

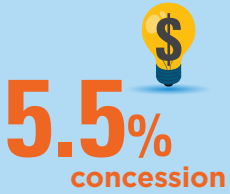
PERFORMANCE OF THE RETAIL ENERGY MARKET SOUTH AUSTRALIA 2016-17

Energy affordability

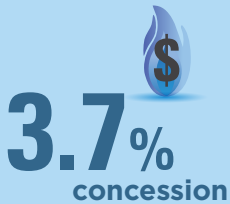


Percentage of disposable income spent by low income households on a median market offer:

Electricity



Gas



Cost of energy bills



Energy bills of a low income household (consuming 3,700kWh and 21,000MJ)

Annual bill on median market offer was



Electricity

\$1427
(up 7.8%)

Concession
\$1318
(up 8.3%)



Gas

\$998
(down 4.7%)

Concession
\$889
(down 5.4%)

Annual bill on median standing offer was



Electricity

\$1579
(up 11.3%)

Concession
\$1470
(up 12.1%)



Gas

\$1037
(down 10.1%)

Concession
\$928
(down 11.2%)

Hardship



Customers repaying debt under a retailer's hardship program

1.5%
of customers



1.0%
of customers



\$1407
average debt upon entry to a hardship program (up **\$326**)

\$648
average debt upon entry to a hardship program (up **\$155**)

\$1496
average debt (down **\$210**)

\$521
average debt (down **\$126**)

760,555 residential electricity households
418,258 residential gas households

Disconnections



Total number of customers disconnected for non-payment

Electricity
10,902
up from 10,546



Gas
3,626
down from 5,081



Debt levels (non-hardship)



Non-hardship customers repaying a debt

4.7%



4.3%



\$901
average electricity debt per customer (up **\$173**)

\$386
average gas debt per customer (up **\$8**)