

Appendix: Performance of energy businesses

This Victorian Energy Market Report 2017-18 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 2017-18*. It provides information about the performance of individual retailers and the energy retail industry in key areas of service and operation.

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

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

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Retailer performance indicators

The data in this appendix assists the Commission in fulfilling its objective to:

- monitor and enforce each retailers' compliance and service standards specified in its retail licence and industry codes, and
- publish comparisons of the retailers' performance to inform customers about the service they receive and provide incentives for the retailers to improve their performance relative to one another.

1.1. Energy markets

This section provides the data from 2017-18 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 2017-18 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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	✓	✓	✓	✓	✓	✓	✓	✓
	EnergyAustralia	✓	✓	✓	✓	✓	✓	✓	✓
	Origin Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Lumo Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Red Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Simply Energy	✓	✓	✓	✓	✓	✓	✓	✓
Medium	Alinta Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Click Energy and amaysim	✓	✓	✓	✓	✓	✓	✓	✓
	Dodo	✓	✓	✓	✓	✓	✓	✓	✓
	Momentum Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Powerdirect	✓	✓	✓	✓				
	Powershop	✓	✓	✓	✓				✓
Small	1st Energy			✓	✓				
	Blue NRG	✓	✓	✓	✓				
	CovaU	✓	✓	✓	✓		✓	✓	✓
	Diamond Energy	✓	✓	✓	✓				
	ERM Business Energy								
	GloBird		✓	✓	✓				
	Next Business Energy	✓	✓	✓	✓				
	Online Power & Gas	✓	✓	✓	✓				
	Tango	✓	✓	✓	✓				
	People Energy	✓	✓	✓	✓				
	QEnergy	✓	✓	✓	✓				
	Sumo	✓	✓	✓	✓				✓
	Sun Retail	✓	✓	✓	✓				
	Tas Gas							✓	✓
	AGL Sales (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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	✓	✓	✓	✓	✓	✓	✓	✓
	EnergyAustralia	✓	✓	✓	✓	✓	✓	✓	✓
	Origin Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Lumo Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Red Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Simply Energy	✓	✓	✓	✓	✓	✓	✓	✓
Medium	Alinta Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Click Energy and amaysim	✓	✓	✓	✓	✓	✓	✓	✓
	Dodo	✓	✓	✓	✓				
	Momentum Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Powerdirect	✓	✓	✓	✓				
	Powershop	✓	✓	✓	✓				
Small	1st Energy			✓	✓				
	Blue NRG	✓	✓	✓	✓				
	CovaU	✓	✓	✓	✓		✓	✓	✓
	Diamond Energy	✓	✓	✓	✓				
	ERM Business Energy	✓	✓	✓	✓				
	GloBird		✓	✓	✓				
	Next Business Energy	✓	✓	✓	✓				
	Online Power & Gas	✓	✓	✓	✓				
	Tango	✓	✓	✓	✓				
	People Energy	✓	✓	✓	✓				
	QEnergy	✓	✓	✓	✓				
	Sumo		✓	✓	✓				
	Sun Retail	✓	✓	✓	✓				
	Tas Gas								✓
	AGL Sales (Qld)	✓		✓	✓				
	EnergyAustralia Yallourn				✓				
	Macquarie Bank								
Progressive Green Energy									
Stanwell Corporation				✓					
Retailers no longer active	✓								



1.1.3. Retailer participation (large business customers)

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

		Electricity				Gas			
	Retailer	2014-15	2015-16	2016-17	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	✓	✓	✓	✓	✓	✓	✓	✓
	EnergyAustralia	✓	✓	✓	✓	✓	✓	✓	✓
	Origin Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Lumo Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Red Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Simply Energy	✓	✓	✓	✓	✓	✓	✓	✓
Medium	Alinta Energy	✓	✓	✓	✓			✓	✓
	Click Energy and amaysim	✓	✓	✓	✓			✓	✓
	Dodo	✓	✓	✓	✓				
	Momentum Energy	✓	✓	✓	✓	✓	✓	✓	✓
	Powerdirect	✓	✓	✓	✓				
	Powershop	✓	✓	✓	✓				
Small	1st Energy			✓	✓				
	Blue NRG	✓	✓	✓	✓				
	CovaU	✓	✓	✓	✓				
	Diamond Energy	✓	✓	✓	✓				
	ERM Business Energy	✓	✓	✓	✓	✓	✓	✓	✓
	GloBird		✓	✓	✓				
	Next Business Energy	✓	✓	✓	✓				
	Online Power & Gas	✓	✓	✓	✓				
	Tango	✓	✓	✓	✓				
	People Energy	✓	✓	✓	✓				
	QEnergy	✓	✓	✓	✓				
	Sumo		✓	✓	✓				
	Sun Retail	✓	✓	✓	✓				
	Tas Gas								
	AGL Sales (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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	538,895	533,231	537,819	550,904	531,670	517,856	516,570	514,851
	EnergyAustralia	479,707	477,011	461,761	455,419	424,702	420,435	409,406	403,839
	Origin Energy	492,290	484,353	470,254	456,467	383,247	378,709	367,990	351,975
	Lumo Energy	196,685	188,517	181,033	167,353	156,475	153,426	150,067	143,921
	Red Energy	215,544	216,877	221,483	232,396	136,357	140,748	147,972	160,092
	Simply Energy	187,856	202,646	218,420	240,087	145,564	160,001	178,159	197,770
Medium	Alinta Energy	64,728	74,199	74,362	89,412	37,281	42,187	43,392	53,066
	Click Energy and amavsim	25,121	29,777	34,375	39,297	2,426	12,114	21,076	28,278
	Dodo	44,788	49,948	52,585	46,832	32,129	38,601	42,365	39,065
	Momentum Energy	49,977	59,409	69,933	79,464	2,868	20,726	40,018	54,324
	Powerdirect	36,175	34,863	36,643	32,588	-	-	-	-
	Powershop	27,070	44,872	55,794	57,471	-	-	-	48
Small	1st Energy	-	-	2,360	-	-	-	-	-
	Blue NRG	94	85	71	71	-	-	-	-
	CovaU	12	159	229	281	-	43	143	247
	Diamond Energy	3,070	3,975	4,667	3,941	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	1,347	7,750	12,795	-	-	-	-
	Next Business Energy	12	79	191	156	-	-	-	-
	Online Power & Gas	31	3,910	5,556	-	-	-	-	-
	Tango	61	459	1,506	11,547	-	-	-	-
	People Energy	5,048	6,980	8,952	9,158	-	-	-	-
	QEnergy	1,165	867	757	857	-	-	-	-
	Sumo	46	4,086	15,764	27,721	-	-	-	5,039
	Sun Retail	2	2	3	1	-	-	-	-
	Tas Gas	-	-	-	-	-	-	1	89
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-	-	-
TOTAL		2,379,833	2,417,650	2,462,268	2,520,620	1,852,718	1,884,844	1,917,159	1,952,604



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	40,400	38,276	38,396	48,493	15,559	14,793	16,002	16,463
	EnergyAustralia	41,348	40,089	41,822	42,900	12,971	11,548	10,861	10,438
	Origin Energy	71,282	70,714	71,381	70,630	17,779	18,526	20,097	21,042
	Lumo Energy	13,524	14,034	17,004	14,920	2,012	2,264	2,689	2,833
	Red Energy	7,548	7,597	7,638	8,064	2,988	3,156	2,638	2,256
	Simply Energy	16,934	22,283	23,506	20,495	5,115	9,092	9,582	8,358
Medium	Alinta Energy	1,220	2,437	967	2,300	6	6	4	20
	Click Energy and amaysim	623	525	894	1,377	4	25	154	256
	Dodo	1,250	2,492	2,698	1,880	-	-	-	-
	Momentum Energy	33,798	36,819	30,004	29,494	200	1,903	3,237	3,736
	Powerdirect	14,389	13,009	12,108	10,654	-	-	-	-
	Powershop	1,759	2,994	3,497	3,690	-	-	-	-
Small	1st Energy	-	-	564	-	-	-	-	-
	Blue NRG	4,924	7,344	8,114	7,538	-	-	-	-
	CovaU	35	372	424	401	-	105	326	315
	Diamond Energy	192	196	207	177	-	-	-	-
	ERM Business Energy	3,258	6,641	7,987	5,639	-	-	-	-
	GloBird	-	203	830	1,018	-	-	-	-
	Next Business Energy	31	1,044	1,559	1,872	-	-	-	-
	Online Power & Gas	3	2,230	4,810	-	-	-	-	-
	Tango	48	337	439	1,891	-	-	-	-
	People Energy	190	218	334	388	-	-	-	-
	QEnergy	3,757	4,233	3,610	1,974	-	-	-	-
	Sumo	-	68	1,355	2,263	-	-	-	-
	Sun Retail	85	27	16	17	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	1
	AGL Sales (Qld)	18	-	19	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	91	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	1	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		256,615	274,183	280,183	279,491	56,632	61,417	65,589	65,717

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	10,547	8,806	8,912	10,013	281	267	574	1,478
	EnergyAustralia	3,188	2,915	2,835	3,744	1,243	1,088	758	817
	Origin Energy	10,591	12,107	13,070	12,063	1,043	1,331	1,352	1,507
	Lumo Energy	2,000	2,168	1,957	1,726	70	83	99	93
	Red Energy	2,357	2,977	3,187	3,183	24	19	20	123
	Simply Energy	2,433	3,008	2,666	2,118	149	151	156	154
Medium	Alinta Energy	383	342	195	341	-	-	8	25
	Click Energy and amaysim	116	62	53	52	-	-	2	6
	Dodo	109	87	206	146	-	-	-	-
	Momentum Energy	16,372	9,706	8,022	7,457	12	132	107	115
	Powerdirect	7,777	4,633	2,711	1,874	-	-	-	-
	Powershop	263	427	507	513	-	-	-	-
Small	1st Energy	-	-	157	-	-	-	-	-
	Blue NRG	2,075	2,548	2,615	2,180	-	-	-	-
	CovaU	3	167	239	269	-	-	-	-
	Diamond Energy	25	17	20	24	-	-	-	-
	ERM Business Energy	3,817	4,695	5,176	5,344	7	19	18	10
	GloBird	-	21	39	38	-	-	-	-
	Next Business Energy	8	124	360	763	-	-	-	-
	Online Power & Gas	438	290	664	-	-	-	-	-
	Tango	132	323	533	747	-	-	-	-
	People Energy	26	14	30	50	-	-	-	-
	QEnergy	541	602	5	237	-	-	-	-
	Sumo	-	10	230	399	-	-	-	-
	Sun Retail	228	65	14	9	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	115	99	92	95	-	-	-	-
	EnergyAustralia Yallourn	3,952	4,353	4,249	3,455	-	-	-	-
	Macquarie Bank	13	15	13	16	-	-	-	-
	Progressive Green Energy	124	129	195	262	-	-	-	-
	Stanwell Corporation	-	19	85	379	-	-	-	-
	Retailers no longer active	8	-	-	-	-	-	-	-
TOTAL		67,640	60,680	59,076	57,849	2,881	3,089	3,093	4,326



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	23%	22%	22%	22%	29%	27%	27%	26%
	EnergyAustralia	20%	20%	19%	18%	23%	22%	21%	21%
	Origin Energy	21%	20%	19%	18%	21%	20%	19%	18%
	Lumo Energy	8%	8%	7%	7%	8%	8%	8%	7%
	Red Energy	9%	9%	9%	9%	7%	7%	8%	8%
	Simply Energy	8%	8%	9%	10%	8%	8%	9%	10%
Medium	Alinta Energy	3%	3%	3%	4%	2%	2%	2%	3%
	Click Energy and amaysim	1%	1%	1%	2%	-	1%	1%	1%
	Dodo	2%	2%	2%	2%	2%	2%	2%	2%
	Momentum Energy	2%	2%	3%	3%	-	1%	2%	3%
	Powerdirect	2%	1%	1%	1%	-	-	-	-
	Powershop	1%	2%	2%	2%	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	1%	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	1%	1%	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		100%	100%	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	2017-18	2014-15	2015-16	2016-17	2017-18
Standard contract								
'ex-local' retailer	9%	8%	6%	5%	18%	16%	15%	14%
new retailer	1%	1%	1%	0%	1%	1%	2%	2%
Market contract								
'ex-local' retailer	55%	54%	53%	53%	42%	38%	39%	44%
new retailer	36%	37%	40%	42%	39%	44%	44%	40%
TOTAL	100%	100%	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	2017-18	2014-15	2015-16	2016-17	2017-18
Standard contract								
'ex-local' retailer	11%	10%	8%	7%	24%	22%	18%	16%
new retailer	1%	1%	-	-	-	-	1%	1%
Market contract								
'ex-local' retailer	61%	60%	59%	58%	57%	51%	54%	57%
new retailer	27%	30%	32%	34%	18%	27%	28%	26%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%

Note: percentage figures are rounded.



1.2. Payment difficulties

This section provides the data from 2017-18 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 2017-18 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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	6,074	8,199	9,594	8,194	1.13	1.54	1.78	1.49
	EnergyAustralia	3,223	4,204	2,646	2,551	0.67	0.88	0.57	0.56
	Origin Energy	4,273	4,169	4,149	6,145	0.87	0.86	0.88	1.35
	Lumo Energy	1,247	1,417	763	628	0.63	0.75	0.42	0.38
	Red Energy	671	745	704	686	0.31	0.34	0.32	0.29
	Simply Energy	1,627	2,411	2,871	2,982	0.87	1.19	1.31	1.24
Medium	Alinta Energy	254	351	630	1,039	0.39	0.47	0.85	1.16
	Click Energy and amaysim	70	160	156	228	0.28	0.54	0.46	0.58
	Dodo	238	611	578	484	0.53	1.22	1.10	1.03
	Momentum Energy	74	186	413	341	0.15	0.31	0.59	0.43
	Powerdirect	1	2	243	187	0.00	0.01	0.66	0.57
	Powershop	33	137	239	106	0.12	0.30	0.43	0.18
Small	1st Energy	-	-	-	-	-	-	0.02	0.87
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	4	2	-	0.16	1.53	0.65
	Diamond Energy	1	4	7	8	0.04	0.09	0.14	0.21
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	51	63	-	-	0.65	0.49
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	4	15	-	-	0.09	0.27	-
	Tango	-	-	-	10	-	-	-	0.08
	People Energy	16	8	10	7	0.32	0.11	0.11	0.08
	QEnergy	19	15	19	44	1.59	1.67	2.49	5.14
	Sumo	-	-	5	160	-	-	0.03	0.58
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
Retailers no longer active	-	-	-	-	0.13	-	-	-	
TOTAL		17,835	22,622	23,096	23,920	0.75	0.94	0.94	0.95



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	2,149	2,581	3,909	15,912	0.40	0.48	0.73	2.89
	EnergyAustralia	40,556	45,702	43,180	34,820	8.45	9.58	9.35	7.65
	Origin Energy	2,717	2,424	4,487	4,796	0.55	0.50	0.95	1.05
	Lumo Energy	3,421	2,861	2,582	1,980	1.74	1.52	1.43	1.18
	Red Energy	3,727	3,490	3,639	4,256	1.73	1.61	1.64	1.83
	Simply Energy	5,395	5,932	5,115	4,670	2.87	2.93	2.34	1.94
Medium	Alinta Energy	2,378	2,025	1,029	889	3.67	2.73	1.38	0.99
	Click Energy and amaysim	342	245	273	291	1.36	0.82	0.79	0.74
	Dodo	7	5	10	10	0.02	0.01	0.02	0.02
	Momentum Energy	256	191	908	1,267	0.51	0.32	1.30	1.59
	Powerdirect	36	158	388	452	0.10	0.45	1.06	1.39
	Powershop	69	169	348	358	0.25	0.38	0.62	0.62
Small	1st Energy	-	-	7	157	-	-	0.28	2.46
	Blue NRG	-	-	-	-	-	-	0.35	-
	CovaU	-	2	4	3	-	1.52	1.71	1.10
	Diamond Energy	7	16	35	57	0.22	0.41	0.74	1.45
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	0.21	0.09	0.11
	Online Power & Gas	-	12	25	-	-	0.30	0.45	-
	Tango	-	6	-	23	-	1.23	0.01	0.20
	People Energy	37	183	67	88	0.73	2.62	0.75	0.96
	QEnergy	2	15	32	49	0.18	1.73	4.19	5.76
	Sumo	-	-	93	228	-	-	0.59	0.82
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
Progressive Green Energy	-	-	-	-	-	-	-	-	
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active						3.50	-	-	-
TOTAL		61,498	66,017	66,128	70,307	2.58	2.73	2.69	2.79

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	8,223	10,780	13,503	24,106	1.53	2.02	2.51	4.38
	EnergyAustralia	43,779	49,906	45,826	37,370	9.13	10.46	9.92	8.21
	Origin Energy	6,989	6,594	8,636	10,941	1.42	1.36	1.84	2.40
	Lumo Energy	4,668	4,278	3,346	2,607	2.37	2.27	1.85	1.56
	Red Energy	4,398	4,235	4,343	4,941	2.04	1.95	1.96	2.13
	Simply Energy	7,022	8,343	7,986	7,652	3.74	4.12	3.66	3.19
Medium	Alinta Energy	2,632	2,376	1,658	1,928	4.07	3.20	2.23	2.16
	Click Energy and amaysim	411	406	429	519	1.64	1.36	1.25	1.32
	Dodo	245	616	587	494	0.55	1.23	1.12	1.06
	Momentum Energy	330	376	1,321	1,609	0.66	0.63	1.89	2.02
	Powerdirect	36	160	631	639	0.10	0.46	1.72	1.96
	Powershop	102	306	586	465	0.38	0.68	1.05	0.81
Small	1st Energy	-	-	7	-	-	-	0.30	3.32
	Blue NRG	-	-	-	-	-	-	0.35	-
	CovaU	-	3	7	5	-	1.68	3.24	1.75
	Diamond Energy	8	20	41	65	0.26	0.51	0.89	1.66
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	51	63	-	-	0.65	0.49
	Next Business Energy	-	-	-	-	-	0.21	0.09	0.11
	Online Power & Gas	-	15	40	-	-	0.39	0.71	-
	Tango	-	6	0	33	-	1.23	0.01	0.28
	People Energy	53	190	77	95	1.06	2.73	0.86	1.04
	QEnergy	21	30	51	94	1.77	3.40	6.68	10.90
	Sumo	-	-	98	388	-	-	0.62	1.40
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	Retailers no longer active	415	-	-	-	3.63	-	-	-
TOTAL		79,333	88,639	89,224	94,227	3.32	3.67	3.62	3.74



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	5,259	7,147	8,578	7,205	0.99	1.38	1.66	1.40
	EnergyAustralia	1,745	2,429	1,738	1,966	0.41	0.58	0.42	0.49
	Origin Energy	2,232	2,575	3,063	4,421	0.58	0.68	0.83	1.26
	Lumo Energy	1,047	1,235	673	557	0.67	0.81	0.45	0.39
	Red Energy	396	470	473	470	0.29	0.33	0.32	0.29
	Simply Energy	1,225	1,825	2,281	2,477	0.84	1.14	1.28	1.25
Medium	Alinta Energy	133	177	301	513	0.36	0.42	0.69	0.97
	Click Energy and amaysim	-	25	66	131	-	0.21	0.31	0.46
	Dodo	122	163	427	276	0.38	0.42	1.01	0.71
	Momentum Energy	1	41	228	233	0.04	0.20	0.57	0.43
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	1	-	0.97	0.06	0.44
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	2	-	-	-	0.03
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	0.37
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		12,159	16,088	17,826	18,251	0.66	0.85	0.93	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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	1,148	1,522	2,849	13,251	0.22	0.29	0.55	2.57
	EnergyAustralia	33,569	38,661	38,791	31,214	7.90	9.20	9.47	7.73
	Origin Energy	2,057	2,079	4,380	4,353	0.54	0.55	1.19	1.24
	Lumo Energy	2,949	2,467	2,263	1,779	1.88	1.61	1.51	1.24
	Red Energy	1,782	1,854	2,099	2,699	1.31	1.32	1.42	1.69
	Simply Energy	3,933	4,498	4,178	3,945	2.70	2.81	2.35	1.99
Medium	Alinta Energy	1,113	834	442	456	2.99	1.98	1.02	0.86
	Click Energy and amaysim	7	70	157	203	0.27	0.58	0.75	0.72
	Dodo	4	3	6	5	0.01	0.01	0.01	0.01
	Momentum Energy	1	39	393	792	0.05	0.19	0.98	1.46
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	1	2	-	-	0.76	0.61
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	3	-	-	-	0.06
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	1	-	-	-	0.56
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		46,563	52,027	55,559	58,701	2.51	2.76	2.90	3.01



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	6,407	8,669	11,428	20,456	1.21	1.67	2.21	3.97
	EnergyAustralia	35,314	41,090	40,529	33,179	8.31	9.77	9.90	8.22
	Origin Energy	4,288	4,654	7,442	8,774	1.12	1.23	2.02	2.49
	Lumo Energy	3,996	3,703	2,936	2,336	2.55	2.41	1.96	1.62
	Red Energy	2,178	2,324	2,571	3,169	1.60	1.65	1.74	1.98
	Simply Energy	5,158	6,323	6,459	6,421	3.54	3.95	3.63	3.25
Medium	Alinta Energy	1,246	1,011	742	969	3.34	2.40	1.71	1.83
	Click Energy and amaysim	7	96	224	334	0.27	0.79	1.06	1.18
	Dodo	126	166	433	281	0.39	0.43	1.02	0.72
	Momentum Energy	3	79	621	1,025	0.09	0.38	1.55	1.89
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	1	3	-	0.97	0.81	1.04
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	5	-	-	-	0.09
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	1	-	-	-	0.93
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		58,722	68,115	73,385	76,952	3.17	3.61	3.83	3.94

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	2017-18
Average customers in retailer hardship programs across the year	28,549	33,689	37,935	47,289
Total customers in retailer hardship programs across the year	53,565	69,688	79,825	98,278
total in hardship programs as at 30 June	29,626	31,528	32,664	39,453
total who left programs during the financial year	23,939	38,160	47,161	58,825
total who are concession card holders	19,845	22,925	23,031	27,411
Customers who left (or exited) hardship programs, as at 30 June				
by agreement with their retailer	6,315	13,043	12,059	13,164
excluded for not meeting the terms of the program	11,819	17,971	26,323	37,616
by switching or transfer to another retailer	5,805	7,146	8,779	8,045
Customers denied access to hardship programs	506	511	2119	861
Average debt levels, across the FY period				
customers already in hardship programs	1,228	1,235	1,564	1,436
customers entering hardship programs	944	917	1241	1377
Disconnections and reconnections				
Disconnections of customers previously in hardship programs	2,912	3,350	6,432	7,551
Reconnections of customers previously in hardship programs	1,678	1,909	3,359	4,800
Types of assistance in hardship programs				
Energy field audits provided at no cost to the customer	178	497	295	292
Large appliances provided	336	245	217	1,476
Small appliances provided	82	19	52	42



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	12,714	15,384	23,000	28,295	2.36	2.89	4.28	5.14
	EnergyAustralia	13,328	17,673	12,856	13,726	2.78	3.70	2.78	3.01
	Origin Energy	10,957	12,520	15,957	23,467	2.23	2.58	3.39	5.14
	Lumo Energy	3,359	4,091	3,599	2,885	1.71	2.17	1.99	1.72
	Red Energy	2,201	2,384	2,233	2,326	1.02	1.10	1.01	1.00
	Simply Energy	5,311	8,406	10,318	10,416	2.83	4.15	4.72	4.34
Medium	Alinta Energy	2,162	3,748	3,840	5,515	3.34	5.05	5.16	6.17
	Click Energy and amaysim	403	918	1,512	2,977	1.60	3.08	4.40	7.58
	Dodo	1,827	2,174	2,197	2,182	4.08	4.35	4.18	4.66
	Momentum Energy	792	1,643	3,050	4,799	1.58	2.77	4.36	6.04
	Powerdirect	246	298	365	328	0.68	0.85	1.00	1.01
	Powershop	107	290	441	236	0.40	0.65	0.79	0.41
Small	1st Energy	-	-	4	283	-	-	0.17	4.42
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	2	4	20	-	1.26	1.75	7.11
	Diamond Energy	5	9	15	21	0.16	0.23	0.32	0.53
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	185	233	-	-	2.39	1.82
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	64	71	-	-	1.64	1.28	-
	Tango	-	-	-	28	-	-	-	0.24
	People Energy	53	47	84	51	1.05	0.67	0.94	0.56
	QEnergy	23	37	40	80	1.97	4.27	5.28	9.33
	Sumo	-	-	54	409	-	-	0.34	1.48
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	1	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-	-	1.02
TOTAL		53,565	69,688	79,825	98,278	2.24	2.88	3.24	3.90

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	7,288	9,494	12,691	17,612	1.35	1.78	2.36	3.20
	EnergyAustralia	7,980	8,215	6,650	7,104	1.66	1.72	1.44	1.56
	Origin Energy	6,044	6,297	6,703	9,598	1.23	1.30	1.43	2.10
	Lumo Energy	1,525	1,779	1,345	1,102	0.78	0.94	0.74	0.66
	Red Energy	852	947	913	894	0.40	0.44	0.41	0.38
	Simply Energy	2,606	3,407	4,309	4,244	1.39	1.68	1.97	1.77
Medium	Alinta Energy	674	1,197	1,789	2,147	1.04	1.61	2.41	2.40
	Click Energy and amaysim	99	241	472	755	0.39	0.81	1.37	1.92
	Dodo	866	931	1,111	986	1.93	1.86	2.11	2.11
	Momentum Energy	325	769	1,273	2,034	0.65	1.30	1.82	2.56
	Powerdirect	170	197	256	209	0.47	0.56	0.70	0.64
	Powershop	36	171	284	167	0.13	0.38	0.51	0.29
Small	1st Energy	-	-	-	88	-	-	0.02	1.38
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	2	5	-	0.21	0.95	1.63
	Diamond Energy	2	4	8	10	0.05	0.10	0.16	0.25
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	56	78	-	-	0.72	0.61
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	14	16	-	-	0.35	0.29	-
	Tango	-	-	-	10	-	-	-	0.09
	People Energy	16	10	30	14	0.32	0.14	0.33	0.16
	QEnergy	19	16	20	46	1.66	1.84	2.67	5.38
	Sumo	-	-	8	186	-	-	0.05	0.67
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
	Retailers no longer active		-	-	-	0.43	-	-	0.18
TOTAL		28,549	33,689	37,935	47,289	1.19	1.39	1.54	1.88



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	1,323	1,169	2,167	1,391	24%	29%	17%	10%
	EnergyAustralia	746	5,219	1,971	1,420	26%	49%	29%	21%
	Origin Energy	1,765	2,527	2,701	3,111	29%	34%	28%	21%
	Lumo Energy	653	485	574	425	30%	16%	21%	20%
	Red Energy	562	399	524	441	37%	26%	35%	27%
	Simply Energy	602	832	981	1,314	23%	16%	15%	19%
Medium	Alinta Energy	191	1,782	1,970	2,921	14%	60%	98%	83%
	Click Energy and amaysim	230	236	354	1,173	81%	36%	30%	49%
	Dodo	147	130	128	140	13%	10%	10%	10%
	Momentum Energy	22	168	497	644	9%	19%	28%	18%
	Powerdirect	43	73	28	22	41%	78%	21%	12%
	Powershop	-	-	71	39	-	-	31%	27%
Small	1st Energy	-	-	-	25	-	-	-	13%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	10	-	-	-	50%
	Diamond Energy	3	3	7	2	75%	50%	78%	20%
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	28	52	-	-	22%	31%
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	7	31	-	-	13%	44%	-
	Tango	-	-	-	1	-	-	-	11%
	People Energy	19	11	19	13	49%	38%	26%	29%
	QEnergy	2	2	8	10	20%	12%	47%	40%
	Sumo	-	-	-	9	-	-	-	6%
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	1	-	-	-	100%
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active					21%	-	-	-	
TOTAL		6,315	13,043	12,059	13,164	26%	34%	26%	22%

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	2,701	1,074	8,045	11,189	49%	26%	62%	77%
	EnergyAustralia	1,251	3,802	2,862	3,806	44%	35%	41%	57%
	Origin Energy	2,884	3,528	5,665	10,247	48%	48%	60%	68%
	Lumo Energy	958	1,985	1,753	1,333	44%	65%	65%	63%
	Red Energy	740	949	764	959	49%	62%	50%	60%
	Simply Energy	1,378	3,646	4,781	4,901	53%	70%	72%	69%
Medium	Alinta Energy	987	1,032	3	500	74%	35%	0%	14%
	Click Energy and amaysim	46	290	614	935	16%	44%	53%	39%
	Dodo	630	1,090	779	1,128	57%	82%	61%	77%
	Momentum Energy	165	500	835	2,168	68%	56%	48%	62%
	Powerdirect	61	20	62	118	59%	22%	47%	64%
	Powershop	-	-	37	37	-	-	16%	26%
Small	1st Energy	-	-	-	106	-	-	-	55%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	6	-	-	-	30%
	Diamond Energy	1	2	2	7	25%	33%	22%	70%
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	47	116	-	-	37%	69%
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	47	38	-	-	87%	54%	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	4	36	24	-	14%	49%	53%
	QEnergy	-	2	-	-	-	12%	-	-
	Sumo	-	-	-	40	-	-	-	25%
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	Retailers no longer active			-	-		50%	-	-
TOTAL		11,819	17,971	26,323	37,620	49%	47%	56%	64%



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	1,509	1,842	2,806	1,901	27%	45%	22%	13%
	EnergyAustralia	850	1,694	2,080	1,423	30%	16%	30%	21%
	Origin Energy	1,412	1,301	1,134	1,681	23%	18%	12%	11%
	Lumo Energy	550	604	352	367	25%	20%	13%	17%
	Red Energy	221	194	225	208	15%	13%	15%	13%
	Simply Energy	643	759	896	886	25%	14%	13%	12%
Medium	Alinta Energy	160	133	46	97	12%	5%	2%	3%
	Click Energy and amaysim	9	136	196	290	3%	21%	17%	12%
	Dodo	328	115	375	191	30%	9%	29%	13%
	Momentum Energy	57	222	417	687	23%	25%	24%	20%
	Powerdirect	-	-	43	43	-	-	32%	23%
	Powershop	28	117	121	66	100%	100%	53%	46%
Small	1st Energy	-	-	-	61	-	-	-	32%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	1	3	4	-	100%	100%	20%
	Diamond Energy	-	1	-	1	-	17%	-	10%
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	53	-	-	-	41%	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	1	-	-	-	1%	-
	Tango	-	-	-	8	-	-	-	89%
	People Energy	20	14	18	8	51%	48%	25%	18%
	QEnergy	8	13	9	15	80%	76%	53%	60%
	Sumo	-	-	4	109	-	-	100%	69%
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	Retailers no longer active			-	-		29%	-	-
TOTAL		5,805	7,146	8,779	8,046	24%	19%	19%	14%

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	5,386	7,117	8,502	11,075	1.00	1.33	1.58	2.01
	EnergyAustralia	5,368	5,093	4,027	4,153	1.12	1.07	0.87	0.91
	Origin Energy	3,796	4,056	4,130	5,812	0.77	0.84	0.88	1.27
	Lumo Energy	1,160	1,253	854	664	0.59	0.66	0.47	0.40
	Red Energy	543	618	589	583	0.25	0.28	0.27	0.25
	Simply Energy	2,305	2,711	2,500	2,365	1.23	1.34	1.14	0.98
Medium	Alinta Energy	409	829	507	538	0.63	1.12	0.68	0.60
	Click Energy and amaysim	55	143	278	162	0.22	0.48	0.81	0.41
	Dodo	429	380	560	460	0.96	0.76	1.07	0.98
	Momentum Energy	226	490	805	1,126	0.45	0.82	1.15	1.42
	Powerdirect	124	149	65	126	0.34	0.43	0.18	0.39
	Powershop	15	68	140	120	0.06	0.15	0.25	0.21
Small	1st Energy			-	61	-	-	0.01	0.95
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	1	-	0.16	0.15	0.18
	Diamond Energy	-	2	4	5	0.01	0.04	0.08	0.13
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird		-	29	36	-	-	0.38	0.28
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	7	8	-	-	0.17	0.15	-
	Tango	-	-	-	8	-	-	-	0.07
	People Energy	14	8	22	9	0.27	0.11	0.24	0.10
	QEnergy	-	3	5	4	-	0.34	0.67	0.42
	Sumo	-	-	6	104	-	-	0.04	0.37
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	0	-	-	-	0.37 ¹
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	13				0.11	-	-	0.12	
TOTAL		19,845	22,925	23,031	27,411	0.83	0.95	0.94	1.09

¹ No electricity retailer customers, instead per 100 residential gas customers



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	101	-	-	-	0.79	-	-	-
	EnergyAustralia	-	-	-	-	-	-	-	-
	Origin Energy	-	-	-	-	-	-	-	-
	Lumo Energy	-	-	-	-	-	-	-	-
	Red Energy	81	8	6	8	3.68	0.34	0.27	0.34
	Simply Energy	194	400	534	453	3.65	4.76	5.18	4.35
Medium	Alinta Energy	-	-	1,579	368	-	-	41.12	6.67
	Click Energy and amaysim	-	-	-	-	-	-	-	-
	Dodo	-	-	-	-	-	-	-	-
	Momentum Energy	116	91	-	-	14.65	5.54	-	-
	Powerdirect	6	12	-	-	2.44	4.03	-	-
	Powershop	-	-	-	6	-	-	-	2.54
Small	1st Energy	-	-	-	26	-	-	-	9.19
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	8	-	-	-	15.09	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		506	511	2,119	861	0.94	0.73	2.65	0.88

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	\$1,574	\$1,250	\$1,724	\$1,551	\$1,816	\$2,155	\$2,027	\$1,587
	EnergyAustralia	\$989	\$1,292	\$1,115	\$1,669	\$1,125	\$1,183	\$1,772	\$1,734
	Origin Energy	\$800	\$622	\$1,320	\$1,504	\$886	\$582	\$1,125	\$1,073
	Lumo Energy	\$453	\$443	\$924	\$942	\$779	\$3,212	\$734	\$726
	Red Energy	\$212	\$196	\$676	\$759	\$131	\$107	\$446	\$459
	Simply Energy	\$894	\$959	\$1,224	\$1,115	\$1,012	\$1,020	\$1,413	\$1,310
Medium	Alinta Energy	\$437	\$634	\$1,170	\$1,393	\$614	\$833	\$1,349	\$1,692
	Click Energy and amaysim	\$684	\$631	\$808	\$698	\$931	\$880	\$964	\$777
	Dodo	\$928	\$1,171	\$1,037	\$1,221	\$940	\$1,010	\$964	\$996
	Momentum Energy	\$484	\$602	\$490	\$766	\$312	\$264	\$771	\$983
	Powerdirect	\$1,464	\$1,689	\$1,742	\$1,950	\$1,851	\$2,023	\$2,178	\$2,184
	Powershop	\$737	\$751	\$931	\$779	\$788	\$1,550	\$1,937	\$1,919
Small	1st Energy	-	-	\$917	\$1,282	-	-	\$917	\$1,407
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	\$848	\$633	\$1,370	-	\$173	\$1,539	-
	Diamond Energy	\$1,048	\$665	\$1,297	\$1,624	\$1,530	\$789	\$2,090	\$1,165
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	\$790	\$816	-	-	\$894	\$713
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	\$803	\$1,129	-	-	\$1,262	\$965	-
	Tango	-	-	-	\$743	-	-	-	\$890
	People Energy	\$1,079	\$966	\$944	\$1,219	\$1,562	\$699	\$912	\$942
	QEnergy	\$335	\$617	\$674	\$520	\$580	\$900	\$600	\$850
	Sumo	-	-	\$2,206	\$1,857	-	-	\$2,109	\$1,852
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	\$393	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	Retailers no longer active	\$1,077	-	-	-	-	-	-	-
TOTAL		\$944	\$915	\$1,241	\$1,377	\$1,172	\$1,422	\$1,530	\$1,415

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



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	378	370	475	529	407	331	613	581
	EnergyAustralia	232	326	369	369	303	329	380	371
	Origin Energy	341	295	236	176	350	275	201	187
	Lumo Energy	233	205	172	170	243	214	170	172
	Red Energy	143	148	175	163	132	165	171	163
	Simply Energy	208	207	199	205	228	202	187	213
Medium	Alinta Energy	85	132	167	254	76	110	190	268
	Click Energy and amaysim	25	55	80	73	55	47	93	81
	Dodo	180	211	295	288	164	234	287	285
	Momentum Energy	237	155	129	150	147	142	100	191
	Powerdirect	370	474	195	400	439	538	380	505
	Powershop	44	190	307	492	87	251	351	636
Small	1st Energy	-	-	2	73	-	-	17	109
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	12	107	53	-	58	180	0
	Diamond Energy	50	108	144	231	40	-	240	245
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	95	56	-	-	79	59
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	34	53	-	-	58	158	-
	Tango	-	-	-	67	-	-	-	137
	People Energy	138	152	88	89	139	1,003	112	95
	QEnergy	306	421	365	385	480	365	365	425
	Sumo	-	-	11	108	-	-	33	158
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	17	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	Retailers no longer active	-	-	-	11	-	-	-	31
TOTAL		278	278	312	315	303	268	348	339

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

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

		Disconnections				Reconnections			
	Retailer	2014-15	2015-16	2016-17	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	1,436	657	1,768	1,580	882	445	951	1,060
	EnergyAustralia	5	126	193	93	3	94	136	71
	Origin Energy	747	685	706	2,990	400	429	450	2,008
	Lumo Energy	105	579	789	355	44	193	215	115
	Red Energy	182	249	199	305	51	60	58	96
	Simply Energy	311	717	1,579	1,306	219	487	1,014	944
Medium	Alinta Energy	23	39	728	183	13	20	257	65
	Click Energy and amaysim	6	31	83	207	-	19	46	147
	Dodo	18	63	39	192	7	74	18	103
	Momentum Energy	79	200	327	270	59	87	204	143
	Powerdirect	-	-	3	39	-	-	2	37
	Powershop	-	-	10	19	-	-	1	5
Small	1st Energy	-	-	-	11	-	-	-	5
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	1	-	-	-	1
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	4	7	-	-	1	6	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	1	-	-	-	1	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		2,912	3,350	6,432	7,551	1,678	1,909	3,359	4,800



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	\$13,698,088	\$25,187,640	\$21,804,439	\$24,269,991	37%	51%	39%	39%
	EnergyAustralia	\$11,801,250	\$9,344,517	\$11,654,444	\$13,150,656	32%	19%	21%	21%
	Origin Energy	\$4,857,052	\$3,444,276	\$8,166,375	\$10,368,399	13%	7%	15%	17%
	Lumo Energy	\$1,155,257	\$4,445,408	\$830,154	\$687,522	3%	9%	1%	1%
	Red Energy	\$104,800	\$101,757	\$367,950	\$380,970	-	-	1%	1%
	Simply Energy	\$2,987,424	\$3,855,600	\$5,962,860	\$5,038,260	8%	8%	11%	8%
Medium	Alinta Energy	\$623,210	\$733,873	\$2,692,604	\$3,872,988	2%	1%	5%	6%
	Click Energy and amavsim	\$147,098	\$262,240	\$424,160	\$1,097,272	-	1%	1%	2%
	Dodo	\$757,640	\$935,260	\$1,017,020	\$811,740	2%	2%	2%	1%
	Momentum Energy	\$183,768	\$229,680	\$1,167,294	\$1,735,978	1%	0%	2%	3%
	Powerdirect	\$307,266	\$414,715	\$570,636	\$347,256	1%	1%	1%	1%
	Powershop	\$62,252	\$296,050	\$491,998	\$193,819	-	1%	1%	-
Small	1st Energy	-	-	\$3,668	\$128,037	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	\$173	\$1,539	-	-	-	-	-
	Diamond Energy	\$1,530	\$2,367	\$12,540	\$12,815	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	\$86,718	\$55,614	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	\$17,668	\$4,825	-	-	-	-	-
	Tango	-	-	-	\$17,800	-	-	-	-
	People Energy	\$31,240	\$13,281	\$12,768	\$6,594	-	-	-	-
	QEnergy	\$8,120	\$22,500	\$13,800	\$53,550	-	-	-	-
	Sumo	-	-	\$113,886	\$496,336	-	-	-	1%
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	Retailers no longer active	-	-	-	\$5,988	-	-	-	-
TOTAL		\$36,725,995	\$49,307,005	\$55,399,678	\$62,725,597	100%	100%	100%	100%

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

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	2017-18
Off-peak concession (electricity)	5.2	3.9	3.7	4.0
Service to property charge concession (electricity)	12.6	14.5	12.4	11.3
Annual electricity concession	127.9	142.0	126.8	132.3
Winter gas concession	55.1	63.5	61.6	66.9
TOTAL	200.7	223.9	204.5	214.5



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	12,819	6,543	5,851	\$464
	Energy Australia	7,049	3,207	2,811	\$469
	Origin Energy	9,199	3,569	2,964	\$459
	Lumo Energy	2,131	1,204	1,077	\$480
	Red Energy	2,280	1,415	1,260	\$464
	Simply Energy	6,105	2,198	1,862	\$455
Medium	Alinta Energy	1,943	917	745	\$469
	Click Energy and amaysim	737	289	240	\$475
	Dodo & Commander (M2 Energy)	740	294	273	\$476
	Momentum	1,493	767	654	\$460
	Powerdirect	312	156	142	\$475
	Powershop	343	153	131	\$479
Small	1st Energy	195	103	84	\$494
	Blue NRG	-	-	-	-
	CovaU	12	5	3	\$444
	Diamond Energy	23	16	15	\$490
	ERM Business Energy	-	-	-	-
	GloBird	46	27	28	\$480
	Next Business Energy	-	-	-	-
	Online Power and Gas	-	-	-	-
	Tango	23	18	14	\$488
	People Energy	59	34	29	\$496
	QEnergy	23	10	7	\$433
	Sumo Power	555	319	277	\$482
	Sun Retail	-	-	-	-
	Tas Gas	-	-	-	-
	AGL (Qld)	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-
	Macquarie Bank	-	-	-	-
	Progressive Green Energy	-	-	-	-
	Stanwell Corporation	-	-	-	-
	Retailers no longer active	-	-	-	-
TOTAL		46,087	21,244	18,467	\$465

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	10,995	5,678	5,037	\$453	
	Energy Australia	5,724	2,698	2,346	\$461	
	Origin Energy	6,519	2,608	2,155	\$453	
	Lumo Energy	1,793	1,067	934	\$461	
	Red Energy	1,434	922	817	\$457	
	Simply Energy	4,861	1,876	1,563	\$443	
	Medium	Alinta Energy	1,035	490	381	\$446
Click Energy and amaysim		473	201	159	\$468	
Dodo & Commander (M2 Energy)		569	214	191	\$475	
Momentum		1,076	572	510	\$457	
Powerdirect		-	-	-	-	
Powershop		-	-	-	-	
Small		1st Energy	-	-	-	-
	Blue NRG	-	-	-	-	
	CovaU	12	3	2	\$352	
	Diamond Energy	-	-	-	-	
	ERM Business Energy	-	-	-	-	
	GloBird	-	-	-	-	
	Next Business Energy	-	-	-	-	
	Online Power and Gas	-	-	-	-	
	Tango	-	-	-	-	
	People Energy	-	-	-	-	
	QEnergy	-	-	-	-	
	Sumo Power	-	-	-	-	
	Sun Retail	-	-	-	-	
	Tas Gas	1	1	1	\$474	
	AGL (Qld)	-	-	-	-	
	EnergyAustralia Yallourn	-	-	-	-	
	Macquarie Bank	-	-	-	-	
	Progressive Green Energy	-	-	-	-	
	Stanwell Corporation	-	-	-	-	
	Retailers no longer active	-	-	-	-	
	TOTAL		34,492	16,330	14,096	\$454



1.3. Disconnection and Reconnection

The following section provides the data from 2017-18 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						
	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Electricity disconnections	25,254	34,496	34,418	32,360	28,589	33,824
per 100 customers	1.07	1.47	1.45	1.34	1.16	1.34
Gas disconnections	16,979	24,007	22,322	24,150	17,494	21,650
per 100 customers	0.90	1.31	1.20	1.28	0.91	1.11



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	12,218	10,028	10,249	9,883	2.27	1.88	1.91	1.79
	EnergyAustralia	656	6,645	3,447	2,292	0.14	1.39	0.75	0.50
	Origin Energy	10,141	5,711	2,223	7,707	2.06	1.18	0.47	1.69
	Lumo Energy	1,464	1,479	1,748	1,359	0.74	0.78	0.97	0.81
	Red Energy	1,485	1,315	1,619	2,161	0.69	0.61	0.73	0.93
	Simply Energy	6,085	4,495	4,641	4,170	3.24	2.22	2.12	1.74
Medium	Alinta Energy	288	454	1,683	2,601	0.44	0.61	2.26	2.91
	Click Energy and amaysim	707	445	494	995	2.81	1.49	1.44	2.53
	Dodo	89	106	60	301	0.20	0.21	0.11	0.64
	Momentum Energy	700	796	862	928	1.40	1.34	1.23	1.17
	Powerdirect	173	347	1,036	535	0.48	1.00	2.83	1.64
	Powershop	-	67	119	217	-	0.15	0.21	0.38
Small	1st Energy	-	-	-	312	-	-	-	4.88
	Blue NRG	2	-	-	1	2.14	-	-	1.40
	CovaU	-	9	7	12	-	5.68	3.06	4.26
	Diamond Energy	2	5	10	12	0.07	0.13	0.21	0.30
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	21	49	-	-	0.27	0.38
	Next Business Energy	-	-	1	-	-	-	0.52	-
	Online Power & Gas	-	230	160	-	-	5.88	2.88	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	260	222	158	109	5.15	3.18	1.77	1.19
	QEnergy	6	6	3	8	0.51	0.69	0.40	0.93
	Sumo	-	-	48	172	-	-	0.30	0.62
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	Retailers no longer active	142	-	-	-	1.24	-	-	-
TOTAL		34,418	32,360	28,589	33,824	1.45	1.34	1.16	1.34

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	8,309	6,977	4,903	4,250	1.56	1.35	0.95	0.83
	EnergyAustralia	497	3,896	2,037	1,662	0.12	0.93	0.50	0.41
	Origin Energy	4,882	3,916	583	3,517	1.27	1.03	0.16	1.00
	Lumo Energy	3,647	3,344	4,123	3,863	2.33	2.18	2.75	2.68
	Red Energy	598	647	677	1,075	0.44	0.46	0.46	0.67
	Simply Energy	3,854	3,322	3,512	3,125	2.65	2.08	1.97	1.58
Medium	Alinta Energy	478	1,622	933	2,716	1.28	3.84	2.15	5.12
	Click Energy and amaysim	-	52	129	802	-	0.43	0.61	2.84
	Dodo	57	154	117	187	0.18	0.40	0.28	0.48
	Momentum Energy	-	210	479	444	-	1.01	1.20	0.82
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	10	1	9	0.00	23.30	0.70	3.64
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
Progressive Green Energy	-	-	-	-	-	-	-	-	
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		22,322	24,150	17,494	21,650	1.20	1.28	0.91	1.11



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	7,226	6,140	6,012	6,421	59%	61%	59%	65%
	EnergyAustralia	203	2,817	1,740	1,206	31%	42%	50%	53%
	Origin Energy	6,559	3,616	1,357	5,018	65%	63%	61%	65%
	Lumo Energy	139	289	350	283	9%	20%	20%	21%
	Red Energy	687	578	861	1,241	46%	44%	53%	57%
	Simply Energy	3,725	2,765	3,104	2,654	61%	62%	67%	64%
Medium	Alinta Energy	137	155	1,288	1,302	48%	34%	77%	50%
	Click Energy and amaysim	282	188	240	569	40%	42%	49%	57%
	Dodo	14	22	21	120	16%	21%	35%	40%
	Momentum Energy	214	330	500	355	31%	41%	58%	38%
	Powerdirect	102	157	715	375	59%	45%	69%	70%
	Powershop	-	30	43	103	-	45%	36%	47%
Small	1st Energy	-	-	-	58	-	-	-	19%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	4	4	8	-	44%	57%	67%
	Diamond Energy	1	1	3	4	50%	20%	30%	33%
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	15	18	-	-	71%	37%
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	67	58	-	-	29%	36%	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	75	93	54	45	29%	42%	34%	41%
	QEnergy	5	3	2	1	83%	50%	67%	13%
	Sumo	-	-	47	67	-	-	98%	39%
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	Retailers no longer active	24	-	-	3	17%	-	-	-
TOTAL		19,393	17,255	16,414	19,851	56%	53%	57%	59%

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	3,571	3,080	2,180	1,856	43%	44%	44%	44%
	EnergyAustralia	155	2,720	742	563	31%	70%	36%	34%
	Origin Energy	2,090	1,731	218	1,589	43%	44%	37%	45%
	Lumo Energy	292	800	736	565	8%	24%	18%	15%
	Red Energy	224	207	211	361	37%	32%	31%	34%
	Simply Energy	887	501	640	525	23%	15%	18%	17%
Medium	Alinta Energy	143	247	805	736	30%	15%	86%	27%
	Click Energy and amaysim	-	14	26	118	-	27%	20%	15%
	Dodo	17	32	25	57	30%	21%	21%	30%
	Momentum Energy	-	16	96	92		8%	20%	21%
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	6	-	-	-	67%
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		7,379	9,348	5,679	6,468	33%	39%	32%	30%



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	7,642	6,494	6,278	8,397	63%	65%	61%	85%
	EnergyAustralia	112	3,009	2,369	1,717	17%	45%	69%	75%
	Origin Energy	8,496	4,204	1,403	5,350	84%	74%	63%	69%
	Lumo Energy	147	313	366	292	10%	21%	21%	21%
	Red Energy	757	626	916	1,301	51%	48%	57%	60%
	Simply Energy	4,464	3,498	3,725	3,256	73%	78%	80%	78%
Medium	Alinta Energy	148	167	8,298	1,784	51%	37%	493%	69%
	Click Energy and amaysim	328	204	311	663	46%	46%	63%	67%
	Dodo	22	33	24	156	25%	31%	40%	52%
	Momentum Energy	508	502	605	353	73%	63%	70%	38%
	Powerdirect	111	161	740	446	64%	46%	71%	83%
	Powershop	-	17	37	104	-	25%	31%	48%
Small	1st Energy	-	-	-	752	-	-	-	241%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	4	15	8	-	44%	214%	67%
	Diamond Energy	1	1	3	4	50%	20%	30%	33%
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	19	19	-	-	90%	39%
	Next Business Energy	-	-	-	2	-	-	-	-
	Online Power & Gas	1	67	61	-	-	29%	38%	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	108	104	448	820	0.42	0.47	2.84	7.52
	QEnergy	5	11	3	2	0.83	1.83	1.00	0.25
	Sumo	-	-	73	184	-	-	1.52	1.07
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	Retailers no longer active	24	-	-	5	17%	-	-	-
TOTAL		22,874	19,415	25,694	25,610	66%	60%	90%	76%

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	4,113	3,669	2,656	2,327	50%	53%	54%	55%
	EnergyAustralia	35	3,085	994	795	7%	79%	49%	48%
	Origin Energy	2,454	2,222	280	2,006	50%	57%	48%	57%
	Lumo Energy	365	1,002	969	695	10%	30%	24%	18%
	Red Energy	283	277	291	472	47%	43%	43%	44%
	Simply Energy	1,227	734	951	770	32%	22%	27%	25%
Medium	Alinta Energy	134	358	2,977	1,173	28%	22%	319%	43%
	Click Energy and amaysim	-	14	42	221	-	27%	33%	28%
	Dodo	32	54	50	85	-	35%	43%	45%
	Momentum Energy	-	69	126	118	-	33%	26%	27%
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	6	-	-	-	67%
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
Progressive Green Energy	-	-	-	-	-	-	-	-	
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		8,643	11,484	9,336	8,672	39%	48%	53%	40%



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	2,781	2,802	4,840	4,076	23%	28%	47%	41%
	EnergyAustralia	41	2,468	1,418	825	6%	37%	41%	36%
	Origin Energy	1,672	1,482	576	1,737	16%	26%	26%	23%
	Lumo Energy	174	549	705	452	12%	37%	40%	33%
	Red Energy	414	442	531	625	28%	34%	33%	29%
	Simply Energy	1,130	1,451	1,743	1,521	19%	32%	38%	36%
Medium	Alinta Energy	266	161	450	55	92%	35%	27%	2%
	Click Energy and amaysim	169	84	136	231	24%	19%	28%	23%
	Dodo	-	-	12	9	-	-	20%	3%
	Momentum Energy	321	451	332	229	46%	57%	39%	25%
	Powerdirect	5	8	441	227	3%	2%	43%	42%
	Powershop	-	7	19	48	-	10%	16%	22%
Small	1st Energy	-	-	-	120	-	-	-	38%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	1	-	7	-	11%	-	58%
	Diamond Energy	1	3	3	4	50%	60%	30%	33%
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	19	23	-	-	90%	47%
	Next Business Energy	-	-	1	-	-	-	100%	-
	Online Power & Gas	-	9	9	-	-	4%	6%	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	39	-	126	75	15%	-	80%	69%
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	13	35	-	-	27%	20%
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	Retailers no longer active	129	-	-	-	91%	-	-	-
TOTAL		7,142	9,918	11,166	10,299	21%	31%	39%	30%

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	1,794	1,643	3,812	1,727	22%	24%	78%	41%
	EnergyAustralia	25	1,504	763	504	5%	39%	37%	30%
	Origin Energy	714	705	168	805	15%	18%	29%	23%
	Lumo Energy	258	1,110	1,173	789	7%	33%	28%	20%
	Red Energy	194	192	195	308	32%	30%	29%	29%
	Simply Energy	397	322	375	341	10%	10%	11%	11%
Medium	Alinta Energy	316	244	42	15	66%	15%	5%	1%
	Click Energy and amaysim	-	7	32	41		13%	25%	5%
	Dodo	-	-	31	4			26%	2%
	Momentum Energy	-	73	178	105		35%	37%	24%
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	2	-	-	-	22%
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
Progressive Green Energy	-	-	-	-	-	-	-	-	
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		3,698	5,800	6,375	4,641	17%	24%	36%	21%



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	2,859	2,698	3,033	2,727	23%	27%	30%	28%
	EnergyAustralia	2	1,412	305	321	0%	21%	9%	14%
	Origin Energy	2,266	1,424	344	3,576	22%	25%	15%	46%
	Lumo Energy	65	151	260	222	4%	10%	15%	16%
	Red Energy	269	209	216	337	18%	16%	13%	16%
	Simply Energy	1,232	1,267	1,499	1,271	20%	28%	32%	30%
Medium	Alinta Energy	42	53	60	3	15%	12%	4%	0%
	Click Energy and amaysim	58	60	57	180	8%	13%	12%	18%
	Dodo	1	8	2	45	1%	8%	3%	15%
	Momentum Energy	123	64	133	144	18%	8%	15%	16%
	Powerdirect	24	27	152	188	14%	8%	15%	35%
	Powershop	-	-	6	25	-	-	5%	12%
Small	1st Energy	-	-	-	29	-	-	-	9%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	1	-	-	-	8%
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	3	6	-	-	14%	12%
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	10	22	-	-	4%	14%	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	29	4	-	-	11%	2%	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	7	-	-	-	4%
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	48	-	-	-	34%	-	-	-	
TOTAL		7,018	7,387	6,016	9,082	20%	23%	21%	27%

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	1,437	1,230	1,681	765	17%	18%	34%	18%
	EnergyAustralia	5	1,100	180	188	1%	28%	9%	11%
	Origin Energy	865	650	86	1,681	18%	17%	15%	48%
	Lumo Energy	171	355	608	466	5%	11%	15%	12%
	Red Energy	109	75	78	181	18%	12%	12%	17%
	Simply Energy	396	333	301	221	10%	10%	9%	7%
Medium	Alinta Energy	77	201	2	3	16%	12%	0%	0%
	Click Energy and amaysim	-	-	6	168	-	-	5%	21%
	Dodo	-	13	23	54	-	8%	20%	29%
	Momentum Energy	-	20	52	71	-	10%	11%	16%
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	1	-	-	-	11%
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		3,060	3,977	2,845	3,799	14%	16%	16%	18%



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	4,484	3,722	3,581	4,035	37%	37%	35%	41%
	EnergyAustralia	108	1,911	634	448	16%	29%	18%	20%
	Origin Energy	3,571	2,458	1,071	1,259	35%	43%	48%	16%
	Lumo Energy	90	264	301	202	6%	18%	17%	15%
	Red Energy	584	489	576	743	39%	37%	36%	34%
	Simply Energy	1,832	1,507	1,299	1,218	30%	34%	28%	29%
Medium	Alinta Energy	156	166	101	124	54%	37%	6%	5%
	Click Energy and amaysim	129	83	119	130	18%	19%	24%	13%
	Dodo	18	43	7	44	20%	41%	12%	15%
	Momentum Energy	95	175	324	262	14%	22%	38%	28%
	Powerdirect	44	63	121	149	25%	18%	12%	28%
	Powershop	-	29	37	61	-	43%	31%	28%
Small	1st Energy	-	-	-	93	-	-	-	30%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	4	-	4	-	44%	-	33%
	Diamond Energy	-	-	2	2	-	-	20%	17%
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	14	20	-	-	67%	41%
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	79	78	-	-	34%	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	14	40	52	14	5%	18%	33%	13%
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	35	70	-	-	73%	41%
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	0%
TOTAL		11,146	11,033	8,263	8,878	32%	34%	29%	26%

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	3,158	2,570	2,492	1,764	38%	37%	51%	42%
	EnergyAustralia	125	1,323	347	332	25%	34%	17%	20%
	Origin Energy	1,919	1,572	313	212	39%	40%	54%	6%
	Lumo Energy	166	537	545	309	5%	16%	13%	8%
	Red Energy	254	270	245	392	42%	42%	36%	36%
	Simply Energy	641	441	468	365	17%	13%	13%	12%
Medium	Alinta Energy	185	217	2	14	39%	13%	0%	1%
	Click Energy and amaysim	-	7	28	50	-	13%	22%	6%
	Dodo	13	24	14	43	23%	16%	12%	23%
	Momentum Energy	-	34	226	130		16%	47%	29%
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	3	-	-	-	33%
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
Progressive Green Energy	-	-	-	-	-	-	-	-	
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		6,461	6,995	4,473	3,614	29%	29%	26%	17%



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	2,031	2,062	3,215	3,100	28%	34%	53%	48%
	EnergyAustralia	31	1817	1158	495	15%	65%	67%	41%
	Origin Energy	1,113	975	407	1,702	17%	27%	30%	34%
	Lumo Energy	49	156	182	167	35%	54%	52%	59%
	Red Energy	245	267	357	418	36%	46%	41%	34%
	Simply Energy	896	1,053	1,322	1,180	24%	38%	43%	44%
Medium	Alinta Energy	130	107	410	41	95%	69%	32%	3%
	Click Energy and amaysim	97	43	85	27	34%	23%	35%	5%
	Dodo	-	-	10	11	0%	0%	48%	9%
	Momentum Energy	96	362	255	127	45%	110%	51%	36%
	Powerdirect	-	-	335	190	-	-	47%	51%
	Powershop	-	3	9	19	-	10%	21%	18%
Small	1st Energy	-	-	-	21	-	-	-	36%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	1	-	5	-	25%	-	63%
	Diamond Energy	-	-	2	4	-	-	67%	100%
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	6	13	-	-	40%	72%
	Next Business Energy	-	-	1	-	-	-	-	-
	Online Power & Gas	-	5	1	-	-	7%	2%	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	30	-	28	39	40%	-	52%	87%
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	13	21	-	-	28%	31%
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
Retailers no longer active	13	-	-	-	54%	-	-	-	
TOTAL		4,731	6,851	7,796	7,580	24%	40%	47%	38%



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 reconnection in 7 days			
	Retailer	2014-15	2015-16	2016-17	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	1,054	991	1,935	938	30%	32%	89%	51%
	EnergyAustralia	16	1,040	430	238	10%	38%	58%	42%
	Origin Energy	411	364	91	430	20%	21%	42%	27%
	Lumo Energy	117	464	416	326	40%	58%	57%	58%
	Red Energy	99	85	90	163	44%	41%	43%	45%
	Simply Energy	226	152	202	168	25%	30%	32%	32%
Medium	Alinta Energy	111	116	30	7	78%	47%	4%	1%
	Click Energy and amaysim	-	5	16	2	-	36%	62%	2%
	Dodo	3	-	23	-	18%	-	92%	-
	Momentum Energy	-	34	60	47	-	213%	63%	51%
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	1	-	-	-	17%
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		2,037	3,251	3,293	2,320	28%	35%	58%	36%



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 reconnection in 7 days			
Retailer		2014-15	2015-16	2016-17	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	1,890	1,888	1,968	1,991	26%	31%	33%	31%
	EnergyAustralia	1	458	239	16	0%	16%	14%	1%
	Origin Energy	1,626	1,156	231	1,356	25%	32%	17%	27%
	Lumo Energy	18	35	50	64	13%	12%	14%	23%
	Red Energy	139	108	132	216	20%	19%	15%	17%
	Simply Energy	811	807	1,049	941	22%	29%	34%	35%
Medium	Alinta Energy	3	8	38	2	2%	5%	3%	0%
	Click Energy and amaysim	32	31	35	341	11%	16%	15%	60%
	Dodo	1	2	1	36	7%	9%	5%	30%
	Momentum Energy	37	26	68	85	17%	8%	14%	24%
	Powerdirect	13	17	121	143	13%	11%	17%	38%
	Powershop	-	-	-	12	-	-	-	12%
Small	1st Energy	-	-	-	4	-	-	-	7%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	1	-	-	-	13%
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	11	28	-	-	73%	156%
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	2	9	-	-	3%	16%	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	18	3	-	-	24%	3%	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
Retailers no longer active	9	-	-	-	38%	-	-	-	
TOTAL	4,598	4,541	3,952	5,236	24%	26%	24%	26%	

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 reconnection in 7 days			
	Retailer	2014-15	2015-16	2016-17	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	617	585	982	367	17%	19%	45%	20%
	EnergyAustralia	5	238	95	6	3%	9%	13%	1%
	Origin Energy	494	350	42	428	24%	20%	19%	27%
	Lumo Energy	44	125	178	168	15%	16%	24%	30%
	Red Energy	50	36	21	36	22%	17%	10%	10%
	Simply Energy	96	72	80	79	11%	14%	13%	15%
Medium	Alinta Energy	5	11	3	2	3%	4%	0%	0%
	Click Energy and amaysim	-	-	3	11	-	-	12%	9%
	Dodo	-	-	10	16	0%	0%	40%	28%
	Momentum Energy	-	1	7	12	-	6%	7%	13%
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	-	-	-	-	-
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		1,311	1,418	1,421	1,125	18%	15%	25%	17%



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 reconnection in 7 days			
	Retailer	2014-15	2015-16	2016-17	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	2,971	2,496	2,215	2,987	41%	41%	37%	47%
	EnergyAustralia	60	957	532	283	30%	34%	31%	23%
	Origin Energy	2,230	1,661	728	2,557	34%	46%	54%	51%
	Lumo Energy	20	66	73	75	14%	23%	21%	27%
	Red Energy	291	251	344	453	42%	43%	40%	37%
	Simply Energy	1,314	1,068	1,034	954	35%	39%	33%	36%
Medium	Alinta Energy	87	93	80	108	64%	60%	6%	8%
	Click Energy and amaysim	76	50	75	88	27%	27%	31%	15%
	Dodo	6	25	7	414	43%	114%	33%	345%
	Momentum Energy	17	66	220	150	8%	20%	44%	42%
	Powerdirect	-	-	84	115			12%	31%
	Powershop	-	17	15	28		57%	35%	27%
Small	1st Energy	-	-	-	13	-	-	-	22%
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	2	-	4	-	50%		50%
	Diamond Energy	-	-	2	1	-	-	67%	25%
	ERM Business Energy	-	-	-	-	-	-		
	GloBird	-	-	6	9	-	-	40%	50%
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	40	41	-	-	60%	71%	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	7	35	34	13	9%	38%	63%	29%
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	8	28	-	-	17%	42%
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	21%	-	-	-	
TOTAL		7,084	6,827	5,498	8,280	37%	40%	33%	42%

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 reconnection in 7 days			
	Retailer	2014-15	2015-16	2016-17	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	1,653	1,397	1,319	890	46%	45%	61%	48%
	EnergyAustralia	64	746	240	128	41%	27%	32%	23%
	Origin Energy	970	762	139	808	46%	44%	64%	51%
	Lumo Energy	58	206	181	107	20%	26%	25%	19%
	Red Energy	94	101	86	135	42%	49%	41%	37%
	Simply Energy	298	155	225	150	34%	31%	35%	29%
Medium	Alinta Energy	70	84	1	13	49%	34%	0%	2%
	Click Energy and amaysim	-	-	12	16	-	-	46%	14%
	Dodo	7	18	12	38	41%	56%	48%	67%
	Momentum Energy	-	16	67	41	-	100%	70%	45%
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	-	1	-	-	-	17%
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		3,214	3,485	2,282	2,327	44%	37%	40%	36%



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	2017-18	2014-15	2015-16	2016-17	2017-18
	Retailer								
Large	AGL	1,261	1,145	1,011	1,287	3.12	2.99	2.63	2.65
	EnergyAustralia	58	576	253	247	0.14	1.44	0.60	0.58
	Origin Energy	1,280	775	216	987	1.80	1.10	0.30	1.40
	Lumo Energy	160	176	202	246	1.18	1.25	1.19	1.65
	Red Energy	97	66	83	99	1.29	0.87	1.09	1.23
	Simply Energy	731	609	768	794	4.32	2.73	3.27	3.87
Medium	Alinta Energy	3	19	4	174	0.25	0.78	0.41	7.56
	Click Energy and amaysim	25	15	20	38	4.01	2.85	2.24	2.76
	Dodo	-	-	-	34	-	-	-	1.81
	Momentum Energy	998	599	419	205	2.95	1.63	1.40	0.70
	Powerdirect	204	196	297	235	1.42	1.51	2.45	2.21
	Powershop	-	3	12	15	-	0.10	0.34	0.41
Small	1st Energy	-	-	-	63	-	-	-	4.77
	Blue NRG	75	83	15	26	1.52	1.13	0.18	0.34
	CovaU	-	3	28	50	-	0.81	6.61	12.47
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	20	14	1	-	0.30	0.18	0.02
	GloBird	-	-	8	2	-	-	0.96	0.20
	Next Business Energy	-	-	22	9	-	-	1.41	0.48
	Online Power & Gas	-	8	17	-	-	0.36	0.35	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	1	2	-	3	0.53	0.92	-	0.77
	QEnergy	13	24	44	23	0.35	0.57	1.22	1.17
	Sumo	-	-	1	10	-	-	0.07	0.44
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
Progressive Green Energy	-	-	-	-	-	-	-	-	
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		4,906	4,319	3,434	4,548	1.91	1.58	1.23	1.63

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	261	223	126	174	1.68	1.51	0.79	1.06
	EnergyAustralia	15	104	27	53	0.12	0.90	0.25	0.51
	Origin Energy	208	135	17	140	1.17	0.73	0.08	0.67
	Lumo Energy	36	64	75	109	1.79	2.83	2.79	3.85
	Red Energy	8	13	8	16	0.27	0.41	0.30	0.71
	Simply Energy	116	142	212	171	2.27	1.56	2.21	2.05
Medium	Alinta Energy	3	-	5	-	50.00	-	133.33	-
	Click Energy and amaysim	-	-	-	7	-	-	-	2.73
	Dodo	-	-	-	-	-	-	-	-
	Momentum Energy	-	8	37	11	-	0.42	1.14	0.29
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	11	11	29	-	10.50	3.37	9.22
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		647	700	518	710	1.14	1.14	0.79	1.08



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	526	547	594	799	1.30	1.43	1.55	1.65
	EnergyAustralia	12	189	103	112	0.03	0.47	0.25	0.26
	Origin Energy	648	412	110	552	0.91	0.58	0.15	0.78
	Lumo Energy	24	52	59	55	0.18	0.37	0.35	0.37
	Red Energy	26	18	33	55	0.34	0.24	0.43	0.68
	Simply Energy	457	362	493	495	2.70	1.62	2.10	2.42
Medium	Alinta Energy	1	2	3	73	0.08	0.08	0.31	3.17
	Click Energy and amaysim	4	2	12	18	0.64	0.38	1.34	1.31
	Dodo	-	-	3	9	0.00	0.00	0.11	0.48
	Momentum Energy	241	383	290	65	0.71	1.04	0.97	0.22
	Powerdirect	99	85	185	154	0.69	0.65	1.53	1.45
	Powershop	-	1	2	8	0.00	0.03	0.06	0.22
Small	1st Energy	-	-	-	11	-	-	-	0.83
	Blue NRG	1	44	8	12	0.02	0.60	0.10	0.16
	CovaU	-	2	16	39	-	0.54	3.78	9.73
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	14	8	1	-	0.21	0.10	0.02
	GloBird	-	-	-	1	-	-	-	0.10
	Next Business Energy	-	-	1	4	-	-	0.06	0.21
	Online Power & Gas	1	-	27	0	33.33	-	0.56	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	1	1	-	3	0.53	0.46	-	0.77
	QEnergy	8	8	23	11	0.21	0.19	0.64	0.56
	Sumo	-	-	1	10	-	-	0.07	0.44
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		2,049	2,122	1,971	2,487	0.80	0.77	0.70	0.89

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	70	48	53	53	0.45	0.32	0.33	0.32
	EnergyAustralia	3	49	9	8	0.02	0.42	0.08	0.08
	Origin Energy	64	60	5	54	0.36	0.32	0.02	0.26
	Lumo Energy	2	16	9	20	0.10	0.71	0.33	0.71
	Red Energy	3	1	2	2	0.10	0.03	0.08	0.09
	Simply Energy	38	36	45	44	0.74	0.40	0.47	0.53
Medium	Alinta Energy	1	-	1	-	16.67	-	26.67	0.00
	Click Energy and amaysim	-	-	-	2	-	-	-	0.78
	Dodo	-	-	-	-	-	-	-	-
	Momentum Energy	-	-	4	4	-	-	0.12	0.11
	Powerdirect	-	-	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	-	-
	CovaU	-	-	6	14	-	-	1.84	4.45
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-	-	-
	Online Power & Gas	-	-	-	-	-	-	-	-
	Tango	-	-	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-	-	-
	Sumo	-	-	-	-	-	-	-	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
Stanwell Corporation	-	-	-	-	-	-	-	-	
Retailers no longer active	-	-	-	-	-	-	-	-	
TOTAL		181	210	134	201	0.32	0.34	0.20	0.31



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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	69	34	272	118	0.34	0.20	1.80	0.83
	EnergyAustralia	133	117	92	76	11.54	1.11	1.68	1.92
	Origin Energy	213	214	50	47	1.42	2.22	1.78	0.42
	Lumo Energy	390	63	79	43	7.63	1.31	1.35	0.82
	Red Energy	10	9	25	35	0.48	0.46	1.09	1.08
	Simply Energy	155	52	78	38	1.56	0.67	0.96	0.52
Medium	Alinta Energy	23	30	36	19	3.00	1.45	1.38	0.36
	Click Energy and amaysim	61	9	9	19	8.63	1.81	1.44	1.06
	Dodo	2	10	20	2	1.37	3.85	11.30	0.41
	Momentum Energy	29	13	28	35	4.14	1.29	2.09	2.55
	Powerdirect	4	8	11	3	2.31	2.31	1.06	0.56
	Powershop	-	1	-	12	-	1.49	0.00	5.53
Small	1st Energy	-	-	-	4	-	-	-	1.28
	Blue NRG	-	-	15	-	-	-	-	0.00
	CovaU	-	-	-	41	-	-	-	195.24
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	1	-	-	-	-	-
	GloBird	-	-	3	-	-	-	14.29	-
	Next Business Energy	-	-	-	-	-	-	0.00	-
	Online Power & Gas	-	-	4	-	-	-	2.50	-
	Tango	-	-	-	10	-	-	0.00	-
	People Energy	2	2	1	-	0.77	0.90	0.63	-
	QEnergy	2	3	1	-	33.33	50.00	33.33	-
	Sumo	-	-	1	-	-	-	2.08	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
Retailers no longer active	4	-	-	-	2.82	-	-	-	
TOTAL		1,097	565	726	502	1.93	1.00	1.58	0.90

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	2017-18	2014-15	2015-16	2016-17	2017-18
Large	AGL	69	34	182	118	0.34	0.20	1.20	0.83
	EnergyAustralia	133	117	92	76	11.54	1.11	1.68	1.92
	Origin Energy	204	214	50	47	1.36	2.22	1.78	0.42
	Lumo Energy	44	38	79	43	0.86	0.79	1.35	0.82
	Red Energy	10	9	25	35	0.48	0.46	1.09	1.08
	Simply Energy	155	52	78	33	1.56	0.67	0.96	0.45
Medium	Alinta Energy	23	30	36	19	3.00	1.45	1.38	0.36
	Click Energy and amaysim	61	9	9	19	8.63	1.81	1.44	1.06
	Dodo	2	10	20	2	1.37	3.85	11.30	0.41
	Momentum Energy	9	13	28	22	1.29	1.29	2.09	1.60
	Powerdirect	4	8	11	3	2.31	2.31	1.06	0.56
	Powershop	-	1	-	12	-	1.49	-	5.53
Small	1st Energy	-	-	-	4	-	-	-	1.28
	Blue NRG	-	-	13	-	-	-	-	-
	CovaU	-	-	-	5	-	-	-	23.81
	Diamond Energy	-	-	-	-	-	-	-	-
	ERM Business Energy	-	-	1	-	-	-	-	-
	GloBird	-	-	3	-	-	-	14.29	-
	Next Business Energy	-	-	-	-	-	-	0.00	-
	Online Power & Gas	-	-	4	-	-	-	2.50	-
	Tango	-	-	-	10	-	-	-	-
	People Energy	2	2	1	-	0.77	0.90	0.63	-
	QEnergy	2	3	1	-	33.33	50.00	33.33	-
	Sumo	-	-	1	-	-	-	2.08	-
	Sun Retail	-	-	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-	-	-
	AGL Sales (Qld)	-	-	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-	-	-
TOTAL		722	540	634	448	1.27	0.96	1.38	0.81



1.4. Call centre performance and Complaints

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

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

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

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

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



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	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Large	AGL	1,952,656	1,518,768	1,750,604	1,790,964	1,565,054	1,736,080
	Energy Australia	1,207,048	1,238,916	834,916	698,444	421,977	358,696
	Origin Energy	1,378,243	1,192,839	1,013,618	1,131,617	973,575	881,428
	Lumo Energy	667,727	483,526	403,666	365,062	288,056	300,856
	Red Energy	650,718	604,927	598,440	574,292	621,510	627,694
	Simply Energy	330,877	421,843	430,394	428,670	493,269	464,661
	Medium	Alinta Energy	137,042	223,529	189,058	247,089	300,922
	Click Energy and amaysim	101,647	239,303	210,971	254,195	269,471	369,492
	Dodo & Commander (M2 Energy)	146,072	366,392	338,502	319,695	286,147	308,326
	Momentum Energy	106,425	166,310	194,033	160,396	124,403	330,388
	Powerdirect	103,215	118,698	104,351	91,415	67,850	47,029
	Powershop	410	18,843	85,054	122,739	176,032	174,064
Small	1st Energy	-	-	-	-	45,636	79,673
	Blue NRG	481	3,197	5,285	15,649	22,007	18,004
	CovaU	-	-	-	-	12,324	886
	Diamond Energy	7,796	14,434	18,487	23,780	29,234	20,873
	ERM Business Energy	-	30	2,284	1,614	2,095	1,297
	GloBird	-	-	-	-	31,818	60,743
	Next Business Energy	-	-	448	5,637	1,259	8,012
	Online Power and Gas	-	-	3,667	25,099	21,754	-
	Tango	-	2	227	546	4,051	17,961
	People Energy	2,319	33,921	21,715	29,999	39,187	43,081
	QEnergy	-	2,310	5,963	17,033	-	-
	Sumo Power	-	-	477	23,944	75,810	160,608
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	3,928
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
		Retailers no longer active	854,668	550,414	24,039	-	-
	TOTAL	7,647,144	7,198,202	6,236,199	6,327,879	5,873,444	6,270,887



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	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	
Large	AGL	1,345,500	1,320,206	1,306,889	75%	84%	75%	
	Energy Australia	592,915	362,428	332,177	85%	86%	93%	
	Origin Energy	1,030,903	915,582	870,179	91%	94%	99%	
	Lumo Energy	358,961	285,358	241,856	98%	99%	80%	
	Red Energy	390,931	436,510	463,788	68%	70%	74%	
	Simply Energy	411,386	464,297	441,685	96%	94%	95%	
	Medium	Alinta Energy	239,362	289,196	249,562	97%	96%	96%
	Click Energy	211,471	256,720	335,034	83%	95%	91%	
	Dodo & Commander (M2 Energy)	306,660	283,236	301,984	96%	99%	98%	
	Momentum Energy	157,654	124,403	198,818	98%	100%	60%	
	Powerdirect	91,415	67,850	43,337	100%	100%	92%	
	Powershop	115,609	163,729	161,601	94%	93%	93%	
Small	1st Energy	-	45,636	71,977	-	100%	90%	
	Blue NRG	6,181	17,371	17,902	39%	79%	99%	
	CovaU	3,016	12,324	872	-	100%	98%	
	Diamond Energy	23,780	29,234	20,873	100%	100%	100%	
	ERM Business Energy	1,583	2,070	1,291	98%	99%	100%	
	GloBird	9,540	27,961	55,698	-	88%	92%	
	Next Business Energy	5,637	6,672	7,444	100%	530%	93%	
	Online Power and Gas	18,995	21,664	-	76%	100%	0%	
	Tango	701	3,937	14,989	128%	97%	83%	
	People Energy	30,894	38,548	42,175	103%	98%	98%	
	QEnergy	16,791	4,767	8,165	99%	-	-	
	Sumo Power	8,305	45,991	83,095	35%	61%	52%	
	Sun Retail	-	-	-	-	-	-	
	Tas Gas	-	306	3,408	-	-	87%	
	AGL (Qld)	-	-	-	-	-	-	
	EnergyAustralia Yallourn	-	-	-	-	-	-	
	Macquarie Bank	-	-	-	-	-	-	
	Progressive Green Energy	-	-	-	-	-	-	
	Stanwell Corporation	-	-	-	-	-	-	
	Retailers no longer active	-	-	-	-	-	-	
	TOTAL		5,378,190	5,225,996	5,274,799	85%	89%	84%



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	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	
Large	AGL	1,101,516	1,069,503	997,997	82%	81%	76%	
	Energy Australia	462,470	302,368	218,462	78%	83%	66%	
	Origin Energy	500,552	648,817	483,211	49%	71%	56%	
	Lumo Energy	293,756	250,032	196,886	82%	88%	81%	
	Red Energy	290,833	258,472	237,379	74%	59%	51%	
	Simply Energy	309,049	314,099	308,472	75%	68%	70%	
	Medium	Alinta Energy	193,346	211,554	172,651	81%	73%	69%
	Click Energy and amaysim	148,380	178,912	184,353	70%	70%	55%	
	Dodo & Commander (M2 Energy)	276,445	253,124	266,753	90%	89%	88%	
	Momentum Energy	128,136	83,570	164,188	81%	67%	83%	
	Powerdirect	80,401	49,299	37,733	88%	73%	87%	
	Powershop	110,221	127,517	128,654	95%	78%	80%	
Small	1st Energy	-	32,761	37,784	-	72%	52%	
	Blue NRG	15,649	11,537	16,566	253%	66%	93%	
	CovaU	2,738	11,982	850	91%	97%	97%	
	Diamond Energy	23,780	29,234	20,873	100%	100%	100%	
	ERM Business Energy	1,553	1,841	793	98%	89%	61%	
	GloBird	8,512	18,436	49,127	89%	66%	88%	
	Next Business Energy	5,282	5,872	6,966	94%	88%	94%	
	Online Power and Gas	11,038	15,261	-	58%	70%	0%	
	Tango	698	3,929	14,532	100%	100%	97%	
	People Energy	25,304	35,636	39,363	82%	92%	93%	
	QEnergy	16,570	4,526	7,712	99%	95%	94%	
	Sumo Power	753	17,148	5,051	9%	37%	6%	
	Sun Retail	-	-	-	-	-	-	
	Tas Gas	-	-	3,408	-	-	100%	
	AGL (Qld)	-	-	-	-	-	-	
	EnergyAustralia Yallourn	-	-	-	-	-	-	
	Macquarie Bank	-	-	-	-	-	-	
	Progressive Green Energy	-	-	-	-	-	-	
	Stanwell Corporation	-	-	-	-	-	-	
	Retailers no longer active	-	-	-	-	-	-	
	TOTAL		4,006,982	3,935,430	3,599,764	75%	75%	68%



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	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
Large	AGL	9,447	7,083	9,407	1.7	1.2	1.6
	Energy Australia	9,960	6,402	6,359	1.9	1.3	1.3
	Origin Energy	9,311	8,428	5,281	1.7	1.6	1.0
	Lumo Energy	3,980	3,009	2,491	2.0	1.5	1.4
	Red Energy	1,929	2,054	3,842	0.9	0.9	1.6
	Simply Energy	6,489	8,391	8,418	2.9	3.5	3.2
	Medium	Alinta Energy	2,151	735	1,526	2.8	1.0
	Click Energy and amaysim	229	326	672	0.8	0.9	1.7
	Dodo & Commander (M2 Energy)	1,007	769	621	1.9	1.4	1.3
	Momentum Energy	350	191	319	0.4	0.2	0.3
	Powerdirect	3,327	1,541	866	6.9	3.2	2.0
	Powershop	29	30	62	0.1	0.1	0.1
Small	1st Energy	0	4	264	-	0.1	3.4
	Blue NRG	29	18	8	0.4	0.2	0.1
	CovaU	65	39	27	12.2	6.0	4.0
	Diamond Energy	18	15	12	0.4	0.3	0.3
	ERM Business Energy	37	19	5	0.6	0.2	0.1
	GloBird	5	33	37	0.3	0.4	0.3
	Next Business Energy	6	25	38	0.5	1.4	1.9
	Online Power and Gas	57	88	9	0.9	0.8	-
	Tango	1	7	132	0.1	0.4	1.0
	People Energy	74	67	96	1.0	0.7	1.0
	QEnergy	50	53	267	1.0	1.2	9.4
	Sumo Power	9	125	527	0.2	0.7	1.8
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	48,560	39,452	41,286	1.8	1.4	1.5

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	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	
Large	AGL	7,087	4,125	4,533	1.3	0.8	0.9	
	Energy Australia	4,617	3,892	2,315	1.1	0.9	0.6	
	Origin Energy	4,729	3,913	4,422	1.2	1.0	1.2	
	Lumo Energy	1,374	1,415	1,067	0.9	0.9	0.7	
	Red Energy	1,007	1,011	1,818	0.7	0.7	1.1	
	Simply Energy	4,700	6,842	7,034	2.8	3.6	3.4	
	Medium	Alinta Energy	511	232	443	1.2	0.5	0.8
	Click Energy and amaysim	66	146	414	0.5	0.7	1.5	
	Dodo & Commander (M2 Energy)	624	413	341	1.6	1.0	0.9	
	Momentum Energy	52	104	214	0.2	0.2	0.4	
	Powerdirect	-	-	-	-	-	-	
	Powershop	-	-	-	-	-	-	
Small	1st Energy	-	-	-	-	-	-	
	Blue NRG	-	-	-	-	-	-	
	CovaU	15	13	7	10.2	2.8	1.2	
	Diamond Energy	-	-	-	-	-	-	
	ERM Business Energy	-	-	-	-	-	-	
	GloBird	-	-	-	-	-	-	
	Next Business Energy	-	-	-	-	-	-	
	Online Power and Gas	-	-	-	-	-	-	
	Tango	-	-	-	-	-	-	
	People Energy	-	-	-	-	-	-	
	QEnergy	-	-	-	-	-	-	
	Sumo Power	-	-	36	-	-	0.7	
	Sun Retail	-	-	-	-	-	-	
	Tas Gas	-	-	2	-	-	2.2	
	AGL (Qld)	-	-	-	-	-	-	
	EnergyAustralia Yallourn	-	-	-	-	-	-	
	Macquarie Bank	-	-	-	-	-	-	
	Progressive Green Energy	-	-	-	-	-	-	
	Stanwell Corporation	-	-	-	-	-	-	
	Retailers no longer active	-	-	-	-	-	3.0	
	TOTAL		24,782	22,106	22,660	0.9	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.



1.4.6. Marketing complaints, electricity

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

		Marketing complaints			Per 100 electricity customers			
	Retailer	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	
Large	AGL	3,750	2,942	1,366	0.7	0.5	0.2	
	Energy Australia	697	732	938	0.1	0.1	0.2	
	Origin Energy	2,136	1,920	423	0.4	0.4	0.1	
	Lumo Energy	436	312	241	0.2	0.2	0.1	
	Red Energy	701	658	996	0.3	0.3	0.4	
	Simply Energy	1,442	929	1,175	0.6	0.4	0.5	
	Medium	Alinta Energy	592	401	477	0.8	0.5	0.5
	Click Energy and amaysim	7	56	37	-	0.2	0.1	
	Dodo & Commander (M2 Energy)	32	11	19	0.1	-	-	
	Momentum Energy	42	39	49	-	-	-	
	Powerdirect	23	120	73	-	0.2	0.2	
	Powershop	12	24	10	-	-	0.0	
Small	1st Energy	0	44	22	-	1.5	0.3	
	Blue NRG	6	1	3	0.1	-	-	
	CovaU	10	7	-	1.9	1.1	-	
	Diamond Energy	-	1	-	-	-	-	
	ERM Business Energy	8	1	1	0.1	-	-	
	GloBird	52	10	6	3.4	0.1	-	
	Next Business Energy	2	2	1	0.2	0.1	-	
	Online Power and Gas	161	231	6	2.6	2.2	-	
	Tango	-	-	50	-	-	0.4	
	People Energy	101	71	77	1.4	0.8	0.8	
	QEnergy	1	-	-	-	-	-	
	Sumo Power	34	91	247	0.8	0.5	0.8	
	Sun Retail	-	-	-	-	-	-	
	Tas Gas	-	-	-	-	-	-	
	AGL (Qld)	-	-	-	-	-	-	
	EnergyAustralia Yallourn	-	-	-	-	-	-	
	Macquarie Bank	-	-	-	-	-	-	
	Progressive Green Energy	-	-	-	-	-	-	
	Stanwell Corporation	-	-	-	-	-	-	
	Retailers no longer active	-	-	4	-	-	0.4	
	TOTAL		10,245	8,603	6,217	0.4	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.

1.4.7. Marketing complaints, gas

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

		Marketing complaints			Per 100 gas customers		
	Retailer	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
Large	AGL	2,887	1,669	619	0.5	0.3	0.1
	Energy Australia	295	341	189	0.1	0.1	-
	Origin Energy	1,289	829	281	0.3	0.2	0.1
	Lumo Energy	82	80	61	0.1	0.1	-
	Red Energy	104	116	170	0.1	0.1	0.1
	Simply Energy	1,156	775	987	0.7	0.4	0.5
	Medium	Alinta Energy	8	43	390	0.0	0.1
	Click Energy and amaysim	9	25	13	0.1	0.1	-
	Dodo & Commander (M2 Energy)	7	2	3	-	-	-
	Momentum Energy	12	16	20	0.1	-	-
	Powerdirect	-	-	-	-	-	-
	Powershop	-	-	-	-	-	-
Small	1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-
	CovaU	2	4	0	1.4	0.9	-
	Diamond Energy	-	-	-	-	-	-
	ERM Business Energy	-	-	-	-	-	-
	GloBird	-	-	-	-	-	-
	Next Business Energy	-	-	-	-	-	-
	Online Power and Gas	-	-	-	-	-	-
	Tango	-	-	-	-	-	-
	People Energy	-	-	-	-	-	-
	QEnergy	-	-	-	-	-	-
	Sumo Power	-	-	40	-	-	0.8
	Sun Retail	-	-	-	-	-	-
	Tas Gas	-	-	-	-	-	-
	AGL (Qld)	-	-	-	-	-	-
	EnergyAustralia Yallourn	-	-	-	-	-	-
	Macquarie Bank	-	-	-	-	-	-
	Progressive Green Energy	-	-	-	-	-	-
	Stanwell Corporation	-	-	-	-	-	-
	Retailers no longer active	-	-	-	-	-	-
	TOTAL	5,851	3,900	2,774	0.3	0.2	0.1

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



1.4.8. Transfer or switching complaints, electricity

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

		Transfer/switching complaints			Per 100 electricity customers			
	Retailer	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	
Large	AGL	4,025	3,504	5,571	0.7	0.6	0.9	
	Energy Australia	809	559	902	0.2	0.1	0.2	
	Origin Energy	2,327	1,977	326	0.4	0.4	0.1	
	Lumo Energy	442	362	225	0.2	0.2	0.1	
	Red Energy	97	130	228	0.0	0.1	0.1	
	Simply Energy	615	642	740	0.3	0.3	0.3	
	Medium	Alinta Energy	374	229	637	0.5	0.3	0.7
	Click Energy and amaysim	24	166	129	0.1	0.5	0.3	
	Dodo & Commander (M2 Energy)	116	98	37	0.2	0.2	0.1	
	Momentum Energy	42	65	56	-	0.1	0.1	
	Powerdirect	265	1,117	227	0.6	2.3	0.5	
	Powershop	4	5	6	-	-	-	
Small	1st Energy	-	10	69	-	0.3	0.9	
	Blue NRG	-	2	-	-	-	-	
	CovaU	19	1	3	3.6	0.2	0.4	
	Diamond Energy	6	5	4	0.1	0.1	0.1	
	ERM Business Energy	36	5	-	0.5	0.1	-	
	GloBird	4	12	5	0.3	0.1	0.0	
	Next Business Energy	1	7	6	0.1	0.4	0.3	
	Online Power and Gas	22	14	5	0.4	0.1	-	
	Tango	-	2	24	-	0.1	0.2	
	People Energy	38	11	46	0.5	0.1	0.5	
	QEnergy	27	3	14	0.5	0.1	0.5	
	Sumo Power	22	157	233	0.5	0.9	0.8	
	Sun Retail	-	-	-	-	-	-	
	Tas Gas	-	-	-	-	-	-	
	AGL (Qld)	-	-	-	-	-	-	
	EnergyAustralia Yallourn	-	-	-	-	-	-	
	Macquarie Bank	-	-	-	-	-	-	
	Progressive Green Energy	-	-	-	-	-	-	
	Stanwell Corporation	-	-	-	-	-	-	
	Retailers no longer active	-	-	-	-	-	-	
	TOTAL		9,315	9,083	9,497	0.3	0.3	0.3

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

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	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	
Large	AGL	3,159	2,410	4,614	0.6	0.5	0.9	
	Energy Australia	602	548	253	0.1	0.1	0.1	
	Origin Energy	1,524	1,167	198	0.4	0.3	0.1	
	Lumo Energy	222	227	187	0.1	0.1	0.1	
	Red Energy	56	95	159	0.0	0.1	0.1	
	Simply Energy	480	500	635	0.3	0.3	0.3	
	Medium	Alinta Energy	77	113	440	0.2	0.3	0.8
Click Energy and amaysim		7	90	73	0.1	0.4	0.3	
Dodo & Commander (M2 Energy)		80	40	22	0.2	0.1	0.1	
Momentum Energy		25	43	37	0.1	0.1	0.1	
Powerdirect		-	-	-	-	-	-	
Powershop		-	-	-	-	-	-	
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	-	-	-	-	-	-	
	People Energy	-	-	-	-	-	-	
	QEnergy	-	-	-	-	-	-	
	Sumo Power	-	-	99	-	-	2.0	
	Sun Retail	-	-	-	-	-	-	
	Tas Gas	-	-	-	-	-	-	
	AGL (Qld)	-	-	-	-	-	-	
	EnergyAustralia Yallourn	-	-	-	-	-	-	
	Macquarie Bank	-	-	-	-	-	-	
	Progressive Green Energy	-	-	-	-	-	-	
	Stanwell Corporation	-	-	-	-	-	-	
	Retailers no longer active	-	-	-	-	-	-	
		TOTAL	6,245	5,234	6,717	0.3	0.3	0.3

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



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	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	
Large	AGL	5,984	2,974	2,364	1.05	0.52	0.39	
	Energy Australia	2,207	1,645	1,554	0.43	0.33	0.31	
	Origin Energy	3,929	4,099	3,910	0.71	0.76	0.74	
	Lumo Energy	3,261	2,606	2,530	1.61	1.32	1.39	
	Red Energy	1,682	1,285	4,268	0.75	0.56	1.77	
	Simply Energy	2,545	6,216	6,671	1.13	2.57	2.56	
	Medium	Alinta Energy	932	1,174	1,251	1.22	1.56	1.36
Click Energy and amaysim		115	68	144	0.38	0.19	0.35	
Dodo & Commander (M2 Energy)		302	213	115	0.58	0.39	0.24	
Momentum Energy		246	232	953	0.26	0.23	0.87	
Powerdirect		721	155	120	1.51	0.32	0.28	
Powershop		9	20	28	0.02	0.03	0.05	
Small		1st Energy	0	26	51	-	0.89	0.66
	Blue NRG	44	16	12	0.59	0.20	0.16	
	CovaU	8	10	33	1.51	1.53	4.84	
	Diamond Energy	11	6	3	0.26	0.12	0.07	
	ERM Business Energy	7	3	-	0.11	0.04	-	
	GloBird	3	20	35	0.19	0.23	0.25	
	Next Business Energy	-	-	8	-	-	0.39	
	Online Power and Gas	49	47	20	0.80	0.45	-	
	Tango	-	4	78	-	0.21	0.58	
	People Energy	34	42	64	0.47	0.45	0.67	
	QEnergy	24	30	40	0.47	0.69	1.41	
	Sumo Power	1	36	85	0.02	0.21	0.28	
	Sun Retail	-	-	-	-	-	-	
	Tas Gas	-	-	-	-	-	-	
	AGL (Qld)	-	-	-	-	-	-	
	EnergyAustralia Yallourn	-	-	-	-	-	-	
	Macquarie Bank	-	-	-	-	-	-	
	Progressive Green Energy	-	-	-	-	-	-	
	Stanwell Corporation	-	-	-	-	-	-	
	Retailers no longer active	-	-	-	-	-	0.55	
	TOTAL		22,114	20,927	24,337	0.82	0.76	0.87

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	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	
Large	AGL	5,455	2,072	985	1.02	0.39	0.19	
	Energy Australia	1,289	1,147	726	0.30	0.27	0.18	
	Origin Energy	2,721	1,849	3,289	0.68	0.48	0.88	
	Lumo Energy	796	827	840	0.51	0.54	0.57	
	Red Energy	608	530	1,666	0.42	0.35	1.03	
	Simply Energy	1,417	5,051	5,592	0.84	2.69	2.71	
	Medium	Alinta Energy	122	321	260	0.29	0.74	0.49
Click Energy		30	15	85	0.25	0.07	0.30	
Dodo & Commander (M2 Energy)		151	110	46	0.39	0.26	0.12	
Momentum Energy		82	101	367	0.36	0.23	0.63	
Powerdirect		-	-	-	-	-	-	
Powershop		-	-	-	-	-	-	
Small		1st Energy	-	-	-	-	-	-
	Blue NRG	-	-	-	-	-	-	
	CovaU	7	3	22	4.74	0.64	3.92	
	Diamond Energy	-	-	-	-	-	-	
	ERM Business Energy	-	-	-	-	-	-	
	G GloBird	-	-	-	-	-	-	
	Next Business Energy	-	-	-	-	-	-	
	Online Power and Gas	-	-	-	-	-	-	
	Tango	-	-	-	-	-	-	
	People Energy	-	-	-	-	-	-	
	QEnergy	-	-	-	-	-	-	
	Sumo Power	-	-	12	-	-	0.24	
	Sun Retail	-	-	-	-	-	-	
	Tas Gas	-	1	11	-	100.00	12.17	
	AGL (Qld)	-	-	-	-	-	-	
	EnergyAustralia Yallourn	-	-	-	-	-	-	
	Macquarie Bank	-	-	-	-	-	-	
	Progressive Green Energy	-	-	-	-	-	-	
	Stanwell Corporation	-	-	-	-	-	-	
	Retailers no longer active	-	-	3	-	-	0.63	
	TOTAL		12,678	12,027	13,904	0.65	0.61	0.69

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



1.4.12. Customer wait times

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

Customer wait time in seconds						
	Retailer	2013-14	2014-15	2015-16	2016-17	2017-18
Large	AGL	22	19	19	19	39
	Energy Australia	199	10	22	28	116
	Origin Energy	54	91	161	54	108
	Lumo Energy	58	27	24	15	28
	Red Energy	26	44	42	82	129
	Simply Energy	37	44	48	77	76
	Medium	Alinta Energy	42	32	29	46
Click Energy and amaysim		55	41	42	65	177
Dodo & Commander (M2 Energy)		34	15	26	37	32
Momentum Energy		53	44	27	44	17
Powerdirect		193	36	15	29	25
Powershop		11	33	12	26	25
Small		1st Energy				39
	Blue NRG	30	30	30	7	12
	CovaU		29		16	11
	Diamond Energy					
	ERM Business Energy	11	11		11	21
	GloBird			17	76	49
	Next Business Energy		28		14	15
	Online Power and Gas		3	103	47	
	Tango	7	11	7	10	11
	People Energy	63	54	42	20	309
	QEnergy	162	17	4	30	3
	Sumo Power			94	159	561
	Sun Retail					
	Tas Gas				12	62
	AGL (Qld)					
	EnergyAustralia Yallourn					
	Macquarie Bank					
	Progressive Green Energy					
	Stanwell Corporation					
	TOTAL		76	39	55	46

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