

# Media Release

*July 7, 2017*

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## **Energy consumers want benefits of competition**

Energy Consumers Australia today published the results of its third national survey of the attitudes and activity of household and small business energy consumers.

Energy Consumers Australia CEO Rosemary Sinclair said the survey of 2,300 consumers, undertaken between 30 March and 6 April 2017, was consistent with the results of the previous surveys.

“Energy consumers are generally more satisfied in the parts of Australia where the market is open to competition and retail prices have been deregulated. Ms Sinclair said.

But Ms Sinclair said there was evidence that while consumers see competition as a good thing, they are not convinced they are getting the benefits they should be getting.

“Households and small businesses across Australia rank electricity behind banking, mobile phone and internet services on value for money.

“The survey indicates that energy consumers are not confident that the market as it is now is working for them, or that it will deliver better value for money in the future.

“The Finkel Blueprint needs to be implemented in a speedy and independent way to rebuild community confidence in the electricity market.

“The Energy Consumer Sentiment Survey results also underscore the importance of the ACCC Inquiry into electricity supply and pricing, and an in-depth review of the structure and performance of the market.”

Ms Sinclair said with some consumers facing double-digit price increases, the results pointed to an urgent need for retailers to provide consumers with the information, tools and support they need to manage their energy consumption and costs.

“The survey indicates that retailers are beginning to better support their customers and it is critical that they build on this to help them avoid a price shock in the months ahead.”

The [full research findings are available here](#) and Rosemary Sinclair is available for interview.

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