

Annual retail markets report 2022–23

Retailer report cards

November 2023



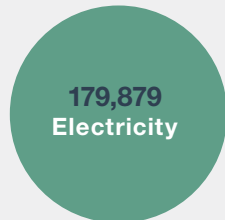
Australian Government

Customer numbers

as at 30 June 2023



RESIDENTIAL



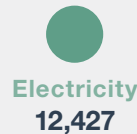
2.6%
market share



5.1%
market share



SMALL BUSINESS



1.9%
market share



2.7%
market share

Customer debt (excludes hardship customers)

as at 30 June 2023



RESIDENTIAL



3.0%
of customers in debt
National average 2.9%



\$686
average energy debt
National average \$986



SMALL BUSINESS



2.3%
of customers in debt
National average 3.0%



\$952
average energy debt
National average \$2,458



Residential payment plans

as at 30 June 2023



Electricity
779

0.4% of customers
National average 1.7%



Gas
289

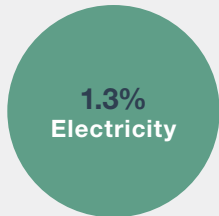
0.2% of customers
National average 1.0%



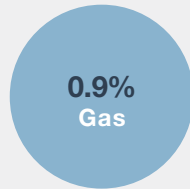
Residential hardship

as at 30 June 2023

CUSTOMERS ON HARDSHIP PROGRAMS

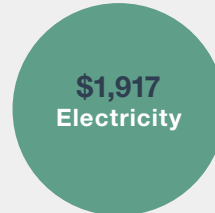


National average
1.4%

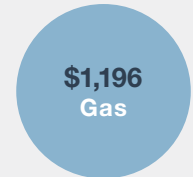


National average
0.9%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY

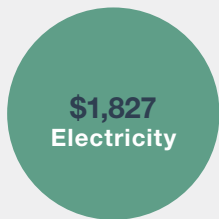


National average
\$1,193

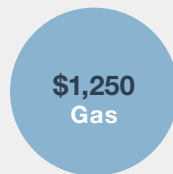


National average
\$551

AVERAGE DEBT OF HARDSHIP CUSTOMERS

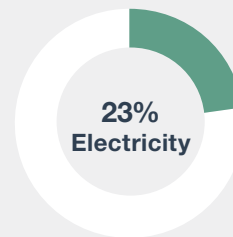


National average
\$1,762

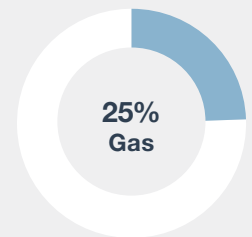


National average
\$854

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
31%



National average
25%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

29.1% Electricity
National average 35.2%

13.5% Gas
National average 33.9%

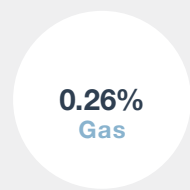
Annual disconnections



RESIDENTIAL



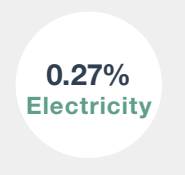
National average
0.38%



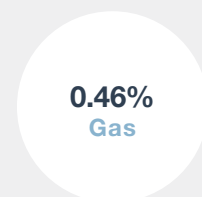
National average
0.29%



SMALL BUSINESS



National average
0.34%



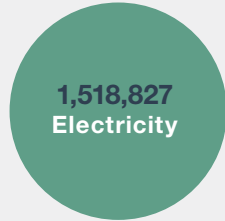
National average
0.41%

Customer numbers

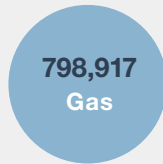
as at 30 June 2023



RESIDENTIAL



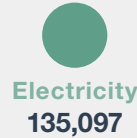
22.3%
market share



34.9%
market share



SMALL BUSINESS



20.9%
market share



20.3%
market share

Customer debt (excludes hardship customers)

as at 30 June 2023



RESIDENTIAL



3.4%
of customers in debt
National average 2.9%



\$881
average energy debt
National average \$986



SMALL BUSINESS



3.6%
of customers in debt
National average 3.0%



\$1,773
average energy debt
National average \$2,458



Residential payment plans

as at 30 June 2023



Electricity
31,198
2.1% of customers
National average 1.7%

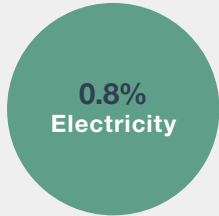


Gas
8,343
1.0% of customers
National average 1.0%

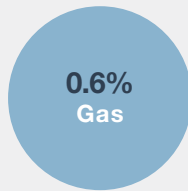
Residential hardship

as at 30 June 2023

CUSTOMERS ON HARDSHIP PROGRAMS

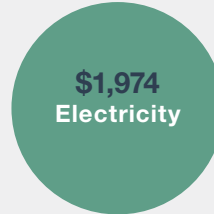


National average
1.4%



National average
0.9%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY

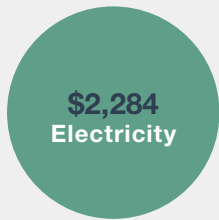


National average
\$1,193



National average
\$551

AVERAGE DEBT OF HARDSHIP CUSTOMERS

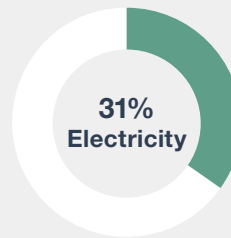


National average
\$1,762

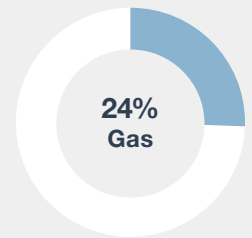


National average
\$854

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
31%



National average
25%

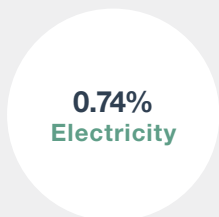
HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

78.1% Electricity
National average 35.2%

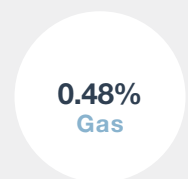
65.1% Gas
National average 33.9%

Annual disconnections

RESIDENTIAL

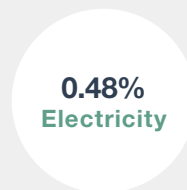


National average
0.38%

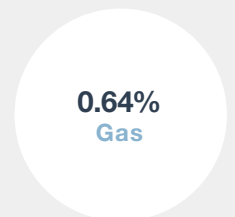


National average
0.29%

SMALL BUSINESS



National average
0.34%



National average
0.41%

Alinta Energy

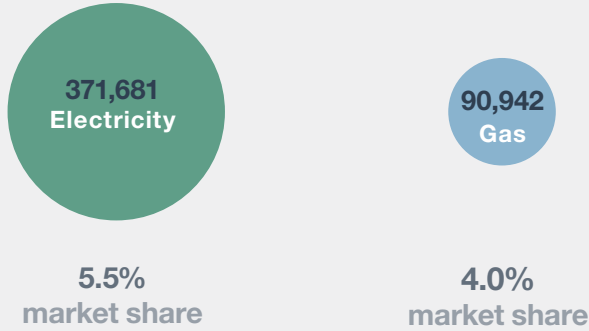
QLD, NSW & SA

Customer numbers

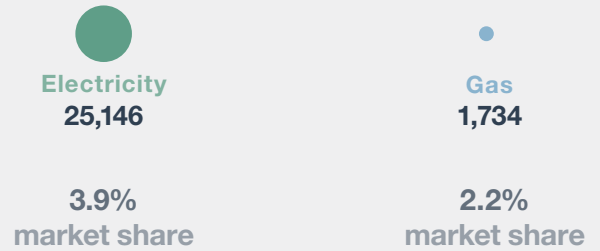
as at 30 June 2023



RESIDENTIAL



SMALL BUSINESS

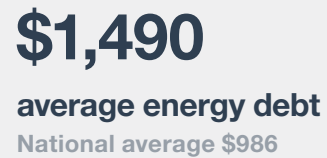
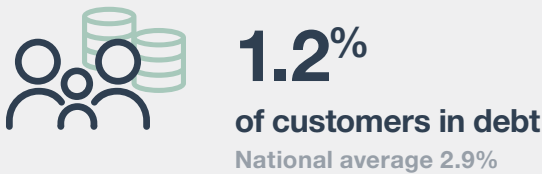


Customer debt (excludes hardship customers)

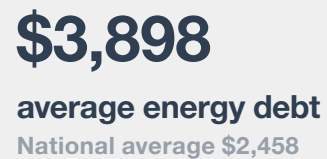
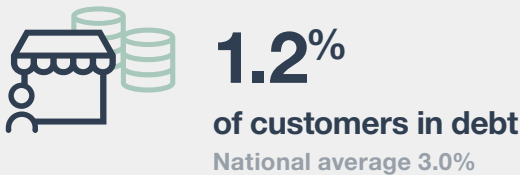
as at 30 June 2023



RESIDENTIAL



SMALL BUSINESS



Residential payment plans

as at 30 June 2023



Electricity
4,522

1.2% of customers
National average 1.7%



Gas
539

0.6% of customers
National average 1.0%

Alinta Energy

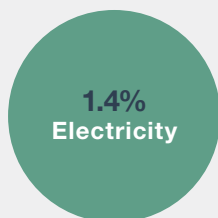
QLD, NSW & SA



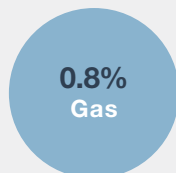
Residential hardship

as at 30 June 2023

CUSTOMERS ON HARDSHIP PROGRAMS

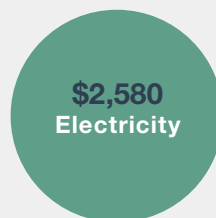


National average
1.4%



National average
0.9%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY

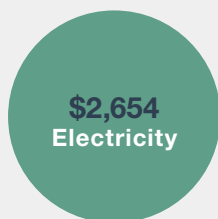


National average
\$1,193



National average
\$551

AVERAGE DEBT OF HARDSHIP CUSTOMERS

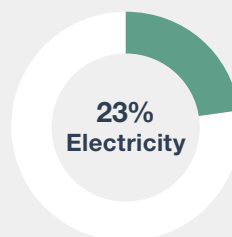


National average
\$1,762

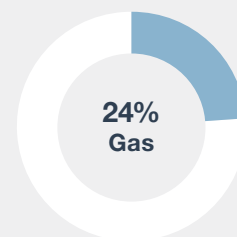


National average
\$854

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
31%



National average
25%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

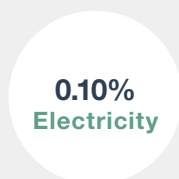
33.3% Electricity
National average 35.2%

25.5% Gas
National average 33.9%

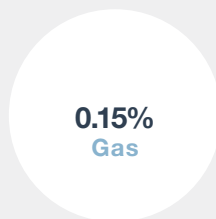
Annual disconnections



RESIDENTIAL



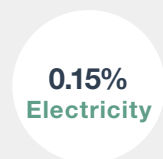
National average
0.38%



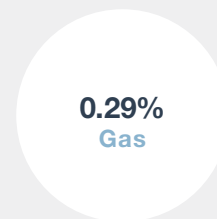
National average
0.29%



SMALL BUSINESS



National average
0.34%



National average
0.41%

Aurora Energy

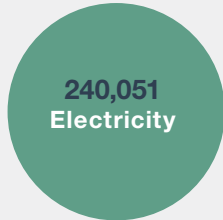
TAS

Customer numbers

as at 30 June 2023



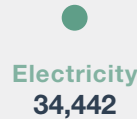
RESIDENTIAL



3.5%
market share



SMALL BUSINESS



5.3%
market share

Customer debt (excludes hardship customers)

as at 30 June 2023



RESIDENTIAL



6.0%

of customers in debt
National average 2.9%



\$1,075

average energy debt
National average \$986



SMALL BUSINESS



1.3%

of customers in debt
National average 3.0%



\$1,113

average energy debt
National average \$2,458



Residential payment plans

as at 30 June 2023



Electricity

4,441

1.8% of customers

National average 1.7%

Aurora Energy

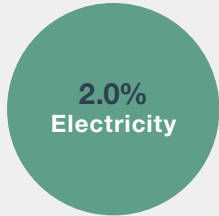
TAS



Residential hardship

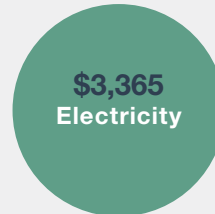
as at 30 June 2023

CUSTOMERS ON HARDSHIP PROGRAMS



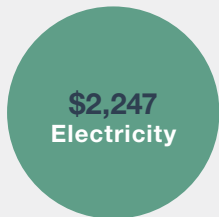
National average
1.4%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY



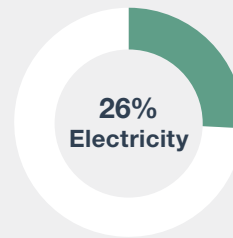
National average
\$1,193

AVERAGE DEBT OF HARDSHIP CUSTOMERS



National average
\$1,762

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
31%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

7.1% Electricity
National average 35.2%

Annual disconnections



RESIDENTIAL



0.04%
Electricity

National average
0.38%



SMALL BUSINESS



0.03%
Electricity

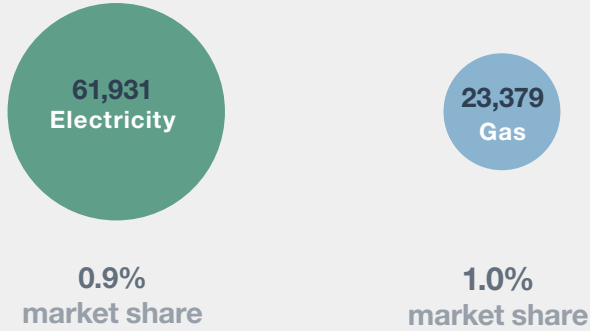
National average
0.34%

Customer numbers

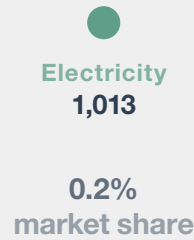
as at 30 June 2023



RESIDENTIAL



SMALL BUSINESS

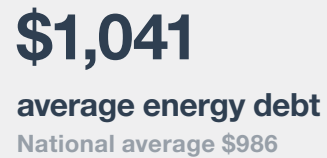


Customer debt (excludes hardship customers)

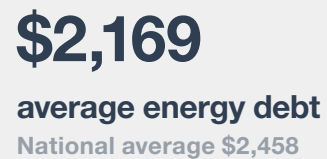
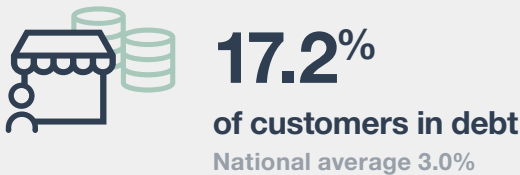
as at 30 June 2023



RESIDENTIAL



SMALL BUSINESS



Residential payment plans

as at 30 June 2023



Electricity

2,184

3.5% of customers

National average 1.7%



Gas

310

1.3% of customers

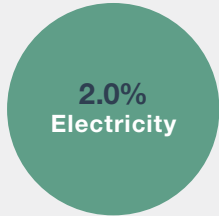
National average 1.0%



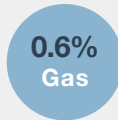
Residential hardship

as at 30 June 2023

CUSTOMERS ON HARDSHIP PROGRAMS

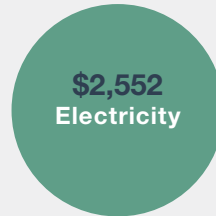


National average
1.4%



National average
0.9%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY

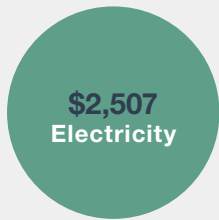


National average
\$1,193



National average
\$551

AVERAGE DEBT OF HARDSHIP CUSTOMERS

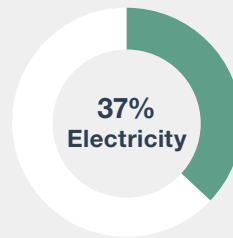


National average
\$1,762

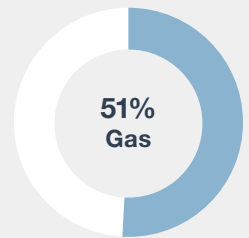


National average
\$854

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
31%



National average
25%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

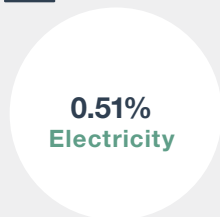
77.4% Electricity
National average 35.2%

79.7% Gas
National average 33.9%

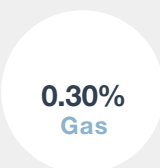
Annual disconnections



RESIDENTIAL



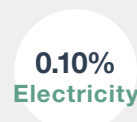
National average
0.38%



National average
0.29%



SMALL BUSINESS



National average
0.34%

Energy Locals

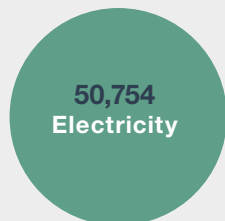
QLD, NSW, ACT, SA & TAS

Customer numbers

as at 30 June 2023



RESIDENTIAL



0.7%
market share



SMALL BUSINESS



0.9%
market share

Customer debt (excludes hardship customers)

as at 30 June 2023



RESIDENTIAL



1.7%

of customers in debt
National average 2.9%



\$1,056

average energy debt
National average \$986



SMALL BUSINESS



1.9%

of customers in debt
National average 3.0%



\$20,676

average energy debt
National average \$2,458



Residential payment plans

as at 30 June 2023



Electricity
440

0.9% of customers
National average 1.7%

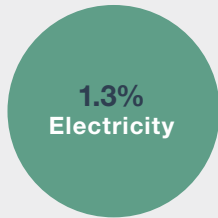
Energy Locals

QLD, NSW, ACT, SA & TAS

Residential hardship

as at 30 June 2023

CUSTOMERS ON HARDSHIP PROGRAMS



National average
1.4%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY



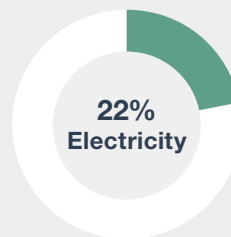
National average
\$1,193

AVERAGE DEBT OF HARDSHIP CUSTOMERS



National average
\$1,762

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
31%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

25.2% Electricity
National average 35.2%

Annual disconnections

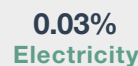
RESIDENTIAL



0.17%
Electricity

National average
0.38%

SMALL BUSINESS



0.03%
Electricity

National average
0.34%

EnergyAustralia

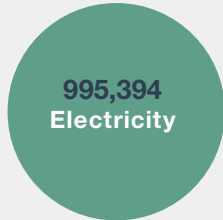
QLD, NSW, ACT & SA

Customer numbers

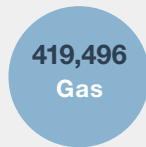
as at 30 June 2023



RESIDENTIAL



14.6%
market share



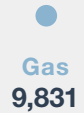
18.3%
market share



SMALL BUSINESS



13.9%
market share



12.3%
market share

Customer debt (excludes hardship customers)

as at 30 June 2023



RESIDENTIAL



1.4%

of customers in debt
National average 2.9%



\$1,460

average energy debt
National average \$986



SMALL BUSINESS



1.5%

of customers in debt
National average 3.0%



\$2,512

average energy debt
National average \$2,458



Residential payment plans

as at 30 June 2023



Electricity

11,143

1.1% of customers
National average 1.7%



Gas

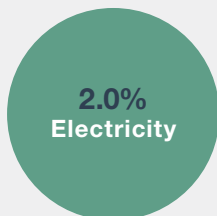
4,713

1.1% of customers
National average 1.0%

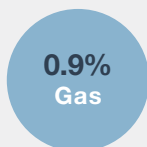
Residential hardship

as at 30 June 2023

CUSTOMERS ON HARDSHIP PROGRAMS



National average
1.4%

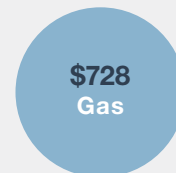


National average
0.9%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY



National average
\$1,193



National average
\$551

AVERAGE DEBT OF HARDSHIP CUSTOMERS

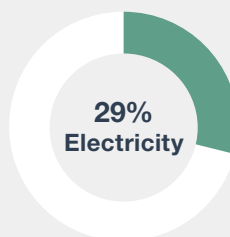


National average
\$1,762

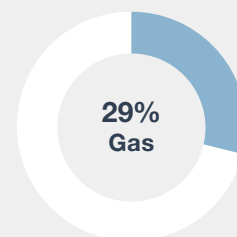


National average
\$854

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
31%



National average
25%

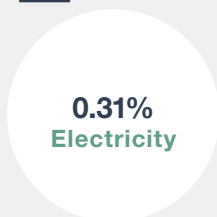
HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

66.8% Electricity
National average 35.2%

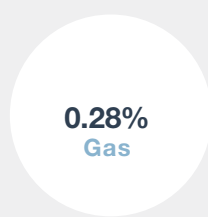
54.1% Gas
National average 33.9%

Annual disconnections

RESIDENTIAL

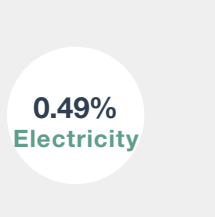


National average
0.38%

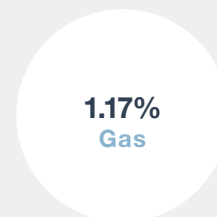


National average
0.29%

SMALL BUSINESS



National average
0.34%



National average
0.41%

Ergon Energy

QLD

Customer numbers

as at 30 June 2023



RESIDENTIAL



9.5%
market share



SMALL BUSINESS



14.3%
market share

Customer debt (excludes hardship customers)

as at 30 June 2023



RESIDENTIAL



2.0%

of customers in debt
National average 2.9%



\$614

average energy debt
National average \$986



SMALL BUSINESS



0.5%

of customers in debt
National average 3.0%



\$4,203

average energy debt
National average \$2,458



Residential payment plans

as at 30 June 2023



Electricity

19,650

3.0% of customers

National average 1.7%

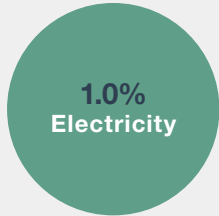
Ergon Energy

QLD

Residential hardship

as at 30 June 2023

CUSTOMERS ON HARDSHIP PROGRAMS



National average
1.4%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY



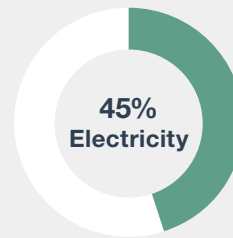
National average
\$1,193

AVERAGE DEBT OF HARDSHIP CUSTOMERS



National average
\$1,762

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



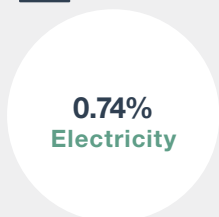
National average
31%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

16.9% Electricity
National average 35.2%

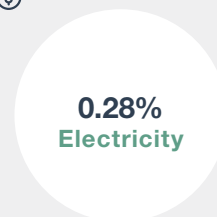
Annual disconnections

RESIDENTIAL



National average
0.38%

SMALL BUSINESS



National average
0.34%

Origin Energy

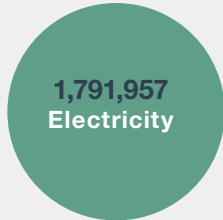
QLD, NSW, ACT & SA

Customer numbers

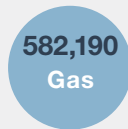
as at 30 June 2023



RESIDENTIAL



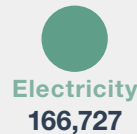
26.3%
market share



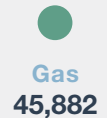
25.4%
market share



SMALL BUSINESS



25.8%
market share



57.2%
market share

Customer debt (excludes hardship customers)

as at 30 June 2023



RESIDENTIAL



2.8%

of customers in debt
National average 2.9%



\$1,091

average energy debt
National average \$986



SMALL BUSINESS



4.9%

of customers in debt
National average 3.0%



\$2,470

average energy debt
National average \$2,458



Residential payment plans

as at 30 June 2023



Electricity

26,569

1.5% of customers

National average 1.7%



Gas

5,686

1.0% of customers

National average 1.0%

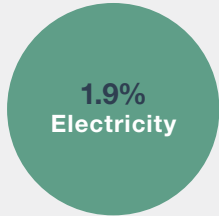
Origin Energy

QLD, NSW, ACT & SA

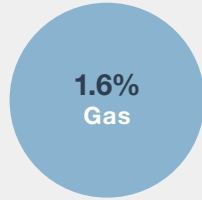
Residential hardship

as at 30 June 2023

CUSTOMERS ON HARDSHIP PROGRAMS



National average
1.4%

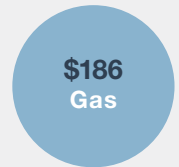


National average
0.9%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY

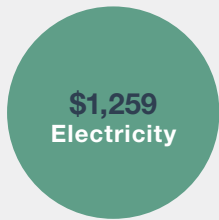


National average
\$1,193



National average
\$551

AVERAGE DEBT OF HARDSHIP CUSTOMERS

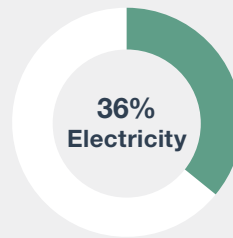


National average
\$1,762

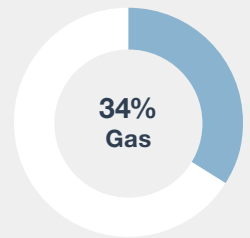


National average
\$854

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
31%



National average
25%

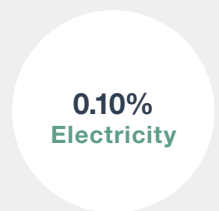
HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

12.6% Electricity
National average 35.2%

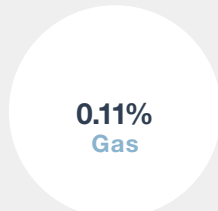
10.4% Gas
National average 33.9%

Annual disconnections

RESIDENTIAL

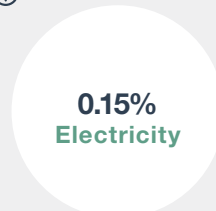


National average
0.38%

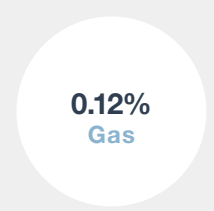


National average
0.29%

SMALL BUSINESS



National average
0.34%



National average
0.41%

Powershop

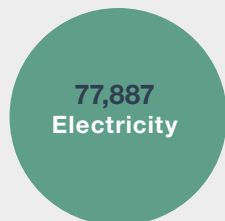
QLD, NSW & SA

Customer numbers

as at 30 June 2023



RESIDENTIAL



1.1%
market share



0.6%
market share



SMALL BUSINESS



0.7%
market share

Customer debt (excludes hardship customers)

as at 30 June 2023



RESIDENTIAL



1.1%

of customers in debt
National average 2.9%



\$1,591

average energy debt
National average \$986



SMALL BUSINESS



1.7%

of customers in debt
National average 3.0%



\$7,313

average energy debt
National average \$2,458



Residential payment plans

as at 30 June 2023



Electricity
511

0.7% of customers
National average 1.7%



Gas
15

0.1% of customers
National average 1.0%

Powershop

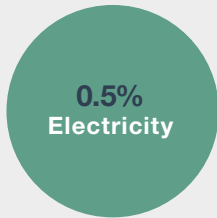
QLD, NSW & SA



Residential hardship

as at 30 June 2023

CUSTOMERS ON HARDSHIP PROGRAMS

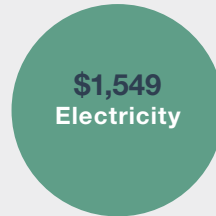


National average
1.4%



National average
0.9%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY



National average
\$1,193

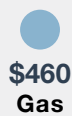


National average
\$551

AVERAGE DEBT OF HARDSHIP CUSTOMERS

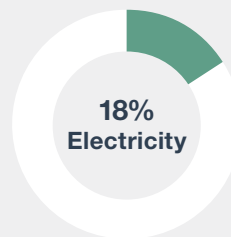


National average
\$1,762

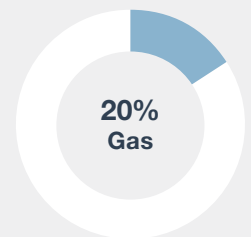


National average
\$854

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
31%



National average
25%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

67.2% Electricity
National average 35.2%

33.3% Gas
National average 33.9%

Annual disconnections



RESIDENTIAL



0.06%
Electricity

National average
0.38%



SMALL BUSINESS



0.09%
Electricity

National average
0.34%

Red Energy

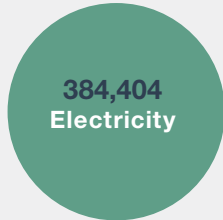
QLD, NSW, ACT & SA

Customer numbers

as at 30 June 2023



RESIDENTIAL



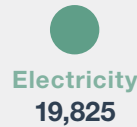
5.7%
market share



4.7%
market share



SMALL BUSINESS



3.1%
market share



0.7%
market share

Customer debt (excludes hardship customers)

as at 30 June 2023



RESIDENTIAL



2.4%

of customers in debt
National average 2.9%



\$894

average energy debt
National average \$986



SMALL BUSINESS



2.1%

of customers in debt
National average 3.0%



\$1,411

average energy debt
National average \$2,458



Residential payment plans

as at 30 June 2023



Electricity

8,738

2.3% of customers
National average 1.7%



Gas

1,437

1.3% of customers
National average 1.0%

Red Energy

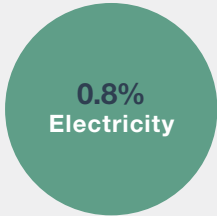
QLD, NSW, ACT & SA



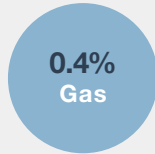
Residential hardship

as at 30 June 2023

CUSTOMERS ON HARDSHIP PROGRAMS

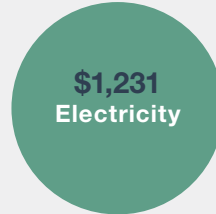


National average
1.4%



National average
0.9%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY



National average
\$1,193

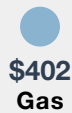


National average
\$551

AVERAGE DEBT OF HARDSHIP CUSTOMERS

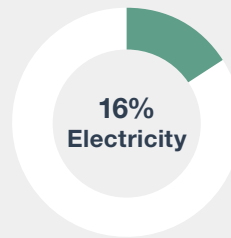


National average
\$1,762

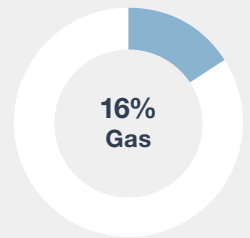


National average
\$854

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
31%



National average
25%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

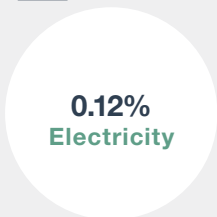
29.0% Electricity
National average 35.2%

22.3% Gas
National average 33.9%

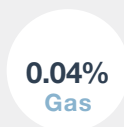
Annual disconnections



RESIDENTIAL



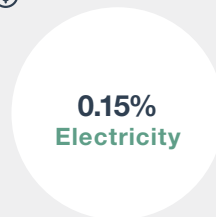
National average
0.38%



National average
0.29%



SMALL BUSINESS



National average
0.34%

Simply Energy

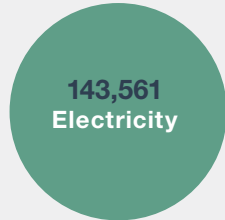
QLD, NSW, ACT & SA

Customer numbers

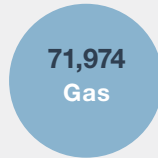
as at 30 June 2023



RESIDENTIAL



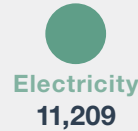
2.1%
market share



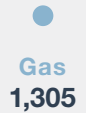
3.1%
market share



SMALL BUSINESS



1.7%
market share



1.6%
market share

Customer debt (excludes hardship customers)

as at 30 June 2023



RESIDENTIAL



6.2%

of customers in debt
National average 2.9%



\$1,170

average energy debt
National average \$986



SMALL BUSINESS



7.9%

of customers in debt
National average 3.0%



\$3,521

average energy debt
National average \$2,458



Residential payment plans

as at 30 June 2023



Electricity
2,836

2.0% of customers
National average 1.7%



Gas
921

1.3% of customers
National average 1.0%

Simply Energy

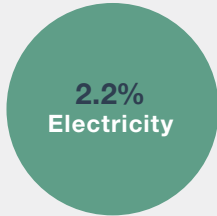
QLD, NSW, ACT & SA



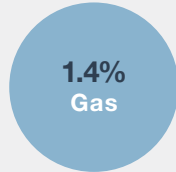
Residential hardship

as at 30 June 2023

CUSTOMERS ON HARDSHIP PROGRAMS

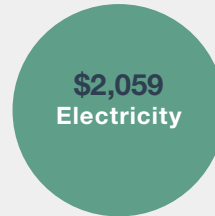


National average
1.4%



National average
0.9%

AVERAGE HARDSHIP CUSTOMER DEBT ON ENTRY

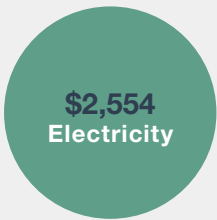


National average
\$1,193

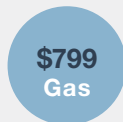


National average
\$551

AVERAGE DEBT OF HARDSHIP CUSTOMERS

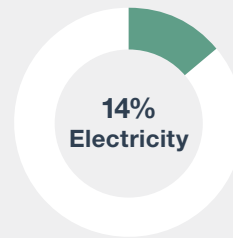


National average
\$1,762

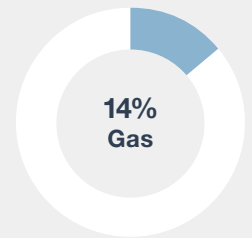


National average
\$854

ANNUAL RATE OF HARDSHIP PROGRAM SUCCESS



National average
31%



National average
25%

HARDSHIP CUSTOMERS NOT MEETING USAGE COSTS

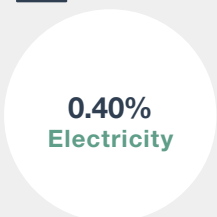
0% Electricity
National average 35.2%

66.3% Gas
National average 33.9%

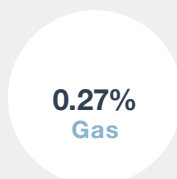
Annual disconnections



RESIDENTIAL



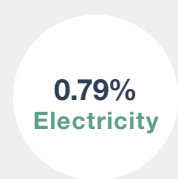
National average
0.38%



National average
0.29%



SMALL BUSINESS



National average
0.34%



National average
0.41%