



# Energy retail products and prices

This appendix provides information on individual electricity and gas offers that were generally available from energy retailers on 30 June 2017, for households and businesses.



## About this appendix

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This appendix is part of the *Victorian Energy Market Report 2016-17*. It provides information on individual electricity and gas offers that were published by Victorian energy retailers on 30 June 2017.

To compare offers, the prices from these offers have been used to calculate an annual bill based on a typical consumption level for a household or small business. The appendix is divided by electricity and gas offers available in different regions across Victoria.

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# 1. Electricity offers – introduction

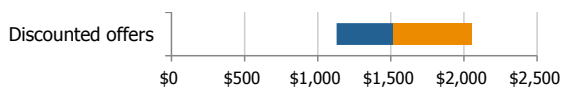
The following sections provide information on individual electricity offers that were generally available from energy retailers on 30 June 2017. To compare offers, the prices from these offers have been used to calculate an annual bill based on a typical consumption level for a household or business.

The following sections are sorted by the offers that are available in different regions in Victoria. This is because there are different electricity distribution (or network) areas in Victoria.

## How to read offer range charts

The charts in this section show the range of offers available in each region in Victoria, from the lowest to highest. Each chart generally presents the range of offers available to customers. Many offers in Victoria usually involved conditional discounts, such as paying on time in order to receive a discount off an energy bill.

The charts in this part generally show how much you might pay, depending on whether you meet the conditions of your discount, as per the example chart below.

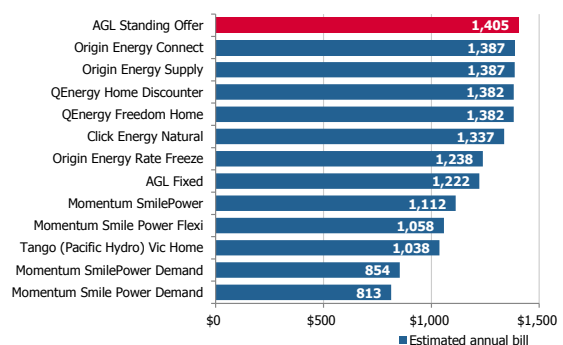


As per the example chart, the coloured bar shows the annual bill of a range of conditional offers:

- If the customer met all the conditions, they would pay a bill equal to the amount shown in the blue bar, depending on the offer they are on from that retailer.
- If the customer did not meet any of the conditions, their bill would be at the far right of the orange bar. If the customer met some conditions their bill would be somewhere within the orange bar.

Certain charts also show the standard contract of a retailer, highlighted in red.

In the example chart below, the standard contract from the local retailer of the region is shown as a benchmark – it is a useful benchmark as it would be the price paid by customers who have not entered a market contract since the commencement of retail competition.



About 7 per cent of residential and 17 per cent of small business customers are on standard offers with the original incumbent retailers.

The offers reviewed in this section are limited to flat and block tariff offers, excluding those for controlled loads unless otherwise stated.



## 2. Electricity offers – residential customers

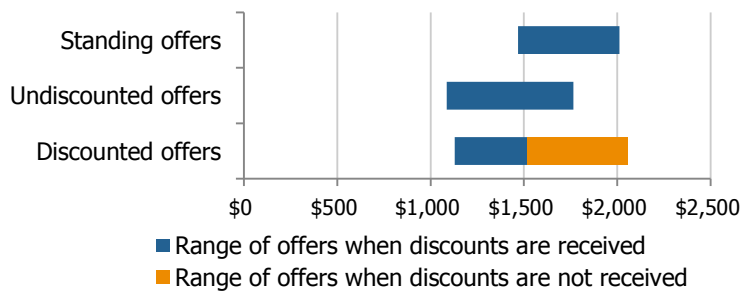
### 2.1. Eastern Victoria

This section provides a summary of electricity offers generally available on 30 June 2017 in eastern Victoria (or the AusNet Services distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a typical residential electricity customer's annual usage of 4,000 kWh.

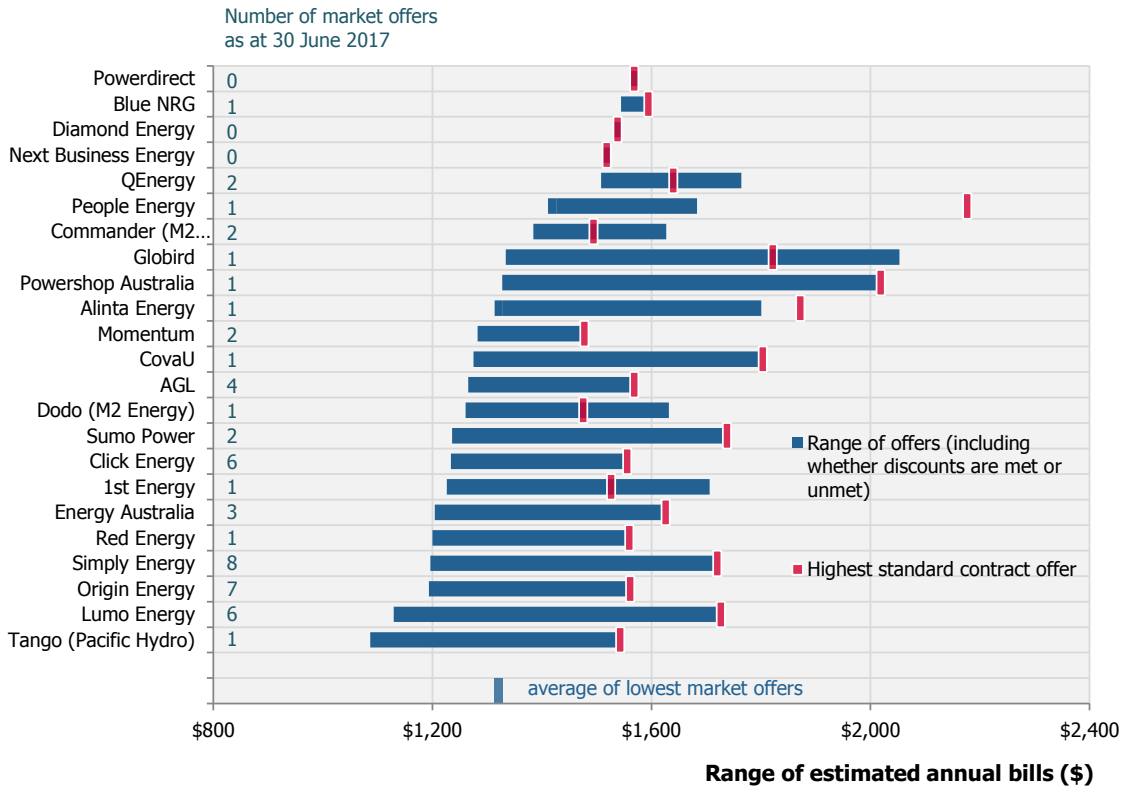
#### Residential electricity customers – range of all offers generally available



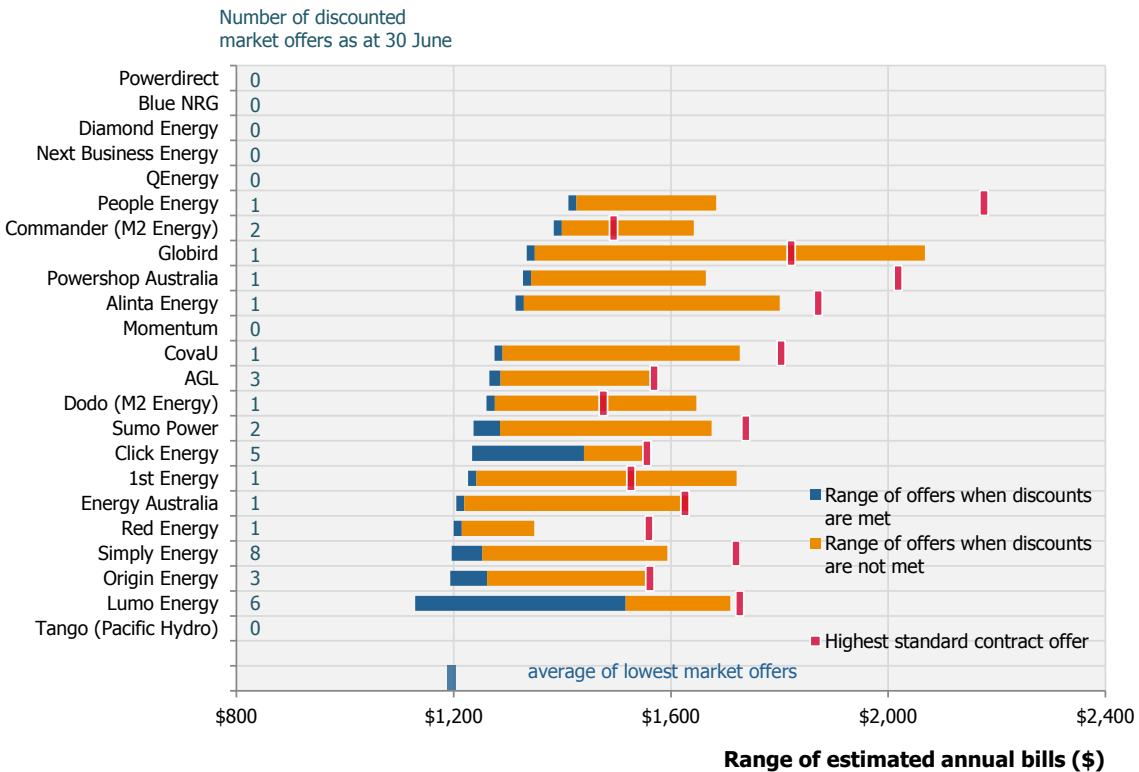
#### Residential electricity customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS	2015-16	2016-17	% change from previous
Market	\$1,432	\$1,489	+ 4%
DISCOUNTED OFFERS	2015-16	2016-17	% change from previous
Market (discounts not applied)	\$1,537	\$1,646	+ 7%
Market (discounts applied)	\$1,264	\$1,301	+ 3%

**Residential electricity customers – range of all offers generally available, by retailer**



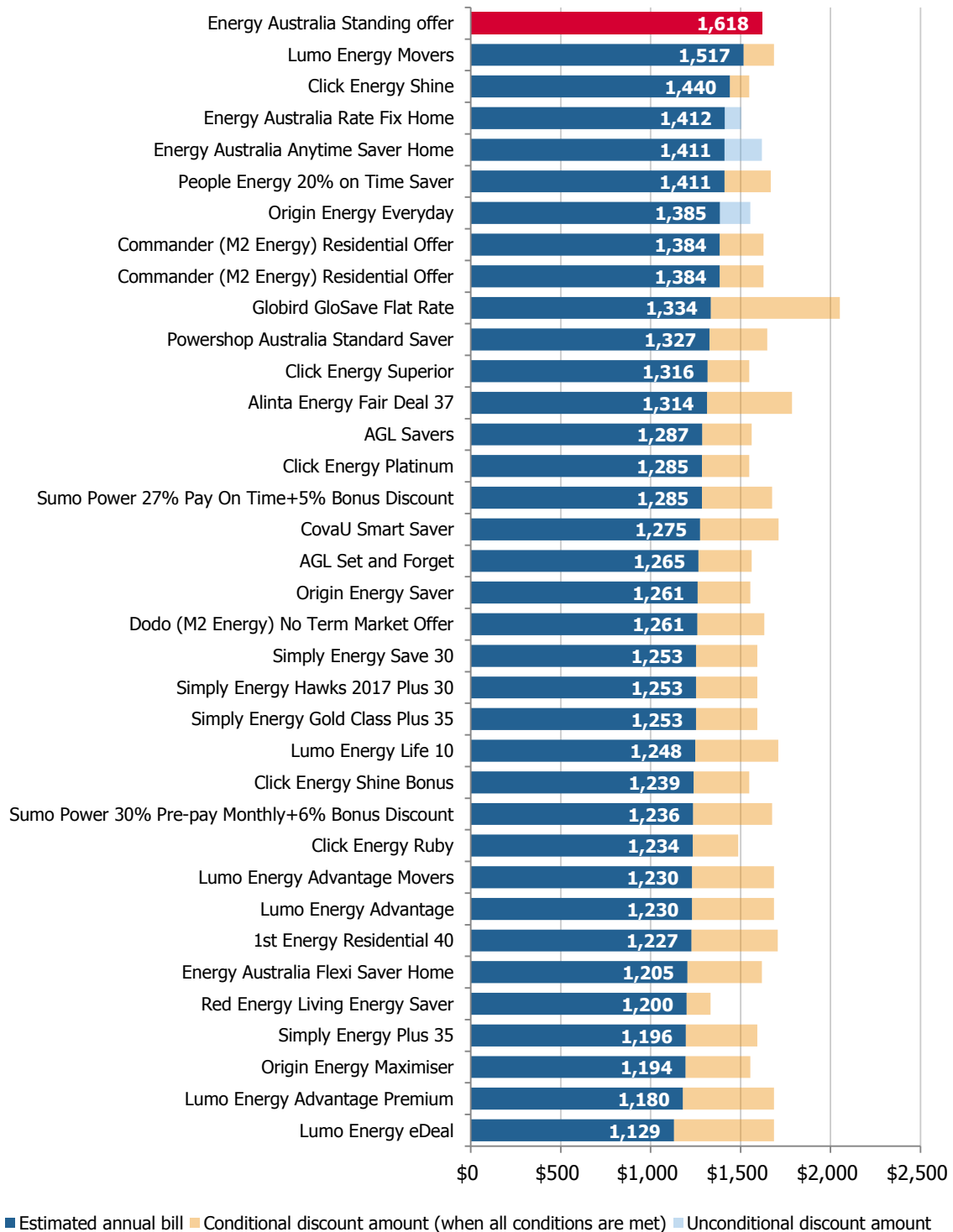
**Residential electricity customers – range of discounted market offers generally available, by retailer**



Note: The highest standard contract offers from Alinta and People Energy were not accessible via Victorian Energy Compare at the time, but were previously published in the Victorian government gazette.

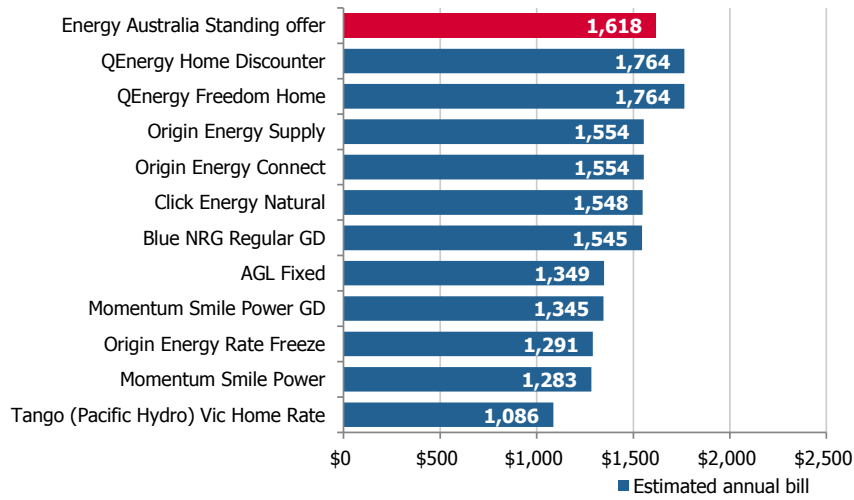


**Residential electricity customers – estimated annual bills of discounted market offers, by individual retailer**

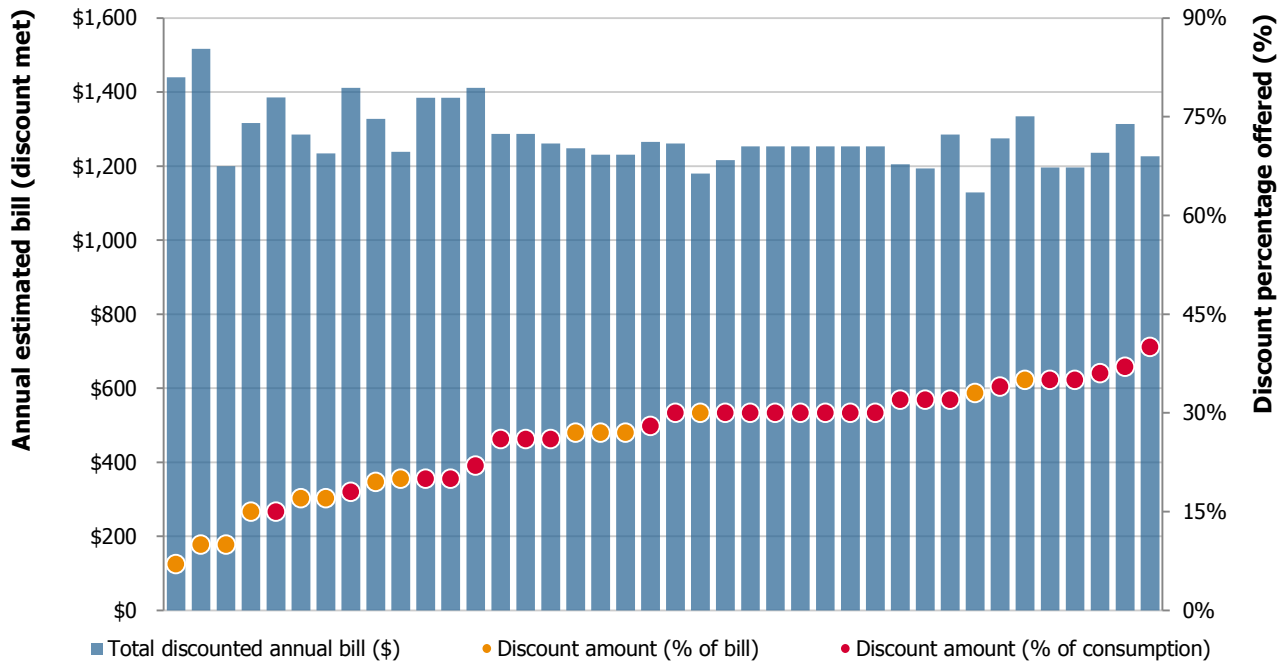




### Residential electricity customers – estimated annual bills of undiscounted market offers, by individual retailer



### Residential electricity customers – estimated annual bills of discounted offers, by discount percentage





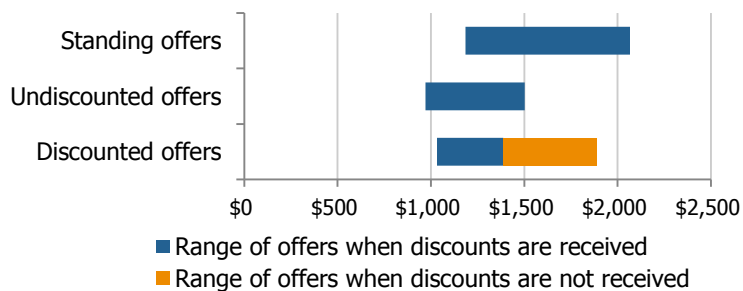
## 2.2. Western Victoria

This section provides a summary of electricity offers generally available on 30 June 2017 in western Victoria (or the Powercor distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a typical residential electricity customer's annual usage of 4,000 kWh.

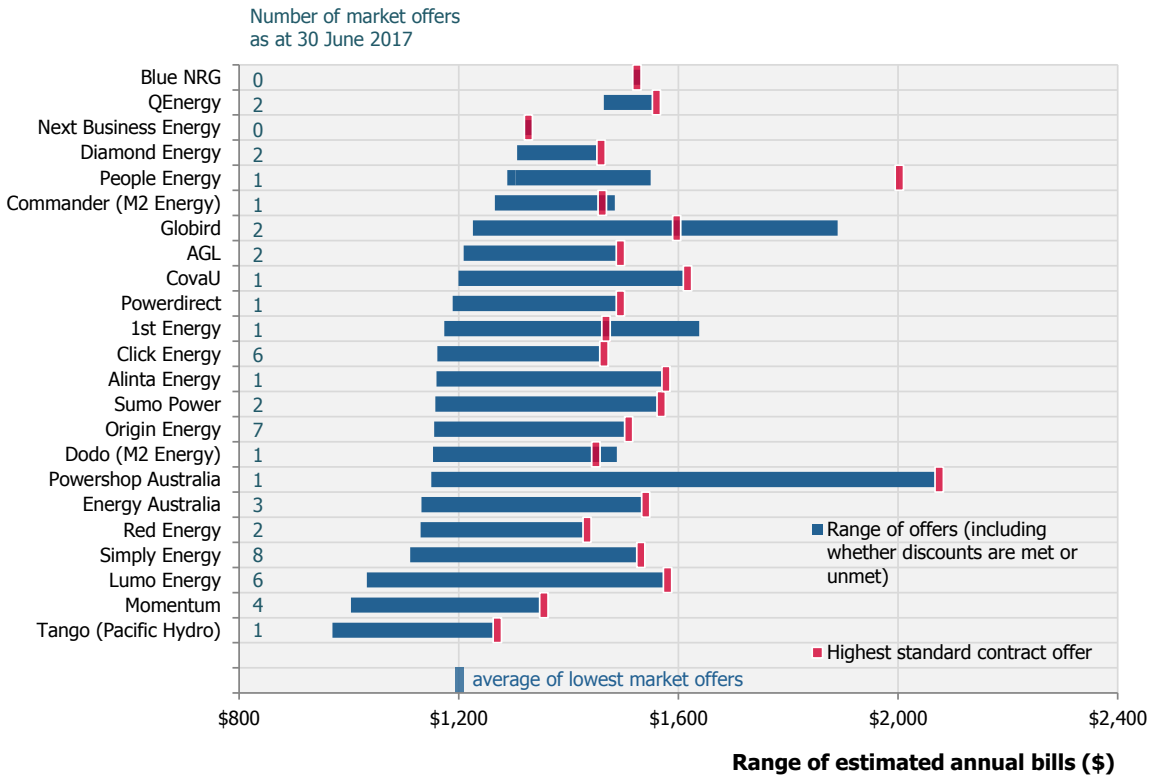
### Residential electricity customers – range of all offers generally available



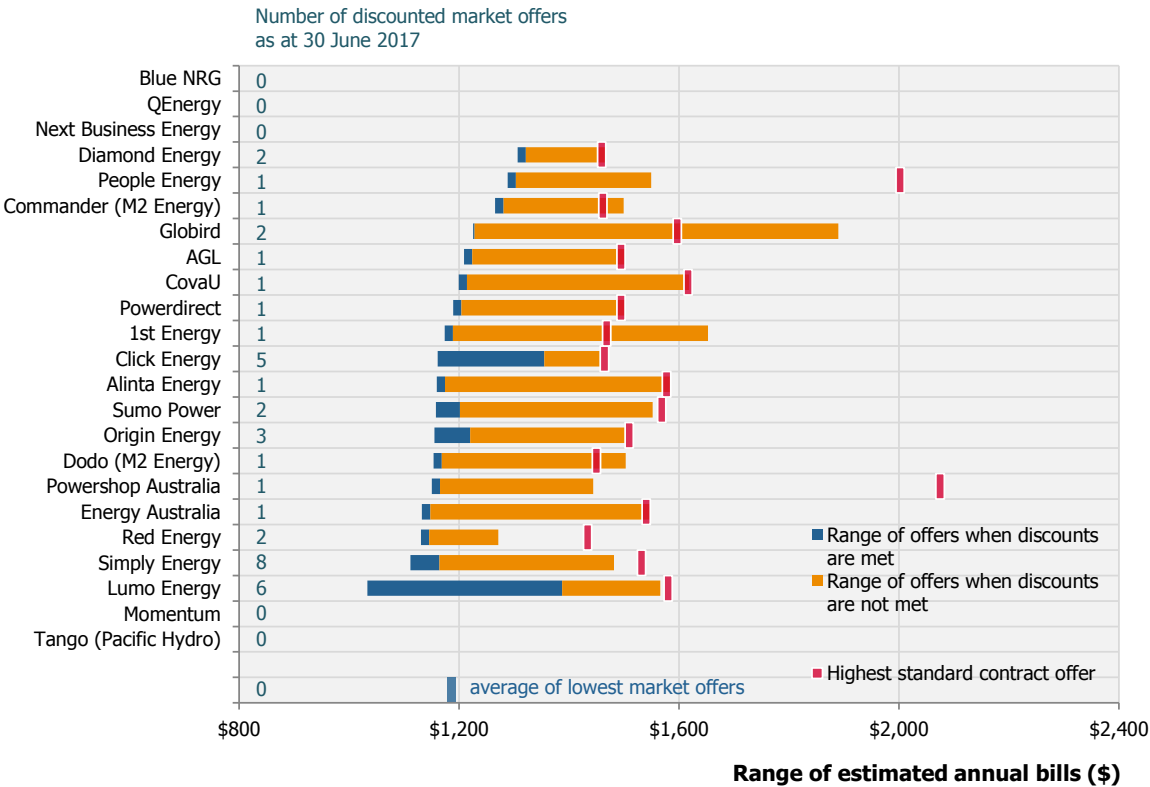
### Residential electricity customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS	2015-16	2016-17	% change from previous
Market	\$1,323	\$1,301	- 2%
DISCOUNTED OFFERS	2015-16	2016-17	% change from previous
Market (discounts not applied)	\$1,407	\$1,518	+ 8%
Market (discounts applied)	\$1,154	\$1,206	+ 4%

Residential electricity customers – range of all offers generally available, by retailer



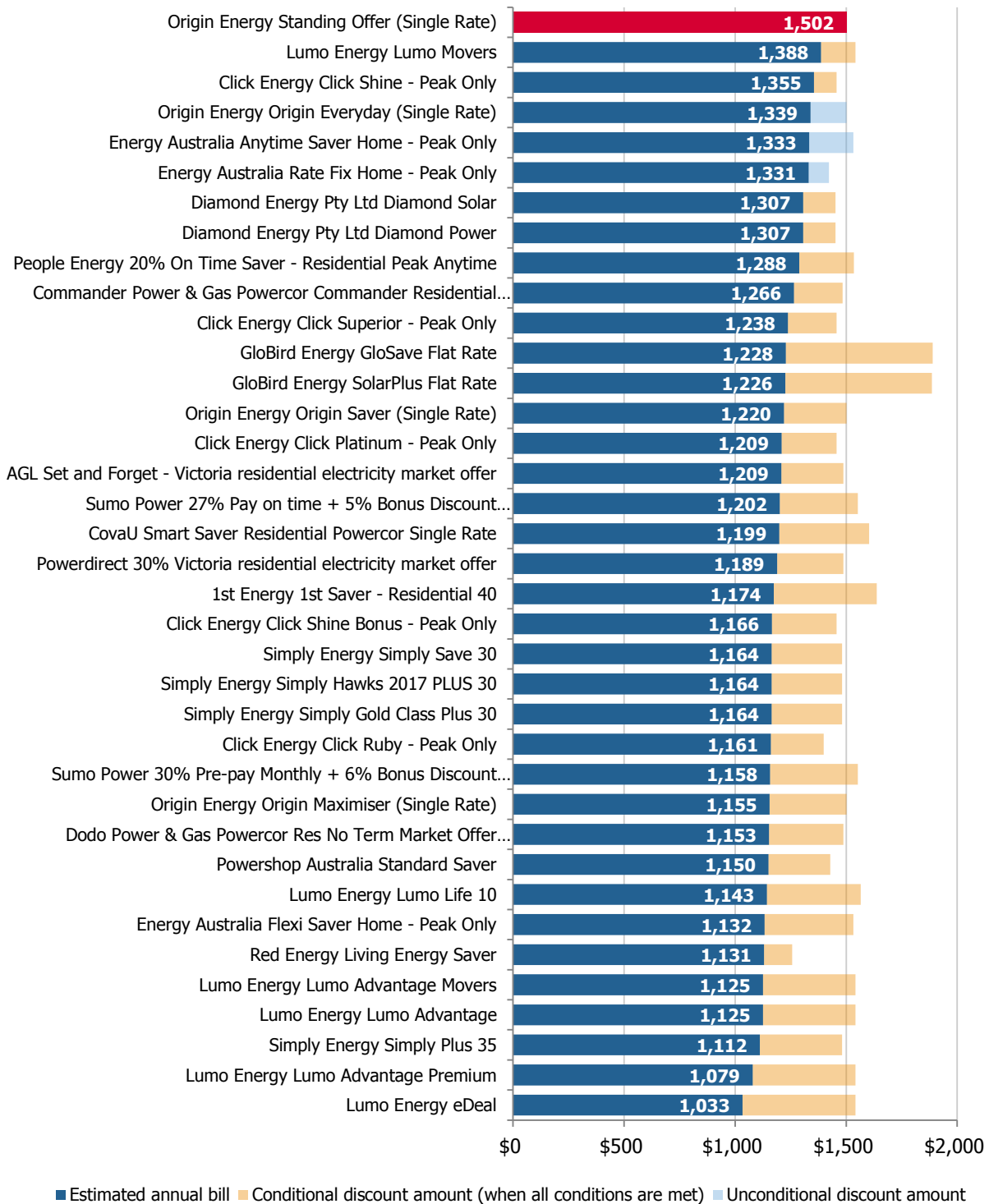
Residential electricity customers – range of discounted market offers generally available, by retailer



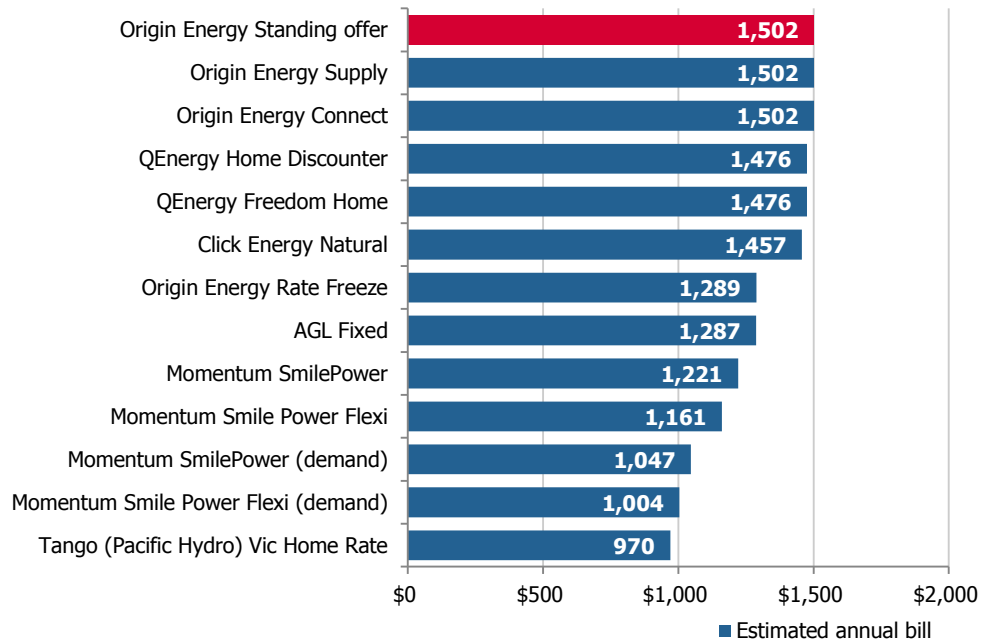
Note: The highest standard contract offers from People Energy were not accessible via Victorian Energy Compare at the time, but were previously published in the Victorian government gazette. The only standard contract available from Alinta Energy and Next Business Energy was for a controlled load offer, which were included in the charts above.



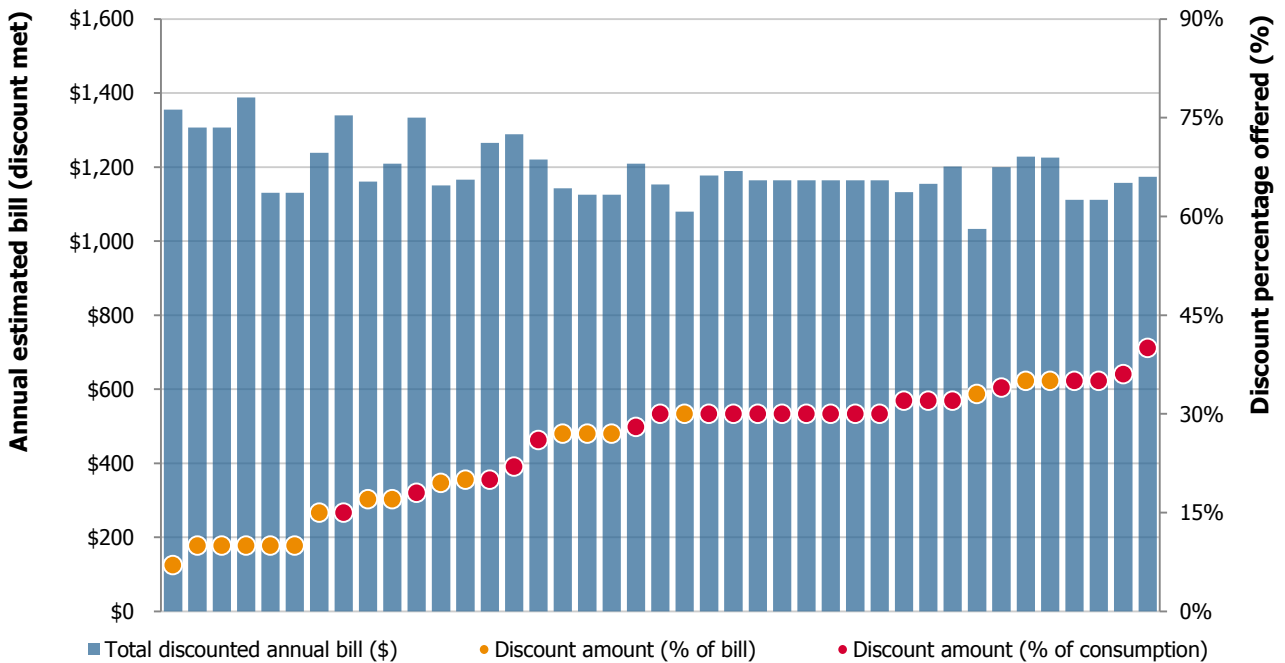
**Residential electricity customers – estimated annual bills of discounted market offers, by individual retailer**



**Residential electricity customers – estimated annual bills of undiscounted market offers, by individual retailer**



**Residential electricity customers – estimated annual bills of discounted offers, by discount percentage**





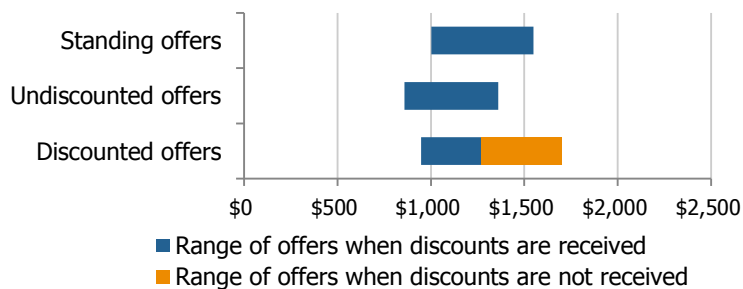
### 2.3. Melbourne CBD and inner suburbs

This section provides a summary of electricity offers generally available on 30 June 2017 in Melbourne CBD and inner suburbs (or the Citipower distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a typical residential electricity customer's annual usage of 4,000 kWh.

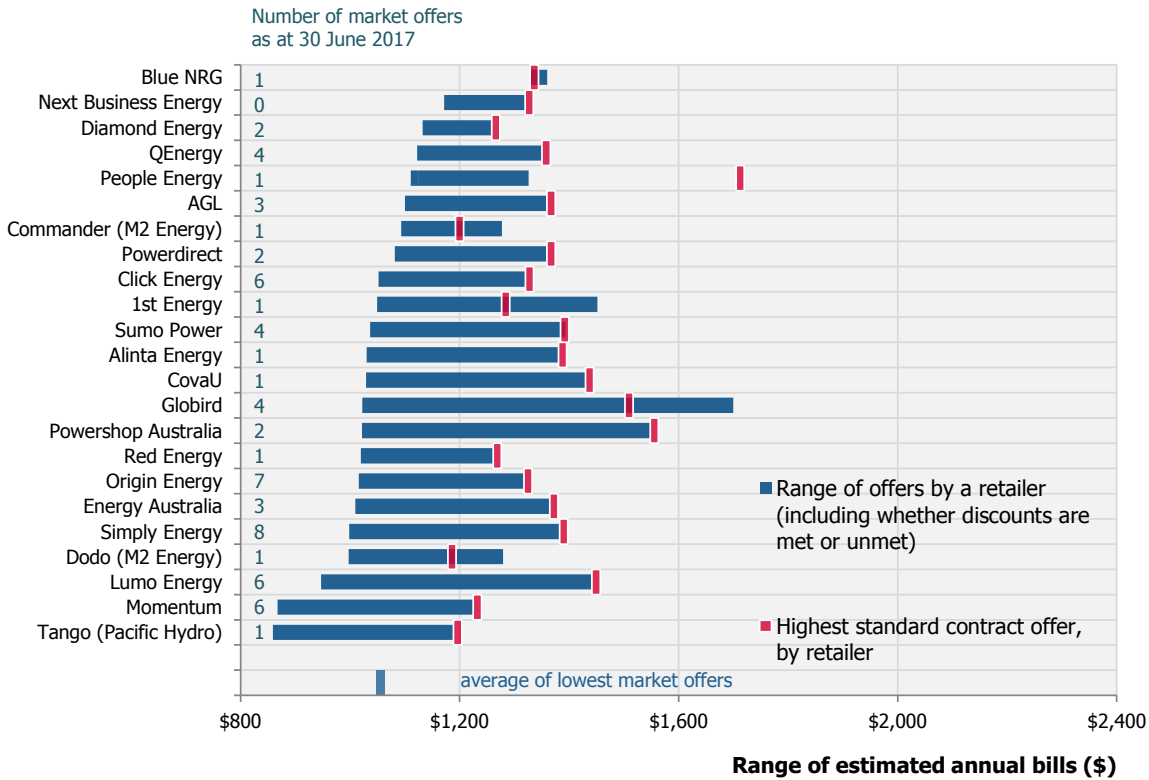
#### Residential electricity customers – range of all offers generally available



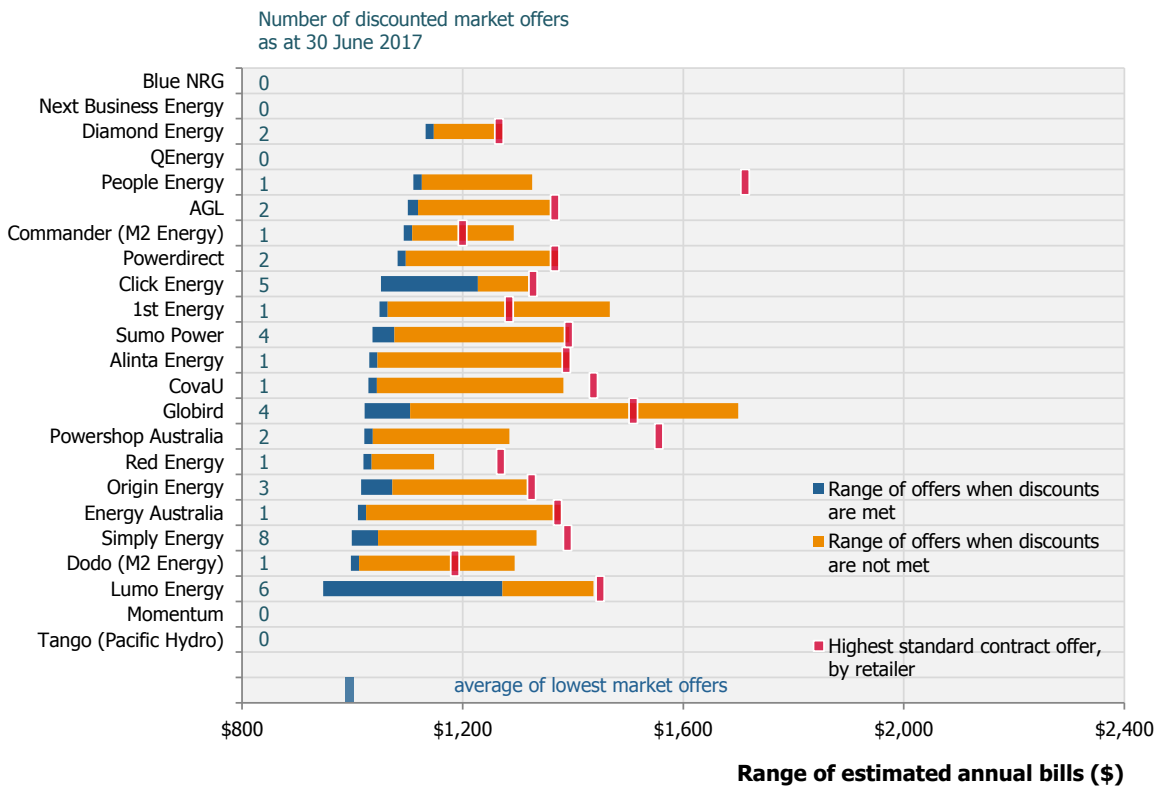
#### Residential electricity customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS	2015-16	2016-17	% change from previous
Market	\$1,164	\$1,227	+ 5%
DISCOUNTED OFFERS	2015-16	2016-17	% change from previous
Market (discounts not applied)	\$1,233	\$1,408	+ 14%
Market (discounts applied)	\$1,021	\$1,106	+ 8%

**Residential electricity customers – range of all offers generally available, by retailer**



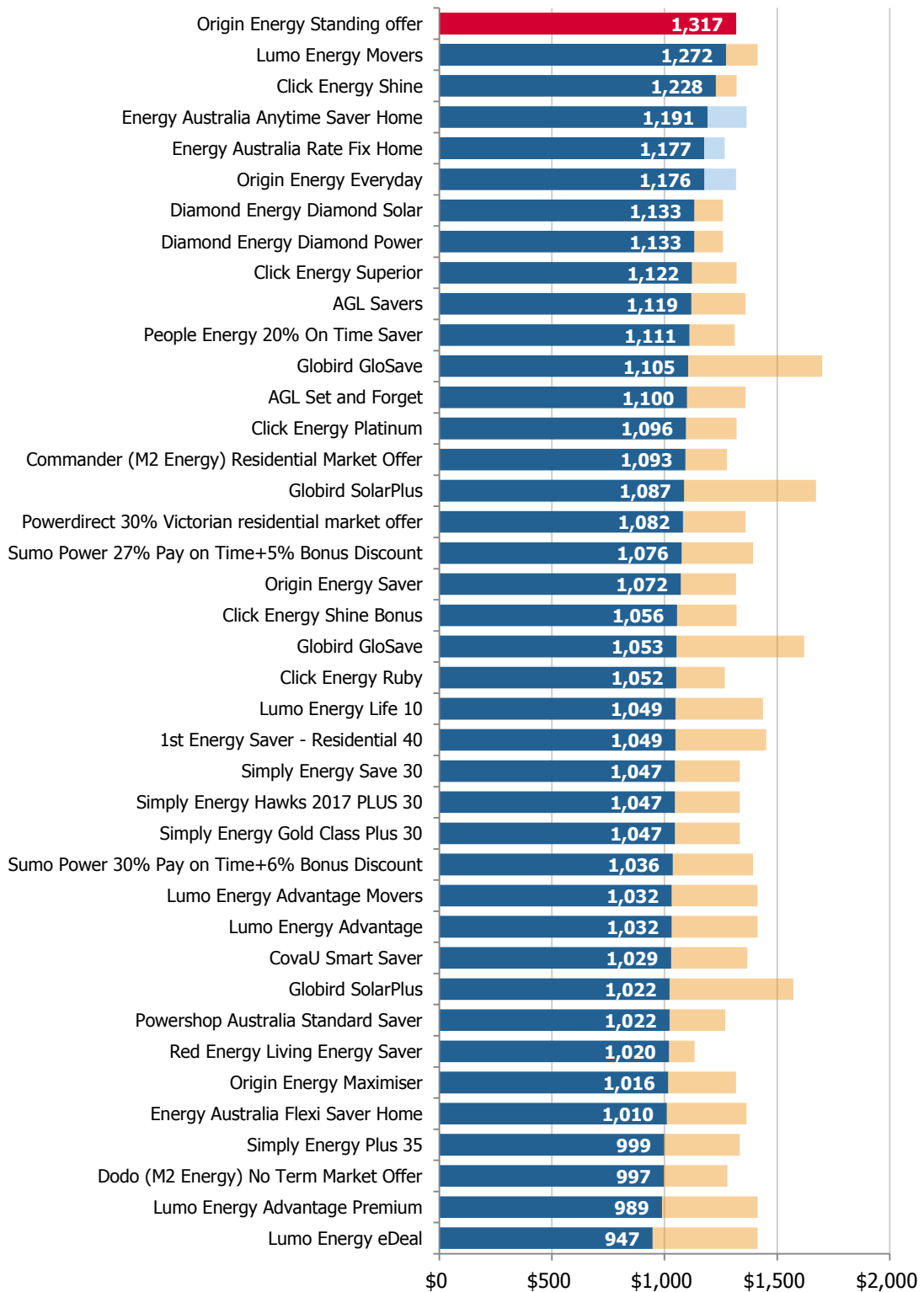
**Residential electricity customers – range of discounted market offers generally available, by retailer**



Note: The highest standard contract offers from People Energy were not accessible via Victorian Energy Compare at the time, but were previously published in the Victorian government gazette.



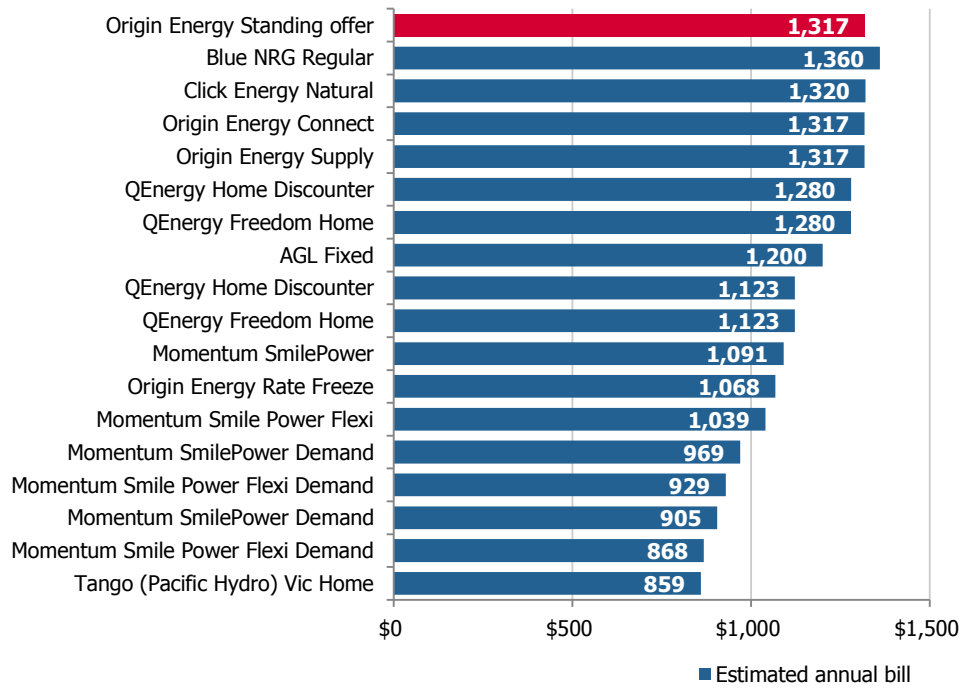
**Residential electricity customers – estimated annual bills of discounted market offers, by individual retailer**



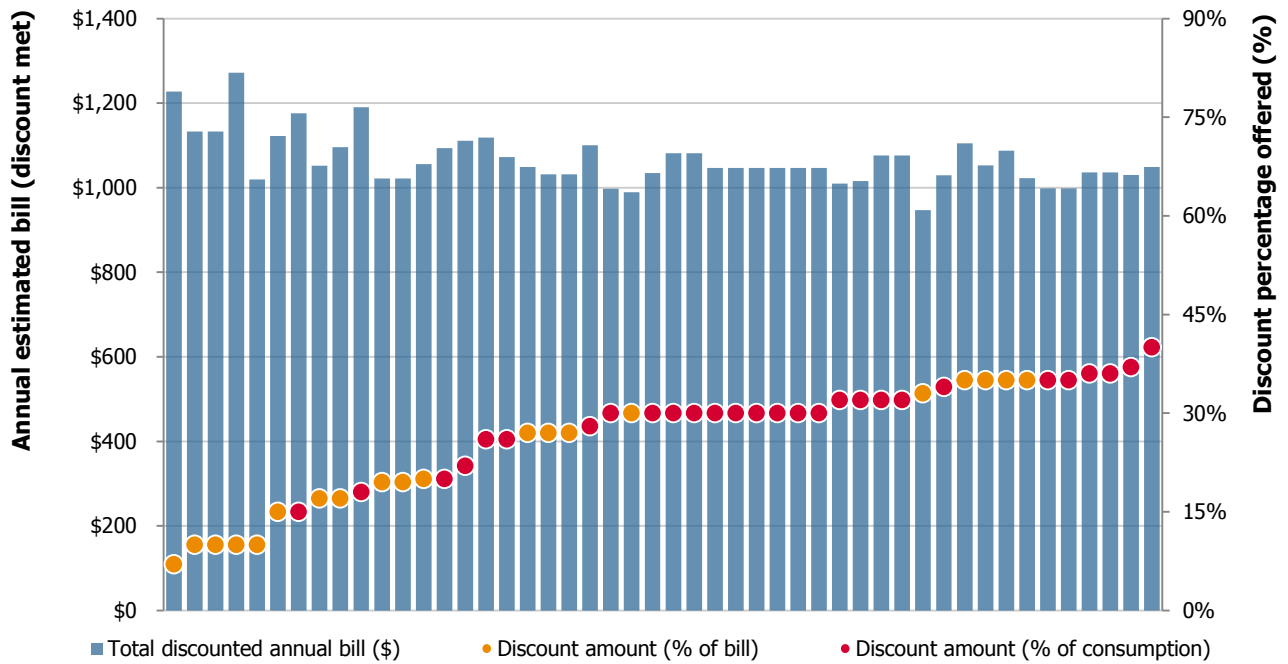
■ Estimated annual bill ■ Conditional discount amount (when all conditions are met) ■ Unconditional discount amount



**Residential electricity customers – estimated annual bills of undiscounted market offers, by individual retailer**



**Residential electricity customers – estimated annual bills of discounted offers, by discount percentage**





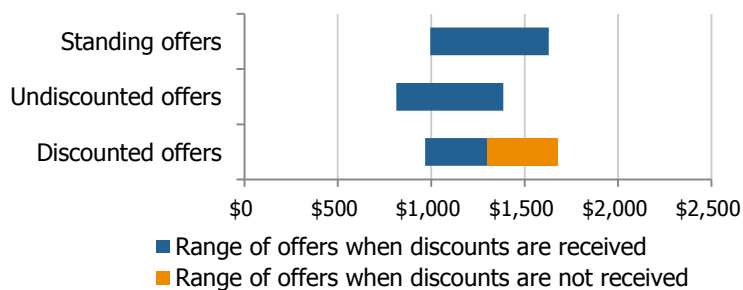
## 2.4. South-east Melbourne and Mornington Peninsula

This section provides a summary of electricity offers generally available on 30 June 2017 in east and south-east Melbourne and the Mornington Peninsula region (or the United Energy distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a typical residential electricity customer's annual usage of 4,000 kWh.

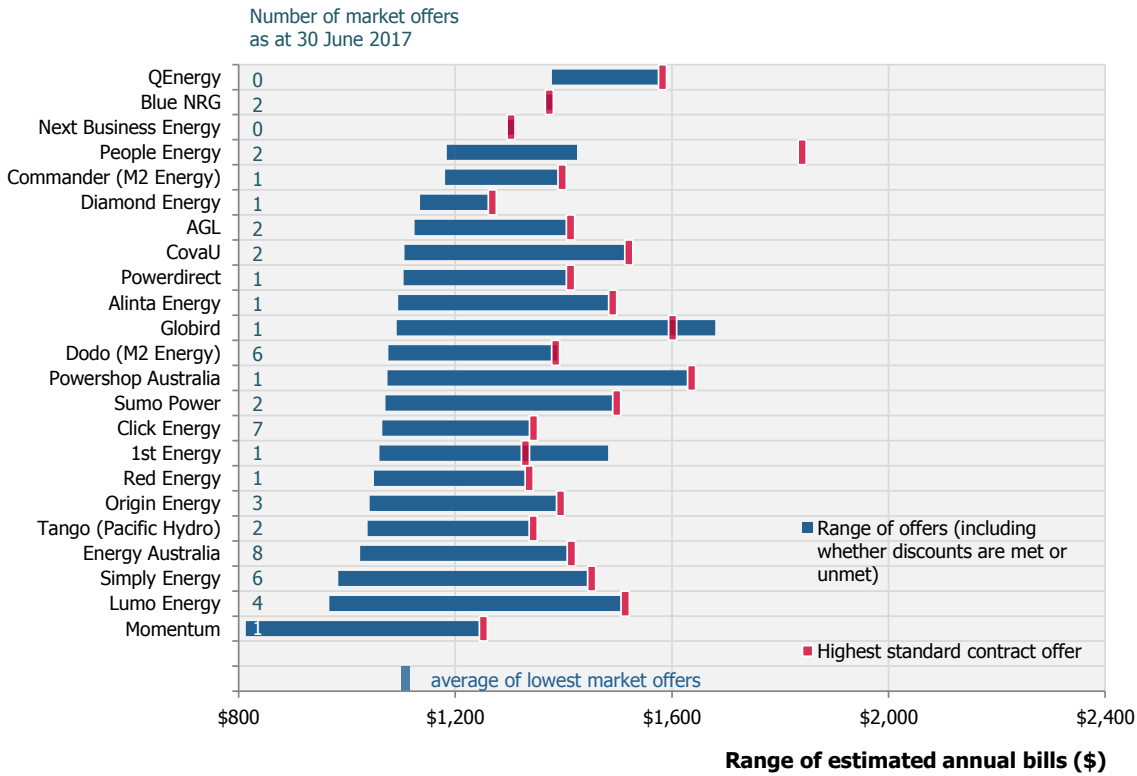
### Residential electricity customers – range of all offers generally available



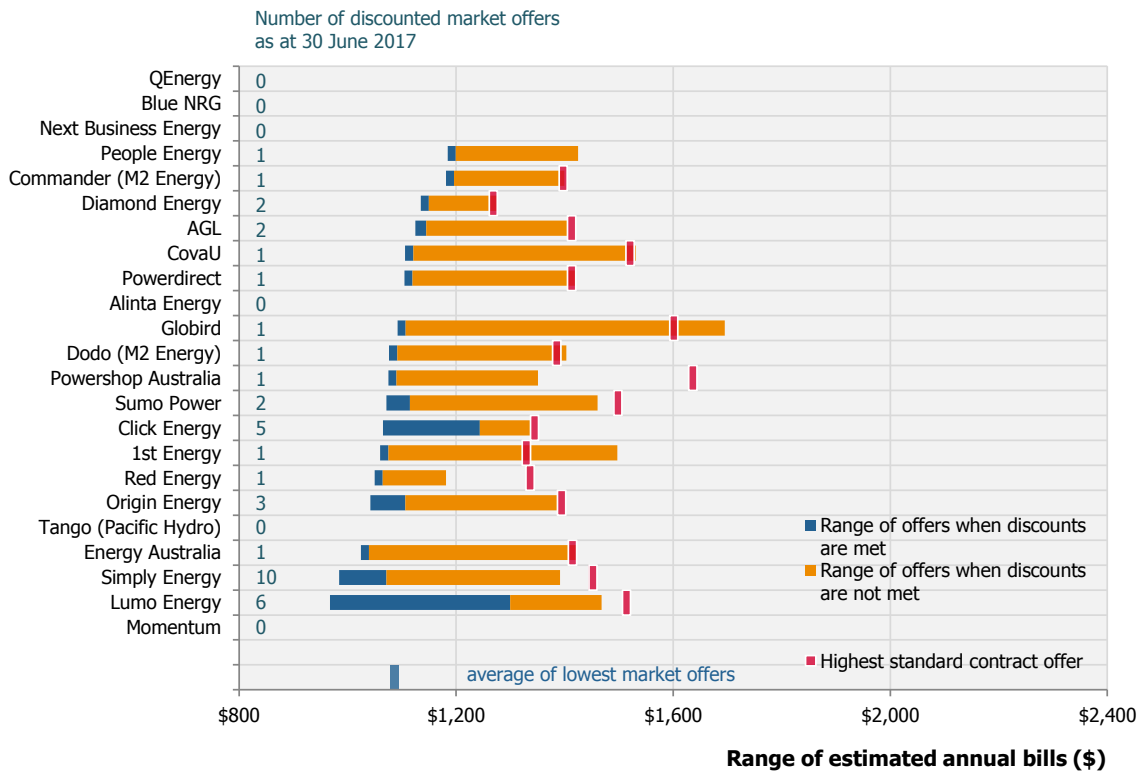
### Residential electricity customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS	2015-16	2016-17	% change from previous
Market	\$1,242	\$1,199	- 3%
DISCOUNTED OFFERS	2015-16	2016-17	% change from previous
Market (discounts not applied)	\$1,320	\$1,379	+ 5%
Market (discounts applied)	\$1,077	\$1,087	+ 1%

Residential electricity customers – range of all offers generally available, by retailer



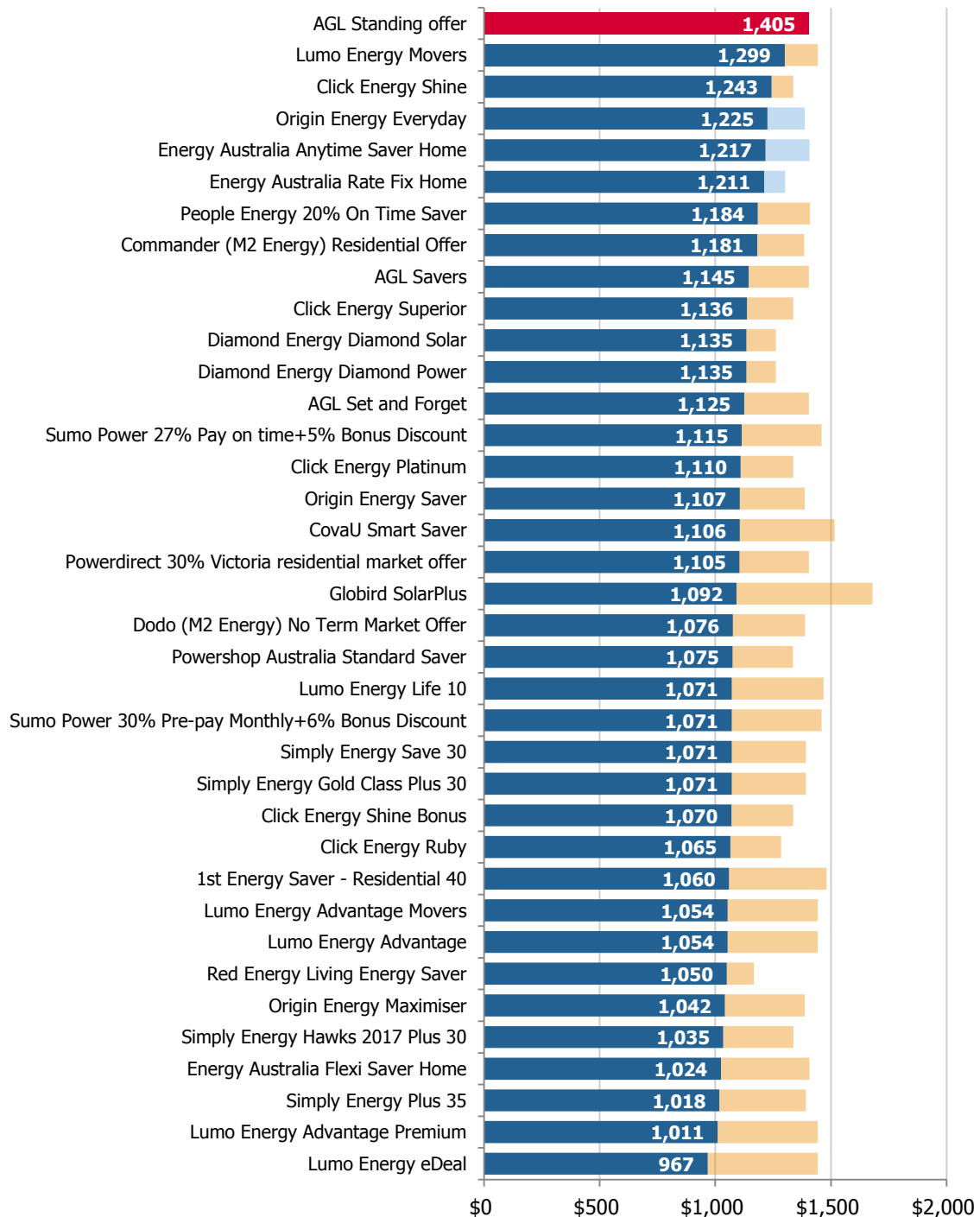
Residential electricity customers – range of discounted market offers generally available, by retailer



Note: The highest standard contract offers from People Energy were not accessible via Victorian Energy Compare at the time, but were previously published in the Victorian government gazette



**Residential electricity customers – estimated annual bills of discounted market offers, by individual retailer**



■ Estimated annual bill ■ Conditional discount amount (when all conditions are met) ■ Unconditional discount amount





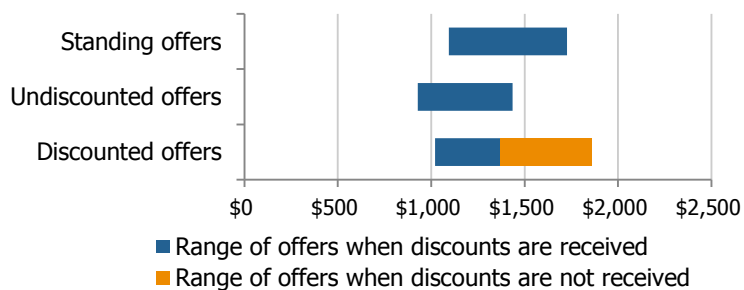
## 2.5. North-west Melbourne

This section provides a summary of electricity offers generally available on 30 June 2017 in the northern and western metropolitan parts of Melbourne (or the Jemena distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a typical residential electricity customer's annual usage of 4,000 kWh.

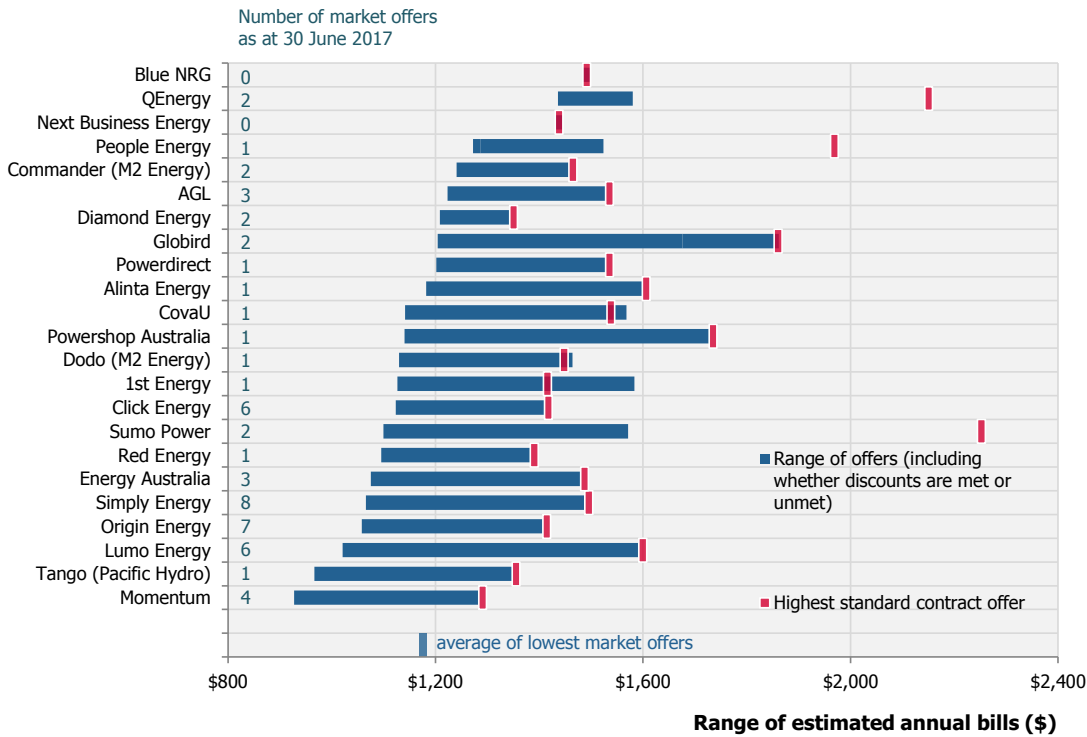
### Residential electricity customers – range of all offers generally available



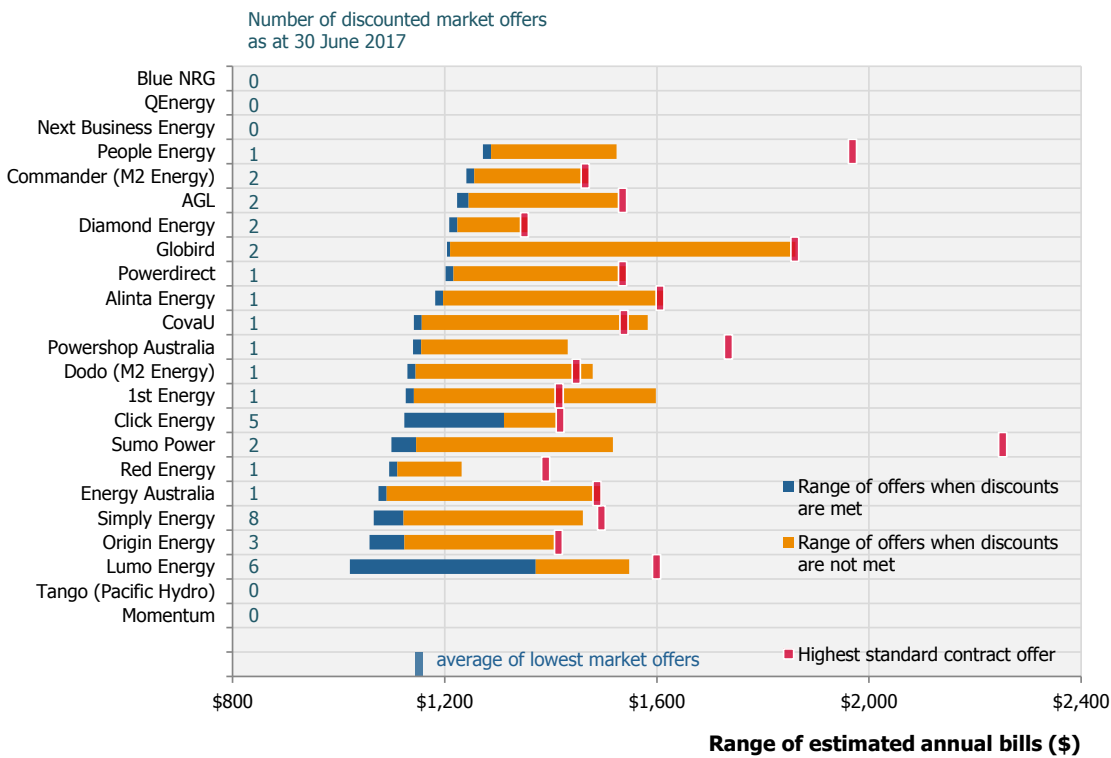
### Residential electricity customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS	2015-16	2016-17	% change from previous
Market	\$1,305	\$1,290	- 1%
DISCOUNTED OFFERS	2015-16	2016-17	% change from previous
Market (discounts not applied)	\$1,402	\$1,485	+ 6%
Market (discounts applied)	\$1,154	\$1,167	+ 1%

### Residential electricity customers – range of all offers generally available, by retailer



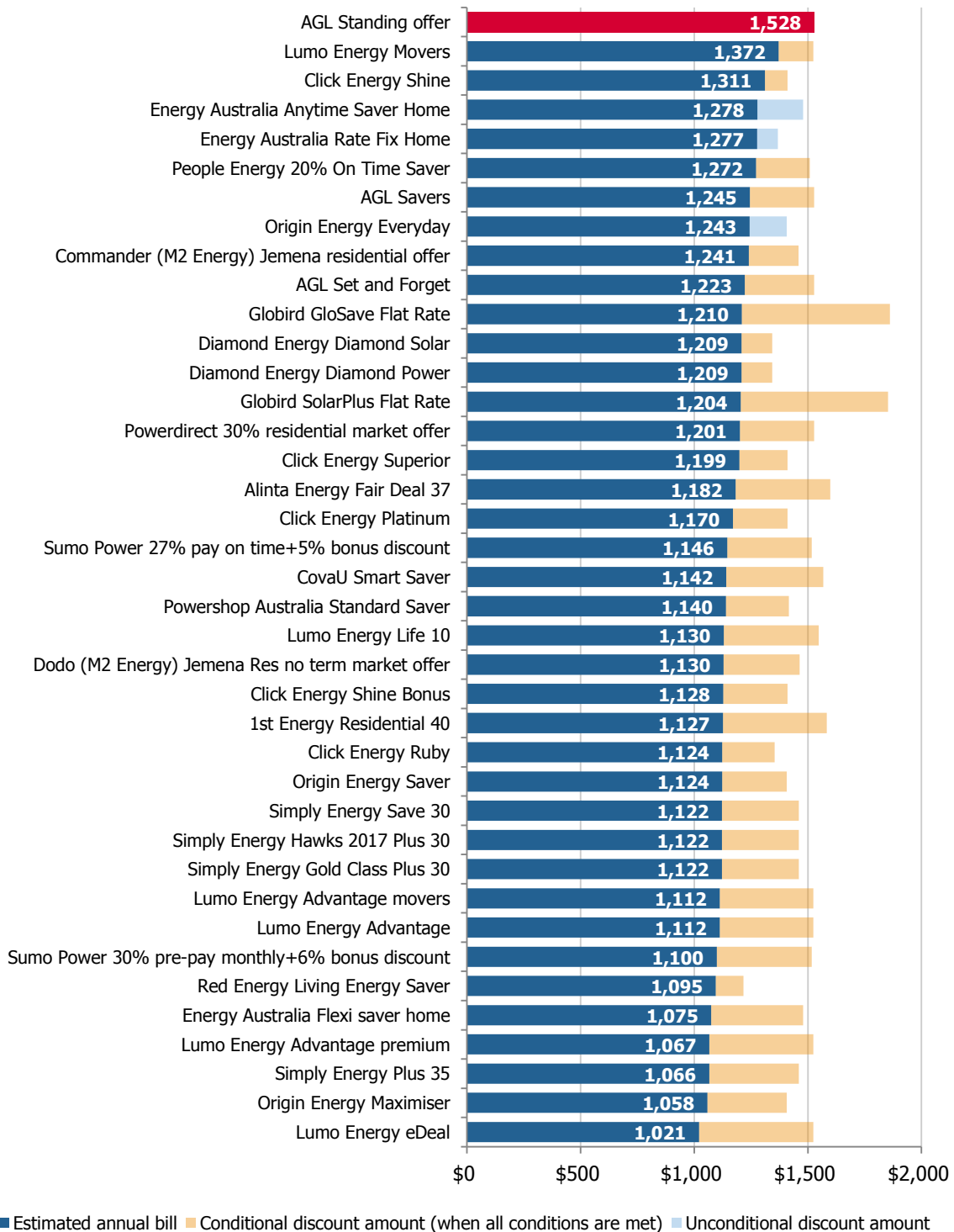
### Residential electricity customers – range of discounted market offers generally available, by retailer



Note: The highest standard contract offers from People Energy were not accessible via Victorian Energy Compare at the time, but were previously published in the Victorian government gazette.

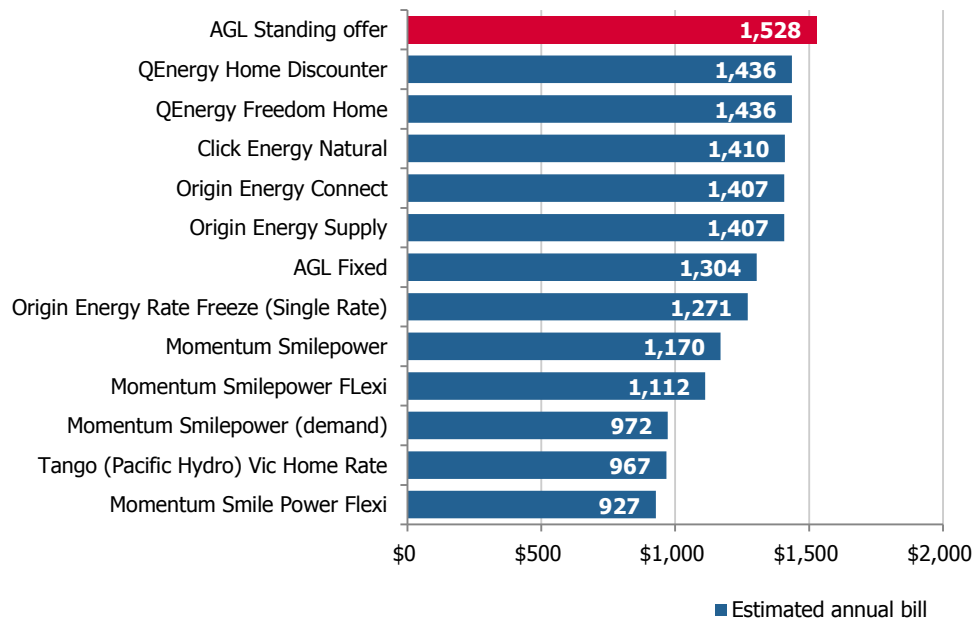


**Residential electricity customers – estimated annual bills of discounted market offers, by individual retailer**

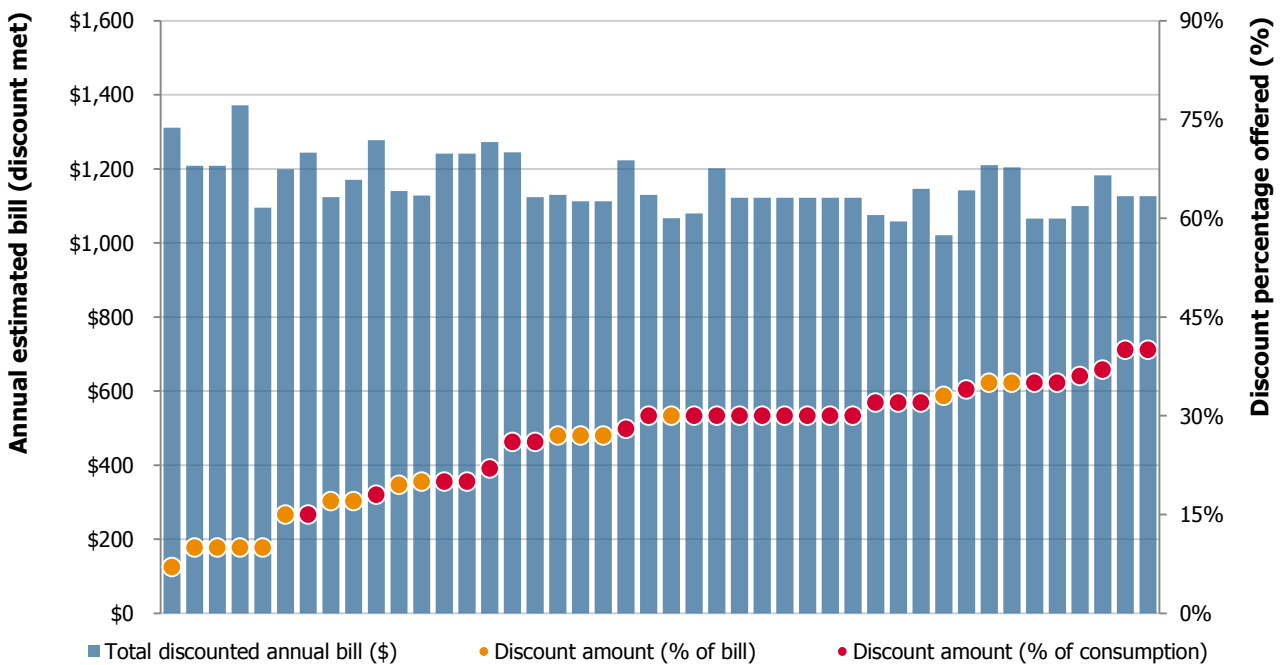




### Residential electricity customers – estimated annual bills of undiscounted market offers, by individual retailer



### Residential electricity customers – estimated annual bills of discounted offers, by discount percentage





## 3. Electricity offers – small business customers

### 3.1. Eastern Victoria

This section provides a summary of electricity offers generally available on 30 June 2017 in eastern Victoria (or the AusNet Services distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a representative small business electricity customer's annual usage of 12,000 kWh.

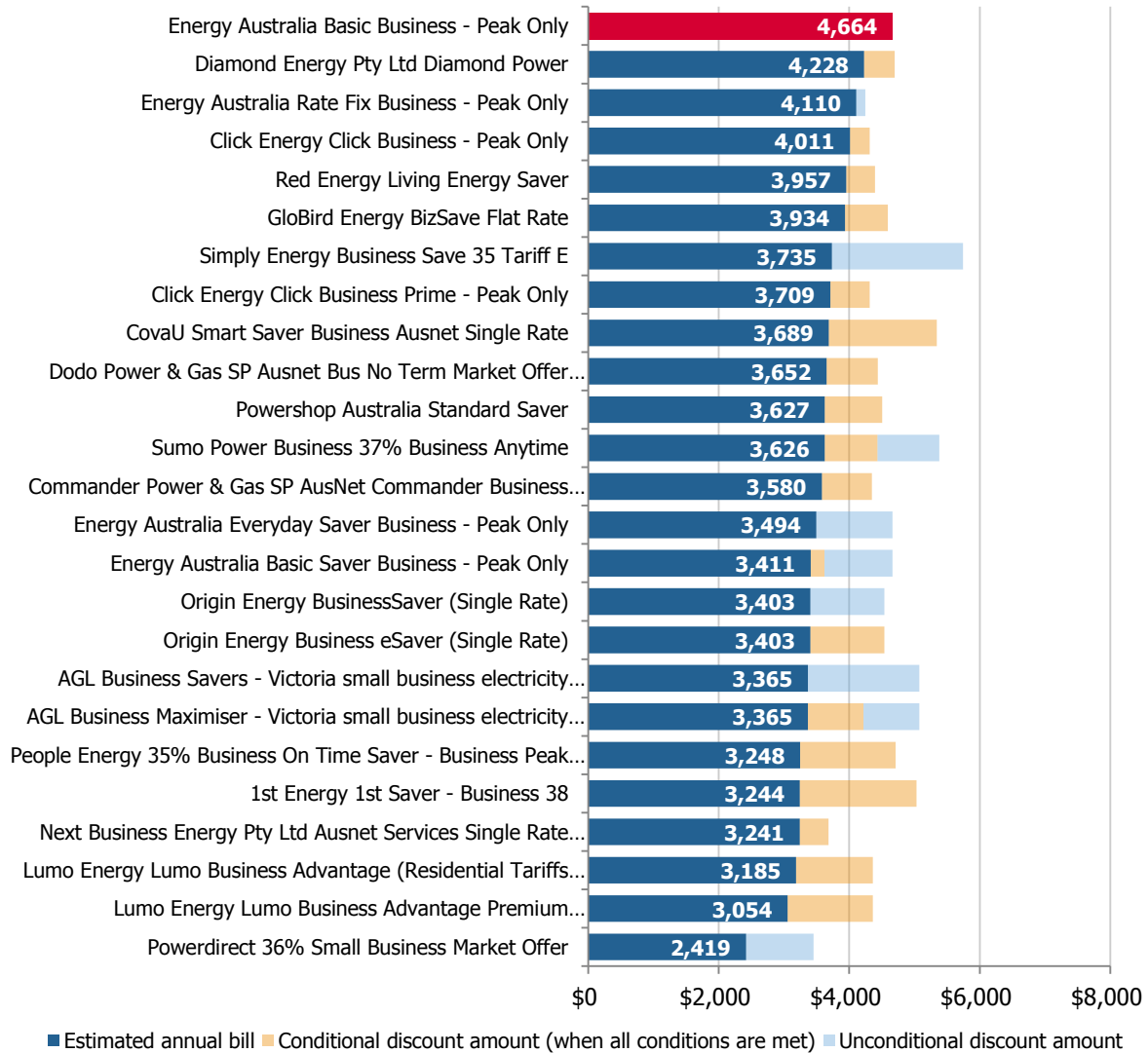
#### Small business electricity customers – range of all offers generally available



#### Small business electricity customers – average estimated bills for typical small business customers

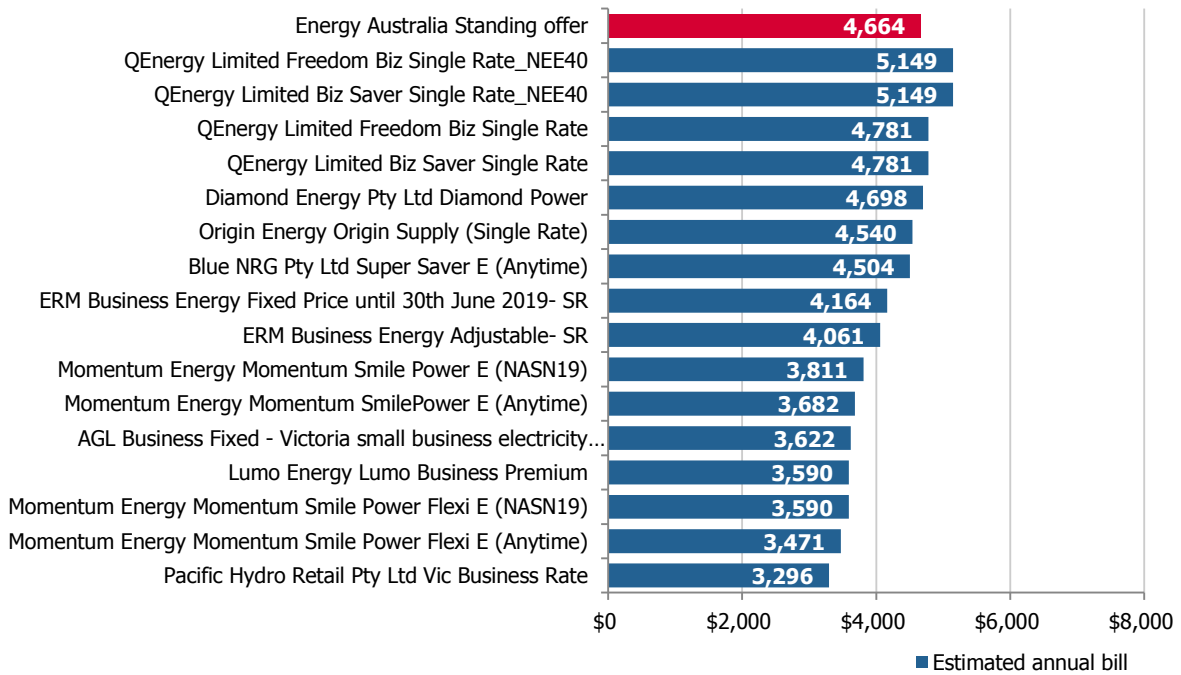
UNDISCOUNTED OFFERS	2016-17
Market	\$3,568
DISCOUNTED OFFERS	
Market (discounts not applied)	\$4,155
Market (discounts applied)	\$3,221

**Small business electricity customers – estimated annual bills of discounted market offers, by individual retailer**

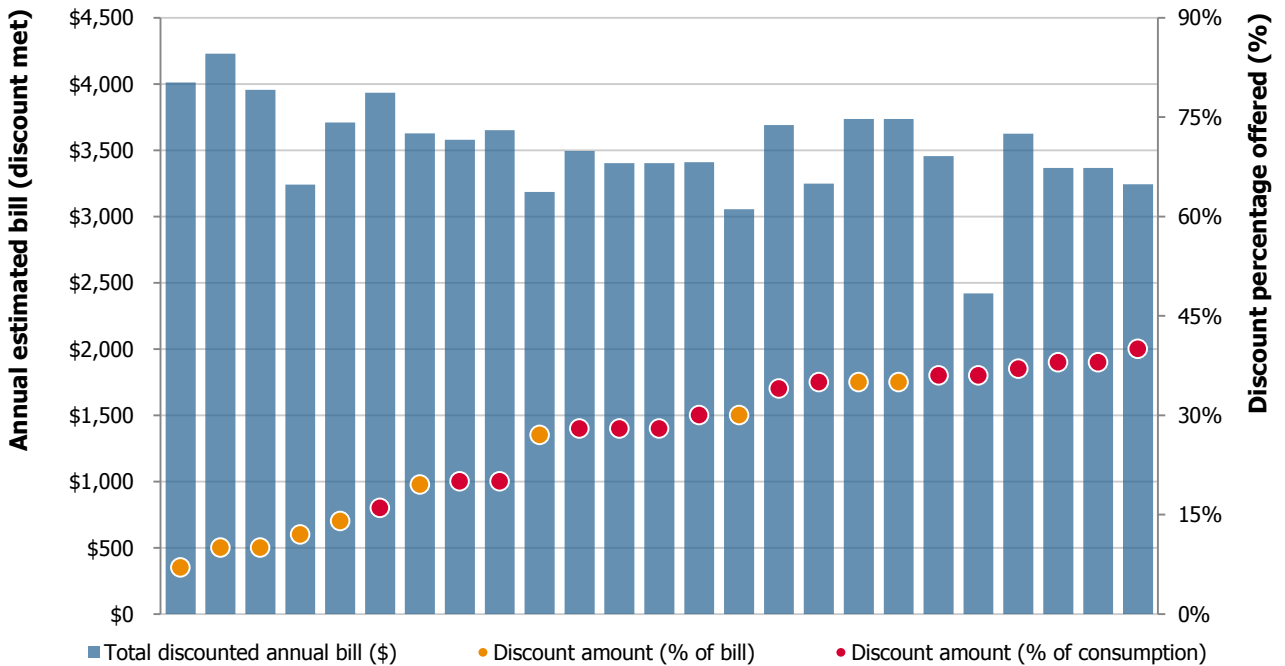




**Small business electricity customers – estimated annual bills of undiscounted market offers, by individual retailer**



**Small business electricity customers – estimated annual bills of discounted offers, by discount percentage**



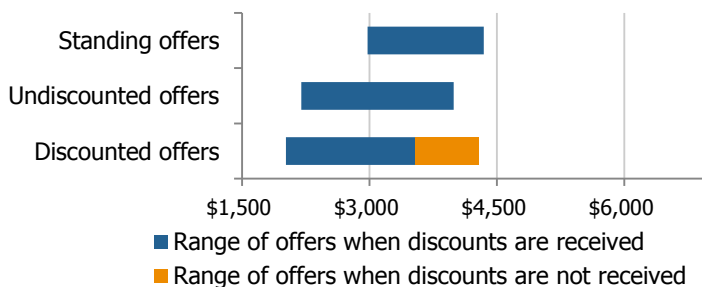
### 3.2. Western Victoria

This section provides a summary of electricity offers generally available on 30 June 2017 in western Victoria (or the Powercor distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a representative small business electricity customer’s annual usage of 12,000 kWh.

#### Small business electricity customers – range of all offers generally available

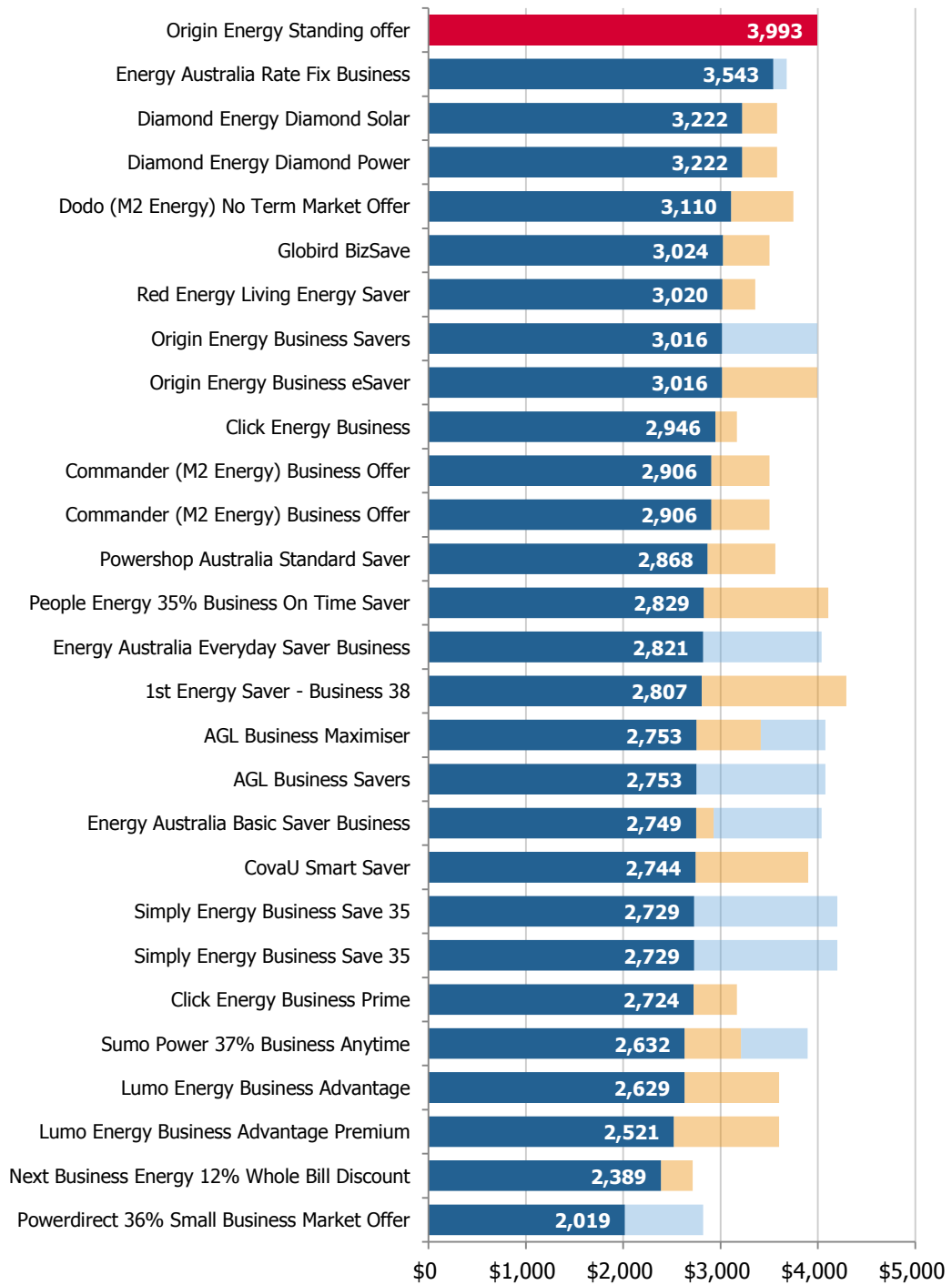


#### Small business electricity customers – average estimated bills for typical small business customers

UNDISCOUNTED OFFERS		2016-17
Market		\$3,046
DISCOUNTED OFFERS		
Market (discounts not applied)		\$3,658
Market (discounts applied)		\$2,832

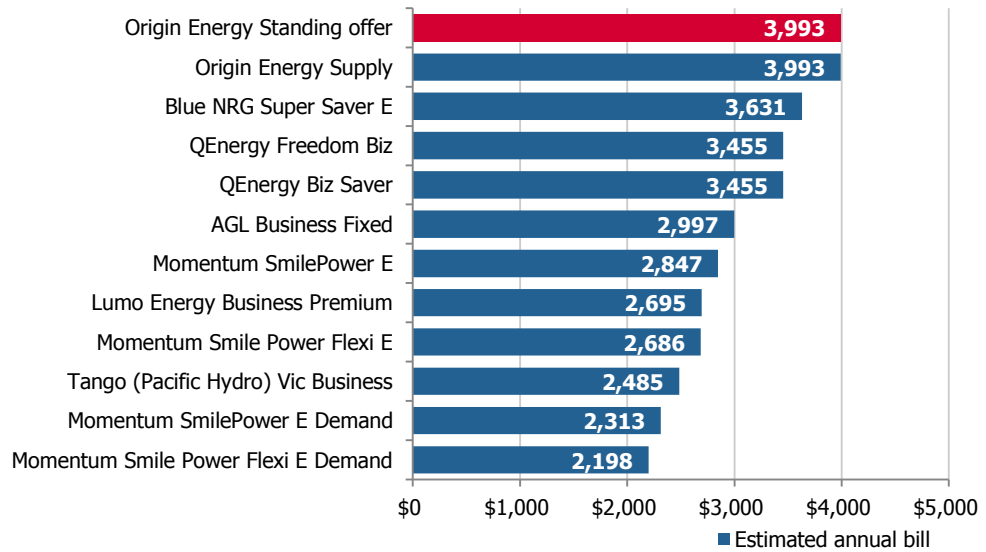


**Small business electricity customers – estimated annual bills of discounted market offers, by individual retailer**

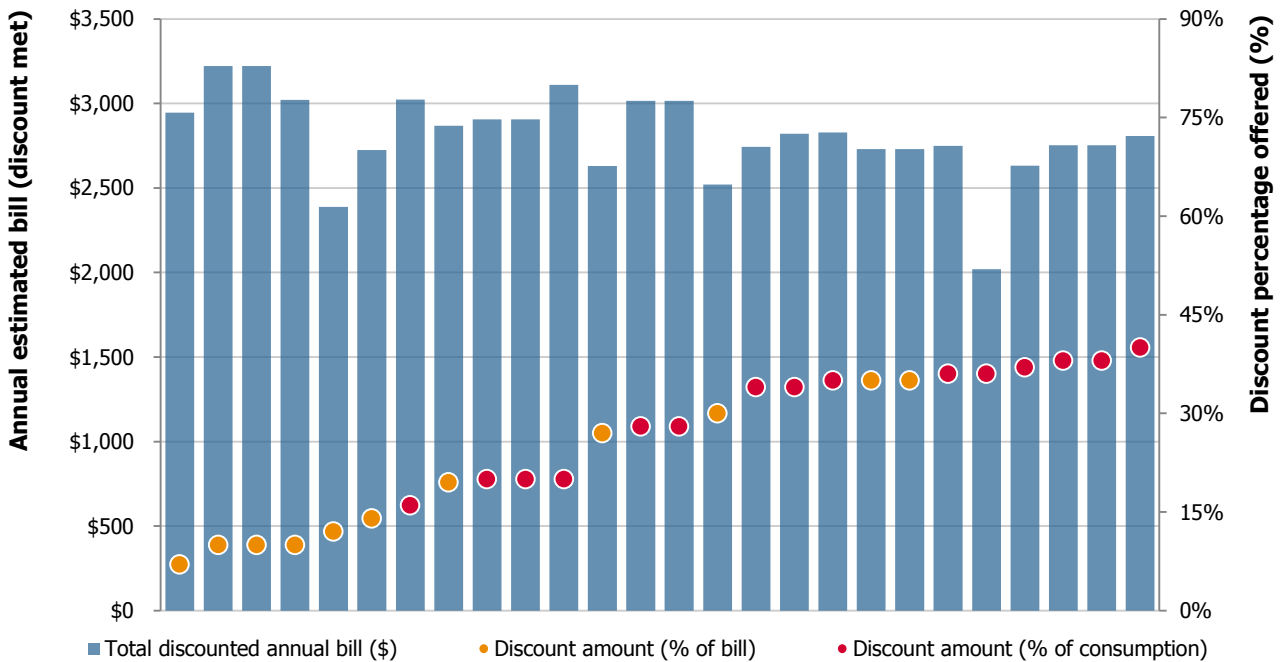


■ Estimated annual bill ■ Conditional discount amount (when all conditions are met) ■ Unconditional discount amount

**Small business electricity customers – estimated annual bills of undiscounted market offers, by individual retailer**



**Small business electricity customers – estimated annual bills of discounted offers, by discount percentage**





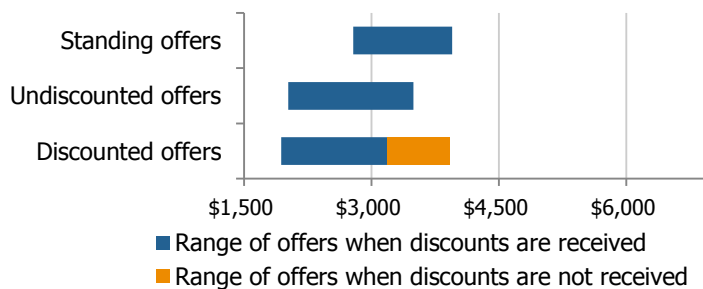
### 3.3. Melbourne CBD and inner suburbs

This section provides a summary of electricity offers generally available on 30 June 2017 in Melbourne CBD and inner suburbs (or the Citipower distribution area), as shown in the blue shaded area in the figure below.



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#### Small business electricity customers – range of all offers generally available

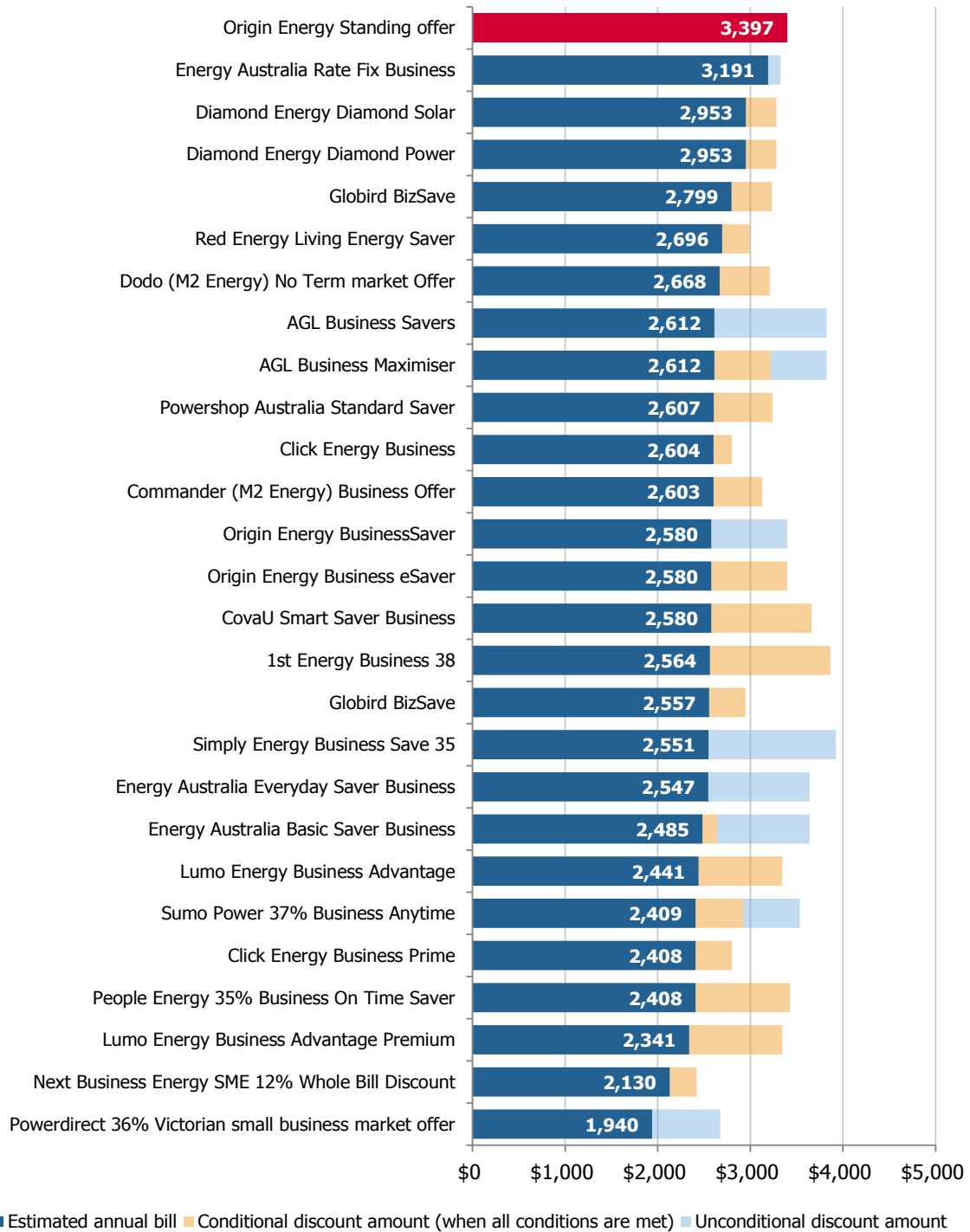


#### Small business electricity customers – average estimated bills for typical small business customers

UNDISCOUNTED OFFERS		2016-17
Market		\$2,751
DISCOUNTED OFFERS		
Market (discounts not applied)		\$3,326
Market (discounts applied)		\$2,609

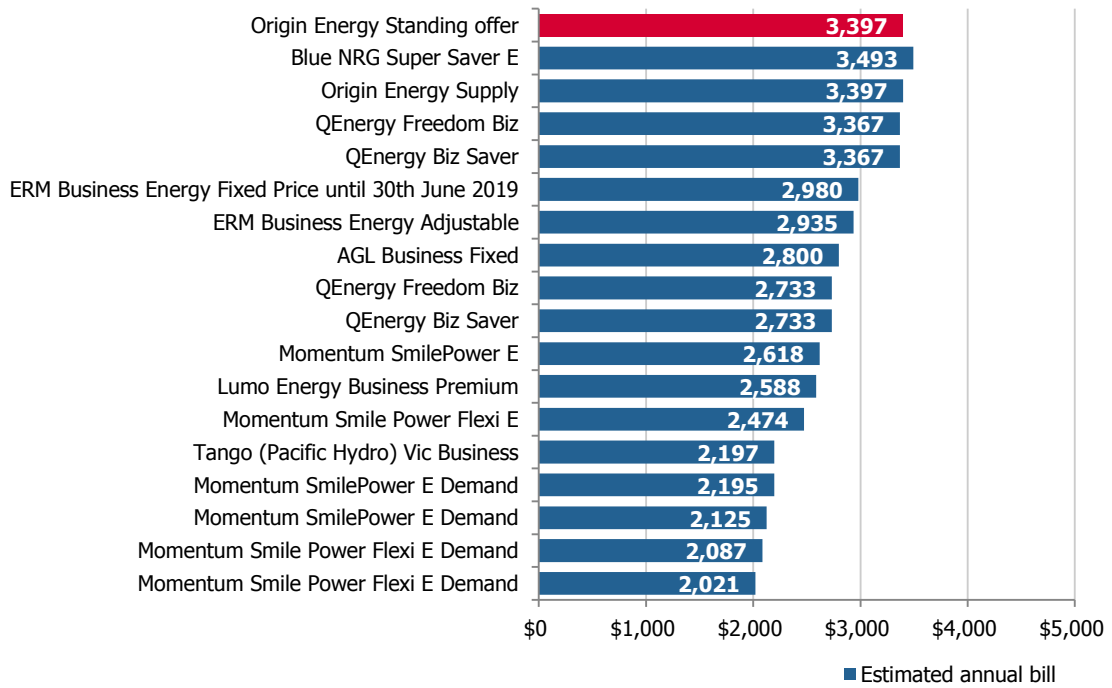


**Small business electricity customers – estimated annual bills of discounted market offers, by individual retailer**

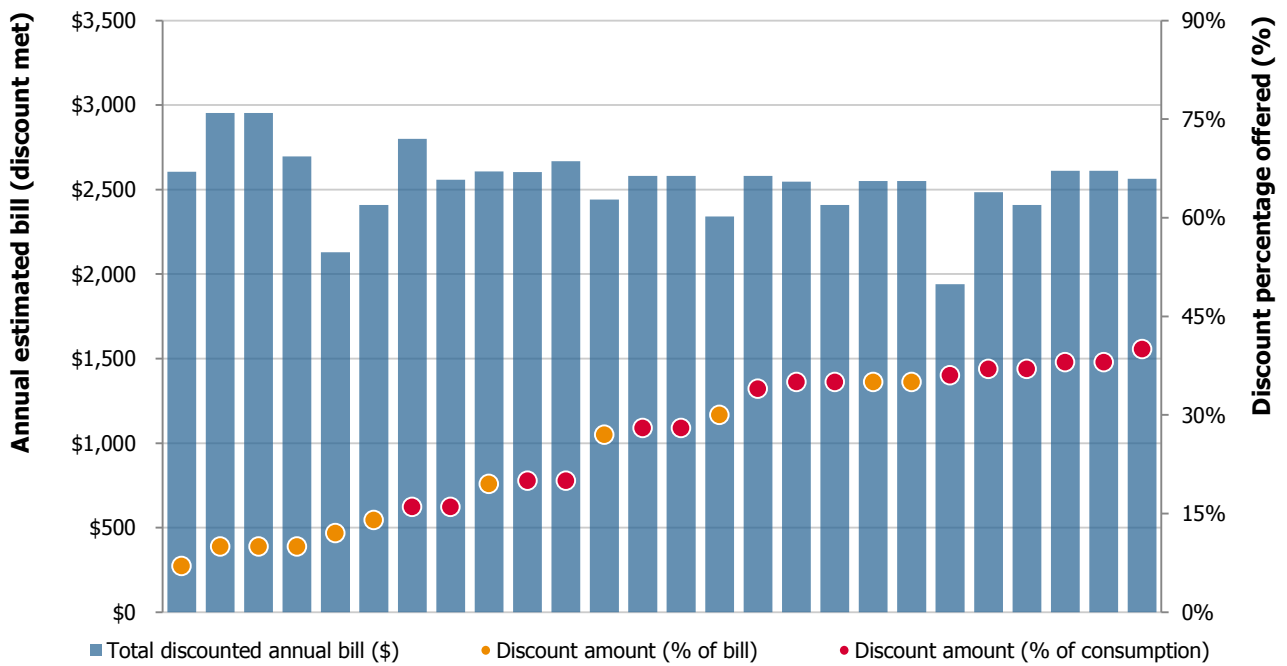




**Small business electricity customers – estimated annual bills of undiscounted market offers, by individual retailer**



**Small business electricity customers – estimated annual bills of discounted offers, by discount percentage**



### 3.4. South-east Melbourne and Mornington Peninsula

This section provides a summary of electricity offers generally available on 30 June 2017 in east and south-east Melbourne and the Mornington Peninsula region (or the United Energy distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a representative small business electricity customer’s annual usage of 12,000 kWh.

#### Small business electricity customers – range of all offers generally available

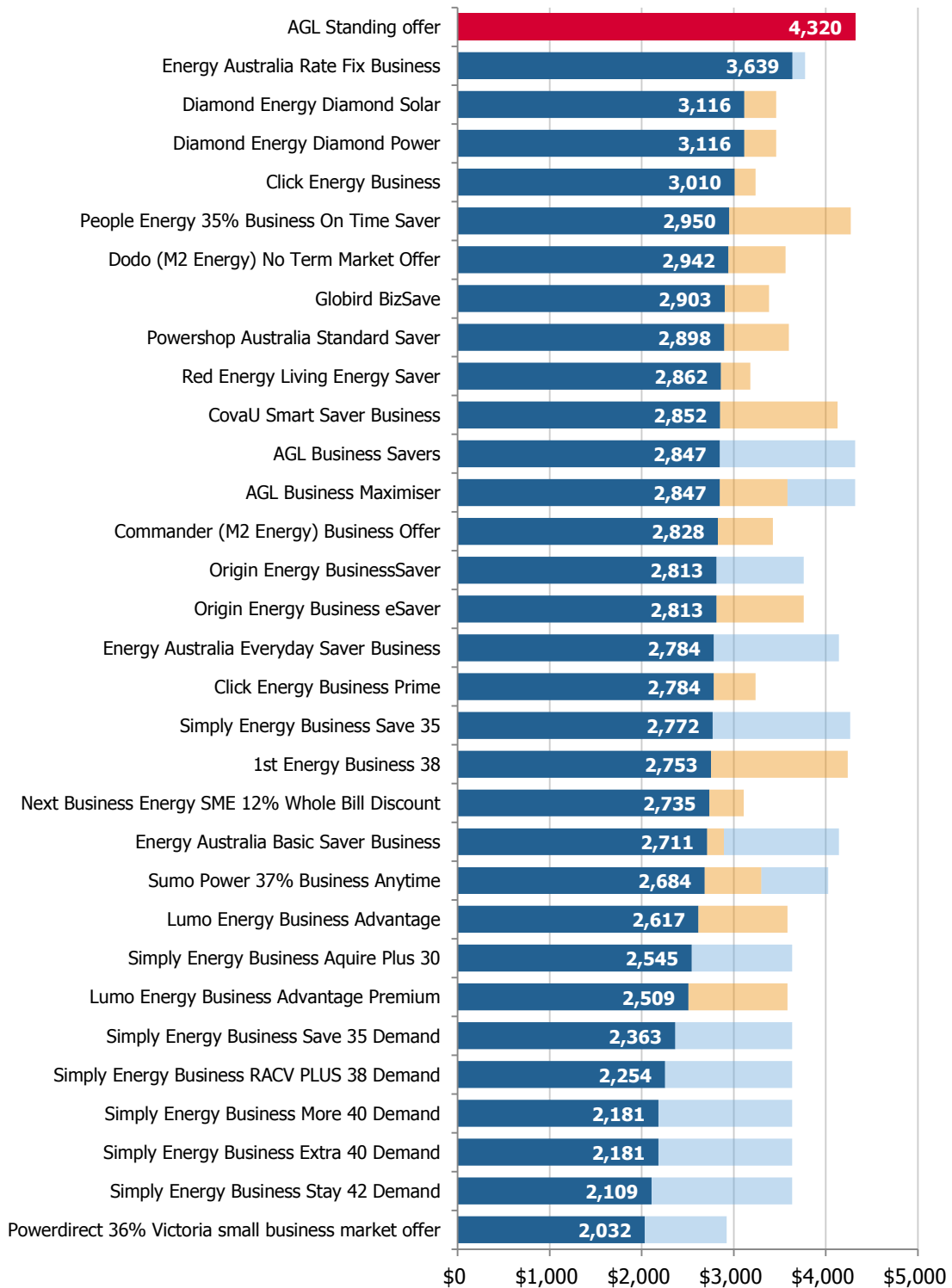


#### Small business electricity customers – average estimated bills for typical small business customers

UNDISCOUNTED OFFERS		2016-17
Market		\$2,840
DISCOUNTED OFFERS		
Market (discounts not applied)		\$3,508
Market (discounts applied)		\$2,600

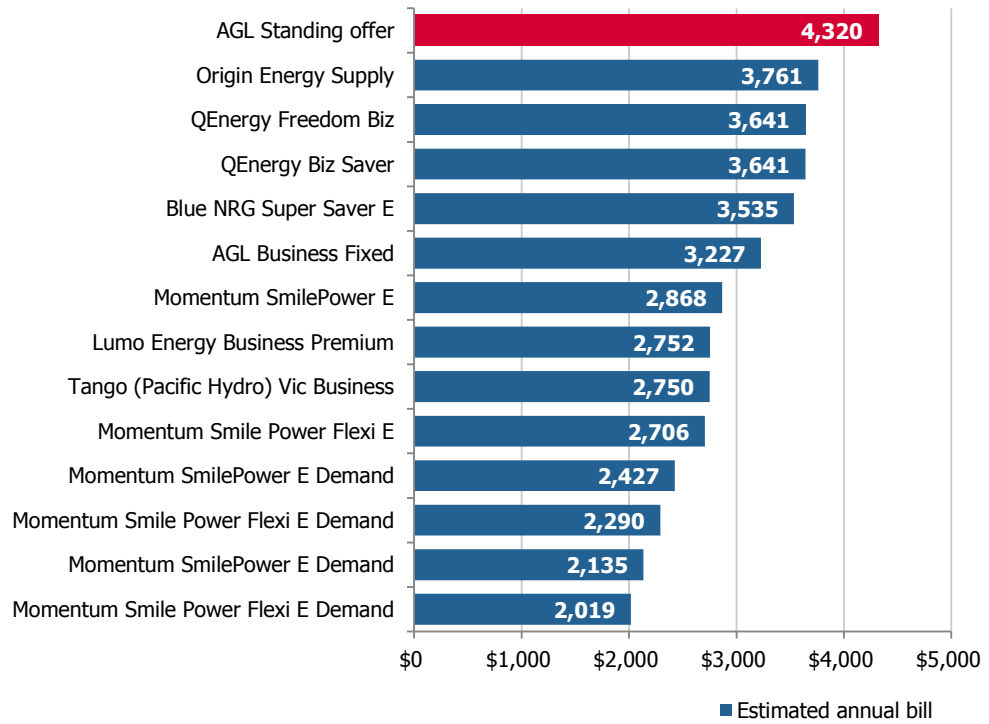


**Small business electricity customers – estimated annual bills of discounted market offers, by individual retailer**

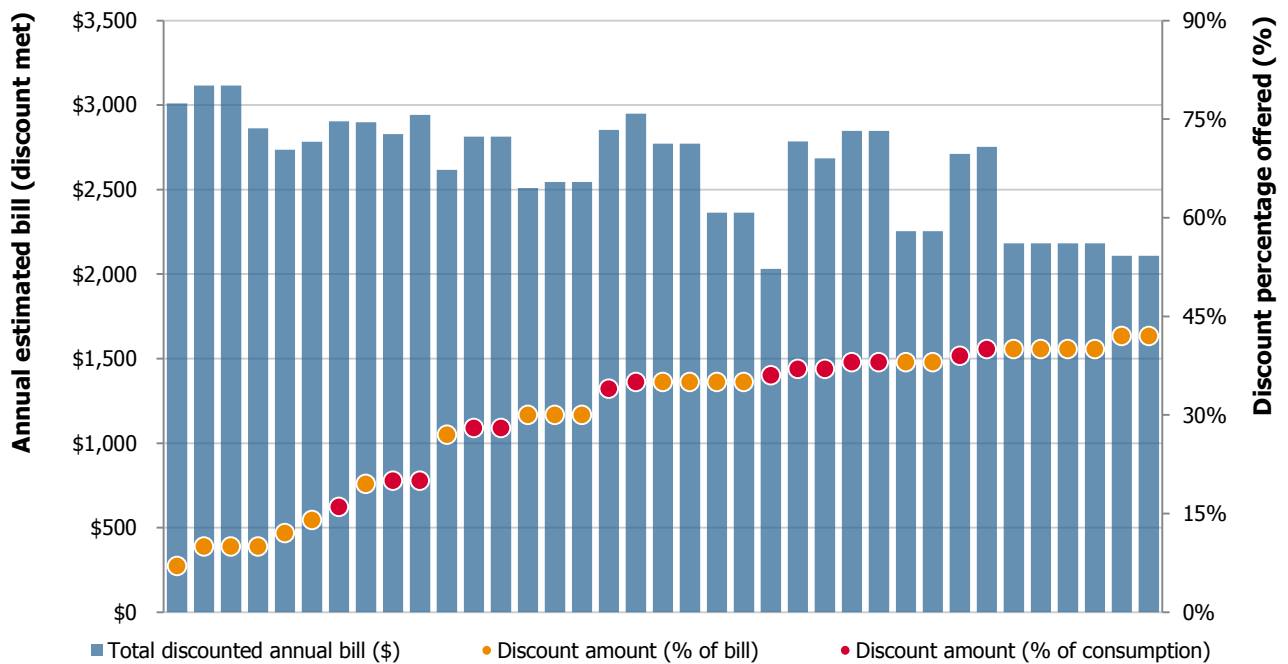


■ Estimated annual bill ■ Conditional discount amount (when all conditions are met) ■ Unconditional discount amount

**Small business electricity customers – estimated annual bills of undiscounted market offers, by individual retailer**



**Small business electricity customers – estimated annual bills of discounted offers, by discount percentage**





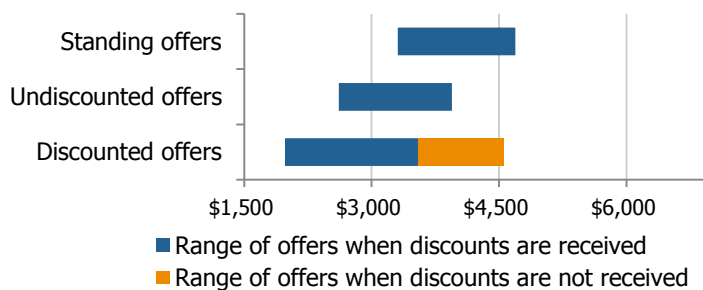
### 3.5. North-west Melbourne

This section provides a summary of electricity offers generally available on 30 June 2017 in the northern and western metropolitan parts of Melbourne (or the Jemena distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a representative small business electricity customer's annual usage of 12,000 kWh.

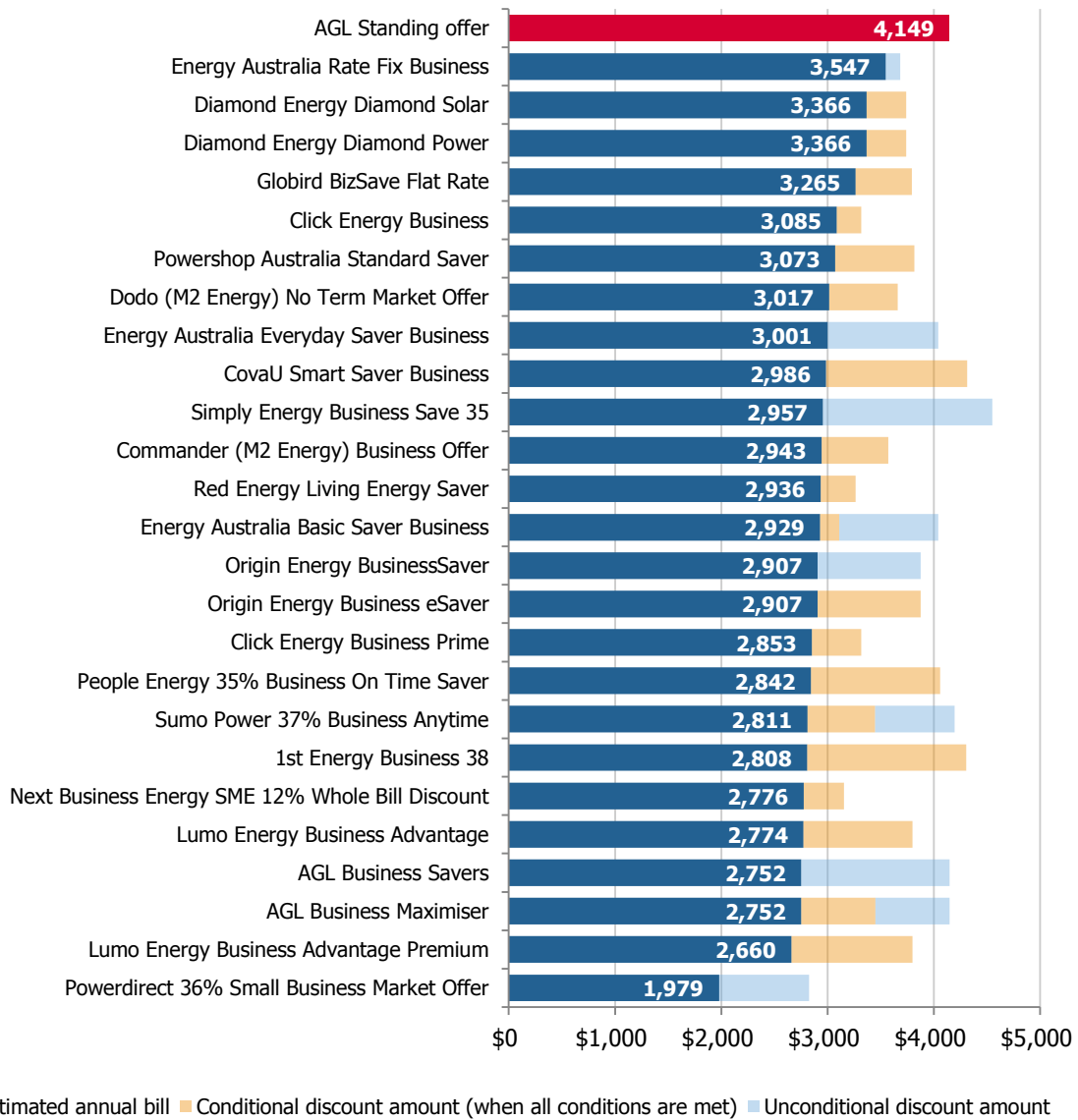
#### Small business electricity customers – range of all offers generally available



#### Small business electricity customers – average estimated bills for typical small business customers

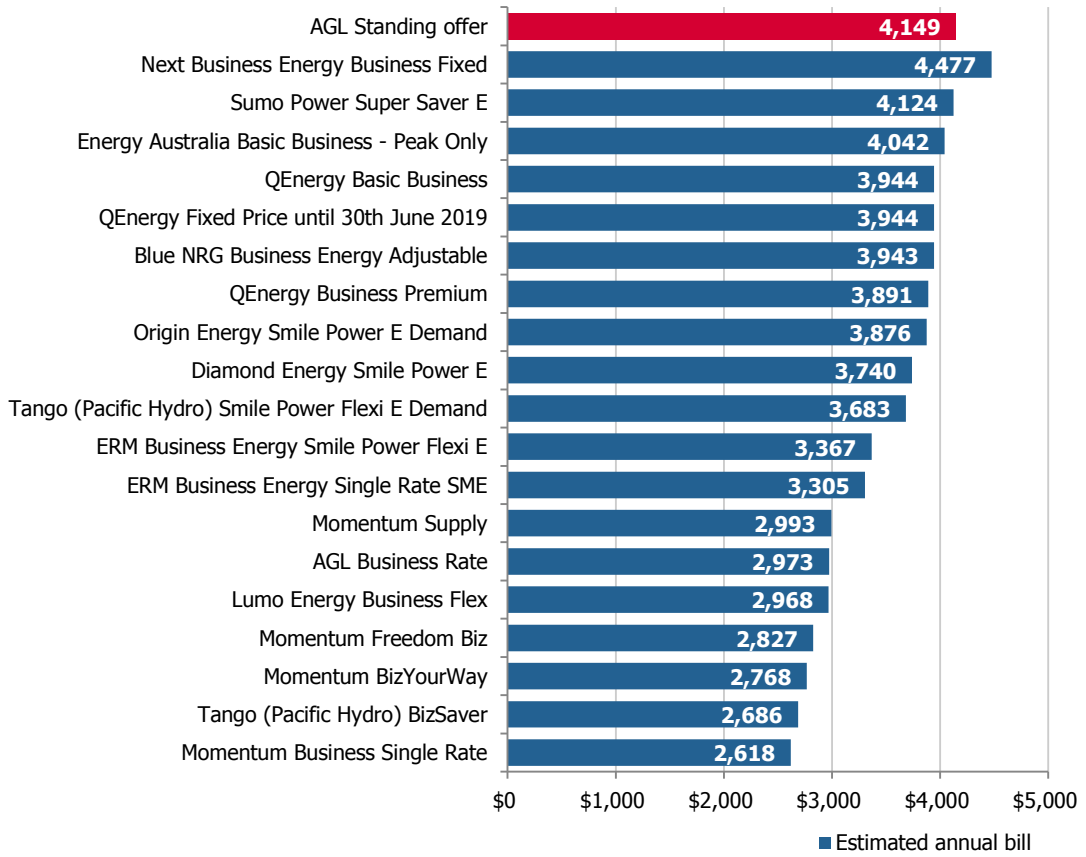
UNDISCOUNTED OFFERS		2016-17
Market		\$3,104
DISCOUNTED OFFERS		
Market (discounts not applied)		\$3,649
Market (discounts applied)		\$2,840

**Small business electricity customers – estimated annual bills of discounted market offers, by individual retailer**

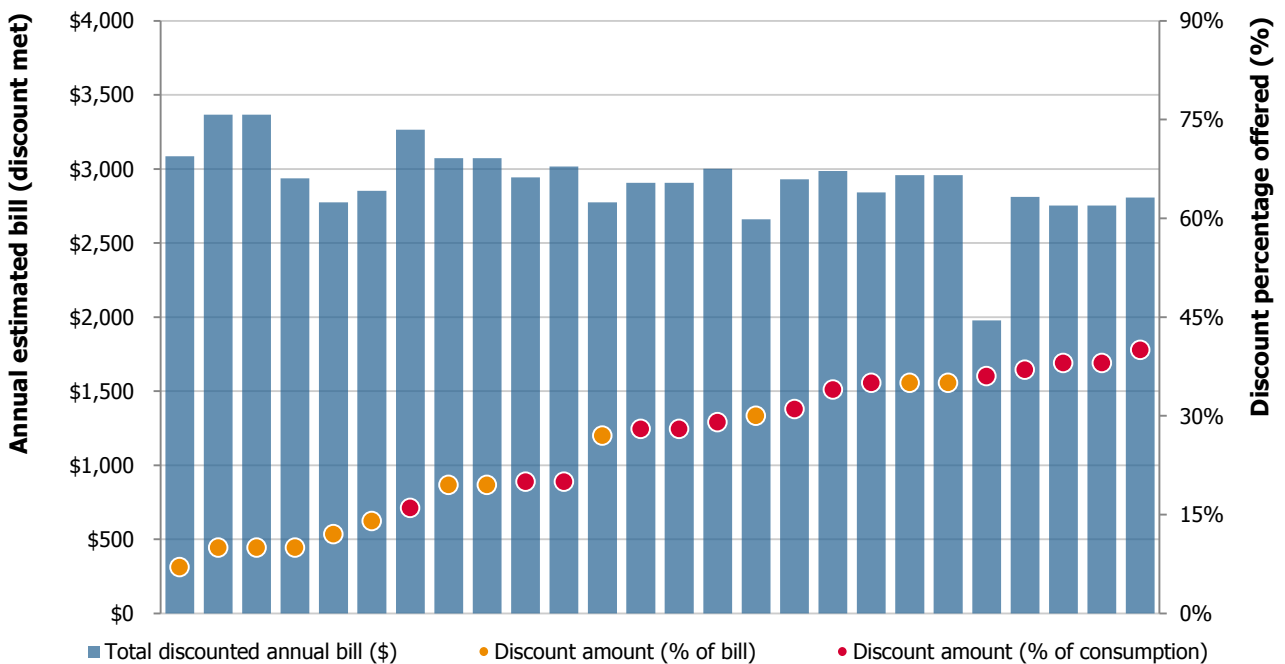




**Small business electricity customers – estimated annual bills of undiscounted market offers, by individual retailer**



**Small business electricity customers – estimated annual bills of discounted offers, by discount percentage**





## 4. Electricity offers – large business customers

### 4.1. Eastern Victoria

This section provides a summary of electricity offers generally available on 30 June 2017 in eastern Victoria (or the AusNet Services distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a representative large business electricity customer’s annual usage of 40,000 kWh.

#### Large business electricity customers – range of all offers generally available

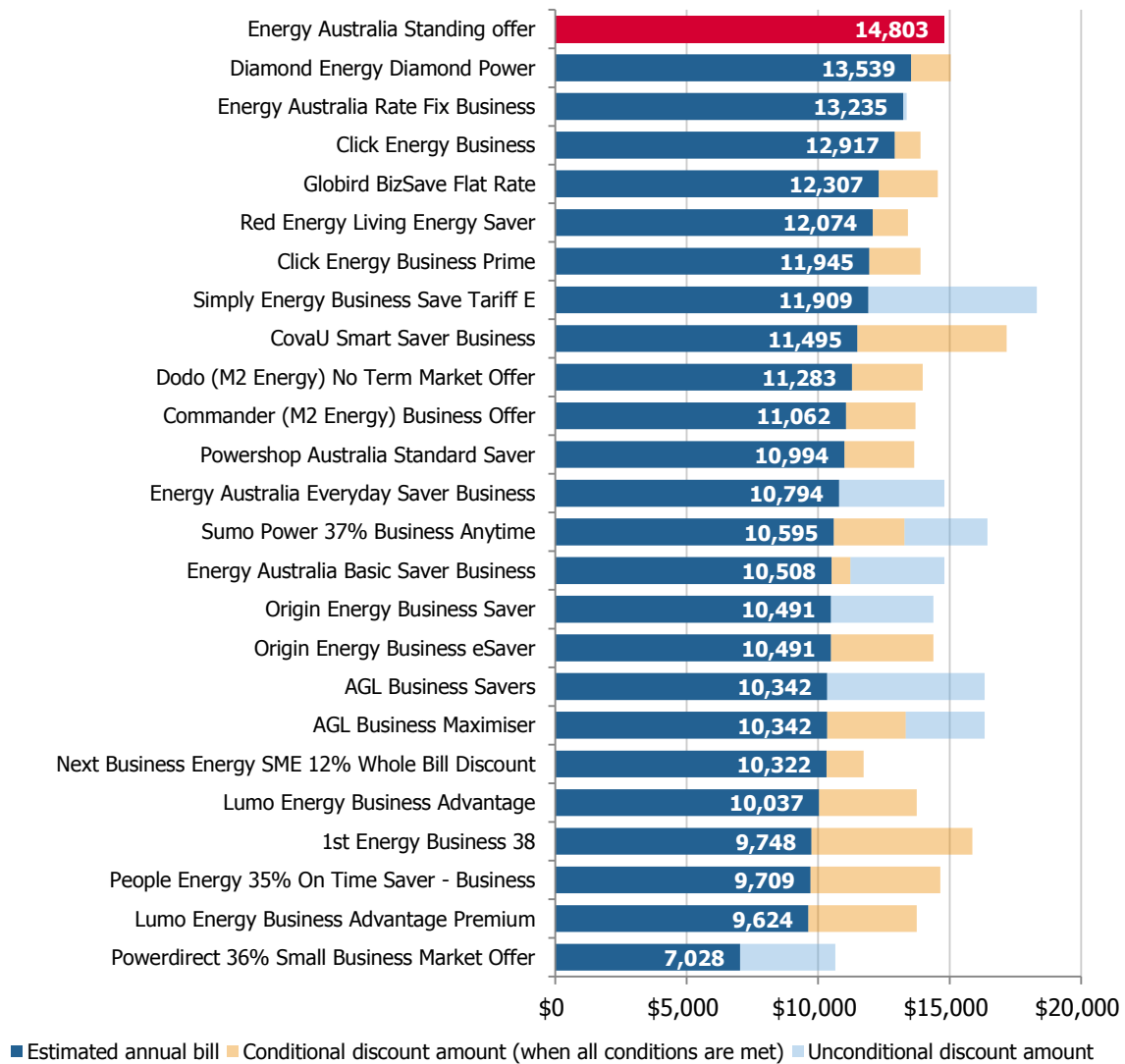


#### Large business electricity customers – average estimated bills for typical large business customers

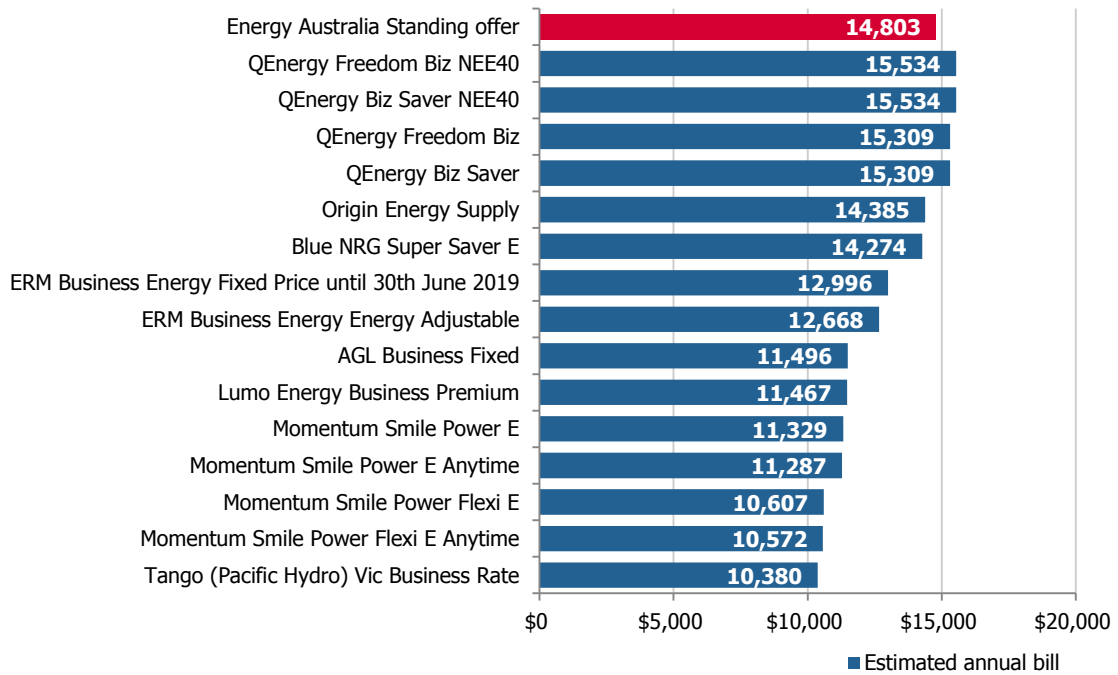
UNDISCOUNTED OFFERS		2016-17
Market		\$10,648
DISCOUNTED OFFERS		
Market (discounts not applied)		\$12,518
Market (discounts applied)		\$9,490



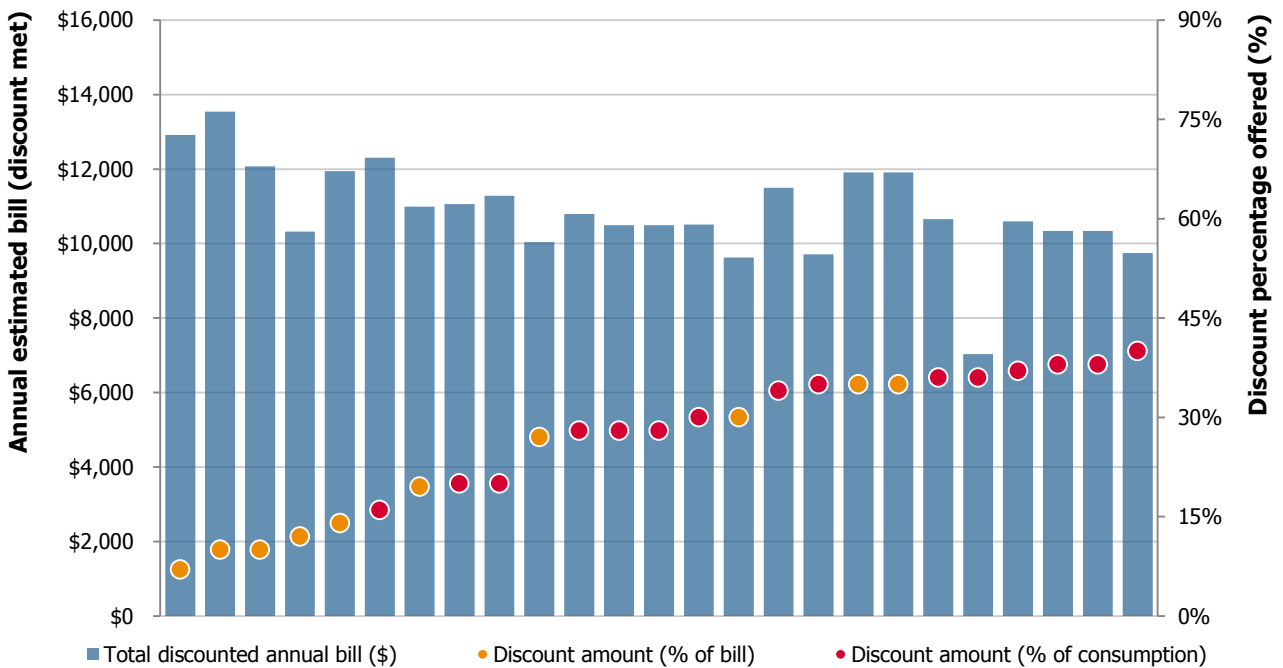
**Large business electricity customers – estimated annual bills of discounted market offers, by individual retailer**



**Large business electricity customers – estimated annual bills of undiscounted market offers, by individual retailer**



**Large business electricity customers – estimated annual bills of discounted offers, by discount percentage**





## 4.2. Western Victoria

This section provides a summary of electricity offers generally available on 30 June 2017 in western Victoria (or the Powercor distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a representative large business electricity customer's annual usage of 40,000 kWh.

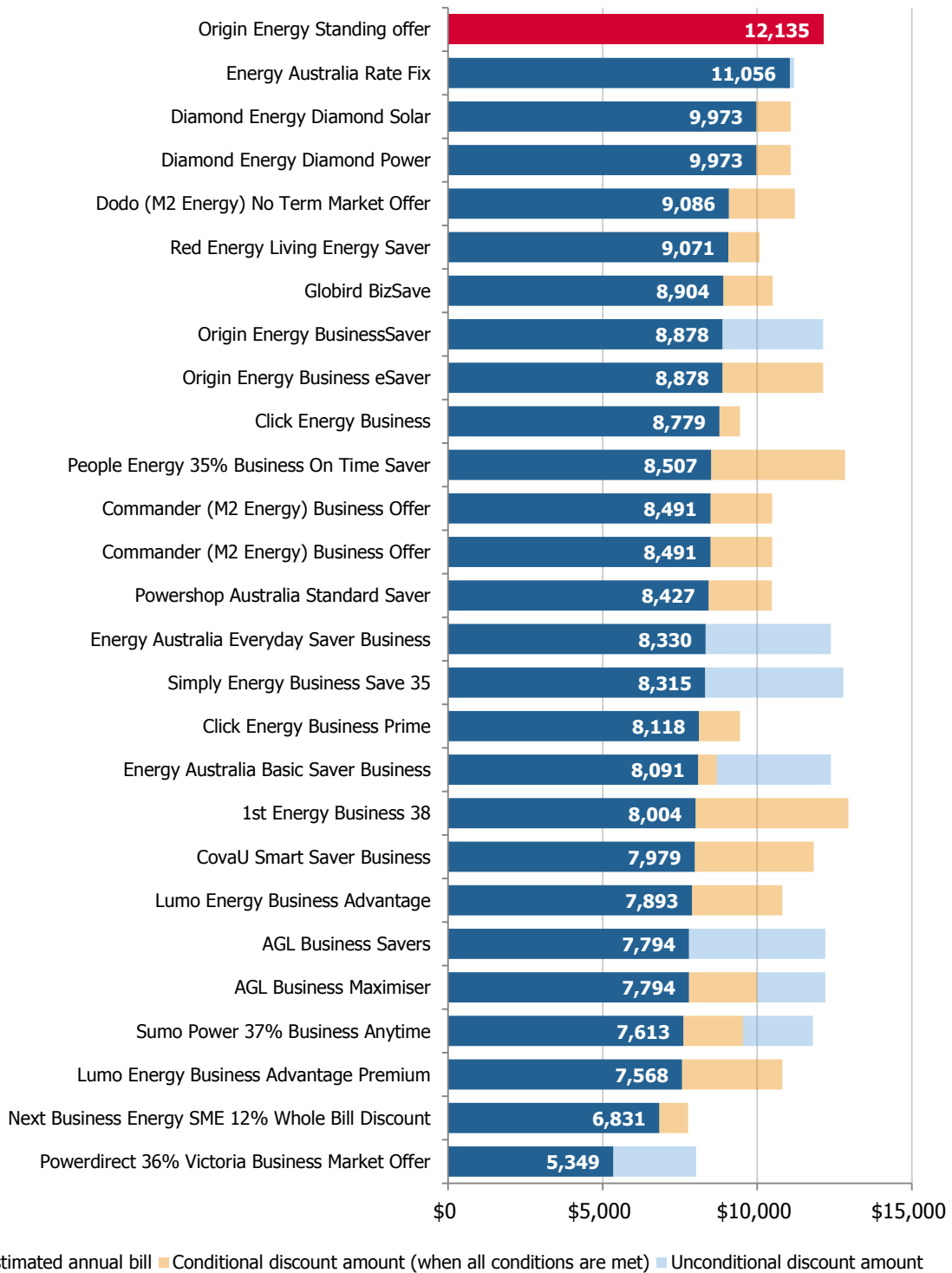
### Large business electricity customers – range of all offers generally available



### Large business electricity customers – average estimated bills for typical large business customers

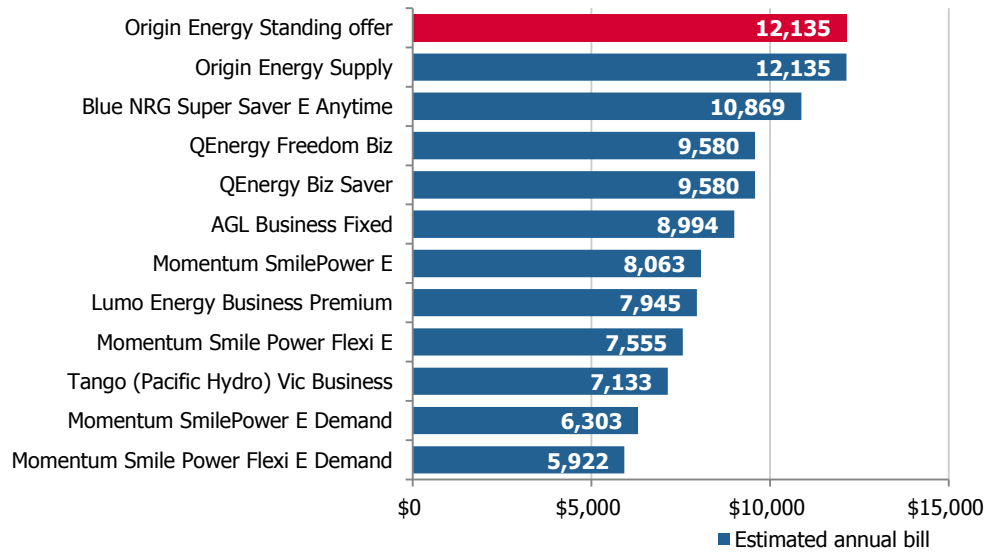
UNDISCOUNTED OFFERS		2016-17
Market		\$8,900
DISCOUNTED OFFERS		
Market (discounts not applied)		\$10,923
Market (discounts applied)		\$8,283

**Large business electricity customers – estimated annual bills of discounted market offers, by individual retailer**

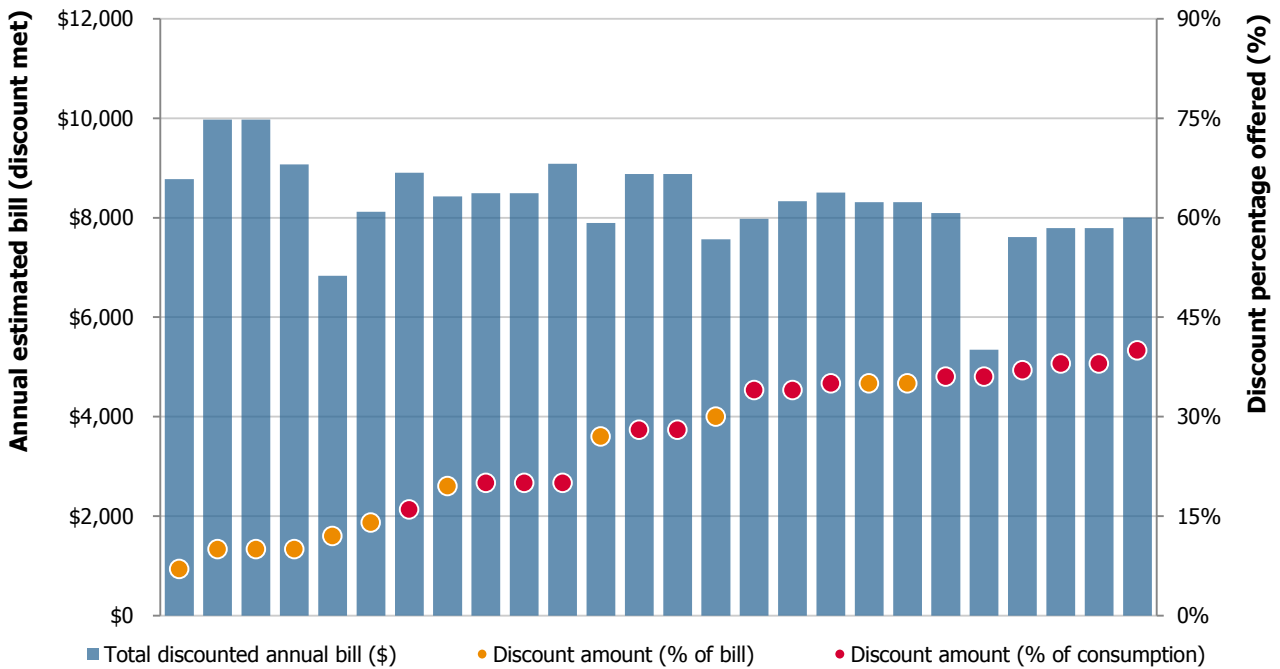




**Large business electricity customers – estimated annual bills of undiscounted market offers, by individual retailer**



**Large business electricity customers – estimated annual bills of discounted offers, by discount percentage**



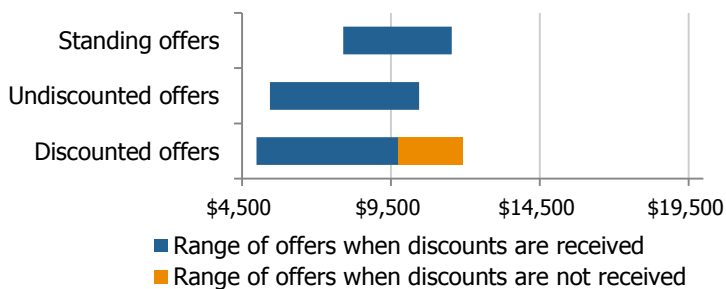
### 4.3. Melbourne CBD and inner suburbs

This section provides a summary of electricity offers generally available on 30 June 2017 in Melbourne CBD and inner suburbs (or the Citipower distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a representative large business electricity customer’s annual usage of 40,000 kWh.

#### Large business electricity customers – range of all offers generally available

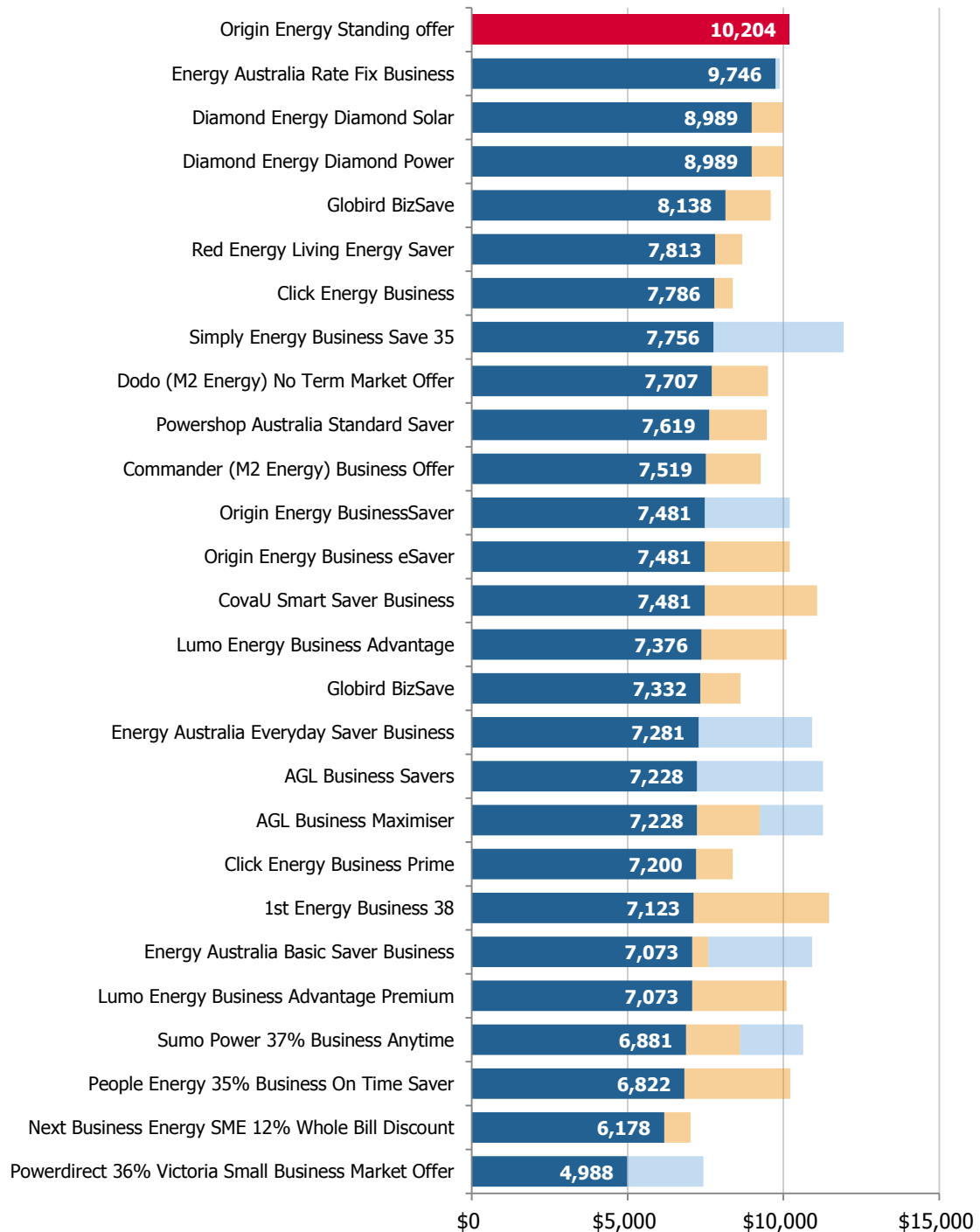


#### Large business electricity customers – average estimated bills for typical large business customers

UNDISCOUNTED OFFERS		2016-17
Market		\$7,914
DISCOUNTED OFFERS		
Market (discounts not applied)		\$9,745
Market (discounts applied)		\$7,463



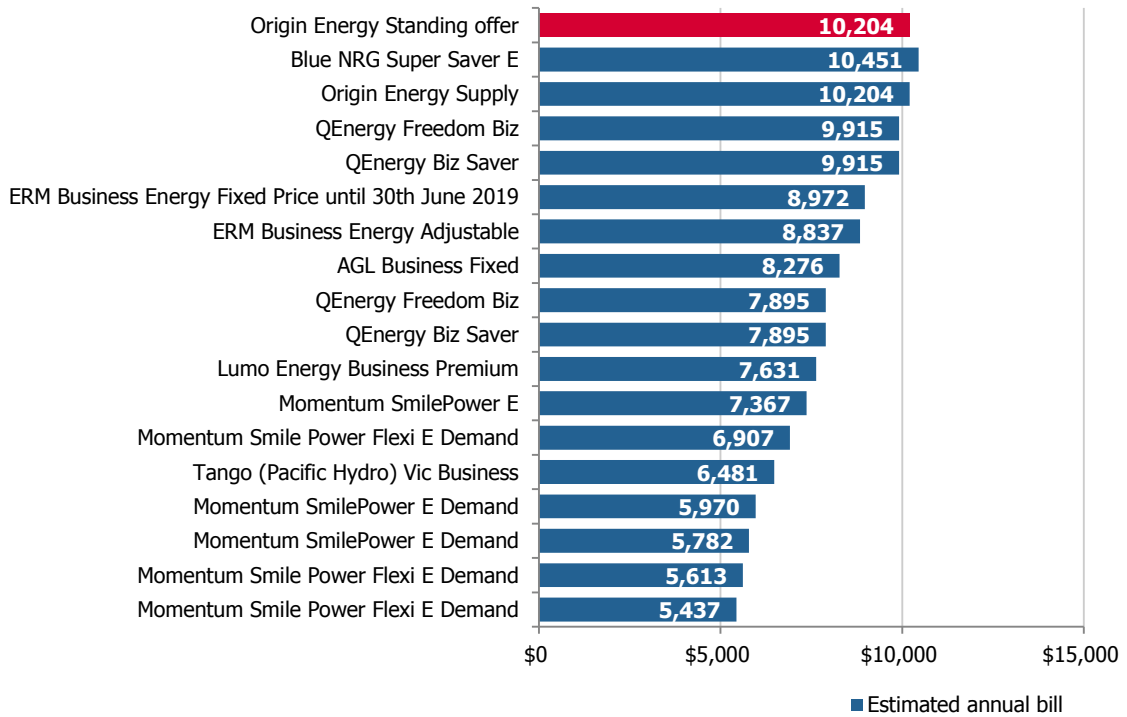
**Large business electricity customers – estimated annual bills of discounted market offers, by individual retailer**



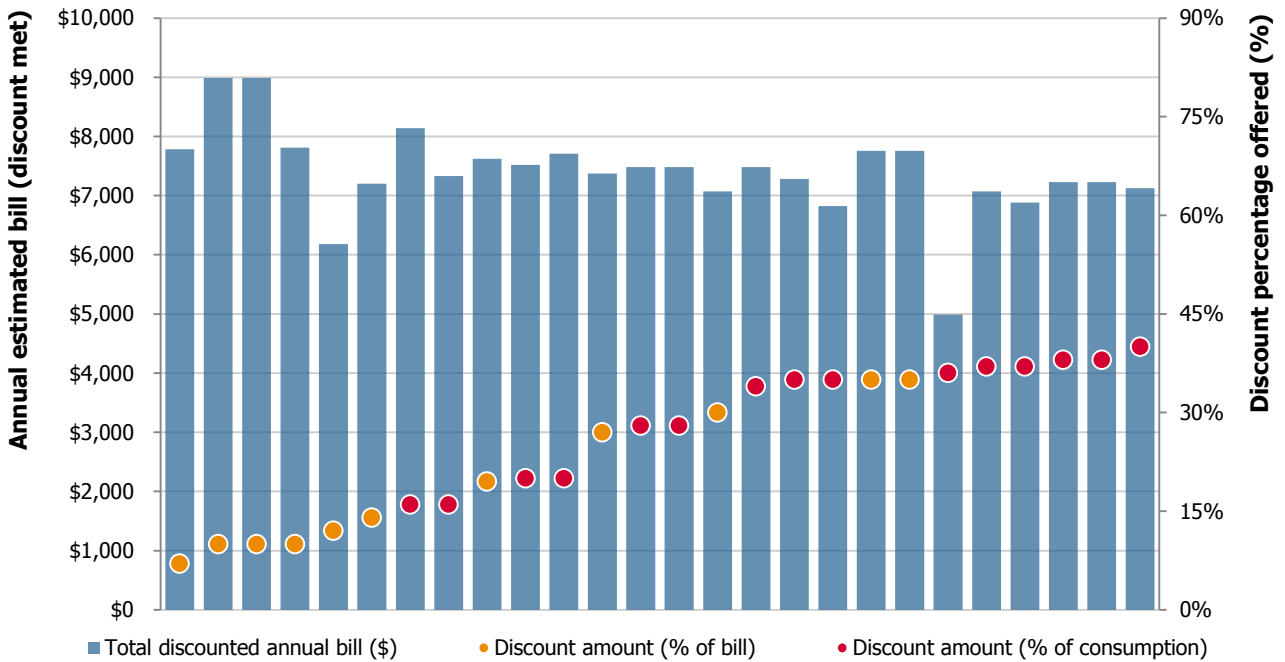
■ Estimated annual bill ■ Conditional discount amount (when all conditions are met) ■ Unconditional discount amount



**Large business electricity customers – estimated annual bills of undiscounted market offers, by individual retailer**



**Large business electricity customers – estimated annual bills of discounted offers, by discount percentage**





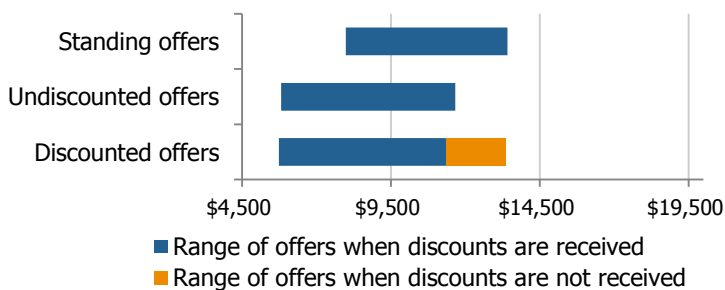
#### 4.4. South-east Melbourne and Mornington Peninsula

This section provides a summary of electricity offers generally available on 30 June 2017 in east and south-east Melbourne and the Mornington Peninsula region (or the United Energy distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a representative large business electricity customer's annual usage of 40,000 kWh.

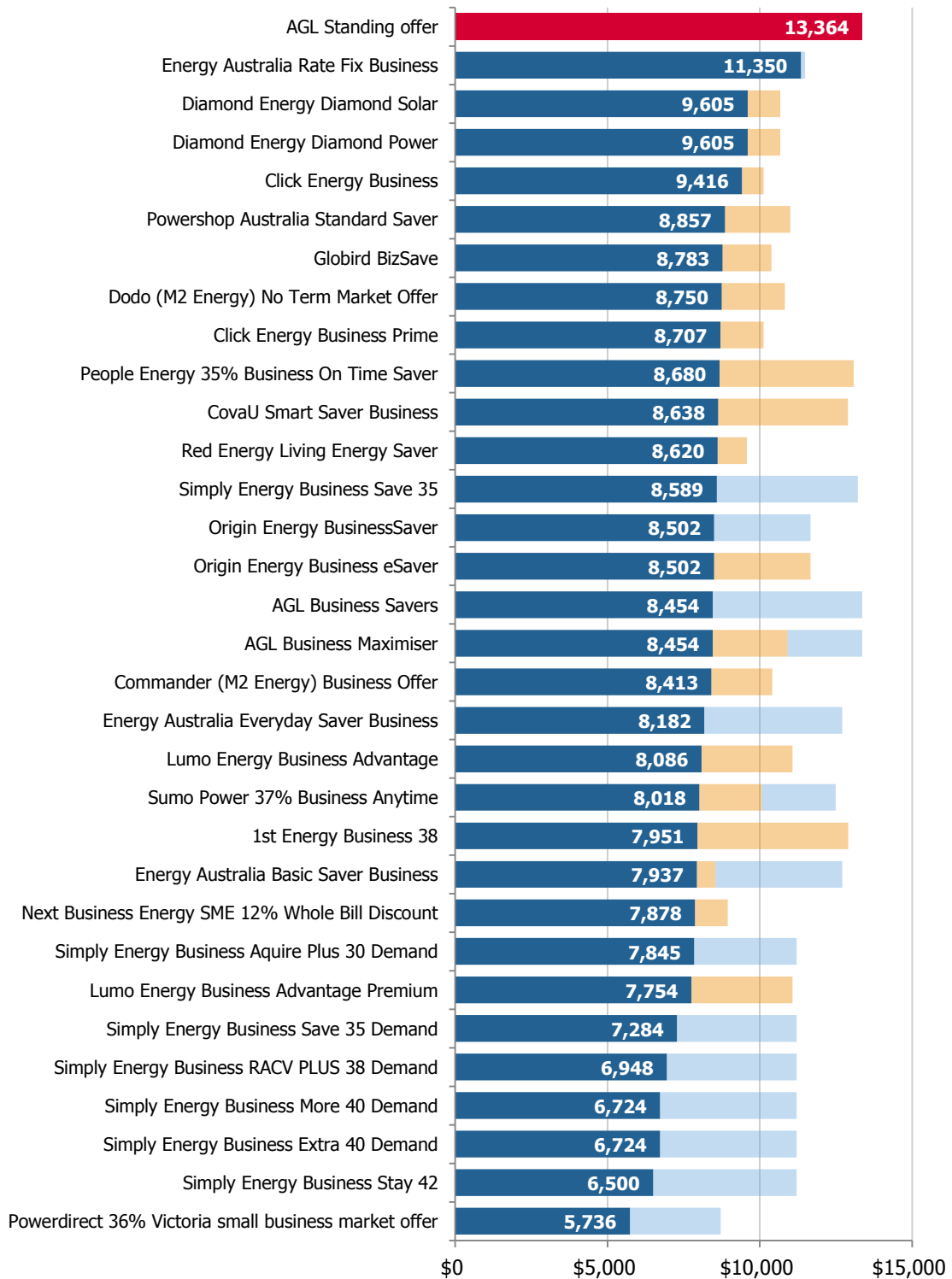
##### Large business electricity customers – range of all offers generally available



##### Large business electricity customers – average estimated bills for typical large business customers

UNDISCOUNTED OFFERS		2016-17
Market		\$8,489
DISCOUNTED OFFERS		
Market (discounts not applied)		\$10,630
Market (discounts applied)		\$7,722

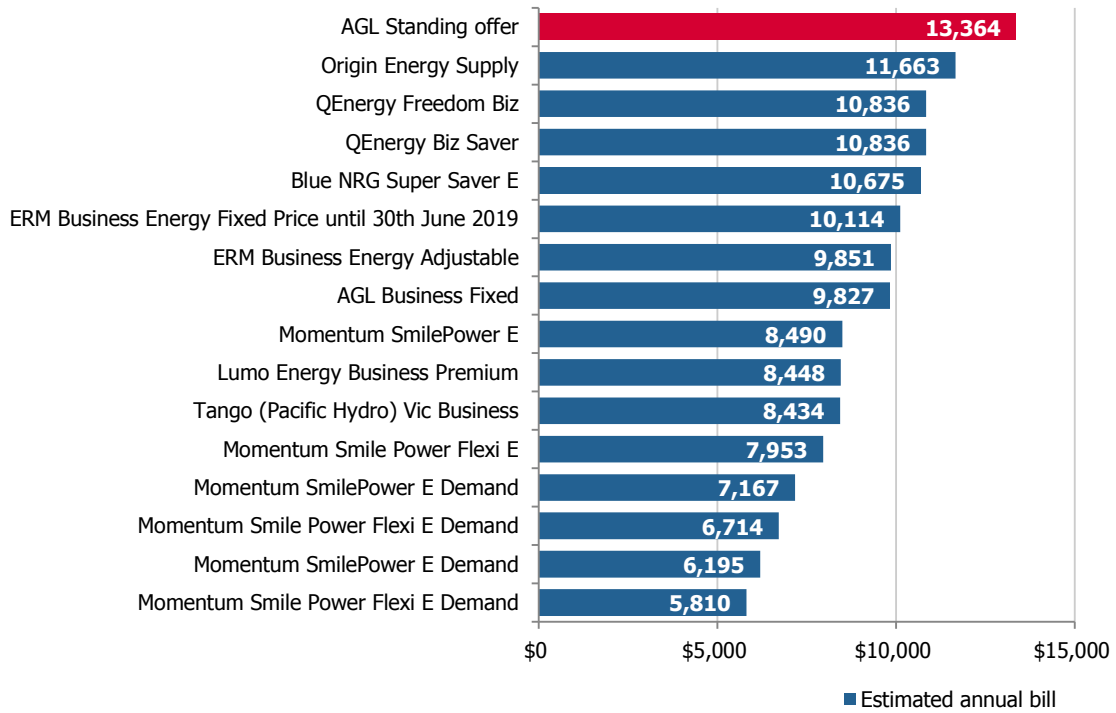
**Large business electricity customers – estimated annual bills of discounted market offers, by individual retailer**



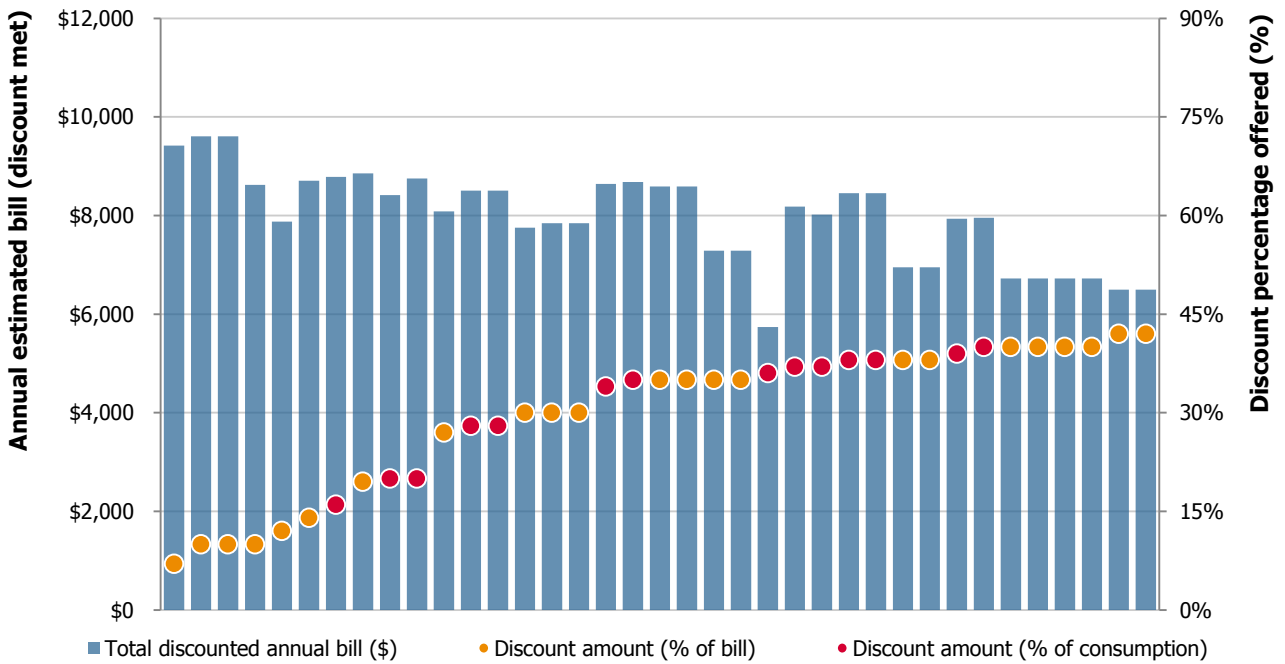
■ Estimated annual bill ■ Conditional discount amount (when all conditions are met) ■ Unconditional discount amount



**Large business electricity customers – estimated annual bills of undiscounted market offers, by individual retailer**



**Large business electricity customers – estimated annual bills of discounted offers, by discount percentage**



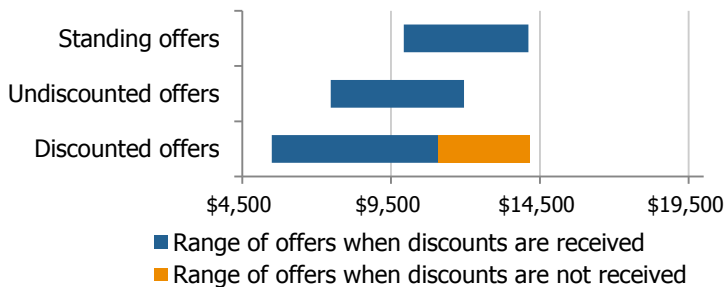
### 4.5. North-west Melbourne

This section provides a summary of electricity offers generally available on 30 June 2017 in the northern and western metropolitan parts of Melbourne (or the Jemena distribution area), as shown in the blue shaded area in the figure below.



The estimated annual bills shown in this section are based on a representative large business electricity customer’s annual usage of 40,000 kWh.

#### Large business electricity customers – range of all offers generally available

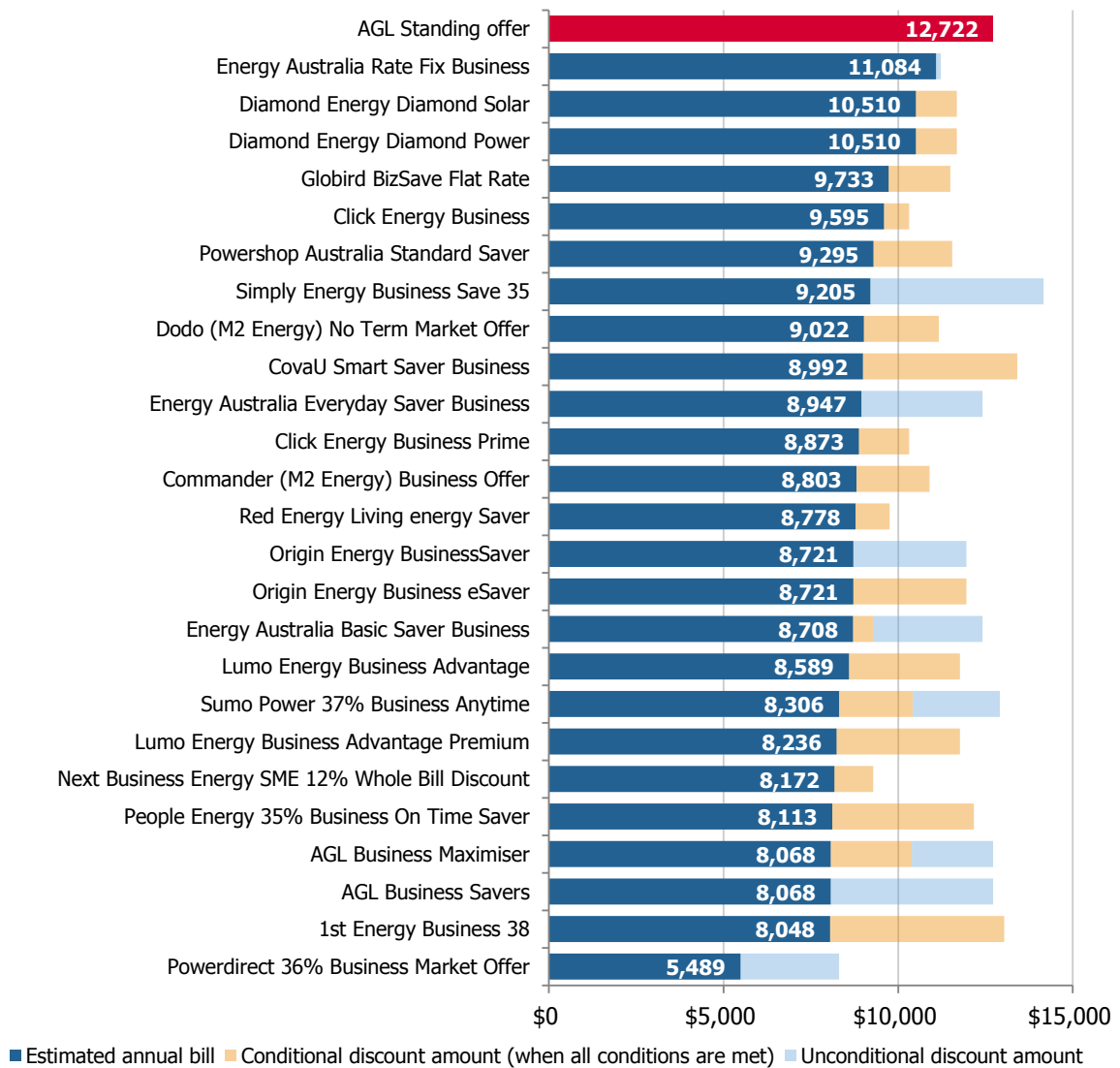


#### Large business electricity customers – average estimated bills for typical large business customers

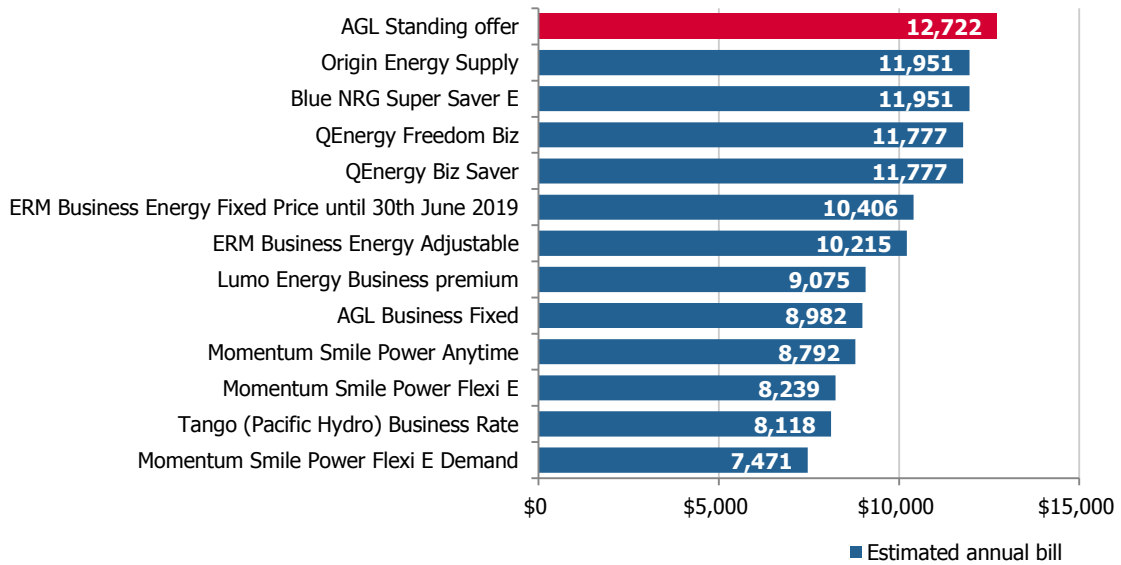
UNDISCOUNTED OFFERS		2016-17
Market		\$9,270
DISCOUNTED OFFERS		
Market (discounts not applied)		\$10,896
Market (discounts applied)		\$8,303



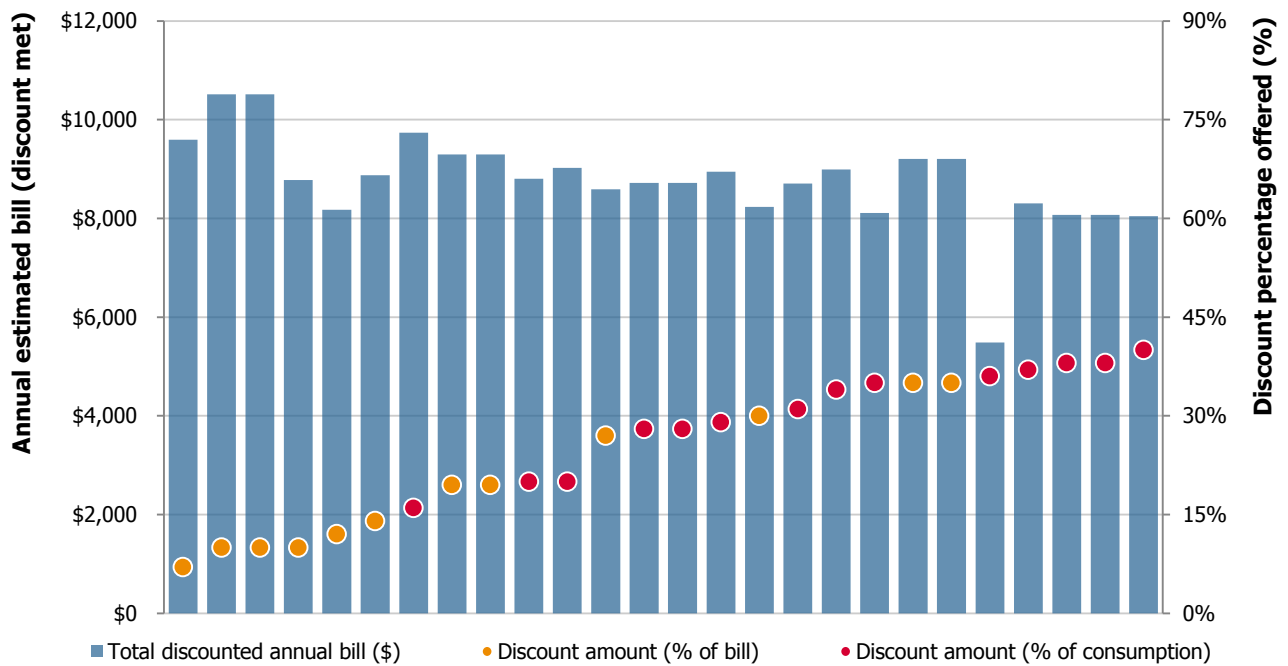
**Large business electricity customers – estimated annual bills of discounted market offers, by individual retailer**



**Large business electricity customers – estimated annual bills of undiscounted market offers, by individual retailer**



**Large business electricity customers – estimated annual bills of discounted offers, by discount percentage**





## 5. Gas offers – introduction

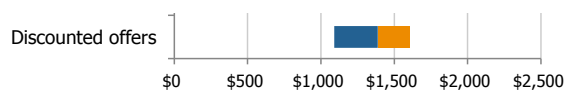
The following sections provide information on individual gas offers that were generally available from energy retailers on 30 June 2017. To compare offers, the prices from these offers have been used to calculate an annual bill based on a typical consumption level for a household or business.

The following sections are sorted by the offers that are available in different regions in Victoria. This is because there are different gas distribution (or network) areas in Victoria.

### How to read offer range charts

The charts in this section show the range of offers available in each region in Victoria, from the lowest to highest. Each chart generally presents the range of offers available to customers. Many offers in Victoria usually involved conditional discounts, such as paying on time in order to receive a discount off an energy bill.

The charts in this part generally show how much you might pay, depending on whether you meet the conditions of your discount, as per the example chart below.

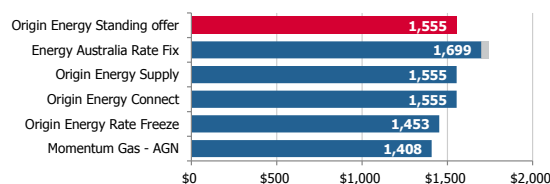


As per the example chart, the coloured bar shows the annual bill of a range of conditional offers:

- If the customer met all the conditions, they would pay a bill equal to the amount shown in the blue bar, depending on the offer they are on from that retailer.
- If the customer did not meet any of the conditions, their bill would be at the far right of the orange bar. If the customer met some conditions their bill would be somewhere within the orange bar.

Certain charts also show the standard contract of a retailer, highlighted in red.

In the example chart below, the standard contract from the local retailer of the region is shown as a benchmark – it is a useful benchmark as it would be the price paid by customers who have not entered a market contract since the commencement of retail competition.



About 8 per cent of residential and 19 per cent of small business customers are on standard offers with the original incumbent retailers.

The offers reviewed in this section are limited to flat and block tariff offers.



## 6. Gas offers – residential customers

### 6.1. Northern and eastern Victoria

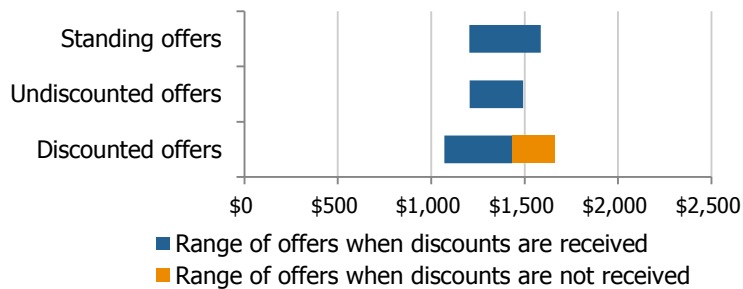
This section provides a summary of gas offers generally available on 30 June 2017 in northern and eastern Victoria (or the Australian Gas Networks distribution area), as shown in the red area in the figure below.

There are also different offers available in six different supply zone areas within this region – Central, Cardinia, Bairnsdale, Murray, North and Mildura supply zones. You can find out who your gas distributor is on your latest gas bill. The estimated annual bills shown in this section are based on a typical residential gas customer’s annual usage of 54.4 GJ.



#### Central supply zone

##### Residential gas customers – range of all offers generally available

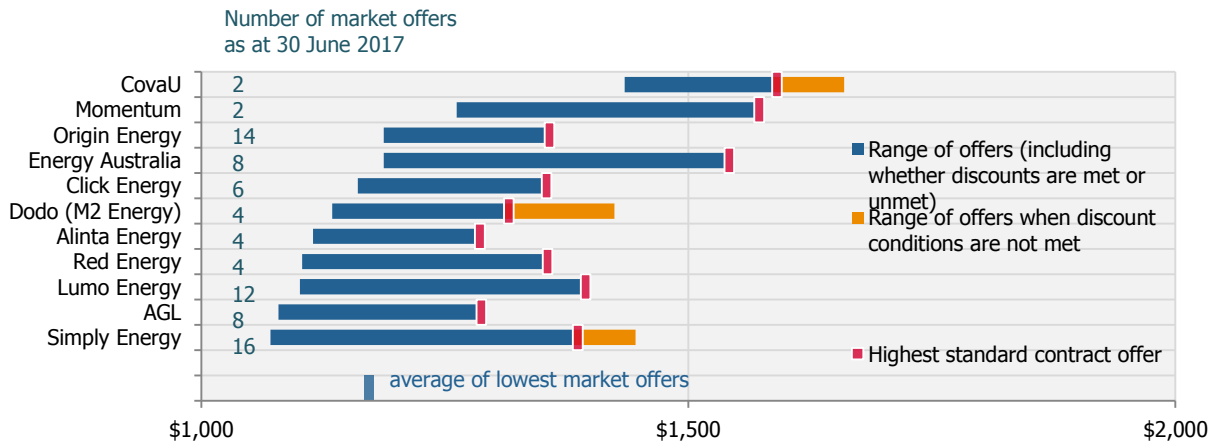


##### Residential gas customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS		2016-17
Market		\$1,327
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$1,358
Market (discounts applied)		\$1,176

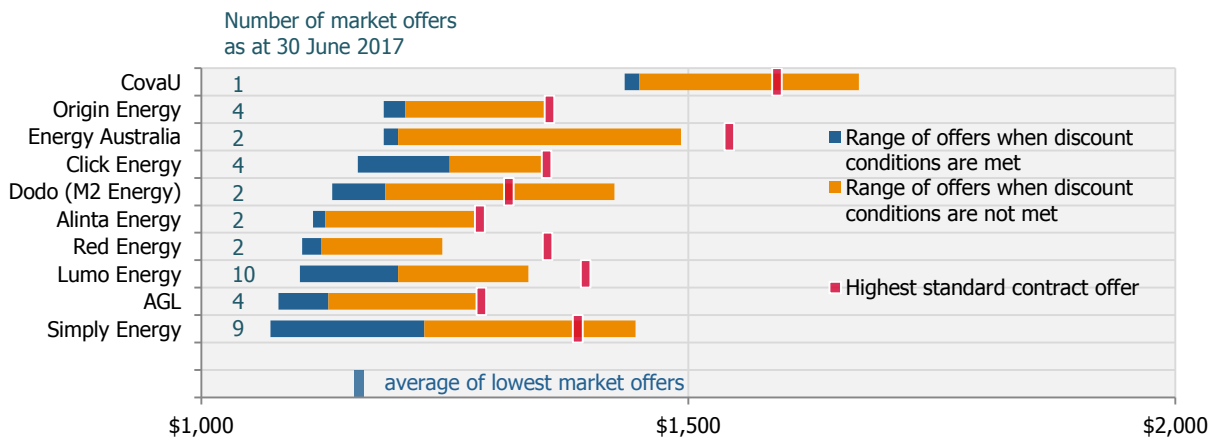


**Residential gas customers – range of all market offers generally available, by retailer**



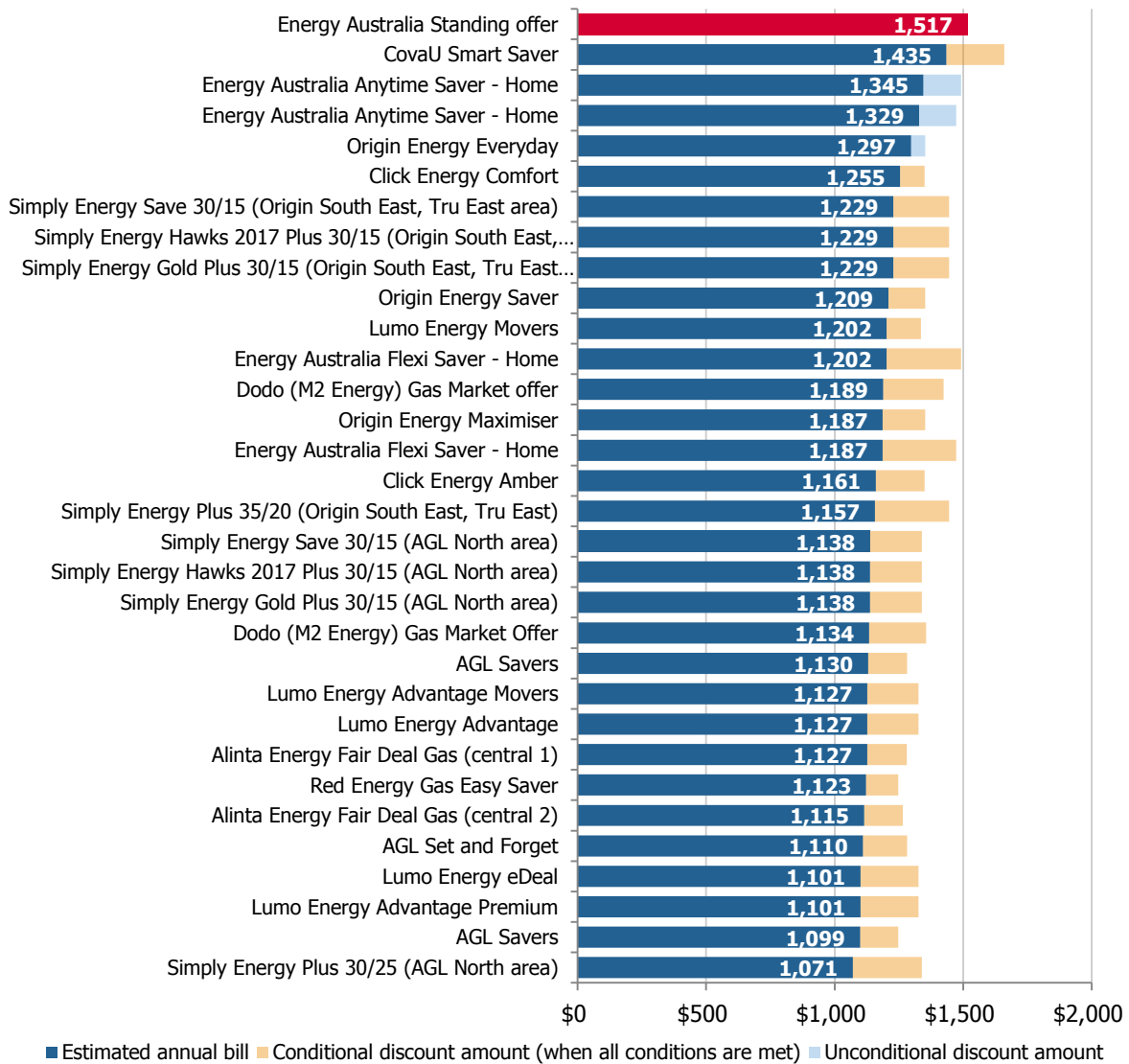
**Range of estimated annual bills (\$)**

**Residential gas customers – range of all discounted market offers generally available, by retailer**

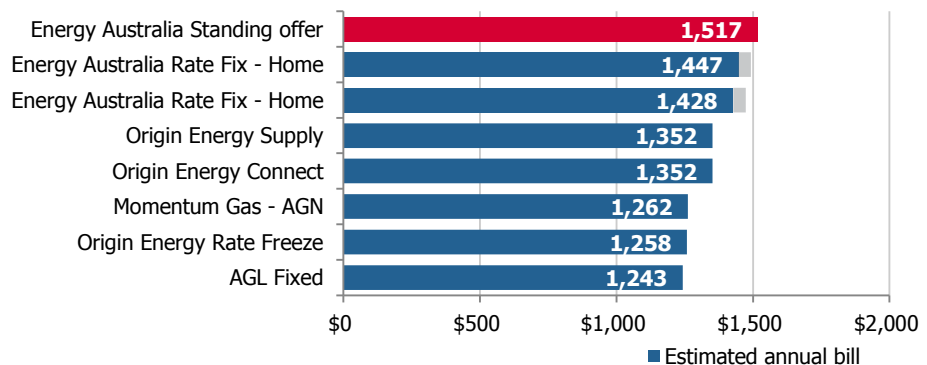


**Range of estimated annual bills (\$)**

Residential gas customers – estimated annual bills of discounted market offers, by individual retailer

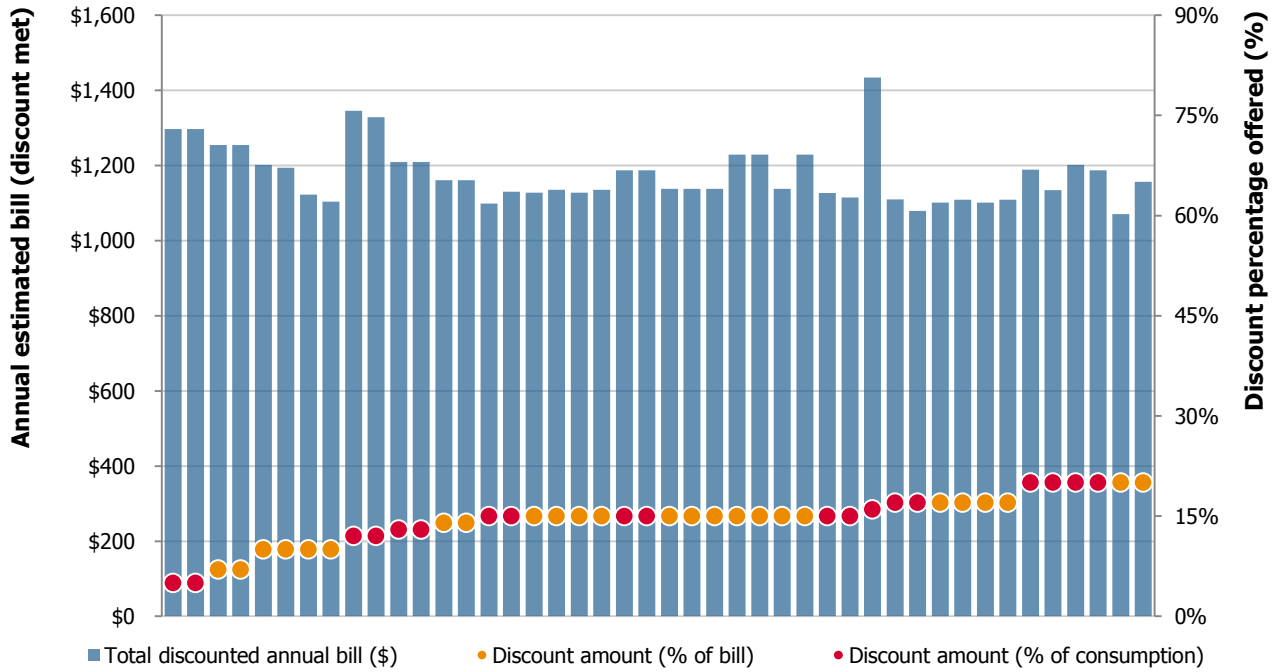


Residential gas customers – estimated annual bills of undiscounted market offers, by individual retailer



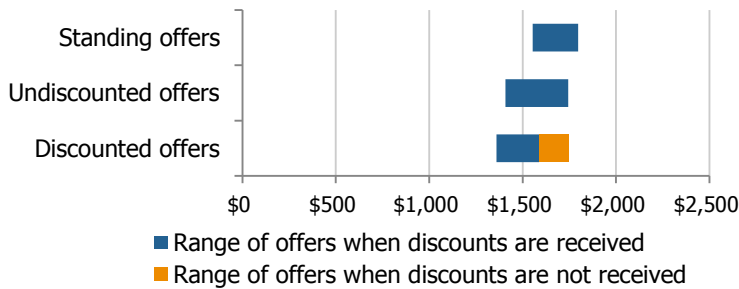


Residential gas customers – estimated annual bills of discounted offers, by discount percentage



### Cardinia supply zone

#### Residential gas customers – range of all offers generally available



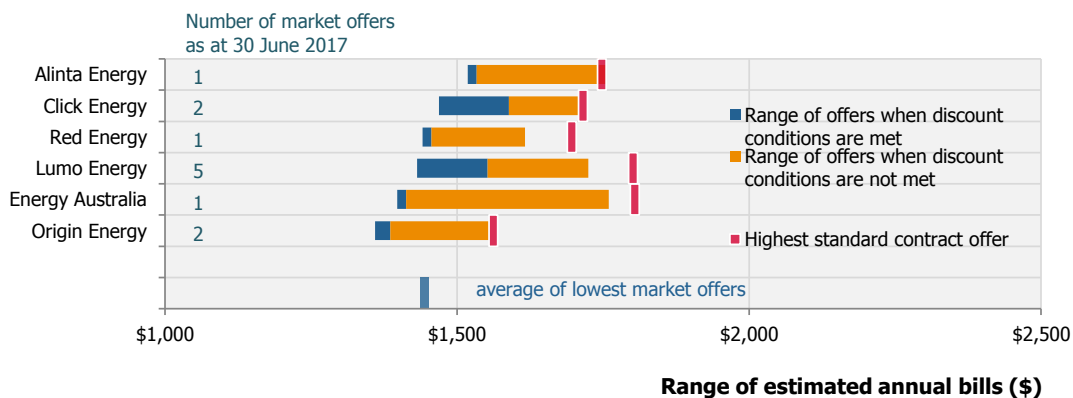
#### Residential gas customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS		2016-17
Market		\$1,543
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$1,681
Market (discounts applied)		\$1,469

#### Residential gas customers – range of all market offers generally available, by retailer

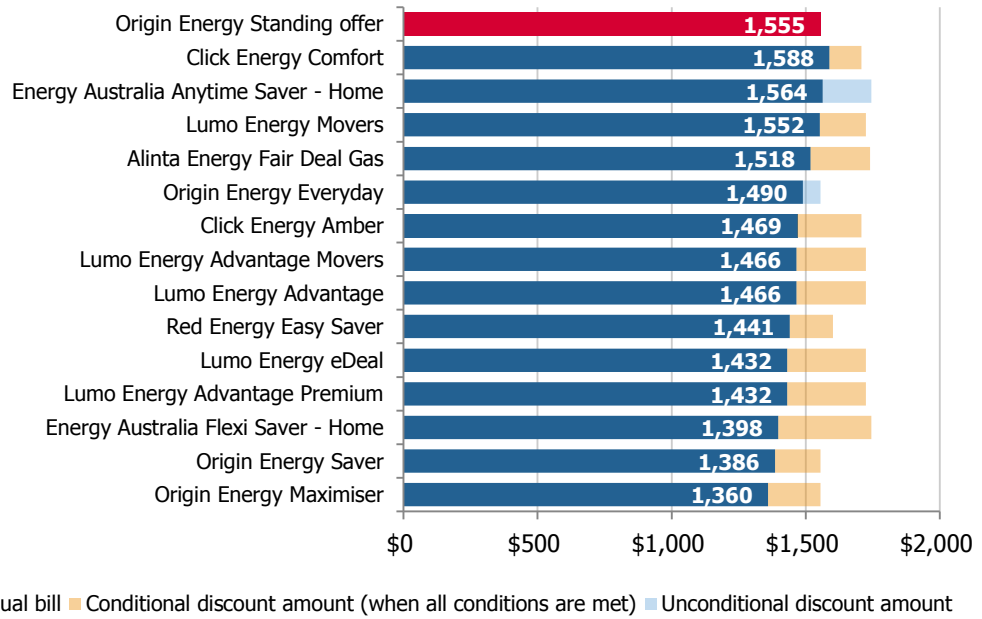


#### Residential gas customers – range of all discounted market offers generally available, by retailer

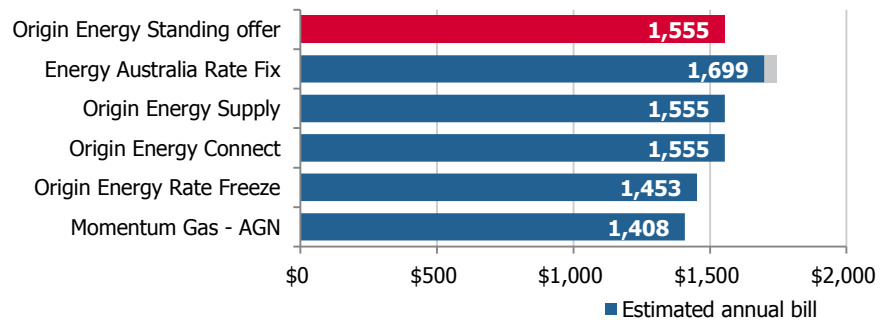




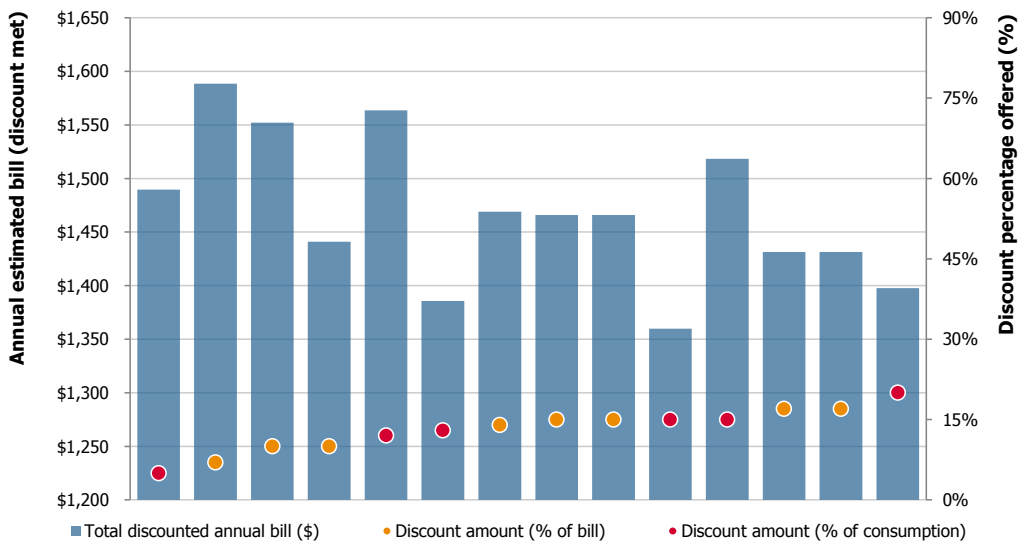
**Residential gas customers – estimated annual bills of discounted market offers, by individual retailer**



**Residential gas customers – estimated annual bills of undiscounted market offers, by individual retailer**

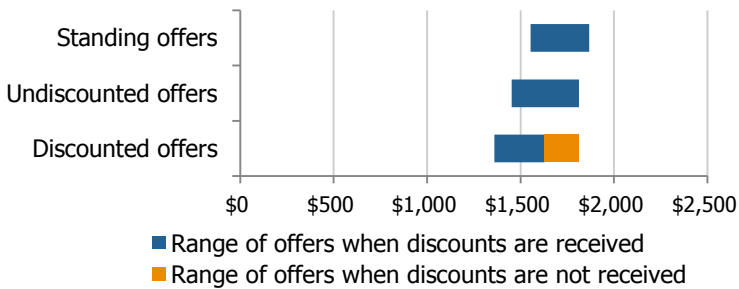


**Residential gas customers – estimated annual bills of discounted offers, by discount percentage**



### Bairnsdale supply zone

#### Residential gas customers – range of all offers generally available



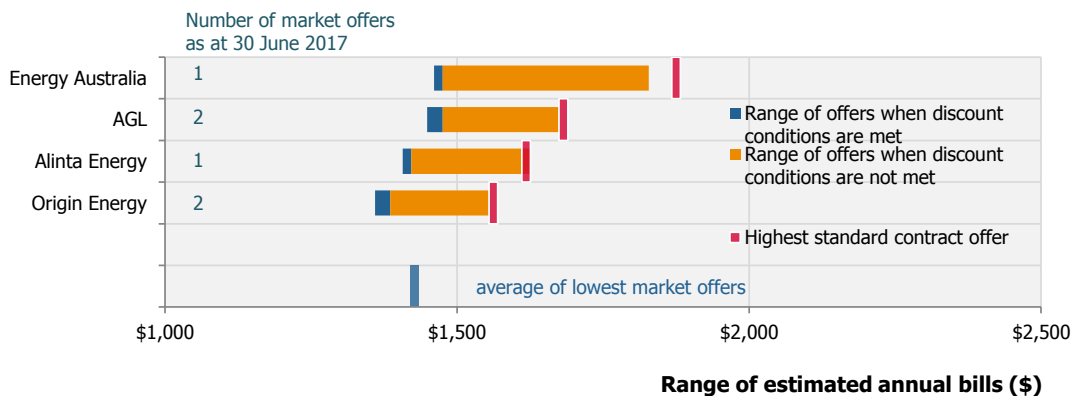
#### Residential gas customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS		2016-17
Market		\$1,596
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$1,656
Market (discounts applied)		\$1,457

#### Residential gas customers – range of all market offers generally available, by retailer

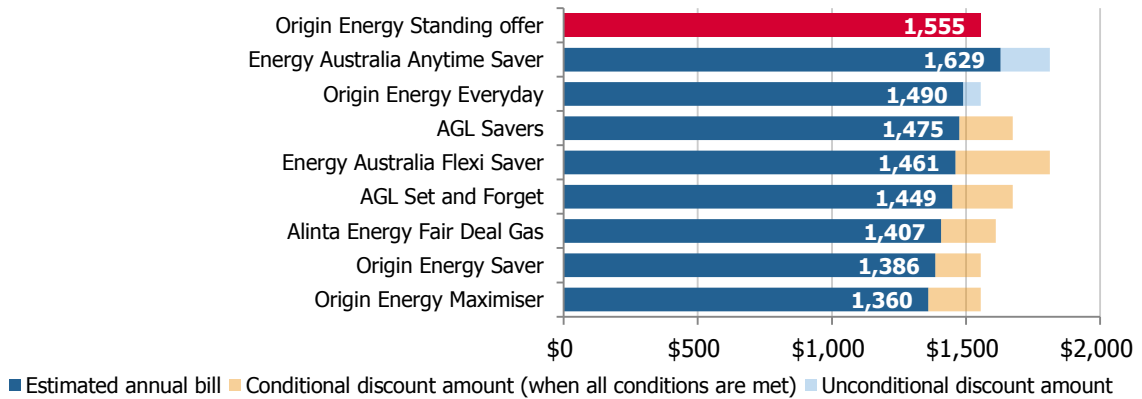


#### Residential gas customers – range of all discounted market offers generally available, by retailer

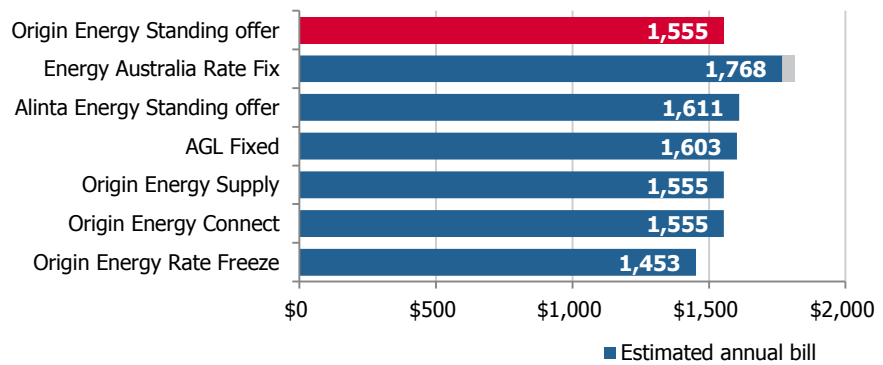




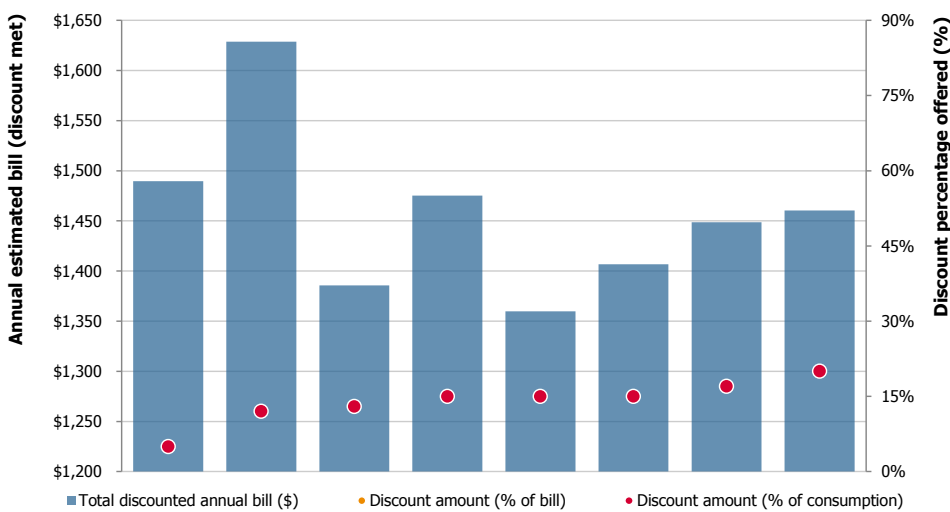
**Residential gas customers – estimated annual bills of discounted market offers, by individual retailer**



**Residential gas customers – estimated annual bills of undiscounted market offers, by individual retailer**



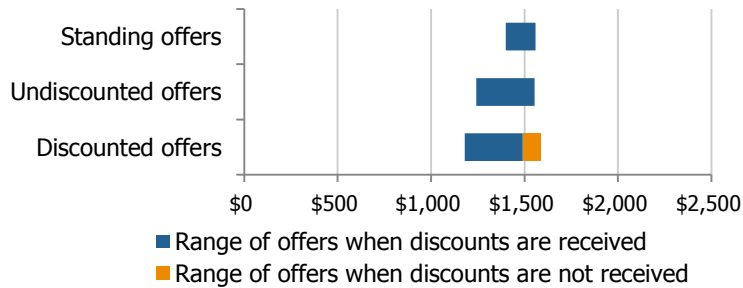
**Residential gas customers – estimated annual bills of discounted offers, by discount percentage**





## Murray supply zone

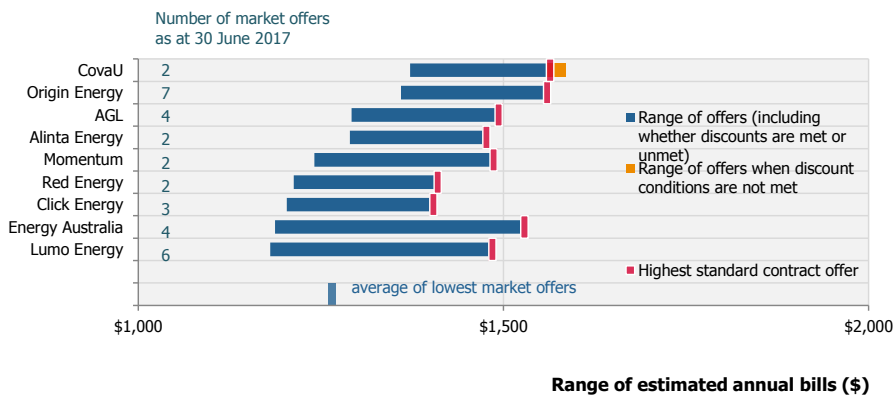
### Residential gas customers – range of all offers generally available



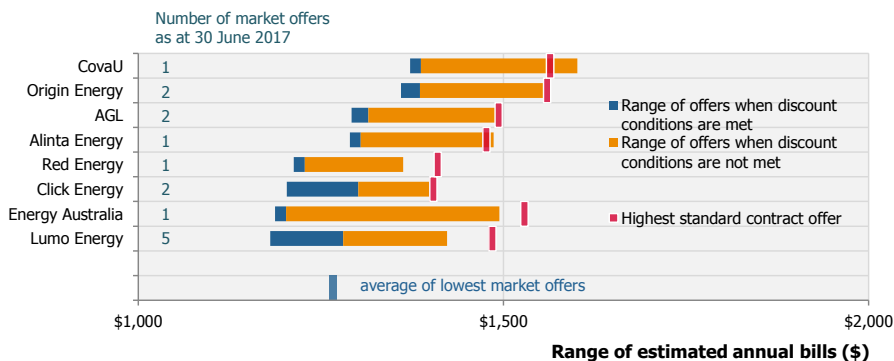
### Residential gas customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS	2016-17
Market	\$1,371
DISCOUNTED OFFERS	2016-17
Market (discounts not applied)	\$1,458
Market (discounts applied)	\$1,269

### Residential gas customers – range of all market offers generally available, by retailer

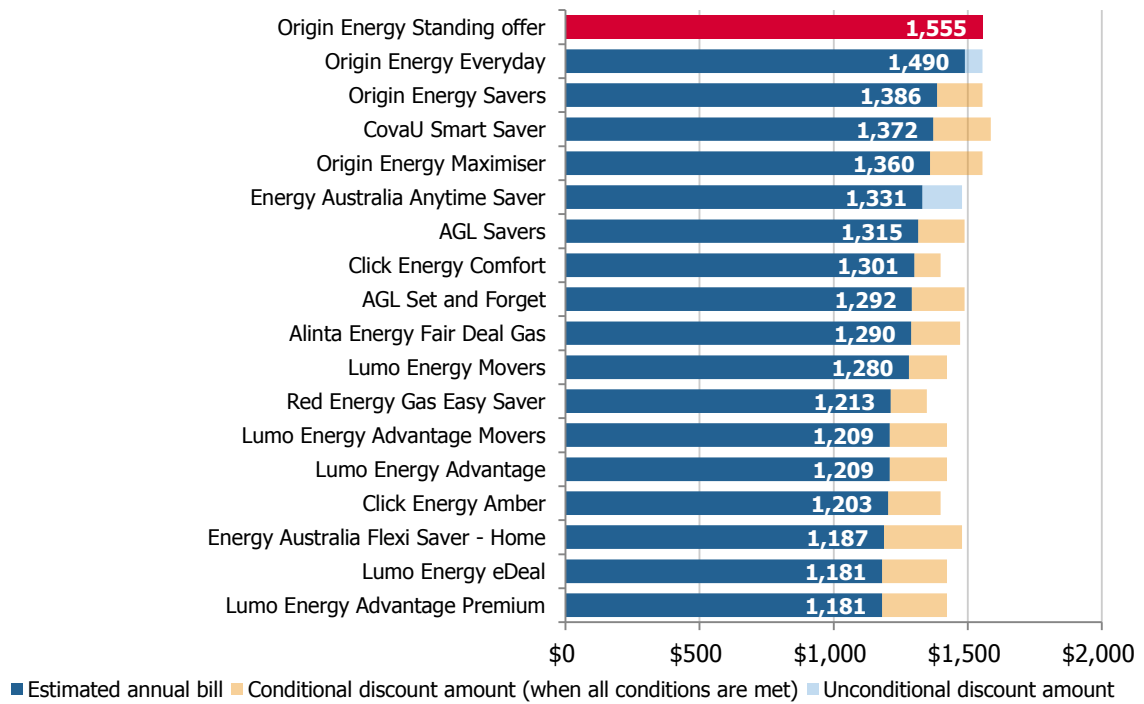


### Residential gas customers – range of all discounted market offers generally available, by retailer

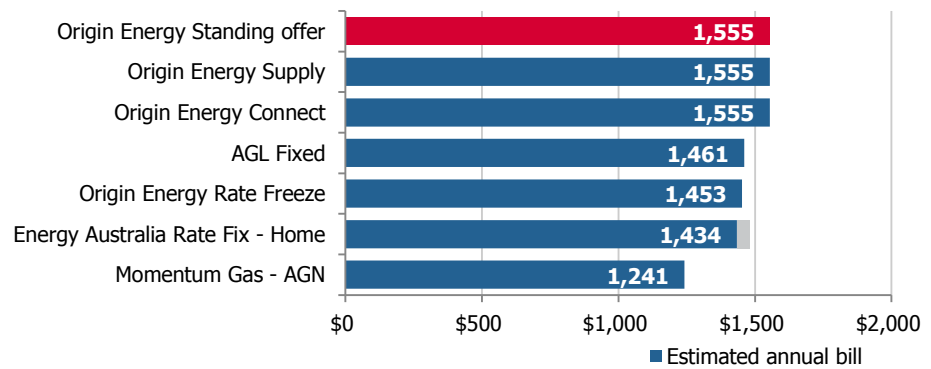




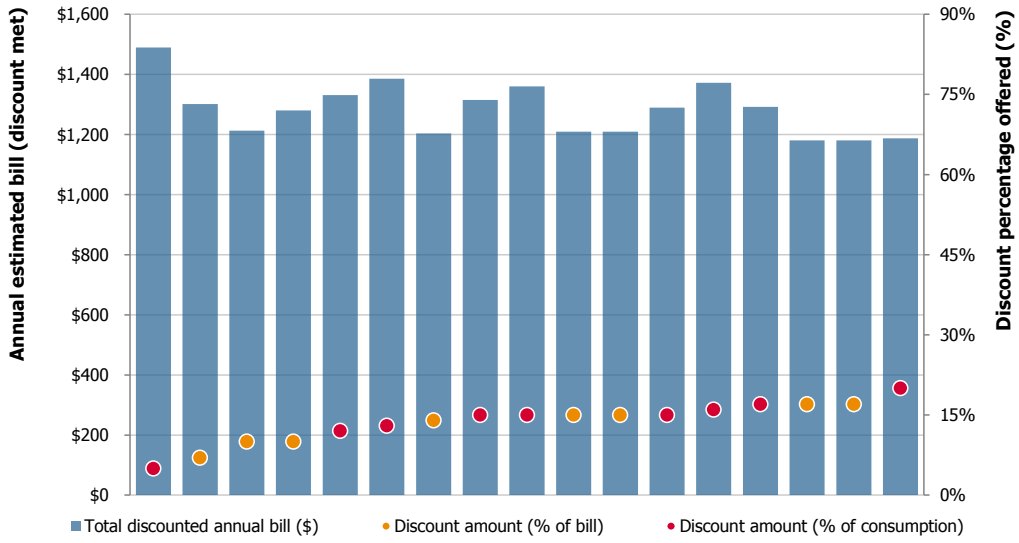
**Residential gas customers – estimated annual bills of discounted market offers, by individual retailer**



**Residential gas customers – estimated annual bills of undiscounted market offers, by individual retailer**



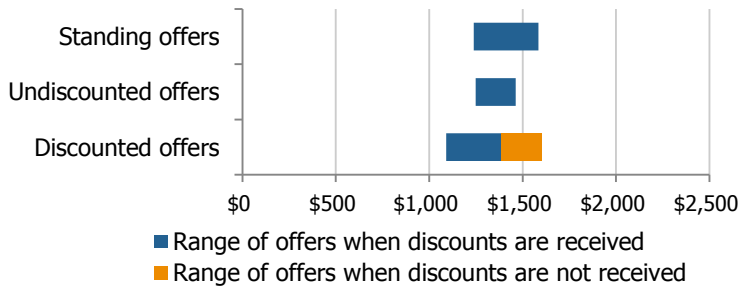
Residential gas customers – estimated annual bills of discounted offers, by discount percentage





## North supply zone

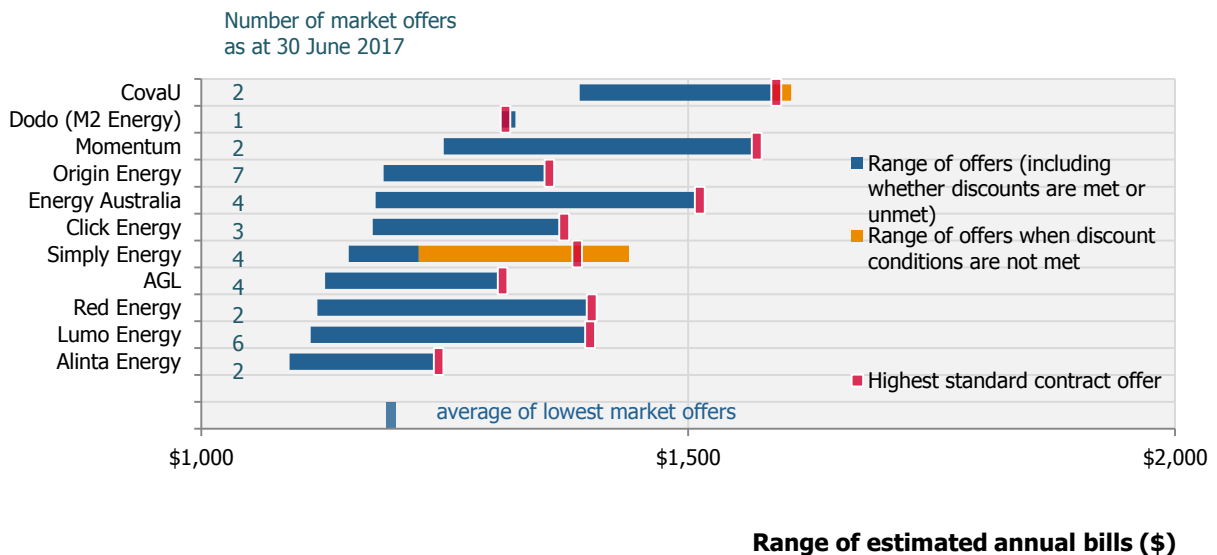
### Residential gas customers – range of all offers generally available



### Residential gas customers – average estimated bills for typical residential customers

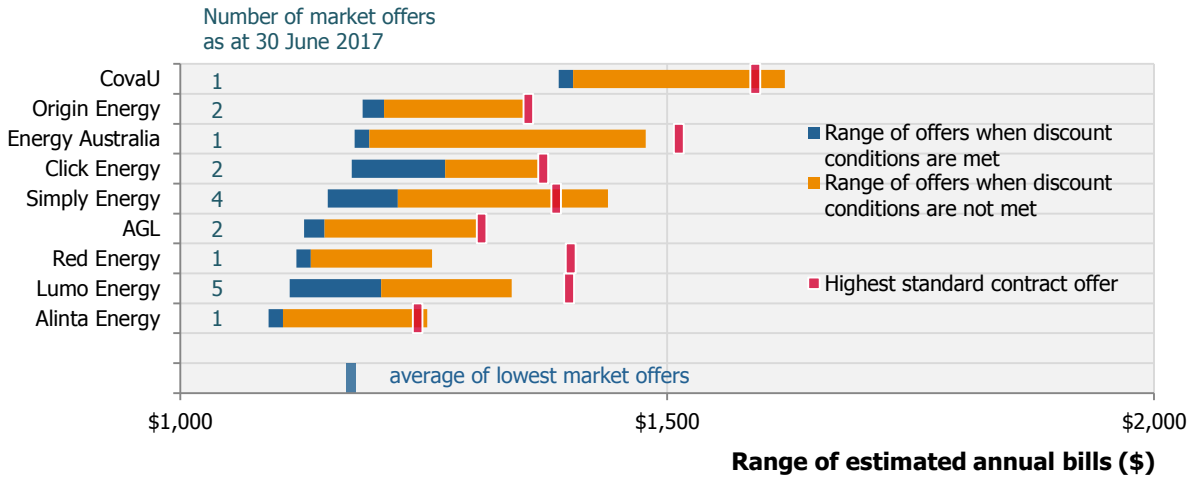
UNDISCOUNTED OFFERS	2016-17
Market	\$1,322
DISCOUNTED OFFERS	2016-17
Market (discounts not applied)	\$1,375
Market (discounts applied)	\$1,193

### Residential gas customers – range of all market offers generally available, by retailer

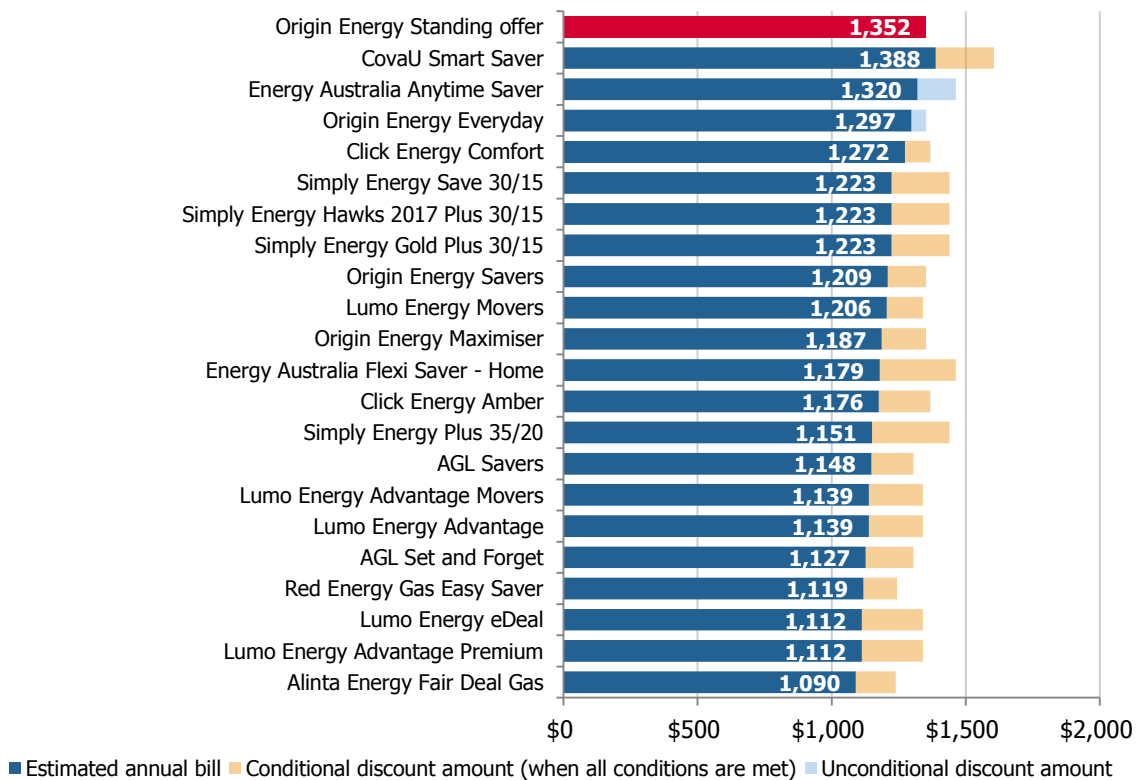


Range of estimated annual bills (\$)

Residential gas customers – range of all discounted market offers generally available, by retailer

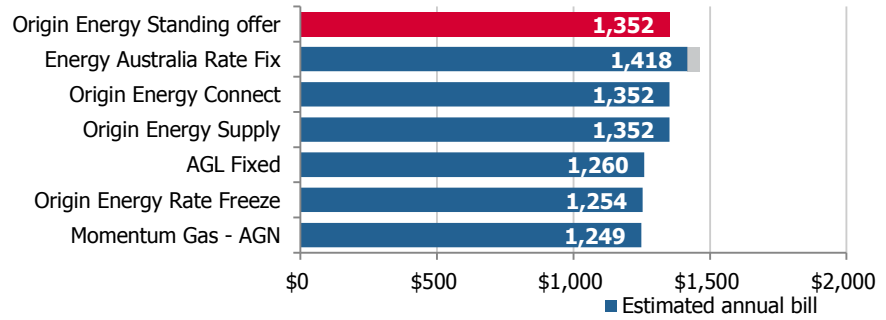


Residential gas customers – estimated annual bills of discounted market offers, by individual retailer

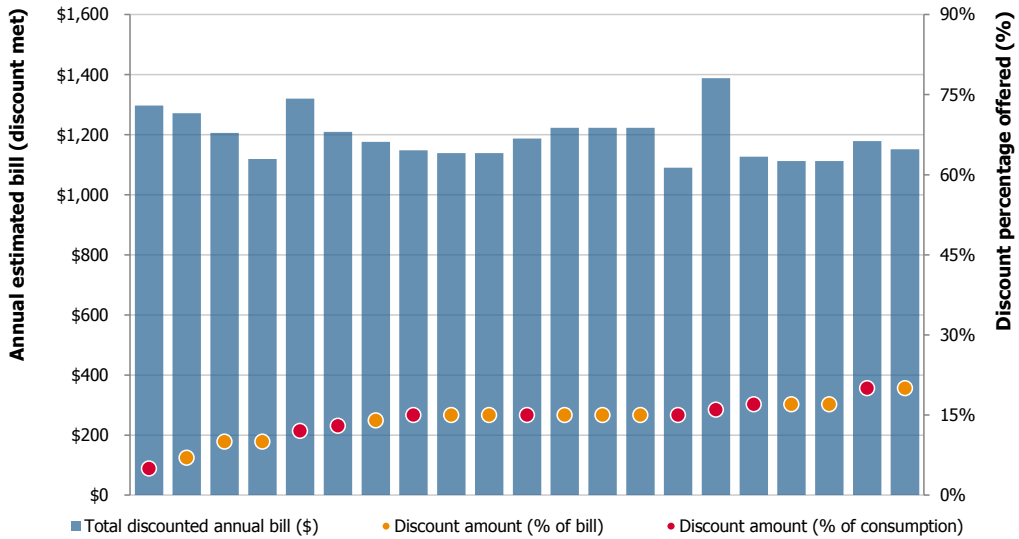




**Residential gas customers – estimated annual bills of undiscounted market offers, by individual retailer**

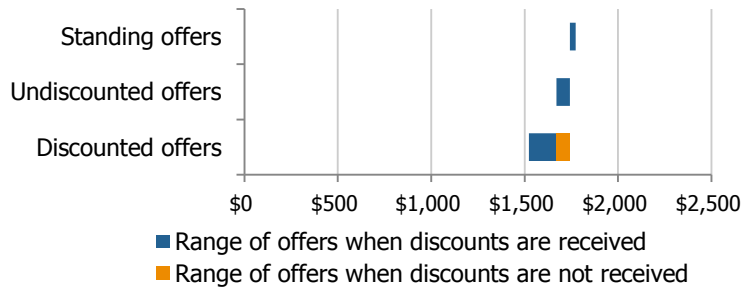


**Residential gas customers – estimated annual bills of discounted offers, by discount percentage**



## Mildura supply zone

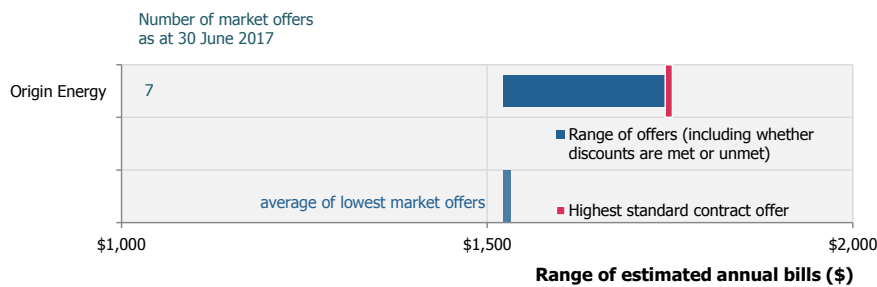
### Residential gas customers – range of all offers generally available



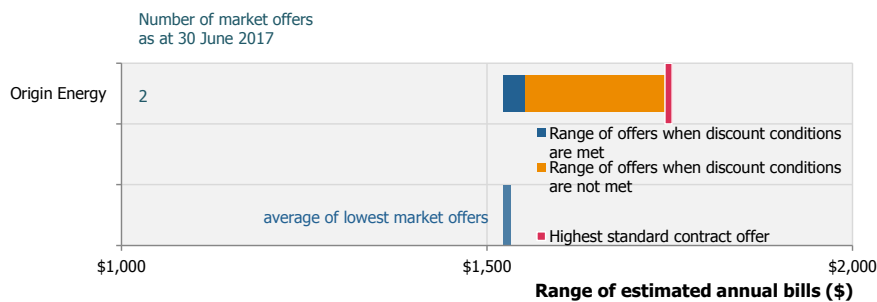
### Residential gas customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS	2016-17
Market	\$1,719
DISCOUNTED OFFERS	2016-17
Market (discounts not applied)	\$1,743
Market (discounts applied)	\$1,581

### Residential gas customers – range of all market offers generally available, by retailer

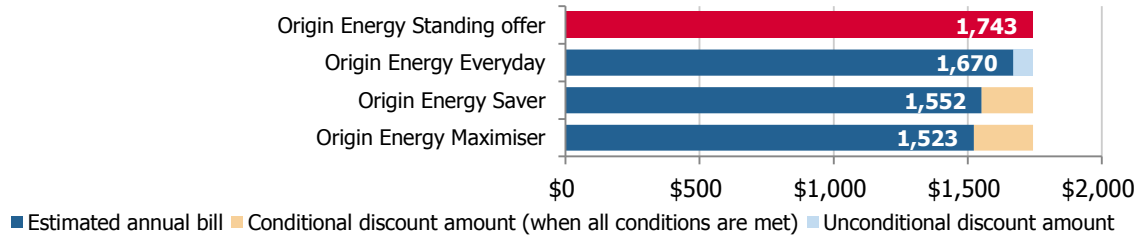


### Residential gas customers – range of all discounted market offers generally available, by retailer

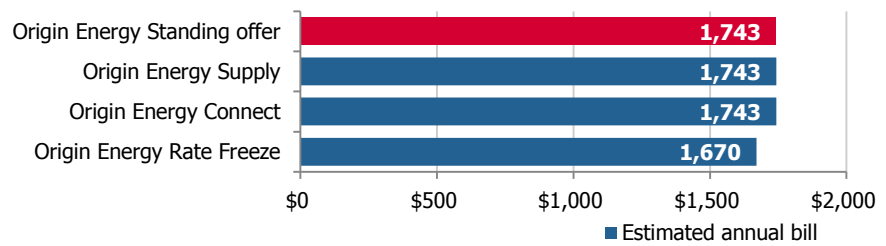




**Residential gas customers – estimated annual bills of discounted market offers, by individual retailer**



**Residential gas customers – estimated annual bills of undiscounted market offers, by individual retailer**





## 6.2. Western Victoria

This section provides a summary of gas offers generally available on 30 June 2017 in western Victoria (or the AusNet Services distribution area), as shown in the red area in the figure below.

There are also different offers available in six different supply zone areas within this region – Central, Adjoining Central, West, and Adjoining West supply zones. You can find out who your gas distributor is on your latest gas bill. The estimated annual bills shown in this section are based on a typical residential gas customer’s annual usage of 54.4 GJ.



### Central supply zone

#### Residential gas customers – range of all offers generally available

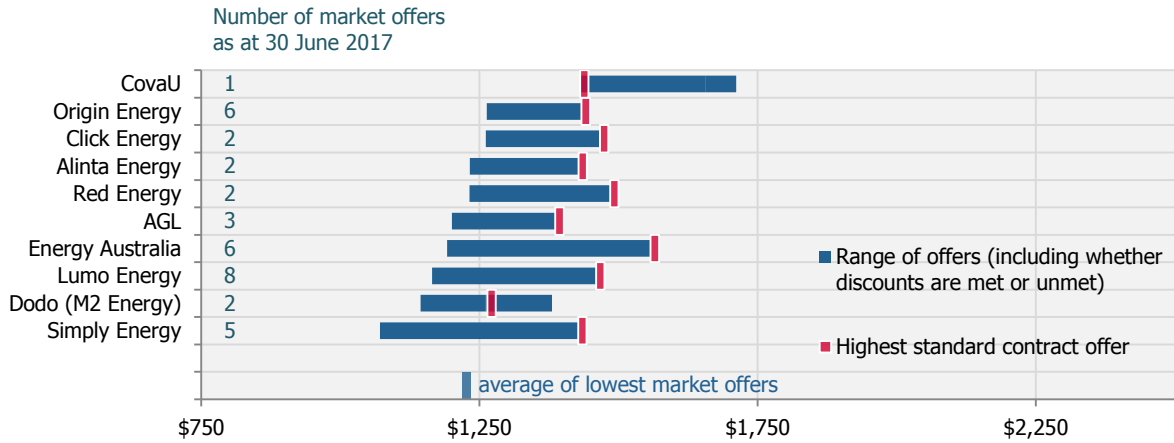


#### Residential gas customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS		2016-17
Market		\$1,423
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$1,417
Market (discounts applied)		\$1,228

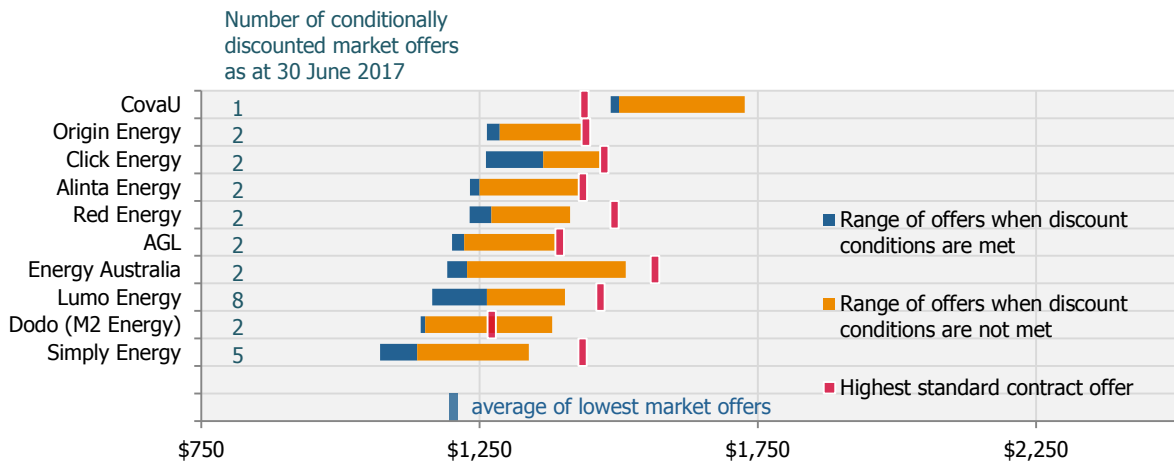


**Residential gas customers – range of all market offers generally available, by retailer**



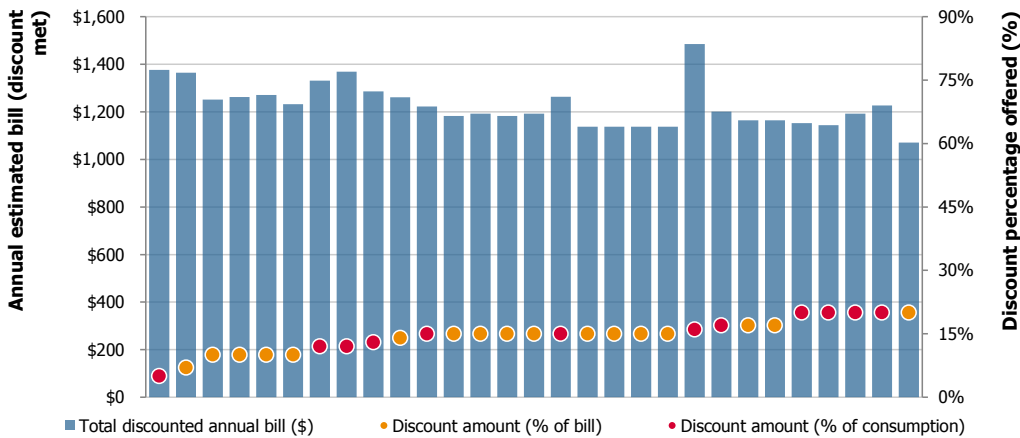
**Range of estimated annual bills (\$)**

**Residential gas customers – range of all discounted market offers generally available, by retailer**

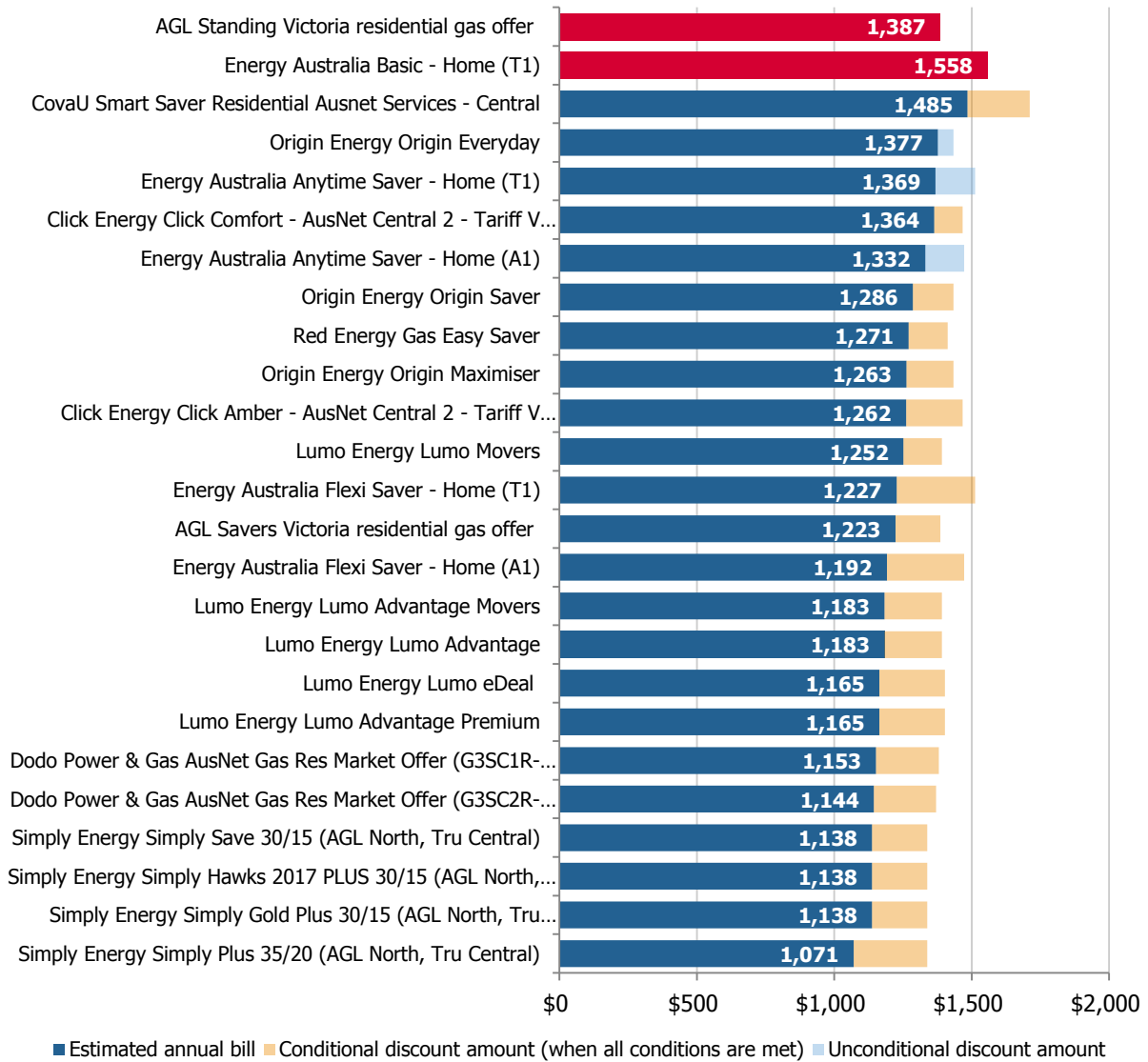


**Range of estimated annual bills (\$)**

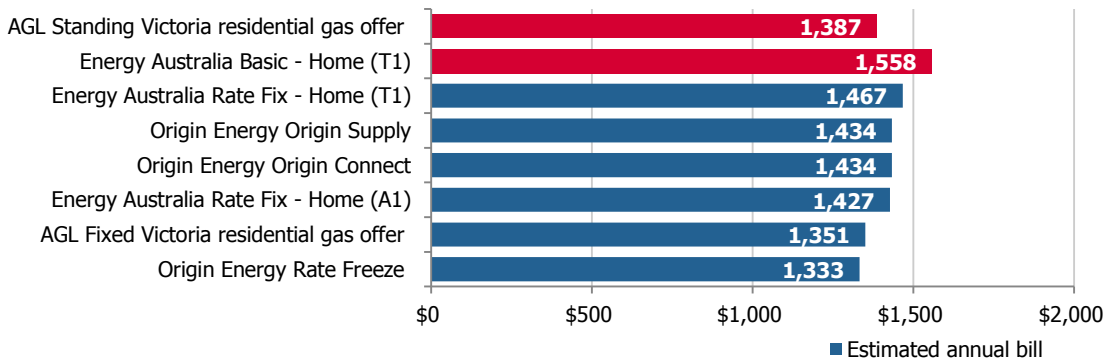
**Residential gas customers – estimated annual bills of discounted offers, by discount percentage**



**Residential gas customers – estimated annual bills of discounted market offers, by individual retailer**



**Residential gas customers – estimated annual bills of undiscounted market offers, by individual retailer**





### Adjoining central supply zone

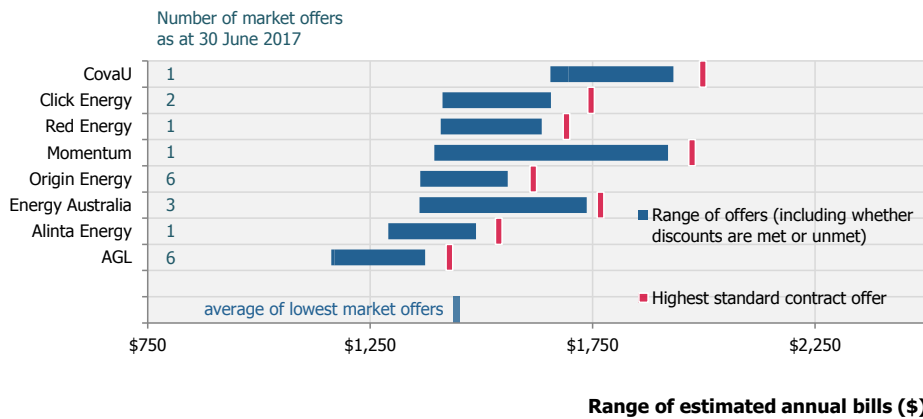
#### Residential gas customers – range of all offers generally available



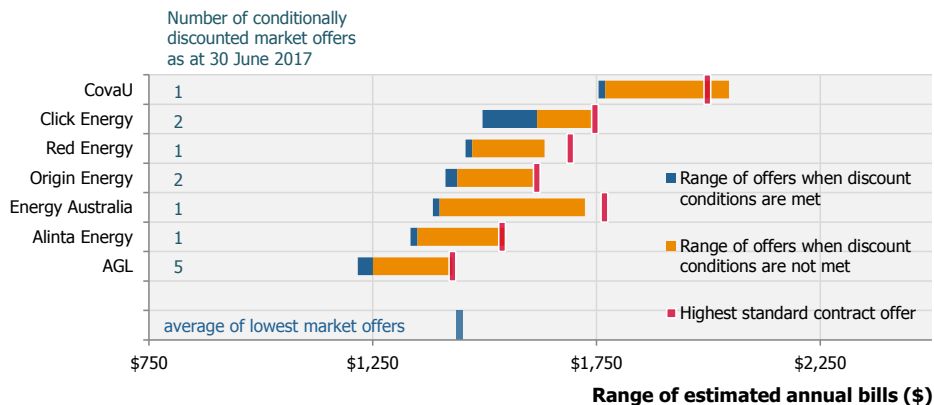
#### Residential gas customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS		2016-17
Market		\$1,548
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$1,601
Market (discounts applied)		\$1,409

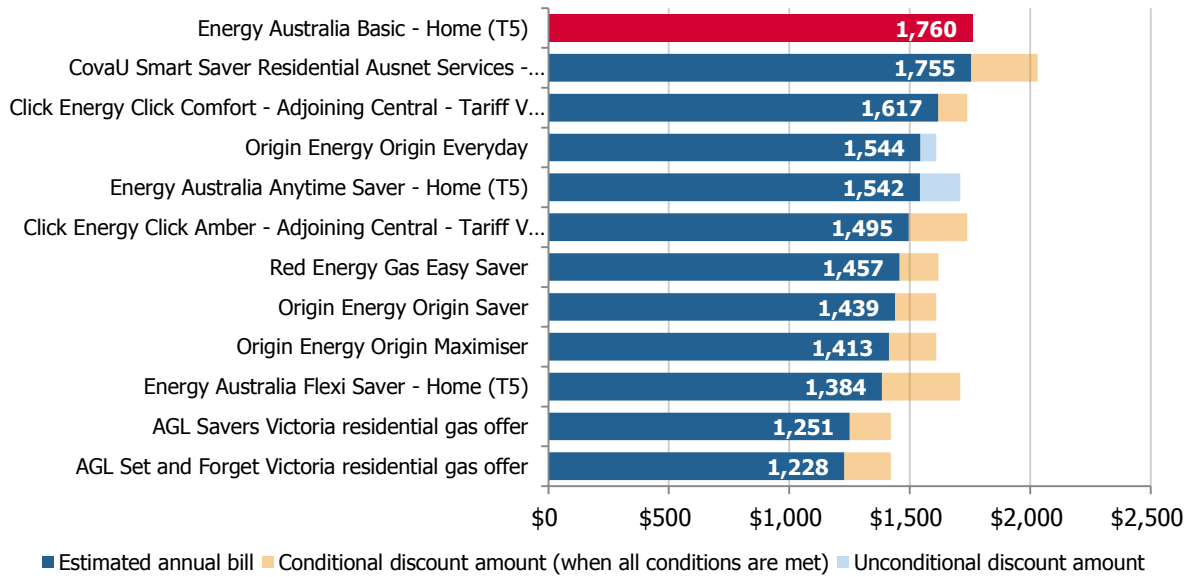
#### Residential gas customers – range of all market offers generally available, by retailer



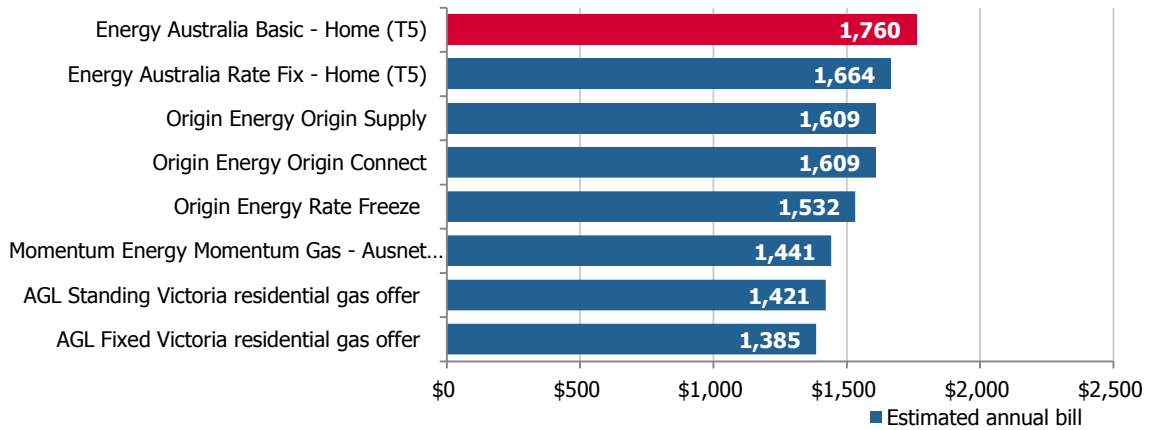
#### Residential gas customers – range of all discounted market offers generally available, by retailer



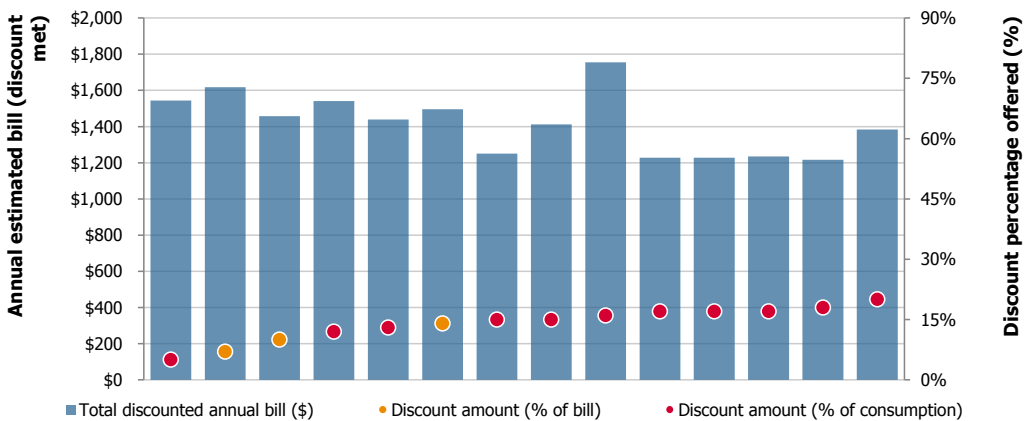
**Residential gas customers – estimated annual bills of discounted market offers, by individual retailer**



**Residential gas customers – estimated annual bills of undiscounted market offers, by individual retailer**



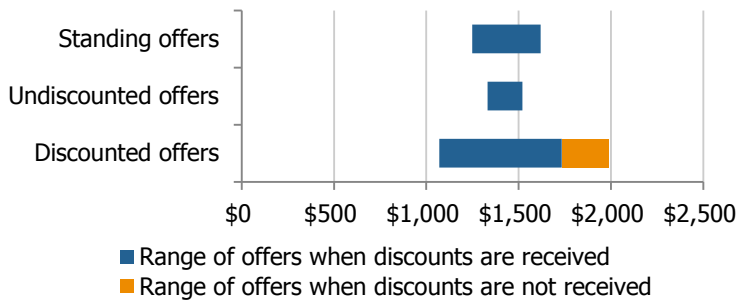
**Residential gas customers – estimated annual bills of discounted offers, by discount percentage**





## West supply zone

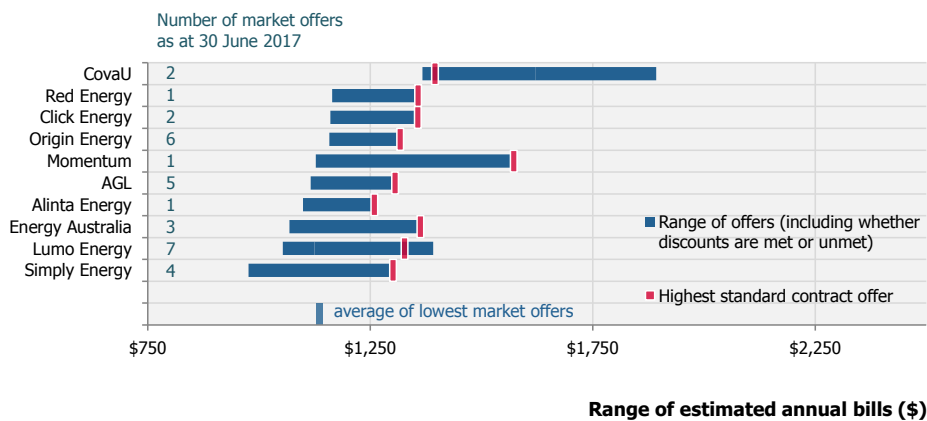
### Residential gas customers – range of all offers generally available



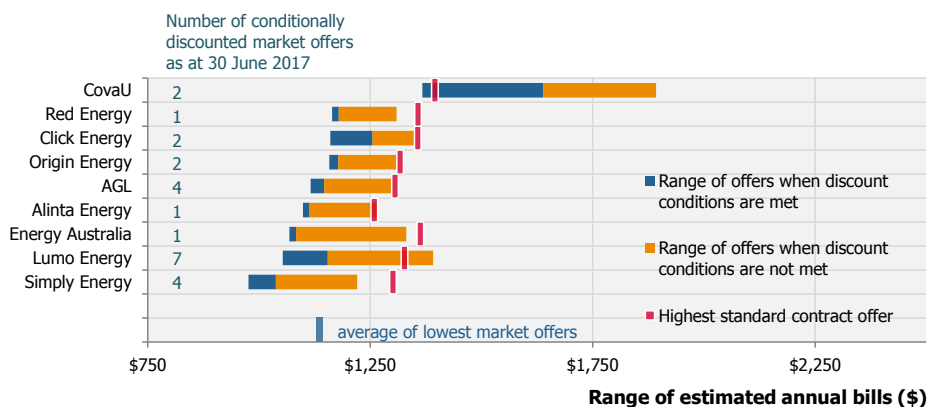
### Residential gas customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS	2016-17
Market	\$1,259
DISCOUNTED OFFERS	2016-17
Market (discounts not applied)	\$1,326
Market (discounts applied)	\$1,149

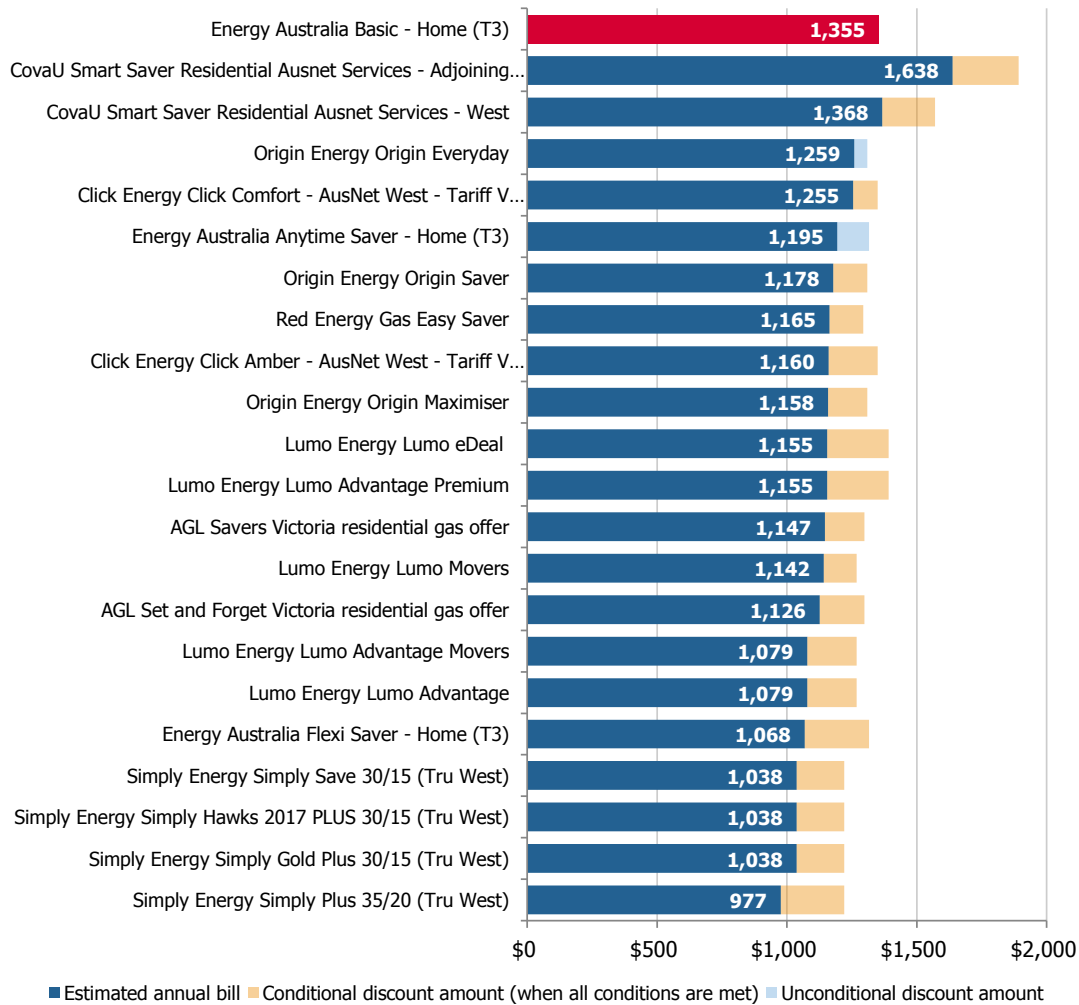
### Residential gas customers – range of all market offers generally available, by retailer



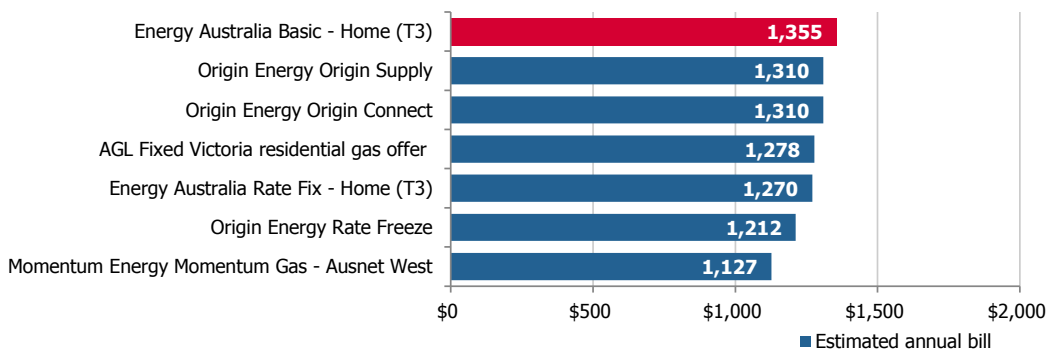
### Residential gas customers – range of all discounted market offers generally available, by retailer



**Residential gas customers – estimated annual bills of discounted market offers, by individual retailer**

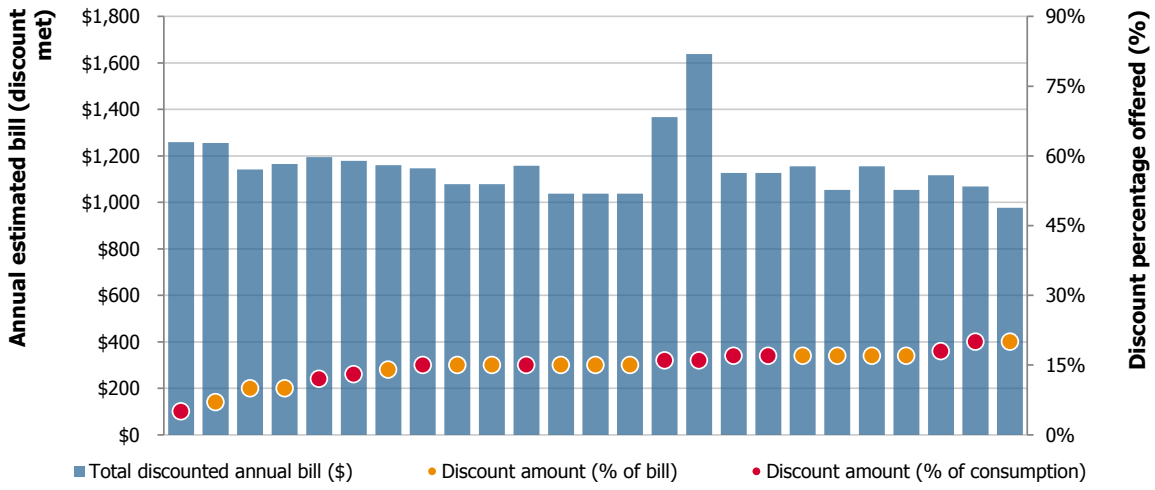


**Residential gas customers – estimated annual bills of undiscounted market offers, by individual retailer**





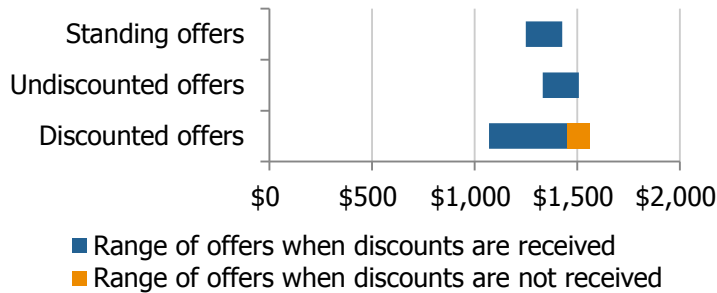
Residential gas customers – estimated annual bills of discounted offers, by discount percentage





### Adjoining west supply zone

#### Residential gas customers – range of all offers generally available



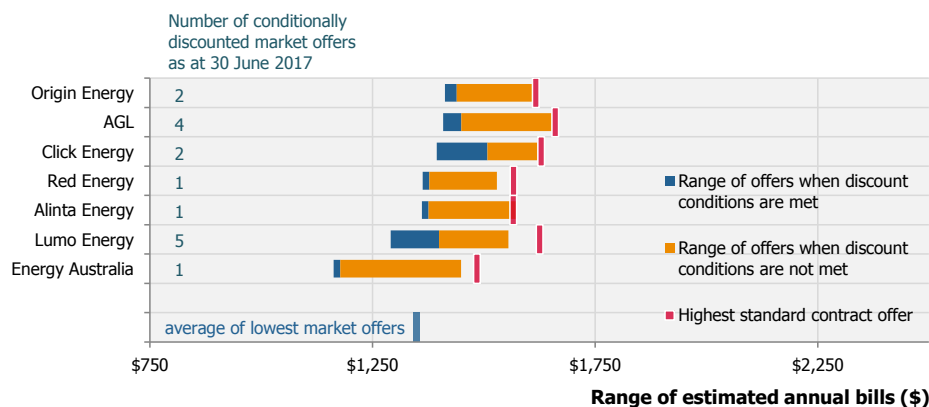
#### Residential gas customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS		2016-17
Market		\$1,555
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$1,578
Market (discounts applied)		\$1,378

#### Residential gas customers – range of all market offers generally available, by retailer

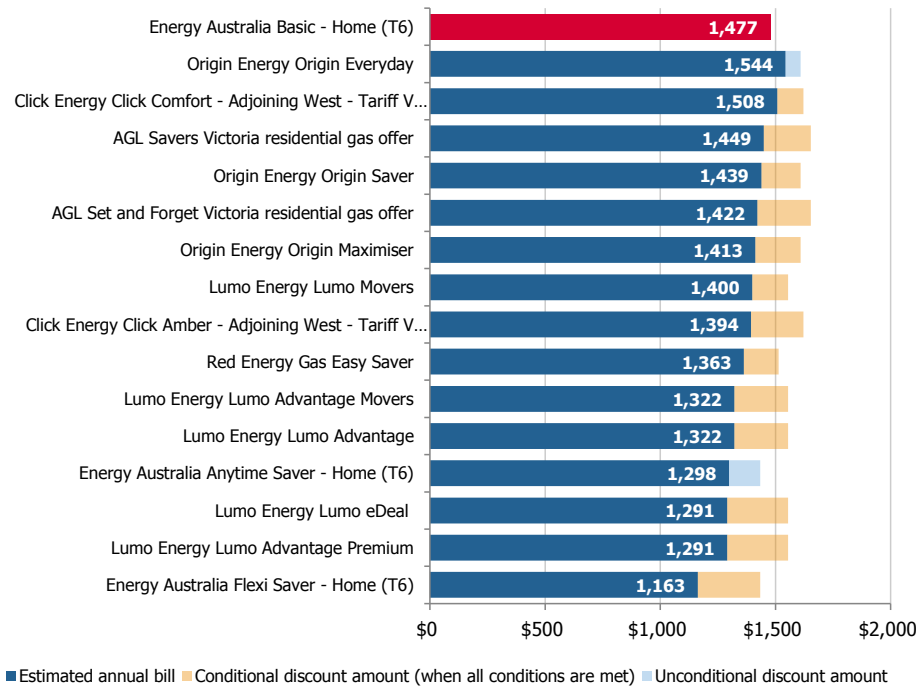


#### Residential gas customers – range of all discounted market offers generally available, by retailer

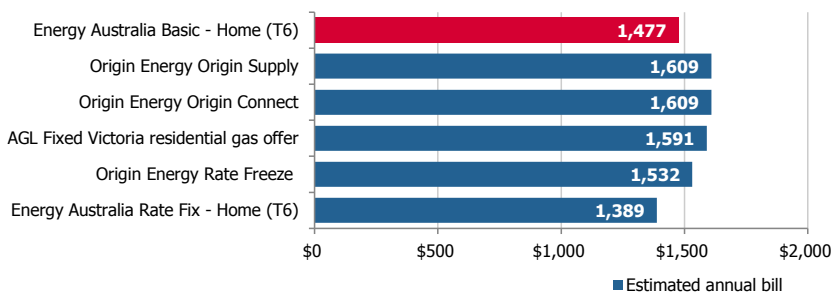




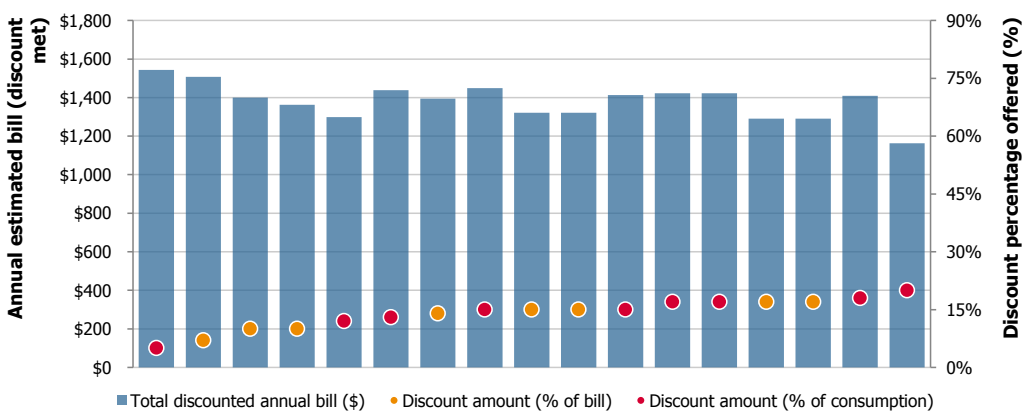
**Residential gas customers – estimated annual bills of discounted market offers, by individual retailer**



**Residential gas customers – estimated annual bills of undiscounted market offers, by individual retailer**



**Residential gas customers – estimated annual bills of discounted offers, by discount percentage**



### 6.3. East Melbourne

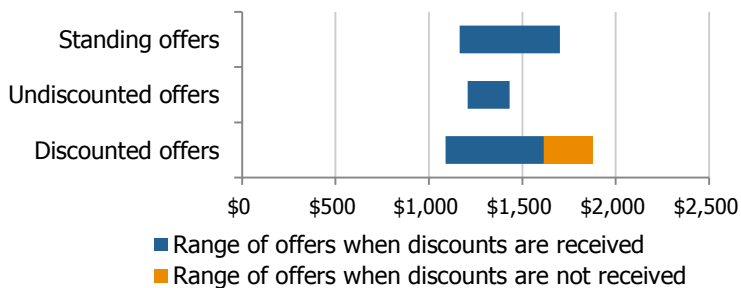
This section provides a summary of gas offers generally available on 30 June 2017 in inner and outer east Melbourne and the South Gippsland region (or the Multinet Gas distribution area), as shown in the red area in the figure below.

There are also different offers available in two main different supply zone areas within this region – Metro and Yarra Valley supply zones. You can find out who your gas distributor is on your latest gas bill. The estimated annual bills shown in this section are based on a typical residential gas customer’s annual usage of 54.4 GJ.



#### Metro supply zone

##### Residential gas customers – range of all offers generally available

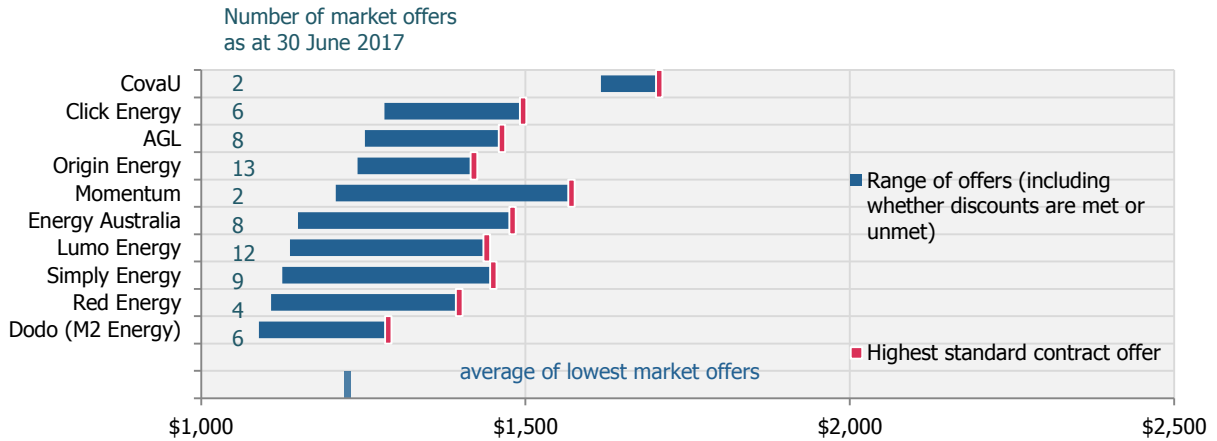


##### Residential gas customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS		2016-17
Market		\$1,387
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$1,409
Market (discounts applied)		\$1,221

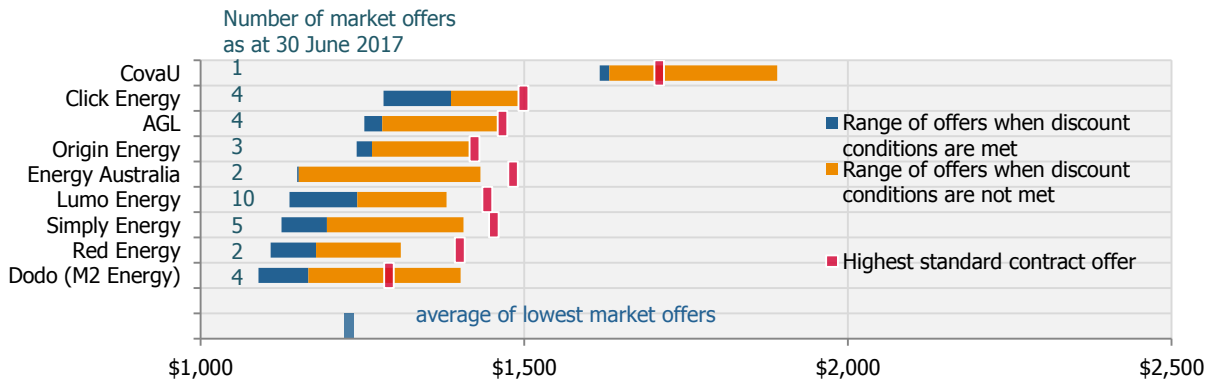


**Residential gas customers – range of all market offers generally available, by retailer**



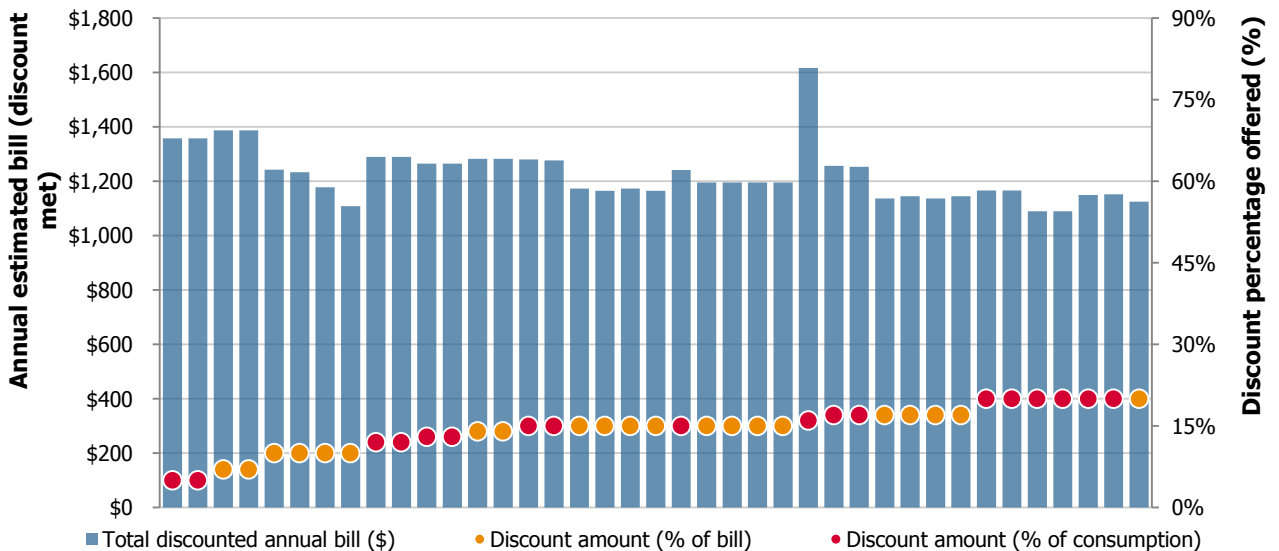
**Range of estimated annual bills (\$)**

**Residential gas customers – range of all discounted market offers generally available, by retailer**

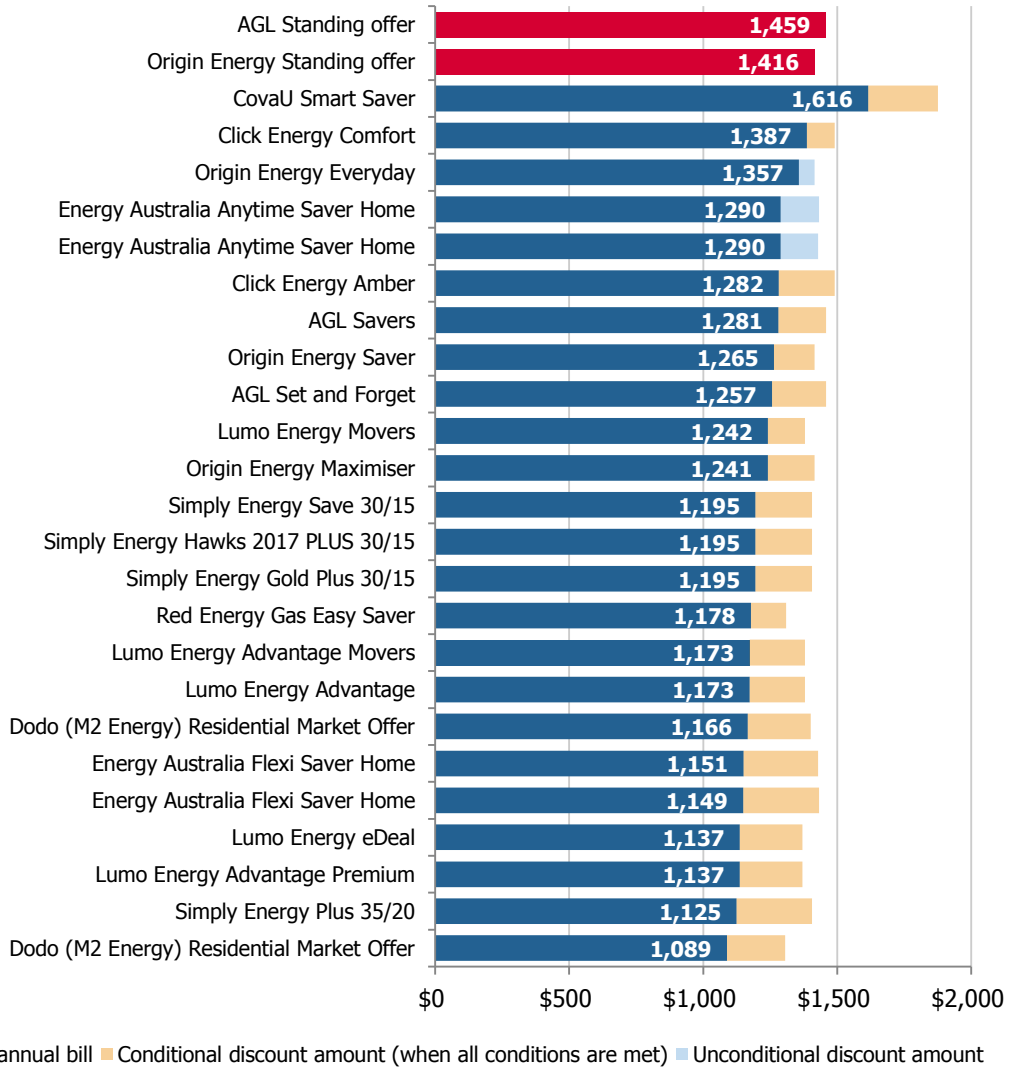


**Range of estimated annual bills (\$)**

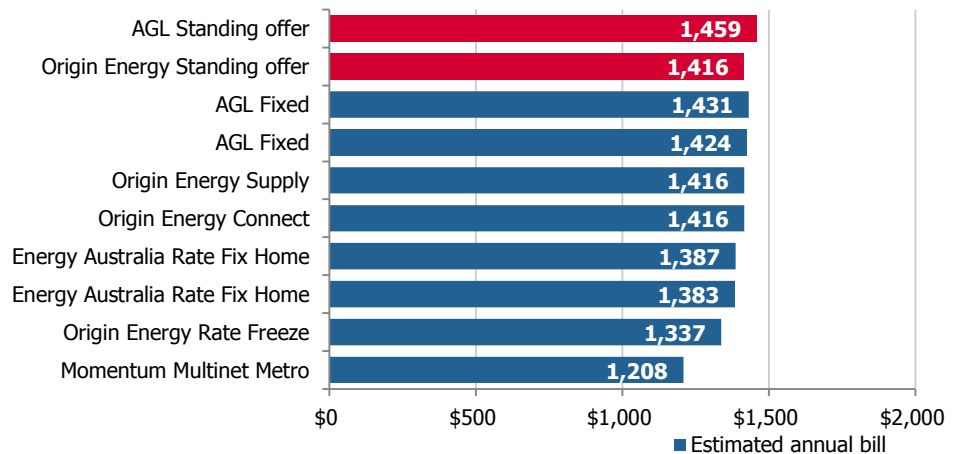
**Residential gas customers – estimated annual bills of discounted offers, by discount percentage**



**Residential gas customers – estimated annual bills of discounted market offers, by individual retailer**



**Residential gas customers – estimated annual bills of undiscounted market offers, by individual retailer**





## Yarra Valley supply zone

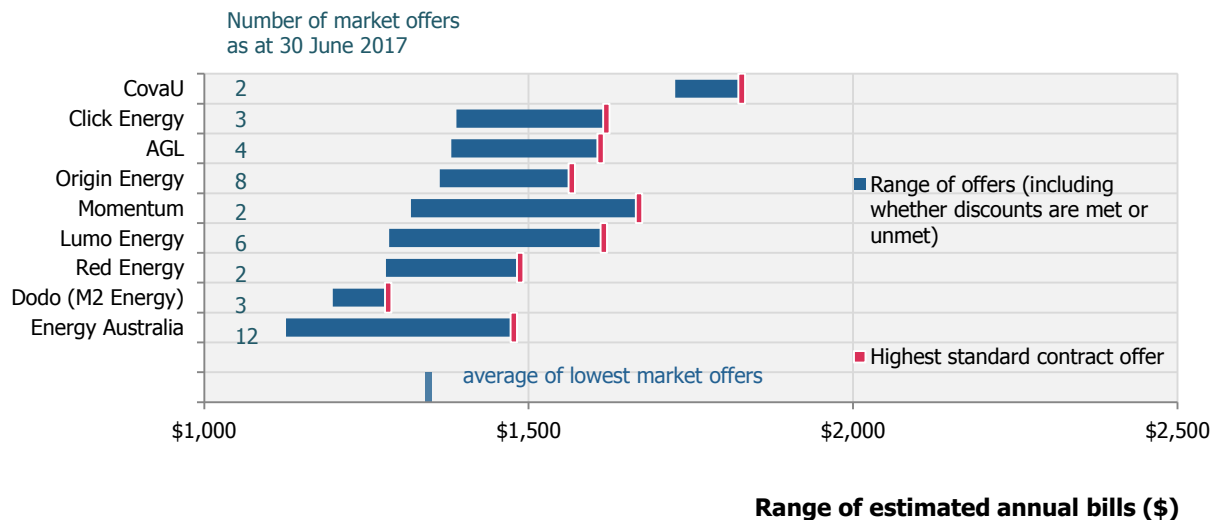
### Residential gas customers – range of all offers generally available



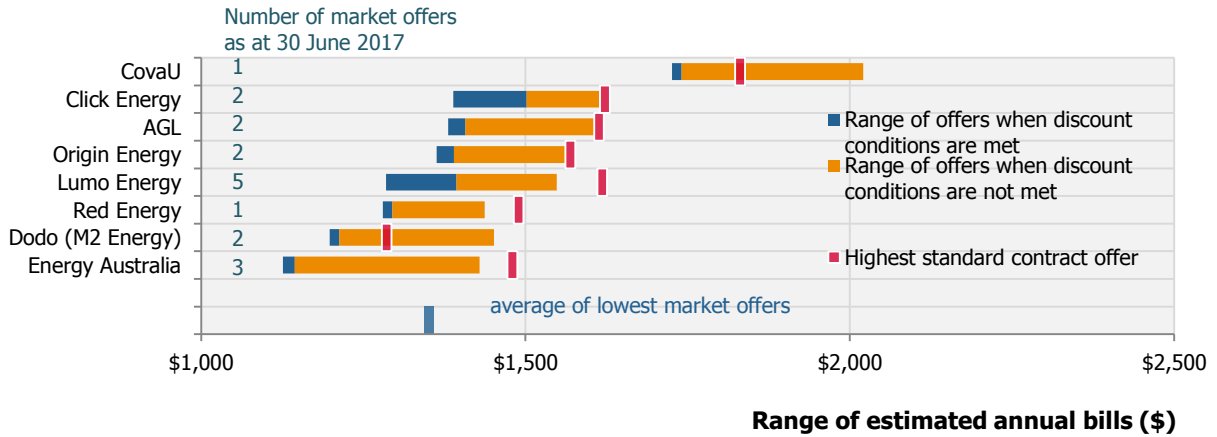
### Residential gas customers – average estimated bills for typical residential customers

UNDISCOUNTED OFFERS		2016-17
Market		\$1,464
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$1,531
Market (discounts applied)		\$1,326

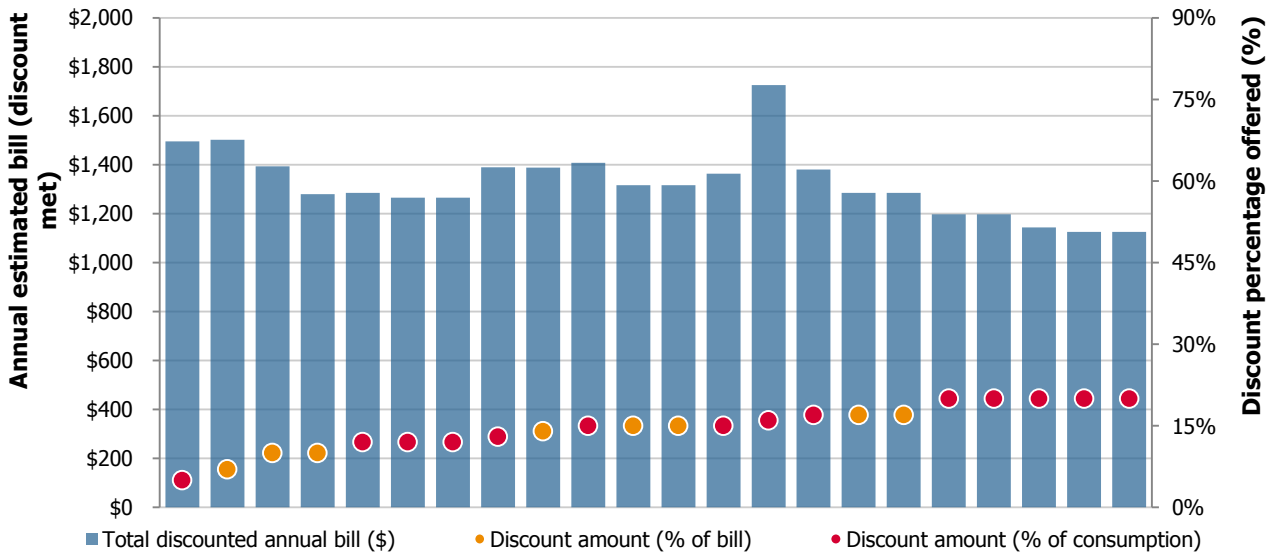
### Residential gas customers – range of all market offers generally available, by retailer



**Residential gas customers – range of all discounted market offers generally available, by retailer**

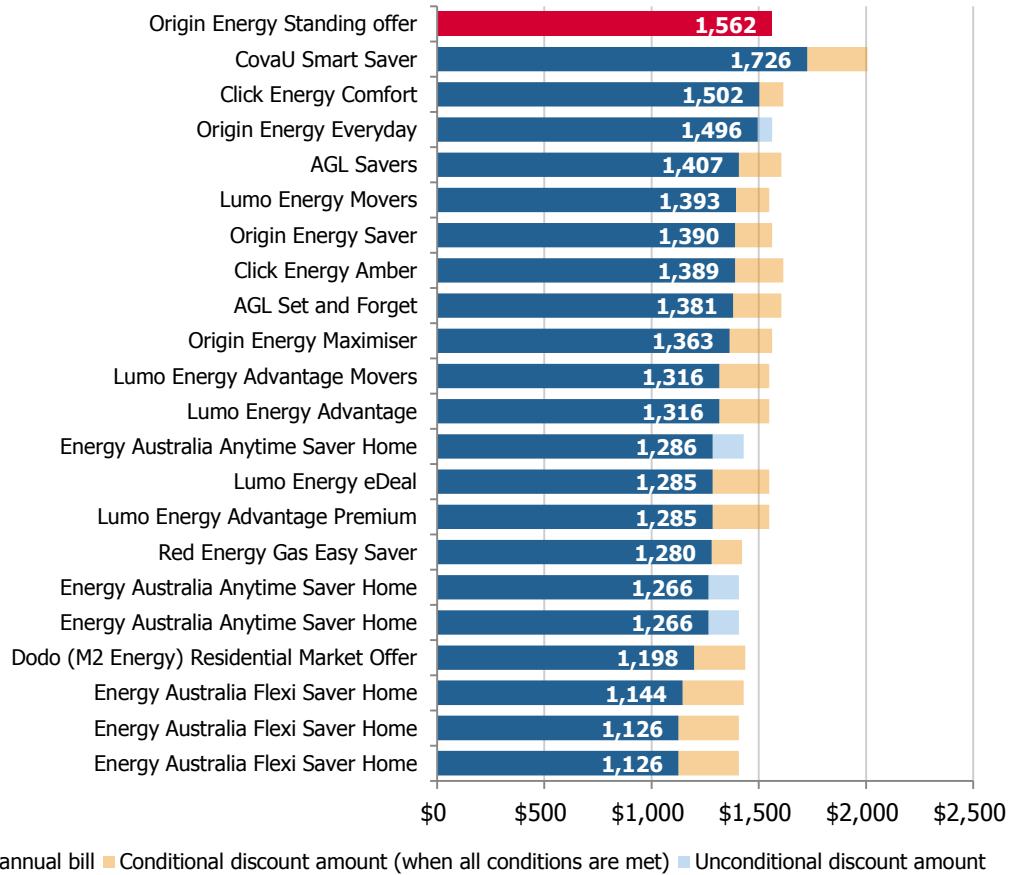


**Residential gas customers – estimated annual bills of discounted offers, by discount percentage**

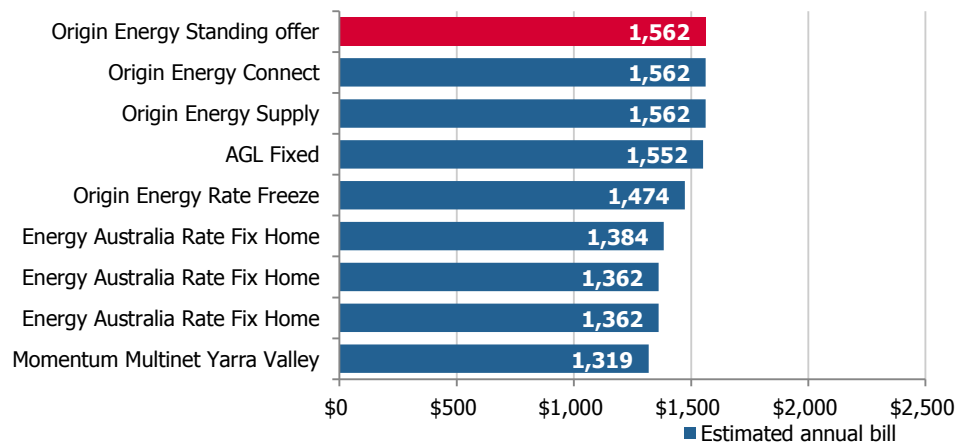




**Residential gas customers – estimated annual bills of discounted market offers, by individual retailer**



**Residential gas customers – estimated annual bills of undiscounted market offers, by individual retailer**





## 7. Gas offers – business customers

### 7.1. Northern and eastern Victoria

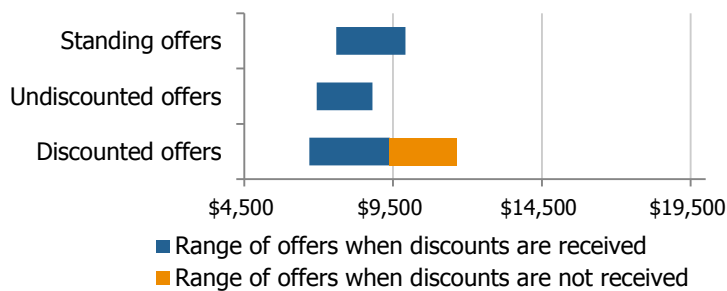
This section provides a summary of gas offers generally available on 30 June 2017 in northern and eastern Victoria (or the Australian Gas Networks distribution area), as shown in the red area in the figure below.

There are also different offers available in six different supply zone areas within this region – Central, Cardinia, Bairnsdale, Murray, North and Mildura supply zones. You can find out who your gas distributor is on your latest gas bill. The estimated annual bills shown in this section are based on a representative business gas customer’s annual usage of 500 GJ.



#### Central supply zone

##### Business gas customers – range of all offers generally available

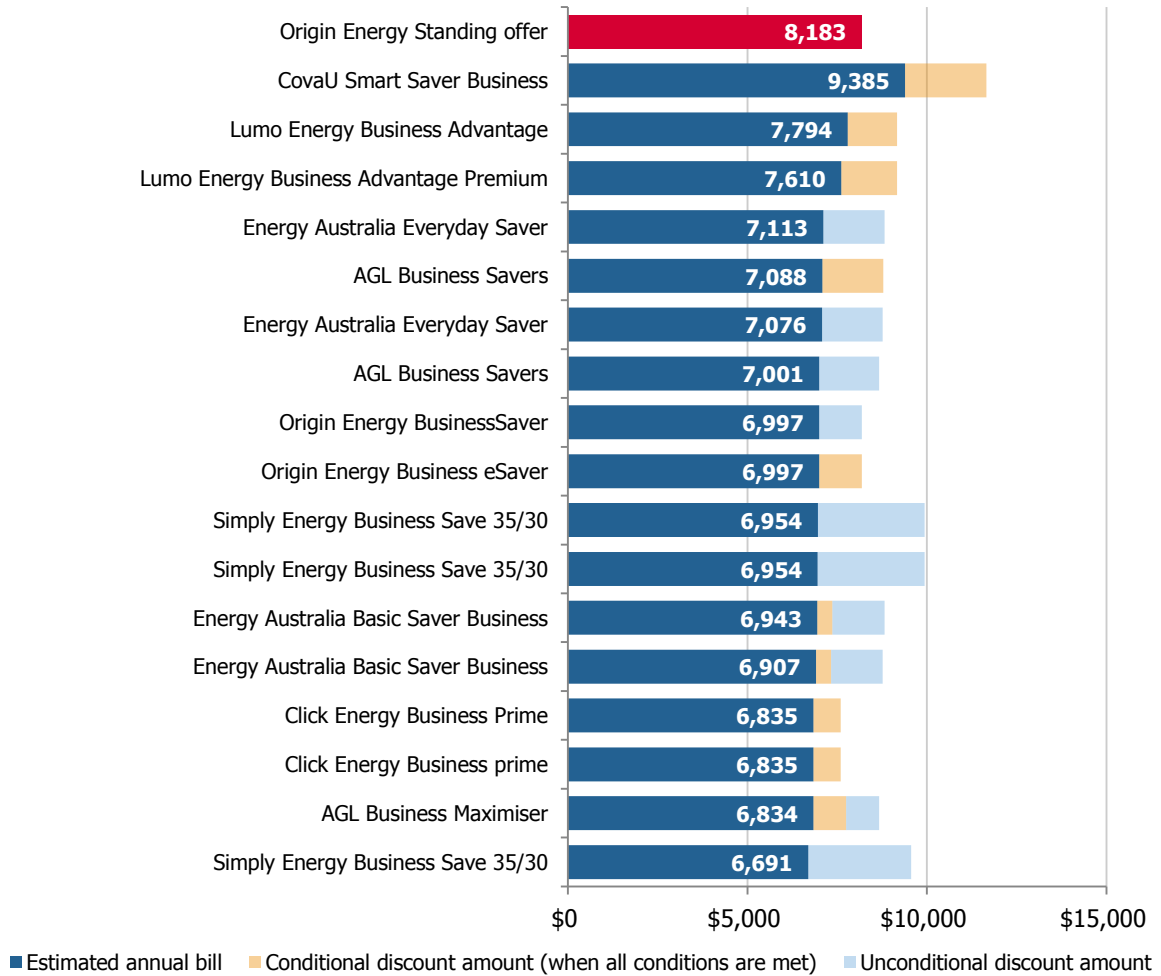


##### Business gas customers – average estimated bills for typical business customers

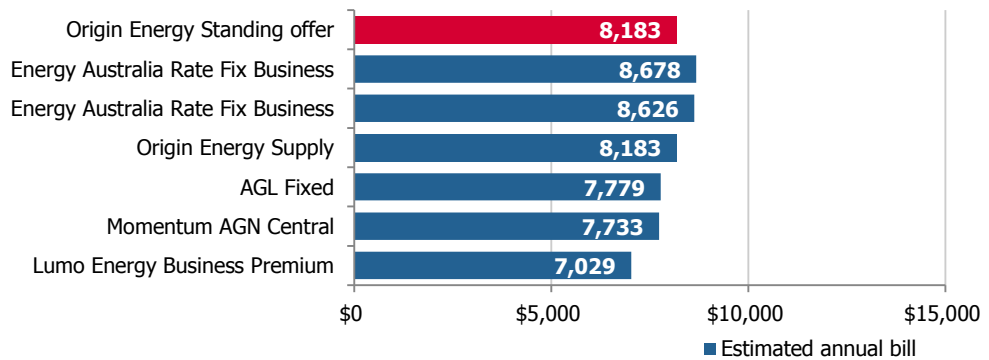
UNDISCOUNTED OFFERS		2016-17
Market		\$7,917
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$9,015
Market (discounts applied)		\$7,164



**Business gas customers – estimated annual bills of discounted market offers, by individual retailer**

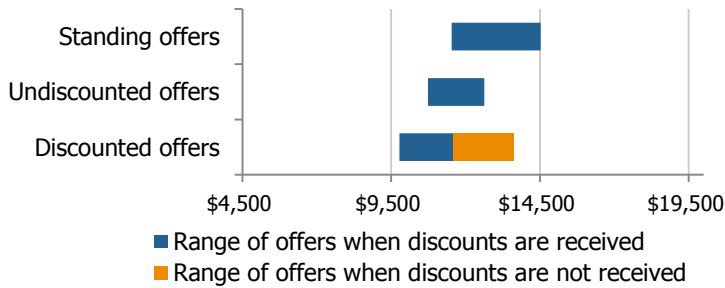


**Business gas customers – estimated annual bills of undiscounted market offers, by individual retailer**



## Cardinia supply zone

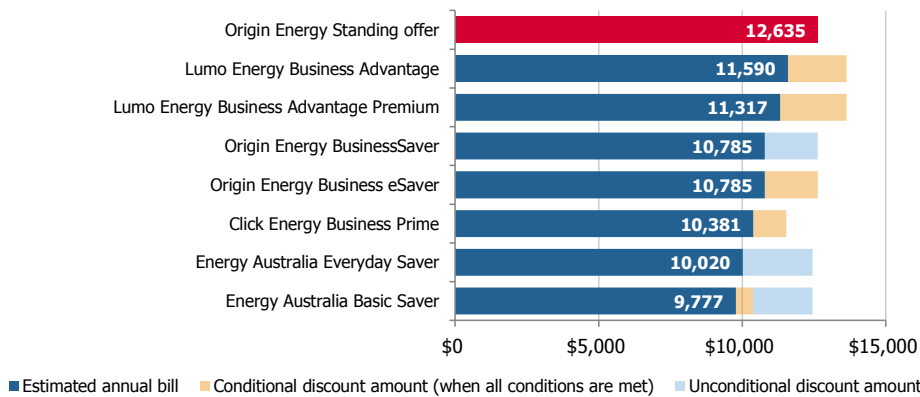
### Business gas customers – range of all offers generally available



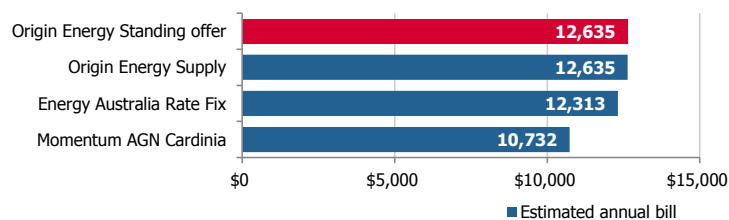
### Business gas customers – average estimated bills for typical business customers

UNDISCOUNTED OFFERS	2016-17
Market	\$11,939
DISCOUNTED OFFERS	2016-17
Market (discounts not applied)	\$12,711
Market (discounts applied)	\$10,665

### Business gas customers – estimated annual bills of discounted market offers, by individual retailer



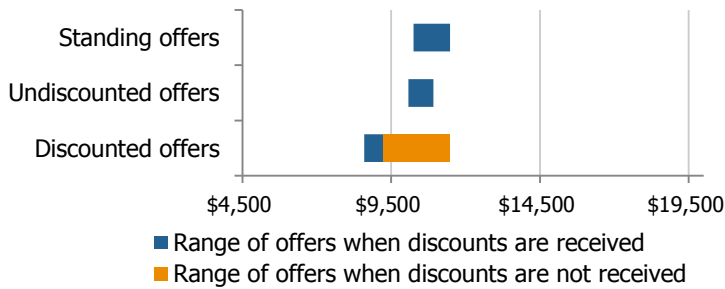
### Business gas customers – estimated annual bills of undiscounted market offers, by individual retailer





### Bairnsdale supply zone

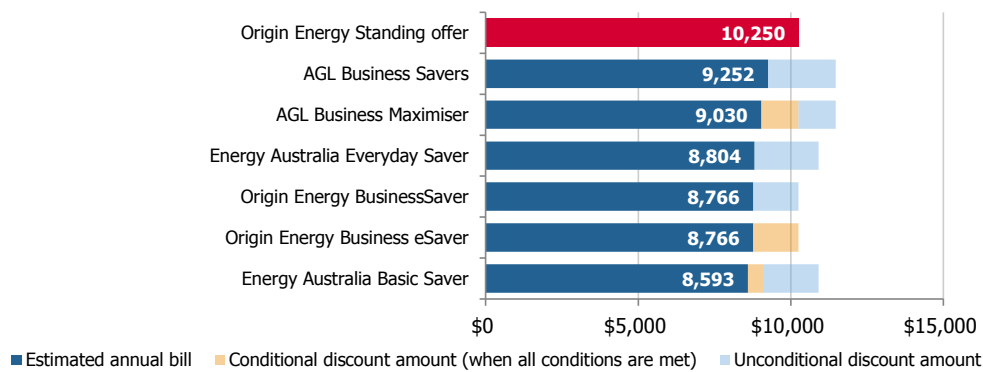
#### Business gas customers – range of all offers generally available



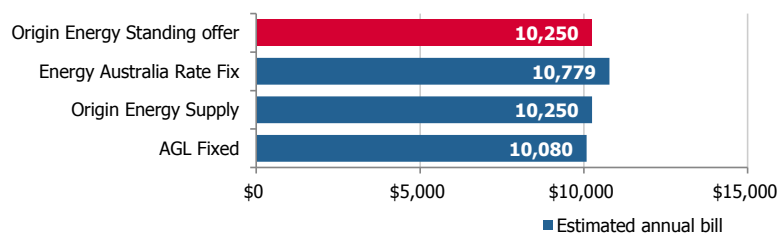
#### Business gas customers – average estimated bills for typical business customers

UNDISCOUNTED OFFERS	2016-17
Market	\$10,415
DISCOUNTED OFFERS	2016-17
Market (discounts not applied)	\$10,880
Market (discounts applied)	\$8,868

#### Business gas customers – estimated annual bills of discounted market offers, by individual retailer



#### Business gas customers – estimated annual bills of undiscounted market offers, by individual retailer



## Murray supply zone

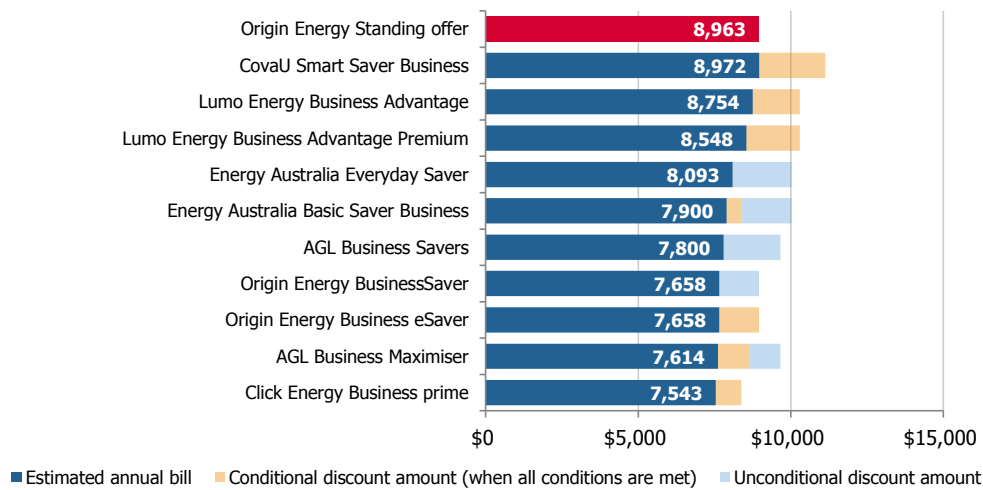
### Business gas customers – range of all offers generally available



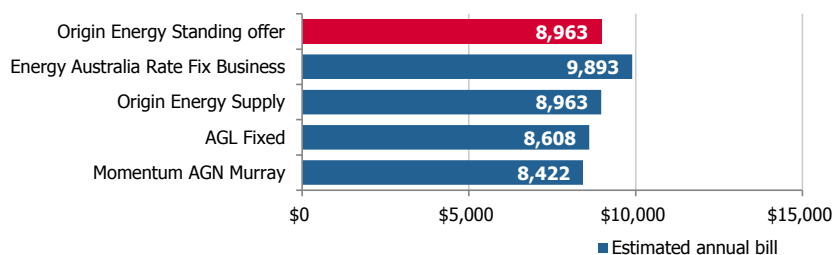
### Business gas customers – average estimated bills for typical business customers

UNDISCOUNTED OFFERS	2016-17
Market	\$8,811
DISCOUNTED OFFERS	2016-17
Market (discounts not applied)	\$9,951
Market (discounts applied)	\$8,278

### Business gas customers – estimated annual bills of discounted market offers, by individual retailer



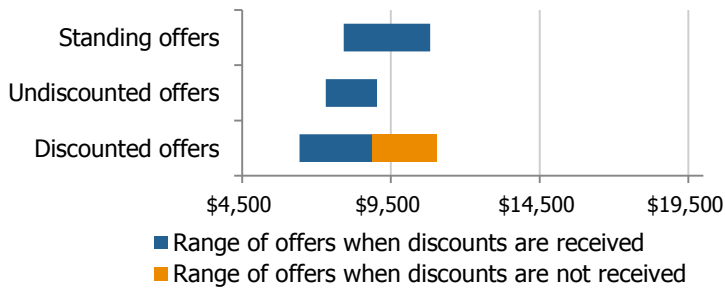
### Business gas customers – estimated annual bills of undiscounted market offers, by individual retailer





## North supply zone

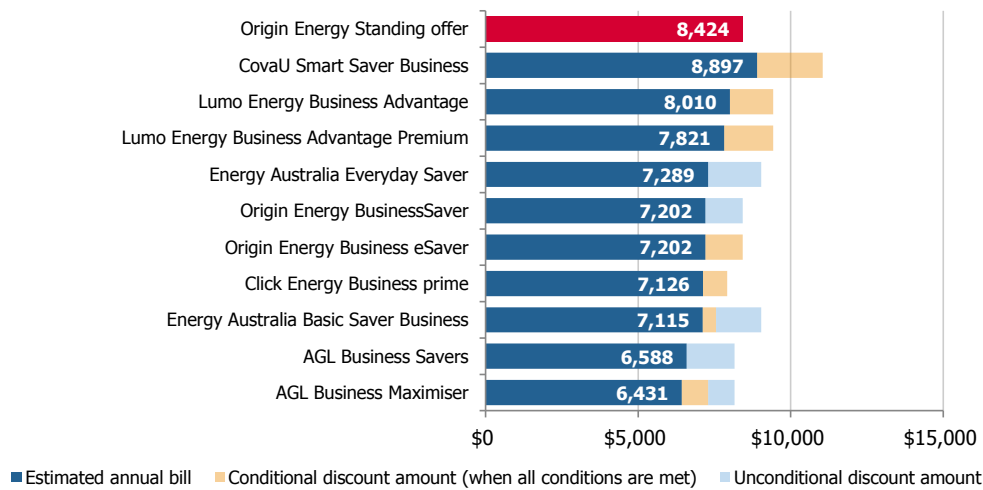
### Business gas customers – range of all offers generally available



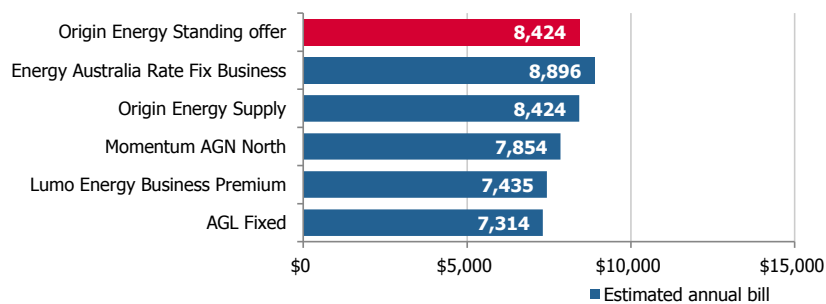
### Business gas customers – average estimated bills for typical business customers

UNDISCOUNTED OFFERS		2016-17
Market		\$8,012
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$8,903
Market (discounts applied)		\$7,368

### Business gas customers – estimated annual bills of discounted market offers, by retailer

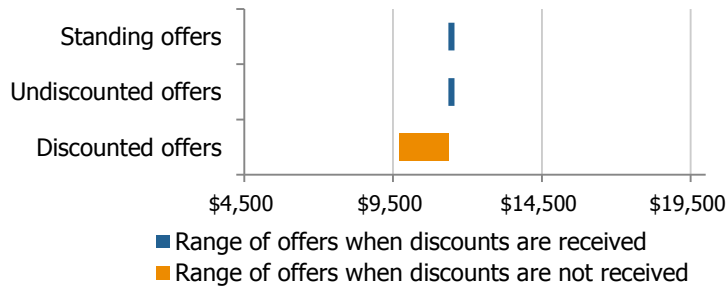


### Business gas customers – estimated annual bills of undiscounted market offers, by retailer



### Mildura supply zone

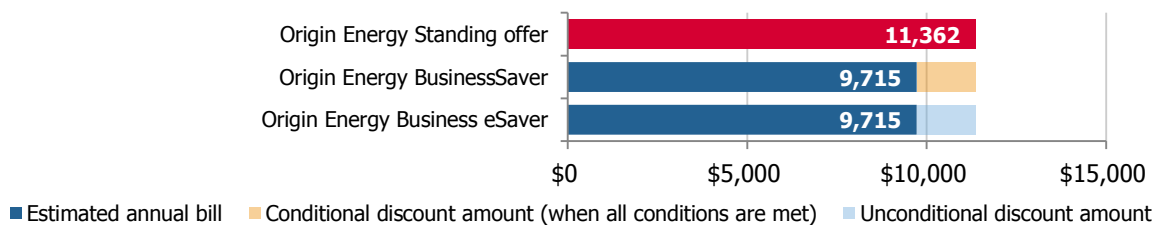
#### Business gas customers – range of all offers generally available



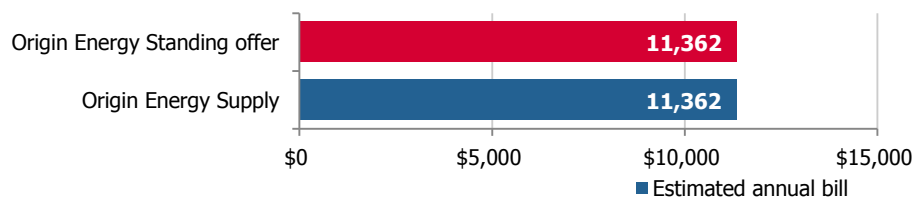
#### Business gas customers – average estimated bills for typical Business customers

UNDISCOUNTED OFFERS	2016-17
Market	\$11,362
DISCOUNTED OFFERS	2016-17
Market (discounts not applied)	\$11,362
Market (discounts applied)	\$9,715

#### Business gas customers – estimated annual bills of discounted market offers, by individual retailer



#### Business gas customers – estimated annual bills of undiscounted market offers, by individual retailer





## 7.2. Western Victoria

This section provides a summary of gas offers generally available on 30 June 2017 in western Victoria (or the AusNet Services distribution area), as shown in the red area in the figure below.

There are also different offers available in six different supply zone areas within this region – Central, Adjoining Central, West, and Adjoining West supply zones. You can find out who your gas distributor is on your latest gas bill. The estimated annual bills shown in this section are based on a representative business gas customer's annual usage of 500 GJ.



### Central supply zone

#### Business gas customers – range of all offers generally available

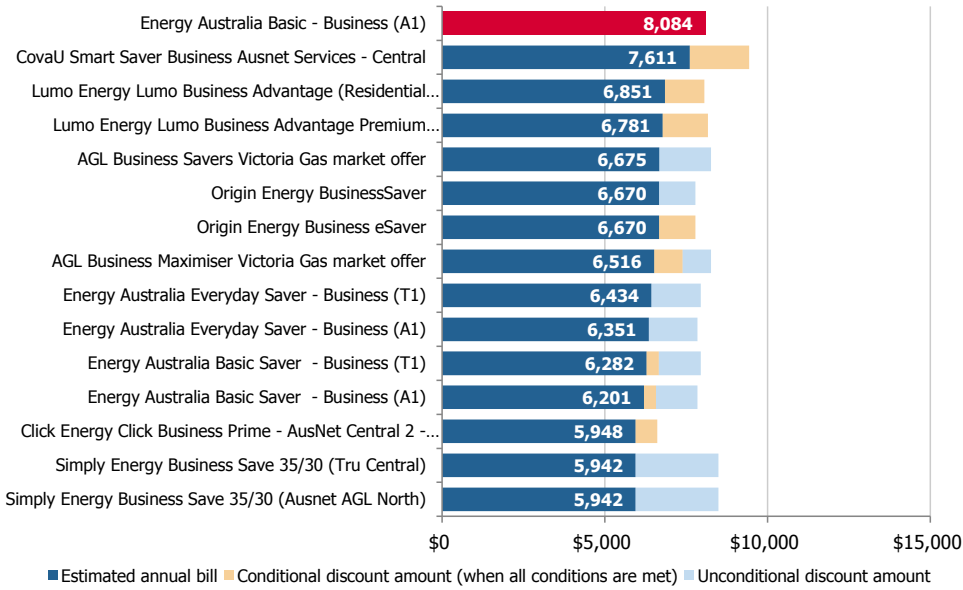


#### Business gas customers – average estimated bills for typical business customers

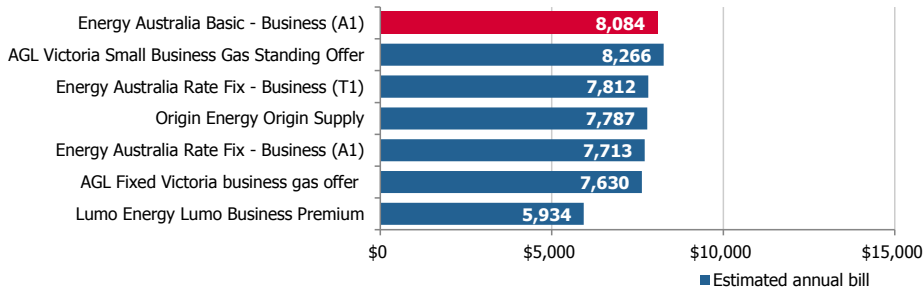
UNDISCOUNTED OFFERS		2016-17
Market		\$7,294
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$8,088
Market (discounts applied)		\$6,476



**Business gas customers – estimated annual bills of discounted market offers, by individual retailer**



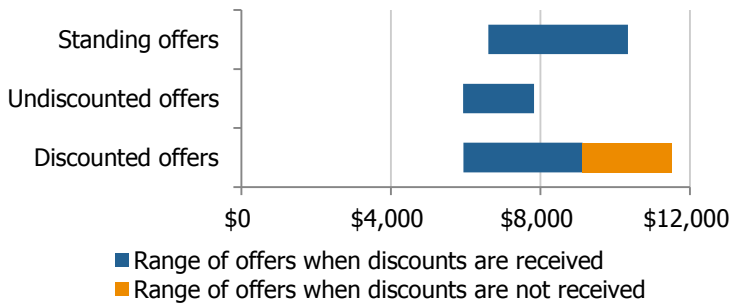
**Business gas customers – estimated annual bills of undiscounted market offers, by individual retailer**





## Adjoining central supply zone

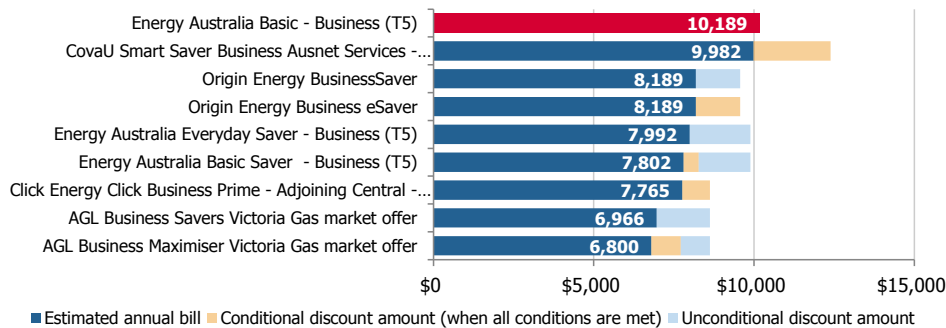
### Business gas customers – range of all offers generally available



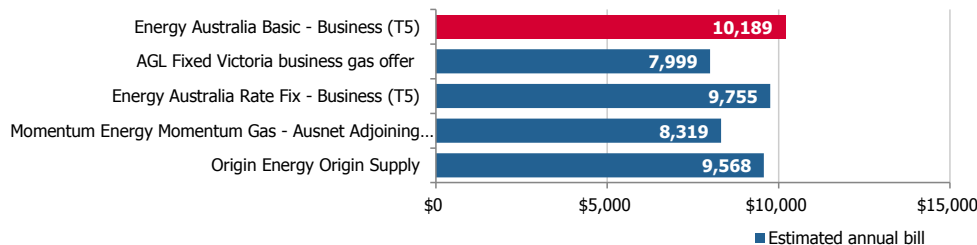
### Business gas customers – average estimated bills for typical business customers

UNDISCOUNTED OFFERS		2016-17
Market		\$8,945
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$8,088
Market (discounts applied)		\$6,476

### Business gas customers – estimated annual bills of discounted market offers, by retailer



### Business gas customers – estimated annual bills of undiscounted market offers, by retailer



## West supply zone

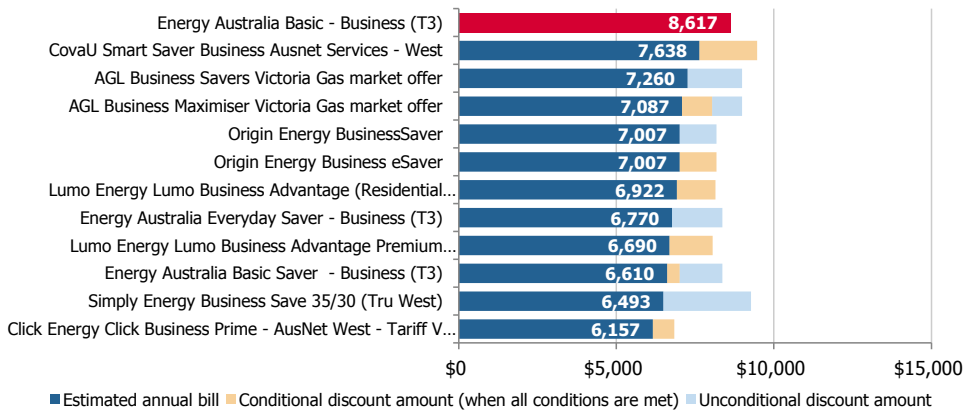
### Business gas customers – range of all offers generally available



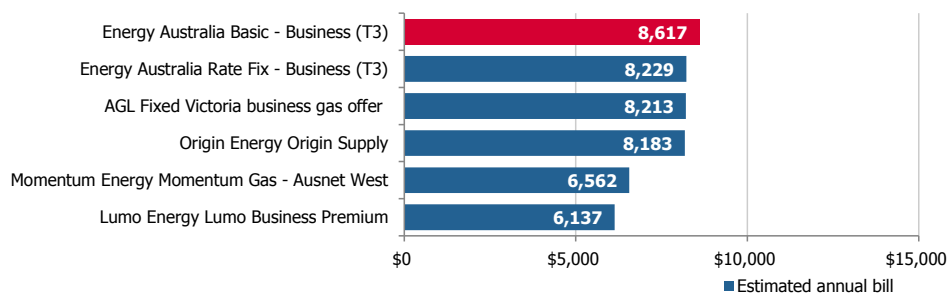
### Business gas customers – average estimated bills for typical business customers

UNDISCOUNTED OFFERS		2016-17
Market		\$7,492
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$8,484
Market (discounts applied)		\$6,838

### Business gas customers – estimated annual bills of discounted market offers, by retailer



### Business gas customers – estimated annual bills of undiscounted market offers, by retailer





### Adjoining west supply zone

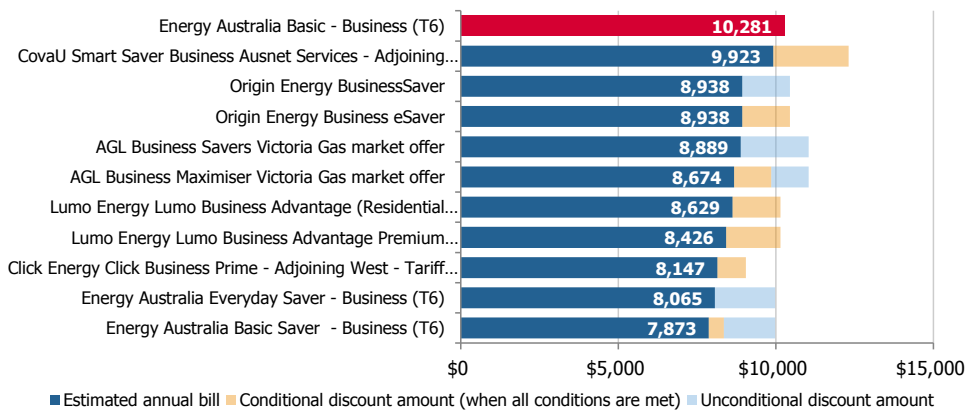
#### Business gas customers – range of all offers generally available



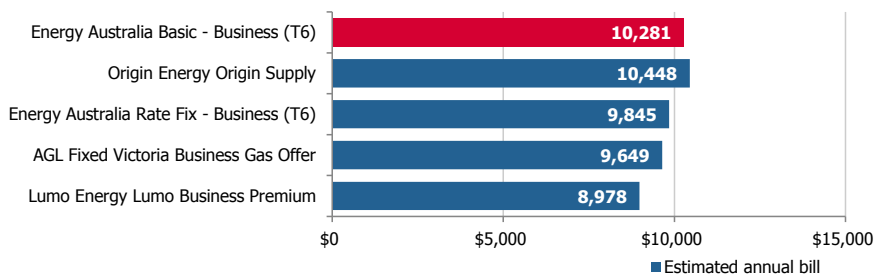
#### Business gas customers – average estimated bills for typical business customers

UNDISCOUNTED OFFERS		2016-17
Market		\$9,764
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$10,461
Market (discounts applied)		\$8,650

#### Business gas customers – estimated annual bills of discounted market offers, by retailer



#### Business gas customers – estimated annual bills of undiscounted market offers, by retailer



### 7.3. East Melbourne

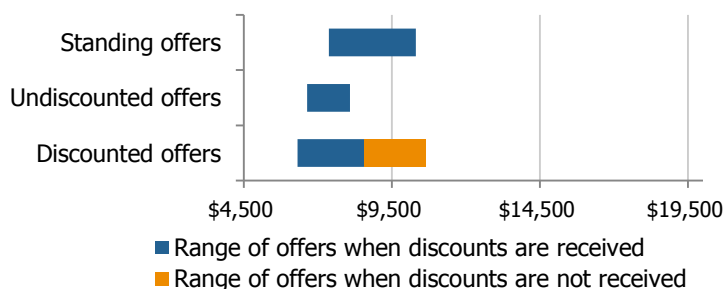
This section provides a summary of gas offers generally available on 30 June 2017 in inner and outer east Melbourne and the South Gippsland region (or the Multinet Gas distribution area), as shown in the red area in the figure below.

There are also different offers available in two main different supply zone areas within this region – Metro and Yarra Valley supply zones. You can find out who your gas distributor is on your latest gas bill. The estimated annual bills shown in this section are based on a representative business gas customer’s annual usage of 500 GJ.



#### Central supply zone

##### Business gas customers – range of all offers generally available

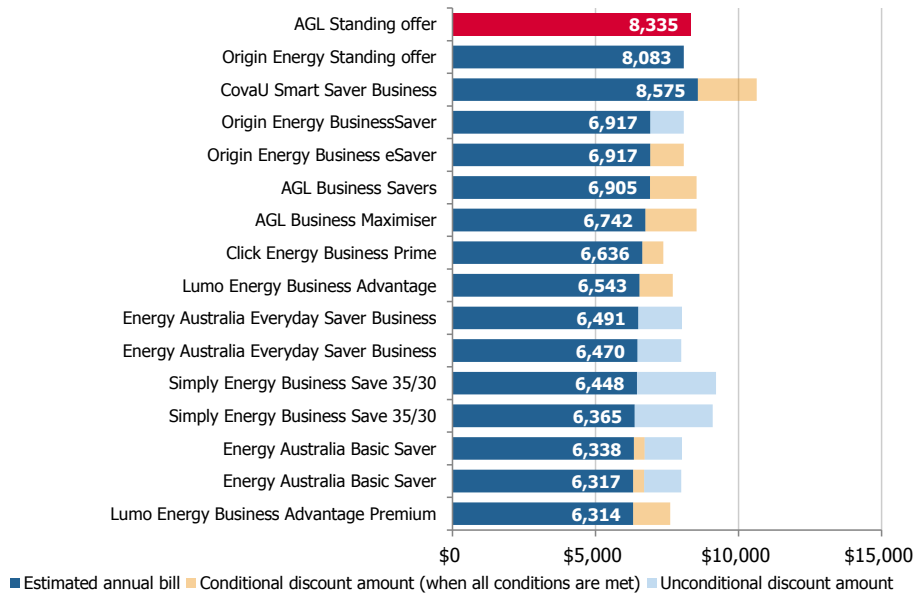


##### Business gas customers – average estimated bills for typical Business customers

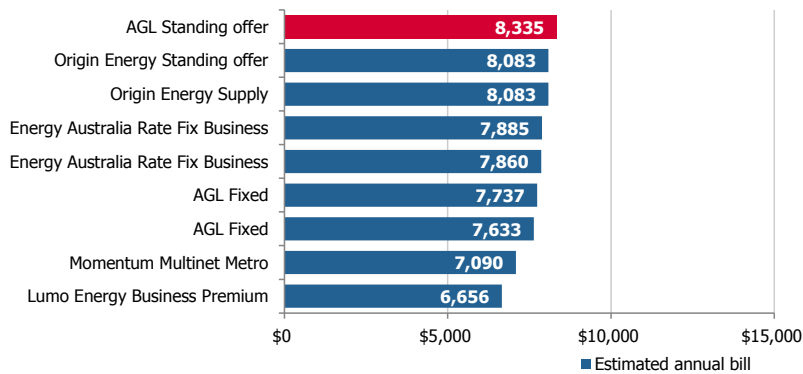
UNDISCOUNTED OFFERS		2016-17
Market		\$7,549
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$8,292
Market (discounts applied)		\$6,672



**Business gas customers – estimated annual bills of discounted market offers, by individual retailer**



**Business gas customers – estimated annual bills of undiscounted market offers, by individual retailer**



## Yarra Valley supply zone

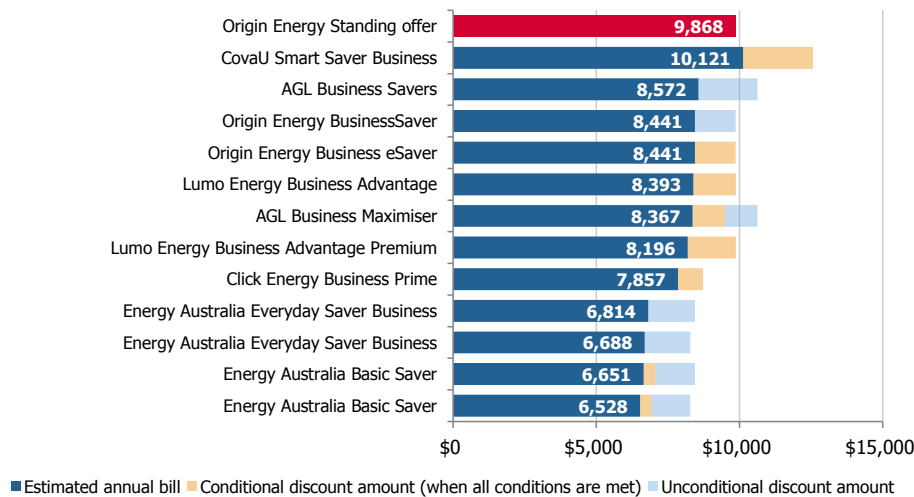
### Business gas customers – range of all offers generally available



### Business gas customers – average estimated bills for typical Business customers

UNDISCOUNTED OFFERS		2016-17
Market		\$8,644
DISCOUNTED OFFERS		2016-17
Market (discounts not applied)		\$9,433
Market (discounts applied)		\$7,735

### Business gas customers – estimated annual bills of discounted market offers, by retailer



### Business gas customers – estimated annual bills of undiscounted market offers, by retailer

