

# **AusNet Electricity Services Pty Ltd**

## **Electricity Distribution Price Review 2022-26**

### **Appendix 3F: Business Customer Survey**

**Submitted: 31 January 2020**

**PUBLIC**





# **Business Customer Survey Results**

**Prepared**

**by**

**AusNet Services Customer Forum**

**August 2018**





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## **Section 1: Research overview**





## Survey background

- This survey was developed at the request of the AusNet Services Customer Forum to provide some background information about the characteristics of businesses in AusNet Services electricity distribution network region in Victoria, thereby assisting the Forum to develop its negotiating position in relation to business customers
- The Customer Forum guided the survey objectives and design to ensure it would provide reliable and statistically valid information about AusNet Services business customers' needs and expectations. The survey captured the following:
  - Key characteristics of businesses: nature of business operations and number of employees
    - Their Australian And New Zealand Standard Industrial Classification (ANZSIC) and location within AusNet Services electricity distribution network region (postcode) were recoded from the survey sampling frame
  - Issues and challenges facing businesses and their strategies to address their issues
  - Forms of energy used by the business
    - Importance of a reliable electricity supply, frequency and duration of outages and implications of outages for the business
    - Motivations for having solar power
  - Information sources and needs
    - Awareness, use and potential interest in My Home Energy
    - (Among solar customers) interest in receiving alerts if solar panels are not working, and preferred method of communication
    - Other information of interest to business customers
  - Affordability and perceived value of electricity
    - Awareness of tariffs
  - Overall satisfaction with AusNet Services, as the customer's electricity distributor
- The sample for the telephone interview survey of 200 customers was designed to be broadly representative of businesses (small and medium enterprises) across AusNet Services region, with respect to industry classification
  - AusNet Services formally engaged Field Works to source the sample and undertake the survey data collection
  - Interviewing commenced on Tuesday 28 July 2018 and was completed on Monday 13 August 2018
  - The average interview took around 13 minutes to complete
- Helen Bartley in her capacity as a member of the AusNet Services Customer Forum prepared this report





## Identifying the target population

- Four Australian Bureau of Statistics (ABS) Statistical Areas Level 4 (SA4) approximate to AusNet Services electricity distribution network in Victoria
- The ABS publishes population data on the number of businesses by industry (using the Australian and New Zealand Standard Industry Classification – ANZSIC Level 1) by SA4<sup>1</sup>
- A snapshot of the population of businesses in AusNet Services region was produced by aggregating the ABS profiles for the four areas
  - This distribution formed the basis of the sample design for this survey
- The sample of 200 businesses was proportionally stratified with respect to SA4 and ANZSIC Level 1

1. Source: Derived from Australian Bureau of Statistics, 20 Feb 2018, Cat. No. 8165.0 *Counts of Australian Businesses, including Entries and Exits, Jun 2013 to Jun 2017*.





## Sample design and selection

- The sample of 200 businesses was proportionally stratified with respect to SA4 and ANZSIC Level 1, to yield a sample design that broadly reflects AusNet Services business customers geographically and by industry
- The sample of businesses was randomly selected within each location and industry from a publicly available list provider (Impact Lists) sourced by Field Works

Industry	Hume	La-Trobe – Gippsland	Melbourne – NE	Melbourne Outer east	TOTAL
1. Agriculture, Forestry and Fishing	8	11	1	2	22
3. Manufacturing	1	1	3	4	10
5. Construction	5	7	15	18	46
6. Wholesale trade	1	1	3	4	8
7. Retail trade	2	3	4	5	13
8. Accommodation and food services	2	2	2	3	8
9. Transport, Postal and Warehousing	2	2	7	4	14
11. Financial and insurance services	1	3	5	6	15
12. Rental, Hiring and Real Estate Services	2	4	6	7	19
13. Professional Scientific and Technical Services	2	3	8	10	22
14. Administrative support services	1	1	3	3	8
16. Education and training	0	0	1	1	3
17. Health care and social assistance	1	1	4	3	10
18. Arts and recreation services	0	0	1	1	2
<b>TOTAL</b>	<b>28</b>	<b>39</b>	<b>63</b>	<b>70</b>	<b>200</b>

2. Businesses in the mining sector, Electricity, Gas, Water and Waste Services sector, the Information media and telecommunications sector, and the Public administration and safety were excluded from the sample because they account for a negligible proportion of businesses in the region.



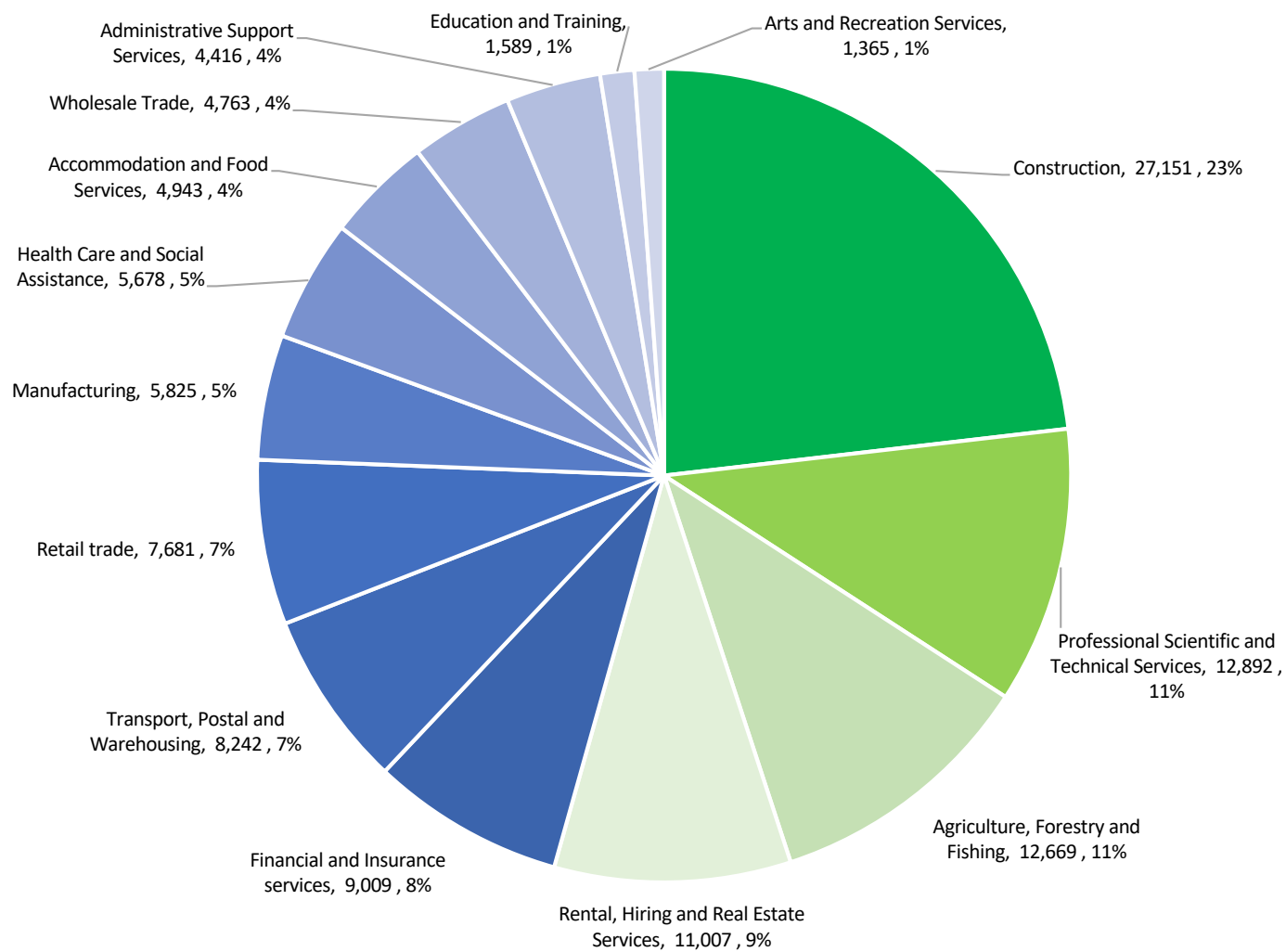


## Section 2: Business customer profile





## Business population profile







## Business population

Industry	Hume	La-Trobe – Gippsland	Melbourne – North East	Melbourne Outer East	TOTAL
Construction	3,054	4,354	8,969	10,774	27,151
Professional Scientific and Technical Services	1,130	1,542	4,502	5,718	12,892
Agriculture, Forestry and Fishing	4,820	6,290	531	1,028	12,669
Rental, Hiring and Real Estate Services	1,305	2,067	3,685	3,950	11,007
Financial and insurance services	874	1,584	2,992	3,559	9,009
Transport, Postal and Warehousing	881	1,230	4,023	2,108	8,242
Retail trade	951	1,527	2,415	2,788	7,681
Manufacturing	729	863	1,774	2,459	5,825
Health care and social assistance	576	856	2,241	2,005	5,678
Accommodation and food services	897	1,134	1,398	1,514	4,943
Wholesale trade	393	511	1,558	2,301	4,763
Administrative support services	414	585	1,627	1,790	4,416
Education and training	170	228	542	649	1,589
Arts and recreation services	178	236	473	478	1,365
<b>TOTAL</b>	<b>16,372</b>	<b>23,007</b>	<b>36,730</b>	<b>41,121</b>	<b>117,230</b>





## Distribution of businesses by ABS - Statistical Local Area Level 4

Industry (proportional distribution)	Hume	La-Trobe – Gippsland	Melbourne – North East	Melbourne Outer East	TOTAL
1. Agriculture, Forestry and Fishing	4%	5%	0%	1%	11%
3. Manufacturing	1%	1%	2%	2%	5%
5. Construction	3%	4%	8%	9%	23%
6. Wholesale trade	0%	0%	1%	2%	4%
7. Retail trade	1%	1%	2%	2%	7%
8. Accommodation and food services	1%	1%	1%	1%	4%
9. Transport, Postal and Warehousing	1%	1%	3%	2%	7%
11. Financial and insurance services	1%	1%	3%	3%	8%
12. Rental, Hiring and Real Estate Services	1%	2%	3%	3%	9%
13. Professional Scientific and Technical Services	1%	1%	4%	5%	11%
14. Administrative support services	0%	0%	1%	2%	4%
16. Education and training	0%	0%	0%	1%	1%
17. Health care and social assistance	0%	1%	2%	2%	5%
18. Arts and recreation services	0%	0%	0%	0%	1%
<b>TOTAL</b>	<b>14%</b>	<b>20%</b>	<b>31%</b>	<b>35%</b>	<b>100%</b>



## Surveyed business operators

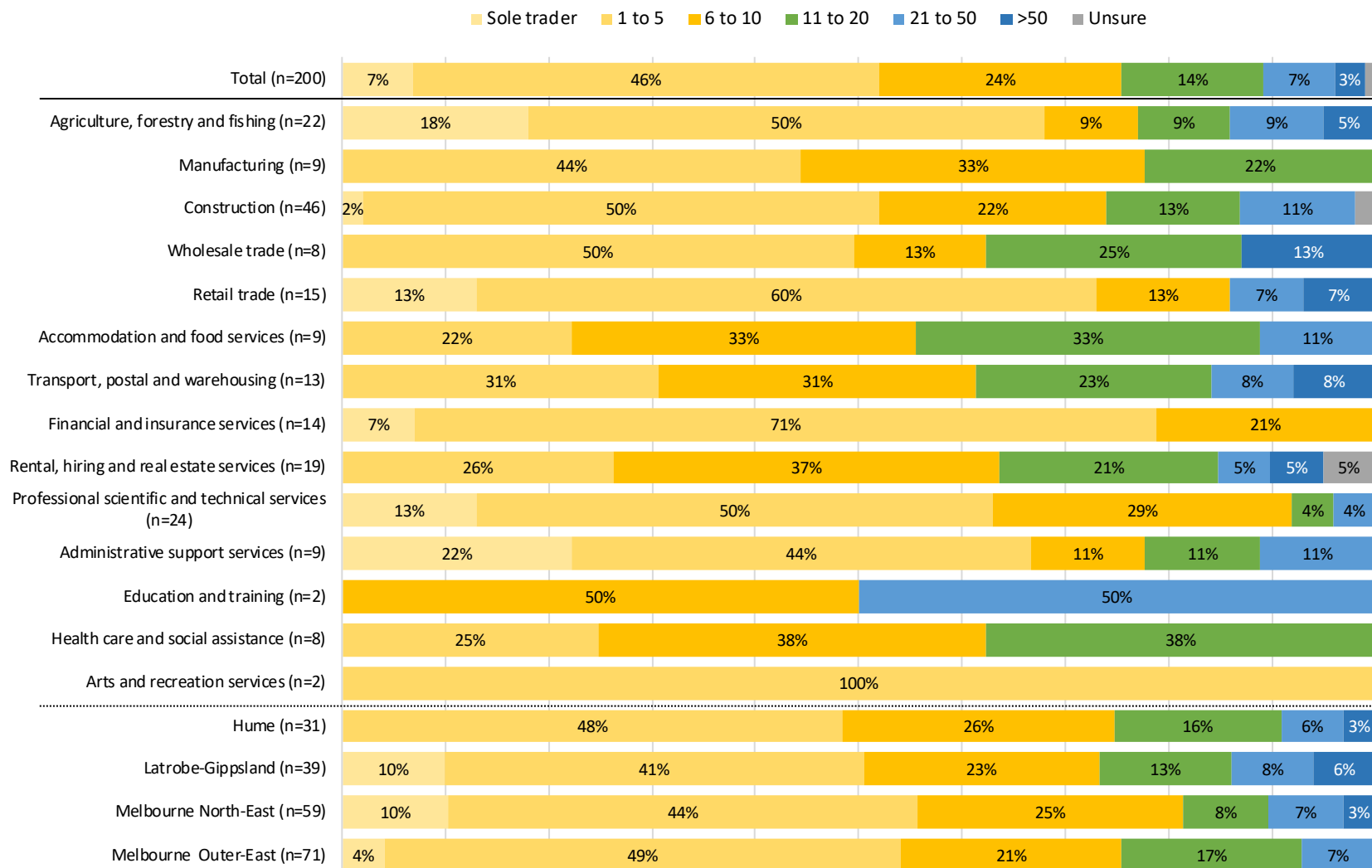






## Size of business

*How many people are employed at the workplace I have called?*

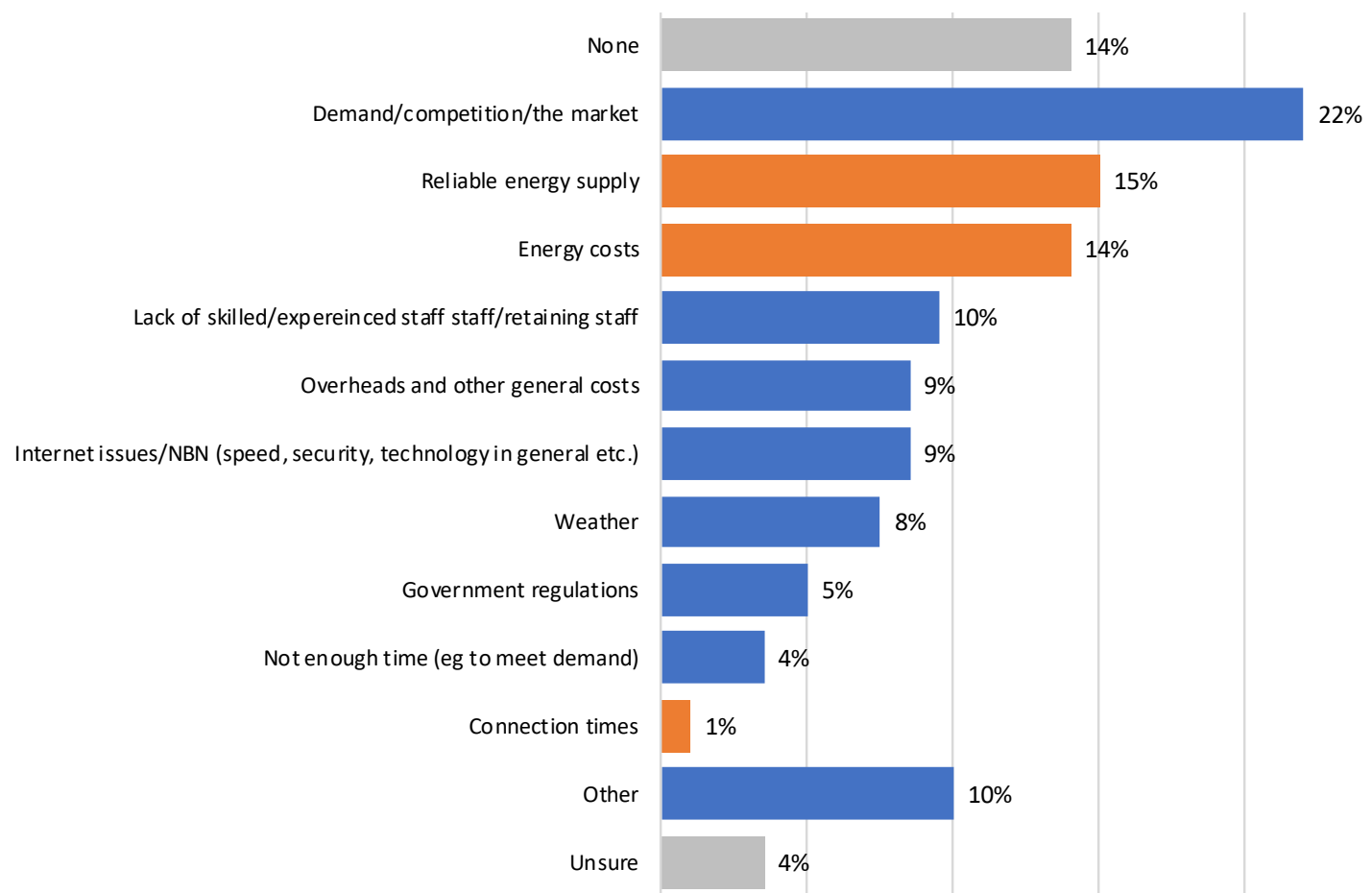






## Key challenges facing businesses

*What are the key issues or challenges facing your business? (n=200)*







## Selected energy issues

*What are the key issues or challenges facing your business?*

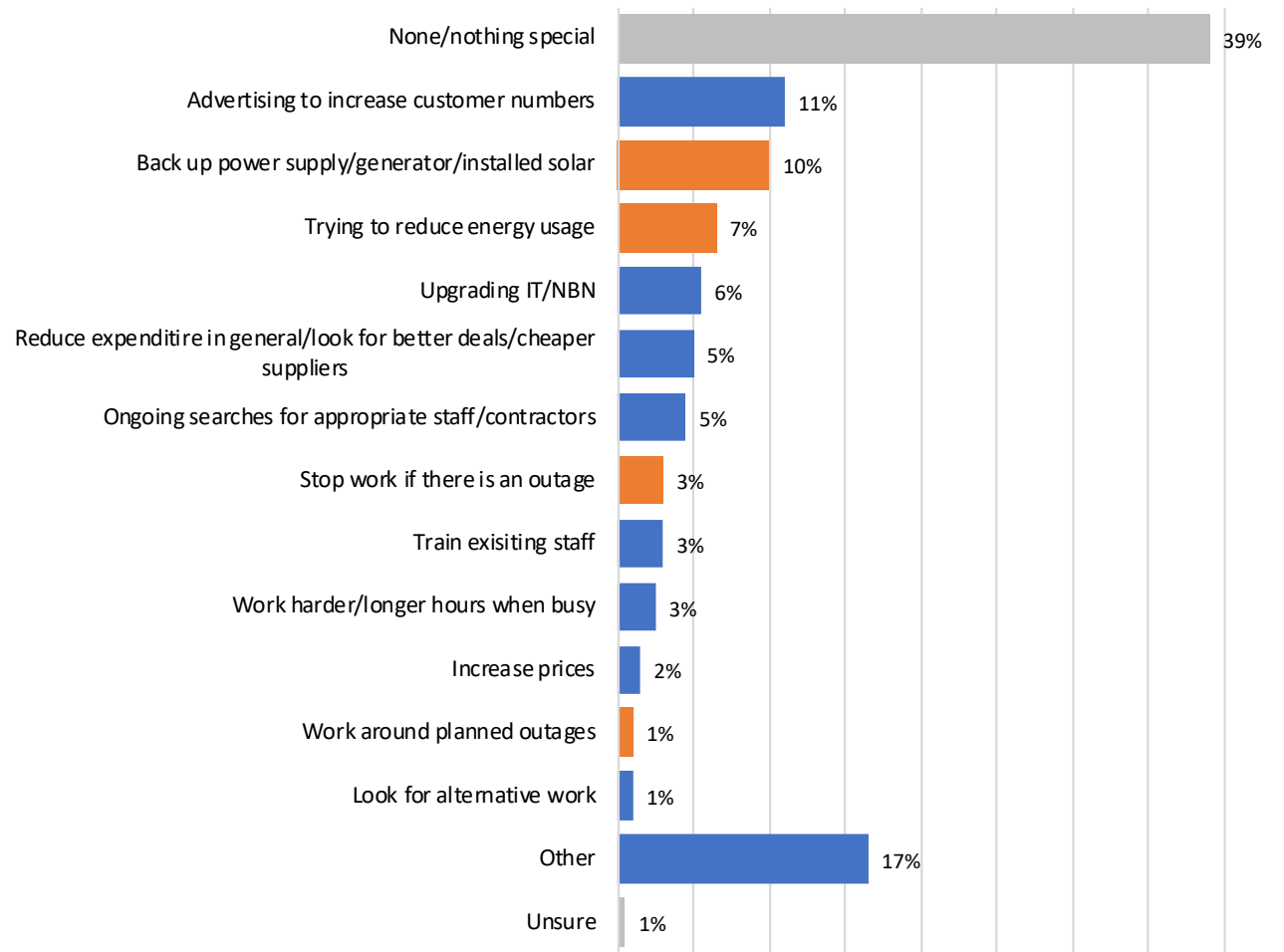
- We have issues with power, which everybody does at the moment so that's why we've installed the solar.
- Competition and power, [if] we don't have power; if we have outages, we don't have any backup.
- Basically in terms of electricity price increases and connection times for new properties, when we have to organise new connection times for new properties, it can take a while to happen.
- Outages - they're really annoying, obviously my business is during the day. There's not much I can do without electricity, all I can do is filing.
- When the power goes off the chestnuts get hot. When the power has a outage the cool room goes off. We need to have the cool rooms below zero for the fruit. They have should take a short time to do what the have to do, an 8 hour planned outage is too long to for the coolers to be off. A couple of hours wont change as much in temp but 8 hours is too long for our cool rooms. That creates issues because all our seasonal fruit work stays in the cools rooms. The chestnuts go rotten if its too hot.
- When it is shut down, we have to shut down the business for day. We also have a lot of brown outs that affect our computer equipment.
- The electricity and gas prices keep going up because of the Hazelwood coal power plant, it's a burden on most people not just people in business, everyone has to pay extra. Basically it's too expensive to turn on power. Certainly I'm sure not many people have that kind of money sitting in their account to pay the bill. If you don't pay on time you have to pay extra money to settle. Because this is such an old building there's not much we can do about renewable energy because the landlord would not allow solar panels on the roof. We have to use heaters at all hours to keep the premises warm.





## Business strategies

*What are your strategies to address these issues?* (n=200)







## Relationship between business issues and strategies

*What are the key issues or challenges facing your business? (n=200)*

By

*What are your strategies to address these issues? (n=200)*

Strategy	None (n=28)	Demand/ competition/ the market (n=44)	Reliable energy supply (n=29)	Energy costs (n=28)	Lack of skilled/ experienced staff staff/ retaining staff (n=19)	Internet issues/NBN (speed, security, technology in general etc) (n=18)	Overheads and other general costs (n=17)	Weather (n=15)	Government regulations (n=10)	Not enough time (eg to meet demand) (n=7)	Connection times (n=2)	Other (n=20)	Unsure (n=7)
None/nothing special	86%	27%	31%	21%	26%	22%	12%	60%	50%	14%	50%	40%	71%
Advertising to increase customer numbers	4%	36%	3%	7%	11%	6%	12%	0%	0%	0%	0%	10%	0%
Back up power supply/generator/installed solar	0%	7%	38%	14%	11%	11%	12%	0%	0%	14%	0%	10%	0%
Trying to reduce energy usage	0%	0%	3%	29%	5%	0%	24%	0%	10%	0%	0%	5%	0%
Upgrading IT/NBN	0%	5%	3%	4%	0%	33%	6%	0%	0%	14%	0%	0%	0%
Reduce expenditure in general/look for better deals/cheaper suppliers	0%	7%	0%	14%	5%	0%	24%	13%	10%	0%	0%	5%	14%
Ongoing searches for appropriate staff/contractors	4%	0%	0%	4%	26%	0%	6%	0%	0%	43%	0%	5%	0%
Stop work if there is an outage	4%	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Train exiting staff	0%	2%	0%	0%	16%	0%	0%	0%	20%	0%	0%	0%	0%
Work harder/longer hours when busy	0%	2%	0%	0%	11%	0%	0%	0%	0%	14%	0%	5%	0%
Increase prices	0%	2%	0%	0%	0%	0%	18%	7%	0%	0%	0%	0%	0%
Work around planned outages	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Look for alternative work	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	7%	14%	14%	18%	11%	39%	18%	20%	20%	0%	50%	25%	0%
Unsure	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	14%





## Selected business strategies to deal with outages

*What are your strategies to address these issues?* (n=200)

- If it is an outage, we can't work. There really isn't any strategies. Its just closing shop.
- I just rearrange my day, go out for a bit because I can't work in the office without power.
- We'd have to make a decision regarding staff sending people home, considering when the power is coming back on.
- The strategy I'm considering at the moment is renting out my roof space to obtain clean, renewable energy via solar.
- Runway lights are required overnight, so we can pull out the generator if we are given plenty of notice. / about a week in advance is enough time for us to get organised before an outage. We sometimes get letters from AusNet about a week before and we've found that works for us.
- We just request never to have the power off, basically. The supermarkets might have their own strategies in place, like generators but I don't know.
- There is nothing we can do with a totally outage, we have to shut down for the day. We direct calls to mobile numbers. In brown outs we have a ups system for our server. We used power filter when you can.





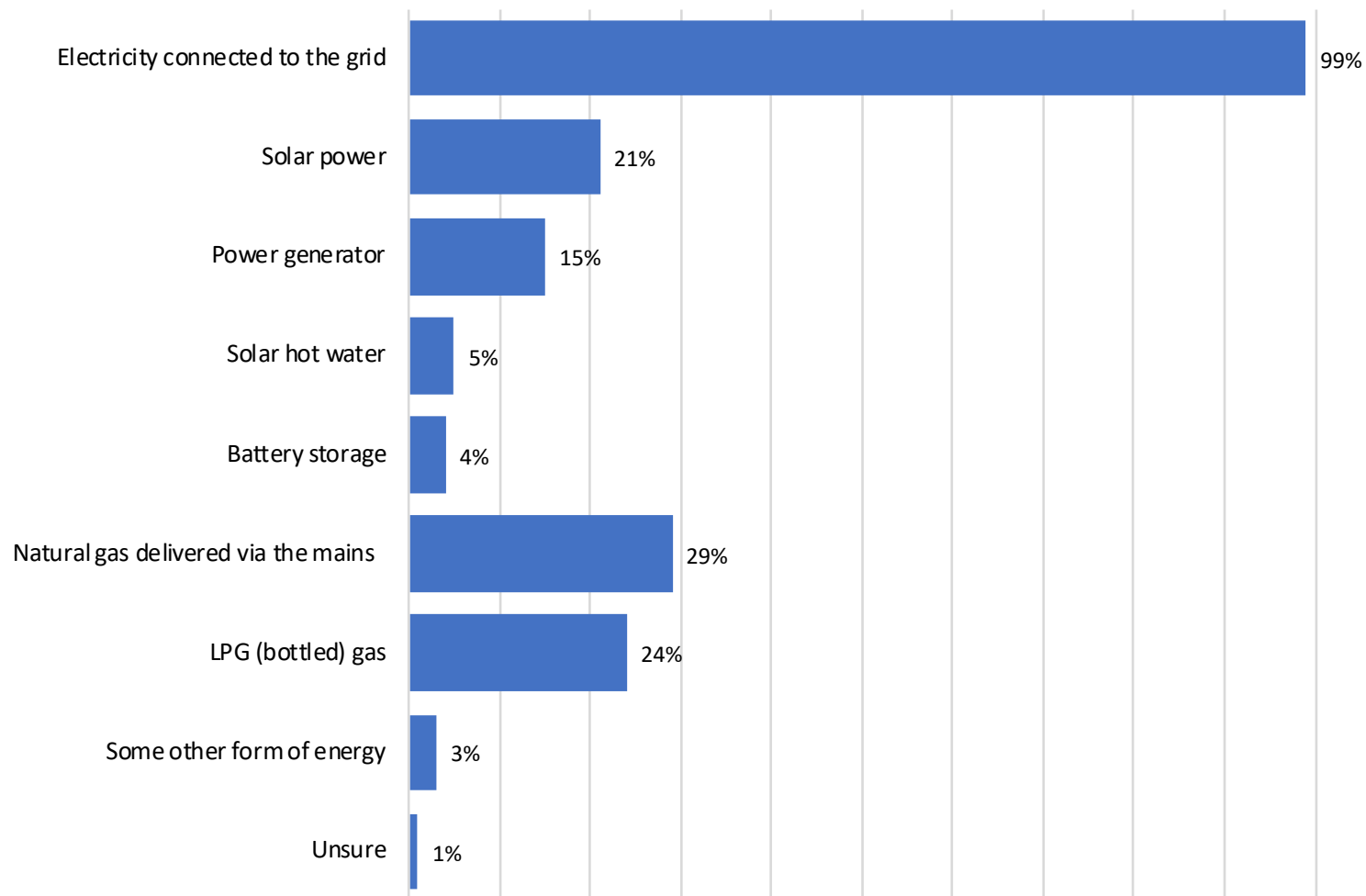
## Section 3: Energy in the business





## Business customers' energy sources

*Which of the following forms of energy does your business have? (n=200)*







## Alternative energy

*Which of the following forms of energy does your business have?*

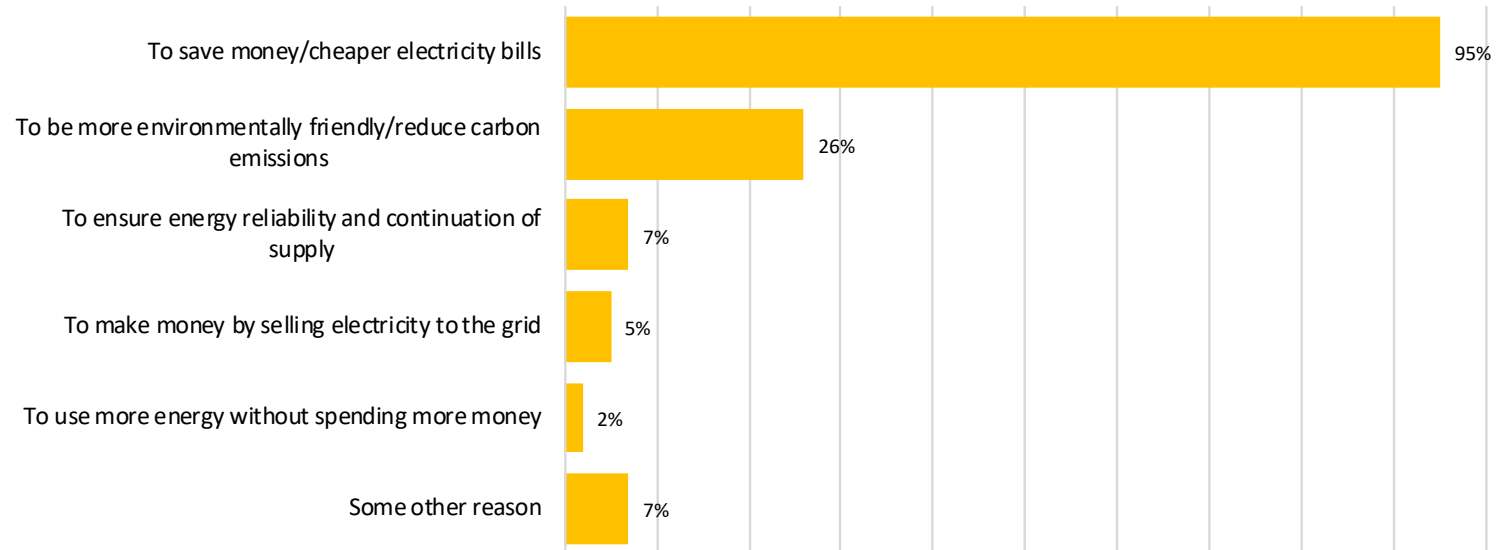
ANZSIC	Solar power	Power generator	Battery storage
<b>Total sample (n=200)</b>	<b>21%</b>	<b>15%</b>	<b>4%</b>
Agriculture, forestry and fishing (n=22)	32%	23%	4%
Manufacturing (n=9)	11%	11%	9%
Construction (n=46)	22%	20%	11%
Wholesale trade (n=8)	38%	25%	2%
Retail trade (n=15)	7%	13%	0%
Accommodation and food services (n=9)	0%	11%	0%
Transport, postal and warehousing (n=13)	54%	31%	0%
Financial and insurance services (n=14)	7%	0%	0%
Rental, hiring and real estate services (n=19)	11%	11%	0%
Professional scientific and technical services (n=24)	13%	8%	13%
Administrative support services (n=9)	22%	11%	0%
Education and training (n=2)	50%	0%	0%
Health care and social assistance (n=8)	38%	13%	13%
Arts and recreation services (n=2)	50%	0%	0%
Hume (n=31)	29%	16%	3%
Latrobe-Gippsland (n=39)	15%	15%	5%
Melbourne North-East (n=59)	25%	12%	7%
Melbourne Outer-East (n=71)	17%	17%	1%





## Reasons for having solar power

*What are the reasons for having solar? (n=45)*



79% of surveyed business customers with solar would recommend solar to similar businesses





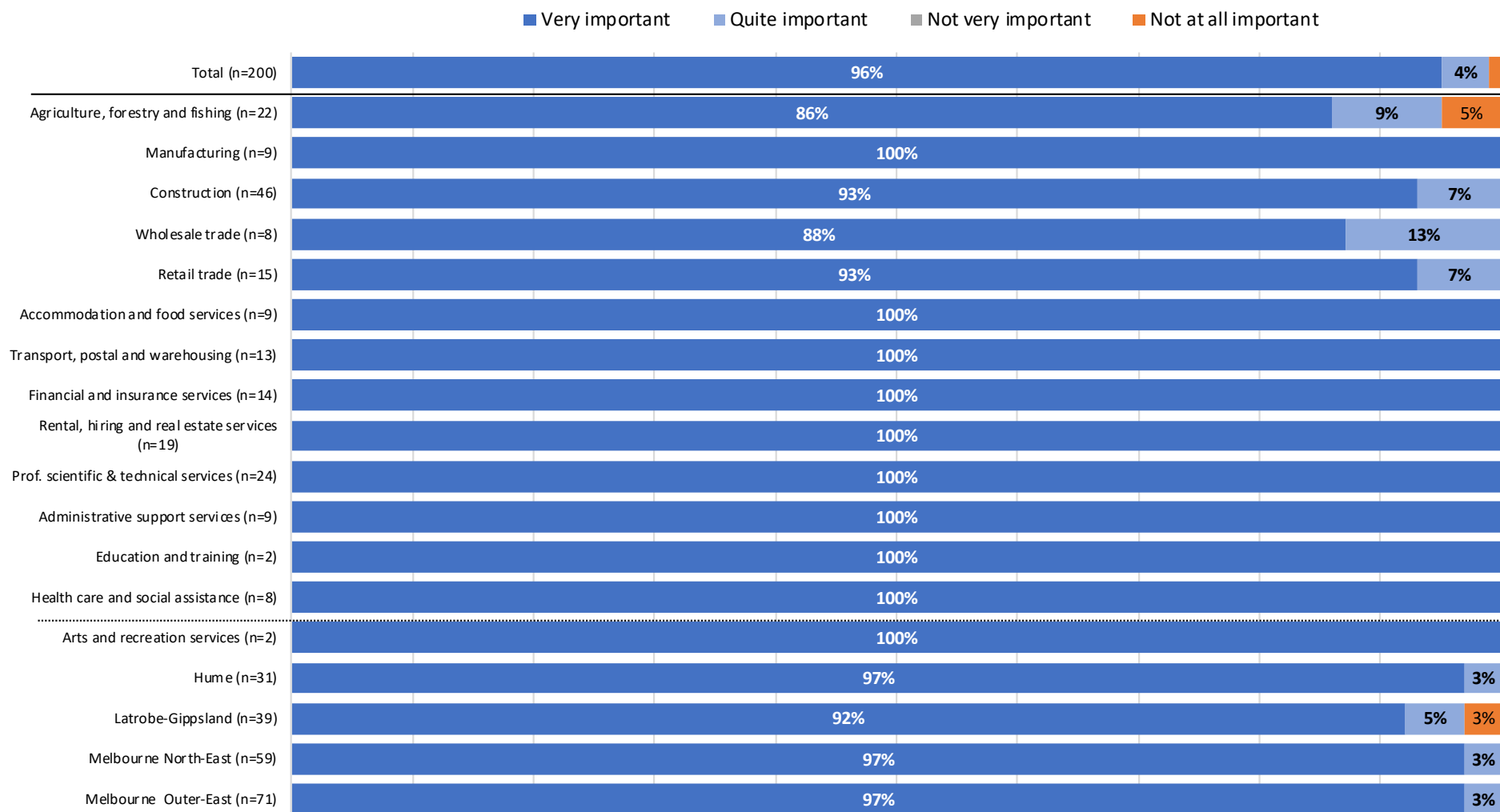
## Section 4: Reliability and outages





## Importance of a reliable electricity supply

*How important is a reliable supply of electricity to your business?*



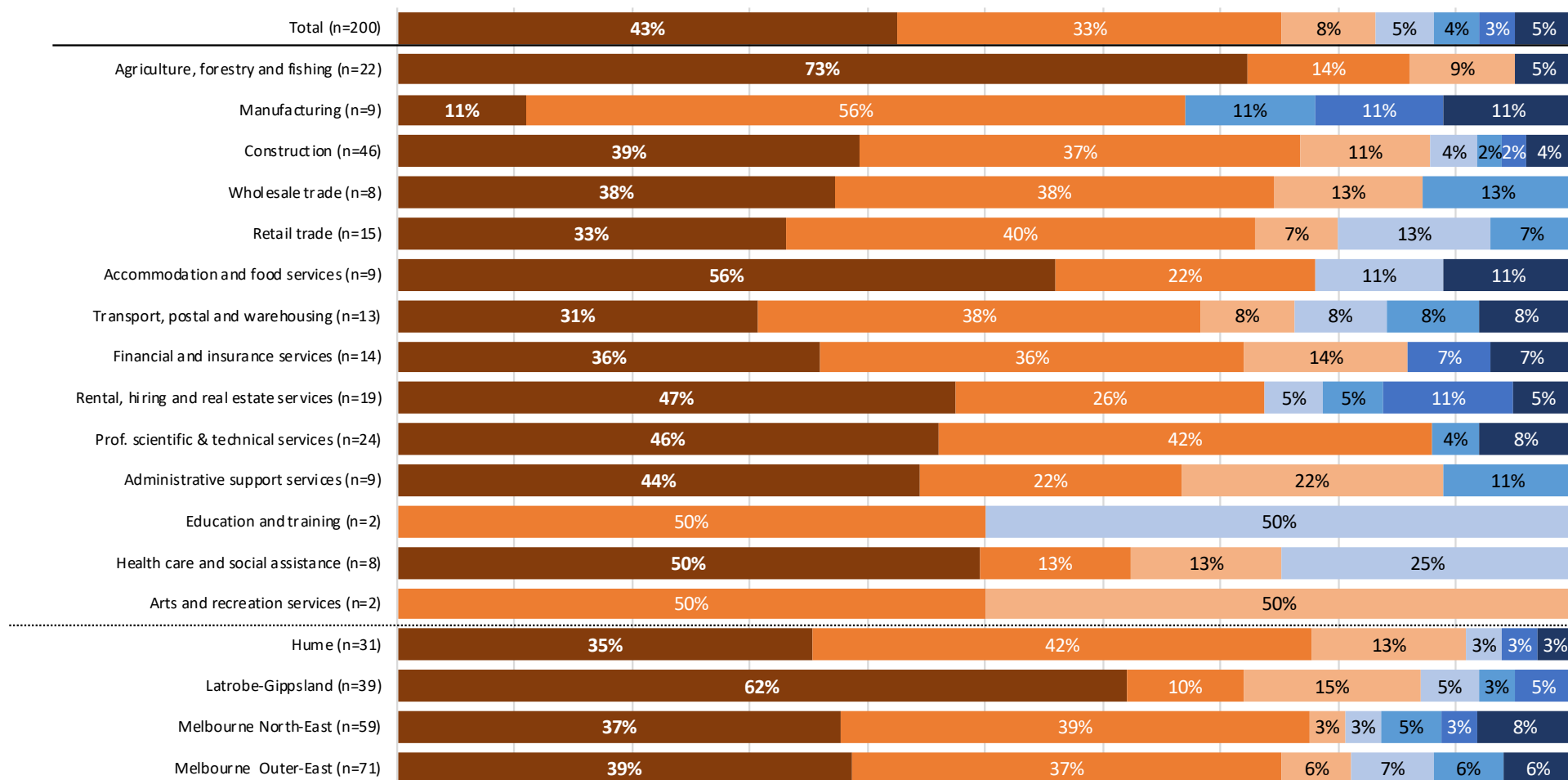




## Elapsed time since last outage

*How long ago was the last outage?*

■ Within the last month 
 ■ Within the last six months 
 ■ Within the last year 
 ■ Within the last two years 
 ■ More than two years ago 
 ■ Never 
 ■ Can't recall

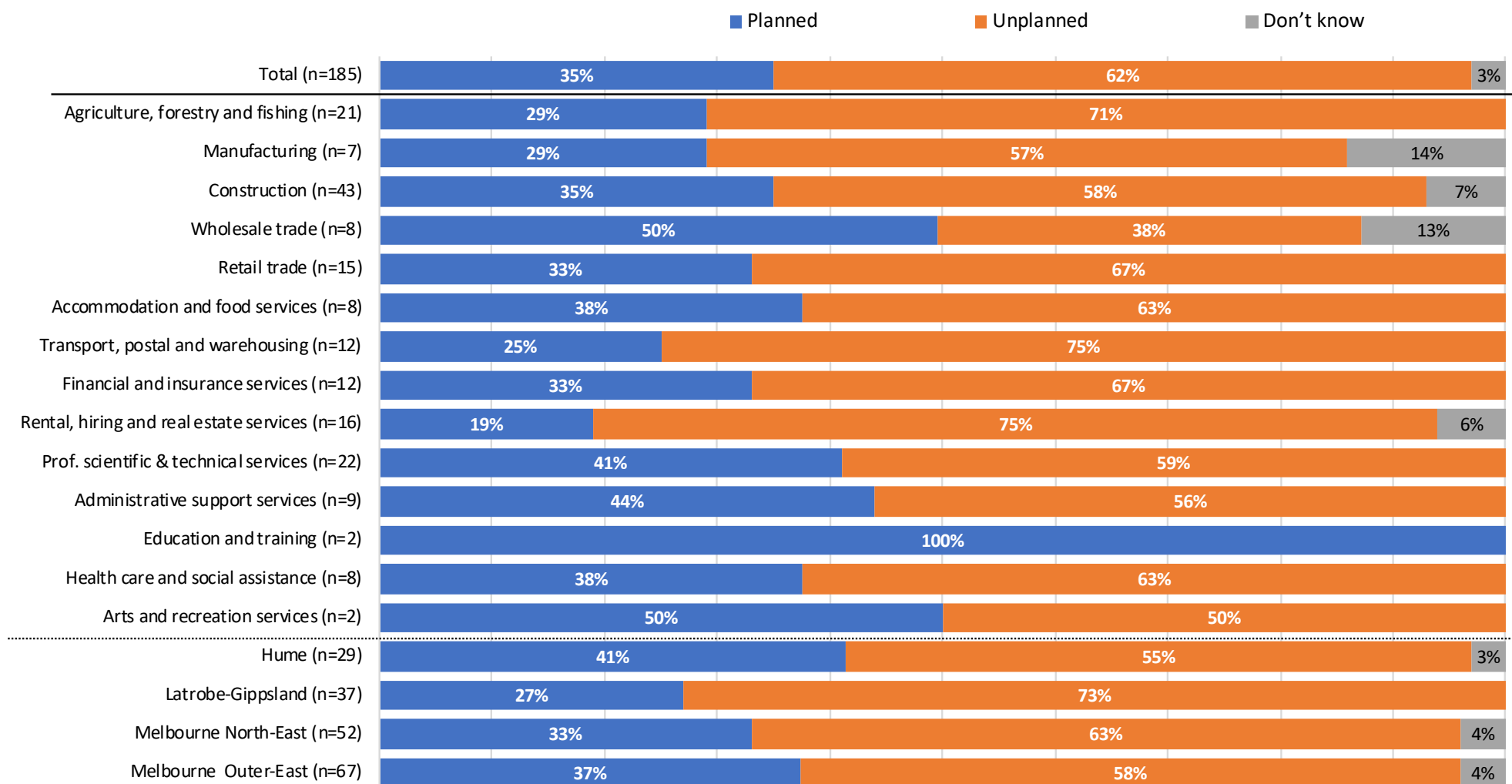






## Experience of planned/unplanned outages

*Was this [most recent outage] a planned or unplanned outage?*



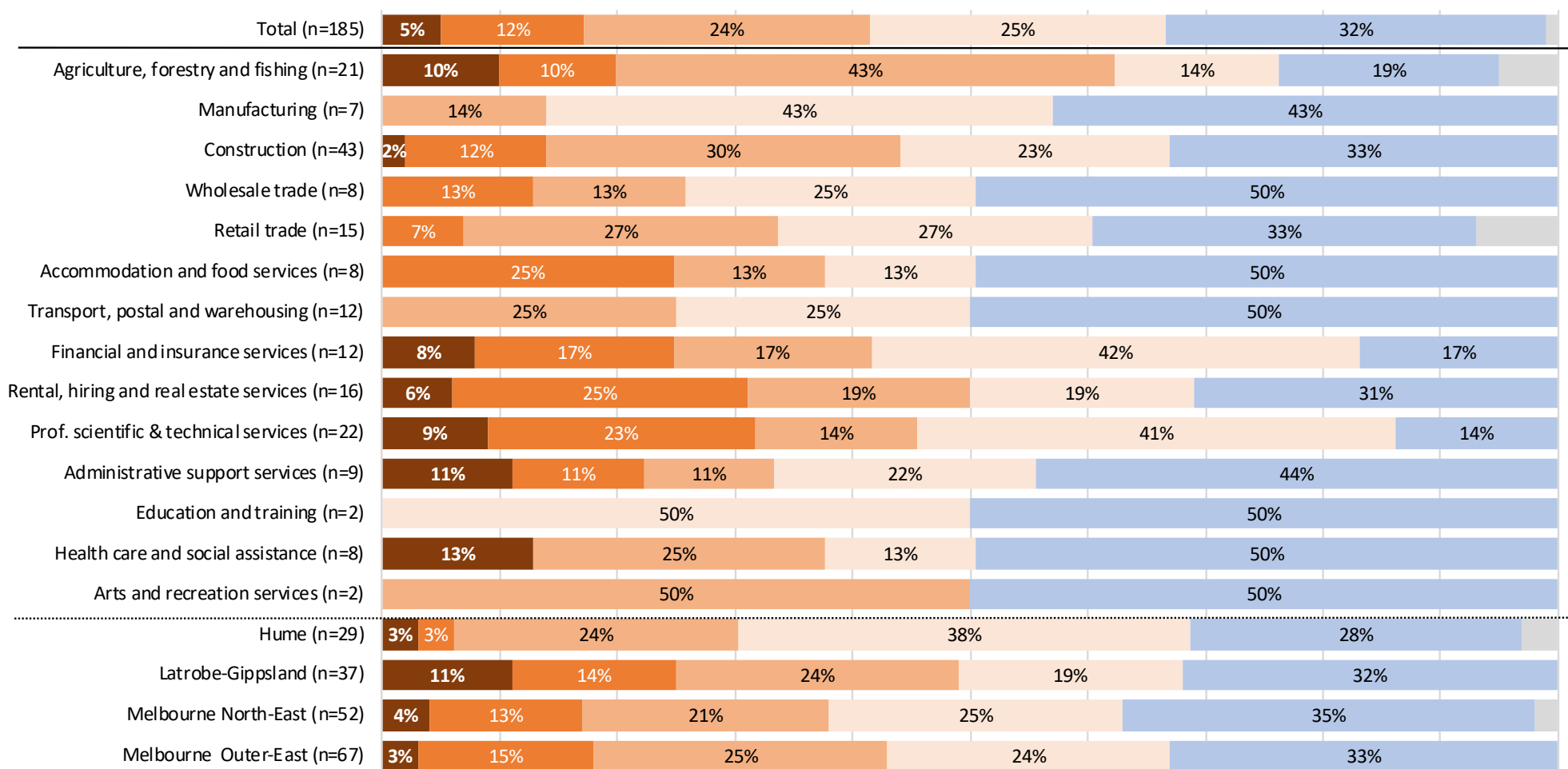




## Frequency of outages

*On average how often does your business experience outages?*

■ Weekly or more often ■ Once or twice a month ■ Once every two or three months ■ Once every four to six months ■ Less often than once every six months ■ Unsure





## Acceptable frequency of outages

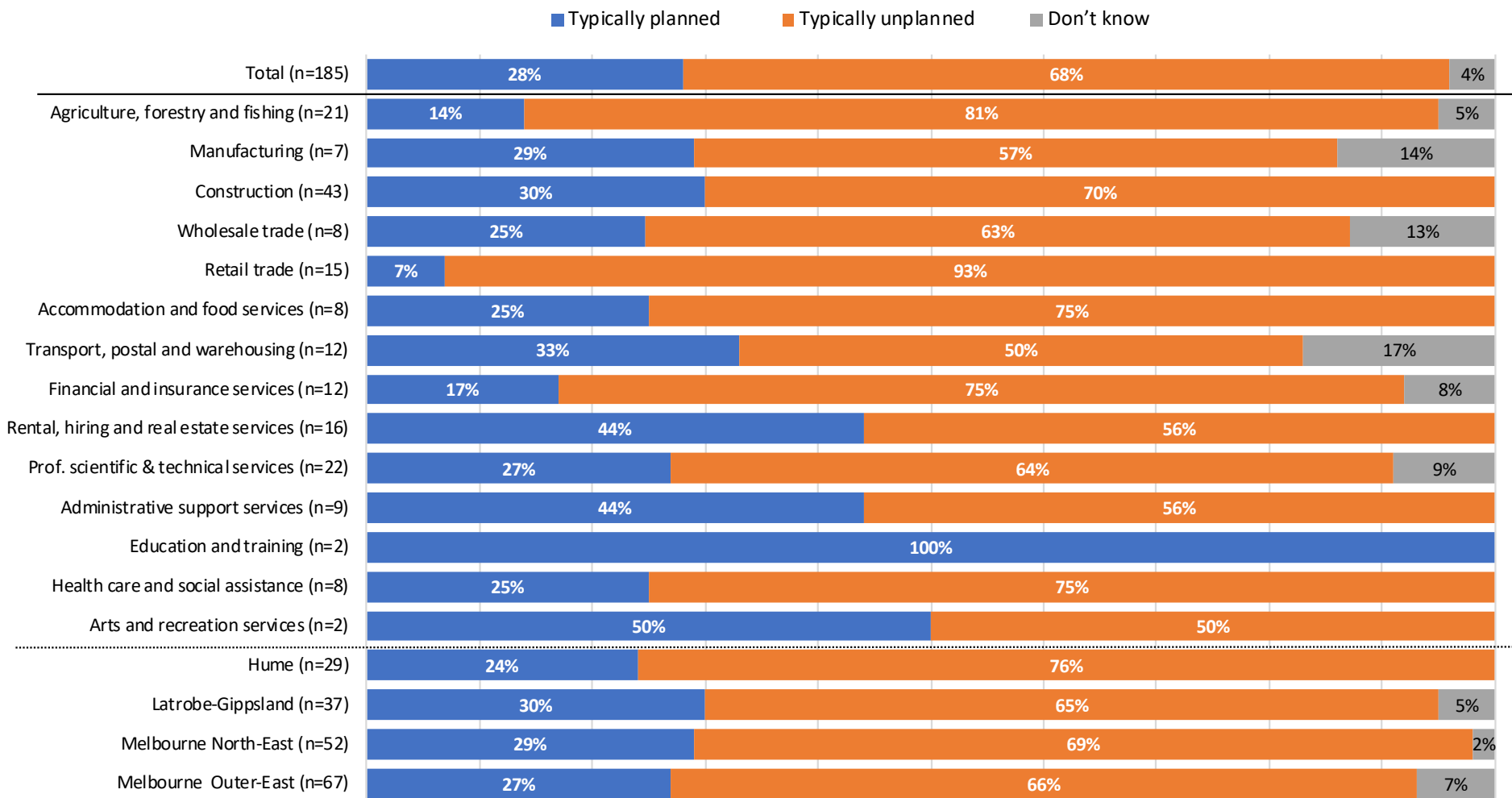
*Is this frequency acceptable? [those who said “Yes”] by  
On average how often does your business experience outages?*

Typical frequency of outages	Weekly or more often	Once or twice a month	Once every two or three months	Once every four to six months	Less often than once every six months	Unsure
<b>Total (n=91)</b>	<b>0%</b>	<b>7%</b>	<b>18%</b>	<b>24%</b>	<b>51%</b>	<b>1%</b>
Agriculture, forestry and fishing (n=6)	0%	17%	17%	17%	33%	17%
Manufacturing (n=5)	0%	0%	20%	<b>40%</b>	<b>40%</b>	0%
Construction (n=22)	0%	5%	18%	23%	<b>55%</b>	0%
Wholesale trade (n=5)	0%	0%		40%	<b>60%</b>	0%
Retail trade (n=11)	0%	0%	27%	27%	<b>45%</b>	0%
Accommodation and food services (n=5)	0%	20%	20%	20%	<b>40%</b>	0%
Transport, postal and warehousing (n=7)	0%	0%	0%	14%	<b>86%</b>	0%
Financial and insurance services (n=4)	0%	25%	0%	<b>50%</b>	25%	0%
Rental, hiring and real estate services (n=7)	0%	14%	29%	14%	<b>43%</b>	0%
Professional scientific and technical services (n=6)	0%	0%	17%	33%	<b>50%</b>	0%
Administrative support services (n=6)	0%	17%	17%	17%	<b>50%</b>	0%
Education and training (n=2)	0%	0%	0%	<b>50%</b>	<b>50%</b>	0%
Health care and social assistance (n=3)	0%	0%	33%	0%	<b>67%</b>	0%
Arts and recreation services (n=2)	0%	0%	<b>50%</b>	0%	<b>50%</b>	0%
Hume (n=29)	0%	0%	15%	31%	<b>46%</b>	8%
Latrobe-Gippsland (n=37)	0%	13%	17%	25%	<b>46%</b>	0%
Melbourne North-East (n=52)	0%	4%	13%	21%	<b>63%</b>	0%
Melbourne Outer-East (n=67)	0%	7%	23%	23%	<b>47%</b>	0%





## Typical outages



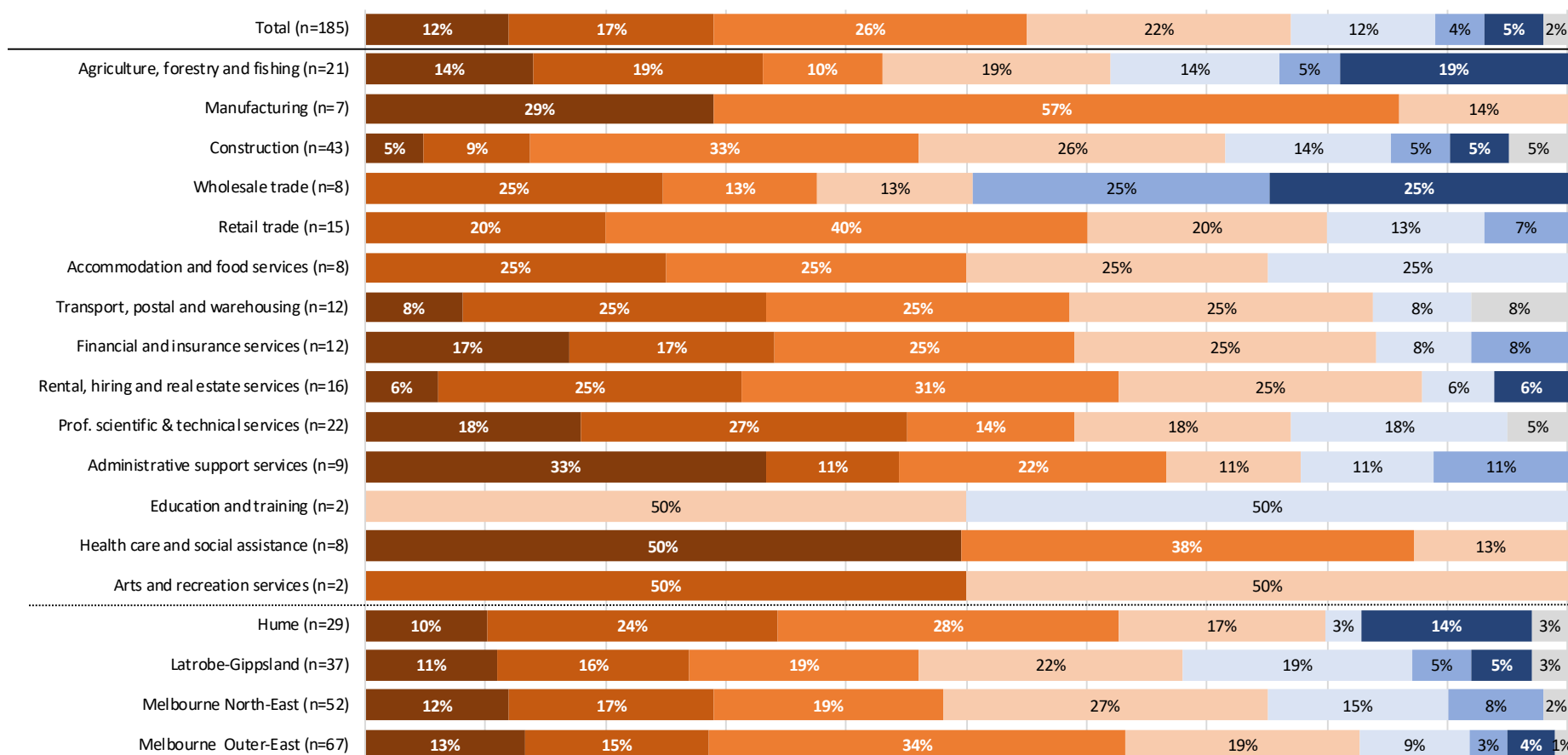




## Duration of outages that significantly impact on businesses

*What duration of outage has a significant impact on your business operations?*

■ A few seconds or more ■ A few minutes or more ■ 30 minutes or more ■ An hour or more ■ Two to three hours or more ■ Four to five hours or more ■ Six hours or more ■ Undecided

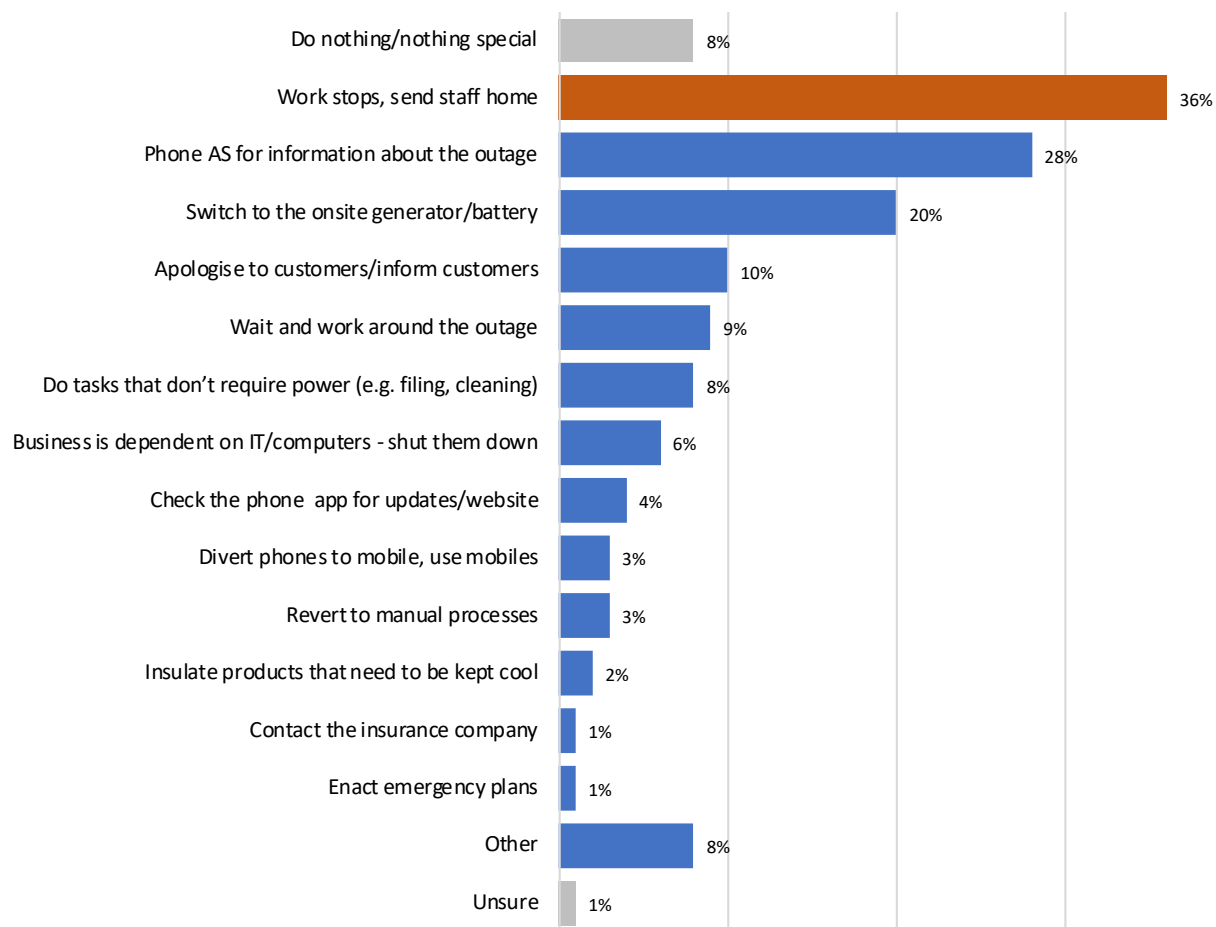






## Business responses to significant outages

*How do you respond if the outage is significant? (n=185)*



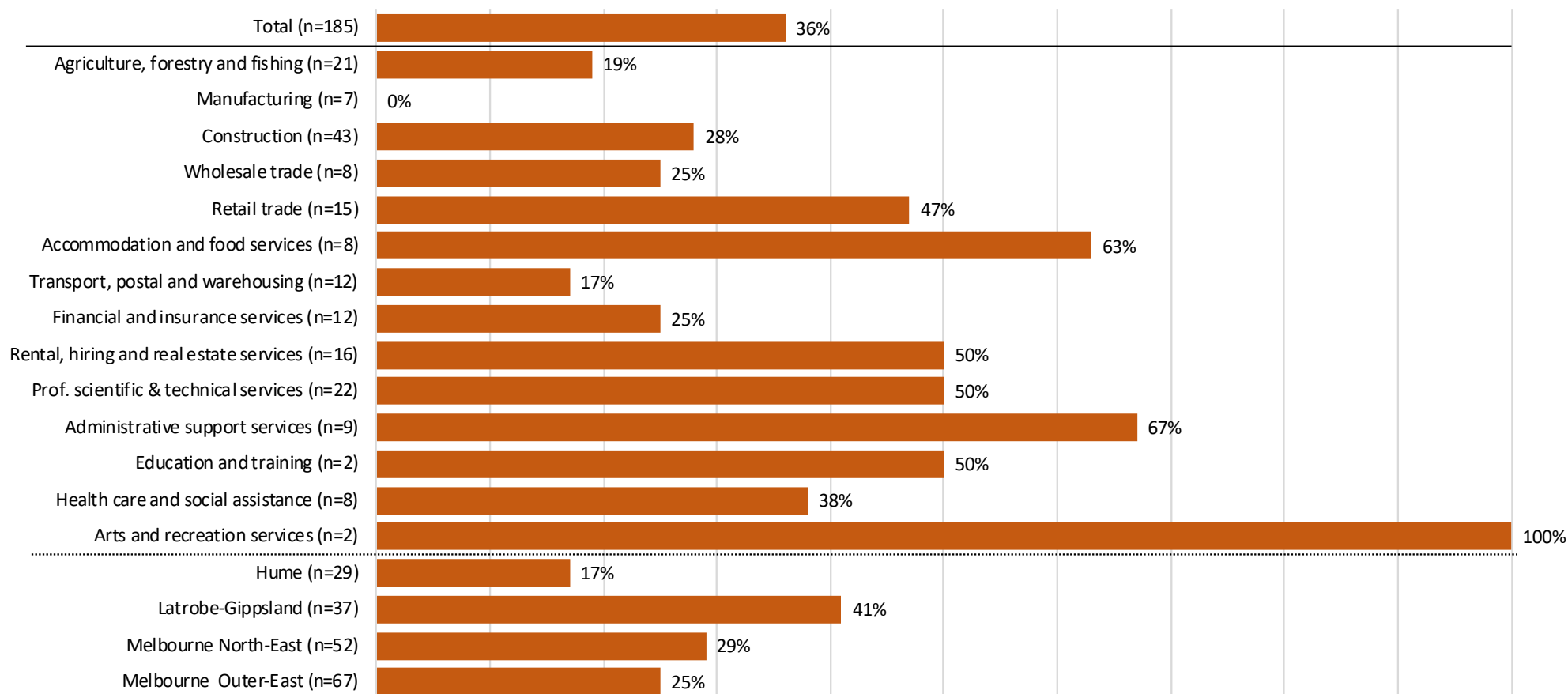




## Businesses that stop work if an outage is significant

*How do you respond if the outage is significant?*

*Proportion who mentioned “work stops/send staff home” (n=185)*







## Section 5: My Home Energy



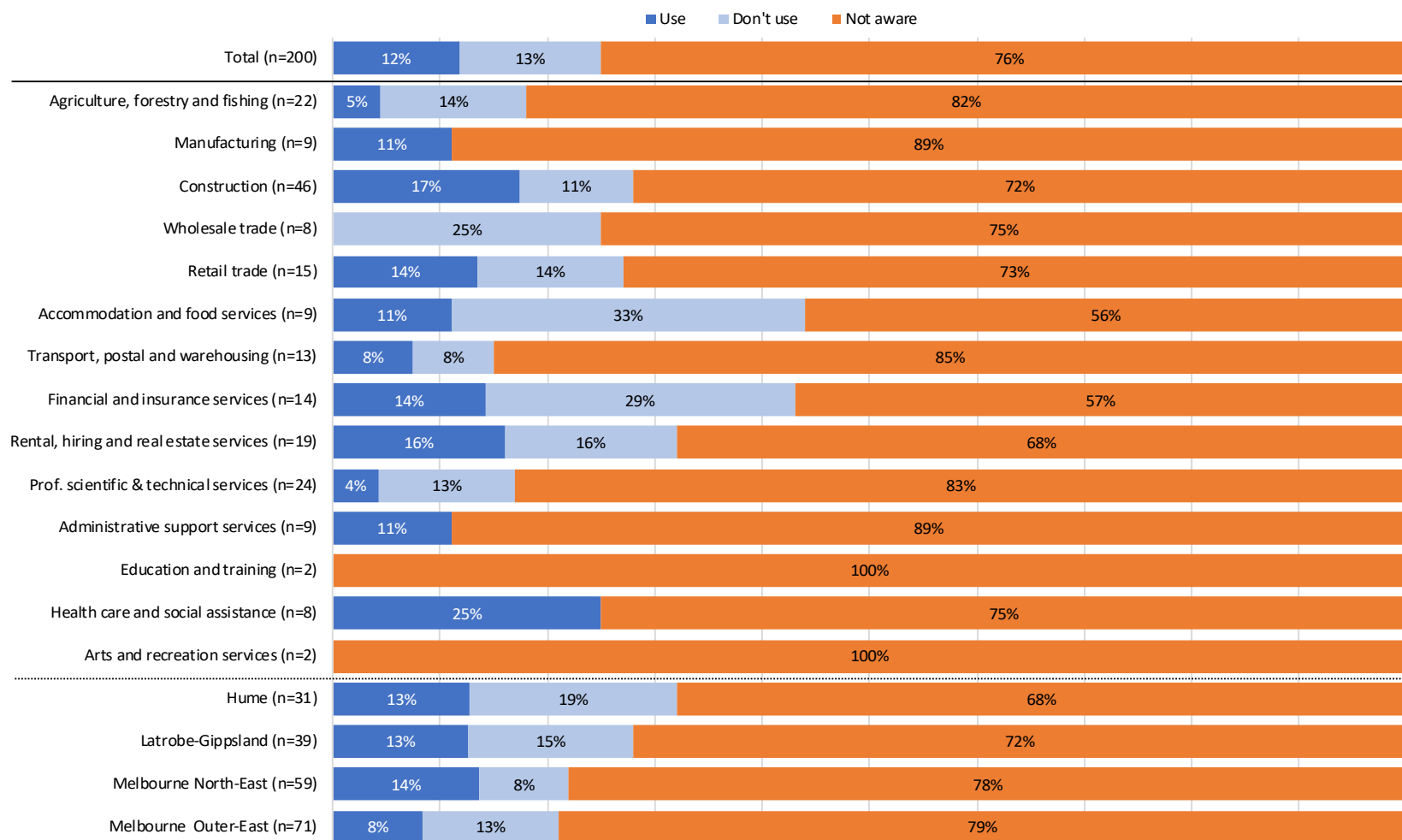


## Awareness and use of My Home Energy

*Are you aware of the AusNet Services web portal, My Home Energy, which can be used to access information about your electricity usage?*

combined with

*Have you used the My Home energy portal?*

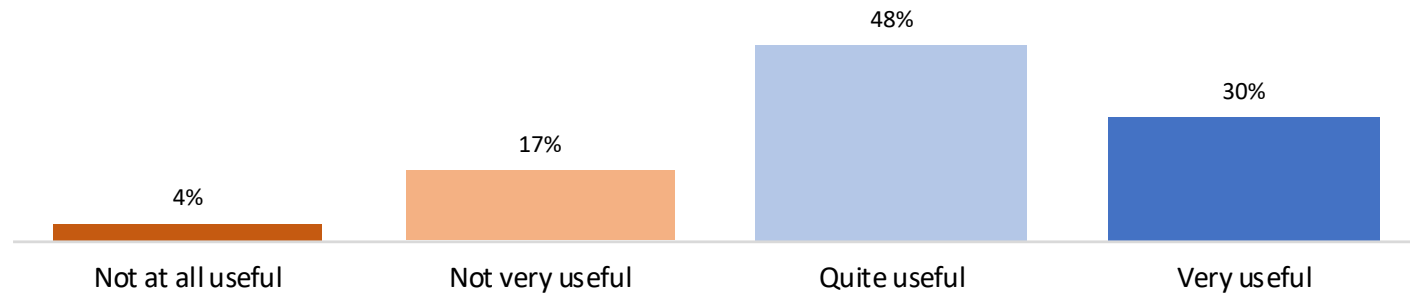




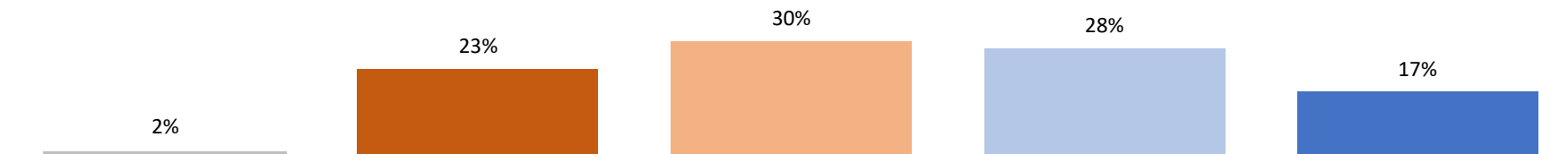


## Perceived value of My Home Energy for businesses

Asked of those who have used My Home Energy *How useful did you find the My Home energy portal?* (n=23)



Asked of those not aware of My Home Energy  
*How interested are you in using a web portal for the business, like My Home Energy, to access data that tells you about your electricity usage?* (n=151)







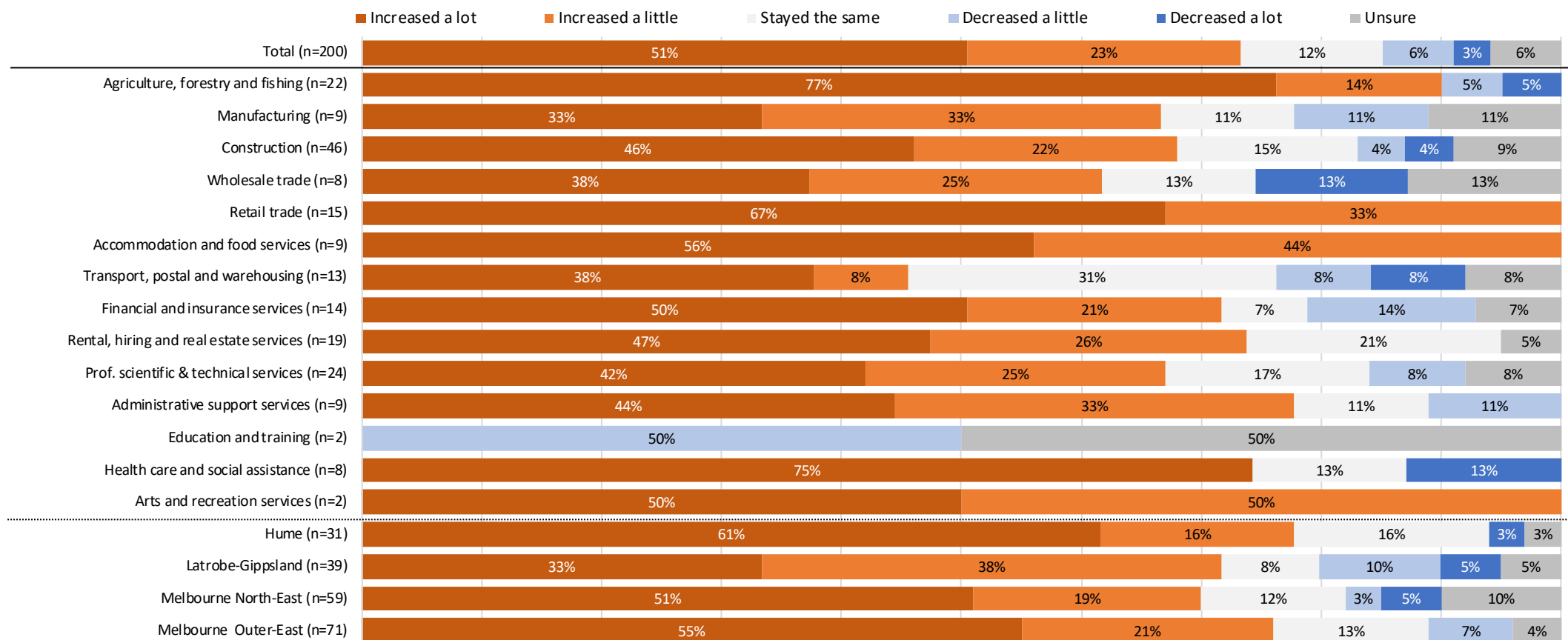
## Section 6: Affordability





## Perception of price of electricity

*Over the last two years do you feel that the electricity bills that your business has received have ...?*

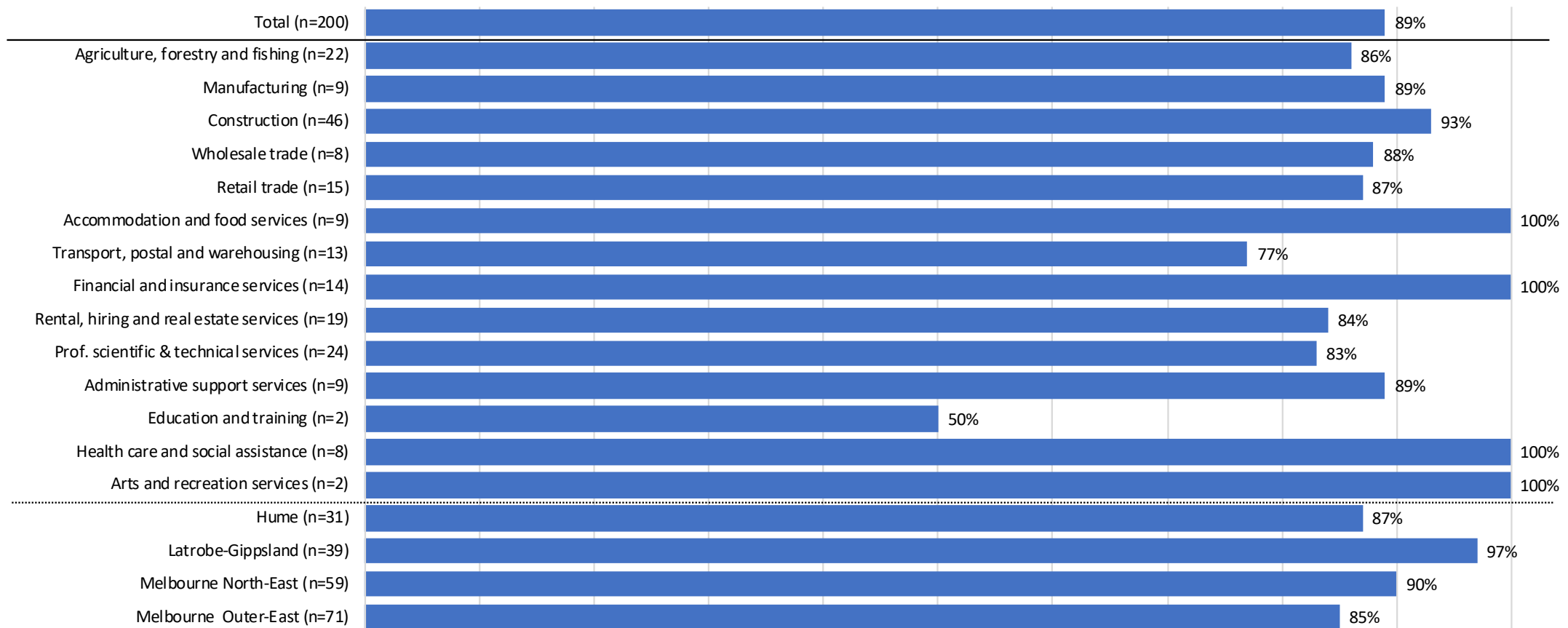






## Awareness of bill composition

*Before today, were you aware that part of your electricity bill is for the cost of being connected to the electricity grid, and part relates to the amount of electricity that your business uses?*

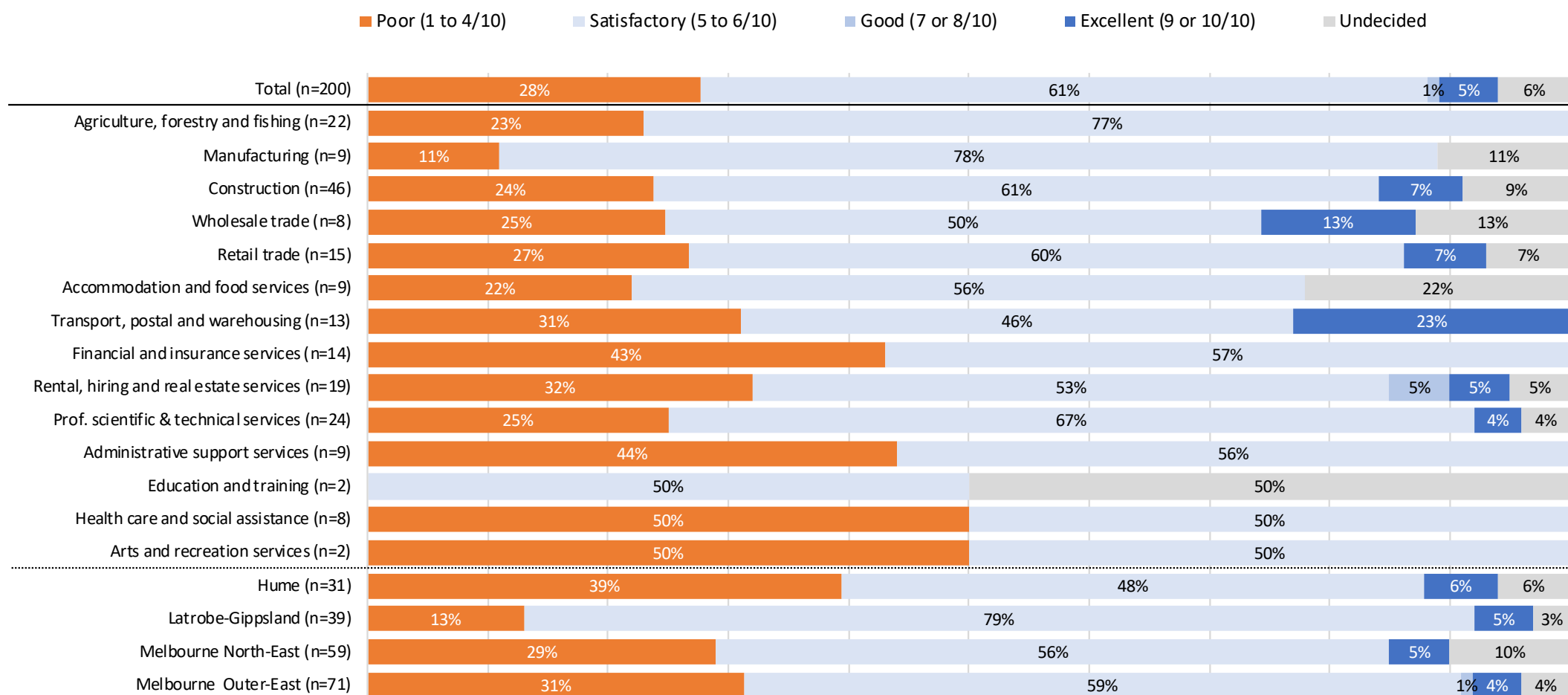






## Perceived value for money of electricity

*If 1 is poor and 10 is excellent, overall, how do you rate your electricity in terms of value for money?*

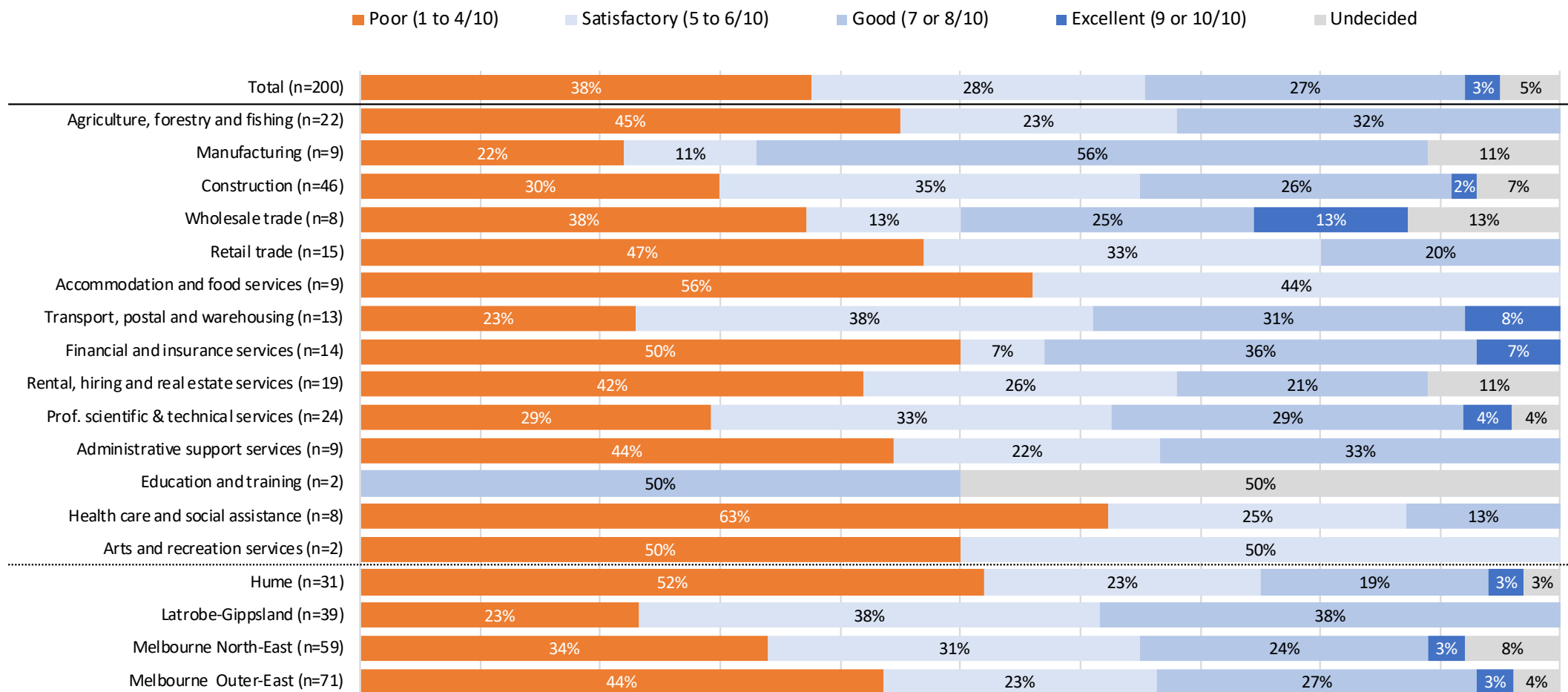






## Perceived affordability of electricity

*If 1 is poor and 10 is excellent, overall, how do you rate your electricity in terms of affordability?*

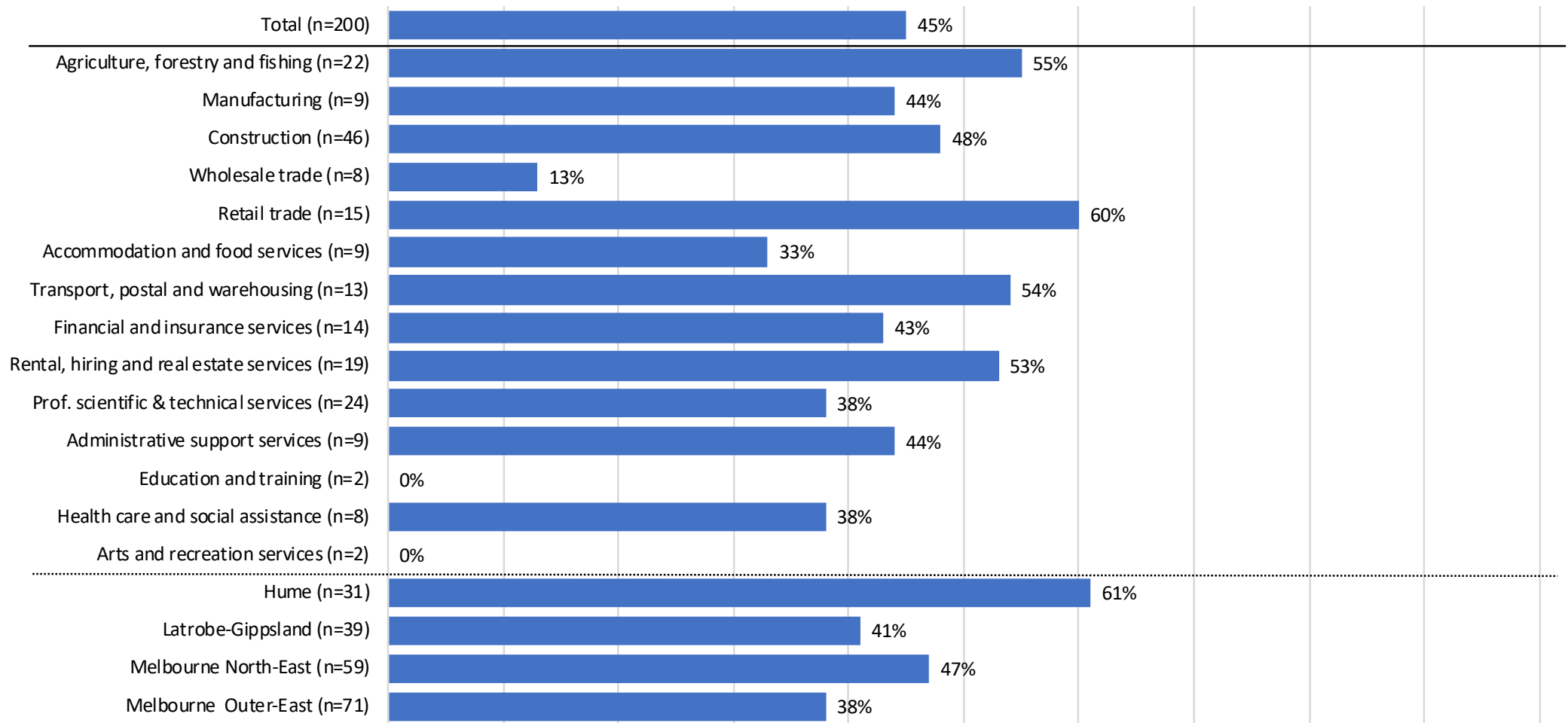






## Awareness of business tariff

*Are you aware of the electricity tariff that your business is on?*

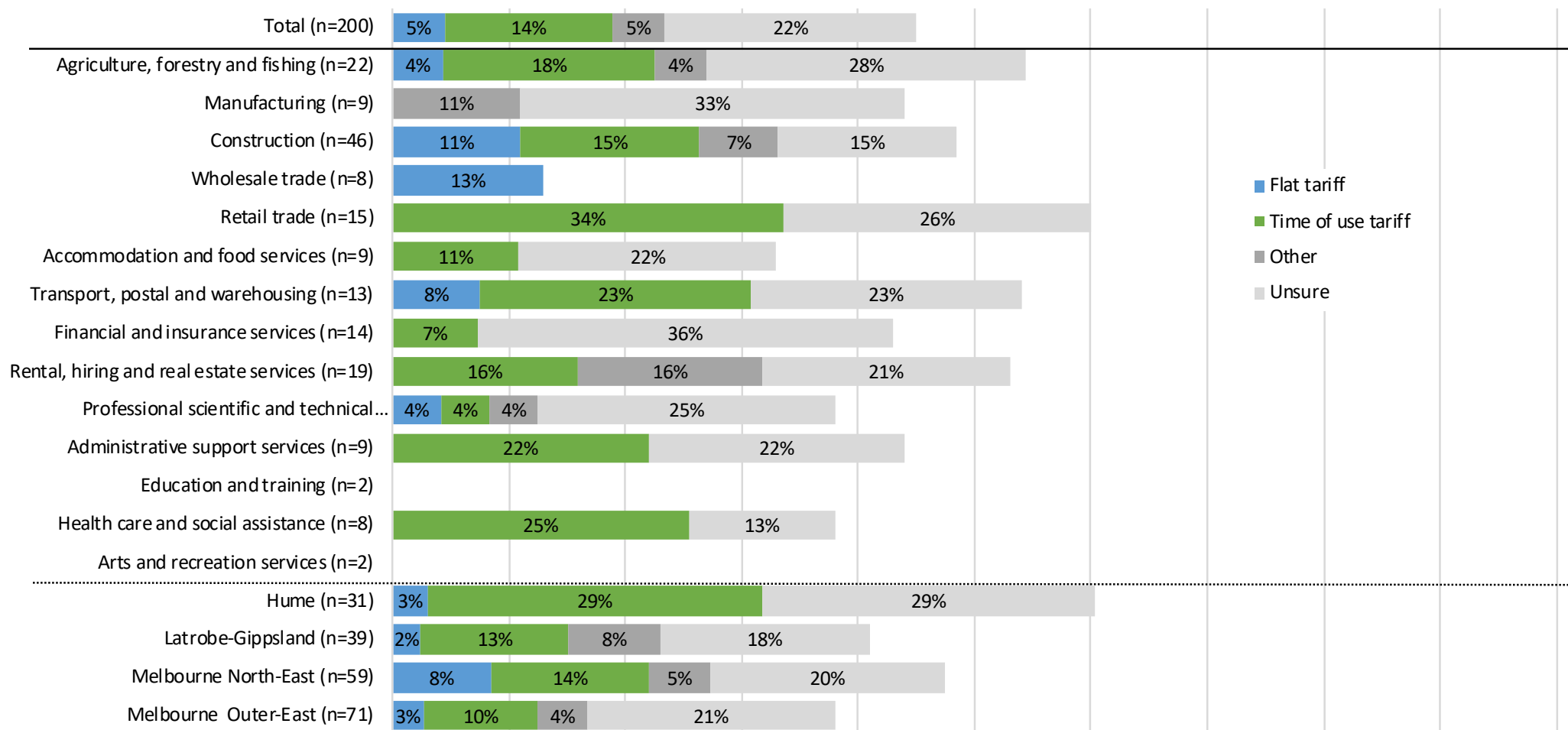






## Business awareness of type of tariff businesses they are on

*What tariff is your business currently on?*







## **Section 7: Customer service and communication**





# Awareness of AusNet Services

*Before today were you aware that AusNet Services is the sole distributor, responsible for operating and maintaining the electricity network, being the poles and wires in your area?*

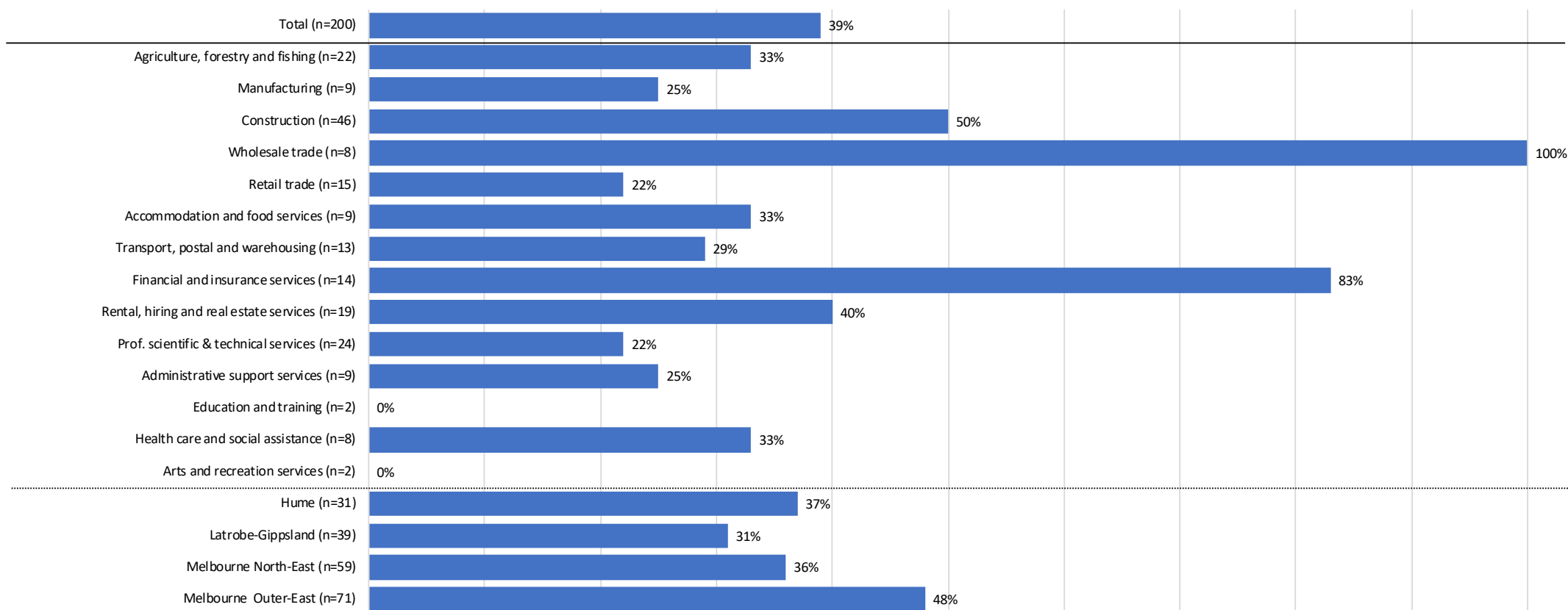






## Contact with AusNet Services

*In the last two years have you contacted AusNet Services in relation to your business?*

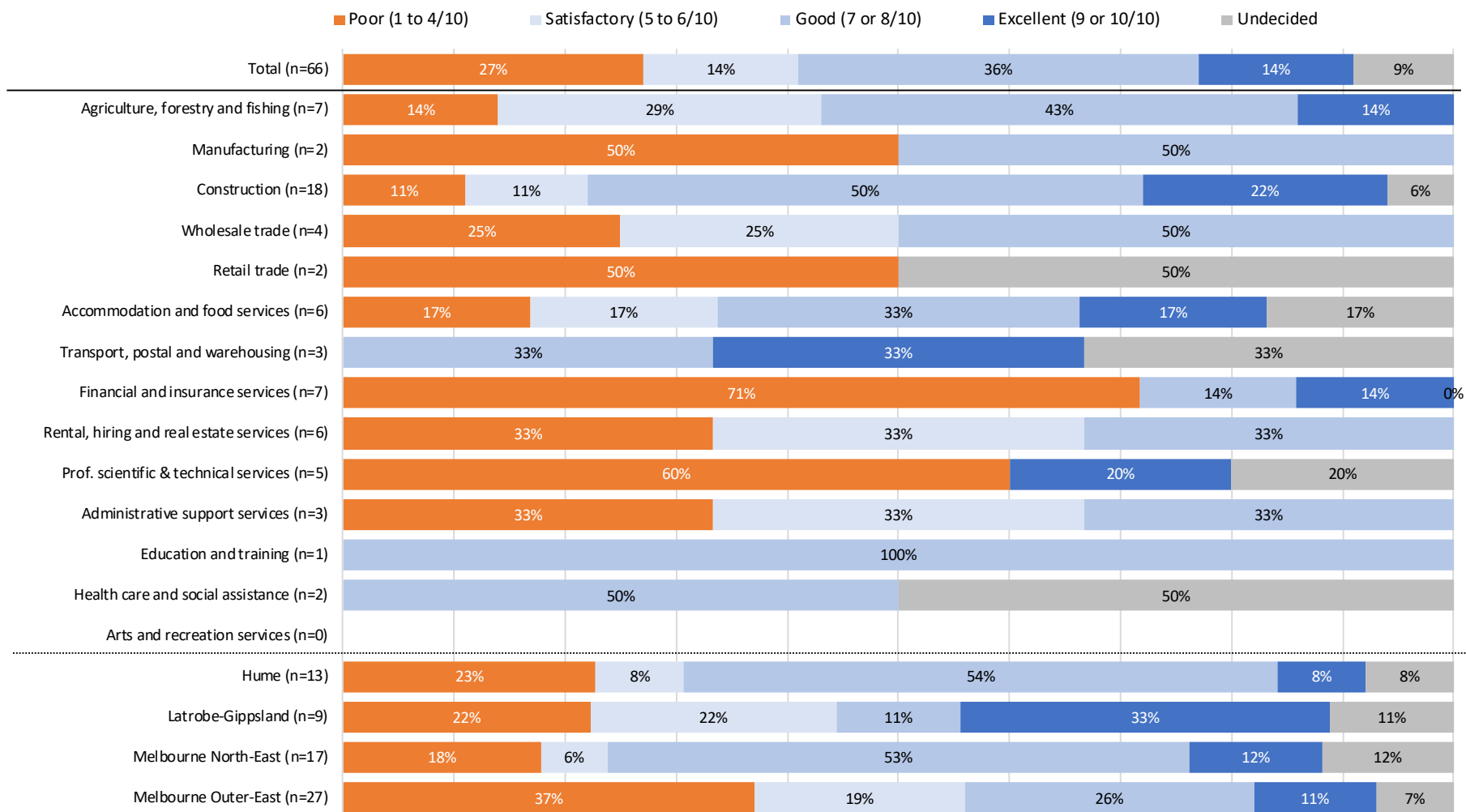






## Perceptions of AusNet Services customer service

*If 1 is poor and 10 is excellent, overall how do you rate the quality of customer service you received from AusNet Services?*

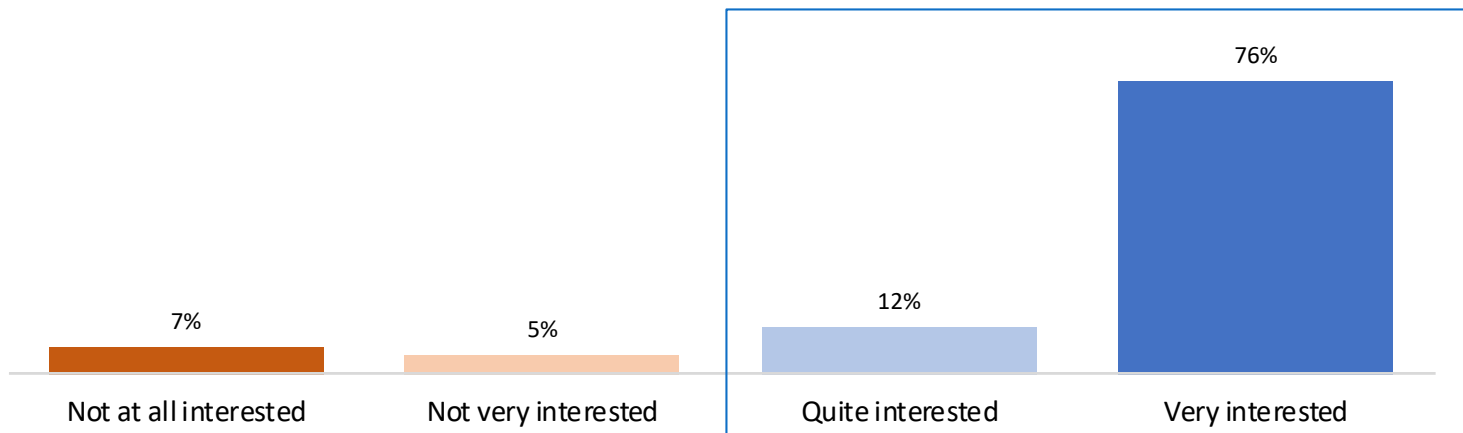






## Interest in alerts when solar panels are not working

*How interested would you be in receiving alerts to notify you if the solar panels your business operates were not working?* (n=42)



*What is your preferred method of receiving alerts from AusNet Services?* (n=39)

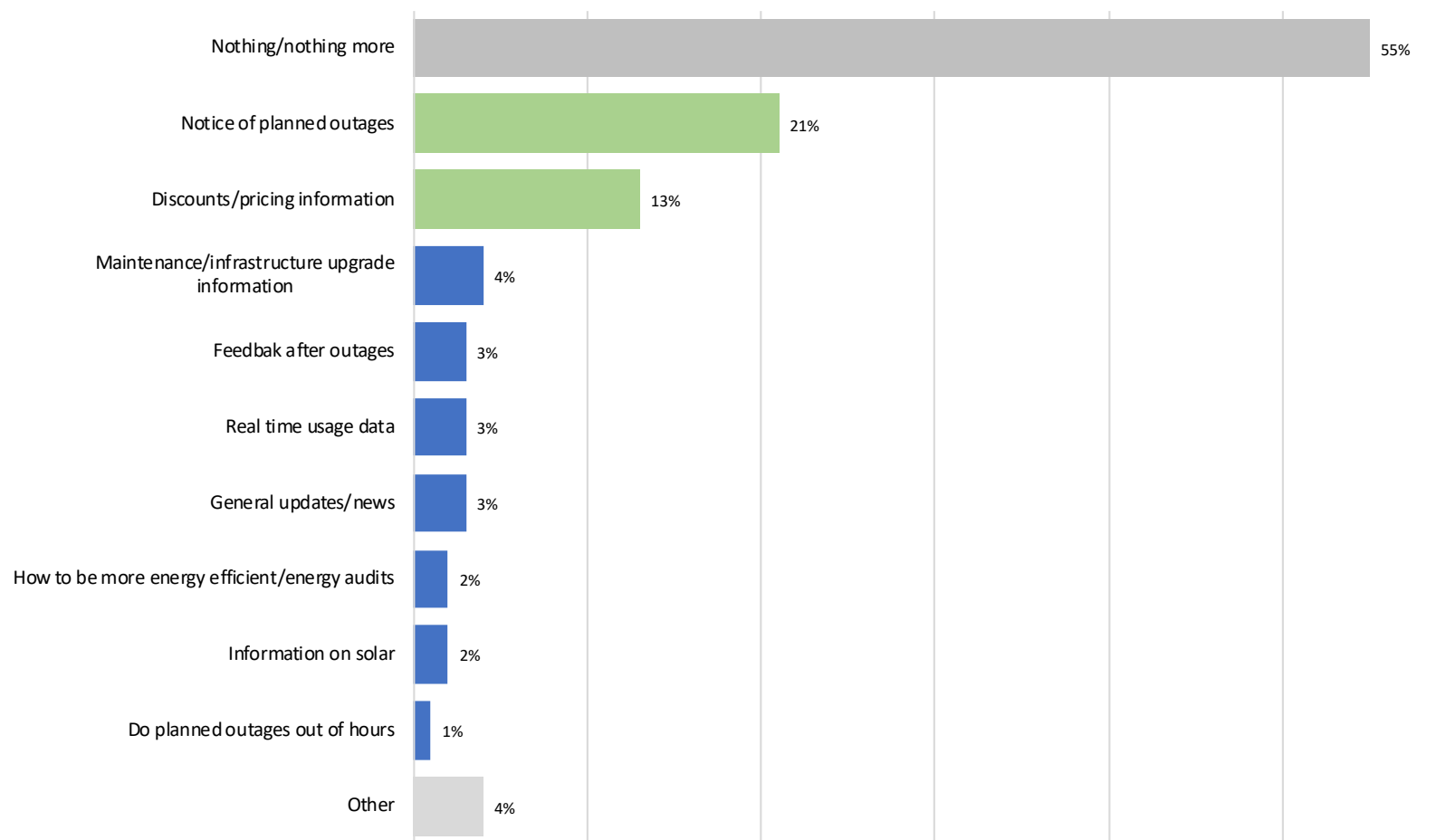
- Email (46%)
- SMS (41%)
- A letter in the mail (11%)
- An alert in a phone app (3%)





## Business information needs from AusNet Services

*What [other] types of information would you like to receive from AusNet Services? (n=200)*










































## Key information needs

*What [other] types of information would you like to receive from AusNet Services? (n=200)*

ANZSIC	Notice of planned outages	Discounts/pricing information
<b>Total sample (n=200)</b>	 <b>21%</b>	 <b>13%</b>
Agriculture, forestry and fishing (n=22)	 23%	 14%
Manufacturing (n=9)	 22%	 33%
Construction (n=46)	 28%	 7%
Wholesale trade (n=8)	 38%	0%
Retail trade (n=15)	 7%	 27%
Accommodation and food services (n=9)	 33%	 22%
Transport, postal and warehousing (n=13)	 23%	 8%
Financial and insurance services (n=14)	 7%	 7%
Rental, hiring and real estate services (n=19)	 16%	 16%
Professional scientific and technical services (n=24)	 13%	 8%
Administrative support services (n=9)	 11%	 11%
Education and training (n=2)	0%	0%
Health care and social assistance (n=8)	 25%	 13%
Arts and recreation services (n=2)	 50%	 50%
Hume (n=31)	 23%	 16%
Latrobe-Gippsland (n=39)	 18%	 5%
Melbourne North-East (n=59)	 19%	 7%
Melbourne Outer-East (n=71)	 23%	 20%





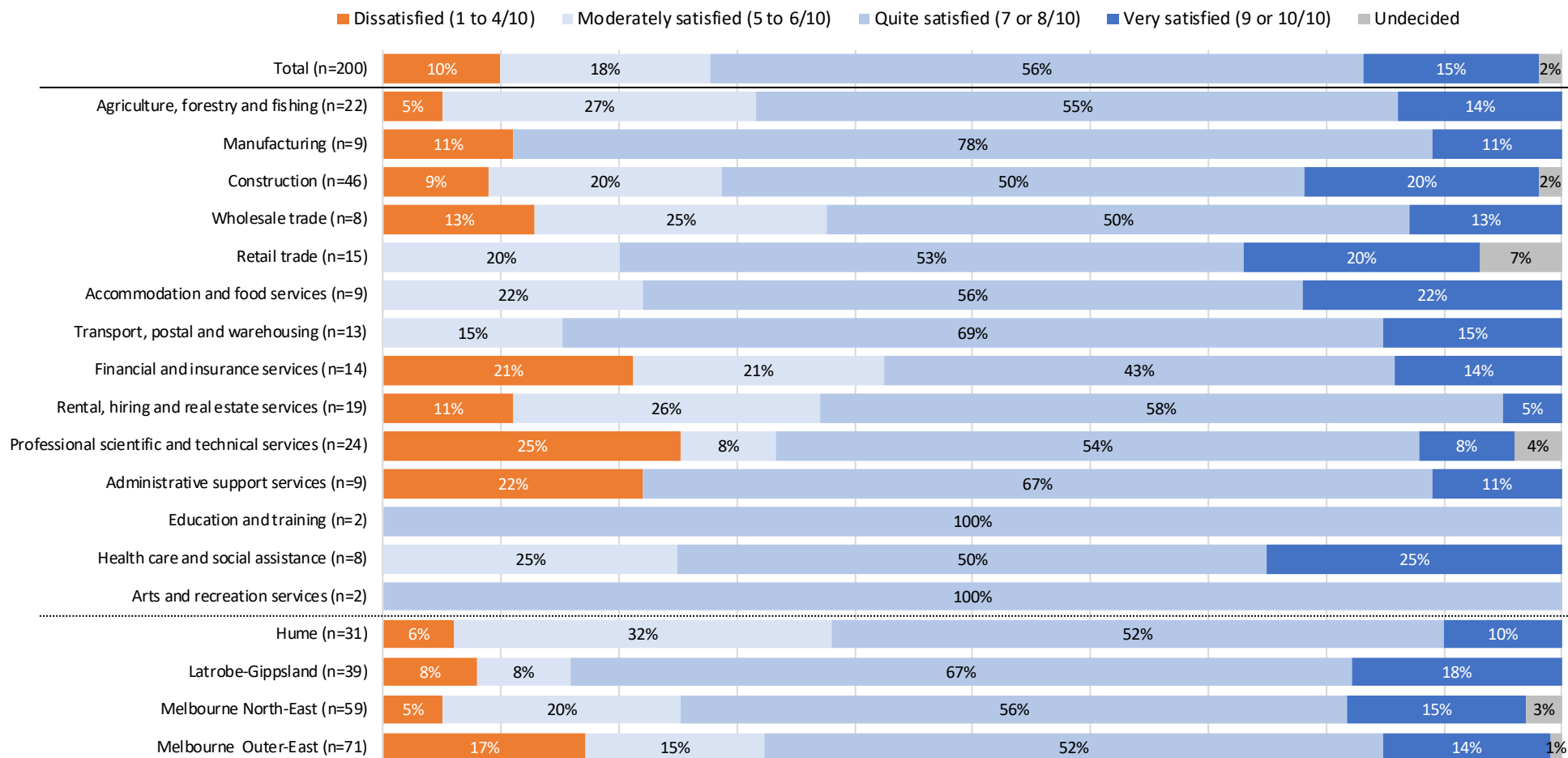
## **Section 8: Overall satisfaction with AusNet Services**





## Overall satisfaction

*If 1 corresponds to "extremely dissatisfied" and 10 corresponds to "extremely satisfied", overall how satisfied are you with AusNet Services as the distributor of electricity in your area?*







## Average satisfaction ratings

*If 1 corresponds to "extremely dissatisfied" and 10 corresponds to "extremely satisfied", overall how satisfied are you with AusNet Services as the distributor of electricity in your area?*

*Provided for comparison with other benchmarks only!*

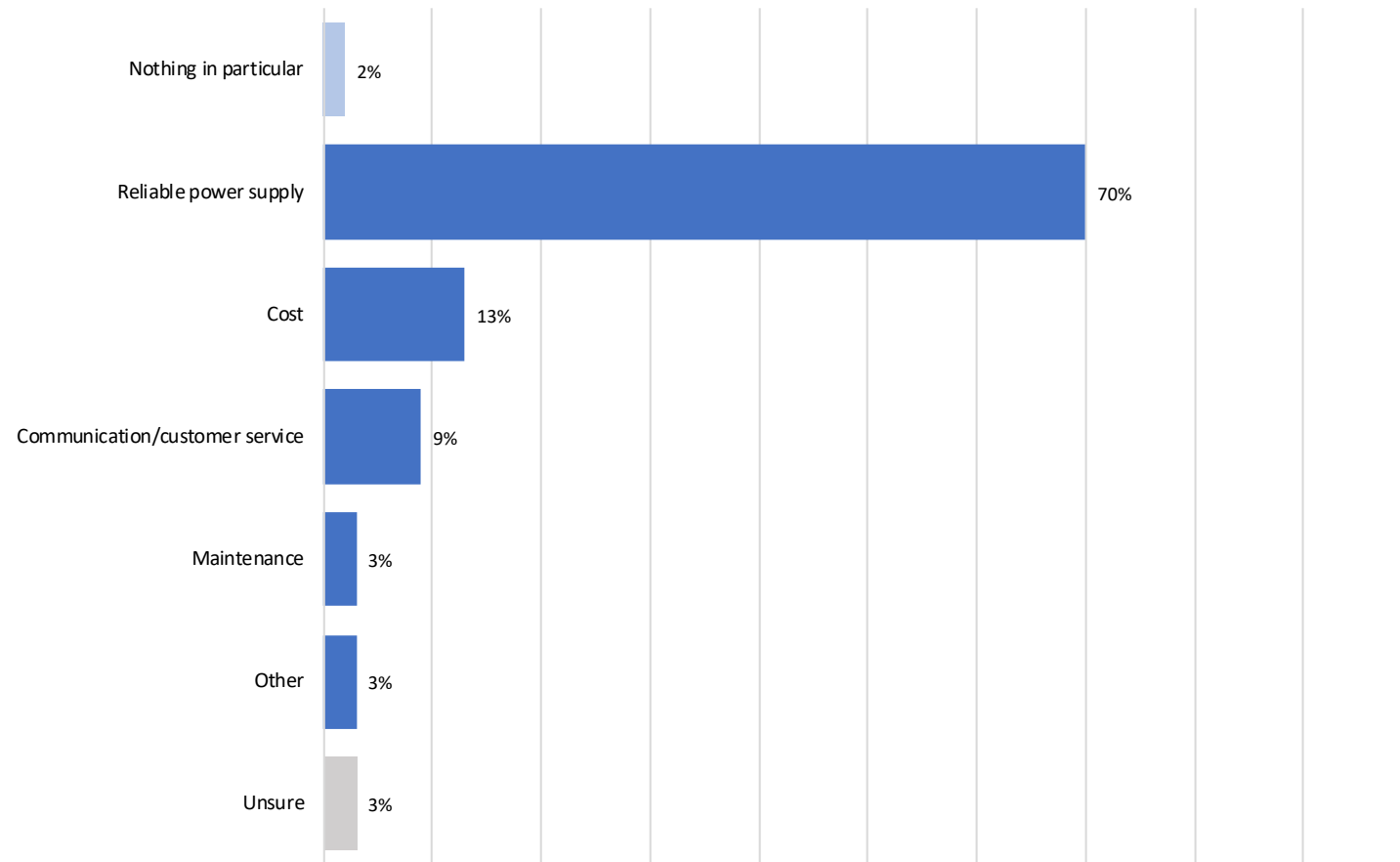
ANZSIC	Average
<b>Total sample (n=200)</b>	<b>6.9</b>
Agriculture, forestry and fishing (n=22)	7.0
Manufacturing (n=9)	7.6
Construction (n=46)	7.0
Wholesale trade (n=8)	6.9
Retail trade (n=15)	7.3
Accommodation and food services (n=9)	7.6
Transport, postal and warehousing (n=13)	7.7
Financial and insurance services (n=14)	6.1
Rental, hiring and real estate services (n=19)	6.6
Professional scientific and technical services (n=2)	6.2
Administrative support services (n=9)	6.2
Education and training (n=2)	8.0
Health care and social assistance (n=8)	7.5
Arts and recreation services (n=2)	8.0
Hume (n=31)	6.7
Latrobe-Gippsland (n=39)	7.4
Melbourne North-East (n=59)	7.1
Melbourne Outer-East (n=71)	6.6





## Key drivers of satisfaction

*What is the most important factor that affects your satisfaction?*







## Key drivers of satisfaction according to satisfaction levels

*What is the most important factor that affects your satisfaction?  
according to overall satisfaction with AusNet Services*

Typical frequency of outages	Dissatisfied (1 to 4/10) (n=20)	Moderately satisfied (5 to 6/10) (n=36)	Quite satisfied (7 or 8/10) (n=112)	Very satisfied (9 or 10/10) (n=29)
Nothing in particular	0%	7%	3%	0%
Reliable power supply	50%	56%	86%	33%
Cost	35%	22%	3%	<b>67%</b>
Communication/customer service	10%	14%	3%	0%
Maintenance	0%	0%	3%	0%
Other	5%	6%	0%	0%
Unsure	0%	3%	0%	0%





## **Appendix: Overview of business characteristics of statistical areas that broadly represent AusNet Services distribution area**

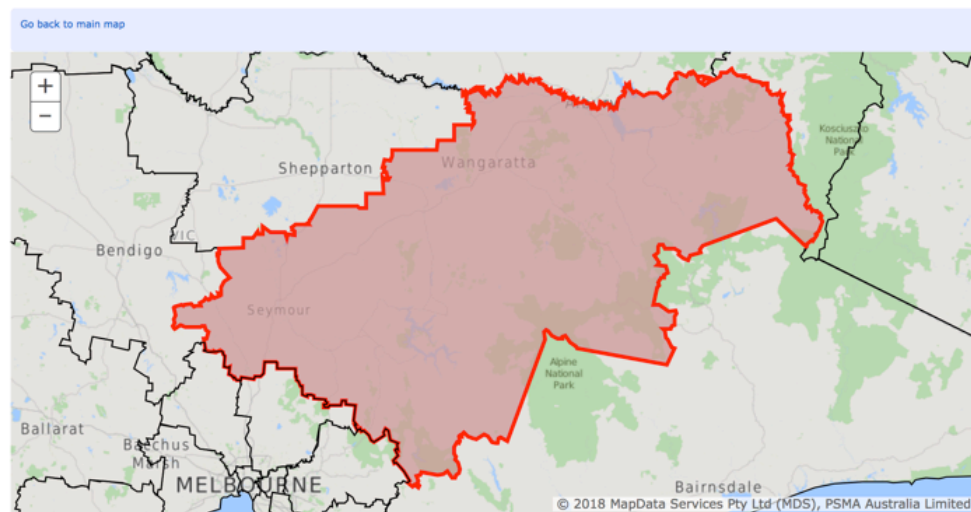




## ABS - Hume Region (ABS SA4)

### Hume (SA4) (204)

	Year	Hume	Australia
<b>Population &amp; People</b>			
Persons (no.)	2017	173,680	24,598,933
Median Age - Persons (years)	2016	43.8	37.2
<b>Economy &amp; Industry</b>			
Total number of businesses (no.)	2017	17,545	2,238,300
Main employing industry: Health care and social assistance (%)	2016	13.3	
<b>Income</b>			
Median equivalised total household income (weekly) (\$)	2016	730	877
Median total income (excl. Government pensions and allowance) (\$)	2015	41,140	46,854
<b>Education &amp; Employment</b>			
Completed Year 12 or equivalent (%)	2016	37.7	51.9
Unemployment rate (%)	2016	5	6.9
<b>Health &amp; Disability</b>			
Persons who have need for assistance with core activities (%)	2016	5.7	5.1
<b>Family &amp; Community</b>			
Average household size (no. of persons)	2016	2.4	2.6
Average monthly household rental payment (\$)	2016	1,029	1,524
Average monthly household mortgage payment (\$)	2016	1,471	1,958
<b>Land &amp; Environment</b>			
Land area (ha)	2016	3,400,553.5	768,812,631.9
Small-scale solar panel system installations 2001-2016 (no.)	2016	16,836	1,640,486



Source:

[http://stat.abs.gov.au/itt/r.jsp?RegionSummary&region=204&dataset=ABS\\_REGIONAL\\_ASGS2016&geoconcept=ASGS\\_2016&measure=MEASURE&datasetASGS=ABS\\_REGIONAL\\_ASGS2016&datasetLGA=ABS\\_REGIONAL\\_LGA2017&regionLGA=LGA\\_2017&regionASGS=ASGS\\_2016](http://stat.abs.gov.au/itt/r.jsp?RegionSummary&region=204&dataset=ABS_REGIONAL_ASGS2016&geoconcept=ASGS_2016&measure=MEASURE&datasetASGS=ABS_REGIONAL_ASGS2016&datasetLGA=ABS_REGIONAL_LGA2017&regionLGA=LGA_2017&regionASGS=ASGS_2016) (viewed 10 August 2018)

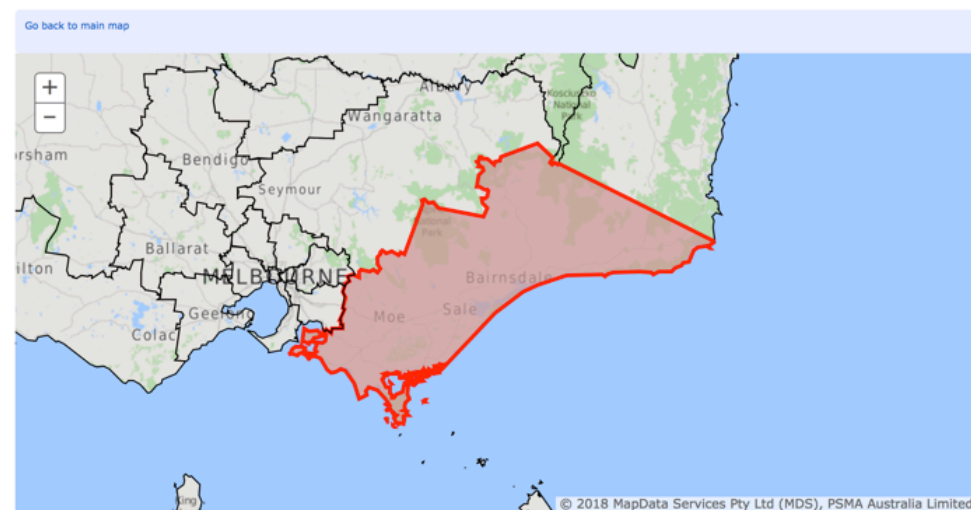




## Latrobe-Gippsland (ABS SA4)

### Latrobe - Gippsland (SA4) (205)

	Year	Latrobe - Gippsland	Australia
<b>Population &amp; People</b>			
Persons (no.)	2017	278,188	24,598,933
Median Age - Persons (years)	2016	44.3	37.2
<b>Economy &amp; Industry</b>			
Total number of businesses (no.)	2017	24,605	2,238,300
Main employing industry: Health care and social assistance (%)	2016	13.3	
<b>Income</b>			
Median equivalised total household income (weekly) (\$)	2016	682	877
Median total income (excl. Government pensions and allowance) (\$)	2015	40,298	46,854
<b>Education &amp; Employment</b>			
Completed Year 12 or equivalent (%)	2016	35.3	51.9
Unemployment rate (%)	2016	6.9	6.9
<b>Health &amp; Disability</b>			
Persons who have need for assistance with core activities (%)	2016	6.3	5.1
<b>Family &amp; Community</b>			
Average household size (no. of persons)	2016	2.3	2.6
Average monthly household rental payment (\$)	2016	958	1,524
Average monthly household mortgage payment (\$)	2016	1,433	1,958
<b>Land &amp; Environment</b>			
Land area (ha)	2016	4,155,375.2	768,812,631.9
Small-scale solar panel system installations 2001-2016 (no.)	2016	24,763	1,640,486



Source:

[http://stat.abs.gov.au/itt/r.jsp?RegionSummary&region=205&dataset=ABS\\_REGIONAL\\_ASGS2016&geoconcept=ASGS\\_2016&measure=MEASURE&datasetASGS=ABS\\_REGIONAL\\_ASGS2016&datasetLGA=ABS\\_REGIONAL\\_LGA2017&regionLGA=LGA\\_2017&regionASGS=ASGS\\_2016](http://stat.abs.gov.au/itt/r.jsp?RegionSummary&region=205&dataset=ABS_REGIONAL_ASGS2016&geoconcept=ASGS_2016&measure=MEASURE&datasetASGS=ABS_REGIONAL_ASGS2016&datasetLGA=ABS_REGIONAL_LGA2017&regionLGA=LGA_2017&regionASGS=ASGS_2016) (viewed 10 August 2018)





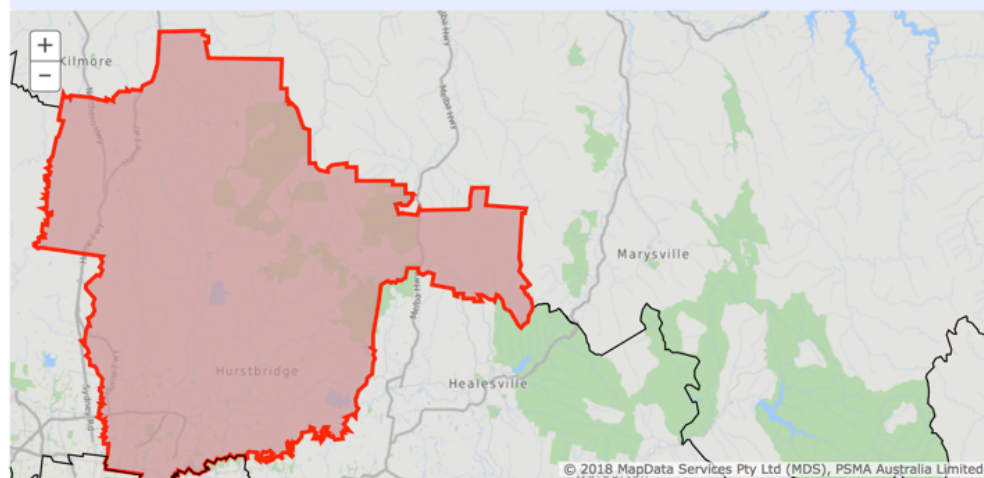
## Melbourne – North-East (ABS SA4)

### Melbourne - North East (SA4) (209)

Victoria > Greater Melbourne

	Year	Melbourne - North East	Australia
<b>Population &amp; People</b>			
Persons (no.)	2017	534,201	24,598,933
Median Age - Persons (years)	2016	35.9	37.2
<b>Economy &amp; Industry</b>			
Total number of businesses (no.)	2017	39,651	2,238,300
Main employing industry: Health care and social assistance (%)	2016	13.3	
<b>Income</b>			
Median equivalised total household income (weekly) (\$)	2016	888	877
Median total income (excl. Government pensions and allowance) (\$)	2015	46,982	46,854
<b>Education &amp; Employment</b>			
Completed Year 12 or equivalent (%)	2016	56.9	51.9
Unemployment rate (%)	2016	6.5	6.9
<b>Health &amp; Disability</b>			
Persons who have need for assistance with core activities (%)	2016	5.3	5.1
<b>Family &amp; Community</b>			
Average household size (no. of persons)	2016	2.8	2.6
Average monthly household rental payment (\$)	2016	1,444	1,524
Average monthly household mortgage payment (\$)	2016	1,959	1,958
<b>Land &amp; Environment</b>			
Land area (ha)	2016	185,126.5	768,812,631.9
Small-scale solar panel system installations 2001-2016 (no.)	2016	21,656	1,640,486

[Go back to main map](#)



Source:

[http://stat.abs.gov.au/itt/r.jsp?RegionSummary&region=209&dataset=ABS\\_REGIONAL\\_ASGS2016&geoconcept=ASGS\\_2016&measure=MEASURE&datasetASGS=ABS\\_REGIONAL\\_ASGS2016&datasetLGA=ABS\\_REGIONAL\\_LGA2017&regionLGA=LGA\\_2017&regionASGS=ASGS\\_2016](http://stat.abs.gov.au/itt/r.jsp?RegionSummary&region=209&dataset=ABS_REGIONAL_ASGS2016&geoconcept=ASGS_2016&measure=MEASURE&datasetASGS=ABS_REGIONAL_ASGS2016&datasetLGA=ABS_REGIONAL_LGA2017&regionLGA=LGA_2017&regionASGS=ASGS_2016) (viewed 10 August 2018)

















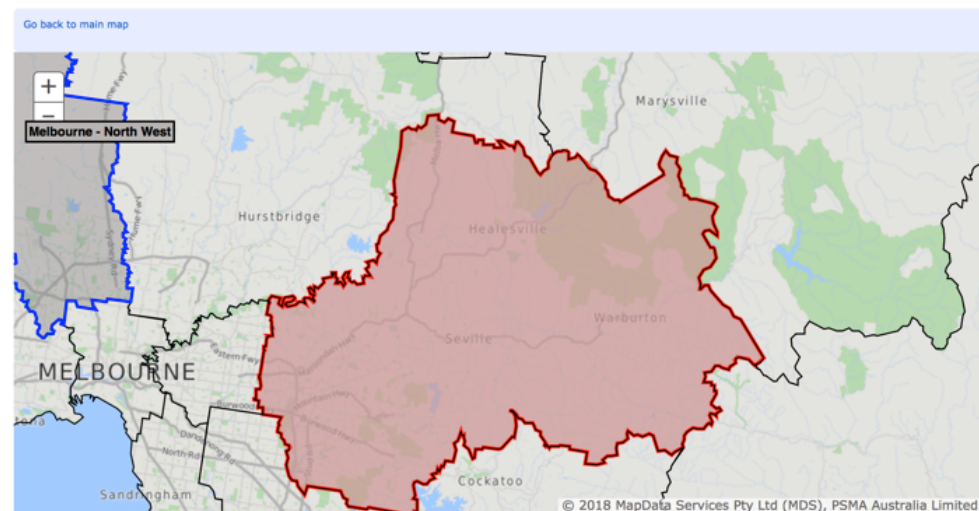


## Melbourne – Outer-East (ABS SA4)

### Melbourne - Outer East (SA4) (211)

Victoria > Greater Melbourne

	Year	Melbourne - Outer East	Australia
<b>Population &amp; People</b>			
 Persons (no.)	2017	526,496	24,598,933
 Median Age - Persons (years)	2016	39	37.2
<b>Economy &amp; Industry</b>			
 Total number of businesses (no.)	2017	44,488	2,238,300
 Main employing industry: Health care and social assistance (%)	2016	12.4	
<b>Income</b>			
 Median equivalised total household income (weekly) (\$)	2016	915	877
 Median total income (excl. Government pensions and allowance) (\$)	2015	46,139	46,854
<b>Education &amp; Employment</b>			
 Completed Year 12 or equivalent (%)	2016	54.1	51.9
 Unemployment rate (%)	2016	5.2	6.9
<b>Health &amp; Disability</b>			
 Persons who have need for assistance with core activities (%)	2016	4.7	5.1
<b>Family &amp; Community</b>			
 Average household size (no. of persons)	2016	2.7	2.6
 Average monthly household rental payment (\$)	2016	1,469	1,524
 Average monthly household mortgage payment (\$)	2016	1,889	1,958
<b>Land &amp; Environment</b>			
 Land area (ha)	2016	187,855.8	768,812,631.9
 Small-scale solar panel system installations 2001-2016 (no.)	2016	25,102	1,640,486



[http://stat.abs.gov.au/itt/r.jsp?RegionSummary&region=211&dataset=ABS\\_REGIONAL\\_ASGS2016&geoconcept=ASGS\\_2016&datasetASGS=ABS\\_REGIONAL\\_ASGS2016&datasetLGA=ABS\\_REGIONAL\\_LGA2017&regionLGA=LGA\\_2017&regionASGS=ASGS\\_2016](http://stat.abs.gov.au/itt/r.jsp?RegionSummary&region=211&dataset=ABS_REGIONAL_ASGS2016&geoconcept=ASGS_2016&datasetASGS=ABS_REGIONAL_ASGS2016&datasetLGA=ABS_REGIONAL_LGA2017&regionLGA=LGA_2017&regionASGS=ASGS_2016) (viewed 10 August 2018)