



## **QUEENSLAND ELECTRICITY USERS NETWORK**

"Advocating for affordable and reliable electricity in Queensland"

**Submission  
to  
Queensland Competition Authority  
On**

***Draft 2018-19 Regulated Retail Electricity Prices for regional Queensland***

**11 April 2018**

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**DISCLAIMER**

"This project was funded by Energy Consumers Australia Limited ([www.energyconsumersaustralia.com.au](http://www.energyconsumersaustralia.com.au)) as part of its grants process for consumer advocacy projects and research projects for the benefit of consumers of electricity and natural gas.

The views expressed in this document do not necessarily reflect the views of the Energy Consumers Australia."

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### 1.0 Introduction

Regional Queensland is paying over 20% more for household electricity bills than Southeast Queensland and businesses over 30% more.

This situation is further inflamed by the knowledge that the cheapest residential retail offer in Southeast Queensland is a Joint Venture between retailer Alinta Energy and the 100% Queensland Government owned generator CS Energy. The Joint Venture entered the Southeast Queensland retail market in August 2017 and has amassed over 100,000 customers in 6 months assisted by Queensland Government media releases (see Appendix 1).

This means the Queensland Government, through its wholly owned generator CS Energy, has entered into a Joint Venture that ensures regional Queensland residential customers pay over 20% more for electricity than Southeast Queensland customers.

Regional Queensland customers are captive to the 100% Queensland Government owned Ergon Energy Retail which has a near monopoly on around 700,000 customers.

Ergon Energy Retail is only allowed to charge the regulated retail electricity prices.

The Queensland Government under the Australian Constitution is responsible for setting regulated retail electricity prices.

Since 2007 the Queensland Government has provided an annual Delegation to the Queensland Competition Authority (QCA) to determine regulated retail electricity prices.

Twice since 2007 the Queensland Government has brought price relief to struggling electricity customers by providing a *specific direction* to the Queensland Competition Authority.

In 2012/13 the Queensland Government froze the main residential tariff (Tariff 11).

In 2017/18 the Queensland Government removed the cost of the Solar Bonus Scheme (SBS) from all electricity bills until June 2020 transferring the cost of the SBS to the Queensland Budget. The SBS is a Queensland Government tax/jurisdictional levy imposed on all residential and business electricity bills to recover the cost of the Queensland Government's Solar Bonus Scheme. The Queensland Productivity Commission (QPC) estimated the total cost of the SBS from its commencement in 2008 to its close in 2028 at \$4.1 Billion, with \$2.8 Billion to be recovered between 2016-17 and 2027-28. The speed and manner in which the cost of the Solar Bonus Scheme is recovered is at the sole discretion of the Queensland Government. The removal of the SBS reduced electricity bills by around 4% in 2017-18. In 2015-16 the Queensland Competition Authority estimated the SBS added \$89 to a typical residential bill, this would equate to 6.1% of a typical residential electricity bill. Of great concern, is the Queensland Competition Authority also estimated the SBS pushed the cost of a typical small business electricity bill up by around 9%.

Since the government's first *specific direction* in 2012-13 aimed at reducing electricity bill stress, residential bills have risen by more than 28% with many businesses experiencing far greater rises.

This has created an electricity crisis in regional Queensland that is intensifying daily including a spread into the homes of middle Australia ie energy poverty is no longer confined to the traditional socio-economically disadvantaged households.

The Queensland Government due to its reliance on the *cash cow called electricity assets* is ignoring the deepening and spreading electricity crisis in regional Queensland.

The 2017-18 Queensland Budget estimates it will receive over \$3 billion from the ownership of Queensland electricity assets in 2017-18.

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The Queensland Government owns:

- 65% of Queensland's generation capacity; generation represents about 25% of a power bill
- 100% of Queensland's transmission network; transmission represents about 8% of a power bill
- 100% of Queensland's distribution network; distribution represents about 42% of a power bill
- 100% of regional Queensland's near monopoly retailer; retail represents about 25% of a power bill

The Queensland Government is in:

- A Joint Venture through its 100% owned generator CS Energy with private retailer Alinta Energy; the Joint Venture is the cheapest retail offer available from 20 retailers operating in Southeast Queensland

As the Queensland Government owns most of the electricity assets in Queensland, the Queensland Government does have the power to immediately reduce electricity bills in regional Queensland.

The Queensland Government has also failed to implement its own Uniform Tariff Policy which is meant to ensure that residential and business customers pay the same price for electricity regardless of their geographic location in Queensland.

The Queensland Government can immediately stop the electricity crisis in regional Queensland.

The first step is for the Queensland Government to completely reject the *Draft* 2018-19 regulated retail electricity prices set under its Delegation to the Queensland Competition Authority. Instead the Queensland Government needs to immediately undertake a genuine consultation process with advocates for business and residential customers to determine an *affordable* electricity price for each class of customer in regional Queensland.

'Affordable' electricity means substantially lower electricity bills. It is not unreasonable to expect that electricity bills can fall by at least 20% for business and 10% for households compared to the 4.3% and 2.3% potential decreases announced in QCA's *Draft* 2018-19 regulated retail prices.

The Queensland Government's Affordable Energy Plan aims to keep electricity price rises below inflation on average over the next 2 years. This allows the Queensland Government to increase electricity prices by nearly 2% per year and still fulfil the government's policy. It must be noted that the CPI only applies to eight capital cities therefore this measure of inflation does not apply to regional Queensland.

In its Delegation to the Queensland Competition Authority, the Queensland Government completely failed to mention the word 'affordable'. Instead the Delegation specifies that QCA must use the Network + Retail methodology to estimate retail electricity prices. This is a somewhat pointless exercise as the Queensland Government controls the Network and Retail components of a retail electricity price through its ownership of electricity assets, leaving the QCA and its consultant to second guess the generation costs which are also largely controlled by the Queensland Government.

Due to the Queensland Government's inability to acknowledge the breadth and depth of the electricity crisis in regional Queensland we have included 130 power bill stories from regional Queensland business and residential customers to demonstrate the widespread power bill pain being experienced in regional Queensland (see Appendix 2).

*Affordable* electricity bills will reduce the cost of living, improve the viability and profitability of all business sectors, stimulate the economy and provide jobs growth in regional and Southeast Queensland.

The Queensland Government should not charge any more than is necessary to provide the essential service of electricity to residential and business customers in regional and Southeast Queensland.

Queensland can, and should have, the cheapest electricity prices in Australia.

The power to reduce electricity prices rests solely with the Queensland Government.

## **2.0 Recommendations**

To ensure residential and business customers in regional Queensland can **afford** their electricity bills, the Queensland Electricity Users Network recommends that the Queensland Government completely rejects the QCA's *Draft* 2018-19 regulated retail electricity prices determined under the Queensland Government's Delegation and instead implements the following recommendations:

- The Uniform Tariff Policy must be enforced. This will require an independent review conducted by an entity other than the Queensland Competition Authority to ensure that residential and small business customers pay the same price for electricity regardless of their geographic location in Queensland.
- The Queensland Government immediately removes the 5% 'head room' or 'standing offer adjustment' charge from all residential and small business tariffs offered by Ergon Energy Retail in regional Queensland.
- The Queensland Government reduces Ergon Energy Network charges by reforming network tariffs, in particular immediately increasing the small business customer threshold from 100 MWh per year to 160 MWh per year and introducing a food, fibre and manufacturing tariff in 2018-19.
- The Solar Bonus Scheme is a state tax that must be removed from all electricity accounts permanently.
- The Queensland Government reduces wholesale prices in Queensland by charging no more than necessary to efficiently operate its 100% Queensland Government owned generators.
- The Queensland Government instructs Ergon Energy to work with consumer advocates on the development of a trial battery tariff for customers with and without solar systems.
- The Queensland Government modifies EasyPay Rewards to share the benefits Ergon Energy Retail receives from customers agreeing to SmoothPay, Direct Debit and e-Bill and for the benefits to appear as a three credits on each power bill rather than being paid annually.
- The Queensland Government implements the removal of the Non-Reversion Policy as soon as possible and extends its removal to include all customers consuming up to 160 MWh per year.

### **3.0 Ensure the Uniform Tariff Policy is enforced**

Stress caused by exorbitant electricity bills is common place in Queensland.

However, in regional Queensland where households are being charged over 20% more than Southeast Queensland and businesses over 30% more, the stress is growing daily.

The Uniform Tariff Policy (UTP) according to the Queensland Government's Delegation to the QCA states:

*"Uniform Tariff Policy – QCA must consider the Government's Uniform Tariff Policy, which provides that, wherever possible, Standard Contract Customers of the same class should pay no more for their electricity, regardless of their geographic location."*

The Queensland Productivity Commission in its Electricity Pricing Inquiry Report to the Queensland Government stated that without the UTP, prices for residential customers in regional Queensland would be between 30% and 140% higher than Southeast Queensland. At present with a Uniform Tariff Policy *supposedly* in place, residential customers in regional Queensland are paying up to 20% more than Southeast Queensland.

Clearly, the Queensland Government has failed to enforce its own Uniform Tariff Policy.

The Queensland Productivity Commission articulated their concerns about the Uniform Tariff Policy in their Electricity Pricing Inquiry Report delivered to the Queensland Government on 31<sup>st</sup> May 2016:

*"Recommendation 29*

*The Queensland Government should make the UTP arrangements transparent by:*

*Reporting on how the UTP is defined and calculated; and*

*Annual disclosure of the distribution of the Community Service Obligation (CSO) by customer category, region and industry sector and subsector (where possible)."*

The Energy Made Easy website is an electricity price comparison website maintained by the Australian Energy Regulator with the support of the Council of Australian Governments (COAG). The Queensland Government is a member of COAG Energy Council and openly promotes Energy Made Easy on the website of the Queensland Department of Natural Resources, Mines and Energy.

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### Comparison of residential tariffs

According to the Energy Made Easy (EME) website a 4 person household in Brisbane in November 2017 had an annual consumption of 6,970 kWh.

EME listed 73 *single rate tariff* offers from 19 retailers with offers with *no* discounts ranging from \$1,962 to \$3,004 for a 4 person home in Brisbane consuming 6,970 kWh per year. The cheapest *single rate tariff* offer *with* discounts was \$1,893 from the Queensland Government's own Joint Venture with Alinta Energy (see Table 1 and Appendix 3).

In comparison, there were supposedly 7 *single rate tariff* offers in regional Queensland from 4 retailers with offers with *no* discounts ranging from \$2,321 to \$2,393 for a 4 person home in Cairns consuming 6,970 kWh per year. The cheapest *single rate tariff* offer *with* discounts was \$2,321 from QEnergy. The cheapest *single rate tariff* offer from Ergon Energy Retail was \$2,335 per year (see Table 1 and Appendix 3).

**This means that in November 2017 a 4 person household in regional Queensland on a *single rate tariff* – Ergon Energy Retail's Tariff 11 - with the same annual consumption as a Brisbane household of 6,970 kWh paid between 19% and 23% more per annum for electricity.**

In April 2018 EME listed 72 *single rate tariff* offers from 20 retailers with offers with *no* discounts ranging from \$1,885 to \$3,110 for a 4 person home in Brisbane consuming 6,970 kWh per year. The cheapest *single rate tariff* offer *with* discounts was \$1,833 from the Queensland Government's own Joint Venture with Alinta Energy (see Table 1 and Appendix 3).

In comparison, there were supposedly 7 *single rate tariff* offers in regional Queensland from 4 retailers with offers with *no* discounts ranging from \$2,194 to \$2,393 for a 4 person home in Cairns consuming 6,970 kWh per year. The cheapest *single rate tariff* offer *with* discounts was \$2,194 from QEnergy. The cheapest *single rate tariff* offer from Ergon Energy Retail was \$2,335 per year (see Table 1 and Appendix 3).

**This means that in April 2018 a 4 person household in regional Queensland on a *single rate tariff* – Ergon Energy Retail's Tariff 11 - with the same annual consumption as a Brisbane household of 6,970 kWh will pay between 24% and 27% more per annum for electricity.**

Consumption statistics for Ergon Energy Retail show that energy consumption in regional Queensland is much higher due to the tropical climate of northern and coastal Queensland and the dry heat extremes of western Queensland.

If a 4 person household in regional Queensland had an annual consumption of 7,897 kWh to maintain a comfortable and healthy living environment, the cheapest single rate tariff offer with *no* discounts in April 2018 would be \$2,432 from QEnergy. This would make the annual electricity cost for a 4 person household in regional Queensland \$547 or 29% more expensive than a 4 person household in Southeast Queensland (see Table 1).

The difference between regional Queensland and Southeast Queensland is actually higher as the QEnergy offers listed on the Energy Made Easy website, like the Momentum Energy and Sanctuary Energy offers, do not appear to exist for *new* residential customers in regional Queensland.



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**Table 1: Comparison of residential retail offers between regional Queensland and Southeast Queensland**

4 Person household	20-Nov-17					2-Apr-18				
	No. Retailers	No. Offers	Cheapest Offer NO Discounts (QEnergy)	Highest Offer NO Discounts (Click Energy)	Cheapest WITH Discounts (Alinta Energy)	No. Retailers	No. Offers	Cheapest Offer NO Discounts (QEnergy)	Highest Offer NO Discounts (QEnergy)	Cheapest WITH Discounts (Alinta Energy)
Southeast QLD Coorparoo 4151 (6,970 kWh/year)	19	73	\$1,962	\$3,004	\$1,893	20	72	\$1,885	\$3,110	\$1,833
Regional QLD Cairns 4870 (6,970 kWh/year)	4	7	\$2,321	\$2,393	\$2,321	4	7	\$2,194	\$2,393	\$2,194
Regional QLD Cairns 4870 (7,897 kWh/year)	4	7	\$2,577	\$2,656	\$2,577	4	7	\$2,432	\$2,657	\$2,432

Source: Compiled using the Energy Made Easy website on 20 November 2017 & 2 April 2018

### Time of Use tariffs and smart meters

The exorbitant price differential between regional and Southeast Queensland was further exacerbated by the promotion by stealth of Time of Use tariffs by the Energy Made Easy website.

Energy Made Easy asks users to select either a 'single rate' or 'Time of Use' tariff.

According to Energy Made Easy the definition of a single rate tariff is:

*"A 'single rate tariff' is when you pay the same rate for electricity, regardless of when you use it."*

According to Energy Made Easy the definition of a Time of Use tariff is:

*"Time of use (TOU) tariffs have different prices depending on when you use electricity. They have a 'peak' (higher cost) period and 'off peak' (lower cost) period. Some also have 'shoulder' periods where the cost is in-between. Your bill will show what you used in each period."*

Despite selecting 'single rate' as the type of tariff for comparison, Energy Made Easy displayed a 'Time of Use' tariff – Tariff 14 - in its list of electricity offers. Tariff 14 is a residential seasonal 'Time of Use' tariff only offered by the 100% Queensland Government owned Ergon Energy Retail.

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**Tariff 14**

This is a residential seasonal time-of-use monthly demand primary tariff.

*Daily demand* is the average of the 13 half-hourly demand recordings for each day from 3:00pm to 9:30pm for the *Peak* period (Summer) and the *Off-peak* period (all other times).

*Peak chargeable demand* is the average of the four highest peak daily demands in the month.

*Off-peak chargeable demand* is the greater of the average of the four highest off-peak daily demands in the month, or 3kW.

Chargeable demand:	
<i>Peak</i>	<b>\$65.818 per kW</b>
<i>Off-peak</i>	<b>\$9.931 per kW</b>
Usage:	<b>17.430 c/kWh</b>
Daily supply charge:	<b>45.749 c</b>

The same situation occurred when selecting a 'single rate' tariff for business. Energy Made Easy displayed a 'Time of Use' tariff – Tariff 24 - in its list of electricity offers. Tariff 24 is a small business seasonal 'Time of Use' tariff only offered by the 100% Queensland Government owned Ergon Energy Retail.

**Tariff 24**

This is a small business seasonal time-of-use monthly demand primary tariff.

*Daily demand* is the average of the 20 half-hourly demand recordings for each weekday from 10:00am to 8:00pm for the *Peak* period (Summer) and the *Off-peak* period (all other times).

*Peak chargeable demand* is the average of the four highest peak daily demands in the month.

*Off-peak chargeable demand* is the greater of the average of the four highest off-peak daily demands in the month, or 3kW.

Chargeable demand:	
<i>Peak</i>	<b>\$101.553 per kW</b>
<i>Off-peak</i>	<b>\$10.721 per kW</b>
Usage:	<b>18.871 c/kWh</b>
Daily supply charge:	<b>63.289 c</b>

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Energy Made Easy also offered Tariff 66 as a small business option. Tariff 66 is a transitional irrigation business tariff which will be phased out on 30<sup>th</sup> June 2020 and you must be an irrigation business to access Tariff 66.

**Tariff 66**

This is a transitional irrigation business fixed annual dual-rate demand primary tariff.

The annual fixed charge is determined by the connected motor capacity used for irrigation pumping.

Any customer taking supply under this tariff who requests a temporary disconnection will not be reconnected unless an amount equivalent to the fixed charge that would have otherwise applied corresponding to the period of disconnection, has been paid.

Scheduled phase-out date: 1 July 2020

Fixed charge (annual):

First 7.5 kW **\$37.503 per kW**

Remaining kW **\$112.759 per kW**

Usage: **19.338 c/kWh**

Daily supply charge: **171.915 c**

To be on a 'Time of Use' tariff requires a customer to have a smart or interval meter to measure usage at different times of the day. A 'single rate' tariff is available from any meter.

In the QCA's Draft 2018-19 prices, the cost of a smart meter or interval meter (also called an advanced digital meter) is proposed to be 27.59 cents per day (excluding GST) if communications are enabled or 43.612 cents per day (excluding GST) if manually read.

The QCA's Draft 2018-19 charges are 9.481 cents per day (excluding GST) for an accumulation meter for the primary residential tariff ie Tariff 11 and an additional 2.844 cents per day (excluding GST) for each accumulation meter for the controlled load/off peak residential tariffs of Tariff 31 and Tariff 33.

The daily charges for an accumulation meter ie not a smart or interval meter, are less than a third of the cost of a smart or interval meter. This is an additional cost that customers need to be aware of if comparing a 'Time of Use' tariff and 'single rate' tariff. Again this is not mentioned on the Energy Made Easy website.

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### Comparison of business tariffs

According to the Queensland Competition Authority the typical small business customer in regional Queensland on the main small business tariff - Ergon Energy Retail's Tariff 20 - will have an annual consumption of 6,835 kWh.

In November 2017, the cheapest offer with *no* discounts for a small business in Coorparoo, Brisbane with an annual consumption of 6,853 kWh was \$1,940 per year.

A small business in Cairns on Ergon Energy's main small business tariff (Tariff 20) set by the Queensland Government will pay \$2,573 per year for the same consumption (see Table 2).

**This means in November 2017 a regional Queensland small business on Ergon Energy Retail's Tariff 20 would pay \$633 or 33% more for electricity using the same annual consumption.**

In April 2018 the cheapest offer with *no* discounts for a small business in Coorparoo, Brisbane with an annual consumption of 6,853 kWh was \$1,869 per year.

A small business in Cairns on Ergon Energy's main small business tariff (Tariff 20) set by the Queensland Government will pay \$2,573 per year for the same consumption.

**This means in April 2018 a regional Queensland small business on Ergon Energy Retail's Tariff 20 would pay \$704 or 38% more for electricity using the same annual consumption.**

We question whether the other retail offers listed on the Energy Made Easy website ie QEnergy and Momentum Energy, are available to *new* small business customers in regional Queensland.

Clearly, the Uniform Tariff Policy has failed to deliver similar electricity prices since regional Queensland is paying between 17% and 38% more for electricity.

**Table 2: Comparison of small business retail offers in regional Queensland and Southeast Queensland**

SMALL BUSINESS	20-Nov-17					3-Apr-18				
	No. Retailers	No. Offers	Cheapest Offer No Discounts	Highest Offer No Discounts	Cheapest WITH Discounts	No. Retailers	No. Offers	Cheapest Offer No Discounts	Highest Offer No Discounts	Cheapest WITH Discounts
Southeast QLD Coorparoo 4151 6,853 kWh/year	17	57	\$1,940 (QEnergy)	\$3,322 (AGL)	\$1,940 (QEnergy)	18	67	\$1,869 (Next Business)	\$3,322 (AGL)	\$1,869 (Next Business)
Regional QLD Cairns 4870 6,853 kWh/year	3	9	\$2,552 (QEnergy)	\$3,827 (Ergon Energy)	\$2,552 (QEnergy)	3	9	\$2,422 (QEnergy)	\$3,827 (Ergon Energy)	\$2,422 (QEnergy)

Source: Compiled using the Energy Made Easy website on 20 November 2017 & 3 April 2018

## **4.0 Permanently remove the head room charge from all tariffs**

Ergon Energy Retail is the only retailer in regional Queensland to receive the Community Service Obligation (CSO) payment from the Queensland Government.

The CSO is effectively a payment from itself to itself ie from the Queensland Government Budget to the 100% Queensland Government owned Ergon Energy Retail. For example, the 2017 Queensland Budget estimates the CSO payment at \$610 million for 2016-17. Ergon Energy Retail declared a final dividend of \$162 million for 2016-17 to be paid to the Queensland Government in November 2017.

Between 2015-16 and 2020-21, the CSO payment varies from a low of \$462 million (2018-19) to a high of \$610 million (2016-17).

The purpose of the CSO is to ensure that the Uniform Tariff Policy is implemented.

The CSO payment enables Ergon Energy Retail to command a near monopoly position in regional Queensland. Its near monopoly position means that Ergon Energy Retail does not have the customer acquisition or retention costs of retailers operating in the unregulated full retail competition market of Southeast Queensland.

The 5% head room /standing offer adjustment charge is included in all tariffs charged by Ergon Energy Retail. The purported aim of the head room charge is to promote retail competition in regional Queensland. This is nonsensical as retail competition does not exist for residential and small business customers in regional Queensland.

The head room charge is effectively a state tax paid by small business and residential customers in regional Queensland.

In essence the head room charge only adds to the 20% to 30% higher electricity prices already being charged by Ergon Energy Retail to residential and business customers in regional Queensland.

Victoria has had a fully contestable retail electricity market since 2002 and full price de-regulation since 2009. In November 2016, the Andrews Labor Government initiated an independent bipartisan review of the electricity retail market in response to ongoing concerns that Victorian consumers were not benefiting from the introduction of competition.

The Review found that the competitive electricity retail market in Victoria is not delivering outcomes in the best interests of residential and small business consumers. Victorian consumers are experiencing significant increases in average electricity retail prices.

The Review made 11 broad recommendations. One of the recommendations is the introduction of a form of price regulation aimed at delivering 'no frills' affordable electricity through a 'Basic Service Offer'. The Basic Service Offer would include an allowance for a maximum retail profit margin but would *not* include customer acquisition and retention costs or 'head room'.

The principle of the Basic Service Offer needs to be adopted by Ergon Energy Retail and hence the head room or standing offer adjustment charge needs to be removed permanently from all regulated retail electricity tariffs charged by Ergon Energy Retail in regional Queensland.

## **5.0 The benefits of dropping the revenue of Ergon Energy Network**

Small business is the engine room of the economy employing about half the workforce in Queensland.

Nearly all businesses require electricity to operate.

According to a recent regional Queensland business survey about 50% of businesses are experiencing moderate to severe power bill stress. This is common across most industry sectors including sectors such as agriculture, tourism, mining, manufacturing and retail. These are the industries that underpin the economies of regional Queensland.

**Survey report available at:** <http://www.qeun.com.au/index.html#business>

An overwhelming 70% of businesses have suffered a loss in profitability due to rising electricity costs.

About 15% of businesses have reduced staff numbers or staff hours to accommodate rising electricity costs.

Some 25% have increased the debt carried by their business. This will mean a lesser ability for businesses to pay staff higher wages. A rise in interest rates will impact on the ability of many businesses to retain their staff or employ additional staff due to the increased debt levels.

To accommodate power bills about two thirds of businesses have tried to reduce consumption by modifying behaviour, 42% have installed more efficient equipment and 15% have invested in alternative energy generation.

Despite 85% of businesses stating their consumption has stayed the same or fallen, a massive 92% said their power bills had risen.

Electricity should always be used efficiently.

The efficient use of affordable electricity is an economic stimulus producing jobs for regional Queensland especially in the trade exposed industries of agriculture, mining and tourism. These regional industries provide valuable outside earnings/export earnings for the Queensland economy.

The current strategy of the Queensland Government is to extract billions of dollars through a tax called electricity bills, particularly from regional Queensland where customers are largely captive to the near monopoly of Ergon Energy Retail.

The regional Queensland business survey found that if the cost of electricity was reduced:

- 86% of businesses said their viability would improve
- 33% would consider employing more staff and/or increase staff hours
- 35% would consider upgrading equipment and machinery necessary for their business
- 24% would consider expanding their business



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Viable and profitable businesses will provide the Queensland Government with more tax revenue than its current dependence on a tax called electricity bills. For regional businesses to be viable and profitable they must have *affordable* electricity.

If households have more money in their pockets due to lower electricity bills, a significant portion of the retained money will be spent in their local communities, boosting the viability of regional businesses, creating regional jobs and allowing regional Queenslanders to have a comfortable and healthy lifestyle eg run their air-conditioning during summer.

The Queensland Government needs to wean itself off the tax called electricity bills and charge business and residential consumers no more than is necessary to provide affordable and reliable electricity.

**Ergon Energy Network – current cash cow to a future liability for the Queensland Government?**

If businesses are viable and profitable they will increase their demand for network supplied electricity thereby improving the viability and profitability of the Queensland Government owned Ergon Energy Network.

Business customers use around 75% of the electricity delivered by Ergon Energy Network. An increase in business demand will improve the overall utilisation of its capacity which was only 39% in 2016-17 (see Table 3).

**Table 3: Overall capacity utilisation of Ergon Energy Network**

%	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Overall utilisation	45.71	46.76	45.13	47.26	46.22	43.43	42.19	42.76	37.00	40.00	38.00	39.00

*Source: Australian Energy Regulator RINS for Ergon Energy Network*

Unaffordable electricity prices are causing business and residential customers to partially or completely reduce their demand for network supplied electricity. The reduced demand means Ergon Energy Network is forced to increase its charges for the residential and business customers remaining on the network. Higher network charges in turn cause more customers to partially or completely reduce their demand. This is commonly referred to as the death spiral. The speed of the death spiral is accelerating.

The revenue Ergon Energy Network is allowed to earn and therefore recover from its residential and business customers is regulated by the Australian Energy Regulator. The AER sets the revenue cap.

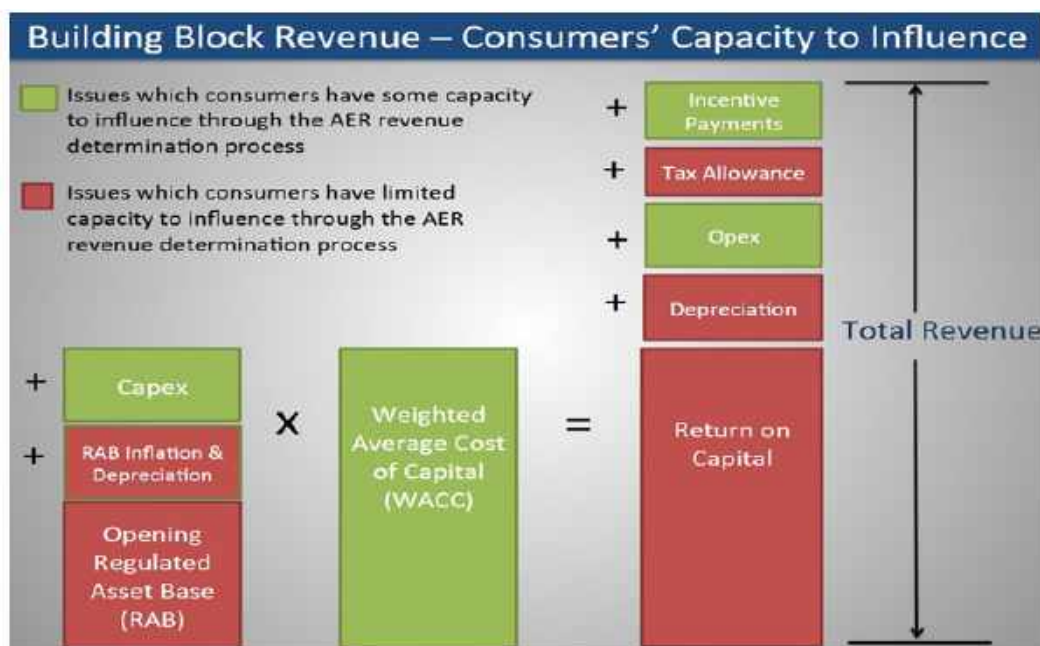
The revenue cap is the maximum revenue Ergon Energy Network can charge for its network services. The Queensland Government can decide to accept lower revenue than the revenue cap. This would result in lower network charges for customers. This is achievable if the Queensland

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Government charges no more than necessary to operate the Ergon Energy Network. This would necessitate adjustments to reflect the actual value and costs of Ergon Energy Network.

The revenue cap is dependent on a formula whereby the Regulated Asset Base (RAB) of the network is multiplied by the Weighted Average Cost of Capital (WACC)/Rate of Return to calculate the revenue cap (see Table 4).

**Table 4: Formula for calculating network revenue**



Source: Presentation by Hugh Grant - AER Consumer Challenge Panel Member, AER’s Public Forum on Ergon & Energex Revenue Proposals, 9<sup>th</sup> Dec 2014

The estimated value of the RAB for Ergon Energy Network is \$11.333 Billion in 2017-18 increasing to \$11.761 Billion in 2018-19.

The Weighted Average Cost of Capital (WACC) or Rate of Return (ROR) is revised annually by the Australian Energy Regulator.

On 28 March 2018, the AER set the ROR for Ergon Energy Network at 6.01% for 2018-19. The lower ROR is attributed to the AER’s decision that the cost of debt will fall next year ie 5.02% in 2018-19 compared to 5.07% in 2017-18. We have sought clarification from the AER as to why the cost of debt has fallen as many believe interest rates will rise in 2018-19. Our concern is that the Queensland Government could challenge the 5.02% causing the ROR, network charges and electricity prices to rise again in 2018-19.

Previously, the AER’s network decisions could be challenged through the Limited Merits Review process at the Australian Competition Tribunal. The Limited Merits Review process was abolished by the Federal Government on 7 November 2017. Prior to this submission being submitted to QCA, the AER was unable to respond to our query as to whether Ergon Energy Network could challenge the 5.02% Return on Debt.



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**Table 5: Rate of Return / Weighted Average Cost of Capital for Ergon Energy Network**

Ratio 60/40	2015-16	2016-17	2017-18	2018-19	2019-20
Return of Equity	7.50%	7.50%	7.50%	7.50%	7.50%
Return of Debt	5.01%	5.06%	5.07%	5.02%	
Rate of Return / WACC	6.01%	6.04%	6.04%	6.01%	

Source: Compiled from Australian Energy Regulator, 2015-2020 Determination

**Table 6: Comparison of Rate of Return for Ergon Energy Network 2010-15 & 2015-20 Determinations**

	2010-2015	2015-2020	30 October 2014	30 April 2015	3 July 2015	29 October 2015	14 June 2016	15 March 2017	28 March 2018
AER Final Decision	9.72%								
Ergon Proposal		8.02%							
AER Preliminary Decision			5.85%						
Ergon Revised Proposal				7.41%					
AER Final Decision 2015-16					6.01%				
AER Annual Update 2016-17						6.04%			
AER Annual Update 2017-18							6.04%		
AER Annual Update 2018-19								6.01%	

Source: Compiled from Australian Energy Regulator, 2015-2020 Determination

The Australian Energy Regulator uses a 60/40 debt to equity ratio to calculate the Rate of Return for all networks rather than the actual debt to equity ratio of the actual network. The 60/40 ratio is regarded by the AER as an appropriate ratio for a benchmark efficient entity. The Queensland Government has laden Ergon Energy Network with debt in excess of the 60/40 ratio. If the Queensland Government changed the 60/40 ratio to reflect the actual high level of debt being carried by Ergon Energy Network, the revenue cap would fall by millions therefore less money would have to be recovered from network customers and therefore electricity bills would fall.

The formula for the revenue cap is determined by the value of the RAB multiplied by the Rate of Return. Under this formula the revenue cap for Ergon Energy Network is \$1.284 Billion in 2018-19 compared to \$1.335 Billion in 2017-18.

Each year Ergon Energy Network must submit a pricing proposal to the Australian Energy Regulator. The pricing proposal provides the AER with details on how Ergon Energy Network intends to recover the revenue cap (\$1.284 Billion in 2018-19) from its customers by customer class and geographic region (see Table 7).

The annual pricing proposal assessed by the AER is dependent on the forecast of customer numbers and demand by Ergon Energy Network. The AER is *supposed to* check if the forecasts are 'reasonable'.

## Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD

As per the Table 7, 90% of the revenue received by Ergon Energy Network is from Standard Asset Customers (SAC) customers. A SAC customer typically has an annual consumption below 4 GWh per year.

A SAC *Large* customer typically uses between 100 MWh (100,000 kWh) per year and 4 GWh (4,000,000 kWh) per year. To put this into perspective this usage covers a small regional caravan park with 2 part time employees, 45 sites and 9 cabins through to a regional foundry with around 100 employees ieS AC Large represents both small to medium size businesses. SAC Large customers account for 28% of the revenue of Ergon Energy Network.

A SAC *Small* customer typically uses less than 100 MWh or 100,000 kWh per year. SAC Small customers are both residential and small business customers and account for 61% of the revenue of Ergon Energy Network.

As evidenced by the power bill stories in Appendix 2 and the findings of the regional Queensland business survey, SAC customers are in moderate to severe power bill stress. SAC customers represent 90% of the revenue of Ergon Energy Network. The power bill stress of SAC customers can be seen in the almost tripling of the uncollectible bad debts of Ergon Energy Retail to \$28 million in just one year plus the substantial increase in the overdue receivables (see Table 8 and 9).

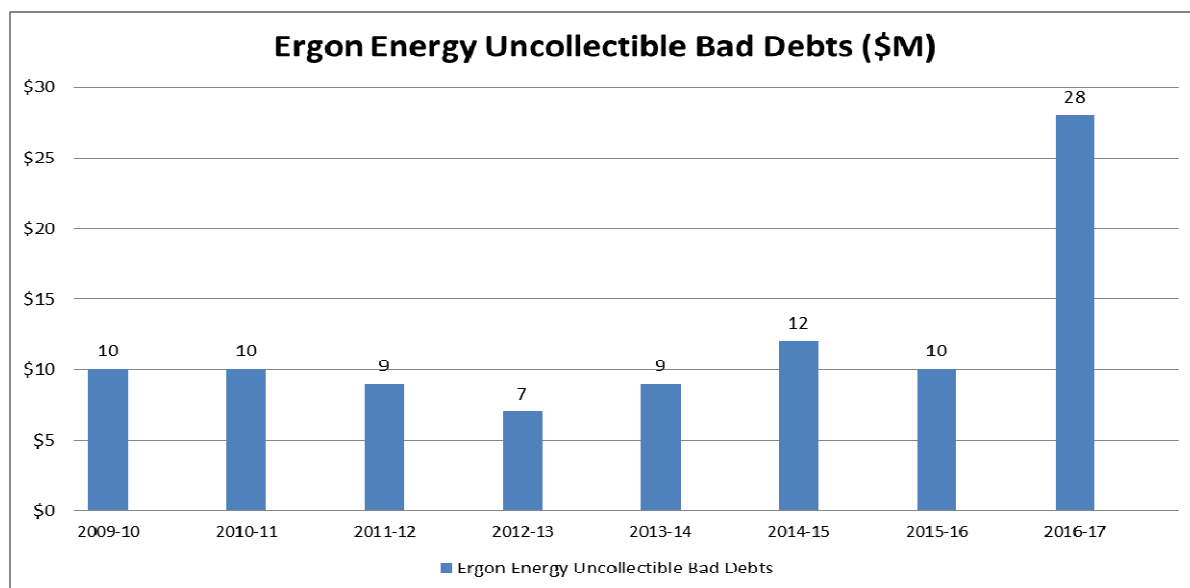
**Table 7: Ergon Energy Network revenue by customer class and region**

ERGON ENERGY NETWORK TARIFF CLASS	GST EXCLUSIVE		
	2016-17 Revenue Approved	2017-18 Revenue Approved	2018-19 Revenue Proposed
ICC – East	\$39,702,415	\$36,809,039	\$35,078,213
ICC – West	\$13,822,956	\$13,239,080	\$13,820,567
ICC – Mount Isa	\$0	\$0	\$0
CAC – East	\$81,335,795	\$72,637,253	\$69,403,211
CAC – West	\$10,985,883	\$8,399,283	\$7,337,078
CAC – Mount Isa	\$0	\$0	\$0
EG – East	\$2,788,920	\$2,497,776	\$2,509,582
EG – West	\$257,559	\$710,663	\$1,019,194
EG – Mount Isa	\$0	\$0	\$0
SAC Large (>100 MWh p.a.) – East	\$316,055,456	\$292,672,599	\$281,358,286
SAC Large (>100 MWh p.a.) – West	\$86,055,625	\$78,309,583	\$73,966,238
SAC Large (>100 MWh p.a.) – Mount Isa	\$4,558,554	\$4,486,321	\$4,173,947
SAC Small (<100 MWh p.a.) - East	\$677,514,001	\$614,793,022	\$594,494,322
SAC Small (<100 MWh p.a.) - West	\$197,865,198	\$181,794,892	\$176,215,389
SAC Small (<100 MWh p.a.) - Mount Isa	\$10,680,168	\$9,341,992	\$9,133,360
SAC Unmetered – East	\$18,395,701	\$16,424,524	\$13,144,358
SAC Unmetered – West	\$2,681,502	\$2,503,229	\$2,206,818
SAC Unmetered – Mount Isa	\$312,679	\$277,977	\$253,115
<b>TOTAL REVENUE FOR ALL TARIFF CLASSES</b>	<b>\$1,463,012,412</b>	<b>\$1,334,897,233</b>	<b>\$1,284,113,678</b>

Source: Compiled from Ergon Energy Network 2016-17 & 2017-18 Approved Pricing and 2018-19 Pricing Proposal

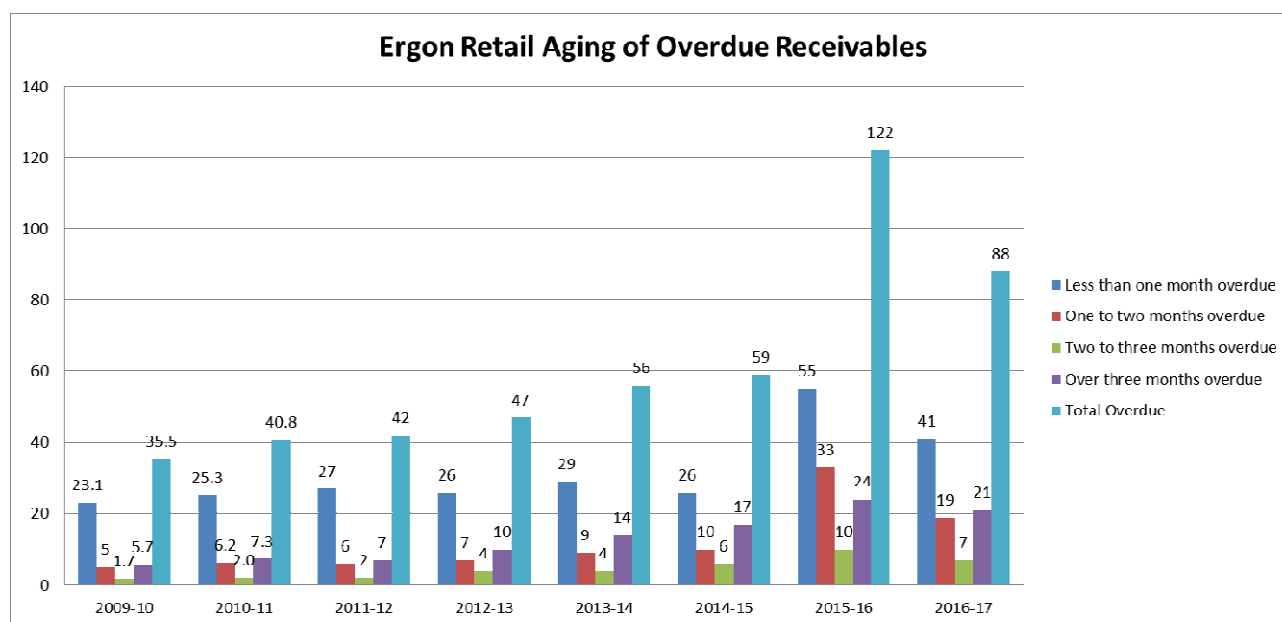
**Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD**

**Table 8: Uncollectible bad debts for Ergon Energy Retail**



Source: Compiled from Annual Reports of Ergon Energy Retail

**Table 9: Aging of overdue receivables for Ergon Energy Retail**



Source: Compiled from Annual Reports of Ergon Energy Retail

The blowout in the overdue receivables for Ergon Energy Retail is caused by the large number of residential customers on payment plans and hardship programs.

In December Quarter 2017, there were 12,200 homes on payment plans. A payment plan allows a residential customer experiencing difficulties to **pay the overdue amount** in periodic instalments. Residential customers on payment plans are considered to have moderate payment difficulties.

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Residential customers with chronic or severe difficulties are placed on hardship programs. In December Quarter 2017, there were 4,043 homes in regional Queensland on hardship programs.

In total there are nearly 52,000 Queensland homes on payment plans and hardship programs of which about one third are in regional Queensland. This is expected to rise steeply in regional Queensland once the summer power bills are received.

For some the struggle to pay their household power bill is too much; a total of 4,547 Queensland homes were disconnected in December Quarter 2017; 1,742 homes in regional Queensland. It is quite likely that disconnection rates in March and June Quarter 2018 will be similar to last year ie over 7,000 for Queensland with around 3,000 homes being disconnected in regional Queensland. It must be strongly noted that around 75% of homes disconnected for non-payment have no energy concession ie these households comprise of working families, couples and individuals of middle Australia.

**Table 10: Residential customers on payment plans in Queensland**

Retailer	2015				2016				2017			
	Sep	Dec	Mar	June	Sep	Dec	Mar	June	Sep	Dec		
AGL	1,662	1,664	3,343	3,637	3,313	3,844	5,270	5,932	3,106	5,775		
Alinta	-	-	-	-	-	-	-	-	1	24		
Amaysim	752	814	802	744	688	660	1,022	1,524	725	769		
Diamond Energy	0	80	91	99	75	71	121	72	67	83		
Energy Locals	-	-	-	-	-	-	-	1	0	4		
EnergyAustralia	14,051	9,582	15,418	11,189	11,570	11,398	12,447	13,264	11,995	8,883		
<b>Ergon Energy</b>	<b>11,224</b>	<b>10,607</b>	<b>10,248</b>	<b>15,483</b>	<b>10,020</b>	<b>9,368</b>	<b>13,992</b>	<b>14,139</b>	<b>11,612</b>	<b>12,200</b>		
Locality Planning Energy	0	4	5	8	10	10	16	16	20	24		
Lumo Energy	2,323	2,200	2,225	2,534	2,418	2,408	1,963	286	227	66		
M2 Energy	23	29	21	32	44	36	30	40	35	12		
Metered Energy Holdings	83	64	191	111	72	71	153	138	110	193		
Mojo Power	-	-	-	-	-	-	3	24	52	62		
Momentum Energy	1	0	0	0	0	0	0	0	0	0		
OC Energy	-	-	-	-	-	-	-	-	-	9		
Origin Energy	5,350	4,498	4,528	4,532	4,615	3,549	5,099	5,518	4,888	3,507		
People Energy	-	-	-	-	-	-	2	15	5	2		
Powerdirect	164	205	250	334	396	364	387	361	185	238		
Powershop	-	-	-	-	-	-	1	22	47	68		
QEnergy	99	92	106	110	118	101	98	99	108	105		
Red Energy	-	-	-	-	-	5	1,729	1,795	1,612	1,520		
Sanctuary Energy	13	17	32	35	23	15	19	11	16	46		
Savant Energy Power Networks	-	-	-	-	-	-	-	-	-	1		
Simply Energy	5	3	6	10	7	6	9	16	41	101		
<b>TOTAL</b>	<b>35,750</b>	<b>29,859</b>	<b>37,266</b>	<b>38,858</b>	<b>33,369</b>	<b>31,906</b>	<b>42,361</b>	<b>43,273</b>	<b>34,852</b>	<b>33,692</b>		

Source: Retail statistics, Australian Energy Regulator

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**Table 11: Residential customers on hardship programs in Queensland**

Retailer	June 2013	June 2014	June 2015	June 2016	June 2017	September 2017	December 2017
AGL	1,332	2,617	2,519	4,966	4,065	4,029	3,870
Amaysim	169	18	266	434	466	504	480
Australian Power & Gas	174	-	-	-	-	-	-
Diamond Energy	0	6	8	13	18	19	17
EnergyAustralia	300	747	1,664	1,093	1,026	1,073	1,047
Ergon Energy	3,822	3,209	5,515	6,321	5,469	4,142	4,043
Lumo Energy	164	282	302	391	36	25	5
M2 Energy	27	88	266	264	343	290	243
Metered Energy Holdings	-	-	-	14	23	15	23
Origin Energy	3,189	2,370	4,330	4,729	7,590	7,749	7,714
Powerdirect	31	37	95	143	175	183	166
Powershop	-	-	-	-	-	1	1
QEnergy	22	28	34	40	113	117	143
Red Energy	-	-	-	-	361	300	239
Sanctuary Energy	0	0	4	13	1	1	0
Simply Energy	0	0	0	2	14	44	110
<b>TOTAL</b>	<b>9,230</b>	<b>9,402</b>	<b>15,003</b>	<b>18,423</b>	<b>19,700</b>	<b>18,492</b>	<b>18,101</b>

Source: Retail statistics, Australian Energy Regulator

**Table 12: Residential customers disconnected due to non-payment in Queensland**

Retailer	2015-16				2016-17				2017-18	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
AGL	1,070	941	1,265	761	568	1,101	1,281	910	952	639
Alinta Energy	0	0	0	0	0	0	0	0	3	0
Amaysim	129	66	61	94	23	11	74	58	142	61
Australian Power & Gas	-	-	-	-	-	-	-	-	-	-
Diamond Energy	5	3	1	6	3	8	4	3	6	2
EnergyAustralia	406	461	422	531	455	233	303	277	331	101
Ergon Energy	3,263	2,065	1,819	1,234	3,050	2,332	2,975	3,064	3,226	1,742
Locality Planning Energy	0	0	0	6	9	7	17	15	4	6
Lumo Energy	249	173	183	483	341	249	189	81	43	2
M2 Energy	23	25	15	10	9	22	33	31	99	38
Metered Energy Holdings	41	35	48	60	27	31	88	259	162	398
Mojo Power	-	-	-	-	-	-	-	-	1	1
Origin Energy	1,658	1,137	1,120	1,447	1,642	464	2,040	2,170	1,823	1,389
Powerdirect	163	47	64	38	135	167	158	80	81	48
Powershop	-	-	-	-	-	-	-	-	4	14
QEnergy	9	6	4	6	2	4	5	3	1	1
Red Energy	0	0	0	0	0	0	2	166	217	93
Sanctuary Energy	1	1	1	4	1	0	0	0	1	0
Simply Energy	1	1	6	4	4	4	7	5	17	12
<b>TOTAL</b>	<b>7,018</b>	<b>4,961</b>	<b>5,009</b>	<b>4,684</b>	<b>6,269</b>	<b>4,633</b>	<b>7,176</b>	<b>7,122</b>	<b>7,113</b>	<b>4,547</b>

Source: Retail statistics, Australian Energy Regulator

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Of great concern is the 82% increase in small business disconnections due to non-payment in regional Queensland compared to the 17% increase in Queensland. Small business disconnections in 'regional' Queensland are now approaching the total disconnections for the entire state of South Australia.

**Table 13: Small business customers disconnected for non-payment of electricity by state**

	2015-16	2016-17	Change to previous financial year
New South Wales <sup>1</sup>	3107	2137	-31%
Queensland <sup>1</sup>	1403	1641	+17%
<b>Ergon Energy in regional Queensland<sup>1</sup></b>	<b>384</b>	<b>698</b>	<b>+82%</b>
South Australia <sup>1</sup>	678	727	+7%
Tasmania <sup>1</sup>	84	83	-1%
ACT <sup>1</sup>	75	76	+1%
Victoria <sup>2</sup>	4319	3434	-20%

1. Under the National Energy Retail Law the Australian Energy Regulator is not responsible for the reporting of retailer performance in Victoria.  
2. Statistics for Victoria sourced from the Essential Services Commission of Victoria

*Source: Compiled from retail statistics from the AER and Essential Services Commission of Victoria*

The more power bill stress experienced by residential and business customers (SAC customers) the more the death spiral on the Ergon Energy Network will accelerate.

The revenue estimates in the pricing proposal by Ergon Energy Network to the Australian Energy Regulator needs to be heavily scrutinised to establish if forecasts provided by Ergon Energy Network are *reasonable*.

For example, in their 2018-19 pricing proposal Ergon Energy Network estimates electricity delivered at 13,596 GWh from 741,487 customers with an average maximum demand of 2,391 MW.

This appears to be ambitious considering electricity delivered by Ergon Energy Network has fallen from 15,097 GWh in 2012-13 to 13,330 GWh in 2016-17. A drop in peak demand also appears ambitious since it has risen since 2012-13, spiralling up to 2,637 MW in 2016-17.

The inaccurate forecasts of Ergon Energy Network have been a primary driver of the over investment or 'gold plating' of the network in regional Queensland. This over investment in the network has real consequences for power bills ie the greater the capital expenditure, the greater the value of the Regulated Asset Base. In the absence of a reduction in the Rate of Return, an increase in Ergon Energy Network's RAB translates to an increase in the revenue cap for Ergon Energy Network. The increased revenue cap is allowed to be recovered from customers as higher network charges. Ergon Energy Network charges represent about 42% of a power bill.

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Previous inaccurate forecasts by Ergon Energy Network are demonstrated in Table 14 and 15.

In 2009, Ergon Energy Network forecast consumption at 17,887 GWh compared to an actual consumption of 15,140 GWh and peak demand at 3,330 GWh compared to the actual peak demand of 2,382 GWh.

**Table 14: Consumption and customer number forecasts by Ergon Energy Network in 2009**

*Table 3: Ergon Energy Demand Forecasts for 2010-15*

	2010-11	2011-12	2012-13	2013-14	2014-15
EE Coincident peak (maximum) demand (MW) – September 2007	2,967	3,063	3,153	3,243	3,330
EE Total energy consumption (GWh)	15,870.51	16,450.40	16,874.17	17,432.66	17,887.16
EE Customer numbers	684,469	695,242	706,204	717,356	728,706

Source: AER Public Forum Brisbane 3<sup>rd</sup> August 2009

**Table 15: Actual consumption and customer numbers 2012-13 to 2016-17**

ERGON ENERGY NETWORK	2012-13	2013-14	2014-15	2015-16	2016-17
No. Connected Customers	712,634	724,264	733,261	740,881	747,183 ▲
Network-wide Peak Demand	2,380MW	2,441MW	2,382MW	2,481MW	2,637MW ▲
Electricity Delivered	15,097GWh	15,247GWh	15,140GWh	14,997GWh	13,330GWh ▼

Source: Energy Queensland Annual Report 2016-17

The inaccurate forecasts in 2009 of high consumption and peak demand allowed Ergon Energy Network to argue its case to the Australian Energy Regulator for more capital expenditure during the 2010-2015 regulatory period. This was sanctioned by the Australian Energy Regulator and consequently drove the revenue cap of Ergon Energy Network to record highs. The exorbitant increase in network charges was passed onto network customers through higher power bills.

Customer advocates were largely absent from the consultation process for the 2010-2015 revenue cap. This means the AER and Ergon Energy Network had minimal input from the customers, particularly business customers, who were supposed to be driving the need for a bigger network to cope with the forecasted surge in demand.

Due to widespread concern about rising power bills, the Queensland Electricity Users Network (QEUN) was formed in November 2013 to advocate for business and residential customers. The QEUN is supported by peak industry bodies and local government in regional Queensland.

The efforts of customer advocates from 2013 to 2015 can be seen in the \$1.503 Billion drop in Ergon Energy Network's revenue cap for the 2015-2020 regulatory period.



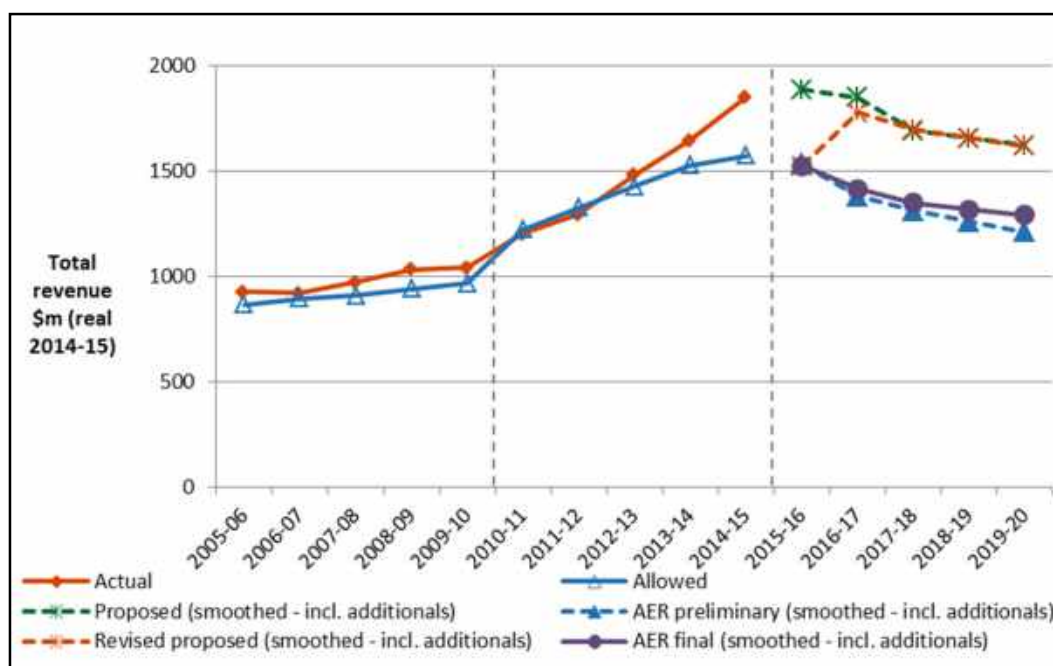
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The collective efforts of the QEUN and Brisbane based customer advocates succeeded in dropping the revenue cap from \$7.798 Billion to \$6.295 million (see Table 16).

Due to a lack of funding the QEUN is unable to participate in the consultation on the revenue cap for Ergon Energy Network for the 2020-2025 period. The Council of Australian Governments (COAG) Energy Council, of which the Queensland Government is a member, has failed to address funding for customer advocacy. As a result, customer advocates across the National Electricity Market are forced to compete for a meagre \$2.1 million per year in funding. The \$2.1 million pales into insignificance compared to the resources of the Australian Energy Regulator that received \$67 million in additional funding in the 2017-18 Federal Budget allowing AER staff numbers to increase from 124 to 217.

**Table 16: Ergon Energy Network's past, proposed total revenue and AER final decision revenue**

(\$ million, 2014-15)



Source: Australian Energy Regulator, Final Decision Ergon Energy Network 2015-2020, October 2015

The QEUN urgently recommends that at the COAG Energy Council's April 2018 meeting it passes a resolution to increase the funding for customer advocacy from 51 cents per electricity account per year to at least \$1 per electricity account per year. The additional funding must be provided to customer advocates not to Energy Consumers Australia, an entity set up by COAG Energy Council. For \$1 per year, electricity customers can have a customer advocate sitting at the energy policy table representing their interests and bringing evidence based solutions to drop power bills eg reducing Ergon Energy network charges and providing submissions to the Queensland Competition Authority on regulated retail electricity prices for regional Queensland. At present the voice of small business and regional customers is almost on mute as their advocacy funding totals about 3 cents per electricity account per year for the entire National Electricity Market.



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To date the Queensland Government/Ergon Energy Network has chosen to base its network charges on the revenue cap set by the Australian Energy Regulator.

The revenue cap is recovered from network customers through a combination of variable charges (\$ per kWh) or fixed charges (eg \$ per day or \$ per kW or \$ per kVA).

Falling demand for network supplied electricity reduces the revenue recovered through variable charges. To compensate for the fall in variable charges and to ensure the full recovery of the revenue cap, Ergon Energy Network has substantially increased fixed charges. Fixed charges are unavoidable charges. Fixed charges are the reason why, despite a reduction in consumption, households and businesses are paying higher power bills.

For the Draft 2018-19 prices, the Queensland Competition Authority assumed a typical residential customer uses 4,184 kWh per year. The QCA's typical usage varies slightly from year to year.

Using a consumption of 4,250 kWh per year, it is clear that Ergon Energy Network has clawed back the falling revenue from variable charges by increasing the unavoidable fixed charges received from residential customers. In 2012-13, a typical household power bill paid about 9% in fixed charges; this jumped steeply to 22% in 2014-15 and is proposed to be 25% in the Draft 2018-19 prices (see Table 17).

**Table 17: Fixed and variable charges for a typical residential customer consuming 4,250 kWh/ year**

Annual Residential Bill 4,250 kWh/yr	GST EXCLUSIVE								Total annual Bill Fixed + Variable \$ GST INCLUSIVE	% Ratio Fixed to Variable Charges	
	Fixed Service Charge cents/day	Fixed Metering Charge cents/day	Variable Usage Charge cents/kWh	Annual Fixed Service Charge \$	Annual Fixed Metering Charge \$	Total Annual FIXED Charges \$	Total Annual VARIABLE Charge \$	Total Annual Bill Fixed + Variable \$			
<b>2012-13</b>	26.17		23.07	\$96		\$96	\$981	\$1,076	\$1,184	9%	91%
<b>2013-14</b>	50.22		26.73	\$183		\$183	\$1,136	\$1,319	\$1,451	14%	86%
<b>2014-15</b>	83.41		25.38	\$304		\$304	\$1,079	\$1,383	\$1,521	22%	78%
<b>2015-16</b>	106.73	9.67	22.24	\$390	\$35	\$425	\$945	\$1,370	\$1,507	31%	69%
<b>2016-17</b>	89.57	8.94	24.61	\$327	\$33	\$360	\$1,046	\$1,406	\$1,546	26%	74%
<b>2017-18</b>	87.13	9.19	25.89	\$318	\$34	\$352	\$1,100	\$1,452	\$1,597	24%	76%
<b>(Draft) 2018-19</b>	88.77	9.48	24.99	\$324	\$35	\$359	\$1,062	\$1,421	\$1,563	25%	75%

Source: Compiled from information in QCA's Final Determinations for 2012-13 to 2017-18 and QCA's Draft 2018-19 Determination

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Ergon Energy Network has also increased the unavoidable fixed charges paid by business customers. To reduce the widespread power bill stress, fixed charges for all business customers must fall.

In particular, demand charges based on \$ per kW need to be removed for business customers with a consumption between 100 MWh and 160 MWh per year. This would provide immediate relief to a range of network customers in this usage range including local government, tourism businesses and irrigated farmers. The first step would be a change in the definition of a 'Queensland small customer' to a customer with consumption up to 160 MWh per year. This would allow customers with a consumption of between 100 MWh and 160 MWh per year to be included in the legislation for the removal of the Non Reversion Policy which is currently before the Queensland Parliament.

In summary, the viability of the network is at risk due to falling network demand. The Queensland Government has strongly contributed to the loss of demand by pushing for an exorbitant and unsustainable revenue cap for Ergon Energy Network from the Australian Energy Regulator.

Instead of seeking innovative solutions to maximise the utilisation of the \$11 Billion Ergon Energy Network, the Queensland Government has chosen the lazy way out of increasing unavoidable fixed charges to the residential and business customers who continue to be captive to network supplied electricity.

To curb the other dilemma of rising peak demand it has also supported the rollout of Time of Use meters and tariffs to unsuspecting and uneducated customers – this will result in severe power bill shock for many residential and business customers when their summer power bill arrives.

Ergon Energy Network could become a liability rather than a cash cow for the Queensland Government, especially as battery technology and take up improves. **OR** with network tariff reform such as a food, fibre and manufacturing tariff and customer education on peak demand usage, the Queensland Government could turn electricity into products and services and importantly regional jobs.

## 6.0 Reduce the cost of wholesale electricity for Ergon Energy Retail

The Queensland Government has dramatically increased the cost of wholesale electricity in Queensland through its ownership of 65% of the generation capacity in Queensland. The two wholly owned generators; CS Energy and Stanwell Corporation, each supply about one third of Queensland's electricity.

Through CS Energy, the Queensland Government has entered into a Joint Venture with retailer Alinta Energy. Since Alinta Energy entered the Southeast Queensland retail market in August 2017 the Joint Venture has been the cheapest residential retail offer in the Southeast Queensland market.

The Joint Venture's residential retail offer with a *'pay in full and on time discount'* is \$1,833 per year for a 4 person household in Southeast Queensland with an annual consumption of 6,970 kWh.

In comparison the cheapest offer available from Ergon Energy Retail for a 4 person household in regional Queensland with an annual consumption of 6,970 kWh is \$2,335 per year less an EasyPay Reward of \$75 equals \$2,260 per year.

The difference of \$427 per year is perplexing as Ergon Energy Retail is 100% Queensland Government owned and has a near monopoly in the retail market in regional Queensland.

The total cost of energy/electricity represents about 25% of a power bill

According to QCA's Final Determinations the total cost of energy has risen from \$63.44 per MWh in 2013-14 to \$129.39 per MWh in 2017-18 (see Table 18).

The total cost of energy is predicted to fall slightly in QCA's Draft 2018-19 regulated retail prices to \$129.33 per MWh.

**Table 18: Cost of energy in Queensland**

	Total Renewable Energy Policy Costs (\$/MWh)	Total Wholesale Energy Cost (\$/MWh)	Total Energy Cost for residential and small biz (\$/MWh)
Final QCA 2013-14	\$9.89	47.74	\$63.44
Final QCA 2014-15	\$8.13	62.26	\$77.14
Final QCA 2015-16	\$8.72	63.73	\$79.14
Final QCA 2016-17	\$11.57	75.32	\$94.45
Final QCA 2017-18	\$14.98	103.11	\$129.39
Draft QCA 2018-19	\$16.11	101.22	\$129.33
QCA Draft 2018-19 with updated RPP% + STP%	\$19.17	101.22	\$132.39

Source: ACIL Allen cost of energy reports, QCA Determinations 2013-14 to 2018-19

However, in March 2018 the Clean Energy Regulator increased the Small-scale Technology Percentage from 8.06% to 17.08% and the Renewable Power Percentage from 15.81% to 16.06%.

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This could increase the total renewable energy policy costs from \$16.11 per MWh to \$19.17 per MWh (see Table 19, 20 and 21).

**Table 19: Estimated Cost of Small-scale Renewable Energy Scheme (SRES)**

	QCA Draft 2018-19			QCA Draft 2018-19 with updated STP%		
	2018	2019	2018-19	2018	2019	2018-19
Small-scale Technology Percentage (STP%)	8.06%	7.52%		17.08%	12.13%	
STC Clearing House price (\$/Small-scale Technology Certificate)	\$40.00	\$40.00		\$40.00	\$40.00	
Cost of SRES (\$/MWh)	\$3.22	\$3.01	\$3.12	\$6.83	\$4.85	\$5.84

Source: ACIL Allen cost of energy reports, QCA Determinations 2013-14 to 2018-19

**Table 20: Estimated Cost of Large-scale Renewable Energy Target (LRET)**

	QCA Draft 2018-19			QCA Draft 2018-19 with updated RPP%		
	2018	2019	2018-19	2018	2019	2018-19
Renewable Power Percentage (RPP %)	15.81%	16.90%		16.06%	17.52%	
Average Large-scale Generation Certificate (\$/LGC)	\$84.85	\$74.36		\$84.85	\$74.36	
Cost of LRET (\$/MWh)	\$13.41	\$12.57	\$12.99	\$13.63	\$13.03	\$13.33

Source: ACIL Allen cost of energy reports, QCA Determinations 2013-14 to 2018-19

**Table 21: Total Renewable Energy Policy Costs (\$/MWh)**

	QCA Draft 2018-19 with updated RPP% + STP%	QCA Draft 2018-19	QCA Final 2017-18
LRET	\$13.33	\$12.99	\$11.97
SRES	\$5.84	\$3.12	\$3.01
Total	\$19.17	\$16.11	\$14.98

Source: ACIL Allen cost of energy reports, QCA Determinations 2013-14 to 2018-19

Assuming no change in the Draft 2018-19 wholesale energy cost of \$101.22 per MWh, it is likely that the total energy cost for residential and small business customers will rise from \$129.33 per MWh to \$132.39 per MWh in the QCA's Final 2018-19 Determination.

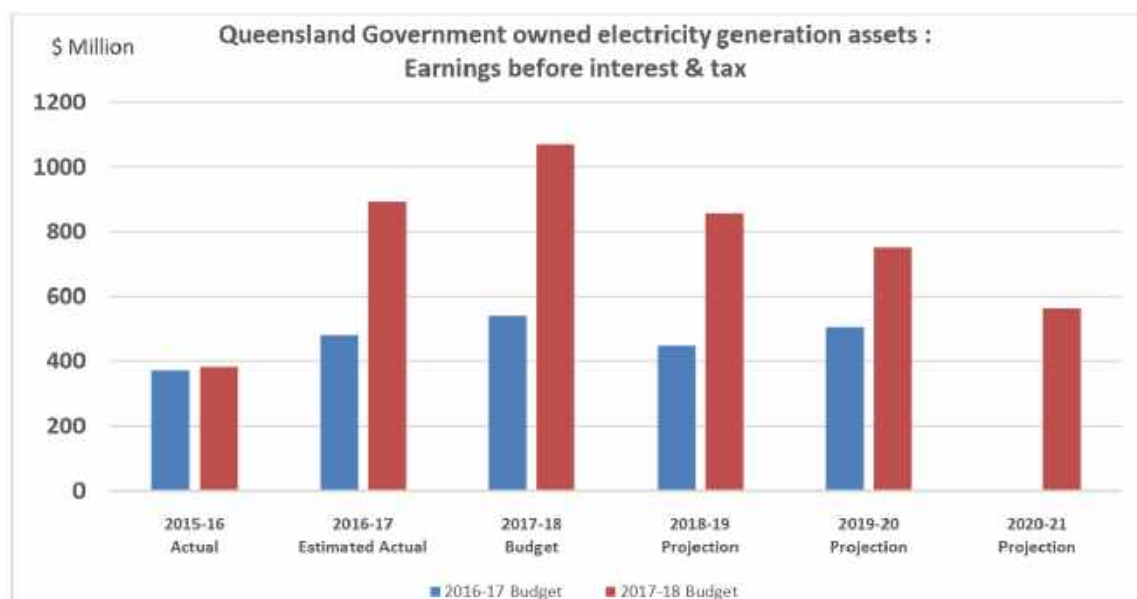
The wholesale energy cost could be reduced if the Queensland Government accepts lower profits from its 100% Queensland Government owned generators in 2018-19.

According to QCA's Final Determinations, the wholesale energy cost increased from \$63.73 per MWh in 2015-16 to \$75.32 per MWh in 2016-17 to \$103.11 per MWh in 2017-18.

In the 2017 Queensland Budget, the expected profits from Queensland Government owned generators jumped from an estimated \$482 million in 2016-17 to a windfall gain of \$892 million in 2016-17 (see Table 22).

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**Table 22: Earnings before tax for Queensland Government owned electricity generation assets**



*Source: Compiled from 2017 Queensland Budget Papers*

In 2017-18, the Queensland Government estimates generator earnings will exceed \$1 Billion , with earnings of \$858 million in 2018-19.

Unless the Queensland Government reduces the wholesale electricity prices offered to Ergon Energy Retail, regulated retail electricity prices for regional Queensland could rise again in 2018-19.

The Queensland Government should charge no more than necessary for wholesale electricity than is needed to efficiently operate its 100% Queensland Government owned generators.

## 7.0 EasyPay Rewards

Under the Affordable Energy Plan the Queensland Government introduced EasyPay Rewards for small business customers consuming less than 100,000 kWh (100 MWh) per year. The offer closes on 30 June 2018.

If a small business agrees to set up SmoothPay, Direct Debit and e-Bill and has no missed payments or email delivery failures, Ergon Energy Retail will give the small business a \$120 reward each year for up to three years. EasyPay Rewards ends on 30 June 2020.

The aim of EasyPay Rewards is to assist small businesses to manage their cashflow by direct debiting an agreed amount of their annual electricity cost (SmoothPay) on either a weekly, fortnightly or monthly basis.

A survey of regional Queensland businesses conducted for the QEUN asked if electricity accounts were received on a quarterly or monthly basis. Of the businesses responding to the question 68% received power bills on a quarterly basis and 29% on a monthly basis (see Table 23).

**Table 23: Billing period by business sector**

Business sector	Received Quarterly Power Bills	Received Monthly Power Bills
Agriculture	89%	12%
Manufacturing	63%	41%
Retail Trade	62%	35%
Accommodation and Food	55%	44%
Mining	50%	75%
<b>Total survey</b>	<b>68%</b>	<b>29%</b>

*Source: Regional Queensland Business Survey, QEUN, 2017*

The ability of a small business to benefit from EasyPay Rewards is strongly linked to its cash flow and bank overdraft. The agricultural sector had the highest reliance on quarterly power bills. The uncertain cash flow of many businesses, particularly agricultural businesses, would make it difficult to commit and therefore receive benefits from EasyPay Rewards.

To put the Queensland Government's \$120 EasyPay Reward into perspective, it is important to note that businesses on average receive 2.3 power bills. The average power bill in the survey was \$30,000 and the median power bill \$10,000. EasyPay Rewards represents a potential saving of around 0.9% for an average business or 2.8% for a median business in regional Queensland.

EasyPay Rewards also provides a financial incentive of \$75 to residential customers if the customer agrees to set up SmoothPay, Direct Debit and e-Bill and has no missed payments or email delivery failures.

The National Debt Helpline has identified regional Queensland along with metropolitan Sydney and Melbourne, as areas where power bills are rising faster than what many can cope with. This, together with the statistics showing an alarming number of regional Queensland homes being

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disconnected for not paying their power bills or placed on payment plans and hardship programs, demonstrates that many households in regional Queensland will not be able to commit to all three components/terms of EasyPay Rewards.

The QEUN recommends that the Queensland Government modifies EasyPay Rewards to share the benefits Ergon Energy Retail receives from customers agreeing to SmoothPay, Direct Debit and e-Bill and for the benefits to appear as a three credits on each power bill rather than being paid annually.

**Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD****Appendix 1: Queensland Government media release on Alinta Energy/CS Energy Joint Venture****Media Statements****Minister for Natural Resources, Mines and Energy****The Honourable Dr Anthony Lynham****Sunday, February 11, 2018****Queenslanders fire up for power price deals**

Electricity consumers across the state are snapping up more and better power price deals as the Palaszczuk Government's affordable energy initiatives gain traction.

Energy Minister Dr Anthony Lynham today welcomed Alinta Energy boosting its discount offer to more than 100,000 existing south-east Queensland customers.

Meanwhile, more than 7000 regional Queensland customers have pocketed rewards for taking up flexible billing options with Ergon, the state's publicly-owned regional electricity retailer.

"Customers across the state have switched on to incentives and offers available to trim their power bills," Dr Lynham said.

"Our \$2 billion [Affordable Energy Plan](#) is well and truly starting to kick in for Queenslander households and small business."

From tomorrow, Alinta Energy will increase its discount on energy usage rates for its 100,000-plus customers in south-east Queensland from 25 per cent to 28 per cent.

The new deal will be extended to existing customers, as well as new sign-ons, and is worth about \$400 per annum to an average customer.

"Alinta Energy has secured more than 100,000 customers in SEQ in the past six months, which highlights that many people were obviously looking for a better deal on their electricity bills," Dr Lynham said.

Across regional Queensland more than 7000 customers have registered for and are receiving their Easy Pay Reward payments from Ergon - \$75 for households and \$120 for small businesses.

Dr Lynham said most of these were households and he encouraged regional small businesses to take advantage of the offer.

"I also encourage South-East Queenslanders to shop around and choose the electricity retailer that offers the best deal for them," he said.

"Almost every SEQ electricity retailer has signed up to our Affordable Energy Pledge to pass on all the savings to consumers that the government is making in our publicly-owned electricity system.

"A [Queensland Competition Authority report](#) (external site) recently showed that shopping around could deliver annual savings of up to \$588 for SEQ households.

"We are mounting an all-out attack on electricity prices: consumers to make sure they aren't missing out."

Under its Affordable Energy Plan, the government is also providing:

- a two-year cap on electricity price rises to average inflation
- a \$50 annual rebate over the next two years, as a dividend for customers from the publicly-owned electricity businesses.

**BACKGROUND:**

Alinta Energy is in joint venture with publicly-owned generator CS Energy.

The joint venture announced a 25 per cent, two-year electricity discount in August last year for residential and small commercial and industrial customers within the Energex distribution area.

Under the arrangement CS Energy provides wholesale electricity and Alinta manages the retail business.

**[ENDS]**



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### Appendix 2: Power bill stories from electricity customers

#### Business Stories

**Cafe: Regional Queensland - Far North / Ergon: 1-4 Employees.**

My electricity bill if I don't use air con is between \$850 monthly and \$1050.00 if I need to use air con over the hotter months averaging only 2 half days a week or 8 half days a month it is well over \$1200.00. During the hotter part of the day .Most of my major cooking equipment are gas. If I don't use air con people won't sit and eat as it's too hot, so I lose customers if I don't use air con.

**Transport: Regional Queensland - Far North / Ergon: 1-4 Employees.**

The power money grab by Qld government is shamelessly driving my passengers into an ever filling pit of business owners with no breath left. My passengers severely limit expenditure including using mine. I am in the service industry. Electricity expenses restricting the amount left to hire me and my car. A serious out of pocket increase from quote '\$4,000 to \$10,000' power bill in a very short space of time has left one customer who is a small business owner with 12 staff nowhere to go.

**Manufacture, tradesman: Regional Queensland - Far North / Ergon: 1-4 Employees.**

We have been in business for 35 years. This is impacting on our economy in Cairns. We used to be a thriving community but we're not any more. It is a basic human right. We should not have to worry about turning on air conditioners, lights, fans, fridges, or any other electrical appliance and have to think twice about it, and then be concerned about pay our bills. This is not OK. It is completely unacceptable and a total disgrace, that people should have to be put in desperate situations. Let alone insurance, fuel, and other cost of living. How many sacrifices do we have to make just to turn on our electricity? And all this just for corporate greed.

**Rodeo grounds: Regional Queensland - Far North / Ergon: 1-4 Employees.**

We have had to increase our camp-site fees to accommodate the rising electricity costs. If our power bill increases again, we will have to again raise our fees, which in turn will reduce the number of people staying here. We rely on our campers to stay afloat

**Home beauty/ family: Regional Queensland - Far North / Ergon: 1-4 Employees.**

I've had to take my business home as rent plus power cost was getting out of reach, I was spending more than I was earning. The increase at Home means we now have to cut back on food, entertainment, and not taking holidays or short camping trips. Too expensive we have 3 kids it's hard telling them no to little treats because every \$ matters. Life's hard enough without increasing power

**Tradesman: Regional Queensland - Far North / Ergon: 1-4 Employees.**

We have two houses on our property we pay the power for both and meters are read by Ergon within the same box. The service charge is 87 cents each meter per day x 2. Total \$635 per year. That's a lot for reading one meter box. I have inquired by phone to Ergon about this charge and their response was it was a Tax by the government for each meter. I cannot combine the houses into one meter as I would lose a phase. Unless I go to Ergon and have a Quattro meter installed and pay Ergon's expensive fees.

**Retail clothing: Regional Queensland - Far North / Ergon: 1-4 Employees.**

Electricity prices are going through the roof. The only option we have here in our small town is Ergonomic Energy, so pricing is not competitive. There have been plenty of time when I don't know how we are going to find the money to pay our electricity bill.

**Prawn Trawler: Regional Queensland - Far North / Ergon: 1-4 Employees.**

Our family business operated a prawn trawler. Electricity prices are going through the roof and have impacted our bottom line severely. We have to use Cold Storage Facilities for our storage of frozen prawns in Cairns and elsewhere and we are now seeing large increases to our storage and processing due solely to high power prices. As primary producers we are not price setters! We have to accept the market price. We can't get any compensation in a higher price to cover the high cost of keeping our frozen prawns in cold storage facilities.

**Online shop & education: Regional Queensland - Far North / Ergon: 5-19 Employees.**

In early 2016 we braced for an advised substantial increase in our power bill from Ergon. As business had been difficult over the preceding years we felt that we would be unable to sustain our business and make a living; therefore decided to close it down, which we did so. Over the years we saw our monthly bill rise to around five times our starting figure. In short this increase was the last straw; we are now unemployed.

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### **Swimwear retailer: Regional Queensland - Far North / Ergon: 20+ Employees.**

My power bills are enormous. I have 4 Locations and pay my bills monthly. At each location I have installed energy efficient Lighting at great costs. I run air cons at each location asking staff to turn them off an hour before we close. My computers are turned off overnight. But I am still paying between \$600 to \$800 per location per month. This is eating into my bottom line. I am closing one location in August because after 21 years trading there I cannot make a dollar.

### **Accommodation & Restaurant: Regional Queensland - Far North / Ergon: 5-19 Employees.**

For long period now turn off up to 50% of building and many appliances each night opportune to us. Un-affordable or non-existent alternative available for overnight peak service operation periods. Debt Collection arrangements in place as competitive customer market cannot absorb equal rate increases (too local council rate increases same situation -payments in arrears, plus interest compounding, faster than in advance opportunities). Stressful balancing act consistently. Owner/Operator's self-deprivation constantly. Ambition of employment increases ultimately quashed on a regular basis. Dictatorial and out of touch service provision.

### **Marketing & Film Production Studio: Regional Queensland - Far North / Ergon: 1-4 Employees.**

We have run our home-based business from our home for over 12 years now. Our power bill has increased significantly in the last few years and it puts a lot of pressure on our business. We cannot get solar as our studio is in the rainforest + we are home working, so we would never be "feeding back into the grid." Our normal quarterly bill is over \$1500 and we have no other electricity options as Ergon Energy is the only company in our region.

### **Desktop Publishing: Regional Queensland - Far North / Ergon: 1-4 Employees.**

I was made redundant last year, I have an own business and study a degree at home. Finding employment is difficult in Far North Queensland. I just received the largest bill I have ever had in 15yrs. I am not sure I can afford another one like this. This means I have not been able to pay school fees and I spend less on food.

### **Cafe: Regional Queensland - Far North / Ergon: 5-19 Employees.**

Didn't send bill for 3 months?? Sent bill for 1\$10,000 with 2 weeks to pay, then sent weekly disconnection notices when I couldn't meet there plan of \$2000 per week repayments. Then for some reason I don't comprehend, Ergon increased regional small business bills by 11%. I Have NEVER caught up and still getting disconnection notices. I can't pay the bill if they disconnect and so close my business!

### **Garden: Regional Queensland - Far North / Ergon: 1-4 Employees.**

We are uncertain of further increases and won't be making decisions to employ anyone else after dropping one from our staff due to costs.

### **Barber Shop: Regional Queensland - Far North / Ergon: 1-4 Employees.**

Other than the rent the electricity bill is by far the biggest burden on my business, I had a similar shop in the NT and bills were much smaller even though they only have 1 provider too. . . . The power bills are crippling small businesses.

### **Recruitment Firm: Regional Queensland - Far North / Ergon: 5-19 Employees.**

As a small business owner, I have seen a significant increase in power bills which directly impacts on my ability to employ more staff. To be paying nearly 100% more than only a few short years ago is remarkable. We are a 9-5pm business Monday to Friday and don't use a/c much in the winter, however, still see very high power bills. It's very difficult as a small business owner to receive these high bills.

### **Cafe: Regional Queensland - Far North / Ergon: 5-19 Employees.**

Hi, my power bills in my small business have gone up \$5000 in the last three years and my back is against the wall and the Business is suffering terribly with ongoing price rises.

### **Safety: Regional Queensland - Far North / Ergon: 1-4 Employees.**

I'm struggling to keep up! Think I'll cash it all in and go on the dole. Seriously... if I had the advantage of monopoly like Ergon has up here in Cairns I'd be laughing. Allow competition. This is ridiculous.

### **Non-profit: Regional Queensland - Far North / Ergon: 1-4 Employees.**

The bill keeps going up and when you look at the details, almost a quarter of the amount is the "service fee". I phoned Ergon and asked what this was and was told that it was applied just because you have an open account. Even if you went away and turned everything off, that charge would still be there. Before the 'service fee', there was the maintenance fee which covered reading your

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meter and installation of new lines. Then before that, it was the surcharge for having solar hot water on your house. Yes, you were being charged \$20 a quarter for NOT using their electricity to heat your hot water. What is the deal with all these extra charges and why do they keep changing them around? Each new surcharge is even higher than the charge it replaced. Just charge for the power used. And by the way, the coal comes from here. We should have the cheapest rates. We are affected because our group exists on donations so these bills waste precious support.

### **Supermarket: Regional Queensland - Far North / Ergon: 5-19 Employees.**

Electricity is now the main threat to my business. I have had the business for thirteen years and have always made a profit. When I first bought the business we paid approximately \$2200.00 pm for electricity we now pay \$8000.00 pm. The global financial crisis caused businesses to close and the supermarket industry experienced deflation in pricing and margins. The Mine closed and we lost 50% of our sales. During the financial crisis electricity prices continued to rise even when business was under stress. I hired 23 people in 2006 and we now have five staff members and as electricity increases I will have to reduce more hours. The electricity is so expensive that we are unable to replace all the stock we need and therefore there are holes on the shelves where I cannot afford to purchase new stock. Sales do seem to be improving but not fast enough to compensate for the massive increases in electricity prices. I have updated lighting etc.

### **TV and Audio services: Regional Queensland - Far North / Ergon: 1-4 Employees.**

I own a small TV and Audio repair centre and therefore do use a lot of power, TV'S need to be on test for many hours and they do consume a lot of power (particular the Plasma TV's) also our 2 big Air conditioners are running all day (since we work with high voltages, we can't be sweating). All these power hungry devices chew on my income. We are already struggling an uphill battle with the repair industry and then having on top of all this, high power prices. It would be very helpful if we small businesses would get a relief!!

### **Tradesman: Regional Queensland - Far North / Ergon: 1-4 Employees.**

Our electricity bills doubled in recent years because governments rolled over for greenies. From 1955 to 2000 electricity bills went down eighty percent in CPI-adjusted terms. We mainly used "nature's batteries" – clean, consistent coal. In 1998 the National Electricity Market started. Soon after, prices began trending upwards. 'Governance' always comes at a cost. In 2005, the Australian Energy Market Commission was established. Subsidised "renewables" were forced into the mix. Prices doubled by 2018. How to fix it? Governments must first acknowledge that the climate hoax has collapsed. The "settled science" has been destroyed by amicus curiae briefs to a US court. The regulatory mess in the electricity sector must be repealed. Coal must run full steam ahead until a better power source is invented. The Catastropharian Climastrologists are now a zombie cult. They've blown our money. It's time sanity prevailed and heads rolled.

### **Financial Services : Regional Queensland - Far North / Ergon : 1-4 Employees.**

Rising costs of electricity are making it harder to manage the day to day running costs of the business and in turn puts a severe strain on operational cash flow for many businesses. There is no alternative supplier for our region and therefore business has no choice but to struggle with the ever increasing costs.

### **Service Station : Regional Queensland - North / Ergon : 1-4 Employees.**

Paying high power costs to what they used to be is just making things tough with everything increasing, finding it hard to keep stock as I need to keep the power connected to have a business so that's what needs to be paid first unfortunately and this is how business suffers the electricity price has risen ridiculously in the last few years I hope something can be done.

### **Retail : Regional Queensland - Central / Ergon : 1-4 Employees.**

Excessive funds that could be used to further my business are being spent on excessive power bills.

### **Education : Regional Queensland - Far North / Ergon : 1-4 Employees.**

It is a very expensive cost for a small business owner. For those just starting out it really makes a problem.

### **Self employed contractor : Regional Queensland - Far North / Ergon : 1-4 Employees.**

Our bill has increased from \$300 a quarter to now nearly \$800-\$1000 per quarter our Home bill is the same it impacts on every single thing every day

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### **Professional : Regional Queensland - Far North / Ergon : 5-19 Employees.**

Since there's no electricity competition in Queensland, I've noticed Electricity prices are out of control. No matter what is done to try to combat power consumption, the price continually rises. Is the cost of providing basic lights and power so expensive they need to keep creeping the prices up? No. They need to increase prices because the laws came into practice forcing everyone to use less power (power-saving lights, etc.etc.) so their business profits took a major hit from lower usage from everyone. Now, they're increasing costs with no actual true real justification as to why. It's to keep investors happy - not customers.

### **Accommodation: Regional Queensland - Northern / Ergon: 5-19 Employees.**

Many travellers these days expect to be paying the same and in some cases less for the products and services being offered in regional Queensland. Business owners employing regional Queenslanders don't get a choice of electricity provider or plans that equal or better that of Metropolitan Australia. Consequently, margins are reduced leaving our businesses commercially more susceptible to failure and less attractive to future purchasers and the ongoing sustainable employment of locals and their families.

### **Mechanic: Regional Queensland - Outback / Ergon: 1-4 Employees.**

Reducing lights in workshop, makes it harder to work, and also dangerous as most time of the time we walk in the dark and just lights on the vehicle we work.

### **Recreation: Regional Queensland - Outback / Ergon: 5-19 Employees.**

We have just taken over our local Tenpin Bowl and we were devastated to find that the service fee was almost \$50 per day whether we were open or not!! That's approx. \$1500 per month we have to pay before we even make any sales...Also ERGON wanted a \$25000 security deposit even though my partner and myself have been customers of ERGON for over 30 years! Maybe our Federal, State & Local Govt. members should do something more about the rising cost of electricity instead of worrying about their own future!!! Far North Qld should have the same choices as the wingers down south, then maybe we wouldn't be so cynical about how ERGON treats their captive customers!!! Don't get me wrong, some of the staff at ERGON have been very helpful...

### **Manufacturing: Regional Queensland - Far North / Ergon: 20+ Employees.**

Over the last 11 years of operation, we have endured over 38% increase in our power bills. These increases have been very difficult to cover in our cost rates and we have tried desperately not to pass these on to our customer base. Over \$1.5 million of sales has been lost to imports due to our inability to maintain our prices.

### **Manufacturing: Regional Queensland - Far North / Ergon: 20+ Employees.**

As Operations Manager of large employer in Far North Queensland, it greatly concerns me of our future with the end on increasing Electricity pricing unknown to all 80 employees. In 2010 the businesses Electricity cost was \$604K and it is now in excess of \$1M. A rise of 82% and electricity consumption has actually reduced. With current Tariffs being made obsolete 1 July 2020, it is expected to rise a further 40%.

### **Irrigated Cane Farmer: Regional Queensland - Central / Ergon: 1 to 4 Employees.**

Referring to my Nov 2012 quarterly account from Ergon Energy. Tariff 62 cents per kWh excluding GST is 32.571. This rate is from 7am to 9pm. Other times is rated at 11.517 cents per kWh excluding GST. (9pm to 7am) There is a service fee of \$54.99 including GST. Fast forwarding to the January 2018 account. Tariff 62 cents per kwh excluding GST is 46.516. All consumption is rated at 16.448 cents per kwh excluding GST. There is a service fee of \$81.11 including GST. Also added is other charges - Meter service charge \$9.00 including GST. This is a dramatic increase, I feel, with extra charges. I would like to point out that the rate from 7am to 9pm should be extended. No cane farmer in my area will wait until 9pm -( the cheaper rate) to start their irrigator. We start our irrigators as soon as the wind drops which could be 5pm or earlier. I aim for maximum water throw so that all rows are watered. Wind can hinder water throw. Cheaper rate should start at 4pm not 9pm.

### **Tradesperson: Regional Queensland / Ergon: 1 to 4 Employees.**

We live on a rural Central Queensland property, 10 minutes west of Rockhampton, and we are getting hit with quarterly power bills of anywhere between \$2000 and \$3500, this is a small business run from our home. We don't even have a full phase of power as we are at the end of the line, and our electricity supplier, Ergon was due to do an upgrade of infrastructure over 10 years, but as yet this has not happened. Our bills have escalated over the last few years from approximately \$800 per quarter.

### **Tradesperson: Regional Queensland / Ergon: 1 to 4 Employees.**

I live in central Qld. We have no competition up here, that means Ergon have the monopoly. Peter pumpkin head Beattie in 2007 promised that deregulation is going to be good for consumers and bring competition, just lies. We have had an increase of over 87% since 2007. We need to re-regulate electricity and link any increases to CPI. That's fair.

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### **Restaurant: Regional Queensland / Ergon: 5 to 19 Employees.**

Live in a small town and built my restaurant in 1986, although prices were increased every year as expected. Lately I have found these to be extraordinary. With trying to keep in line with my Cost of Sales and Payroll it seems my electricity is increasing far too much. Profitability could and will be better if electricity prices we're to fall. In short as all business are aware it seems an increase of \$500 to \$1000 a year is the trend. In 2003 my yearly power bill was \$5500 approx., 2005 \$7500 approx. 2006 \$9000 approx and still the trend is continuing. This is by far much more than the yearly CPI and of course wage increase. If anything can be done in regards to reducing power bills then I believe we all have to stand up to voice our opinion.

### **Cafe: Regional Queensland / Ergon: 5 to 19 Employees.**

Recently started my first business I am worried about the expected cost of electricity. Ergon told me they want a \$7000 security bond!! For a small first time business 56sqmeters that is a lot of cash I am going to need, they also claim my expected bills based on the previous tenant will be over \$300 a week!!! Seems like the little guys get poor while big companies get richer!!!!

### **Accommodation / Tourism Business: Regional Queensland / Ergon: 5 to 19 Employees.**

We operated hotel in North Queensland with 24 motel style rooms on the 1st floor. We originally purchased the property in 2006 as an investment, however rising costs for the tenant, and then Yasi meant that we had to take it over ourselves. The power bills were \$12,000/month, a serious problem for the tenant. We spent close to \$300,000 installing 34 new a/c units, 3 refrigeration units, 39 efficient TV sets, all-new wiring, power boards and more efficient systems. We replaced over 100 lights and fittings to accommodate LEDs, LED Fluorescent lights, and low wattage systems. We cut power down to \$4000/ month, we had 12 staff. Over the next 2 years the power bills increased to over \$6000 per month. We cut staff. If we had coal-fired generators we could cut power costs and employ more staff. People in SEQ do not understand that employing 3 more people in a country hotel is a big deal. Currently there are 8 staff and the owners work 14 hours a day. Where is the long term profit in that?

### **Entertainment Business: Regional Queensland / Ergon: 1 to 4 Employees.**

We are only a very small business in a niche market. We use a lot of electricity due to us having to heat our reptiles. I believe if there was competition in the market than prices would be competitive. Another way regional Australia gets cheated. People in Brisbane whinge about costs they have choices, we don't.

## **Household Stories**

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

My main complaint is that every quarterly bill I am charged approx. \$100.00 for a "Service fee" as well as a "Meter Services Charge" of approx. \$12.00. This is before I have used any power at all! I know we do need to pay for the supply to be available but this is over the top. There is approx. 25,000 residential consumers in Mackay and each one is paying a similar amount [as stated above] per quarter before using power at all. That equates to a windfall of approx. \$2.5 Million dollars every quarter to Ergon. They can't spend anywhere near that amount on infrastructure for the Mackay area even with the event of a cyclone. Not forgetting they are also profiting on your power bill which goes on top of your service charge bill. They simply can't keep flogging the consumer in this way!!! It is just not right!! I believe it is even worse if you are a business consumer! Let's vote them out at the next election!

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

My husband and I reside in our residence and our bill is always in excess of around \$850.00, we both have jobs and are not home between 6am - 7.30 pm Monday to Friday, Saturday we are only home after 3pm as we both work in our family business. My husband is looking at retiring at the end of this year as he is almost 70 I worry how we are going to pay our power account when he retires.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

In 2012 our quarterly account was consistently below \$300 and below the average use for a household of 2 occupants. Since then there has been a steady and consistent increase our quarterly account, the last one being \$430. We are still proudly below the average usage for a household of 2 occupants and do our best to keep our usage to the minimum. We discussed installing solar panels and decided against them. The decision was based on the fact that we had recently replaced our roof after cyclone Larry removed the original one and were hesitant to put panels on the new roof without fully knowing the impact cyclones would have on the panels and roof. Our wages have not increased at a rate relative to the Ergon account.

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### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

Only work part time so only 1 adult and 1 teenage in the household. Don't go out and socialise because no funds to do it with...Ergon eats all my savings!

### **Pensioner - Far North QLD: Regional Queensland - Ergon: Household – 1.**

I'm a single elderly pensioner, living alone. The graph on my bill shows I use less than one third the usage of other single occupant dwellings, yet my last bill was \$112, discounted from \$178. The service fee is around \$80 - I am one person, yet a household of 5 or 8 still pay the same for the service fee. (Yet another case of singles being discriminated against.) In the last few years I have watched the cost of my power bill rise from less than the service fee, to well above it. My bill in December 2014 was \$86. My bill in December 2017 was \$128, a difference of \$42 in three years. I spend all my pension on just the basics (rates, rego, insurance), and everything that I can I now do by fortnightly or monthly direct debit, just to cope. The only place I can cut down is food.

### **Pensioner - Far North QLD: Regional Queensland - Ergon: Household – 2.**

My recent quarterly bill is almost \$1000 up \$400 from the last one. As a two person household we have had to cut back on food, using the air conditioner (only use when the temperature goes above 38%), socializing & leisure activities & reworking bills by cancelling things like private health insurance due to rising cost of power. I am only on a pension & my brother works part time. At this stage if this continues we will be left homeless.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 1.**

I installed solar panels 6 years ago to eliminate my power bill. Gradually my bill has increased over time to the point where I now receive a bill. As I am a pensioner, I find this puts increased pressure on my budget. I live alone, so it's not like I waste power. I find I have to be very conscious every time I use power for normal household purposes. Also, living in Far North Queensland, means that we don't have a choice of power suppliers, so I am at the mercy of the one company and its charges. Service Fees on certain tariffs and Meter Services charges have all increased. I would welcome a reduction in fees and charges and a Zone Allowance because I cannot choose another Supplier.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

In July 2012 we spent over \$1500 to change our switch board so we could access tariff 33 to help reduce power costs as we could not afford to change to solar. At that stage the difference between tariff 11 & tariff 33 was some 9.97c/kwh and as we estimated using about 2500kwh/ year on tariff33, saving over \$400/yr. As of today the difference between tariff 11 & tariff 33 is only 5.408c/kwh. Saving only \$135 and the gap has been reducing annually so it may have been a waste of time changing over to tariff 33. Increases in the service fee have gone from 0.288c/day in 2012 to 0.974c/day, and the added meter service fee introduced in June 2016 of 13c/day, With our pensions reduced by 2/3rds in January 2017 when the Government reduced the asset cap we were forced to dig into our savings to meet all increased utility, insurance & health costs. We conserve as much power as we can but we have nearly reached a point where we cannot conserve anymore. Bring back coal fired power stations.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

Electricity bills are having a HUGE impact on our household. An average bill ranges from 1200-1600. I am forced to work full time just to make ends meet. I have tried to replace old appliances with new, and tried to limit hot showers etc., all to no avail. I also tried to apply for the \$75 rebate, however, can't get it because my bill is never paid in full. I pay \$100 per week and still owe every time. I would love some competition up in the north and be able to cut our bill down.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

Despite all the promises from the Qld Premier our electricity bill has not decreased. We live on a hill and very exposed to high winds and even though we looked into solar we did not feel our house was in a position to take advantage of the panels and again once the grid discount stops power prices will soar. We are limited to one supplier Ergon so we are not like Brisbane where they have lots of companies to pick from and therefore at their mercy in relation to what prices they charge.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 1.**

I have tried everything to reduce my power bill yet it still goes up. I have replaced appliances with more efficient ones and the bill goes up. Leave the lights off. I work away for 3 weeks at a time meaning no power is used other than the fridge and each power bill rises. I don't use an air conditioner and seldom use a fan. Mould is a big issue and an air conditioner would help to reduce that. I can't afford it. And only one person in my household.



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### **Pensioner - Far North QLD: Regional Queensland - Ergon: Household – 1.**

I am a 73 year old pensioner living on my own and just have basic electrical appliances I have a gas stove which I use for boiling water for tea or coffee as my electric kettle uses too much power, I have a QLD electricity meter that tells me how much power I am using, plus a computer (which I hardly use) and my electricity bills are always over \$500+ which I find ridiculous and very hard to pay on a pension.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

The price of power has doubled in Cairns over the last 10 years and only having one income in the last 3 years due to illness with no support has impacted our household dramatically. The cost to replace Air conditioners for more energy efficient models in the humidity up here will not be possible to the basic wage earner so they all probably go to the air conditioned shopping centres or just sweat it out. (Probably why it's called silly season with a lot of crazy's about)

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

I am a retiree and nothing in this household has changed over the last twelve months. Last summer I paid \$59.04 above my pension allotment, this summer my bill is \$609.31 above. I am struggling to pay this exorbitant increase.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 4.**

Not a business just a struggling one income family with a \$1400 electricity bill. No air con during the day, no dryer and nothing new added electronically to our house but our power bill has doubled....why?

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

Working in the mining industry and on a high income the cost of high power bills no not concern me. Now working back in Cairns on less than half the income I was previously earning the \$1600 power bill is way above my affordability. I have 2 choices, 1. Go back to mining and risk my mental health failing again, move away from Cairns to cheaper rural area ( in which I and my family will be unhappy). Why do we not have competition like South East Queensland which would help drive electricity prices down.

### **Resident - Far North QLD : Regional Queensland - Ergon : Household – 2.**

Frustrated,non competitive rate available.Unlike other areas no other supplier available.Can't see the purpose of this survey!

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

I've paid \$100 a fortnight by direct debit since I moved to Cairns nearly 8 years ago, and up until 2 years ago I was getting back about \$400 of credits each year. My last electricity bill was nearly \$400 in debit ON TOP of what I'm paying each fortnight. Coming from Melbourne where there is stiff competition for your electricity dollar I am gob smacked that one company has total monopoly and consumers have no choice what so ever, and they've got away with it for years. It's time to end it and make it fairer for consumers.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

I cannot afford to pay the power bill by the due date. I have to make a payment plan and even then it places us under enormous financial pressure to pay the bill before the next one arrives and that can be very stressful as other bills have to be juggled to accommodate the power bill. We are mindful of using power and 'switch off' at all times when possible, yet, the bill is always high and we are always told we use much more than our neighbours in the same area, which, when we ask, is not the case at all, they are also struggling to pay their power bill! I have taken an extra job just to help us cover the power bill. If it increases, we won't be able to cope, we cannot work any harder than we already are.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

We just moved into a new house 5 weeks ago and received a power bill of almost \$600 for just a FOUR WEEK PERIOD! The house even has a 5kw solar system. We were expecting to pay for more power as the house has a small pool, but on our current income this simply wouldn't be sustainable.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

From May 2013 to January 2018 tariff 33 has gone up 31.3%, and tariff 11 has gone up 12.2%. My service fee has gone up 225.3%. This is unreasonable and this pensioner couple is finding it hard to finance.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

Ergon like most corporate enemies gouge us with fees. We are self-funded retirees. I withdrew the cost of a solar system from my

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superannuation to reduce my costs and generate my own power. However they still want a service fee, a meter reader's fee. What's the service fee for if not to provide the service of reading the meter? Let's cut the MEGA \$ salaries of the Board of directors to subsidise the pensioners and those who have built this country.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 1.**

My electricity bills have doubled in the last 20 years, yes everything has gone up but if Ergon had spent some of that money during the years gone by, we wouldn't have to listen to them tell us the reason it's gone is the cost of infrastructure.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

The higher my power bill: the less healthy food my children eat, the longer I drive around in an unregistered car, the more painful my tooth gets, the less sports my children play, the more I have to work, the more stress I hide and the higher my anxiety becomes. The less I laugh and the less I see my family smile. That's how power bills impact my household.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

Ever since moving to QLD from Melbourne in 2015, I have received colossal bills. I have never received a bill under \$600.00, and there is only myself and my partner. No pool, limited AC usage and we are well and truly over it. Something needs to be done.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

Having to forego little luxuries such as dining out for breakfast or a monthly take-away. Have invested in solar which was a \$30,000+ outlay - a loan that will take us 8yrs to clear. We were assured what we were paying in electricity would be the same as the loan AND we would most likely not have a bill quarterly. To date, both assumptions have proven wrong.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

We are a single parent - one income family and we have to consistently pay our electricity bill in arrears. This summer our bill was \$1400. Yes we use the air conditioner - we live in a block house in Far North Qld and could not live comfortably without it. To be unable to access affordable electricity is a serious fail by Ergon and our Government alike. Both are responsible and should be held accountable. I would like to see serious reforms take place.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 1.**

As a pensioner I have done what I can to ameliorate exorbitant electricity prices. I feel I have been trapped with roof panels etc. But no matter what I seem to do the prices impact on my meagre income.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

The price of increased power bills are making it hard for families to pay their bills. It is ridiculous that families have to suffer and penny pinch to pay their electricity bills. In far North Queensland we only have Ergon as our supplier. So therefore there is no competition for Ergon to have to deal with. Not fair. We would like to see power prices reduced back to where people can afford it. Even though we have solar we still have a \$500 bill three monthly.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

We moved from NSW in March 2017, where we had a choice of electricity suppliers whom would offer discounts etc. We now live in Kuranda, Qld and now we do not have any choice. Ergon energy is the only electricity supplier here. They can charge whatever they like as there is no competition to drive down the prices. We are reluctant to put on the air-conditioning due to the high costs. We put up with hot houses and even get mould growth due to the high humidity. If we ran the air-conditioning a lot more some of these problems would disappear, but we cannot afford the bill.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

Ergon is the most unused friendly and expensive supplier of electricity and they can get away with it because they have a monopoly in FNQ - the government need to create a competitive environment by incentivizing other electricity suppliers into the area - only then will the consumer have real choice and an opportunity to combat the ever increasing electricity bills as supplied by Ergon. Add competition into the area and Ergon will go out of business in FNQ - never had such a poor supplier with ridiculous rules. I've had to pay for the detached house next door to be wired through my roof and into the one switch box because the land is titled dual occupancy - even though there is a separate mains electricity box on that land -and then when I get strata in place I have to pay for the whole lot to be reversed -a licence to print money - you'd like to think common sense would come into it - but not when you deal with the bureaucracy of Ergon



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### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

POWER PRICES ARE RIDICULOUS. THERE IS ONLY MY WIFE AND I AND WE STILL GET 600-700 QUARTERLY BILLS. I MEAN REALLY. WE SPENT THOUSANDS ON SOLAR BUT THEN THE GREEDY ELECTRICITY COMPANY HAS TO LOWER THE BUY BACK TARIFF. WASTE OF MONEY. SOMETHING HAS TO GIVE AND COMPETITION NEEDS TO HAPPEN IN FAR NORTH QUEENSLAND.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 1.**

Living on my own and trying to be very careful with my power usage, I find the rising cost of my Power Bill, at a fast increase, to be way too much!

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 1.**

I am only on a carer's disability pension and no air conditioning the price I have to pay is ridiculous time they made the prices cheaper for everyone.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

I have noticed a significant difference in my electricity bills in the last few years. I am a single mother with one child, I am very conscious of my electricity use and no matter what I do, and it just keeps going up. I used to pay approx. \$350 per quarter in winter and \$450-\$500 in the summer. I am now paying anywhere from \$750 to \$950 per quarter which is astronomical and too high for a family of one adult and one child (under 4).

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

I would like for someone to explain how, now a resident here in Queensland with the same amount of solar panels (32) on my roof as I had when a resident in the UK with electricity from those panels providing power for 2 fridges 2 freezers washing machine, dryer, cinema sound system, stereo, separate radio, electric oven grill, vacuum cleaner , and I had at that time a Toyota electric Hybrid Prius car all these charged with those Solar panels on the roof which was provided by a separate company which took a fare share of that power also and I still received a rebate of eq.2000 \$ annually with regular checks by that company on my meter. HERE 1 single use of dish washer or washer dryer etc. negates any rebate??

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

We are both on the aged pension and finding it tough to stretch the pension out to live a normal life. With the ever increasing electricity costs we are not game to turn on the A/C unless it is really unbearable. We no longer have a deep freeze due to running costs. We are very mindful of leaving fans and lights on if not in the room. Coal is the way to go.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

The gap is widening between the kWh solar rebate paid by Ergon and the kWh charged by Ergon. Attempts to reduce electricity bills by installing solar are becoming useless.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

My last electricity bill was for \$2400.00. As a retired person this is causing serious financial distress. Over the past 5 years electricity bills have gone through the roof.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

Rising electricity costs and rising costs of living are putting my family further into debt. I'm a nurse and work hard but I'm still struggling financially to make ends meet. I'm unable to take my kids on holidays or out to dinner etc. We are struggling to pay the Bill's.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

How are power bills not effecting my life? We have to swelter through summer because we cannot afford to run the air conditioner. We have no choice in supplier. It's only Ergon. What are we supposed to do? I cannot be any tighter on our power usage but we still end up with a \$600 quarterly power bill. It's a total disgrace. Corporate greed at its finest.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 4.**

It's causing a major strain on my family. We are very power conscious and still have bills up to \$2000 per quarter. We can barely afford to pay it with other rising costs of living. We need more competition here or the government needs to lower it and help.

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### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

It's disgusting how much we pay for electricity and each quarter the amount goes up and up... and Ergon can get away with it as there isn't any competition with them for cheaper prices... why do other cities have two or three other electricity companies to compare with and have cheaper prices but Cairns only has one electricity company. It's a rort!

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

We are both on the aged pension. We have solar panels and solar hot water. Our power bill a couple of years ago was between \$15 and \$20 per quarter, now it is \$120 - \$160. Ergon and the State Government have added a service fee around \$130 plus, a service fee on their on their meters \$18, for what ?. We should be building more coal powered generators, by all accounts we have the best and cleanest coal world wide. The impact on the so called Global Warming would be minimal

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

Broke every week from paying 120 dollars for a 2000 dollar bill... disgusting!!

### **Family - Far North QLD: Regional Queensland - Ergon: Household – 4.**

Increasing electricity prices are making it increasingly difficult for our family too make ends meet. Just received our power bill, have used LESS kW than same time last year (we unplug, turn off and save every way we can) and the bill is MORE!!!! Even when on holidays, everything off or unplugged we do not see much less in cost even though away (no one home) for half of the billing period. Absolutely outrageous that prices keep rising at such a rate and we have no say and no option to change providers! Feeling very ripped off and taken advantage of!

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

Our quarterly power bill is now \$1,929 (\$1449 for the house Tariff 11 + off peak Tariff 33 and business \$480 Tariff 20). We have 2 young children and 2 adults in a 3 bedroom better block home. I have to give nearly half of my pay each fortnight just to pay electricity bill. Leaving very little to share out to other bills and living costs. No social life no extras no disposable income that can be spent to employ people. Welcome to North Queensland.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 1.**

I'm 80 years old and live on a single age pension - I only turn on one fan the one that's I'm sitting under even during really hot days - I also switch all electrical appliances (except my fridge at night to keep my power bill low. I only turn on my air con when I'm going to do my grocery shopping - I'm always terrified if I have to use my dryer during rainy periods. I'm still paying off my mortgage plus the upkeep, insurance, etc. and groceries are rising in price too. I only go out one day a week because I can't afford to do anything except get groceries.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

Crippling we struggle to make the mortgage. We are struggling to get by most times we get the bill.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 1.**

Power is too dear and quiet often the service charge is as dear if not more expensive than the power used.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

Our bill has increased \$350-400 a quarter this is crazy. We are pretty budget conscious and we're paying \$80 a fortnight but now need to pay \$110 a fortnight. Our wages have not gone up and this increase is knocking us.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 4.**

Basically each quarter we need to get an extension, as the bills get higher and higher, yet we seem to be more power savvy than ever. We had a \$300 rise from our last bill and we used less, the bill before that was during summer and that bill didn't seem as bad. We are scared to use the air cons as we are afraid of the impact on the bill, and we live in tropical Cairns. We don't use our pool as much for fear of the power the pump uses, so it is forever going green. We do Xmas lights at Xmas time on our house, but for the 1st time in 6 yrs. we are not sure we will do them this yr. as the power bill is just too much. We are scared to use the dryer on a wet day to dry the washing, as we fear the power it will chew. Basically we live in fear of using too much power and being comfortable in summer for us isn't possible anymore. We are struggling and it's getting worse each quarter.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

I have kept records of my Ergon account for some time. I will use the October 15 to January 6 as an example where the usage was 3263k/w cost was \$903.86. My current bill from 24/10/17 to 23/01/18 was 3782kW cost \$1040.10. You can see that the Ergon cost

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is creeping up with each bill. My wife & I are on the aged pension & we are not sure how long this will go on for. What about the other charges - service fee 87.133 cents per day. This has all so crept up all so. Then there is "Meter Service Charge" of \$15.63. So you see we are continually paying extra costs when presented with the quarterly bill. I don't understand where Ergon stands in all this weather you are government controlled & all Ergon's profits go to the state government. It has to stop. The Federal Government has no idea what to do let alone the State Government. We power users in the North were on a good deal that all of a sudden the Baron Hydro power production was transferred into the state's main grid.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

Electricity bills are very high in Far North Queensland but you have no choice in providers so they can charge what they want!!

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

There are 3 people in my house, we don't use zircon, got rid of the clothes dryer, & use a Webber BBQ not the oven. We have a pool with an energy efficient pump installed, LED lighting, have very quick showers (only cold during summer) no hot washing, have done the Ergon on-line power use-age test, which determined our daily usage should be just under \$5 per day BUT on my Ergon bill it is nearly \$10 usage per day. We have done everything possible to cut our use-age BUT the power bill is always between \$750 & \$850..Why is there no competition to ERGON?????

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

We are paying over \$150 per week for electricity for a family of 4. This is causing us financial distress as currently we are surviving on one income and with the cost of electricity and our rent there is not much left to pay for food and other expenses each week.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

I now feel physically sick when I see a new bill. Our last bill went up by over 60% with no explanation from ergon. It feels like we never get ahead just finish paying the last bill and get another to pay. I have a debit of \$50 a fortnight coming out and still have to find money on top to cover bill. In a household of two full time working adults and a 3 y/old child a \$790.00 power bill up from the usual \$350 - \$400 bill I simply cannot justify.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

IF WAGES ROSE AS FAST AS UTILITY BILLS US COULD ALL BE MILLIONAIRES. WE CAN NOT KEEP BLAMING ERGON AS THEY ARE ALSO BEING SCREWED BY THE STATE GOVERNMENT. ALSO I AM SICK OF SUBSIDIZING SOLAR AND RENEWABLES TO PEOPLE WHO LIVE SOLEY TO GET A FREE RIDE ANY WAY THEY CAN. STOP ALL SUBSIDIES NOW AND I AM SURE A SOLAR SYSTEM WILL STILL HAPPEN AT A MORE COMPETITIVE PRICE TO THE PUBLIC OVER TIME. AS TIME PROGRESSES OTHER WAYS TO GENERATE POWER WILL COME BY DUE COURSE NOT AT A TURBO CHARGED RATE ON THE WAY TO DISTRUCTION.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

Power bills are my major bills. They are just going up and up. I am a 78 year old pensioner and I live in the tropics. In the summer I have to turn on the air conditioner otherwise I am ill. It is a major concern and I dread getting the bill.

### **Pensioner - Far North QLD: Regional Queensland - Ergon: Household – 1.**

I feel that the power bills have a huge impact on our household as we are only 2 people but when the bill rolls in we are apparently using and paying as much as a household of 4 people. It's not nice to know that you have a huge bill coming at you from the **end of the quarter and I would like to be able to compare our energy rates and have an option of another provider.**

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 1.**

We are pensioners and could not afford to run the bedroom zircon at all during the recent hot humid weather. All our power is switched off at the wall at all times except when in use. Bill still close to 500 dollars

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

Rising electricity costs mean that we have to spend the entire quarter saving to pay our Electricity Bill - with regular weekly payments made in advance and solar system that is supposedly meant to save - we still have a shortfall each time the bill arrives - being a family with serious medical issues & expenses, we are struggling to make ends meet and often will go without the essentials - like food. Electricity is an "essential" in this day and age and without competition within the industry the consumer suffers.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 1.**

Its putting me in a situation where by I can't afford to live and enjoy simple pleasures at home. No TV, no zircon - think twice about

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the fan!! Reduced to one fridge. Cook on BBQ'S its gas!! It's ridiculous that we work to live but then can't enjoy simple pleasures at home on our time off!!!

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

As a pensioner couple we are careful with all necessary expenses. Electricity prices however are increasing so drastically we must now further save on other costs such as food and making necessary trips to town to collect our mail etc. ( No mail delivery in many rural areas) There is no doubt the present "Renewable Energy" policies are a major contributor to much of the increasing power costs over and above the huge amounts of government subsidies being given to prospering businesses that are building and operating those "Renewables" - many of which are foreign owned non tax paying companies. It is about time our politicians opened their eyes and see that they have been conned by the so called "Green" supporters who are feathering their own nests. Whilst the most progressive countries in the world are returning to coal fired and nuclear power generation using Australian mined resources (again being mined and sold by overseas owned companies) we are going backwards.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 2.**

My power bill has nearly doubled in the last 8 years.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

In a short time power bills have crippled long term family budgets caused by extra costs to use so called clean energy. The average working family cannot afford such crippling costs and meet other essential necessities to ensure a healthy happy family in the once Lucky Country ...It is an unacceptable price to pay to subsidise other and often unreliable energy.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

They are making me broke! I have had a \$1000 electricity bill when it was just my partner and myself in a two bedroom apartment and we didn't have a clothes dryer or dishwasher! Which just seemed totally ridiculous to me when my previous bill was less than \$500.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

Well because of the already sky rocketing cost of living and lack of any significant pay rises to keep up with it, the cost of electricity is just down right disgusting compared to other localities. For the government to use the excuse of "Lack of Competition" as an answer is just plain ridiculous. When is it going to end? We can't save, we can only work to live. We can't go on holidays, we can't enjoy life because there are bills to pay and politicians to keep in power. Please sort it out before we turn into a third world country.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

The cost of electricity has more than doubled in a short period of time. This has created a level of "energy poverty" in Queensland and Australia. People on low and fixed incomes are the worst affected which is sad when most of the increase has occurred under successive Labor governments – not to say the LNP has behaved any differently. There is much talk about "gold plating" of infrastructure. However let's be realistic and accept that the real increase in cost is caused by the State Government using electricity as a big revenue source. It raises ever increasing performance dividends as owner of the infrastructure. The increase is a "claytons" tax which allows the State to squeeze more and more out of residents and claim they are not increasing taxes or bringing in any new taxes. In a recent Courier Mail article Government Ministers acknowledged recent huge increases in electricity revenue to the Government. I would hate to be a young family bringing up children.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 3.**

I am a single mother of 2, and am often paying off my power bill long into the 3rd bill cycle. I never seem to get ahead of my power bill. No matter if I'm working full time part time or on centre-link. It just seems the more money I make the higher my bill gets. And when I can't afford the bill I end up behind in my rent, or other bills.

### **Resident - Far North QLD: Regional Queensland - Ergon: Household – 1.**

Domestic use has gone from \$500 a quarter to \$1700 a quarter. Still paying off last bill. This is disgusting that North Queensland is dictated by a deregulated commercial business. Shame on all political parties and the CEO of Ergon.

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 1.**

I am elderly on a limited income and I am terrified to turn on the air-con which makes for uncomfortable days sometimes When I turn it on I calculate how many hours I can use it on for at its most economical level. The electricity bill arrives and it impacts on

## **Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD**

other expenses. I am now in the habit of turning off everything that's not being used and this includes the hot water tank which is nothing more than a gigantic kettle and turning it in for an hour every other day (yes, I do have continuous hot water) The cost of living up here is making me rethink if I actually want to keep living in FNQ and this includes the expense of electricity.

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 3.**

The ridiculous price of power is impacting everything we can do as a family. Less money for shopping, day to day expenses, discretionary buying and even holidays. Please stop the crazy renewable energy target! This is the main reason for our power prices increasing. We need reliable and affordable power, and that comes from Coal fired power stations, not damn solar panels or bird chopping wind turbines!!

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 2.**

We cannot afford it, each quarter another high amount gets added and the bill keeps getting higher and harder to achieve. Anxiety, stress and constant fear of disconnection. Even the payment plan amounts are too hard ... Really worried about how we can afford this once I start maternity leave.

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 3.**

Too expensive and there is nothing we can do about it. The meter reader takes less than a minute to record the necessary information yet how much are we charged for that service. I have also been unable to get ahead of my bills because you cannot 'bill smooth' payments if there is an overdue amount owing. This came about when moving house so essentially had 2 bills I was paying at the same time. As a single parent working part-time - this is very difficult to get on top of. Any extra money I receive goes on my ergon bill, not on anything to treat my children or myself with. Ergon is my most expensive and stressful bill.

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 2.**

Getting more expensive all the time! We need some choice

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 3.**

The rising costs of power makes it unaffordable to live. As our bills get higher we have less money to spend on food and other necessities. So far the cost of power has risen to a third of our income if it goes any higher we won't be able to live.

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 3.**

As a single mother, my power bills are costing me far too much, I am currently paying \$900 a quarter to run a house that shouldn't be costing that much. I try to minimise my power consumption as much as possible and I'm still using as much as a 6 person household. I have always wondered how that works. I really think that there should be a choice in power companies in far North Queensland, as it would stop Ergon from taking advantage of their customers. Also it would give consumers a choice as to which company gets their hard earned money, along with companies then being held accountable for their outrageous pricing.

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 3.**

I read stories from down south about competition between suppliers. While I don't believe this would stop prices rising, I do believe it would stop prices rising as fast.

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 2.**

The price of electricity is ridiculous, for just the two of us we pay \$850.00 every three months, we only use the air conditioner in summer and the dryer in the wet season. We both work and are not home all the time. Our recently brought second property which we only use every second weekend is costing \$400.00 every three months and we turn the stove and hot water switch off when we leave. We need choice and options. A little competition didn't hurt anyone. The prices we are forced to pay is highway robbery.

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 1.**

When I moved to Port Douglas in 2012 I lived in a 4 bedroom house with a large pool. There were 6 people in that house and our bill was around \$650 a quarter. Fast forward 6 years, there are now only 3 people in a 3 bedroom house with no pool and my latest bill is just over \$1000. How is that possible? Between that and the increasing rents, considering moving elsewhere

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 3.**

If we want to try and stay on top of our bills we have to allocate at least \$70 to \$80 a week towards our electricity account. Our yearly costs are at least \$3600 per year! I don't allow air conditioners to be used as much as I would like & I follow kids around switching off lights, fans and anything necessary. As electricity is a necessity I feel like I have to pay this amount of money & other

## **Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD**

things such as kids extracurricular activities, (ie sports & hobbies) can't happen because our budget is so tight. With no choice of provider, Ergon, the only provider, can hold us to ransom over how much they charge, which is massively more than southern providers.

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 2.**

We use the air-conditioning less, but this makes it uncomfortable to live and I think impacts on our health and enjoyment. I can't imagine how the elderly and very young cope. Cairns is a very expensive place to live as it is and electricity prices mean we don't go out as much, which has a flow on effect to local businesses because we are not shopping/dining out as much as we could be. If we want to encourage people to live in regional Queensland, we need to make living here affordable and attractive.

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 3.**

In a shared house of uni-students/apprentices, the cost of studying and then having to pay excessive power bills makes it nearly impossible to live out of home.

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 3.**

Electricity prices are challenging the average household in nth qld, putting stress on the family to be able to pay their power bills. People going without basic needs to pay bills. Pensioners to scared to use a fan, let alone an air conditioner. No competition, so is it a matter of put up and shut up. Something needs to change!!!

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 2.**

Having moved from Darwin 6 months ago we have only had 1 complete quarterly bill. We were quite shocked to get a bill for almost \$1000 which included a pensioner discount. We have had to change our lifestyle including cutting back the pool filtering by 1 hour a day and not running a/c during the day except in the bedroom at night. We aren't sure how to reduce further bills as there is no option in Cairns to change suppliers.

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 2.**

Limiting when I use the air con affects my comfort at home, not using the dryer makes it hard to get clothes dried quickly.

### **Resident - Far North QLD: Regional Queensland / Ergon: Household – 2**

I have moved from SEQ where you could choose an electricity provider that best suited your circumstance, and was astounded that in Cairns you have no choice. Talk about a monopoly! How can that be allowed? It's a rort. The prices are higher than what I was paying, with no extra usage....

### **Pensioner: Regional Queensland / Ergon.**

Why the hell can't they give pensioners a break, \$400 a quarter, one old man living on his own, but they don't care they just want us dead so we can be replaced by younger migrants that have big families then they can rip them.

### **Resident: Regional Queensland / Ergon.**

Our main struggle in regional Qld is that we have several suppliers available, namely Ergon, Ergon, and Ergon& Ergon. NO COMPETITION! We continually hear how down south there are multiple suppliers who offer different discounts.



Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD

Appendix 3: Residential and small business offers on Energy Made Easy


















Electricity offers to residential customers in Southeast Queensland - 20 November 2017

## Your search details

Jurisdiction: QLD  
 Postcode: 4151  
 Seeking offers for: Electricity on a Single rate tariff  
 Electricity distributor: Energex  
 Your estimated annual electricity usage is: 6,970 kWh on a Single rate tariff

*We've found 73 offers that meet your criteria, ranging from \$1,962 to \$3,004.*

**Compare offers** **Filter search**  **Update**

Compare up to three	Retailer	Offer name and ID	Fact Sheet	Contract term	Exit fee	Solar options	Estimated bill incl. GST	Estimated bill with all discounts incl. GST
<input type="checkbox"/>	 QEnergy	Flexi Home_17 Single Rate QEN439109MR		2 years	\$0		\$1,962	\$1,962
<input type="checkbox"/>	 EnergyLocals	Save Me - Residential - Anytime offer LCL434142MR		No contract term	\$0		\$2,161	\$2,161
<input type="checkbox"/>	 origin	Solar Boost Plus ORI433714MR		Ongoing contract with benefit period	\$0		\$2,206	\$2,206
<input type="checkbox"/>	 mojo	Energy with Benefits (Annual EnergyPass®) MOJ367520MR		No contract term	\$0		\$2,238	\$2,238
<input type="checkbox"/>	 origin	Solar Boost ORI433711MR		Ongoing contract with benefit period	\$0		\$2,244	\$2,244
<input type="checkbox"/>	 mojo	Energy with Benefits (Annual EnergyPass®) (Solar) MOJ367514MR		No contract term	\$0		\$2,264	\$2,264

Source: Australian Energy Regulator's Energy Made Easy website, 20 November 2017



**Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD**

**Electricity offers by Alinta Energy to residential customers in Southeast Queensland - 20 November 2017**

## Your search details

Jurisdiction: QLD  
 Postcode: 4151  
 Seeking offers for: Electricity on a Single rate tariff  
 Electricity distributor: Energex  
 Your estimated annual electricity usage is: 6,970 kWh on a Single rate tariff

*i* We've found 4 offers that meet your criteria, ranging from \$2,391 to \$2,417.

**Compare offers** **Filter search** **Show estimated bill for** One year **Update**

Compare up to three	Retailer	Offer name and ID	Fact Sheet	Contract term	Exit fee	Solar options	Estimated bill incl. GST	Estimated bill with all discounts incl. GST
	Home Saver Plus - Residential Single Rate ALI415571MR		No contract term	\$0		<b>\$2,391</b>	<b>\$1,893</b>	
	Standing Offer - Residential Single Rate ALI404727SR		No contract term	\$0		<b>\$2,391</b>	<b>\$2,391</b>	
	Home Saver Plus - Residential Single Rate and Solar Generation ALI415572MR		No contract term	\$0		<b>\$2,417</b>	<b>\$1,918</b>	
	Standing Offer - Residential Single Rate and Solar Generation ALI404726SR		No contract term	\$0		<b>\$2,417</b>	<b>\$2,417</b>	

Source: Australian Energy Regulator's Energy Made Easy website, 20 November 2017

**Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD**

Electricity offers to residential customers in regional Queensland - 20 November 2017

## Your search details

Jurisdiction: QLD  
 Postcode: 4870  
 Seeking offers for: Electricity on a Single rate tariff  
 Electricity distributor: Ergon  
 Your estimated annual electricity usage is: 6,970 kWh on a Single rate tariff

We've found 7 offers that meet your criteria, ranging from \$1,520 to \$2,393.

Compare offers

Filter search

Show estimated bill for One year

Update

Compare up to three	Retailer	Offer name and ID	Fact Sheet	Contract term	Exit fee	Solar options	Estimated bill incl. GST	Estimated bill with all discounts incl. GST
		Tariff 14 ERG428969RR		No contract term	\$0		\$1,520	\$1,520
		Flexi Home_3 Single Rate QEN431591MR		2 years	\$0		\$2,321	\$2,321
		Momentum Standing Offer GD (Anytime) MOM432089SR		No contract term	\$0		\$2,335	\$2,335
		Tariff 11 ERG429447RR		No contract term	\$0		\$2,335	\$2,335
		Standing retail contract SAN362483SR		No contract term	\$0		\$2,335	\$2,335
		Market Rate Offer Home_Single Rate QEN428884MR		2 years	\$0		\$2,393	\$2,393
		Home Your Way Single Rate QEN431196SR		No contract term	\$0		\$2,393	\$2,393

Source: Australian Energy Regulator's Energy Made Easy website, 20 November 2017

**Note:** Tariff 14 is a 'Time of Use' tariff not a 'Single Rate' tariff and Energy Made Easy should not have included Tariff 14 in its list of 'Single Rate' offers

Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD

Appendix 3: Residential electricity offers in SE Queensland and regional Queensland – April 2018



















Electricity offers to residential customers in Southeast Queensland –2 April 2018

## Your search details

Jurisdiction: QLD  
 Postcode: 4151  
 Seeking offers for: Electricity on a Single rate tariff  
 Electricity distributor: Energex  
 Your estimated annual electricity usage is: 6,970 kWh on a Single rate tariff

*i* We've found 72 offers that meet your criteria, ranging from \$1,885 to \$3,110.

Compare offers Filter search ⚙️ Show estimated bill for One year Update 🗕 🗑️ ?

Compare up to three	Retailer	Offer name and ID	Fact Sheet	Contract term	Exit fee	Solar options	Estimated bill incl. GST	Estimated bill with all discounts incl. GST
<input type="checkbox"/>		Flexi Home_Single Rate QEN462580MR		2 years	\$0		\$1,885	\$1,885
<input type="checkbox"/>		BillSaver ORI468095MR		Ongoing contract with benefit period	\$0		\$2,057	\$2,057
<input type="checkbox"/>		Save Me - Residential - Anytime offer LCL434142MR		No contract term	\$0		\$2,161	\$2,161
<input type="checkbox"/>		Easy Saver 10% - Residential RED459340MR		No contract term	\$0		\$2,180	\$1,962
<input type="checkbox"/>		Solar Boost Plus ORI468089MR		Ongoing contract with benefit period	\$0		\$2,206	\$2,206
<input type="checkbox"/>		Solar Boost ORI468086MR		Ongoing contract with benefit period	\$0		\$2,244	\$2,244

Source: Australian Energy Regulator's Energy Made Easy website, 2 April 2018

**Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD**

**Electricity offers by Alinta Energy to residential customers in Southeast Queensland –2 April 2018**

## Your search details

Jurisdiction: QLD  
 Postcode: 4151  
 Seeking offers for: Electricity on a Single rate tariff  
 Electricity distributor: Energex  
 Your estimated annual electricity usage is: 6,970 kWh on a Single rate tariff

*i* We've found 4 offers that meet your criteria, ranging from \$2,391 to \$2,417.

[Compare offers](#)
[Filter search](#)

Show estimated bill for: One year [Update](#)

Compare up to three	Retailer	Offer name and ID	Fact Sheet	Contract term	Exit fee	Solar options	Estimated bill incl. GST	Estimated bill with all discounts incl. GST
	Alinta Energy	Standing Offer - Residential Single Rate ALI404727SR		No contract term	\$0		\$2,391	\$2,391
	Alinta Energy	Home Saver Plus - Residential Single Rate ALI440264MR		No contract term	\$0		\$2,391	\$1,833
	Alinta Energy	Standing Offer - Residential Single Rate and Solar Generation ALI404720SR		No contract term	\$0		\$2,417	\$2,417
	Alinta Energy	Home Saver Plus - Residential Single Rate and Solar Generation ALI440263MR		No contract term	\$0		\$2,417	\$1,859

Source: Australian Energy Regulator's Energy Made Easy website, 2 April 2018



Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD

Electricity offers to residential customers in regional Queensland –2 April 2018

## Your search details

Jurisdiction: QLD  
 Postcode: 4870  
 Seeking offers for: Electricity on a Single rate tariff  
 Electricity distributor: Ergon  
 Your estimated annual electricity usage is: 6,970 kWh on a Single rate tariff

*i* We've found 7 offers that meet your criteria, ranging from \$1,520 to \$2,393.

Compare offers Filter search ⚙️ Show estimated bill for One year Update 📄 🔍 ?

Compare up to three	Retailer	Offer name and ID	Fact Sheet	Contract term	Exit fee	Solar options	Estimated bill incl. GST	Estimated bill with all discounts incl. GST
	Tariff 14 ERG428969RR		No contract term	\$0		\$1,520	\$1,520	
	Flexi Home_Single Rate - T11 QEN466230MR		2 years	\$0		\$2,194	\$2,194	
	Standing retail contract SAN362483SR		No contract term	\$0		\$2,335	\$2,335	
	Tariff 11 ERG429447RR		No contract term	\$0		\$2,335	\$2,335	
	Momentum Standing Offer GD (Anytime) MOM432089SR		No contract term	\$0		\$2,335	\$2,335	
	Home Your Way Single Rate - T11 QEN466233SR		No contract term	\$0		\$2,393	\$2,393	
	Market Rate Offer Home_Single Rate - T11 QEN466239MR		2 years	\$0		\$2,393	\$2,393	

Source: Australian Energy Regulator's Energy Made Easy website, 2 April 2018

**Note:** Tariff 14 is a 'Time of Use' tariff not a 'Single Rate' tariff and Energy Made Easy should not have included Tariff 14 in its list of 'Single Rate' offers

**Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD**

**Electricity offers to small business customers in Southeast Queensland –3 April 2018**

















## Your search details

Jurisdiction: QLD  
 Postcode: 4151  
 Seeking offers for: Electricity on a Single rate tariff  
 Electricity distributor: Energex  
 Your estimated annual electricity usage is: 6,853 kWh on a Single rate tariff

We've found 67 offers that meet your criteria, ranging from \$1,869 to \$3,322.

Show estimated bill for: One year

[Compare offers](#)
[Filter search](#)
[Update](#)

Compare up to three	Retailer	Offer name and ID	Fact Sheet	Contract term	Exit fee	Solar options	Estimated bill incl. GST	Estimated bill with all discounts incl. GST
		8300 Small Business Demand NEX427746SS		No contract term	\$0		\$1,869	\$1,869
		Flexi Biz_Single Rate QEN462553MS		2 years	\$0		\$1,940	\$1,940
		AGL Home Office Everyday - Queensland small business electricity market offer AGL462911MS		Ongoing contract with benefit period	\$0		\$2,125	\$2,125
		AGL Home Office Everyday - Queensland small business electricity market offer AGL462902MS		Ongoing contract with benefit period	\$0		\$2,125	\$2,125
		ERM Business Energy Adjustable - Business - Peak ERM461227MS		No contract term	\$0		\$2,200	\$2,200
		Lumo Business Premium (No Exit Fee) LUM459408MS		3 years	\$0		\$2,291	\$2,291

Source: Australian Energy Regulator's Energy Made Easy website, 3 April 2018

Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD

Electricity offers by Alinta Energy to small business customers in Southeast Queensland –3 April 2018

## Your search details

Jurisdiction: QLD  
 Postcode: 4151  
 Seeking offers for: Electricity on a Single rate tariff  
 Electricity distributor: Energex  
 Your estimated annual electricity usage is: 6,853 kWh on a Single rate tariff

We've found 4 offers that meet your criteria, ranging from \$2,629 to \$2,654.

Compare offers   Filter search   Show estimated bill for: One year   Update

Compare up to three	Retailer	Offer name and ID	Fact Sheet	Contract term	Exit fee	Solar options	Estimated bill incl. GST	Estimated bill with all discounts incl. GST
<input type="checkbox"/>		Small Business Standing Offer - Single Rate ALI391443SS		No contract term	\$0		\$2,629	\$2,629
<input type="checkbox"/>		Business SaverPlus - Single Rate ALI415598MS		No contract term	\$0		\$2,629	\$2,206
<input type="checkbox"/>		Small Business Standing Offer - Single Rate and Solar Generation ALI391446SS		No contract term	\$0		\$2,654	\$2,654
<input type="checkbox"/>		Business SaverPlus - Single Rate and Solar Generation ALI415597MS		No contract term	\$0		\$2,654	\$2,232

Source: Australian Energy Regulator's Energy Made Easy website, 3 April 2018



**Queensland Competition Authority: Draft 2018-19 Regulated Retail Electricity Prices for regional QLD**

**Electricity offers to small business customers in regional Queensland –3 April 2018**

### Your search details

Jurisdiction: QLD  
 Postcode: 4870  
 Seeking offers for: Electricity on a Single rate tariff  
 Electricity distributor: Ergon  
 Your estimated annual electricity usage is: 6,853 kWh on a Single rate tariff

*i* We've found 9 offers that meet your criteria, ranging from \$1,677 to \$3,827.

Compare offers

Filter search

Show estimated bill for  
 One year

Update

Compare up to three	Retailer	Offer name and ID	Fact Sheet	Contract term	Exit fee	Solar options	Estimated bill incl. GST	Estimated bill with all discounts incl. GST
		Tariff 24 ERG428957RS		No contract term	\$0		\$1,677	\$1,677
		Tariff 66 ERG428945RS		No contract term	\$0		\$2,148	\$2,148
		Flexi Biz_Single Rate - T20 QEN466227MS		2 years	\$0		\$2,422	\$2,422
		Tariff 20 ERG428981RS		No contract term	\$0		\$2,573	\$2,573
		Momentum Standing Offer E (Anytime) MOM432083SS		No contract term	\$0		\$2,573	\$2,573
		Biz_Your Way Single Rate - T20 QEN466236SS		No contract term	\$0		\$2,631	\$2,631
		Market Rate Offer Biz_Single Rate - T20 QEN466242MS		2 years	\$0		\$2,631	\$2,631
		Tariff 41 ERG428977RS		No contract term	\$0		\$3,301	\$3,301
		Tariff 21 ERG428965RS		No contract term	\$0		\$3,827	\$3,827

Source: Australian Energy Regulator's Energy Made Easy website, 3 April 2018