

PERFORMANCE OF THE RETAIL ENERGY MARKET TASMANIA 2016-17

Energy affordability



Percentage of disposable income spent by low income households on a median standing offer:

Electricity

8.5%

6.5%
concession

Hardship



Customers repaying debt under a retailer's hardship program

0.93%
of customers

\$1750
average debt upon entry to a hardship program (down **\$116**)

\$1339
average debt (up **\$72**)



238,374 residential electricity households

Cost of energy bills



Energy bills of a low income household (consuming 6,500kWh)

Annual bill on median market offer was



Electricity

\$2032
(up 3.5%)

Concession
\$1538
(up 3.9%)

Debt levels (non-hardship)



Non-hardship customers repaying a debt

1.5%

\$756
average electricity debt per customer (up **\$17**)

Disconnections



Total number of customers disconnected for non-payment

Electricity

1,016
down from 1,172

