



# Jemena Electricity Networks (Vic) Ltd

## 2026-31 Electricity Distribution Price Review Regulatory Proposal

Attachment 05-04

Customer number forecast



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## Overview

This attachment reports the customer numbers derived from our forecast from Blunomy. The reported data blends actual and forecast data to create a continuous time series of data. The data provided includes:

- Calendar year customer numbers by tariff class
- Calendar year customer growth by tariff class in percentage terms
- Financial year customer numbers by tariff class
- Financial year customer growth by tariff class in percentage terms

This data is used as a baseline for developing forecast expenditures for Standard Control Services and Alternative Control Services.

# 1. Customer numbers – calendar year

Table 1–1: Customer number forecast as at calendar year end

Year	Residential	Small business	Large business – low voltage	Large business – high voltage	Large business - subtransmission	Total
	#	#	#	#	#	#
2016	306,064	26,865	1,378	83	3	334,393
2017	312,767	27,010	1,373	85	3	341,238
2018	318,640	27,334	1,379	86	3	347,442
2019	325,263	27,516	1,381	85	5	354,250
2020	330,745	27,546	1,389	87	5	359,772
2021	335,198	27,909	1,385	89	5	364,586
2022	340,566	28,339	1,381	90	5	370,381
2023	345,226	28,361	1,397	92	5	375,081
2024	350,974	28,524	1,422	95	5	381,019
2025	357,912	29,028	1,448	96	5	388,489
2026	364,849	29,532	1,475	98	5	395,959
2027	371,497	30,020	1,501	100	5	403,124
2028	378,164	30,510	1,526	102	5	410,307
2029	384,812	30,998	1,552	103	6	417,471
2030	391,460	31,487	1,578	105	6	424,635
2031	398,109	31,975	1,603	107	6	431,800

Source: Blunomy

## 2. Customer number growth – calendar year

Table 2–1: Customer number growth forecast as at calendar year end

Year	Residential	Small business	Large business – low voltage	Large business – high voltage	Large business - subtransmission	Total
	%	%	%	%	%	%
2016						
2017	2.19%	0.54%	-0.36%	2.41%	0.00%	2.05%
2018	1.88%	1.20%	0.44%	1.18%	0.00%	1.82%
2019	2.08%	0.67%	0.15%	-1.16%	66.67%	1.96%
2020	1.69%	0.11%	0.58%	2.35%	0.00%	1.56%
2021	1.35%	1.32%	-0.29%	2.30%	0.00%	1.34%
2022	1.60%	1.54%	-0.29%	1.12%	0.00%	1.59%
2023	1.37%	0.08%	1.16%	2.22%	0.00%	1.27%
2024	1.67%	0.57%	1.76%	2.87%	1.76%	1.58%
2025	1.98%	1.77%	1.88%	1.88%	1.88%	1.96%
2026	1.94%	1.74%	1.85%	1.85%	1.85%	1.92%
2027	1.82%	1.65%	1.74%	1.74%	1.74%	1.81%
2028	1.79%	1.63%	1.71%	1.71%	1.71%	1.78%
2029	1.76%	1.60%	1.68%	1.68%	1.68%	1.75%
2030	1.73%	1.58%	1.65%	1.65%	1.65%	1.72%
2031	1.70%	1.55%	1.62%	1.62%	1.62%	1.69%

Source: Blunomy

### 3. Customer numbers – financial year

Table 3–1: Customer number forecast as at financial year end

Year	Residential	Small business	Large business – low voltage	Large business – high voltage	Large business - subtransmission	Total
	#	#	#	#	#	#
2016	303,166	26,774	1,354	82	3	331,379
2017	309,673	26,983	1,371	83	3	338,113
2018	315,388	27,189	1,379	84	3	344,043
2019	321,195	27,330	1,390	86	5	350,006
2020	328,182	27,480	1,384	85	5	357,136
2021	332,700	27,723	1,382	89	5	361,899
2022	338,060	28,190	1,385	91	5	367,731
2023	343,209	28,573	1,394	90	5	373,271
2024	347,478	28,270	1,408	94	5	377,254
2025	354,415	28,774	1,435	96	5	384,724
2026	361,353	29,278	1,462	97	5	392,195
2027	368,147	29,774	1,488	99	5	399,513
2028	374,813	30,264	1,514	101	5	406,697
2029	381,461	30,752	1,539	102	6	413,861
2030	388,110	31,241	1,565	104	6	421,025
2031	394,758	31,729	1,590	106	6	428,189

Source: Blunomy

## 4. Customer number growth – financial year

Table 4–1: Customer number growth forecast as at financial year end

Year	Residential	Small business	Large business – low voltage	Large business – high voltage	Large business - subtransmission	Total
	%	%	%	%	%	%
2016						
2017	2.15%	0.78%	1.26%	1.22%	0.00%	2.03%
2018	1.85%	0.76%	0.58%	1.20%	0.00%	1.75%
2019	1.84%	0.52%	0.80%	2.38%	66.67%	1.73%
2020	2.18%	0.55%	-0.43%	-1.16%	0.00%	2.04%
2021	1.38%	0.88%	-0.14%	4.71%	0.00%	1.33%
2022	1.61%	1.68%	0.22%	2.25%	0.00%	1.61%
2023	1.52%	1.36%	0.65%	-1.10%	0.00%	1.51%
2024	1.24%	-1.06%	1.01%	4.15%	0.79%	1.07%
2025	2.00%	1.78%	1.90%	1.90%	1.90%	1.98%
2026	1.96%	1.75%	1.87%	1.87%	1.87%	1.94%
2027	1.88%	1.70%	1.79%	1.79%	1.79%	1.87%
2028	1.81%	1.64%	1.73%	1.73%	1.73%	1.80%
2029	1.77%	1.61%	1.69%	1.69%	1.69%	1.76%
2030	1.74%	1.59%	1.66%	1.66%	1.66%	1.73%
2031	1.71%	1.56%	1.64%	1.64%	1.64%	1.70%

Source: Blunomy