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



concession

Hardship



Customers repaying debt under a retailer's hardship program

of customers

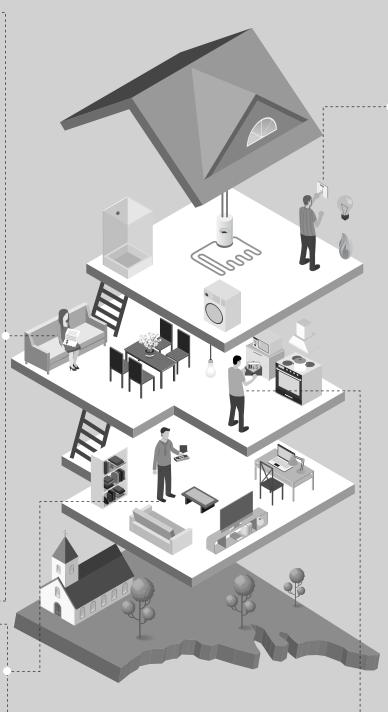


s1407 average debt upon entry to a hardship program (up **\$326**)

s648 average debt upon entry to a hardship program (up **\$155**)

average debt (down \$210)

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



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

Disconnections



Total number of customers disconnected for non-payment

Electricity

up from 10,546



Gas down from 5,081



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

(up 7.8%)

Concession (up 8.3%)



Gas

(down 4.7%) (down 5.4%)

Concession

Annual bill on median standing offer was



Electricity

(up 11.3%)

Concession

(up 12.1%)



Concession

Debt levels (non-hardship) Non-hardship customers

repaying a debt

4.7%

4.3%

average electricity debt

(up **\$173**)

average gas (up \$8)