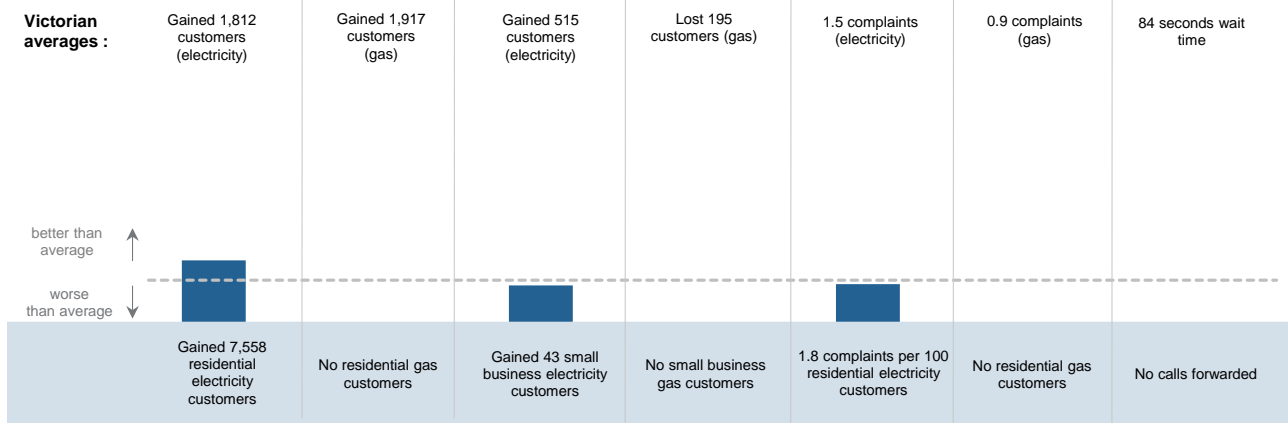
## What were the prices of ReAmped Energy’s small business electricity offers on 30 June 2021?

ReAmped Energy’s only market offer was \$53 more than the median Victorian market offer, within CitiPower distribution zone.

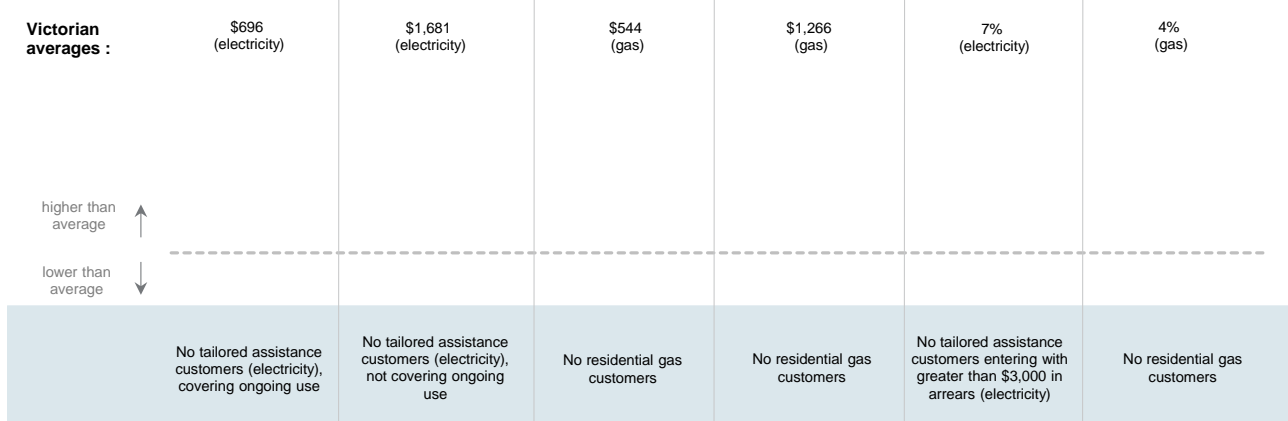


# How did ReAmped Energy perform in Victoria in 2020–21?

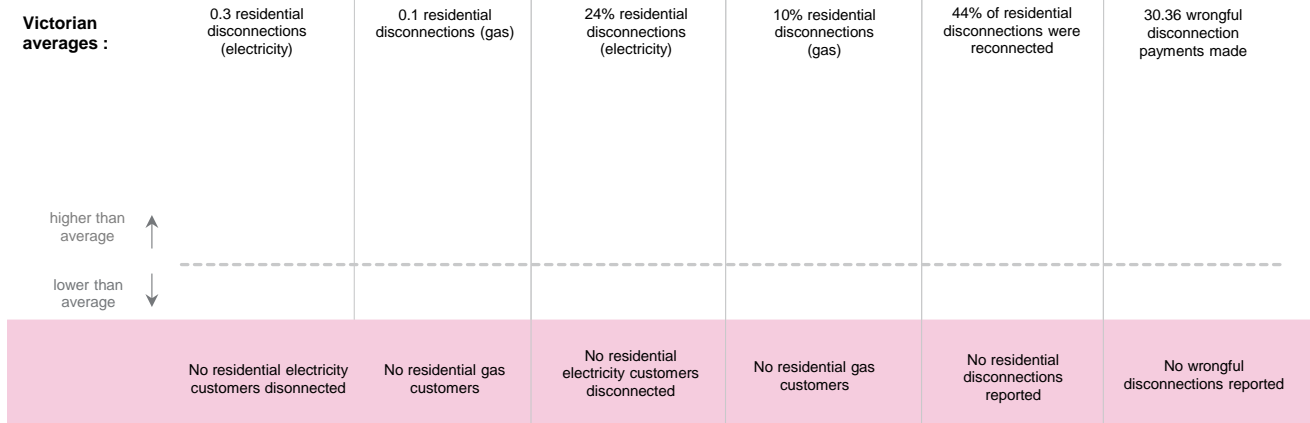
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers





## Red Energy is a large energy retailer

Red Energy was granted an electricity retail licence in 2004 and a gas retail licence in 2006. Red Energy also operates in ACT, New South Wales, Queensland and South Australia.

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

(as at 30 June 2021)

**228,553**  
residential electricity customers

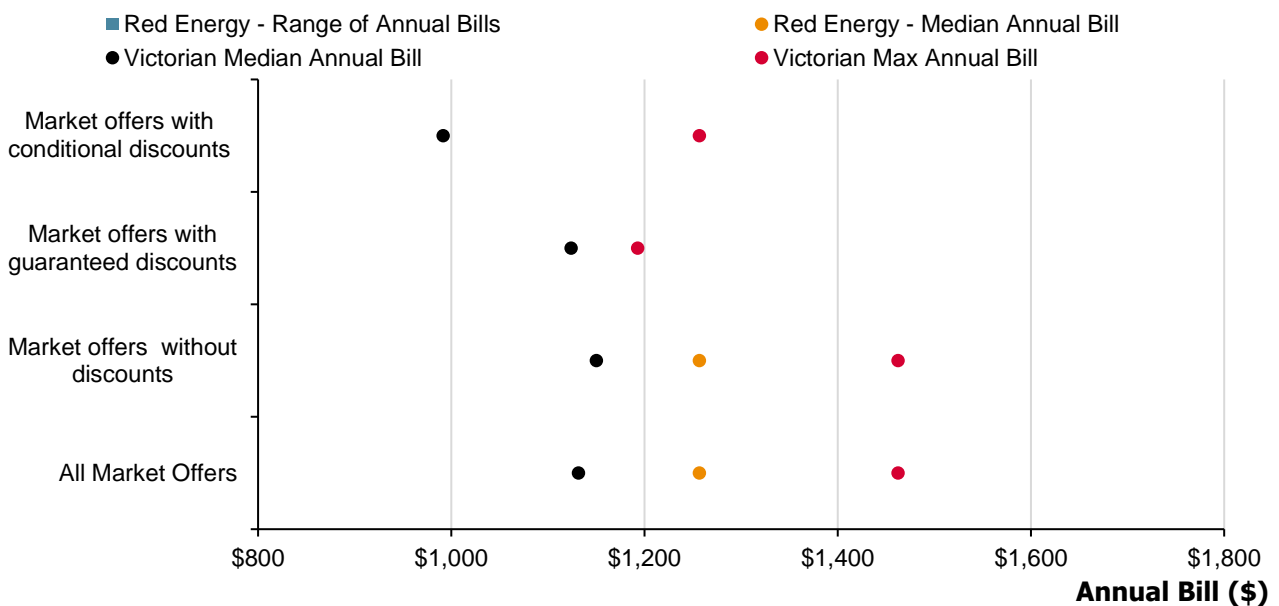
**167,697**  
residential gas customers

**11,809**  
small business electricity customers

**384**  
small business gas customers

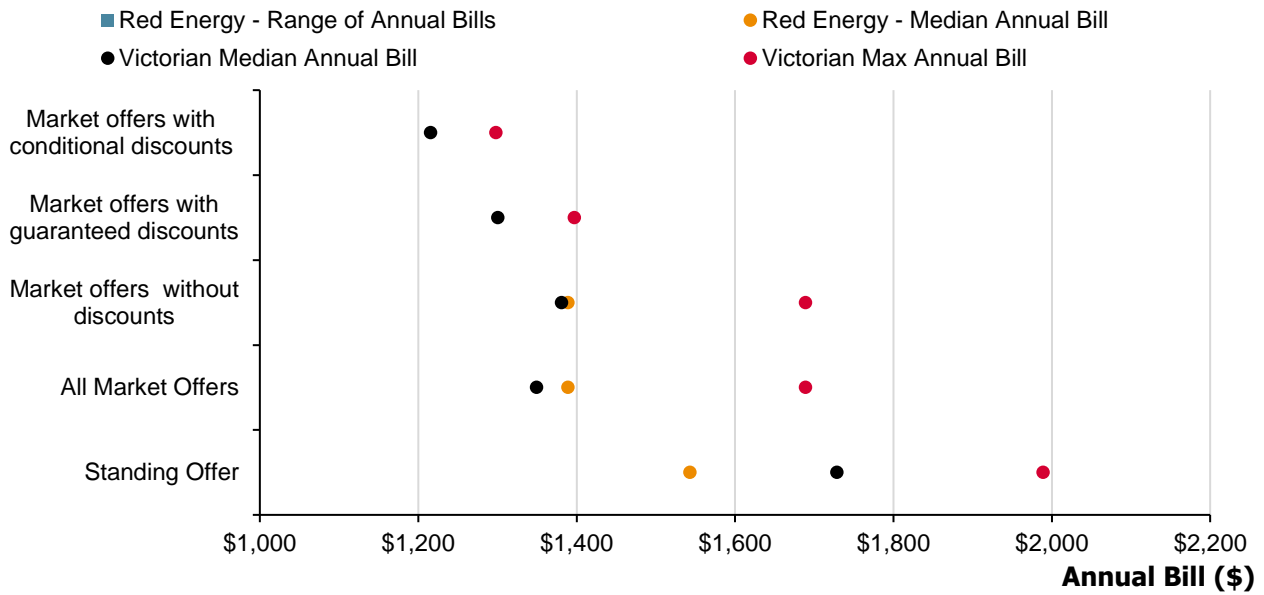
## What were the prices of Red Energy’s residential electricity offers on 30 June 2021?

Red Energy’s only market offers was \$125 more than the median Victorian market offer, within CitiPower distribution zone.



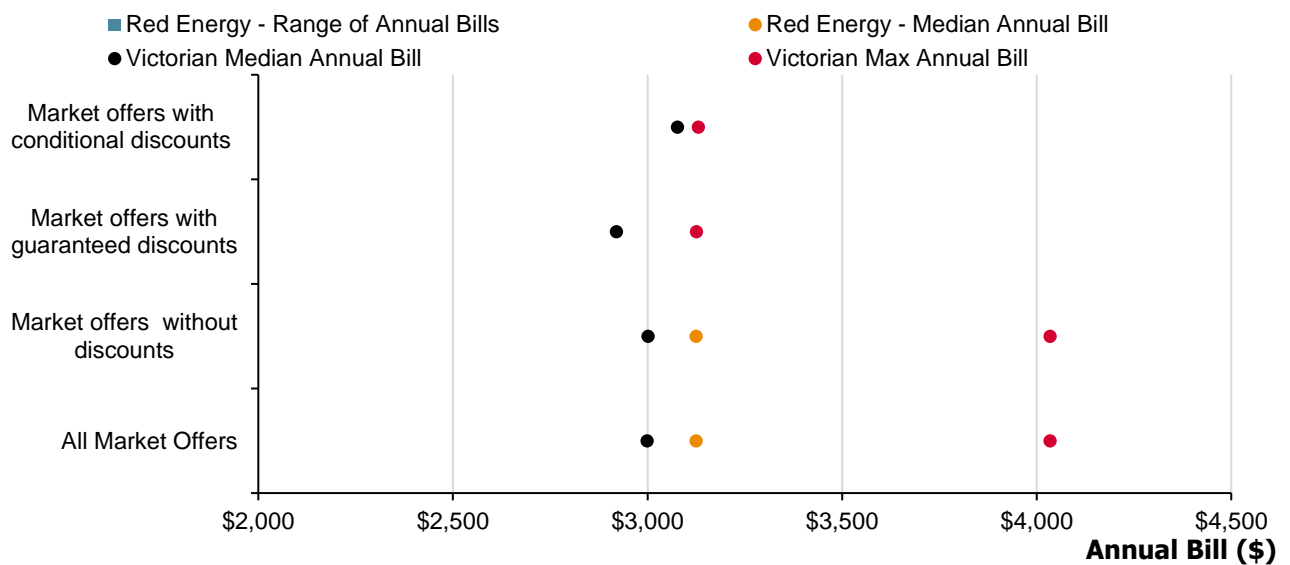
## What were the prices of Red Energy’s residential gas offers on 30 June 2021?

Red Energy’s only market offers was \$40 more than the median Victorian market, within the Australian Gas Networks Central distribution zone.



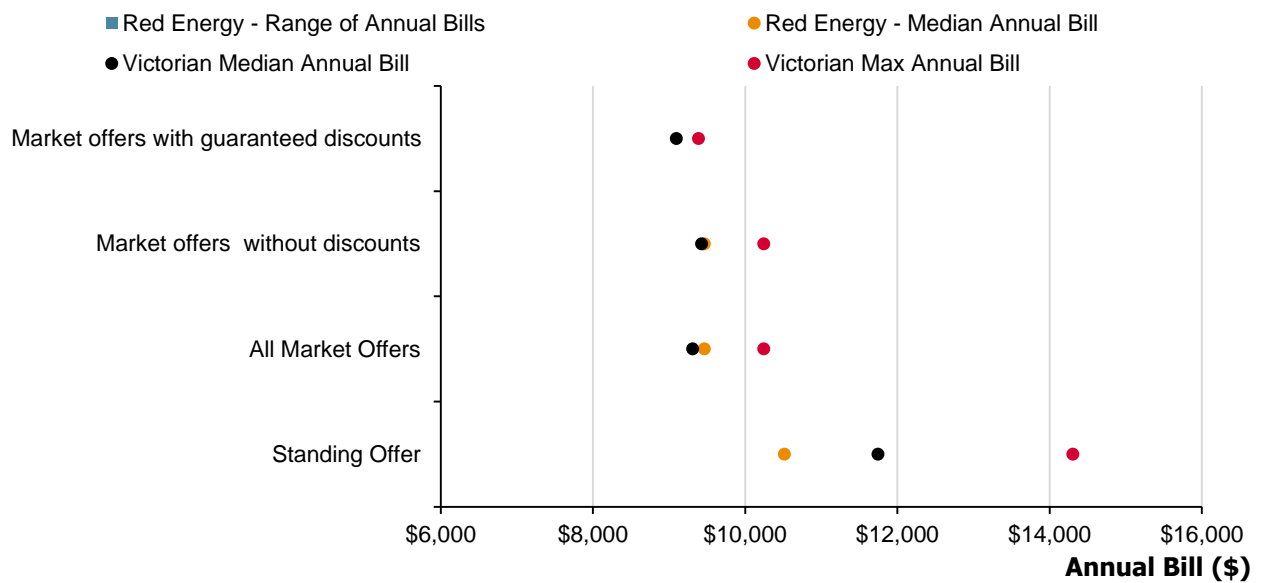
## What were the prices of Red Energy’s small business electricity offers on 30 June 2021?

Red Energy’s only market offer was \$126 more than the median Victorian market offer, within CitiPower distribution zone.



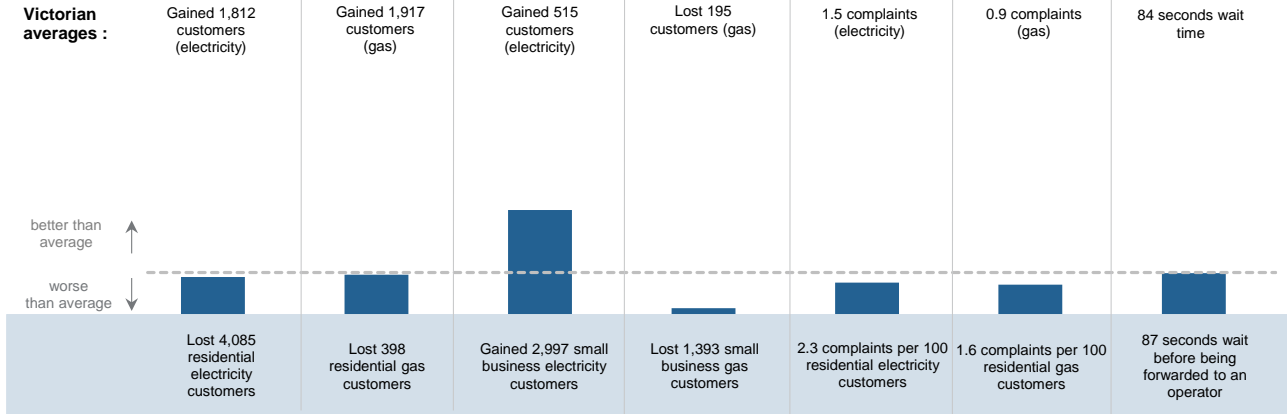
## What were the prices of Red Energy’s small business gas offers on 30 June 2021?

Red Energy’s only market offer was \$153 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

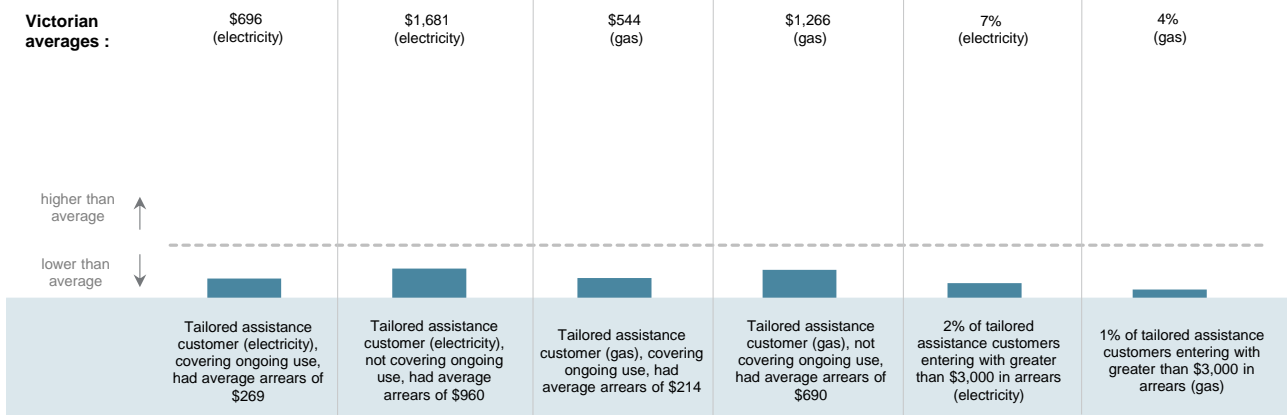


# How did Red Energy perform in Victoria in 2020–21?

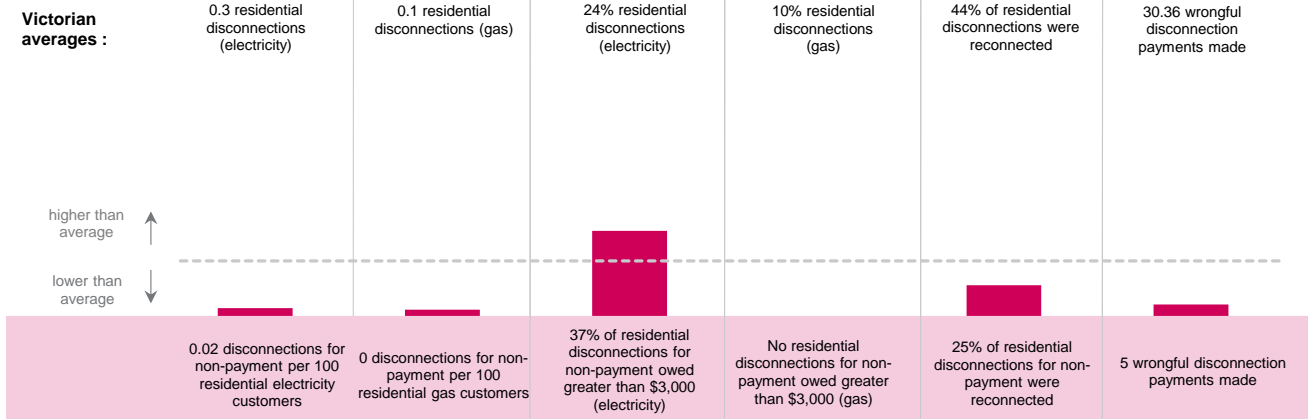
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



(as at 30 June 2021)

## Shell Energy is a small retailer

Shell Energy (formerly known ERM Power) was granted electricity retail licences in October 2007, commencing operations in June 2008. Shell Energy predominantly service the large business electricity sector.

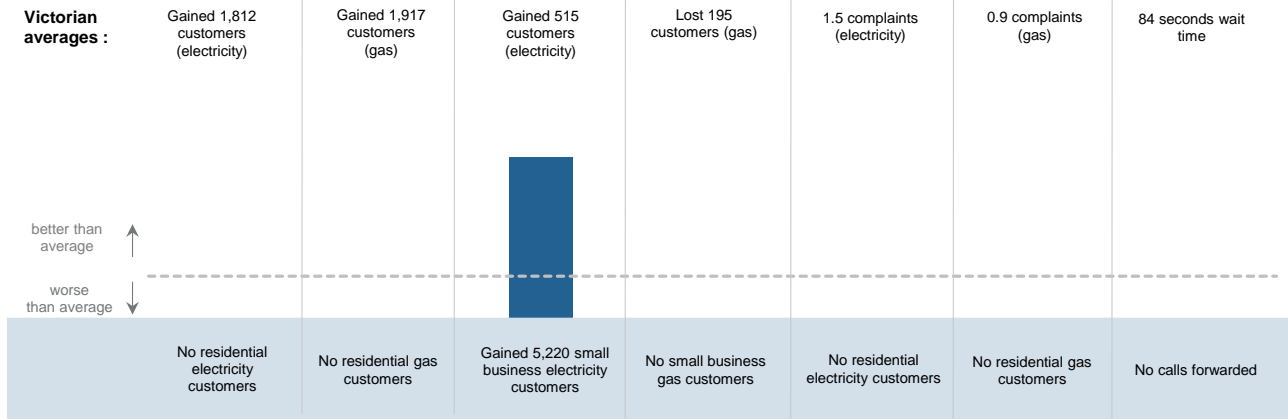
**9,706**  
small business electricity customers

## What were the prices of Shell Energy's small business electricity offers on 30 June 2021?

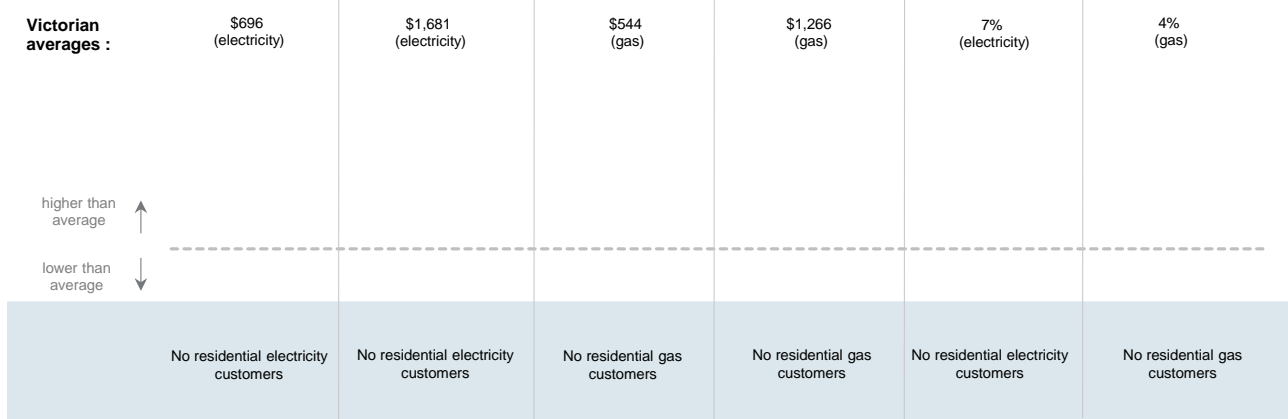
Shell Energy only offered the VDO to small business electricity customers on 30 June 2021, within CitiPower distribution zone.

# How did Shell Energy perform in Victoria in 2020–21?

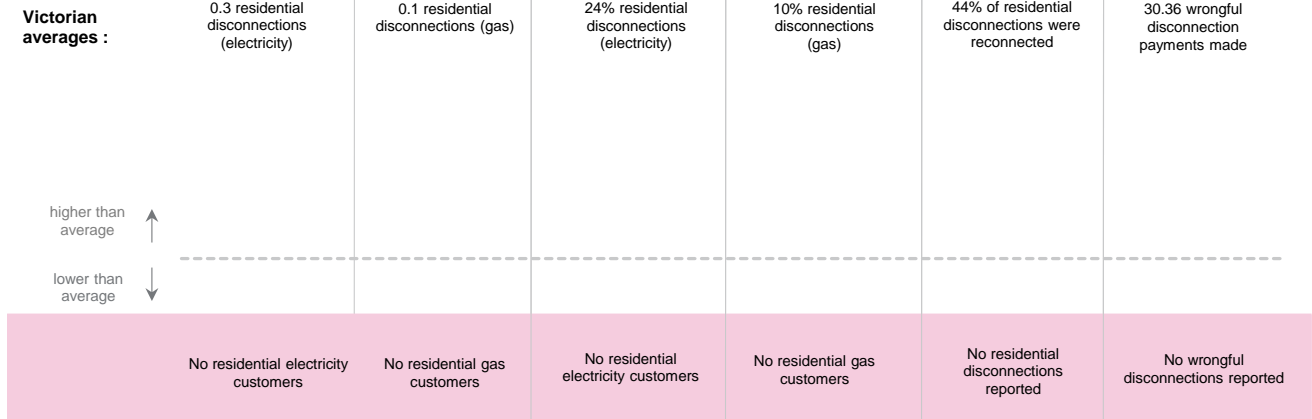
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



## Simply Energy is a large energy retailer

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

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

(as at 30 June 2021)

**248,259**  
residential electricity customers

**214,245**  
residential gas customers

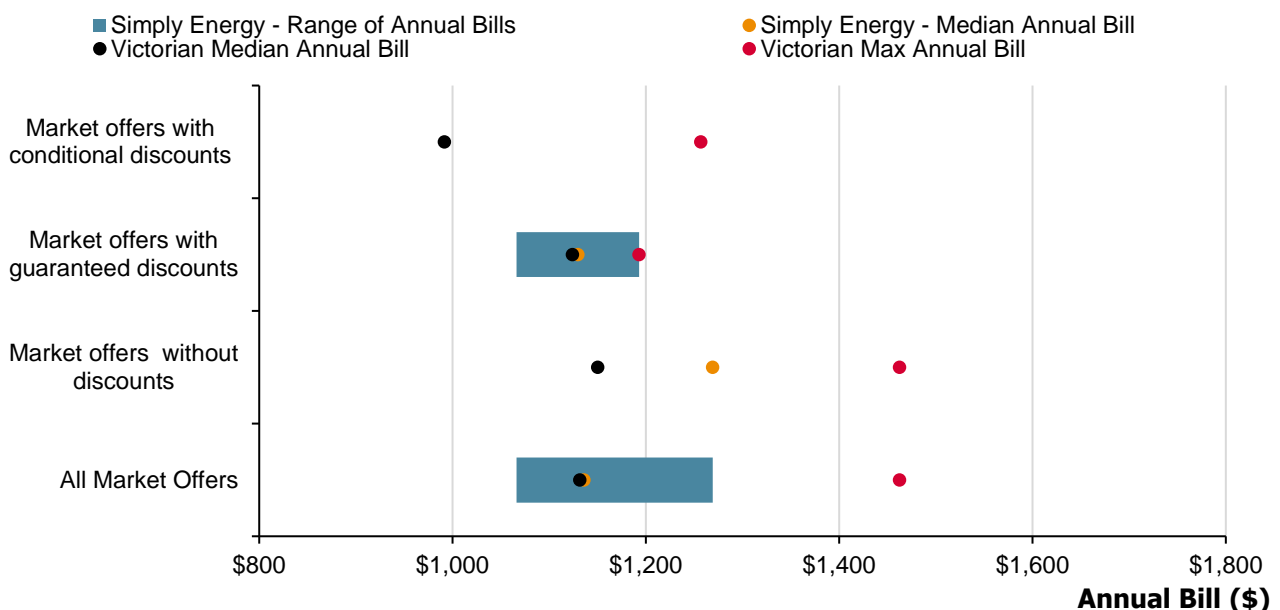
**13,831**  
small business electricity customers

**3,996**  
small business gas customers

## What were the prices of Simply Energy’s residential electricity offers on 30 June 2021?

Simply Energy’s lowest offer was \$65 less than the median Victorian market offer and its most expensive market offer was \$138 more than the median Victorian market offer, within CitiPower distribution zone.

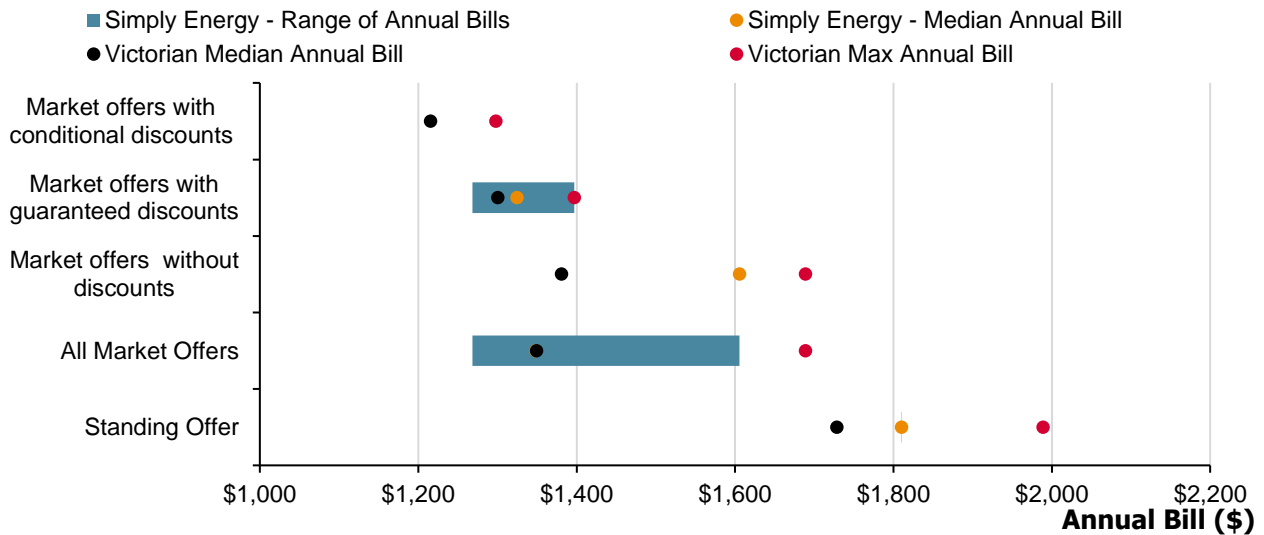
Simply Energy had six different market offers available on 30 June 2021, with \$203 difference between the most expensive and the cheapest offers.



## What were the prices of Simply Energy’s residential gas offers on 30 June 2021?

Simply Energy’s lowest market offer was \$81 less than the median Victorian market offer and its most expensive market offer was \$256 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

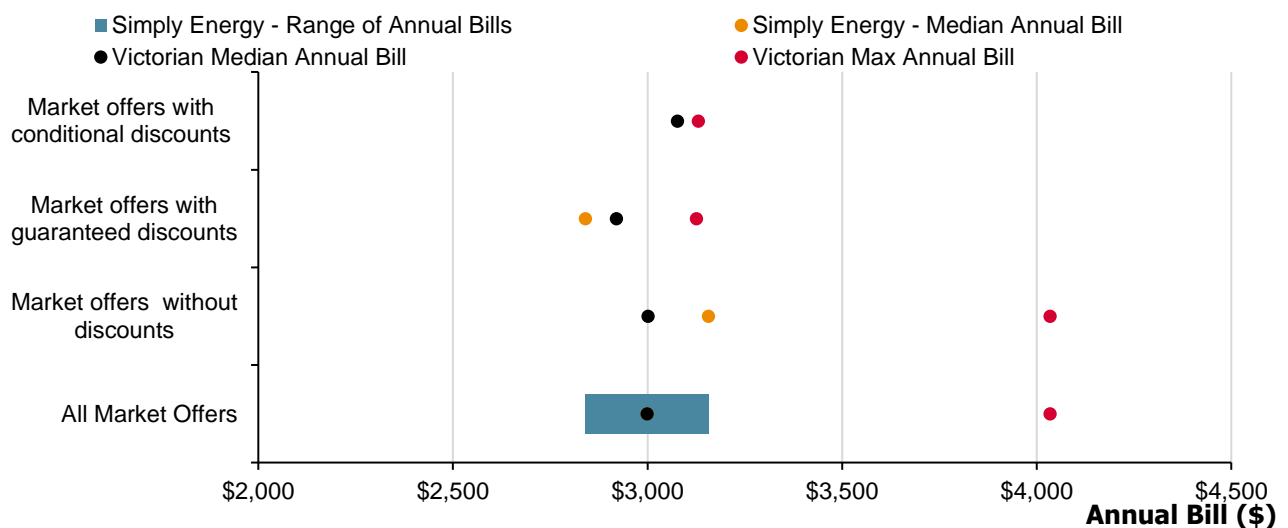
Simply Energy had five different market offers available on 30 June 2021, with \$337 difference between the most expensive and the cheapest offers.



## What were the prices of Simply Energy’s small business electricity offers on 30 June 2021?

Simply Energy’s lowest market offer was \$158 less than the median Victorian market offer and its most expensive market offer was \$157 more than the median Victoria market offer, within CitiPower distribution zone.

Simply Energy had two different market offers available on 30 June 2021, with \$316 difference between the most expensive and the cheapest offers.

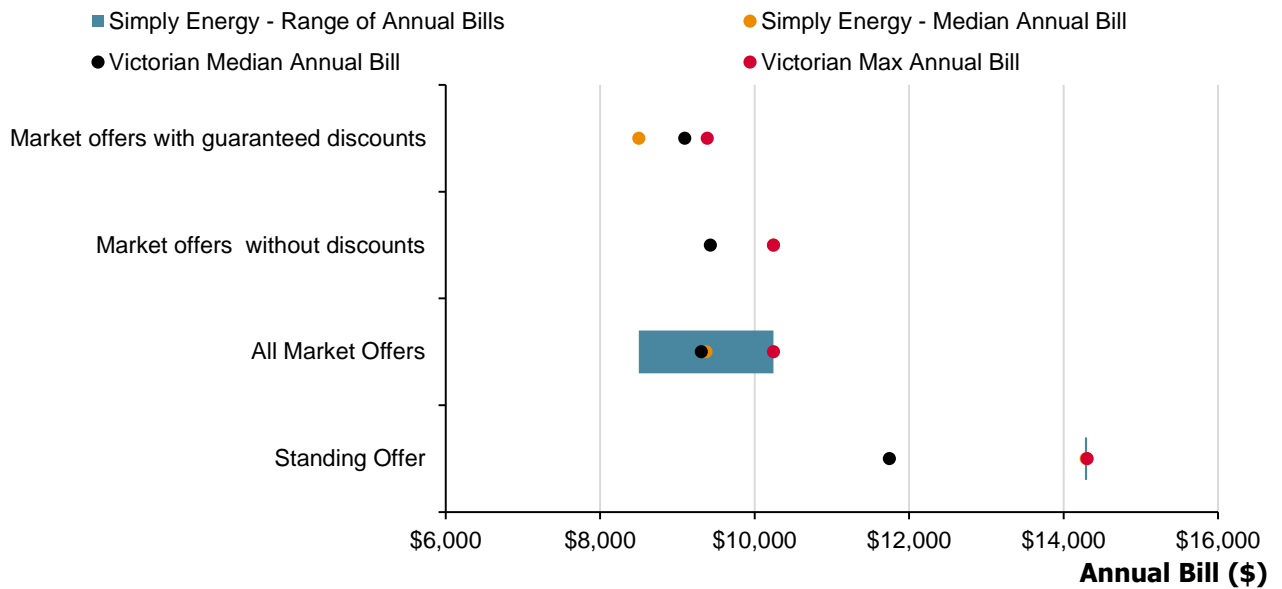




## What were the prices of Simply Energy’s small business gas offers on 30 June 2021?

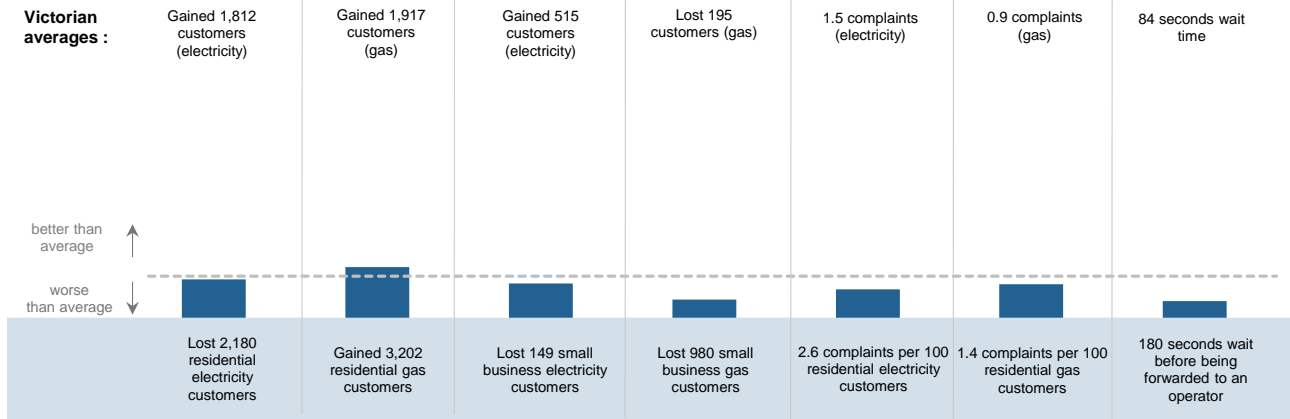
Simply Energy’s lowest market offer was \$808 less than the median Victorian market offer and its most expensive market offer was \$933 more than the median Victorian market offer, within Australian Gas Networks Central distribution zone.

Simply Energy had two market offers available on 30 June 2021, with \$1,741 difference between the most expensive and the cheapest offers.

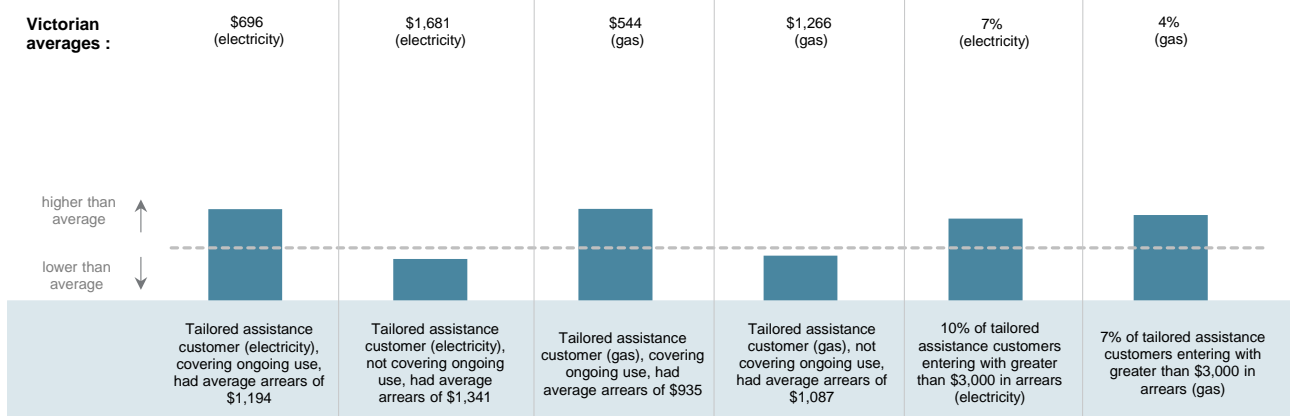


# How did Simply Energy perform in Victoria in 2020–21?

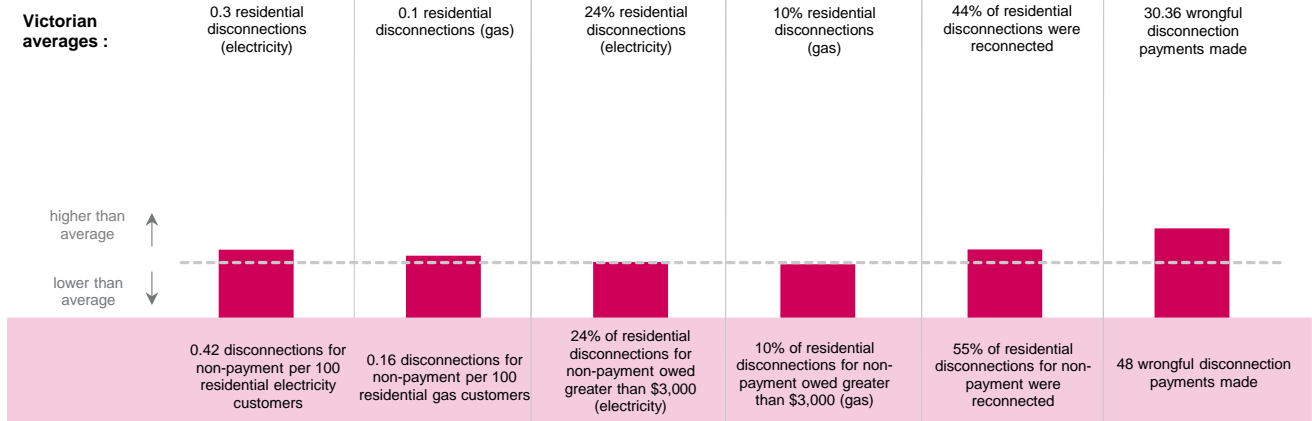
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



(as at 30 June 2021)

## Sumo Power is a medium retailer

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

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

Sumo Power is a privately owned company.

**29,515**  
residential electricity customers

**22,042**  
residential gas customers

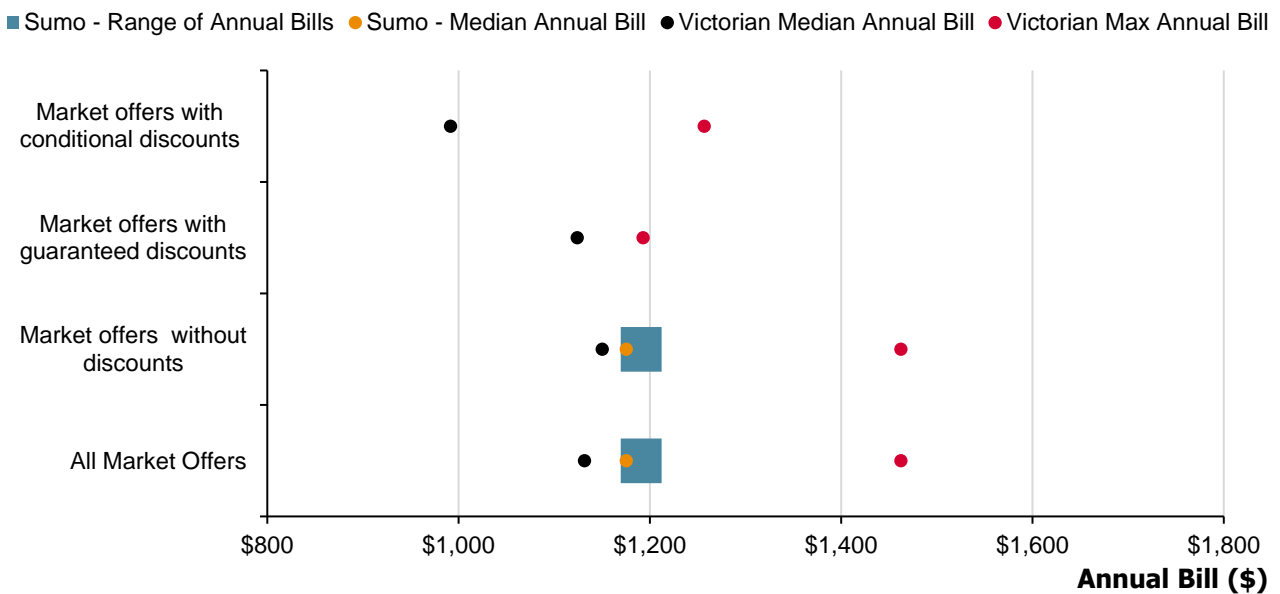
**1,203**  
small business electricity customers

**6**  
small business gas customers

## What were the prices of Sumo’s residential electricity offers on 30 June 2021?

Sumo’s lowest offer was \$38 more than the median Victorian market offer and its most expensive market offer was \$81 more than the median Victorian market offer, within CitiPower distribution zone.

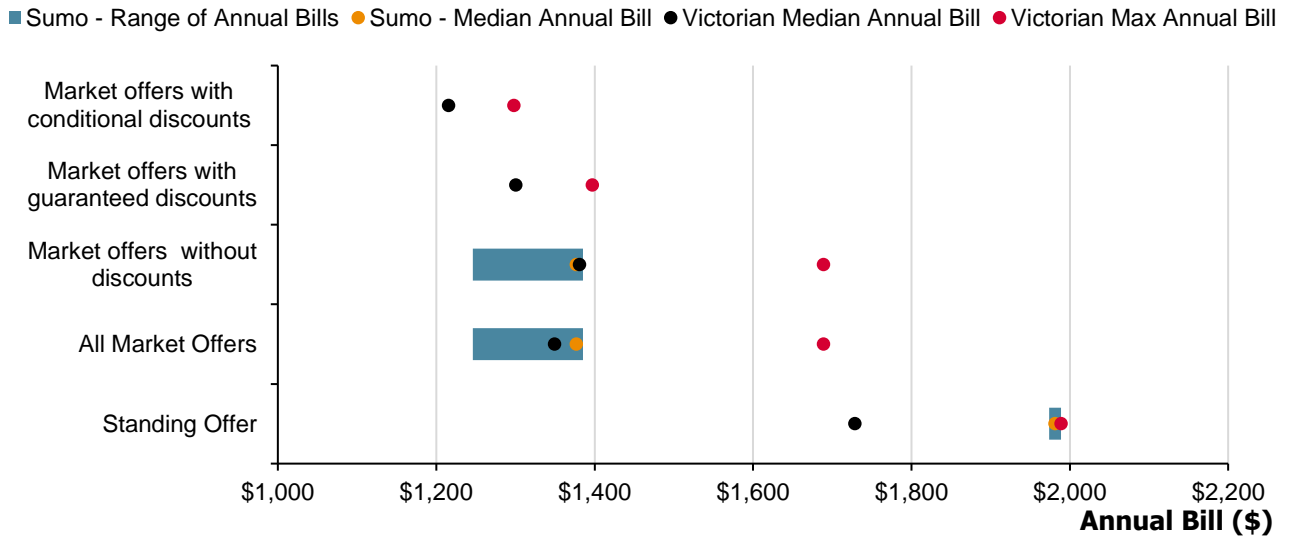
Sumo had three different market offers available on 30 June 2021, with \$43 difference between the most expensive and the cheapest offers.



## What were the prices of Sumo’s residential gas offers on 30 June 2021?

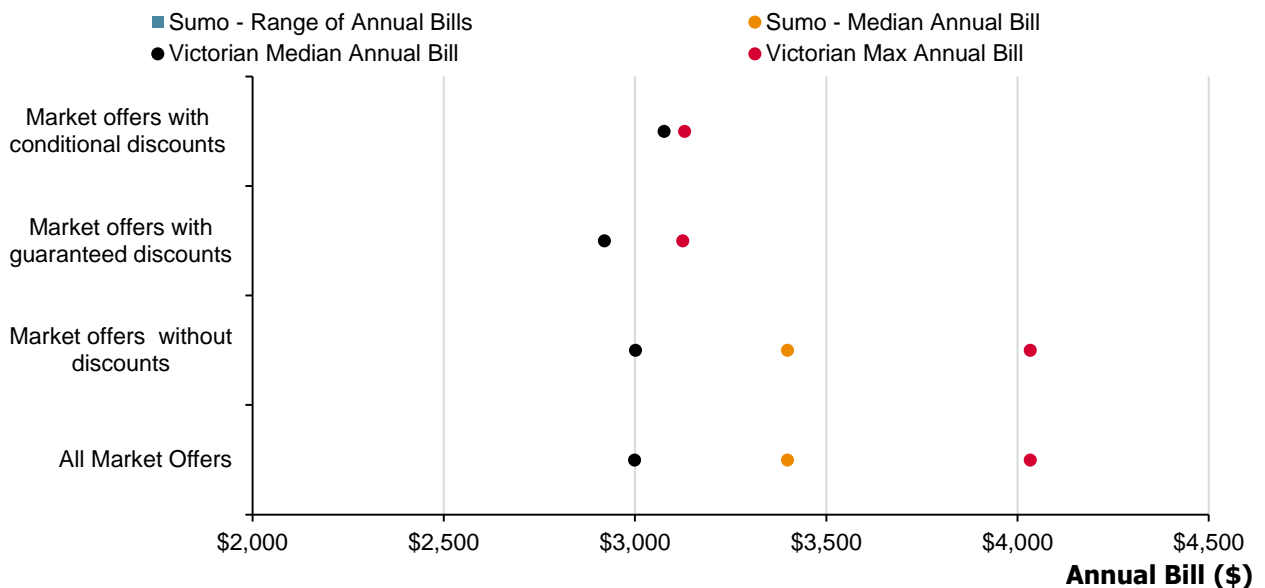
Sumo’s lowest market offer was \$103 less than the median Victorian market offer and its most expensive market offer was \$36 more than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.

Sumo had six different market offers available on 30 June 2021, with \$139 difference between the most expensive and the cheapest offers.



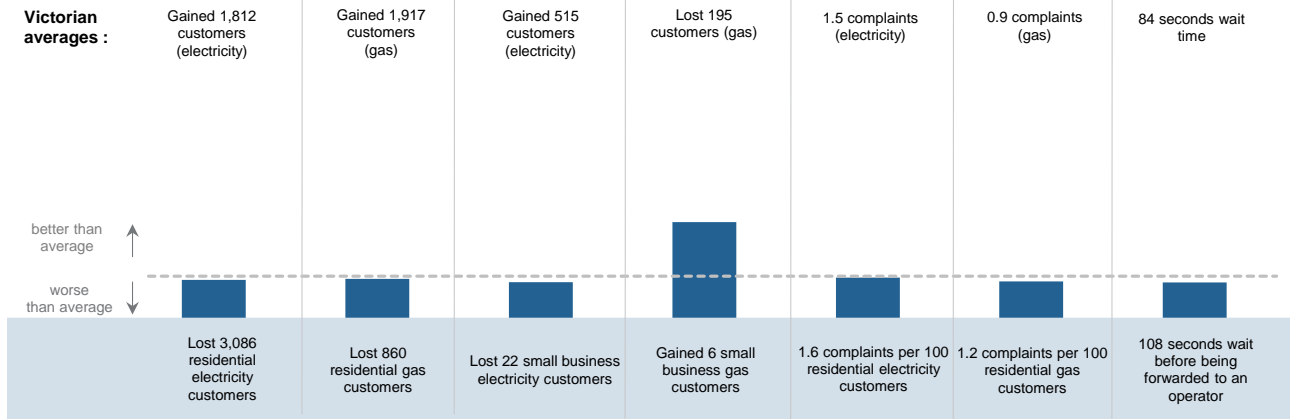
## What were the prices of Sumo’s small business electricity offers on 30 June 2021?

Sumo’s only market offers was \$400 more than the median Victorian market offer, within CitiPower distribution zone.

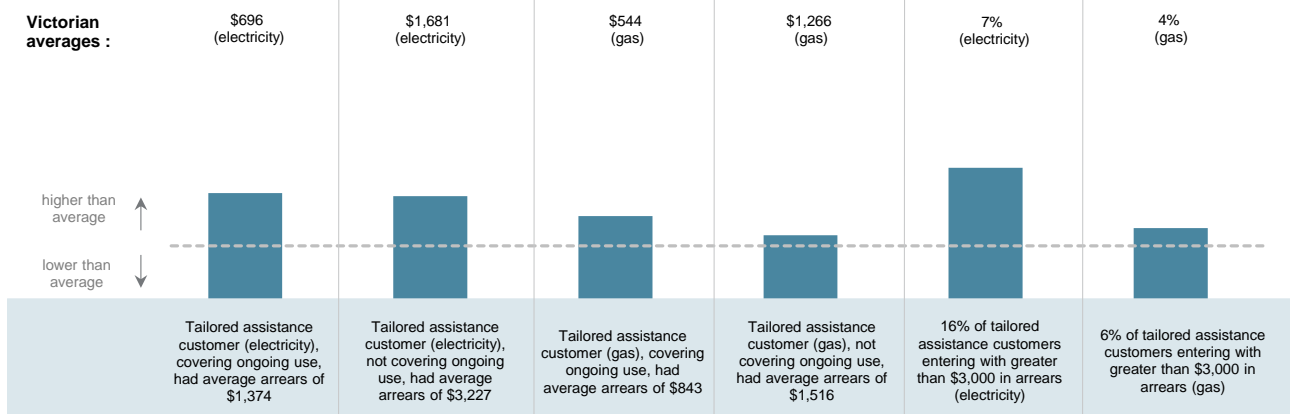


# How did Sumo Power perform in Victoria in 2020–21?

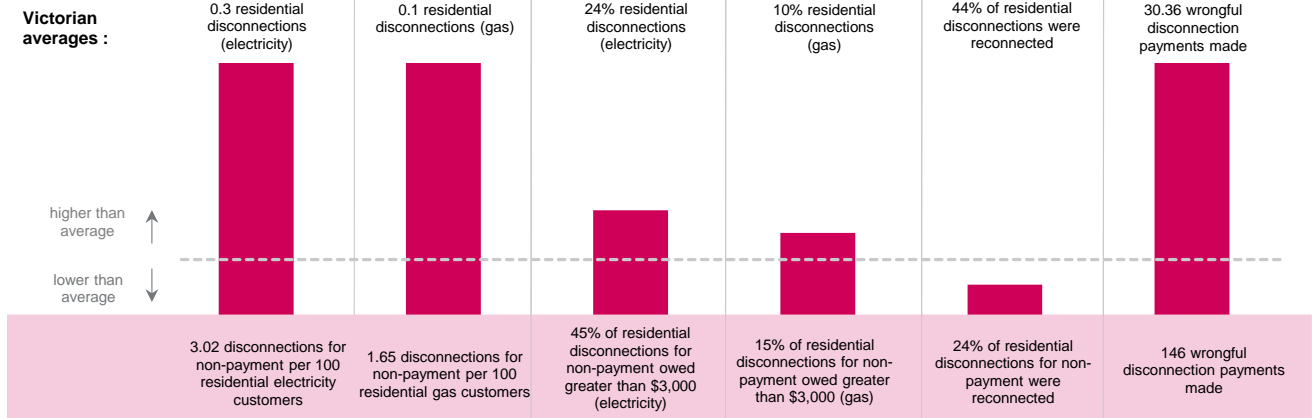
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



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

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

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

(as at 30 June 2021)

**71,979**

residential electricity customers

**9,039**

residential gas customers

**14,482**

small business electricity customers

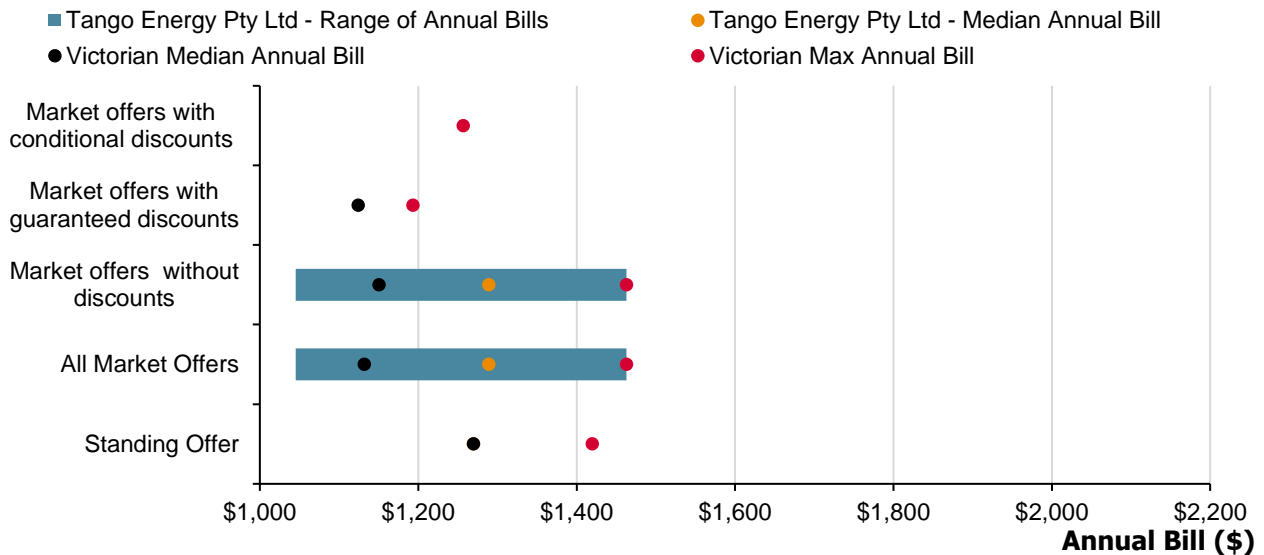
**6**

small business gas customers

## What were the prices of Tango Energy’s residential electricity offers on 30 June 2021?

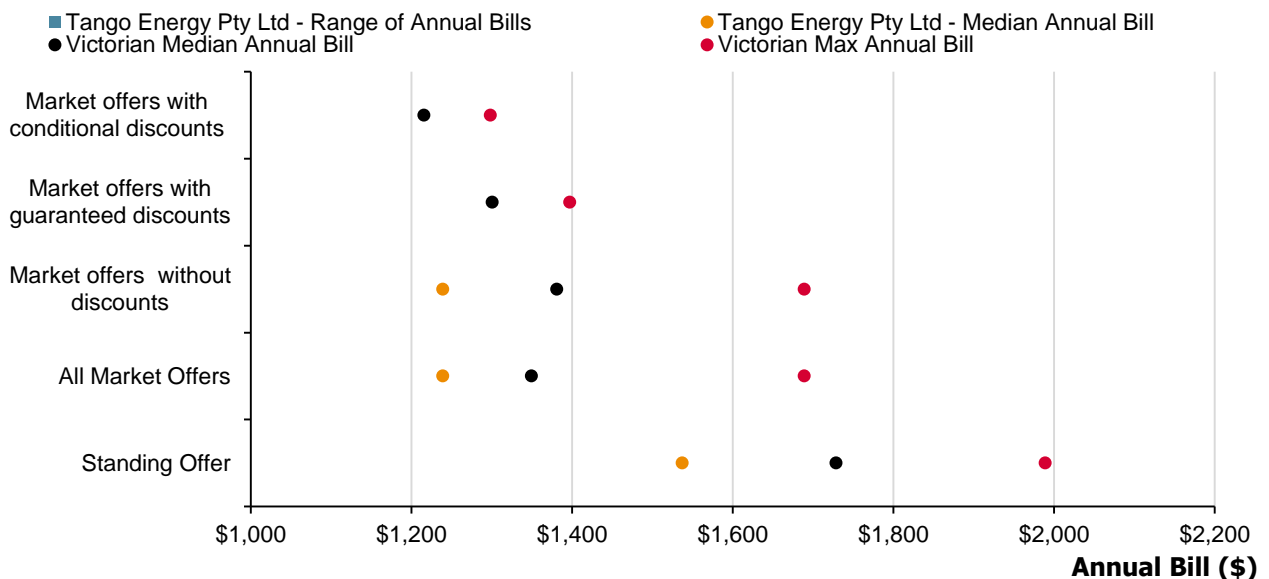
Tango Energy’s lowest offer was \$87 less than the median Victorian market offer and its most expensive market offer was \$331 more than the median Victorian market offer, within CitiPower distribution zone.

Tango Energy had four different market offers available on 30 June 2021, with \$418 difference between the most expensive and the cheapest offers.



## What were the prices of Tango Energy’s residential gas offers on 30 June 2021?

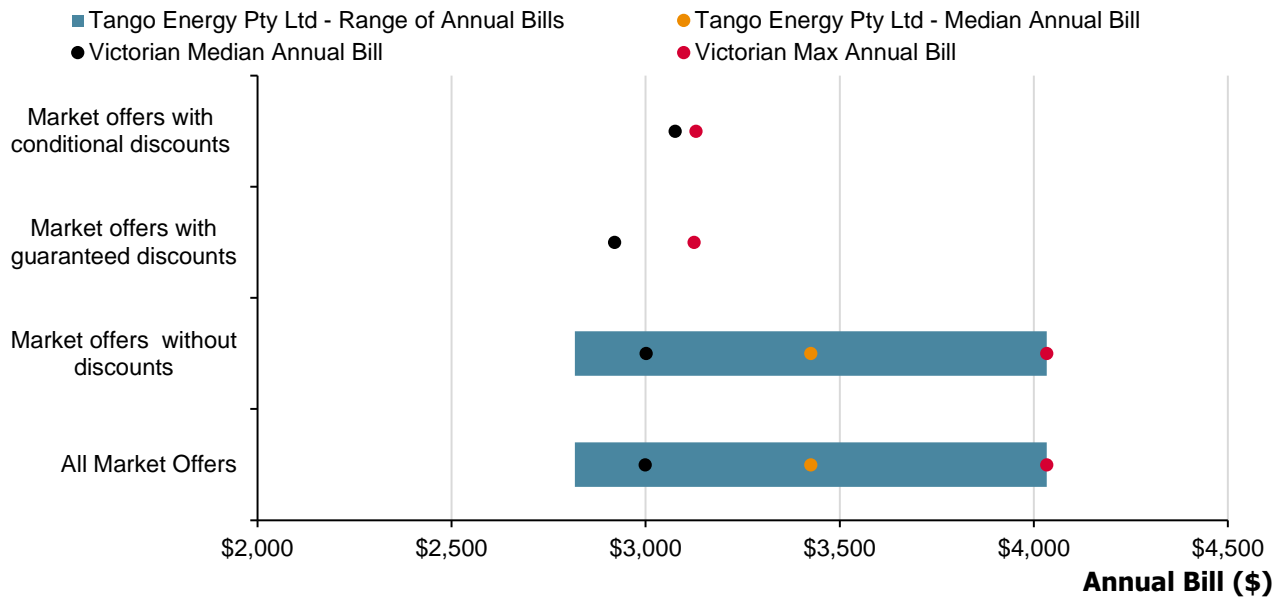
Tango Energy’s only market offers was \$110 less than the median Victorian market offer, within the Australian Gas Networks Central distribution zone.



## What were the prices of Tango Energy’s small business electricity offers on 30 June 2021?

Tango Energy’s lowest market offer was \$181 less than the median Victorian market offer and the most expensive market offer was \$1,032 more than the median Victorian market offer, within CitiPower distribution zone.

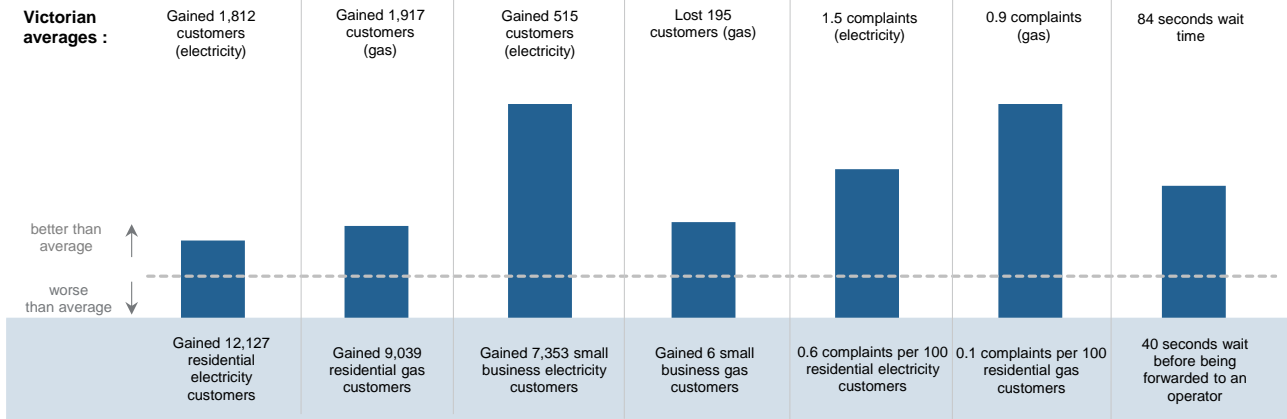
Tango Energy had two different market offers available on 30 June 2021, with \$1,216 difference between the most expensive and the cheapest offers.



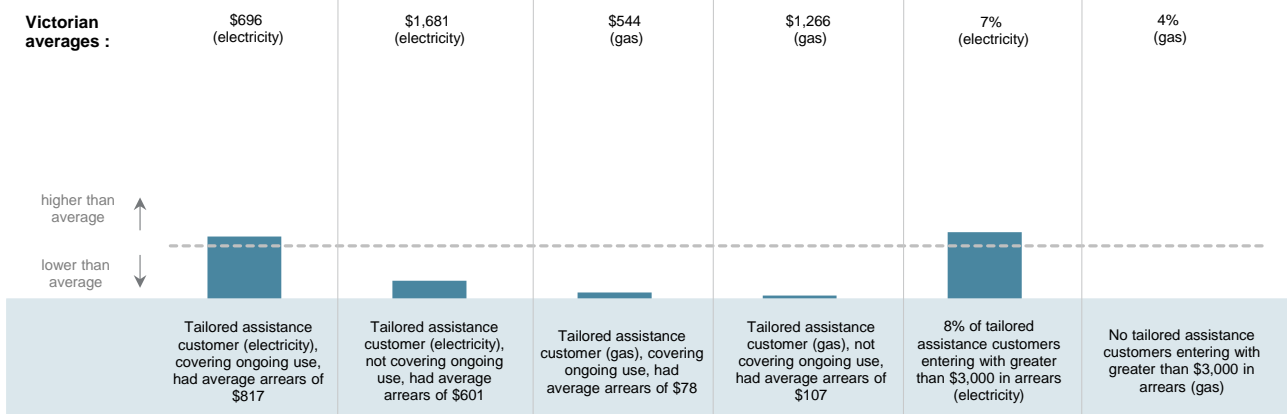


# How did Tango Energy perform in Victoria in 2020–21?

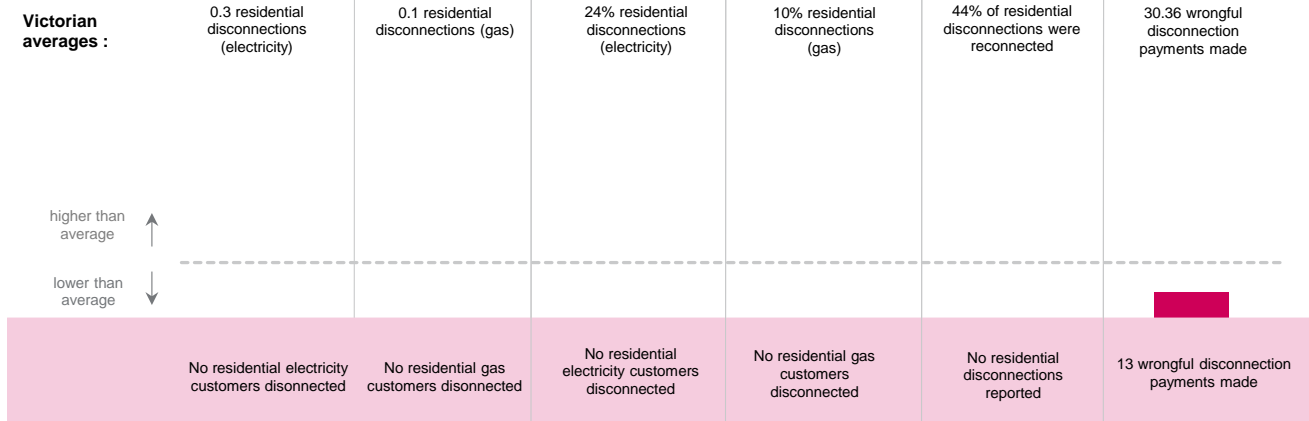
## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers



# Tas Gas



(as at 30 June 2021)

**953**

residential gas customers

**30**

small business gas customers

## **Tas Gas is a small retailer**

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

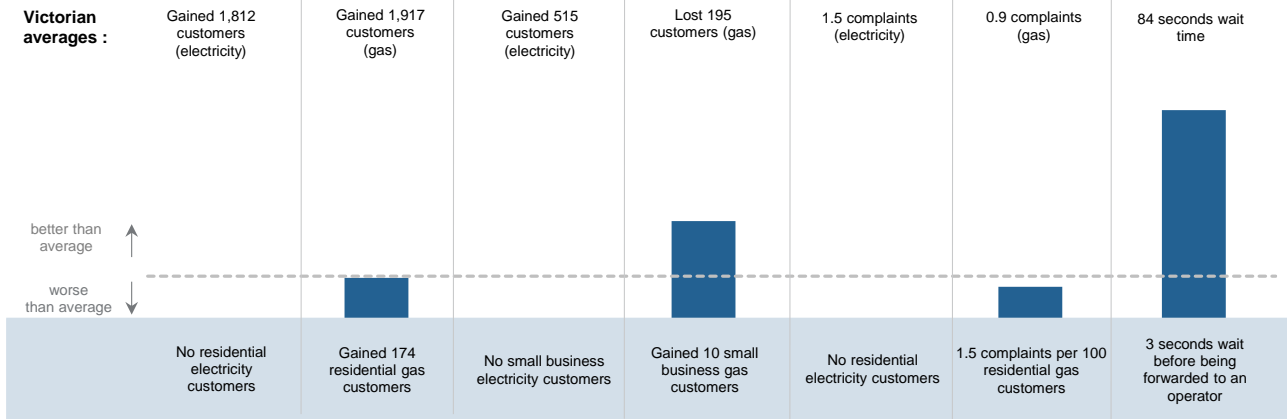
Tas Gas also operates in Tasmania and is owned by Tas Gas Holdings Pty Ltd. In Victoria, Tas Gas only operates in the Gas Networks Victoria Pty Ltd distribution zone and is the sole retailer.

## **What were the prices of Tas Gas' residential gas offers on 30 June 2021?**

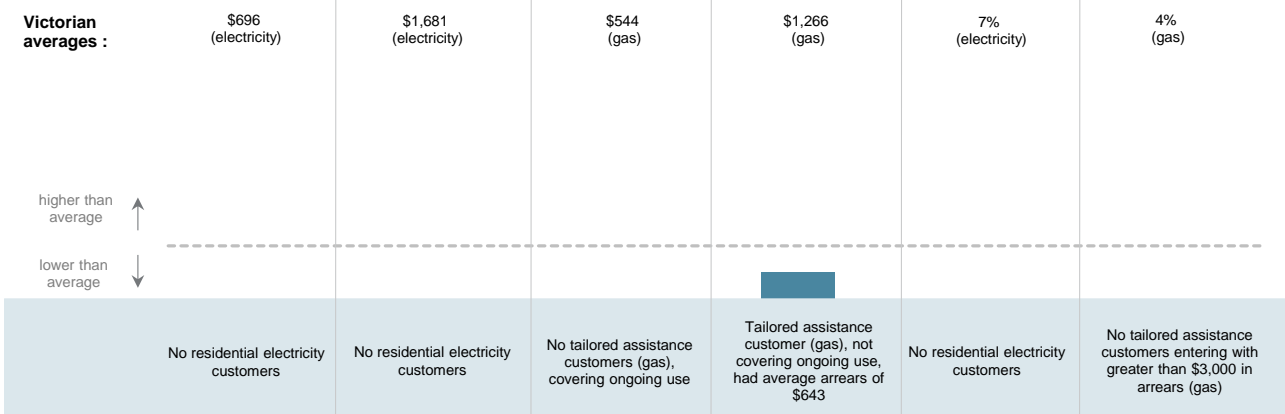
Tas Gas only had one standing price offer for residential gas at \$1,729, within the Enwave distribution zone.

# How did Tas Gas perform in Victoria in 2020–21?

## Market and service performance



## Support to customers in payment difficulty



## Disconnection of customers

