

Analysis of small business retail energy bills in Australia

Final Report, December 2022

Small and Medium Enterprise (SME) Retail Tariff Tracker Project

Prepared by Alviss Consulting, with Energy Consumers Australia



Disclaimer

The energy offers, different energy plans (tariffs) and bill calculations presented in this report and associated workbooks should be used as a general guide only and should not be relied upon. The workbooks are not an appropriate substitute for obtaining an offer from an energy retailer. The information presented in this report and the workbooks is not provided as financial advice.

While we have taken great care to ensure accuracy of the information provided in this paper and the workbooks, they are suitable for use only as a research and analysis tool. We do not accept any legal responsibility for errors or inaccuracies. Alviss Consulting Pty Ltd does not accept liability for any action taken based on the information provided in this report or the associated workbooks or for any loss, economic or otherwise, suffered as a result of reliance on the information presented.

If you would like to obtain information about energy offers available to you as a customer, go to the relevant regulator's website or contact the energy retailers directly.

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The Small Business Tariff-Tracking Project: Purpose and outputs

The Small and Medium Enterprise (SME) Retail Tariff Tracker is an ongoing project that will evolve based on feedback received and new retail tariff data being collected.

To date this project has collected and compared small business electricity and gas retail tariffs across Australia and developed a spreadsheet-based tool that allows consumer advocates, and other interested parties, to compare prices and produce their own analysis. Workbooks, which allow the user to enter consumption levels and analyse bills for electricity and gas market offers available to small business customers from April 2016 to October 2022 have been developed for each jurisdiction.¹ While every update of the workbooks will be accompanied by a report, we stress that the workbooks themselves are integral to this project and can be accessed at:

<https://energyconsumersaustralia.com.au/publications/our-research>

The analysis presented in this SME Retail Tariff Tracker project update report is based on available retail offers from April 2016 to October 2022.² The consumption levels of 20,000 kilowatt hours for annual electricity consumption and 100 gigajoules for annual gas consumption used for comparing changes in annual bills in this update report reflect feedback received on the SME Retail Tariff Tracker: Preliminary Report (October 2017) and are consistent with those used for the previous update-report.³ Readers interested in more background information about SME energy customers, contract and tariff types may also want to refer to the Preliminary Report.

As we collect more data over time the analysis and reporting will evolve. The project aims to highlight issues and trends in relation to price changes, bill-stacks, supply charges, discounting etc. However, the intention is not to ensure that every report covers all potentially interesting aspects in relation to SME energy prices. Timeliness of the update reports is crucial in order to ensure that SME customers, as well as other stakeholders, have access to up to date information. The timeliness aspect of the SME Tariff-Tracking project also means that the aim is not to explore or explain why changes are occurring. Rather the analysis and the findings should be regarded as a tool to track changes and identify potential issues in the SME energy retail markets. As such, the aim of the reports is more to serve as conversation starters rather than proposing solutions to issues identified.

Previously, the five Victorian electricity networks introduced new Network Use of System (NUOS) charges as of 1 January every year while they were introduced on 1 July in all other jurisdictions. This informed our decision to collect tariffs as of April and October every year as it meant that the update report based on April data was particularly relevant for capturing recent price changes in Victoria while the update report based on October data was particularly pertinent for analysis of recent price changes in all other jurisdictions. From July 2022, however, Victorian networks commenced introducing new NUOS charges on 1 July every year. We will however continue to collect and analyse data as of April and October each year to cover both major and minor price changes in all jurisdictions.

This report presents some of the key findings produced by the SME Tariff-Tracking tool to date.

1 All market offers are published offers and do not include special offers that retailers market through special campaigns or brokers. All offers have been sourced from the retailers' websites directly. The offers included in the analysis for this report are listed in Appendix A.

2 Since April 2017, retail offers have been collected in April and October each year.

3 Available at <https://energyconsumersaustralia.com.au/publications/sme-retail-tariff-tracker-preliminary-report-october-2017>

1. Key Findings

This report covers a period of significant wholesale price volatility and increases, and it should be noted that this, and the subsequent retail market response, has implications for the analysis presented in this report.⁴

Firstly, while average annual bills (across all retailers) have increased significantly, interpretation of these is complicated by the unprecedented and specific nature of the retail market response to escalating wholesale prices. These included many smaller retailers with historically low prices suddenly becoming among the most expensive, and that there was a rapid contraction in the number of retailers in the market. The latter exacerbated the former, and both combine to make historical comparison of these average bills more complex in the short-term. In eastern mainland Australia, we now see market offers clustered around the regulated standing offers (the DMO in NSW, South East Queensland and South Australia, and the VDO in Victoria), with a few very high priced outliers. This means the average bill calculations are inflated by these outliers.

Secondly, the maximum price-spread (the difference between the lowest and highest annual bill) has increased substantially due to the emergence of extreme outlier offers at the upper end of the price spectrum. In previous reports, retail markets with higher maximum price-spreads have been interpreted as markets with a higher level of competition as the outliers typically were on the lower end of the price spectrum. In this year's analysis, however, very high price-spreads are mostly caused by retailers seemingly pricing themselves out of the market.

While these outcomes are most pronounced in the electricity retail market, there are similar issues that have impacted on the gas retail markets in NSW, South East Queensland and the ACT.

Key findings in this update report on the SME Tariff-Tracking project in regard to bills, price changes, prices-spreads, discounts, supply charges and network charges include:

SME ENERGY BILLS AND ANNUAL PRICE CHANGES

- A jurisdictional comparison of SMEs consuming 20,000 kWh per annum shows that **businesses in South Australia have the highest annual electricity bills (\$8,595)** while Victorian businesses have the lowest (\$5,860). [See section 3.1.](#)
- On average, nationally, annual electricity bills for SMEs with this consumption level **increased by approximately \$1,120 between October 2021 and October 2022.** The greatest increases in annual electricity bills are in NSW (\$2,375) while they are lowest in Western Australia (\$165).⁵ [See section 3.1.](#)
- A jurisdictional comparison of SMEs consuming 100 GJ of gas per annum shows that **Tasmanian businesses continue have the greatest annual gas bills (\$4,900) and Victorian businesses have the lowest \$2,720).** [See section 3.2.](#)
- On average, nationally, **annual gas bills increased by 21% between October 2021 and October 2022.** The greatest increases have been in South Australia and NSW where the average bills have increased by \$985 and \$945 respectively. We do note, however, that as this is the average, across all retailers, individual retailers with extreme price increases may skew this outcome. In Tasmania, on the other hand, they have only increased by 3%. [See section 3.2.](#)

⁴ Appendix B outlines some of the retailers' public messaging in June 2022, as well as the impact the volatile wholesale market had on the number of retailers participating in the market from May to October 2022.

⁵ Note that these price changes may differ from the overall averages in the jurisdictional analyses (section 4 below). This is because the average bill in this section is based on all retailers offering retail contracts as of October 2021 and October 2022 while the jurisdictional analyses compare retailers that had offers in both October 2021 and October 2022 only. Also, in relation to Tasmania, the October 2018 bill calculation is based on Aurora Energy only while the October 2019 and April 2020 bill calculations are based on Aurora and 1st Energy. The October 2020 and April 2021 calculations are based on Aurora, 1st Energy as well as Future X Power, the October 2021 and April 2022 calculations are based on six retailers (Aurora, 1st Energy, Future X Power, CovaU, Glow Power and Energy Locals) while the October 2022 calculations are based on four (Aurora, 1st Energy, CovaU, and Energy Locals).

IMPACT OF REGULATED OFFERS

- In Victoria, **the current VDO is on average 31% lower than the standing offers prior to the initial VDO taking effect in Victoria. In South Australia the DMO is 12% lower than the standing offers prior to the initial DMO while in South East Queensland it is 1% lower.** In NSW's Endeavour Energy and Essential Energy networks, the current DMO produces higher bills compared to AGL, Energy Australia and Origin Energy's standing offers prior to 1 July 2019. In the Ausgrid network the current DMO bill is still lower than the standing offers was prior to the DMO taking effect.⁶ [See section 3.1.5.](#)

PRICE-SPREADS

- The difference between the lowest and highest market offer, the maximum price-spread, for electricity has increased in all jurisdictions over the last year. **In October 2022 the maximum price-spread was approximately \$6,870 in the ACT, \$4,345 in NSW, \$4,265 in South Australia, \$3,435 in South East Queensland and \$2,695 in Victoria.**⁷ [See section 3.1.1.](#)
- **The price-spread for gas increased in all jurisdictions except for Tasmania compared with the same period a year ago. It increased significantly in NSW where the current price-spread is \$2,975** (again noting that this is driven by one outlier). In the ACT, Queensland, Victoria and South Australia the price-spread is \$1,755, \$1,590, \$1,380 and \$1,070 respectively. In Tasmania, on the other hand, it is as low as \$15.⁸ [See section 3.2.1.](#)

ADDITIONAL DISCOUNTS

- **Additional discounts applied to electricity offers have the greatest impact in NSW (reduces a typical annual bill by approximately \$320) while they have the least impact in Victoria (approximately \$15).**⁹ Compared to six months ago (April 2022), the level of discounting has remained the same or decreased in all jurisdictions except NSW. [See section 3.1.2.](#)
- **In relation to gas offers, some retailers offer guaranteed discounts while none of the gas offers currently contain conditional pay on time discounts. Discounts have greatest impact in Western Australia (reduces an average annual bill by approximately \$610) while they have the least impact in Victoria and South Australia (where they reduce an average annual bill by around \$10).**¹⁰ It should be noted, however, that Western Australia only has three retailers that publish SME market offers and that this discount reflects the 45% discount offered by AGL. [See section 3.2.2.](#)

6 Based on the 'big 3' retailers' standing offers prior to DMO/VDO taking effect on 1 July 2019 and the current DMO/VDO prices for small businesses consuming 20,000 kWh per annum.

7 Based on annual consumption of 20,000 kWh and as of October 2022 the analysis is based on 8 retail offers in the ACT, 14 in Victoria, 13 in South East Queensland, 15 in NSW and South Australia. Tasmania has not been included in this chart because they only recently gained more retailers.

8 Based on annual consumption of 100 GJ and analysis based on 8 retail offers in Victoria and NSW, 7 retailers in South Australia, 5 in Queensland and the ACT and 2 retailers in Tasmania. Analysis does not include WA as AGL and Origin are relatively new entrants in the WA gas retail market. As of October 2022, however, the maximum price-spread in WA was \$1,730.

9 Jurisdictions without market offers have not been included in this analysis. For Queensland, it is based on market offers in South East Queensland (Energex network) only.

10 Jurisdictions without or only a few market offers have not been included in this analysis.

FIXED SUPPLY CHARGES

- Over the last year, fixed supply charges have remained unchanged in Victoria while they increased in all other jurisdictions. **Western Australia has the highest supply charge in the country (\$700 per annum)**. Annual fixed supply charges are \$640 in NSW (increase of 16%), \$470 in Victoria (unchanged), \$535 in the ACT (increase of 16%), \$515 in Queensland (increase of 7%), \$455 in South Australia (increase of 25%), and \$420 in Tasmania (increase of 16%). The supply charge is lowest in the Northern Territory (\$305). [See section 3.1.3.](#)
- Compared with the same period a year ago, **fixed gas supply charges** have decreased in the ACT (down 7%) and increased in NSW (up 18%), Queensland (up 10.5%), South Australia (up 10%) and in Victoria (up 7%). In Tasmania and Western Australia the increase to the average supply charges were lower at 4% and 3.5% respectively. **Fixed supply charges as a proportion of the annual bill are currently highest in Victoria (14%) and lowest in Western Australia (4%).** [See section 3.2.3.](#)

ELECTRICITY NETWORK CHARGES

- Compared with the same period a year ago (October 2021), the Network Use of System Charges (NUOS) have increased in Victoria, NSW and South Australia.¹¹ In the ACT and Queensland, on the other hand, they decreased, while in Tasmania they have remained close to unchanged. As of October 2022, the **ACT is the jurisdiction with the highest NUOS charges** (approximately \$3,285 for SMEs consuming 20,000 kWh per annum) while **Queensland (Energex) has the lowest** (approximately \$1,885 for the same consumption level). [See section 3.1.4.](#)
- In October 2022 the **NUOS proportion of bills** decreased significantly in the ACT, NSW, Queensland and South Australia while it increased in Victoria. **It is currently highest in Victoria** (around 41.5%) and **lowest in Queensland's Energex network** (approximately 28.5%). [See section 3.1.4.](#)

JURISDICTIONAL ANALYSIS

- Section 4 of this report analyses and compares electricity and gas offers available to small business customers in each of the jurisdictions. It compares price-spreads (maximum price differences between retail offers) and assesses the impact guaranteed and conditional pay on time discounts have on energy bills. It also examines changes to network cost and estimates the network cost proportion of total electricity bills. Furthermore, it highlights price changes (increases and/or decreases) that have occurred over the previous six months,¹² differences to annual bills (based on assumed consumption levels) between retailers, as well as electricity networks and gas pricing zones within each jurisdiction.

11 Prior to July 2021, the Victorian electricity networks introduced new Network Use of System (NUOS) charges as of 1 January every year. Since July 2021, however, these changes have occurred on 1 July every year (1 July 2022 being the most recent price re-set).

12 As the last data collection of retail offers occurred in April 2022, offers as of April 2022 have been compared to offers as of October 2021 (the previous data collection).

2. Methodology and caveats

2.1 Energy bill analysis and factors influencing price

When analysing the impact tariff changes have on customers' energy bills it is important to be mindful of the various cost components bills are made up of (the bill stack), as well as demand side characteristics such as consumption levels and patterns, and how all these factors may influence the cost of energy.

Firstly, energy bills are made up of three key components: competitive market costs, network costs and 'green scheme' costs. According to the Australian Energy Regulator (AER), the wholesale costs account for 34% of residential customers' electricity bills, the regulated network cost is 46%, retail (costs and margins) is 11%, and 9% are 'green scheme' costs.¹³ For gas, the wholesale component accounts for 34% of the total bill, network cost is 40%, and retail (costs and margins) is 25%.¹⁴

The regulated electricity network costs include transmission use of system charge and distribution use of system charges, as well as the cost of meters, meter reads and other ancillary services.¹⁵ The role of retailers is to manage the risk of the wholesale market and thus offer energy products suitable to end-users. All these components influence changes to energy costs and customers' bills. For example: generation costs vary according to fuel sources used, and supply and demand; transmission and distribution costs can go up due to approved network upgrades; retail costs or pricing strategies will be influenced by how well the retailer has managed risk (i.e., their hedging contracts) and effectiveness of competition and other cost inputs the retailers have to manage.

Secondly, as the tariff-tracking tool allows the user to nominate consumption level as well as peak/off-peak proportions where relevant, it is important to be mindful of the significant difference between small businesses' consumption level and usage pattern. Gas bills are particularly difficult to estimate as consumption can be highly seasonal. However, the tool allows the user to analyse bill impacts based on their own assumptions or the type of small business they have in mind.

2.2 Types of businesses and consumption levels

Small business customers are a heterogeneous customer group in terms of consumption levels, consumption patterns and fuel mix. While households certainly vary in terms of consumption levels and patterns as well, the type of business being conducted can arguably have a much greater impact on consumption, and thus costs. A small office based business largely operating during business hours will have very different consumption levels and usage patterns to a restaurant that is open seven days a week with peak operating hours during the evening.

As part of the SME Retail Tariff Tracker project, we aim to establish some potential business profiles that can increase understanding of the various energy needs and usage patterns of different, but relatively common, types of small businesses. We hope these reports will stimulate interest in the issues pertaining to small business energy customers and start a dialogue amongst stakeholders that will inform this project as well as Energy Consumer Australia's work more broadly.

2.3 Consumption levels used for this analysis

In order to make a national comparison of electricity and gas bills we have chosen a standard annual consumption level of 20,000 kWh per annum, with the same rate charged for usage all day (which is termed the single rate). For gas we have used a standard annual consumption level of 100 GJ per annum.¹⁶ The 20,000 kWh electricity consumption is based on a (rounded) average of average consumption for

13 Note that these are NEM averages and that the 'bill-stack' does vary between jurisdictions. Also, while the AER analysis is based on residential customers, the breakdown is similar for SMEs. AER, *State of the Energy market 2021*, 262.

14 Ibid, Figure, 263. Note that the AER states that percentages may not add to 100% due to rounding.

15 Note that the competition in metering rule introduced in December 2017 made extensive amendments to metering-related arrangements in the NEM, including transferring metering related roles and responsibilities from the distributors to metering coordinators.

16 Feedback received on our preliminary report (October 2017) included that previous assumptions used for consumption levels were too high for most networks and that using different consumption levels for the jurisdictions made the analysis unnecessarily confusing.

small businesses in various NEM networks by Jacobs Australia for the Australian Energy Market Operator (AEMO) presented in Table 1 below. We arrived at the 100 GJ gas consumption after receiving feedback that the previous assumption of 250 GJ was too high for all jurisdictions except Victoria.

Average consumption levels vary significantly between jurisdictions due to factors such as climate and fuel mix. In Victoria, for example, gas penetration is high, and this means that many businesses use gas for purposes that Tasmanian businesses, for example, are more likely to use electricity for. Overall, an assumed standard annual electricity consumption of 20,000 kWh is high in NSW's Ausgrid network, South Australia and South-East Queensland (Energex), while it is very low for the ACT. An assumed standard annual gas consumption of 100 GJ is low for Victoria and the ACT while more representative for other parts of Australia.

TABLE 1 | Estimated average consumption and typical tariff types for selected NEM network areas¹⁷

Jurisdiction	Network	kWh/annum	Common tariff/meter type
NSW	Ausgrid	13,000	EA050 (single rate)
NSW	Endeavour Energy	27,299	N90 (single rate)
VIC	Citipower	36,209	C1G (single rate)
VIC	Powercor	21,674	ND5 (interval tariff)
VIC	Ausnet Services	24,724	NEE12 (single rate)
VIC	Jemena	21,858	A200 (single rate)
VIC	United Energy	23,629	LVM1R (single rate)
QLD	Energex	16,628	8300 (demand tariff)
SA	SAPN	14,262	2 rate (peak/off-peak rate)
TAS	TasNetworks	25,315	TAS22 (single rate)
ACT	Evoenergy	32,257	General network (single rate)

In terms of tariff types, the single rate, the tariff type used for this analysis, is the most common for small businesses in all network areas except Energex, Powercor and South Australian Power Network (see table 1). Finally, we would encourage anyone with interest in energy bill analysis of different tariff types and/or consumption levels to use the small business SME Retail Tariff Tracker project workbooks available at:

<https://energyconsumersaustralia.com.au/publications/our-research/page/3>

2.4 Bill calculations

Energy offers are made up of numerous rates and charges (i.e., peak rates, off peak rates and supply charges) and in order to compare offers, or prices, we have based the analysis on estimated annual bills for certain consumption levels. Annual bills, inclusive of guaranteed discounts, pay on time discounts and GST, have been calculated for all retail offers.¹⁸ When the report refers to the average bill for a jurisdiction or a network, it refers to the average (arithmetic mean) bill based on all relevant retailers. The average bill is not weighted to reflect individual retailers' customer numbers.

¹⁷ Table based on Jacobs Australia, *Retail electricity price history and project trends*, AEMO, 21 September 2017. Note that Powercor has advised that their most common small business tariff is the ND1 (single rate) and not ND5 as per Table 1.

¹⁸ Appendix A contains a list of all offers used for this report.

3. National comparison of energy bills

This section analyses and compares electricity and gas offers available to small business customers in Australia, based on available retail offers from April 2016 to October 2022.¹⁹ The analysis highlights changes to energy bills, jurisdictional differences to annual bills (based on assumed consumption levels) as well as electricity networks, differences in the fixed supply charges and the impact guaranteed and conditional pay on time discounts have on energy bills in various areas. Previous reports have also included a ‘bill-stack’ analysis where we have estimated the size of the network, wholesale, ‘green schemes’ and retail components of electricity bills. As recent wholesale price volatility means that the applicability of such analysis will vary significantly between retailers, depending on the approach they had taken to manage risk in the wholesale market, we decided against including a ‘bill-stack’ analysis in this report. Prior to July 2021, the electricity Network Use of System (NUOS) charges changed on 1 January in Victoria and on 1 July in all other jurisdictions. As such, the April data, and associated report, typically revealed recent price changes in Victoria while the October data (and report) highlighted major price changes in the other jurisdictions. From 1 July 2022, however, NUOS charges change on 1 July in all jurisdictions. That said, there are changes to most of the competitive energy retail markets throughout the year, and the six-monthly update approach will continue to ensure that both major and minor price resets are covered.

This report covers a period of significant wholesale price volatility and increases, and it should be noted that this, and the subsequent retail market response, has implications for the analysis presented in this report.²⁰

Firstly, while average annual bills (across all retailers) have increased significantly, interpretation of these is complicated by the unprecedented and specific nature of the retail market response to escalating wholesale prices. These included many smaller retailers with historically low prices suddenly becoming among the most expensive, and that there was a rapid contraction in the number of retailers in the market. The latter exacerbated the former, and both combine to make historical comparison of these average bills more complex in the short-term. In eastern mainland Australia, we now see market offers clustered around the regulated standing offers (the DMO in NSW, South East Queensland and South Australia, and the VDO in Victoria), with a few very high priced outliers. This means the average bill calculations are inflated by these outliers.

Secondly, the maximum price-spread (the difference between the lowest and highest annual bill) has increased substantially due to the emergence of extreme outlier offers at the upper end of the price spectrum. In previous reports, retail markets with higher maximum price-spreads have been interpreted as markets with a higher level of competition as the outliers typically were on the lower end of the price spectrum. In this year’s analysis, however, very high price-spreads are mostly caused by retailers seemingly pricing themselves out of the market.

While these outcomes are most pronounced in the electricity retail market, there are similar issues that have impacted on the gas retail markets in NSW, South East Queensland and the ACT.

¹⁹ Since April 2017, retail offers have been collected in April and October each year.

²⁰ Appendix B outlines some of the retailers’ public messaging in June 2022, as well as the impact the volatile wholesale market had on the number of retailers participating in the market from May to October 2022.

3.1 Electricity bills

Chart 1 shows estimated annual electricity bills for SMEs that consume 20,000 kWh per annum across all states and territories. South Australian businesses with this consumption level will typically have an annual electricity bill of approximately \$8,595, while Victorian businesses will pay \$5,860.

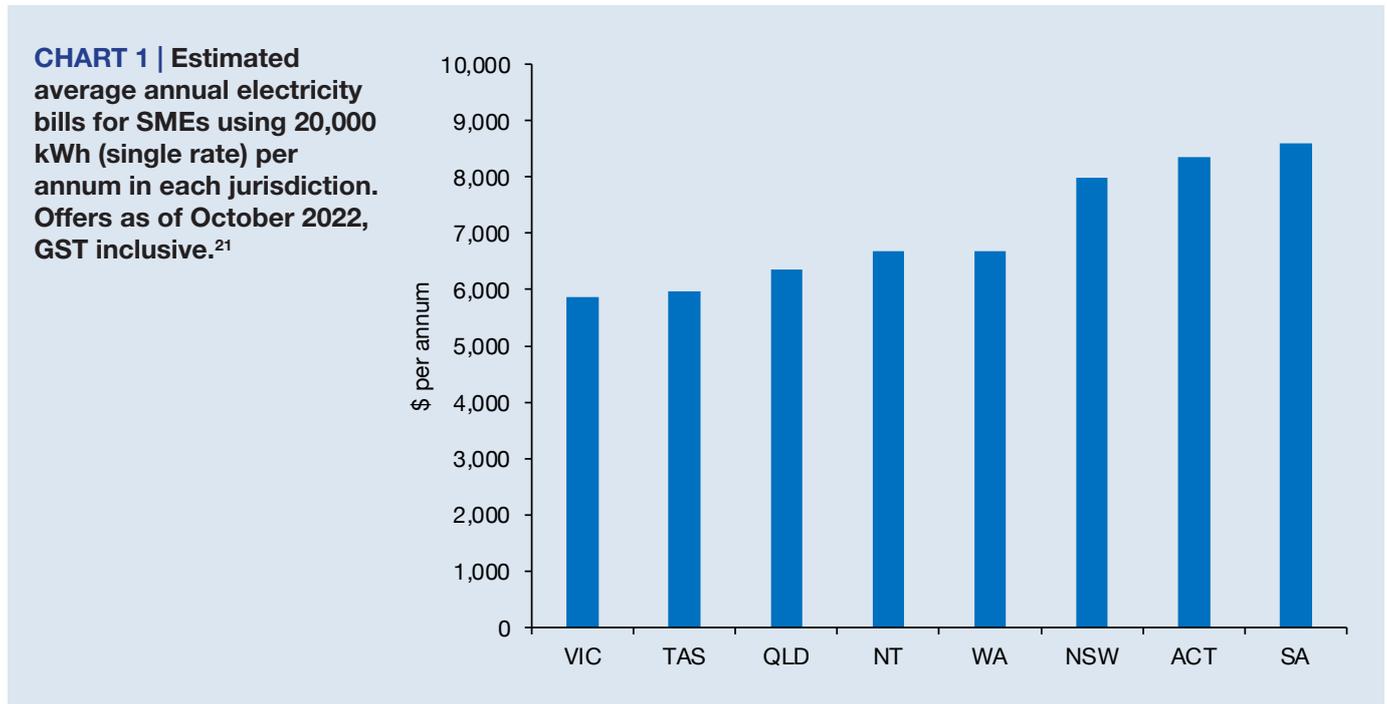


Chart 2 shows changes to electricity bills from April 2016 to October 2022. It shows that bills increased in all jurisdictions over this period and that the increases vary significantly between jurisdictions.²² Furthermore, it shows that all jurisdictions have had price increases over the last six months, ranging from 2% in Western Australia to 39% in NSW.

²¹ Based on offers available in October 2022. Average market offer (including guaranteed discounts and pay on time discounts) for each network area. For areas without market offers (the Ergon Energy, PWC, Horizon Energy and Western Power networks) the bills are based on the regulated/standing offer.

²² Note that there are changes to the retailers offering market offers in the various jurisdictions most years. In Tasmania, for example, new retailers have entered the market during this period and the average bill calculation for October 2019 and April 2020 is based on Aurora Energy and 1st Energy's offers while October 2020 and April 2021 are based on Aurora Energy, 1st Energy and Future X Power. From October 2021 to April 2022, three further retailers were included in the calculations (Local Energy, Glow Power and Coval) but as of October 2022, Glow Power and Future X Power do not have any market offers.

CHART 2 | Trend estimated average annual electricity bills for SMEs using 20,000 kWh (single rate) per annum in each jurisdiction since April 2016. GST inclusive.²³

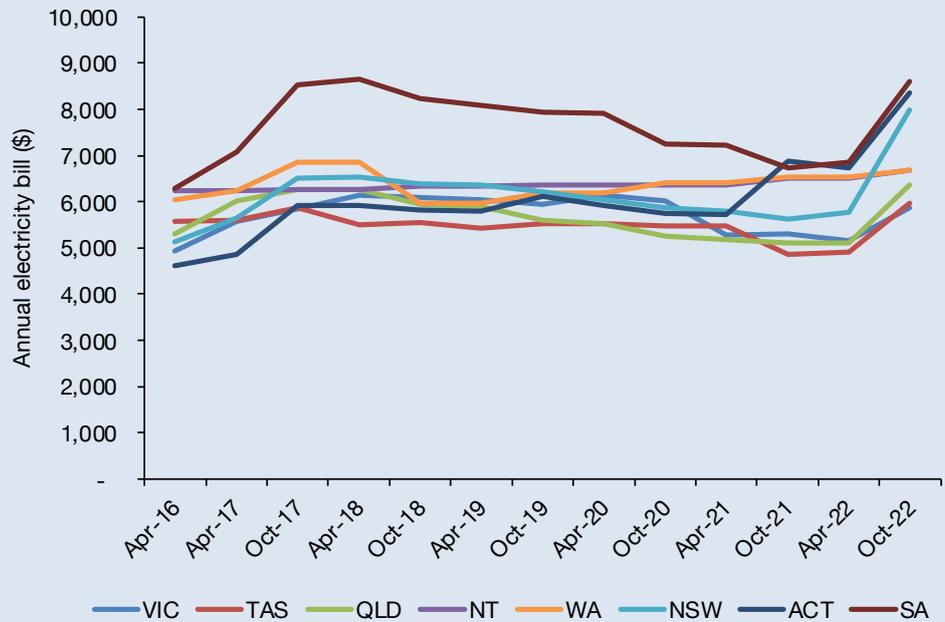
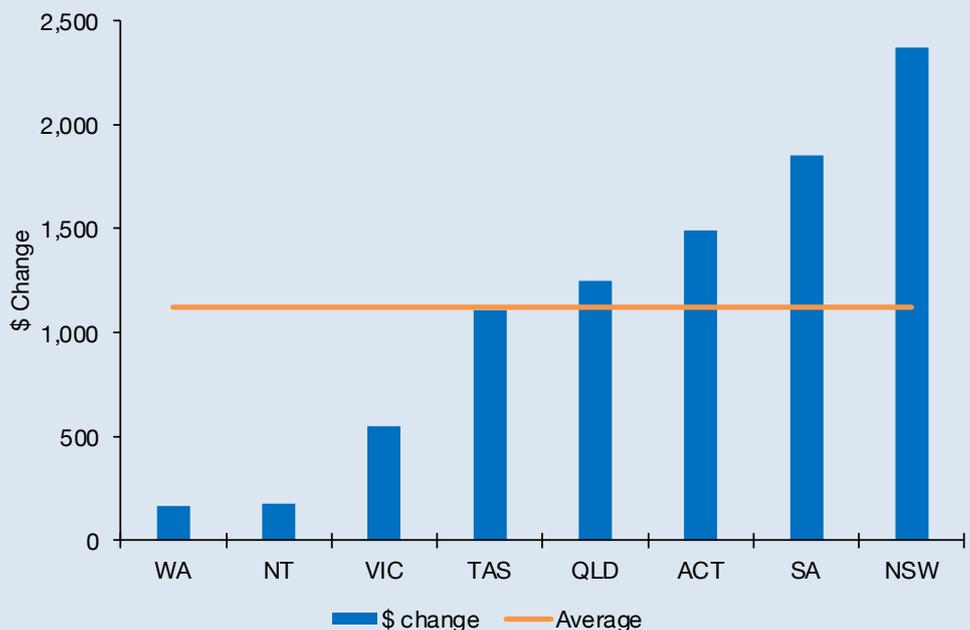


Chart 3 shows \$ changes to annual bills between October 2021 and October 2022. On average, nationally, annual electricity bills for SMEs with this consumption level increased by approximately \$1,120. The greatest increases in annual electricity bills are in NSW (\$2,375) while they are lowest in Western Australia (\$165).²⁴

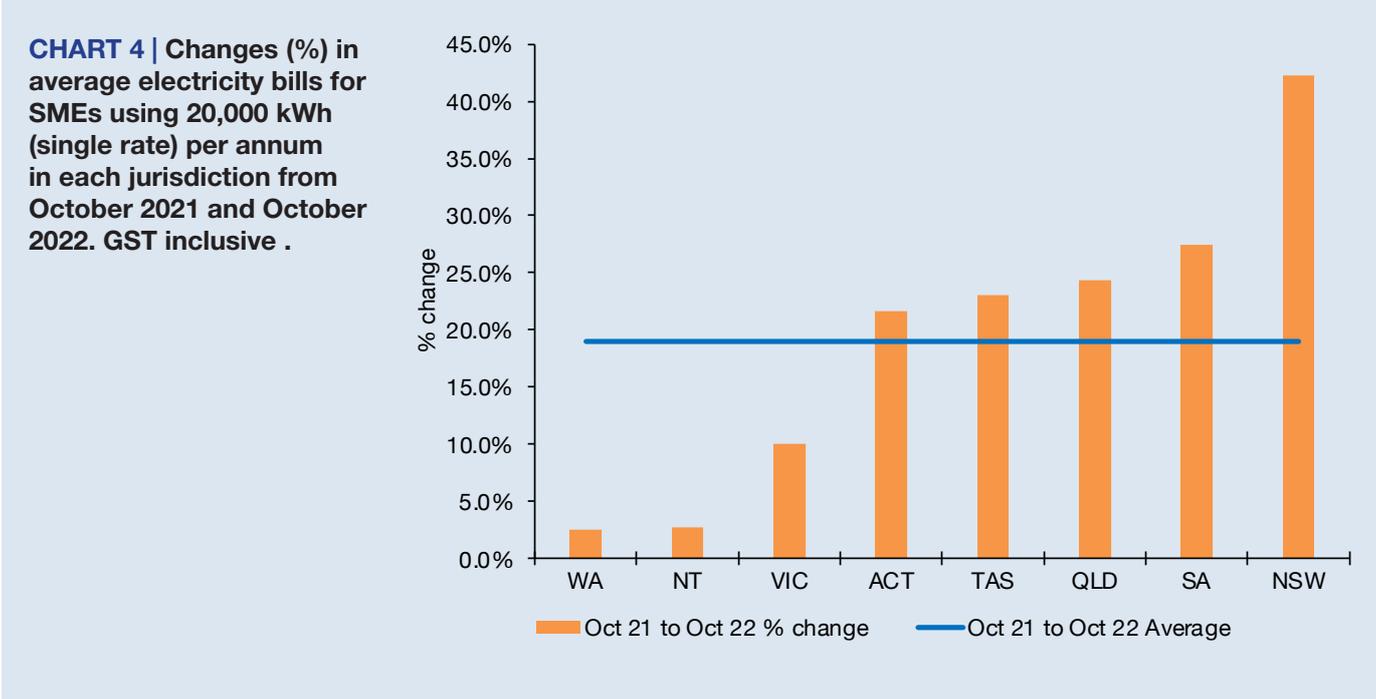
CHART 3 | Changes (\$) to average annual electricity bills for SMEs using 20,000 kWh (single rate) per annum in each jurisdiction from October 2021 and October 2022. GST inclusive.



²³ Average market offer (including guaranteed discounts and pay on time discounts) for each network area. For areas without market offers (the Ergon Energy, PWC, Horizon Energy and Western Power networks) the bills are based on the regulated/standing offer.

²⁴ Note that these price changes may differ from the overall averages in the jurisdictional analyses (section 4 below). This is because the average bill in this section is based on all retailers offering retail contracts as of October 2021 and October 2022 while the jurisdictional analyses compare retailers that had offers in both October 2021 and October 2022 only. Also, in relation to Tasmania, the October 2018 bill calculation is based on Aurora Energy only while the October 2019 and April 2020 bill calculations are based on Aurora and 1st Energy. The October 2020 and April 2021 calculations are based on Aurora, 1st Energy as well as Future X Power, the October 2021 and April 2022 calculations are based on six retailers (Aurora, 1st Energy, Future X Power, CovaU, Glow Power and Energy Locals) while the October 2022 calculations are based on four (Aurora, 1st Energy, CovaU, and Energy Locals).

In terms of percentage changes, Chart 4 shows that bills in NSW increased by 42% while bills in Western Australia and the Northern Territory only increased by 3% during this period. In terms of a national average, however, electricity prices increased by 19% between October 2021 and October 2022.



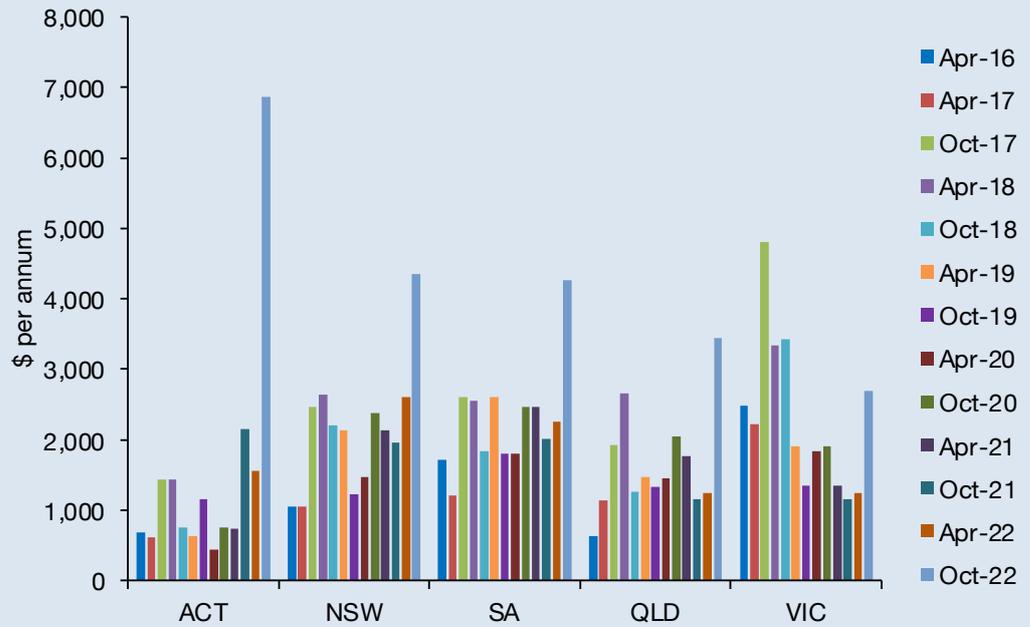
3.1.1 Maximum price-spread – electricity

The difference between the market offers, the maximum price-spread, has significantly increased in all jurisdictions over the last year (since October 2021). We do, however, reiterate the issue of extreme outliers, typically small retailers with very high price increases, which have a significant impact on the maximum price-spread. The jurisdictional analyses in section 4 explores these impacts in more detail.

In October 2022 the maximum price-spread was approximately \$6,870 in the ACT, \$4,345 in NSW, \$4,265 in South Australia, \$3,435 in South East Queensland and \$2,695 in Victoria.²⁵ Chart 5 shows the trend in the maximum price-spread since April 2016 for all jurisdictions where a number of retailers offer electricity market contracts.

²⁵ Based on annual consumption of 20,000 kWh and as of October 2022 the analysis is based on 8 retail offers in the ACT, 14 in Victoria, 13 in South East Queensland, 15 in NSW and South Australia. Tasmania has not been included in this chart because they only recently gained more retailers.

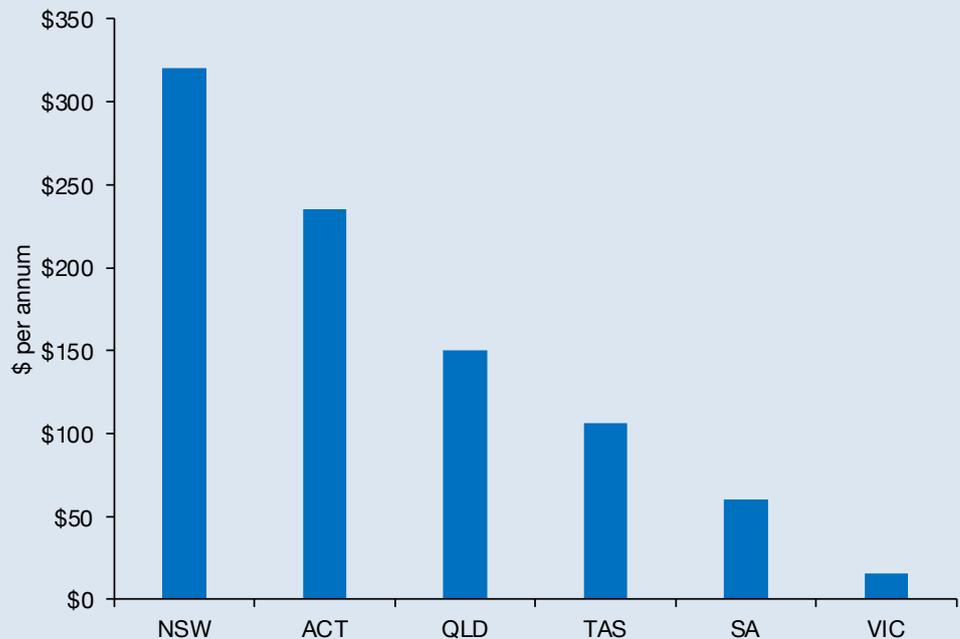
CHART 5 | Maximum price-spread for electricity market offers (including guaranteed and pay on time discounts) in each jurisdiction since April 2016. Based on SMEs using 20,000 kWh (single rate) per annum, GST inclusive.



3.1.2 Additional discounts – electricity

While some retailers offer guaranteed discounts, others have discounts that are conditional upon bills being paid on time. Chart 6 shows the difference between the average market offer bill excluding guaranteed and conditional discounts, and the average market offer bill inclusive of discounts. It shows that discounts have the greatest impact in NSW (reduces a typical annual bill by approximately \$320) while they have the least impact in Victoria (approximately \$15).²⁶ Compared to six months ago (April 2022), the level of discounting has remained the same or decreased in all jurisdictions except NSW.

CHART 6 | Difference (\$) in average annual electricity bills inclusive and exclusive of discounts (guaranteed and conditional). Based on SMEs using 20,000 kWh (single rate) per annum, October 2022. GST inclusive.

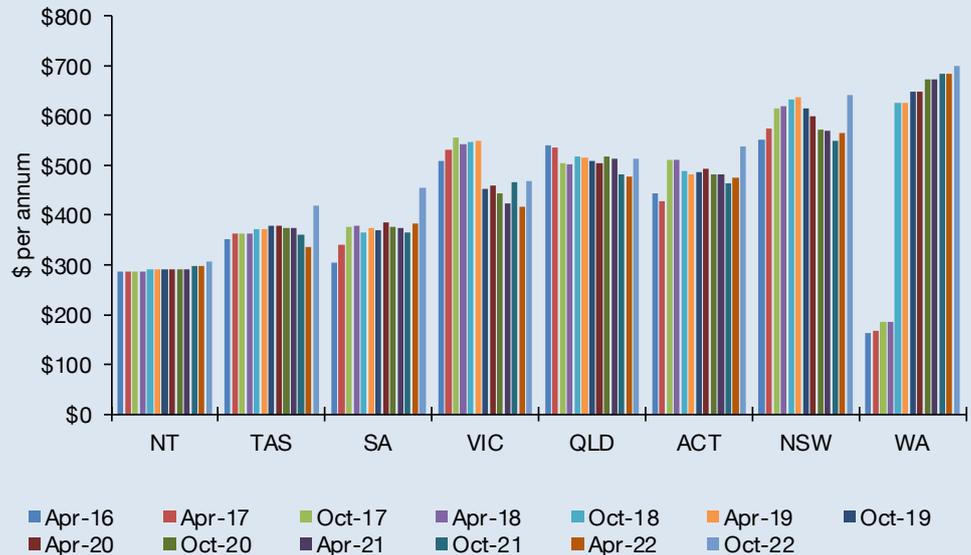


²⁶ Jurisdictions without market offers have not been included in this analysis. For Queensland, it is based on market offers in South East Queensland (Energex network) only.

3.1.3 Fixed supply charge – electricity

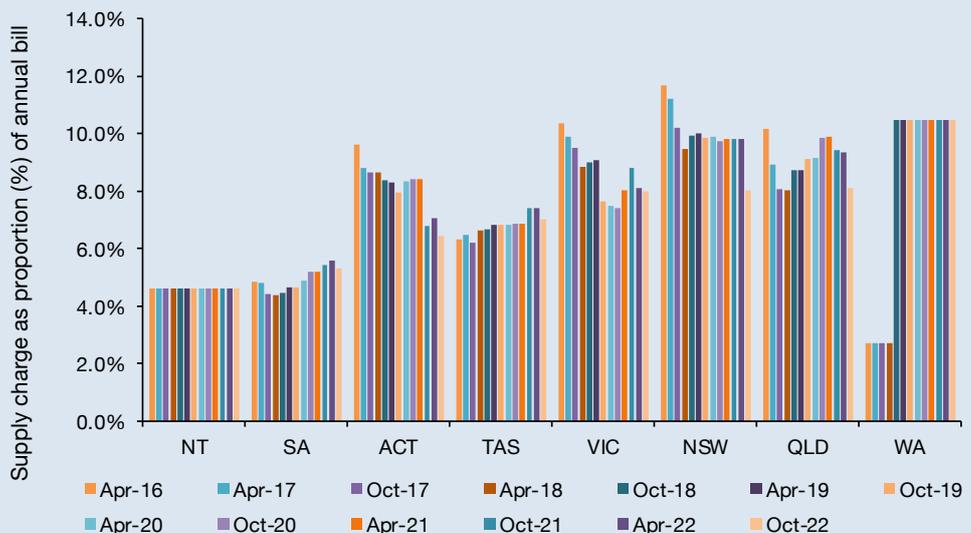
Over the last year, fixed supply charges have remained unchanged in Victoria while they increased in all other jurisdictions. Western Australia has the highest supply charge in the country (\$700 per annum). Annual fixed supply charges are \$640 in NSW (increase of 16%), \$470 in Victoria (unchanged), \$535 in the ACT (increase of 16%), \$515 in Queensland (increase of 7%), \$455 in South Australia (increase of 25%), and \$420 in Tasmania (increase of 16%). The supply charge is lowest in the Northern Territory (\$305).

CHART 7 | Trend in average annual electricity supply charge (\$) for SMEs on the single rate in each jurisdiction from April 2016 to October 2022. GST inclusive²⁷



Fixed supply charges as a proportion of the annual bill are currently highest in Western Australia (10.5%) and lowest in the Northern Territory (4.6%). Over the last six months (since April 2022), the supply charge as proportion of bills has decreased in all jurisdictions except Western Australia and the Northern Territory. Chart 8 shows the trend in the average electricity supply charge as proportion of bill in each jurisdiction.

CHART 8 | Trend in average annual electricity supply charge as proportion (%) of bill for SMEs using 20,000 kWh per annum (single rate) in each jurisdiction from April 2016 to October 2022. GST inclusive.

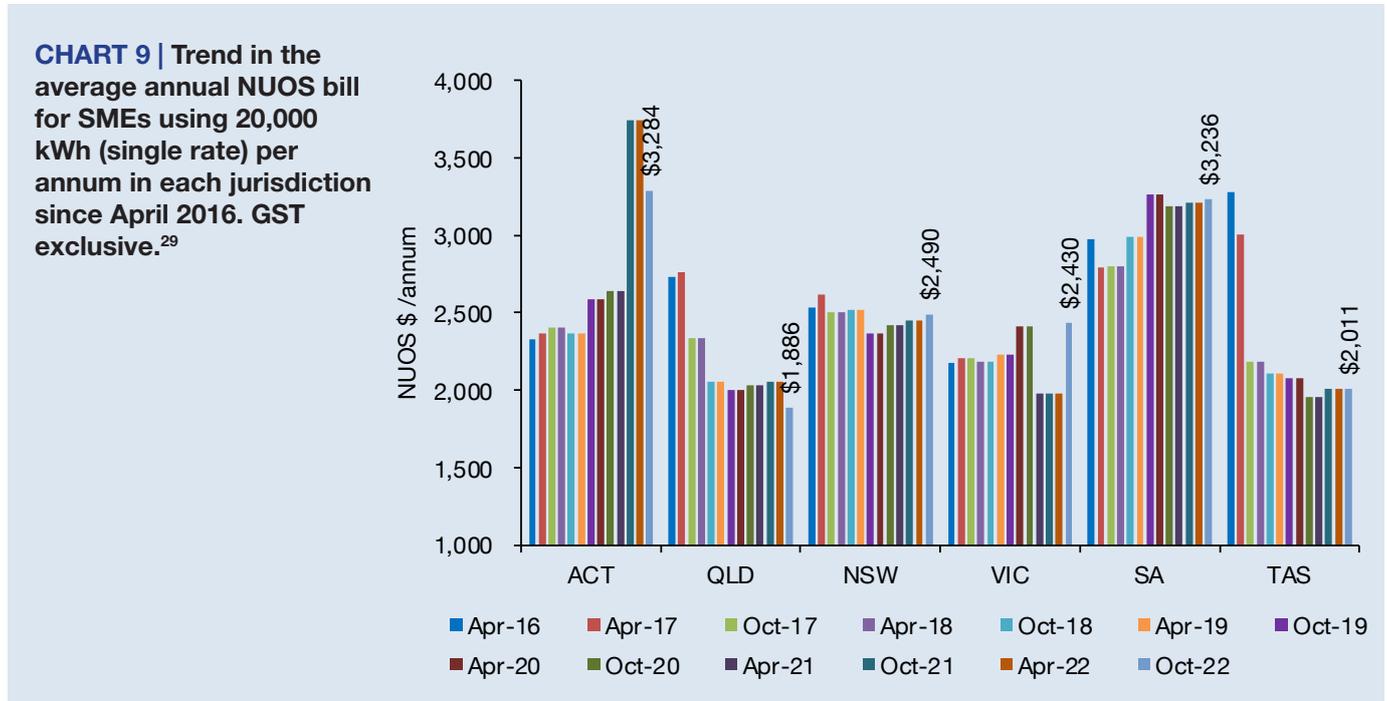


²⁷ Based on the average annual supply charge for electricity market offers except for in WA, NT, Tasmania and Northern Queensland (Ergon Energy network) where it is based on the regulated rate.

3.1.4 Electricity network charges

Compared with the same period a year ago (October 2021), the Network Use of System Charges (NUOS) have increased in Victoria, NSW and South Australia.²⁸ In the ACT and Queensland, on the other hand, they decreased, while in Tasmania they have remained close to unchanged.

As of October 2022, the ACT is the jurisdiction with the highest NUOS charges (approximately \$3,285 for SMEs consuming 20,000 kWh per annum) while Queensland (Energex) has the lowest (approximately \$1,885 for the same consumption level).

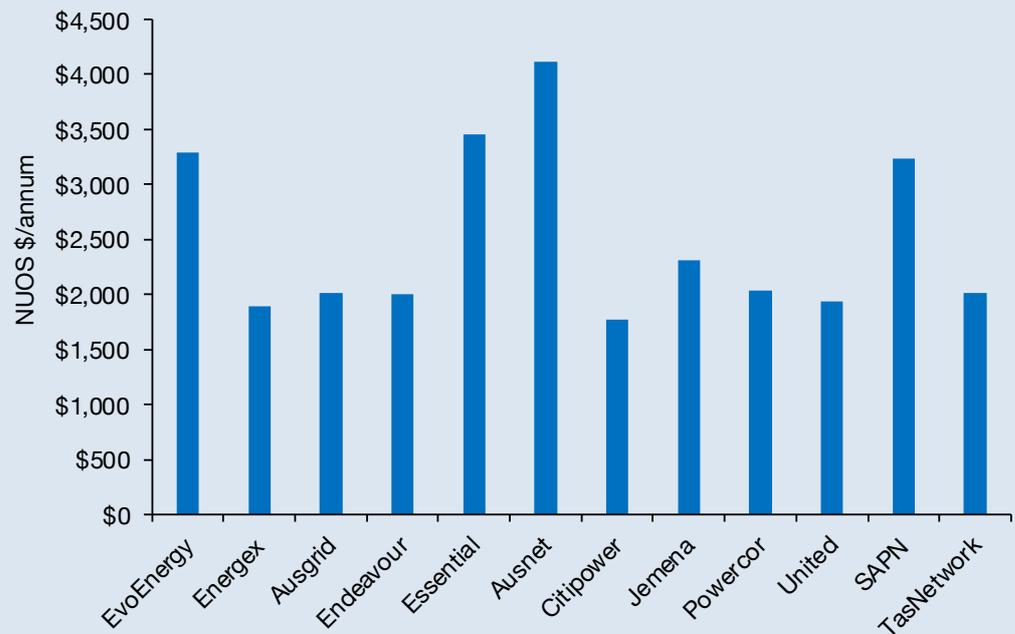


In NSW and Victoria, where there is more than one network area, the state variations in NUOS charges are significant. Large, and predominantly country networks, such as Ausnet in Victoria and Essential Energy in NSW have the highest network charges. Victoria’s urban Citipower network, on the other hand, is the network with the lowest NUOS charges in the National Electricity Market (NEM). See Chart 10.

28 Prior to July 2021, the Victorian electricity networks introduced new Network Use of System (NUOS) charges as of 1 January every year. Since July 2021, however, these changes have occurred on 1 July every year (1 July 2022 being the most recent price re-set).

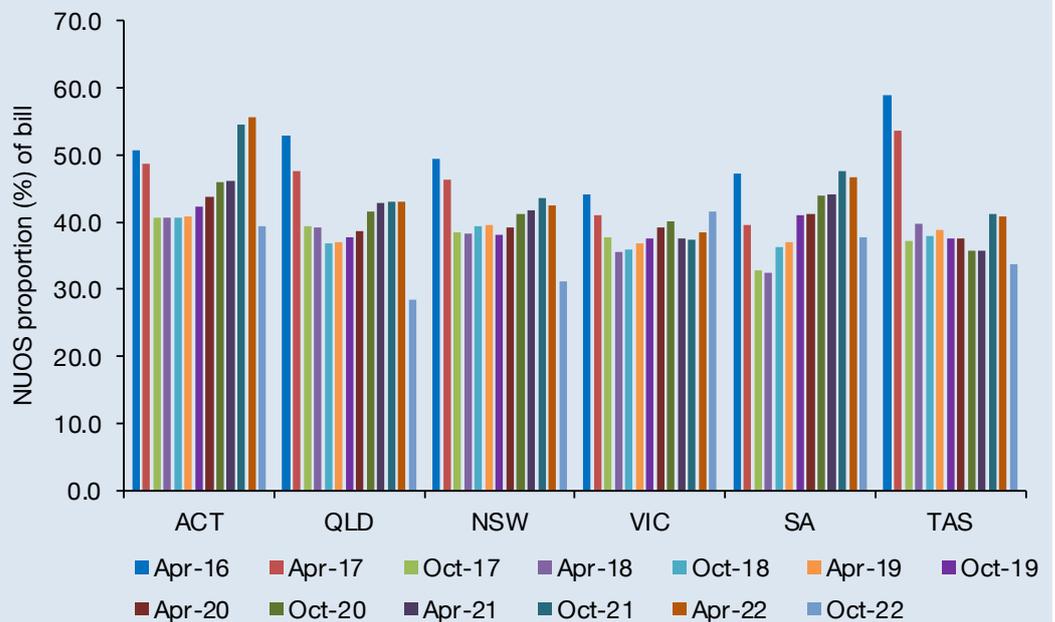
29 Queensland is based on Energex network only.

CHART 10 | Annual NUOS bill for SMEs using 20,000 kWh (single rate) per annum in each network as of October 2022. GST exclusive.³⁰



Since April 2016 (when the SME Retail Tariff Tracker project commenced) there was initially a trend of NUOS declining as a proportion of the total retail bill in all jurisdictions. This trend began turning in April 2020, however, and between October 2020 and April 2022 the NUOS proportion increased in all NEM jurisdictions except Victoria. In October 2022 the NUOS proportion of bills decreased significantly in the ACT, NSW, Queensland and South Australia while it increased in Victoria. It is currently highest in Victoria (around 41.5%) and lowest in Queensland’s Energex network (approximately 28.5%). See Chart 11.

CHART 11 | NUOS as proportion of total annual electricity bill for SMEs using 20,000 kWh (single rate) per annum in each jurisdiction since October 2016. Total retail bill is GST inclusive.³¹



30 NUOS bills are based on the fixed supply charge and usage charges only and do not include separately listed metering charges.

31 Total retail bill based on average market offer including guaranteed and pay on time discounts. Note that Queensland is based on the Energex network only.

3.1.5 Impact of the Default Market Offer (DMO) and Victorian Default Offer (VDO)

In October 2018 the Australian Treasurer and the Minister for Energy requested the Australian Energy Regulator (AER) to develop a Default Market Offer (DMO) for each electricity network area in NSW, South Australia and South East Queensland.³² This request was in response to recommendations outlined in the Australian Competition and Consumer Commission's (ACCC) Retail Electricity Pricing Inquiry. The initial regulated DMOs took effect on 1 July 2019 but these rates were replaced by new DMO rates on 1 July 2020, 2021 and 2022. The DMO has replaced the retailer determined standing offers previously available in these networks.

The Victorian Default Offer (VDO) is a Victorian Government initiative that requires the Essential Services Commission (ESC) to set a VDO for standard metering types in each network area. All retailers are required to offer the VDO but they can, and still do, offer other market contracts. The initial VDO took effect on 1 July 2019 but these rates were replaced by new VDO rates on 1 January 2020, 1 January 2021, 1 September 2021, 1 January 2022 and 1 July 2022. All SMEs that were on a retailer's standing offer prior to the introduction of the DMO and VDO were moved to the DMO or VDO.

On average, the current DMO/VDO have lowered standing offer bills by approximately 31% in Victoria, 12% in South Australia and 1% in South East Queensland compared to the standing offers that were in place prior to the DMO/VDO taking effect in July 2019.³³ In NSW, on the other hand, the DMO bill is now 2% higher than the average standing offer bill prior to the DMO taking effect.³⁴ The below outlines the changes to standing offers post the DMO and VDO taking effect and further analysis on impacts and market changes are discussed under the jurisdictional analysis (Section 4).

The Default Market Offer (DMO)

The AER's DMO is expressed as an annual bill for a set consumption level and retailers are still able to "translate the annual amount into different tariff structures".³⁵ The Regulations stipulate that retailers must structure their prices to not exceed the annual DMO price for that consumption level.³⁶ For the first three years, the DMO for SME's was based on an annual consumption of 20,000 kWh/annum. From 1 July 2022, however, the AER changed the SME consumption level to 10,000 kWh per annum. The AER has stated that "reasons for this change included:

- it was more representative of small business customer usage, in particular given the ACCC and network data indicated median or average figures below 10,000 kWh per year
- it provided a more useful reference price for consumers using less than 20,000 kWh per year because it was more effective in identifying the cheapest offers for most users."³⁷

As the SME Tariff Tracker aims to track changes over time, we will continue to use the 20,000 kWh consumption threshold. The DMO has thus been calculated using the 'big 3' retailers' (AGL, Origin Energy and Energy Australia) standing offers/DMO for SMEs using 20,000 kWh per annum.

The DMO prices, effective from July 2022, for single rate customers in NSW, South East Queensland and South Australia, as well as estimated increases for customers using 20,000 kWh/annum are listed in table 2 below.

³² See <https://www.aer.gov.au/system/files/Letter%20to%20the%20AER%20Chair%20-%20default%20pricing.pdf>

³³ Based on the 'big 3' retailers' standing offers prior to DMO/VDO taking effect and the current DMO/VDO offers for small businesses consuming 20,000 kWh per annum.

³⁴ *Ibid.*

³⁵ AER, Default Market Offer Prices 2019-20, Final Determination, April 2019, 9

³⁶ *Ibid.*, 9

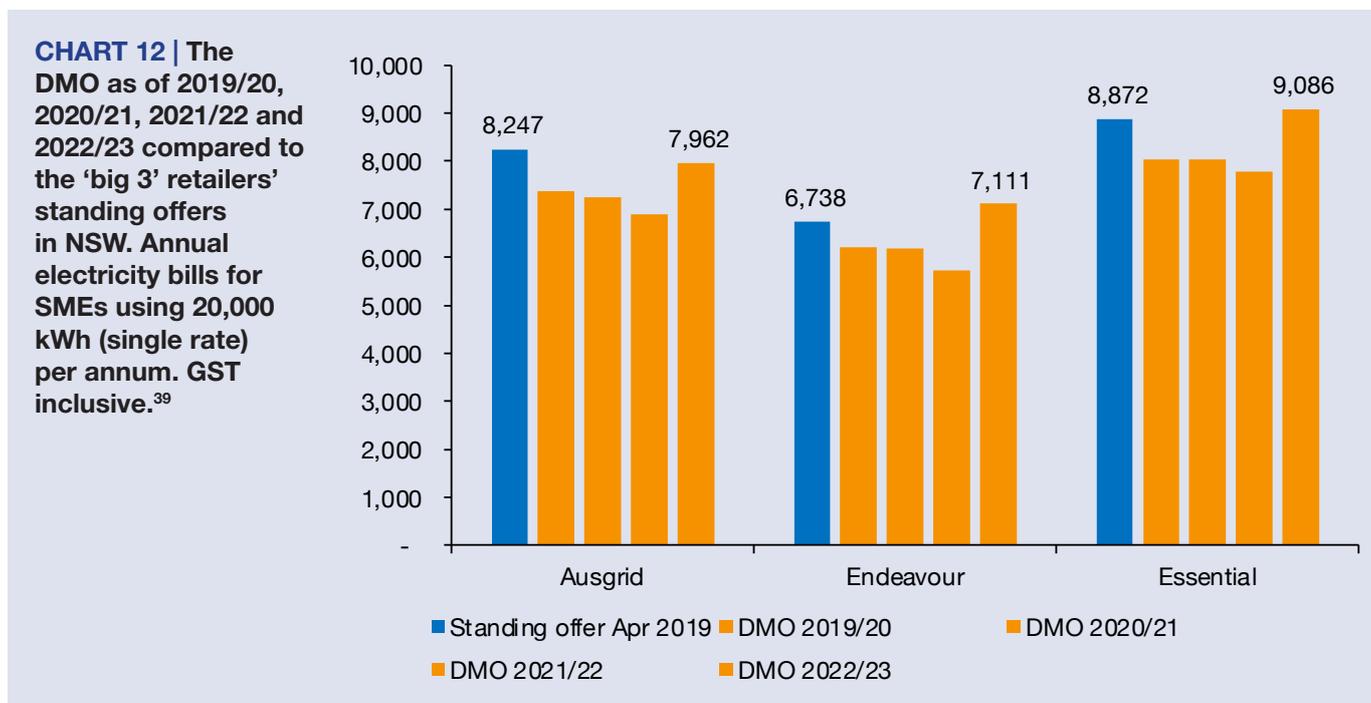
³⁷ AER, Default Market Offer Prices 2022-23, Final Determination, April 2021, 51

TABLE 2 | Small business DMO prices in NSW, South East Queensland and South Australia for 2022-23 (including GST)

	Ausgrid	Endeavour Energy	Essential Energy	Energex	SAPN
SINGLE / FLAT RATE					
Annual bill	\$7,962	\$7,111	\$9,086	\$6,360	\$8,665
Change*	+\$1,063	+\$1,376	+\$1,295	+\$1,028	+\$631
Consumption level	20,000 kWh/annum				

* The change is the difference to annual bills between the DMO price that took effect in July 2021 and AGL, Origin Energy and Energy Australia’s average DMO price that took effect in July 2022 (based on annual usage of 20,000 kWh/annum).

In NSW’s Endeavour Energy and Essential Energy networks, the current DMO produces higher bills compared to AGL, Energy Australia and Origin Energy’s standing offers prior to 1 July 2019. In the Ausgrid network the current DMO bill is still lower than the standing offers was prior to the DMO taking effect. Chart 12 compares the DMOs as of July 2022, July 2021, July 2020 and July 2019 to the ‘big 3’ retailers’ average standing offers in each network area.³⁸ In the Ausgrid network the current DMO is 2% less than the average standing offer as of April 2019, in Endeavour Energy it is 4% more and bills are up by 3% in Essential Energy.

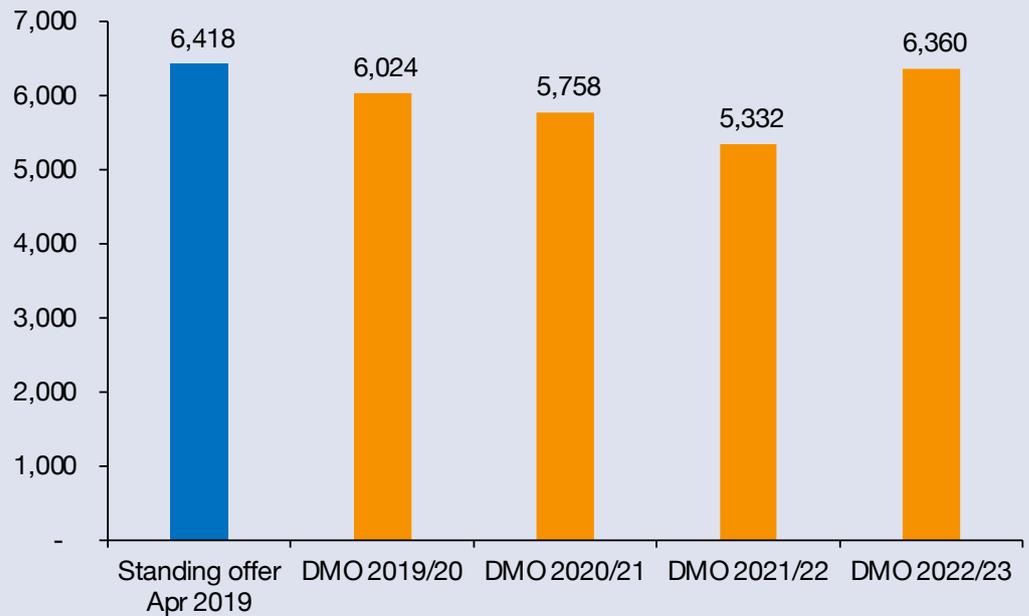


In South East Queensland, the current DMO produces an annual bill that is 1% less than the ‘big 3’ retailers’ average standing offer as of April 2019.

³⁸ The ‘big 3’ retailers are AGL, Energy Australia and Origin Energy.

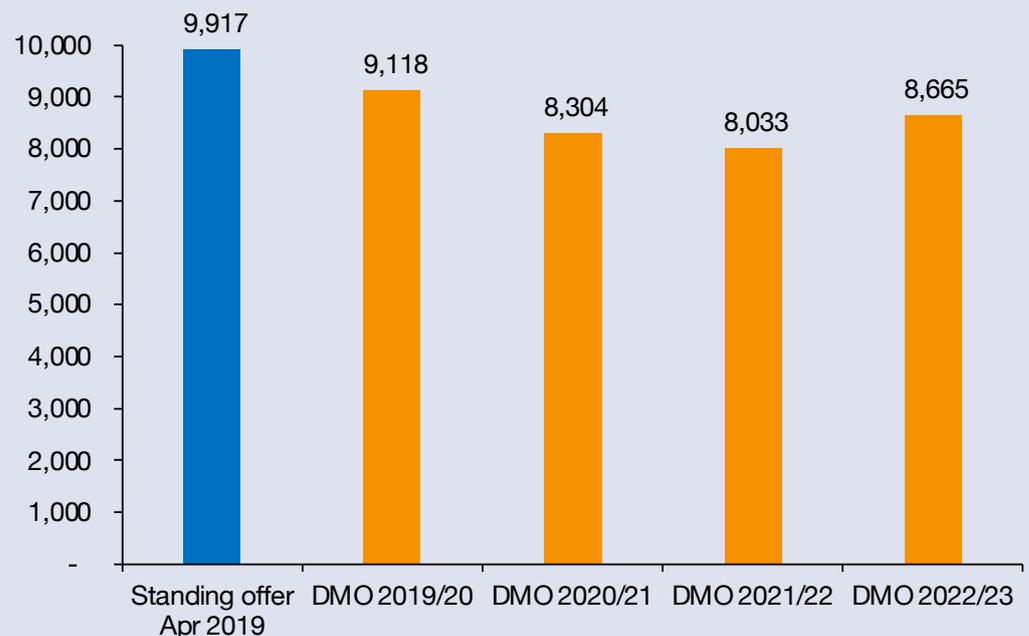
³⁹ As the AER changed the DMO consumption level from 20,000 kWh per annum to 10,000 kWh per annum in July 2022, the July 2022 DMO bills are based on the ‘big 3’ retailers’ standing offers for SMEs using 20,000 kWh per annum.

CHART 13 | The DMO as of 2019/20, 2020/21, 2021/22 and 2022/23 compared to the 'big 3' retailers' standing offers in South East Queensland (Energex network). Annual electricity bills for SMEs using 20,000 kWh (single rate) per annum. GST inclusive.⁴⁰



In South Australia, the current DMO produces an annual bill that is 12% less than the 'big 3' retailers' average standing offer as of April 2019.

CHART 14 | The DMO as of 2019/20, 2020/21, 2021/22 and 2022/23 compared to the 'big 3' retailers' standing offers in South Australia (SA Power Networks). Annual electricity bills for SMEs using 20,000 kWh (single rate) per annum. GST inclusive.⁴¹



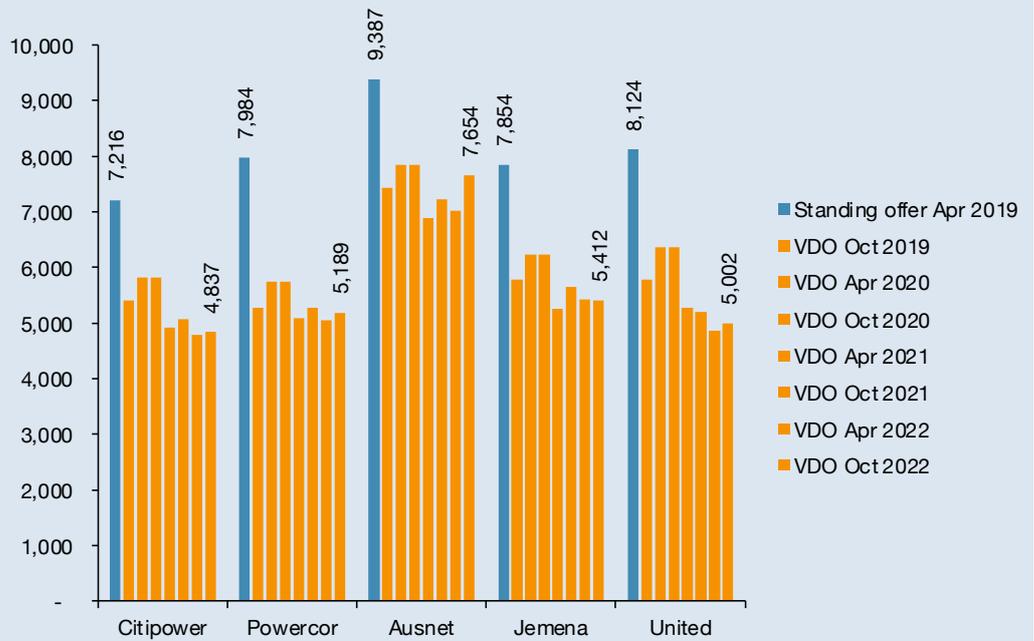
Victorian Default Offer (VDO)

In July 2022, the VDO increased the most in the Ausnet network (up 9%), while it increased by 3% in Powercor and United Energy's networks and by 1% in Citipower. In Jemena, the VDO remained unchanged. The VDO is now 31% lower than the standing offers available in April 2019 (prior to the VDO arrangements taking effect). Chart 15 compares the VDO rates to the 'big 3' retailers' average standing offers (as of April 2019) in each of the five Victorian network areas.

⁴⁰ As the AER changed the DMO consumption level from 20,000 kWh per annum to 10,000 kWh per annum in July 2022, the July 2022 DMO bills are based on the 'big 3' retailers' standing offers for SMEs using 20,000 kWh per annum.

⁴¹ As the AER changed the DMO consumption level from 20,000 kWh per annum to 10,000 kWh per annum in July 2022, the July 2022 DMO bills are based on the 'big 3' retailers' standing offers for SMEs using 20,000 kWh per annum.

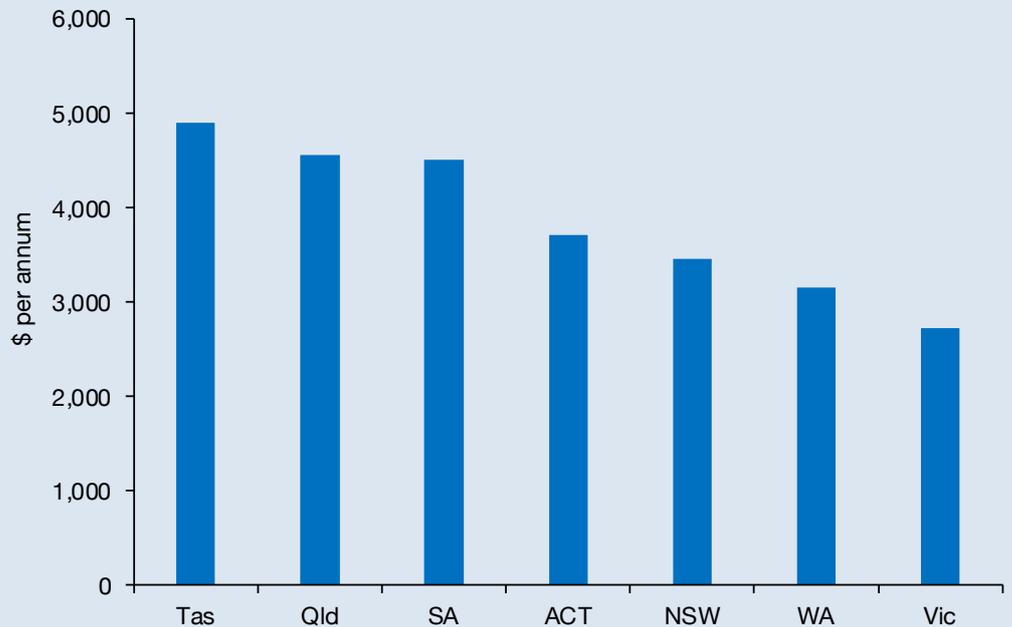
CHART 15 | The VDO compared to the 'big 3' retailers' standing offers in Victoria.
Annual electricity bills for SMEs using 20,000 kWh (single rate) per annum. GST inclusive.



3.2 Gas bills

Chart 16 shows estimated annual gas bills for SMEs that consume 100 GJ per annum across all states and territories. Tasmanian businesses with this consumption level will have an annual gas bill of just over \$4,900, though this is understood to be a high level of use for a typical SME in Tasmania (with many using less). For this level of consumption Victorian businesses will pay approximately \$2,720.

CHART 16 | Estimated average annual gas bill for SMEs using 100 GJ per annum in each jurisdiction. Offers as of October 2022, GST inclusive.⁴²



⁴² Based on offers available in October 2022. Average market offer (including guaranteed discounts and pay on time discounts). In QLD this is based on offers available in the Brisbane North and the Brisbane South pricing zones, in NSW it is based on offers available in the Sydney/Jemena zone, in Victoria it is based on the eight major gas zones, and in WA it is based on the South West zone. Tasmania and SA only have one pricing zone.

Chart 17 shows the trend in average annual gas bills from April 2016 to October 2022. It shows that bills increased in all jurisdictions except for Western Australia over this period. SMEs in Victoria have experienced the greatest price increases since April 2016.

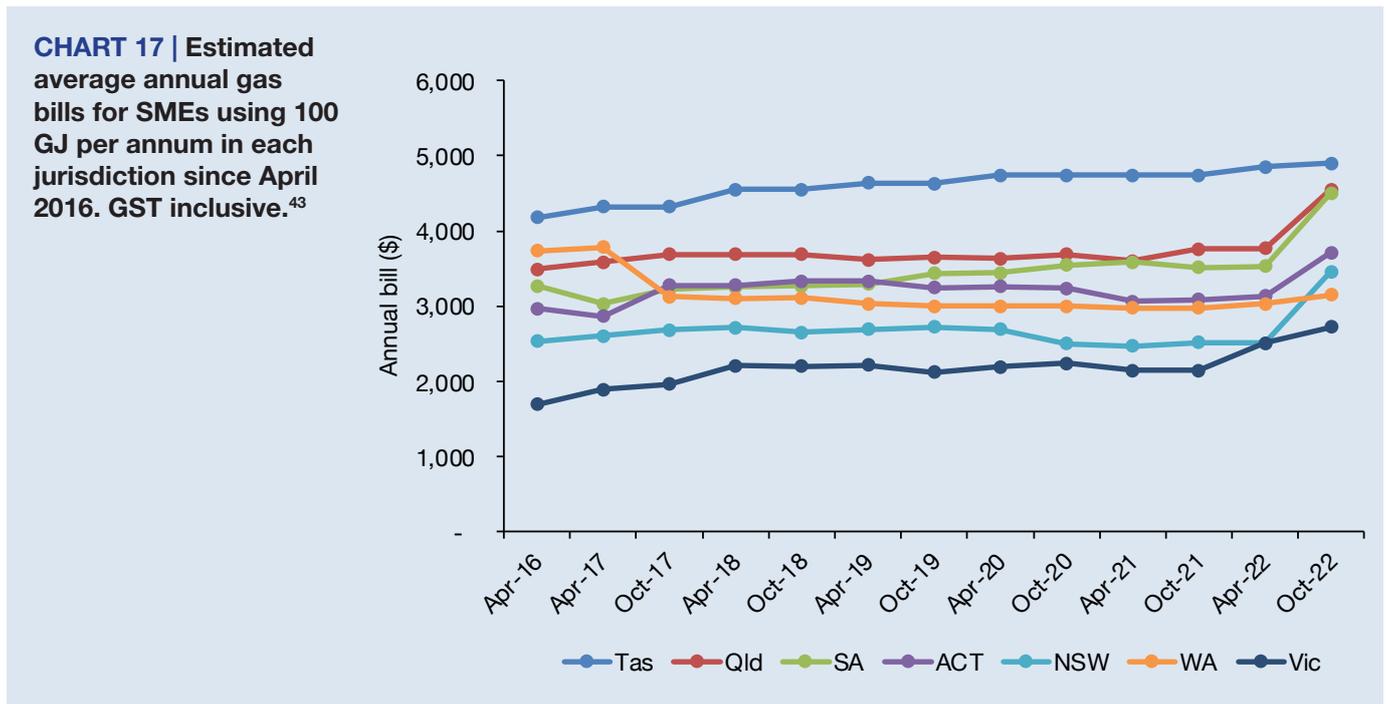
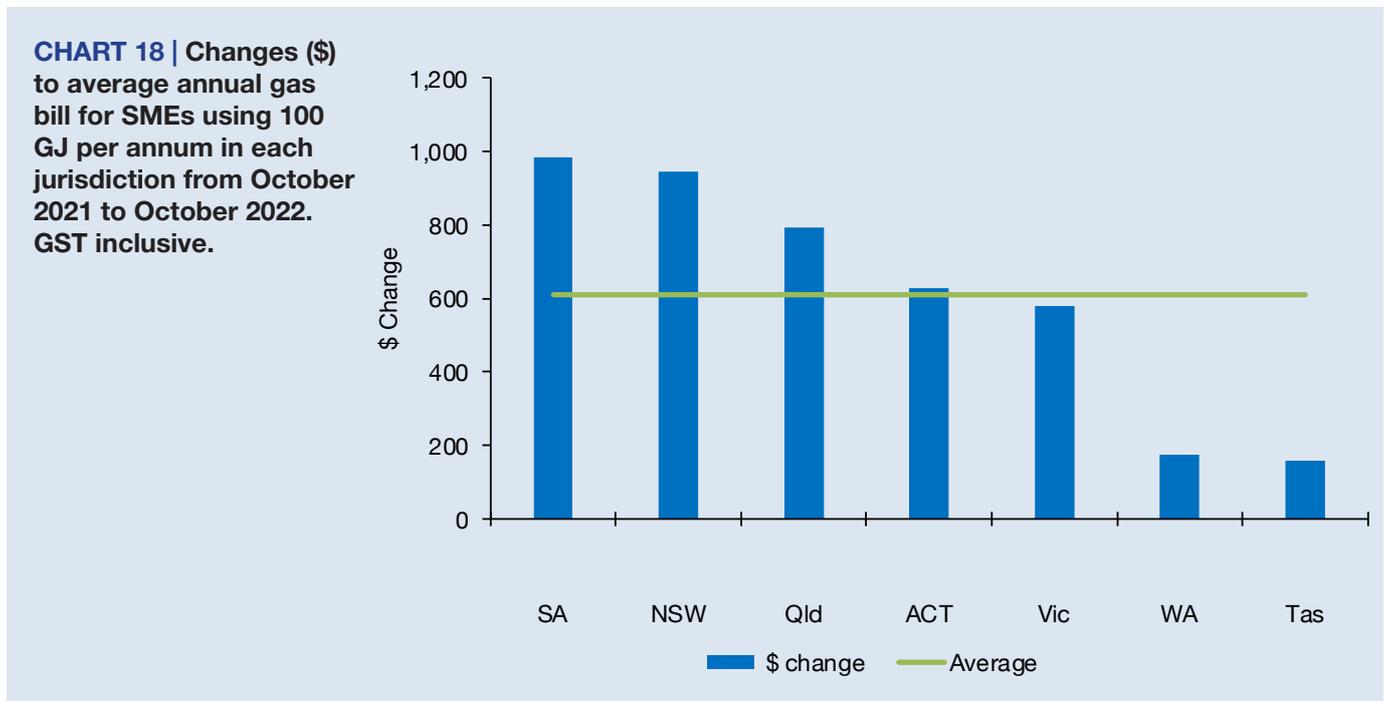


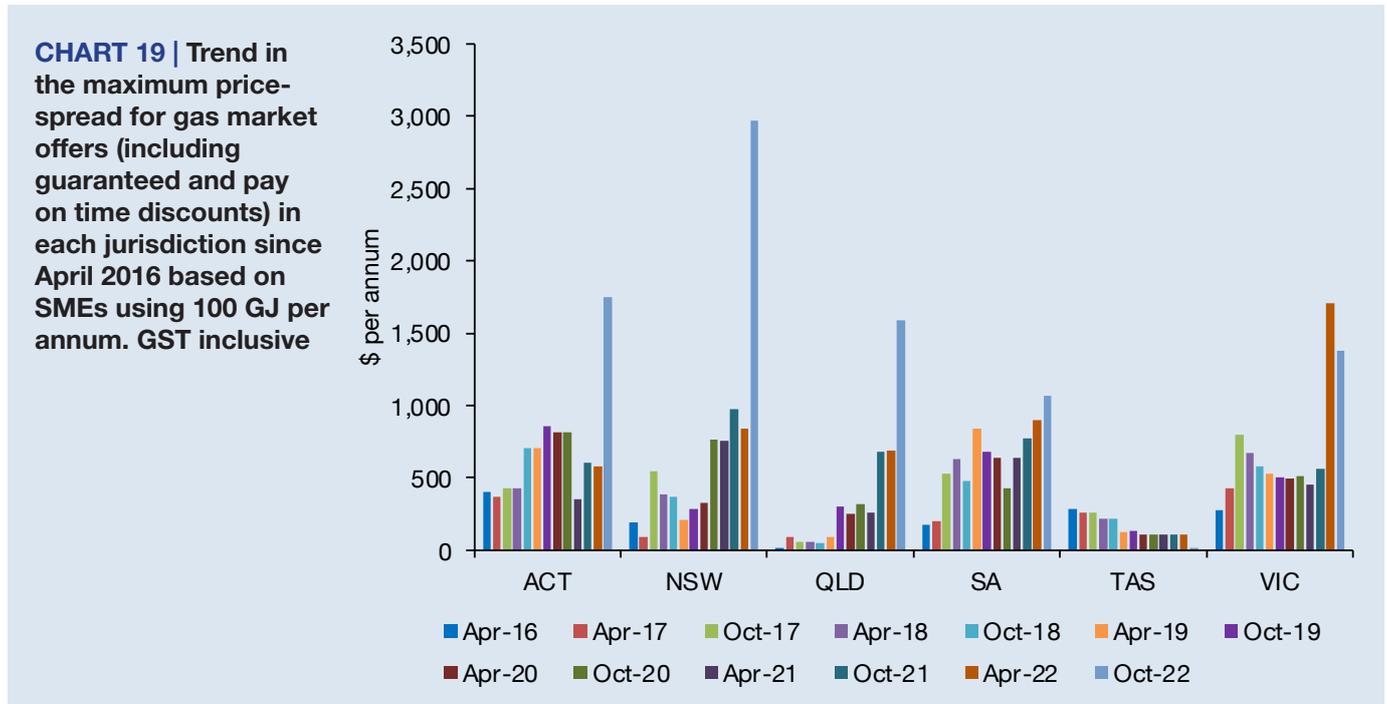
Chart 18 shows \$ change to annual bills from October 2021 to October 2022. On average, nationally, annual gas bills increased by 21% and gas bills increased in every jurisdiction. The greatest increases have been in South Australia and NSW where the average bills have increased by \$985 and \$945 respectively. We do note, however, that as this is the average, across all retailers, individual retailers with extreme price increases may skew this outcome.



43 Average market offer (including guaranteed discounts and pay on time discounts) for each jurisdiction. In QLD this is based on offers available in the Brisbane North and the Brisbane South pricing zones, in NSW it is based on offers available in the Sydney/Jemena zone, in Victoria it is based on the eight major gas zones, and in WA it is based on the South West zone. Tasmania and SA only have one pricing zone.

3.2.1 Maximum price-spread – gas

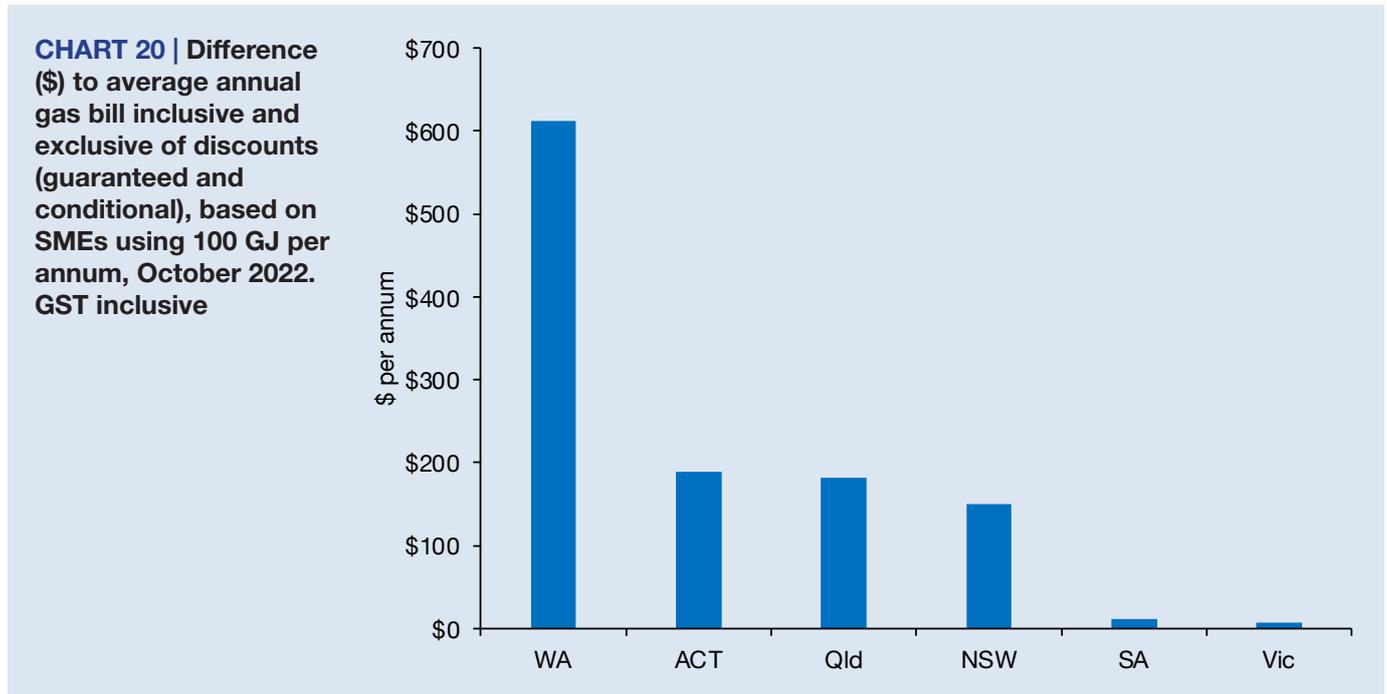
The difference between the highest and lowest gas market offers, the maximum price-spread, increased in all states, except Tasmania and Western Australia, compared with the same period a year ago. It increased significantly in NSW where the current price-spread is \$2,975. In the ACT, Queensland, Victoria and South Australia the price-spread is \$1,755, \$1,590, \$1,380 and \$1,070 respectively. In Tasmania, on the other hand, it is as low as \$15.⁴⁴ The significant increase to the maximum price-spread in NSW, Queensland and the ACT is largely caused by there being one retailer that has very high rates comparatively. Chart 19 shows the trend in the maximum price-spread since April 2016 for all jurisdictions where a number of retailers offer gas market contracts.



44 Based on annual consumption of 100 GJ and analysis based on 8 retail offers in Victoria and NSW, 7 retailers in South Australia, 5 in Queensland and the ACT and 2 retailers in Tasmania. Analysis does not include WA as AGL and Origin are relatively new entrants in the WA gas retail market. As of October 2022, however, the maximum price-spread in WA was \$1,730.

3.2.2 Additional discounts – gas

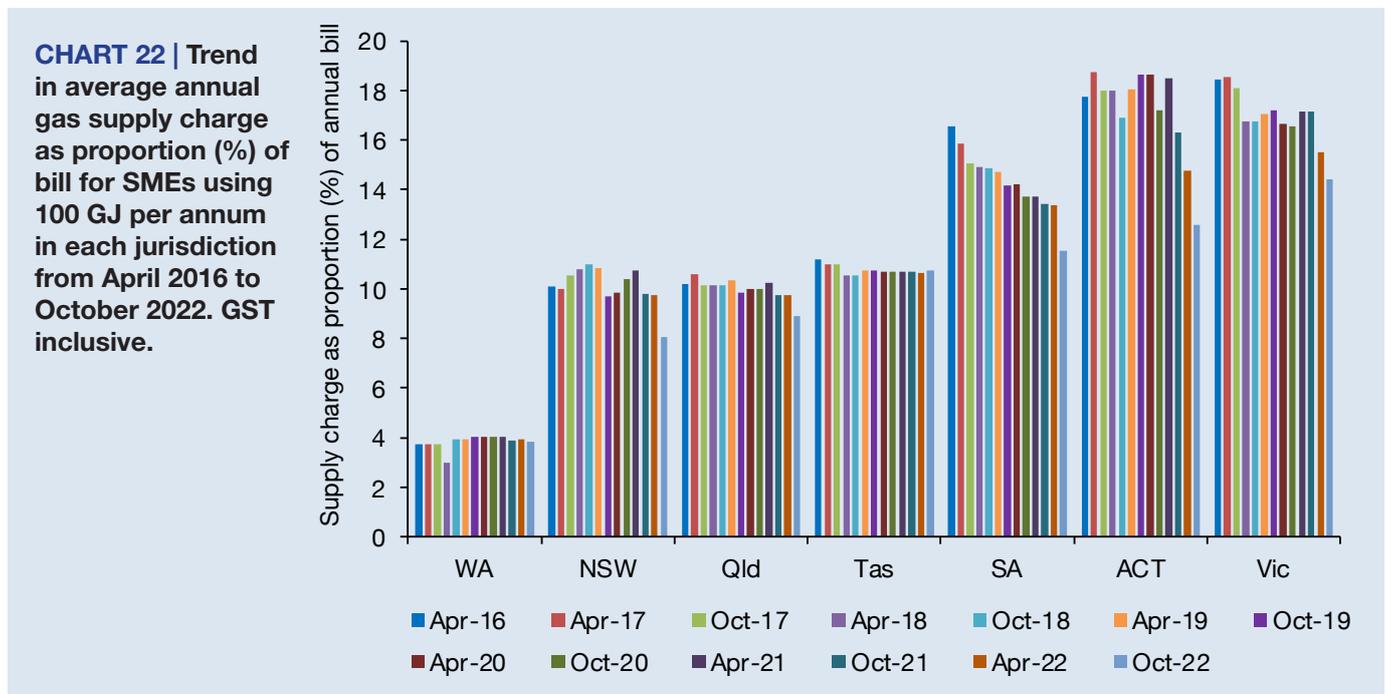
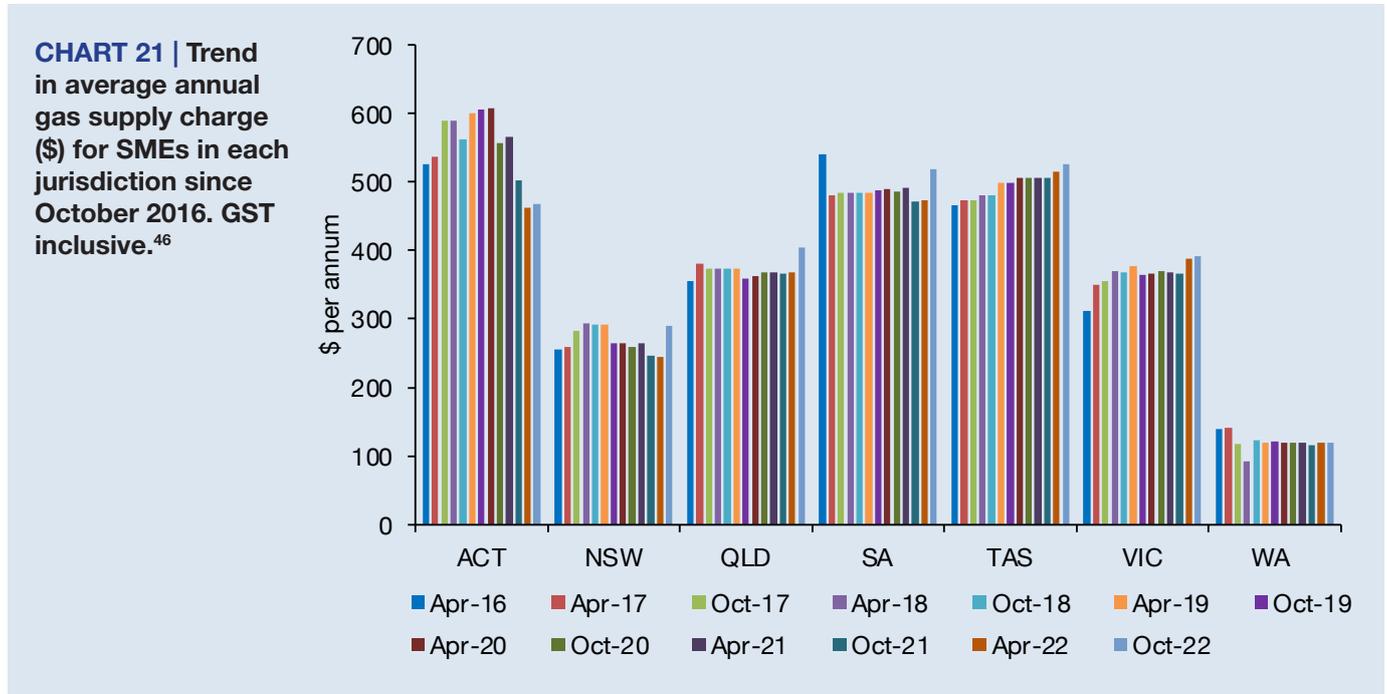
Some retailers offer guaranteed discounts while none of the gas retailers currently have discounts that are conditional upon bills being paid on time. Chart 20 shows the difference between the average market offer bill excluding guaranteed discounts, and the average market offer bill inclusive of discounts. It shows that discounts have the greatest impact in Western Australia (where they reduce an average annual bill by \$610) while they have the least impact in Victoria and South Australia (where they reduce an average annual bill by around \$10).⁴⁵ It should be noted, however, that Western Australia only has three retailers that publish SME market offers and that this discount reflects the 45% discount offered by AGL.



⁴⁵ Jurisdictions without or only a few market offers have not been included in this analysis.

3.2.3 Fixed supply charge – gas

For gas supply charges, there are significant differences between jurisdictions. Fixed supply charges are highest in Tasmania, South Australia and the ACT and lowest in Western Australia. Compared with the same period a year ago, fixed gas supply charges have decreased in the ACT (down 7%) and increased in NSW (up 18%), Queensland (up 10.5%), South Australia (up 10%) and in Victoria (up 7%). In Tasmania and Western Australia the increase to the average supply charges were lower at 4% and 3.5% respectively. Fixed supply charges as a proportion of the annual bill are currently highest in Victoria (14%) and lowest in Western Australia (4%).



⁴⁶ Based on the average supply charge for gas market offers. In WA, Alinta Energy and AGL's supply charges are inclusive of a daily Account Administration Fee from April 2019 to October 2022. In the April 2018 update, only Alinta explicitly stated that an Account Administration Fee applies. Origin's offers in WA do not mention this fee.

4. Jurisdictional analysis

This section analyses and compares electricity and gas offers available to small business customers in each of the jurisdictions. It compares price-spreads (maximum price differences between retail offers), the impact guaranteed and conditional pay on time discounts have on energy bills, and the network cost as a proportion of total electricity bills. It also highlights price changes (increases and/or decreases) that have occurred over both a six month and twelve-month period to October 2022,⁴⁷ differences in annual bills (based on assumed consumption levels) between retailers, as well as between electricity networks and gas pricing zones within each jurisdiction.⁴⁸

Consistent with section 3 above, we assume an annual consumption level of 20,000 kWh⁴⁹ (single rate) for electricity and 100 GJ for gas. We stress that gas consumption varies significantly between jurisdictions and that the 100 GJ consumption level is a low consumption level in Victoria, medium in the ACT and South Australia, and high in Queensland. We note that the workbooks accompanying this report allow users to nominate their own consumption levels and we encourage all stakeholders to access the workbooks at: <https://energyconsumersaustralia.com.au/publications/our-research>

4.1 New South Wales

This report covers a period of significant wholesale price volatility and increases, and it should be noted that this, and the subsequent retail market response, has implications for the analysis presented in this report.⁵⁰

Electricity retail prices in NSW have been deregulated since 2014 but on 1 July 2019 the Australian Energy Regulator's Default Market Offer (DMO) replaced the previously retailer determined electricity standing offers in NSW. Gas retail prices for customers using less than 1,000 GJ per annum became deregulated in July 2017.

47 As the last data collection of retail offers occurred in October 2022, offers as of October 2022 have been compared to offers in April 2022 (the previous data collection), and the trend over the twelve months since October 2021.

48 Appendix A contains a list of the various retail offers used for this analysis.

49 This consumption level for electricity is based on the NEM average, see Jacobs Australia, *Retail electricity price history and project trends*, AEMO, 21 September 2017

50 For more details see the beginning of section 3. Appendix B outlines some of the retailers' public messaging in June 2022, as well as the impact the volatile wholesale market had on the number of retailers participating in the market from May to October 2022.

NSW has three electricity networks and several gas pricing zones:

Electricity network and incumbent retailer	Area
Ausgrid (Energy Australia)	Inner Sydney, Northern Sydney, Swansea, Newcastle, Maitland, Cessnock, Singleton and Upper Hunter
Endeavour Energy (Origin)	Western Sydney, Wollongong, Blue Mountains, Lithgow, Kandos, Moss Vale, Nowra, Ulladulla
Essential Energy (Origin)	Rural and Regional NSW
NSW Gas zones and host retailer	Area
Jemena/Sydney (AGL)	Sydney, Newcastle, Wollongong, Blue Mountains
AGN (Origin)	Cooma and Bombala
	Temora, Holbrook, Henty, Culcairn and Walla Walla
	Tumut and Gundagai
	Wagga Wagga and Uranquinty
	Albury, Moama and Jindera
	Murray Valley Towns
Central ranges (Origin)	Tamworth
Jemena/Capital Region (ActewAGL)	Boorowa, Goulburn, Yass and Young
Queanbeyan (ActewAGL)	Queanbeyan and Bungendore
Shoalhaven (ActewAGL)	Shoalhaven

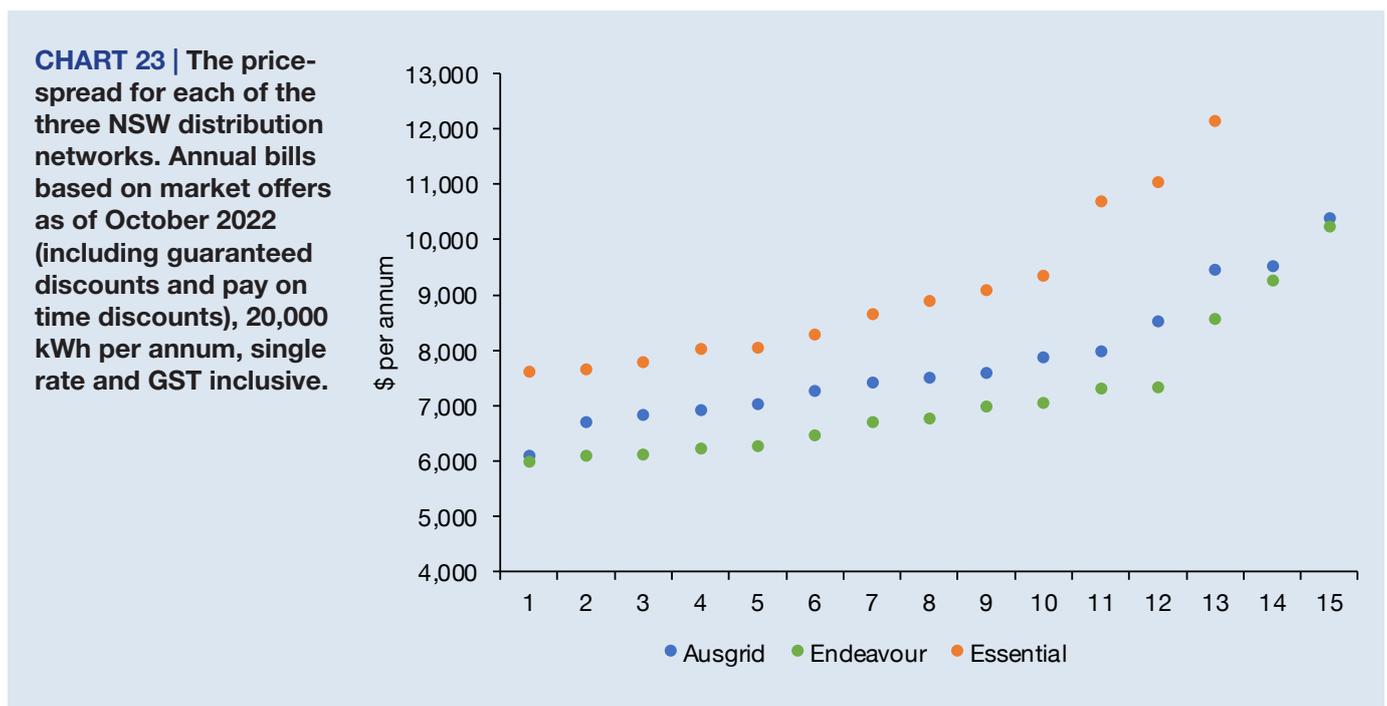
4.1.1 NSW electricity bills October 2022

The bill analysis presented in this report is based on SMEs using 20,000 kWh per annum on a single rate tariff. Research published by AEMO⁵¹ shows that small businesses, on average (across the NEM network areas), use approximately 20,000 kWh per annum and we use this average instead of network specific consumption profiles to readily enable comparison between network areas and jurisdictions. According to the AEMO report, average consumption for a small business in the Ausgrid network is 13,000 kWh per annum while the average consumption is 27,266 kWh in the Endeavour Energy network. We also note that the workbooks accompanying this report allow users to nominate their own consumption levels as well as undertaking analysis of different tariff types (2-rate tariffs, time of use tariffs etc.). The workbooks are available at: <https://energyconsumersaustralia.com.au/publications/our-research>

The price-spread

Chart 23 shows annual bills for SMEs consuming 20,000 kWh per annum (single rate) for 15 retailers across the three NSW distribution networks.⁵² It shows that the typical annual bill for SMEs with this consumption level is between \$7,150 and \$9,010 (depending on network area).

It also shows that prices are highest in the Essential Energy network and lowest in Endeavour Energy. The maximum price-spread is also greatest in Essential Energy where the difference between the lowest and the highest annual bill is around \$4,525 compared to \$4,275 in the Ausgrid network and \$4,245 in the Endeavour Energy network. The average maximum price-spread for all three networks is approximately \$4,345. Compared to six months ago (April 2022), the average maximum price-spread has increased by \$1,750.



Figures 1 - 3 below rank the retail offers from lowest to highest annual electricity bills in each of the three network areas.⁵³ The lowest annual retail bill has increased by more than \$1,400 in all network areas since April 2022.

51 Jacobs Australia, Retail electricity price history and project trends, AEMO, 21 September 2017

52 See appendix A for a list of retail offers included in this analysis. Many retailers have more than one market offer and the rates, conditions, size of discounts as well as discount types (e.g. guaranteed or conditional) may vary between their offers.

53 These market offers were collected in October 2022 and it should be noted that retailers may change their rates at any time. Bill calculations based on SMEs using 20,000 kWh/annum (single rate). All bills are inclusive of guaranteed and pay on time discounts as well as GST. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

FIGURE 1 | Lowest to highest annual electricity bills for market offers in NSW's **Ausgrid network** (October 2022)

	Energy Locals	6,099
	Simply Energy	6,689
	AGL	6,818
	Red Energy	6,923
	Origin Energy	7,023
	Alinta Energy	7,253
	Blue NRG	7,420
	Electricity in a Box	7,489
	EnergyAustralia	7,574
	Powershop	7,869
	Sumo Power	7,975
	Diamond Energy	8,523
	Amber Electric	9,450
	ReAmped Energy	9,508
	CovaU	10,374

FIGURE 2 | Lowest to highest annual electricity bills for market offers in NSW's **Endeavour Energy network** (October 2022)

	Simply Energy	5,979
	AGL	6,097
	Energy Locals	6,100
	Red Energy	6,218
	Origin Energy	6,268
	Alinta Energy	6,468
	Powershop	6,691
	EnergyAustralia	6,763
	Sumo Power	6,979
	Electricity in a Box	7,049
	Blue NRG	7,298
	Diamond Energy	7,326
	Amber Electric	8,549
	ReAmped Energy	9,253
	CovaU	10,222

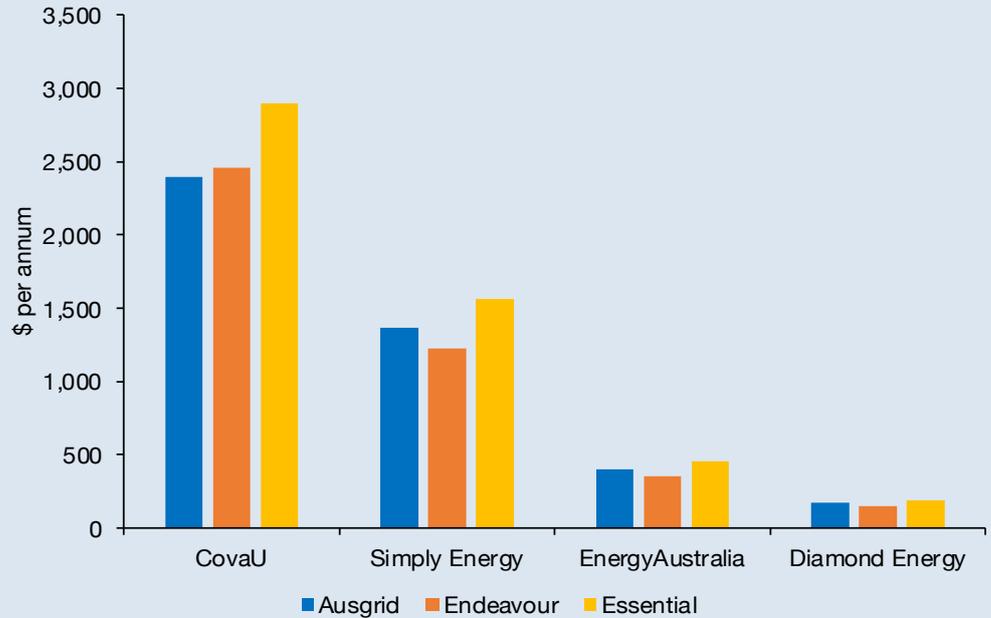
FIGURE 3 | Lowest to highest annual electricity bills for market offers in NSW's **Essential Energy network** (October 2022)

	Simply Energy	7,611
	Energy Locals	7,642
	AGL	7,777
	Origin Energy	8,023
	Red Energy	8,035
	Alinta Energy	8,269
	EnergyAustralia	8,635
	Powershop	8,881
	Sumo Power	9,077
	Diamond Energy	9,327
	Amber Electric	10,680
	ReAmped Energy	11,026
	CovaU	12,136

Additional discounts

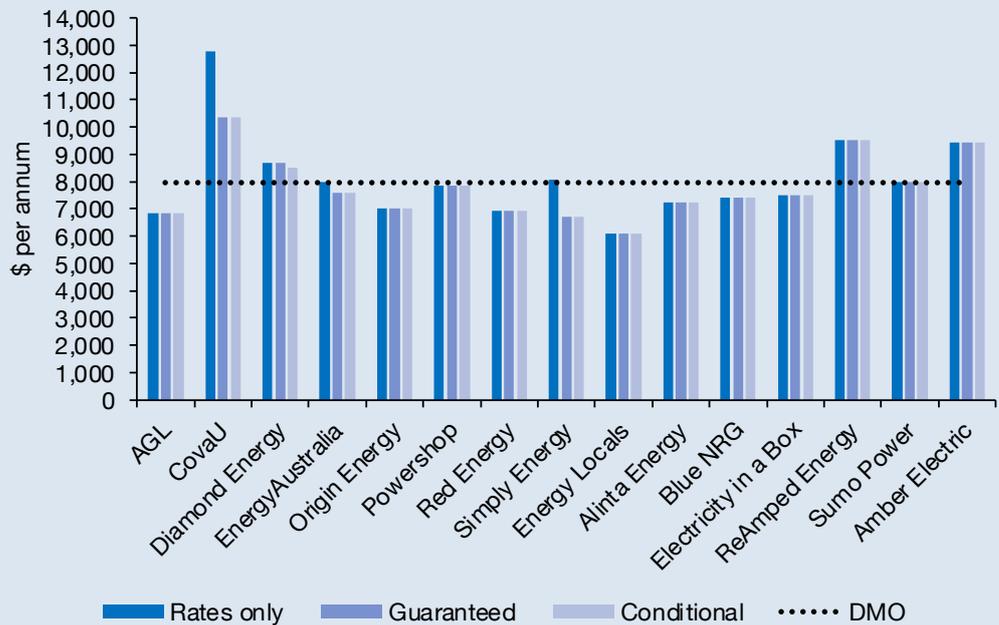
Only four of the fifteen retailers operating in NSW now offer additional discounts. For customers using 20,000kWh per annum the additional discount can be worth up to \$2,900 (CovaU's offer in the Essential Energy network). Other retailers with additional discounts are Simply Energy, Energy Australia and Diamond Energy. Diamond Energy is the only retailer that makes the discount conditional upon the customer paying the bill on time. Chart 24 below shows the difference between annual bills that include rates only compared to annual bills that include additional discounts (only retailers that offer additional discounts are included in this Chart).

CHART 24 | Difference in annual bills based on rates only and additional discounts in all three NSW network areas. Annual bills based on market offers as of October 2022, 20,000 kWh per annum, single rate and GST inclusive



Charts 25 - 27 show annual bills based on their rates only, inclusive of guaranteed discounts and inclusive of guaranteed as well as conditional pay on time discounts for all three network areas. It shows that while CovaU is the retailer with the greatest additional discount it is also the retailer with the highest base rates. As such, CovaU's offer still produces the highest bills inclusive of discounts. The charts also compare the market offers to the 'big 3' retailers' average DMO and they show that four retailers (CovaU, Diamond Energy, ReAmped Energy and Amber Electric) consistently have market offers that produce bills that are higher than the average DMO.⁵⁴

CHART 25 | Annual bills based on rates, guaranteed discounts and pay on time discounts as well as the DMO in NSW's Ausgrid network. Annual bills based on market offers as of October 2022, 20,000 kWh per annum, single rate and GST inclusive



⁵⁴ As the AER changed the DMO consumption level from 20,000 kWh per annum to 10,000 kWh per annum in July 2022, the July 2022 DMO bills are based on the 'big 3' retailers' standing offers for SMEs using 20,000 kWh per annum.

CHART 26 | Annual bills based on rates, guaranteed discounts and pay on time discounts as well as the DMO in NSW's Endeavour Energy network. Annual bills based on market offers as of October 2022, 20,000 kWh per annum, single rate and GST inclusive

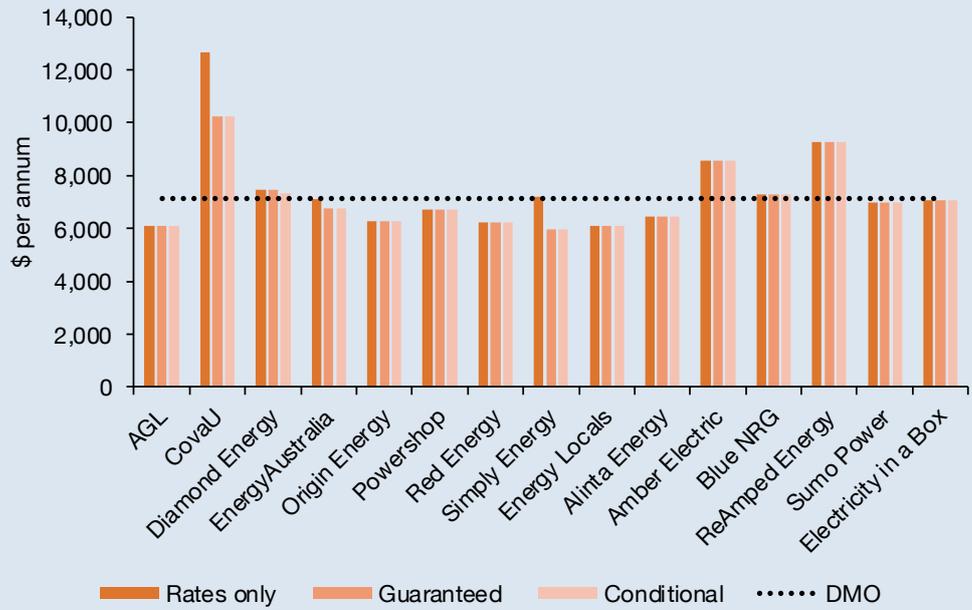
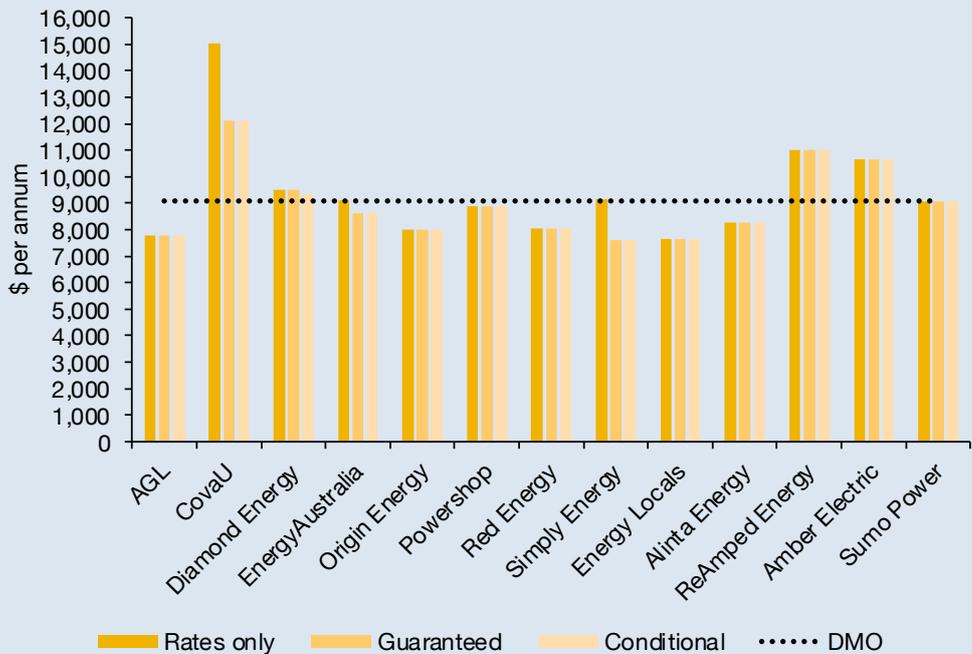


CHART 27 | Annual bills based on rates, guaranteed discounts and pay on time discounts as well as the DMO in NSW's Essential Energy network. Annual bills based on market offers as of April 2022, 20,000 kWh per annum, single rate and GST inclusive



Network charges

The NSW electricity networks, Ausgrid, Endeavour Energy and Essential Energy, introduce new Network Use of System (NUOS) charges as of 1 July every year. These NUOS charges are approved by the Australian Energy Regulator (AER) and comprise Transmission Use of System (TUOS) and Distribution Use of System (DUOS) as well as other costs such as jurisdictional charges and metering charges. The retailers can, and generally will, build changes to the NUOS (in relation to both shape and price) into their retail tariffs.

The charts presented in this section show that the NUOS proportion of bills varies significantly between retail offers. In the Endeavour Energy network, for example, the NUOS proportion of the bill for Simply Energy’s customers is 33.5% while the NUOS is only 19.5% of the total bill for CovaU’s customers.

Charts 28 - 30 show annual retail bills (columns) and NUOS as proportion of annual bill (dotted line) for each of the three network areas.

CHART 28 | Ausgrid:
Annual retail bills (incl. GST) and NUOS as proportion of total bill, October 2022. Based on retail market offers (including guaranteed and pay on time discounts), single rate, 20,000 kWh per annum⁵⁵

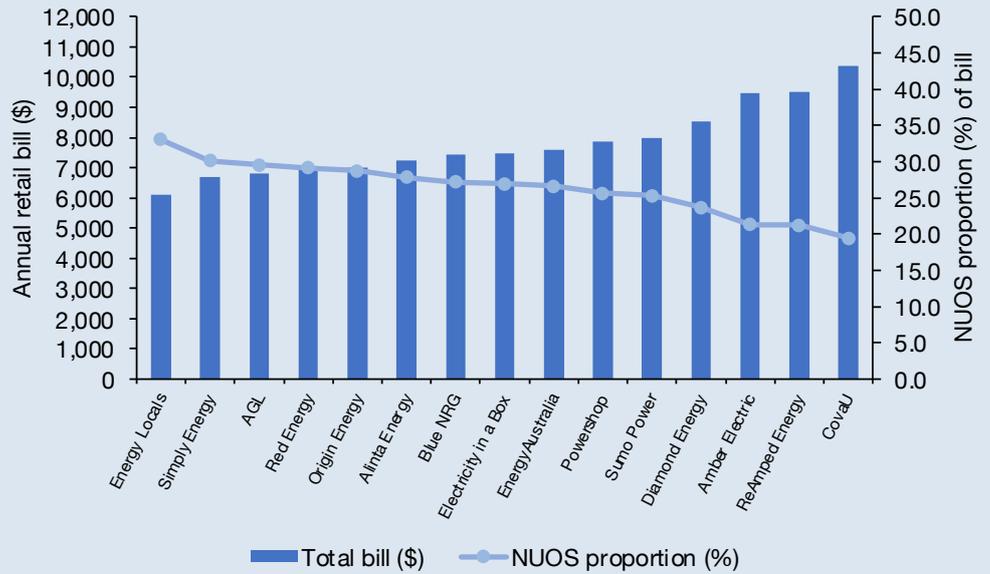
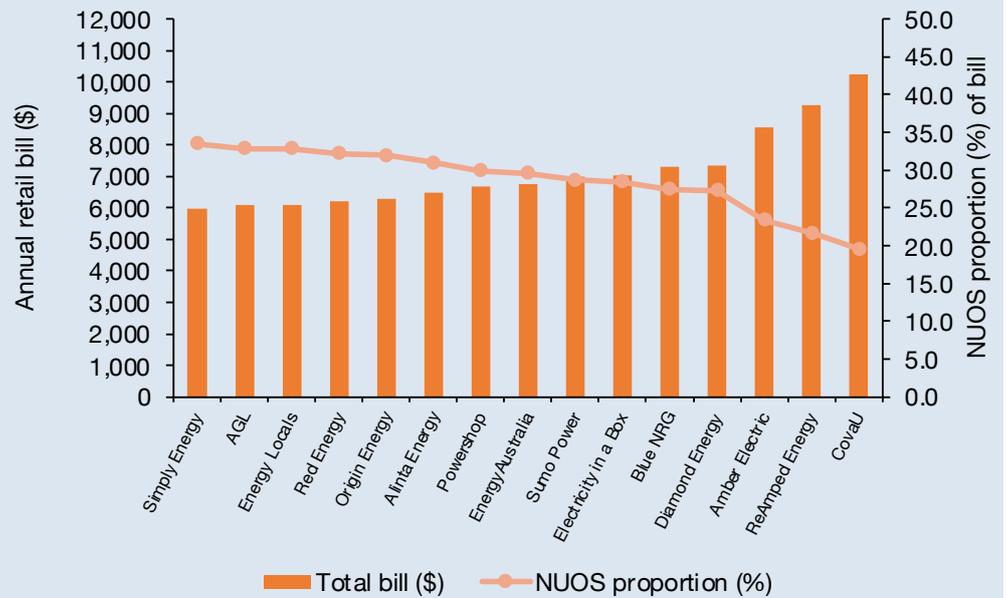


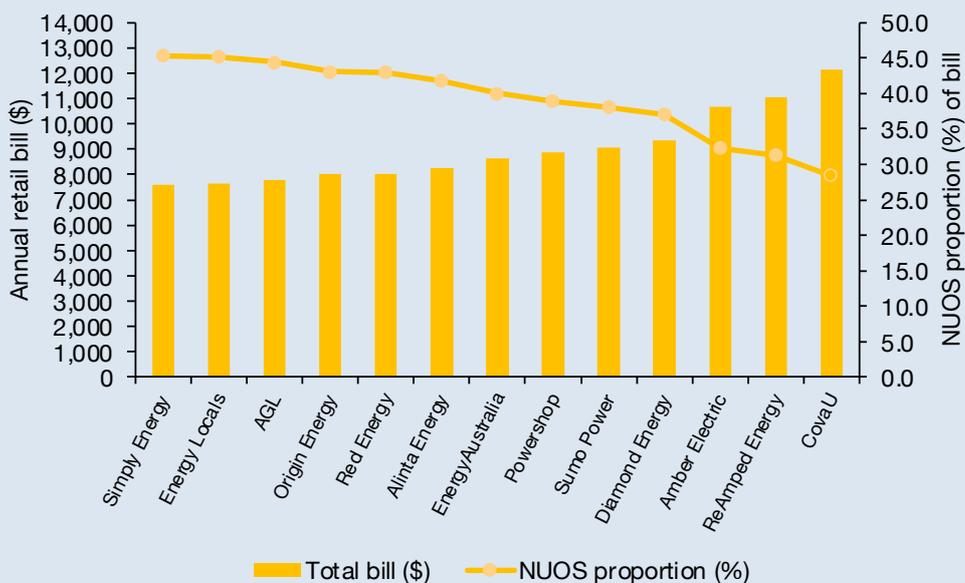
CHART 29 | Endeavour Energy: Annual retail bills (incl. GST) and NUOS as proportion of total bill, October 2022. Based on retail market offers (including guaranteed and pay on time discounts), single rate, 20,000 kWh per annum⁵⁶



55 Based on market offer rates as of October 2022, presented as annual bills for SMEs using 20,000kWh per annum (single rate). The annual NUOS charges are based on the Ausgrid's charges (tariff EA 050) for the 2022/23 financial year. The NUOS also includes fixed charges.

56 Based on market offer rates as of October 2022, presented as annual bills for SMEs using 20,000kWh per annum (single rate). The annual NUOS charges are based on the Endeavour Energy's charges (tariff N 90) for the 2022/23 financial year. The NUOS also includes fixed charges.

CHART 30 | Essential Energy: Annual retail bills (incl. GST) and NUOS as proportion of total bill, October 2022. Based on retail market offers (including guaranteed and pay on time discounts), single rate, 20,000 kWh per annum⁵⁷



4.1.2 NSW gas bills October 2022

To calculate annual gas bills, we have assumed an annual consumption of 100 GJ per annum and a flat consumption over the year (25 GJ per quarter or 16.66 GJ per bi-monthly bill).⁵⁸ Small businesses using gas for heating purposes are unlikely to have a flat consumption profile.

The price-spread

The Jemena/AGL (Sydney) gas zone is, unsurprisingly, the area with the most gas market offers in NSW. AGL is the incumbent retailer in this area.

The typical annual market offer bill for SMEs consuming 100 GJ per annum is \$3,460 (including discounts) which is \$950 more than it was six months ago. Chart 31 shows annual bills for eight retailers in the Jemena/AGL (Sydney) gas zone and that the maximum price-spread is approximately \$2,975 per annum. The maximum price-spread has dramatically increased over the last six months (in April 2022 it was \$840). We do note, however, that if we exclude the single most expensive offer, the price-spread drops to \$385.

⁵⁷ Based on market offer rates as of October 2022, presented as annual bills for SMEs using 20,000kWh per annum (single rate). The annual NUOS charges are based on the Essential Energy's charges (tariff BLNN 1AU) for the 2022/23 financial year. The NUOS also includes fixed charges.

⁵⁸ See appendix A for a list of retail offers included in this analysis. Many retailers have more than one market offer and the rates, conditions, size of discounts as well as discount types (e.g. guaranteed or conditional) may vary between their offers.

CHART 31 | The price-spread in the Jemena/AGL (Sydney) gas zone. Annual bills based on market offers as of October 2022 (including guaranteed discounts and pay on time discounts), 100 GJ per annum and GST inclusive.

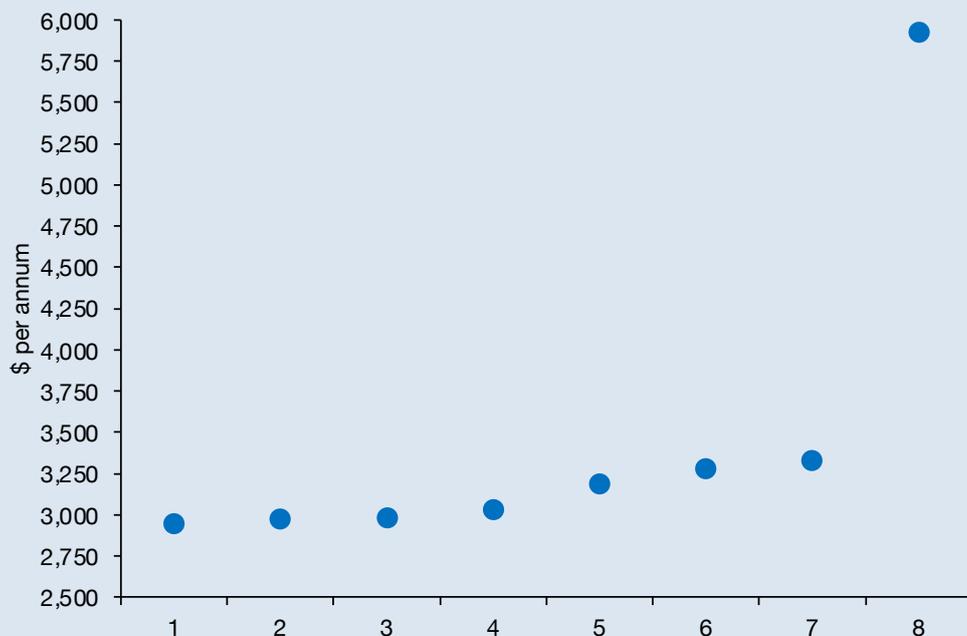


Figure 4 below ranks the retail offers from lowest to highest annual gas bills in the Jemena/Sydney gas zone.⁵⁹

FIGURE 4 | Lowest to highest annual gas bills (incl GST) for market offers in the Jemena/AGL (Sydney) gas zone (April 2021). Bills including guaranteed discounts and pay on time discounts - SMEs consuming 100 GJ per annum.

	Powershop	2,951
	AGL	2,975
	Alinta Energy	2,986
	Origin Energy	3,036
	Red Energy	3,192
	EnergyAustralia	3,281
	Simply Energy	3,335
	CovaU	5,924

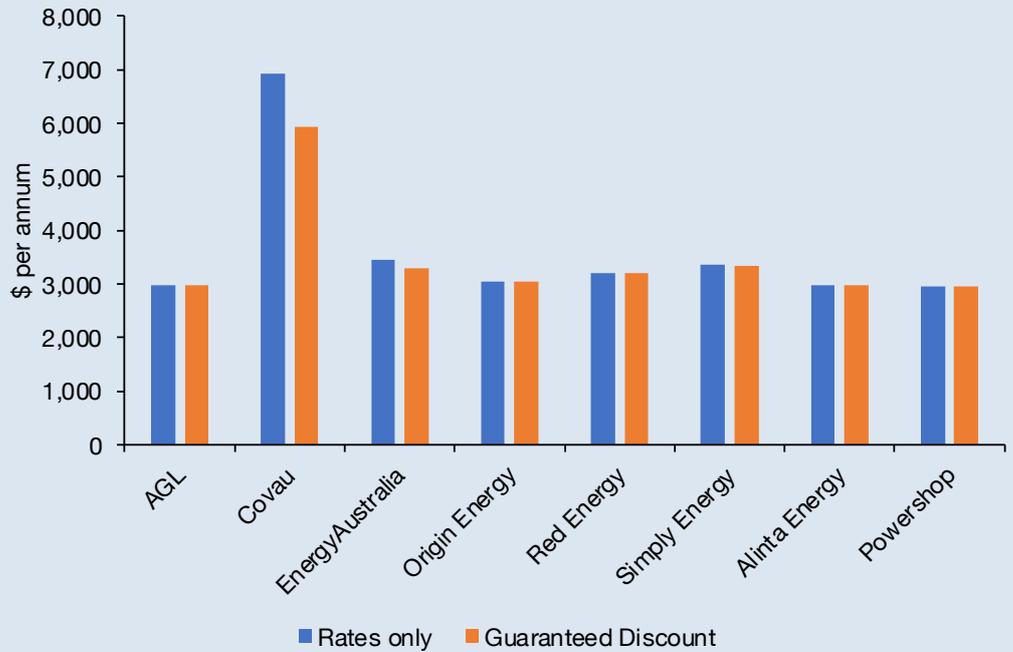
Additional discounts

CovaU, Energy Australia and Simply Energy offer guaranteed discounts while AGL, Origin Energy, Red Energy, Alinta Energy and Powershop do not offer any additional discounts.

Chart 32 shows annual bills based on their rates only and inclusive of guaranteed discounts in the Jemena/AGL (Sydney) gas zone. It shows that Powershop is the retailer that produces the lowest bill based on rates only as well as for bills inclusive of guaranteed discounts.

⁵⁹ These market offers were collected in October 2022 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations. Note that while CovaU's Basic Plan Information Document states that the declining consumption steps listed are MJ per day, we have assumed that this is an error and that they are consumption steps for each quarter. If we calculated CovaU's annual bills as per their document, the bill would have been even higher.

CHART 32 | Annual bills based on rates only and inclusive of guaranteed discounts in the Jemena/AGL (Sydney) gas zone. Annual bills based on market offers as of October 2022, 100 GJ per annum and GST inclusive

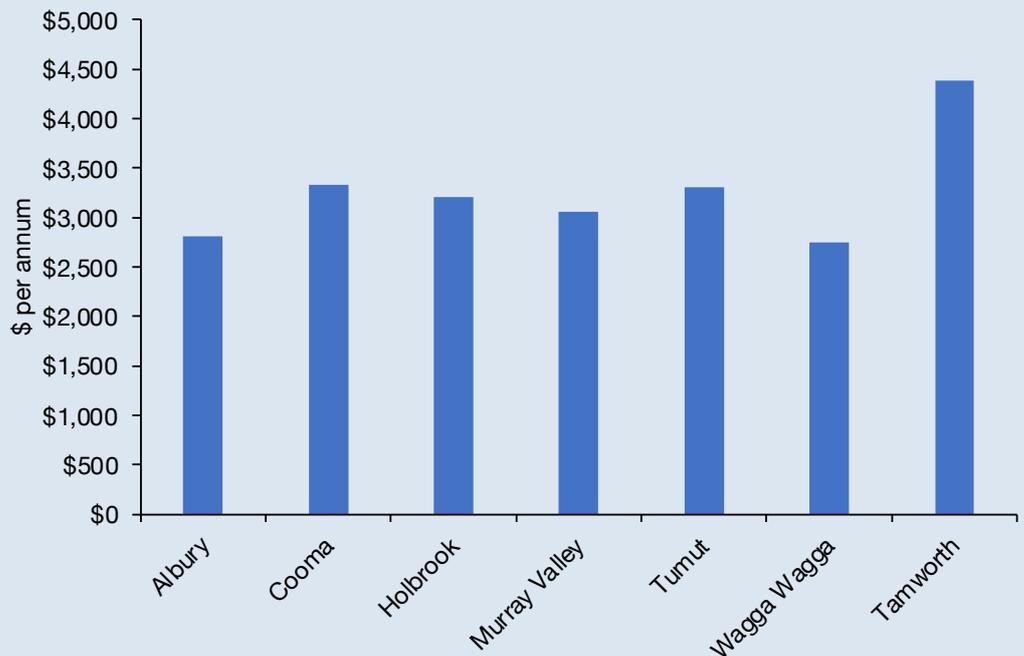


Regional NSW

The Australian Gas Network (AGN) covers six different pricing zones in regional NSW and Origin Energy is the incumbent retailer. Origin Energy is also the incumbent retailer in the Tamworth gas zone. In addition to Origin Energy's market offers, AGL, Energy Australia, Red Energy and CovaU also have offers in some of these price zones.

Chart 33 shows annual bills for Origin's market offers in the AGN pricing zones. Origin's market offers produce annual bills from approximately \$2,750 (in Wagga Wagga) to \$4,390 (Tamworth) for customers consuming 100 GJ per annum. Origin Energy currently offers the best market offer in Cooma and Tumut pricing zones while AGL's offers produce the lowest bills in four pricing zones (Albury, Holbrook, Murray Valley and Wagga Wagga). In Tamworth, Red Energy is the retailer with the best market offer.⁶⁰

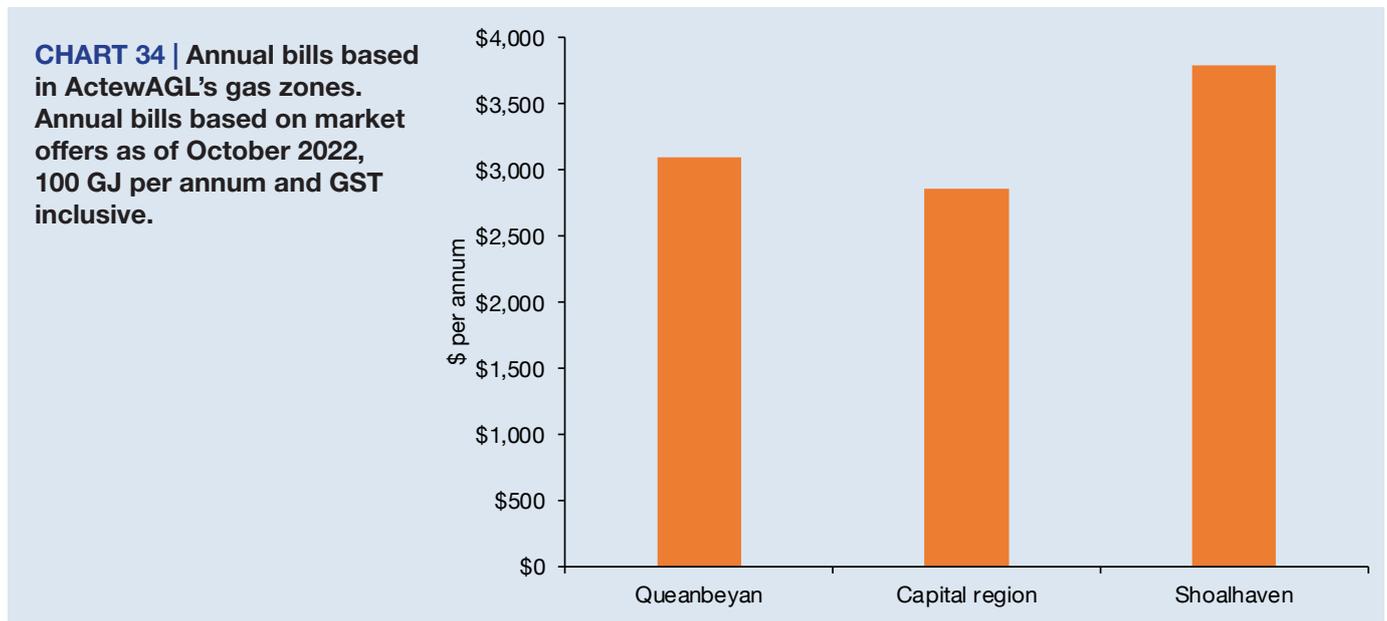
CHART 33 | Annual bills based in Origin's gas zones. Annual bills based on market offers as of October 2022, 100 GJ per annum and GST inclusive.



⁶⁰ This is based on published offers by Origin, Energy Australia, Red Energy and AGL in Albury, Origin and Red Energy in Cooma, Origin, Red Energy and AGL in Holbrook, Origin, Energy Australia, Red Energy and AGL in Murray Valley, Origin and Red Energy in Tumut, Origin, Red Energy, AGL and CovaU in Wagga Wagga and Origin, Red Energy and CovaU in Tamworth.

ActewAGL is the host retailer in three pricing zones: The Capital region, Shoalhaven and Queanbeyan. Energy Australia also has market offers in one of these pricing zones.

Chart 34 shows annual bills for ActewAGL's offers in these three pricing zones. ActewAGL's offers produce annual bills from approximately \$2,860 (in Capital region) to \$3,790 (Shoalhaven) for customers consuming 100 GJ per annum. Energy Australia also offers gas market offers in the Queanbeyan gas zone. Energy Australia's offers produce annual bills that are \$245 more than ActewAGL's offer in Queanbeyan.

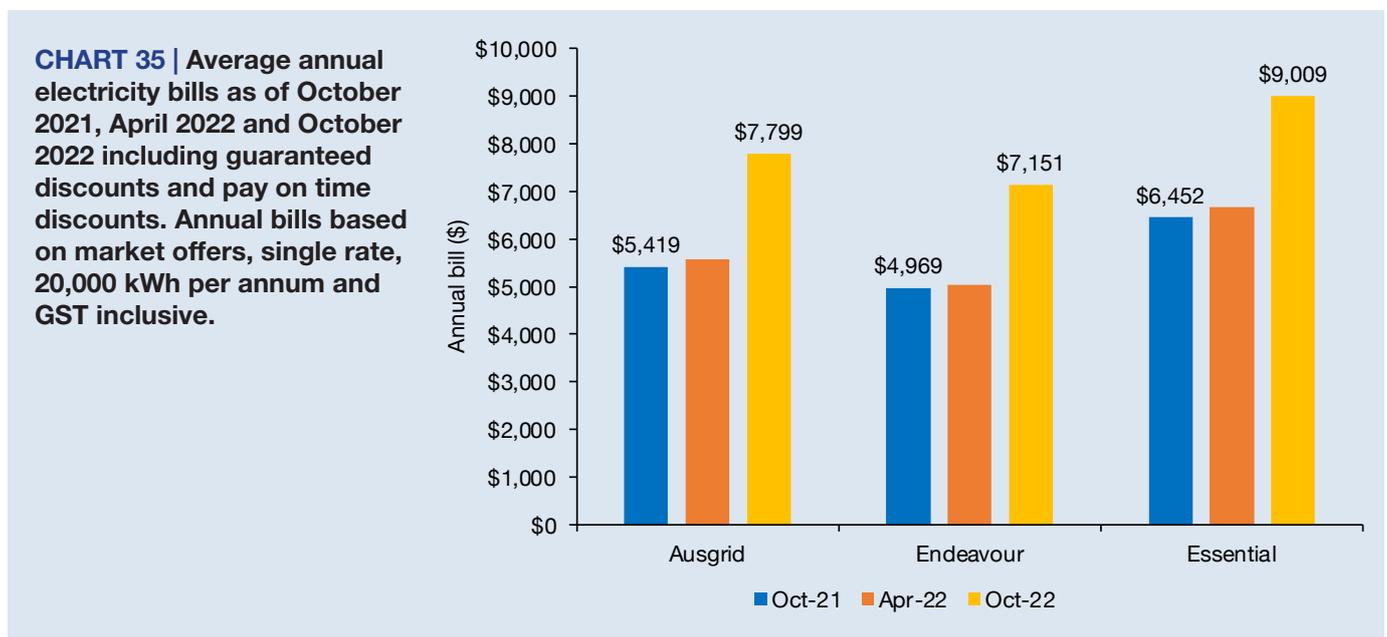


4.1.3 Changes to energy bills in NSW

The SME Retail Tariff Tracker project collects information about energy offers and rates available to small businesses across Australia every six months (in April and October every year) and this section highlights changes (increases or decreases) to annual bills over that six month period, as well as the trend over the twelve months from October 2021 to October 2022.

In NSW, new network tariffs took effect in July 2022 meaning that there has been an underlying network price reset in this six-month period. All of the retailers have changed their offers (rates, discounts or both) during this period.

On average, bills have increased between 40% and 44% (depending on network area) since October 2021. Chart 35 below shows average annual bills as of October 2021, April 2022 and October 2022.

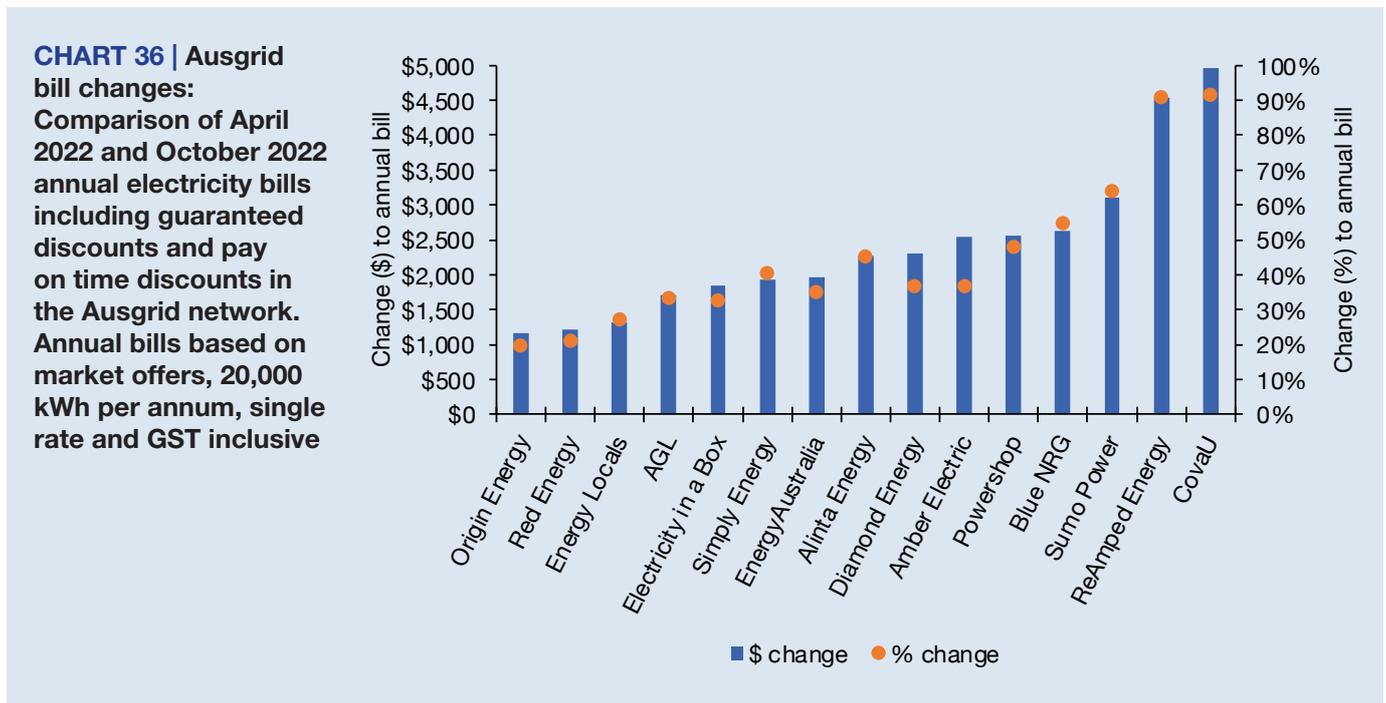


In the Ausgrid network, the annual bills for CovaU, ReAmped Energy, Sumo Power, Blue NRG and Powershop have increased by 92%, 91%, 64%, 55% and 48% respectively since April 2022 (six months ago). Origin Energy, Red Energy and Energy Locals are the only retailers with price increases of less than 30%. See Chart 36.

In the Endeavour network, the annual bills for CovaU, ReAmped Energy, Blue NRG, Sumo Power, Amber Electric, and Electricity in a Box have increased by 102%, 93%, 52%, 52%, 49%, and 46% respectively since April 2022. Red Energy, Simply Energy and Origin Energy are the only retailers with price increases of less than 30%. See Chart 37.

In the Essential network, the annual bills for CovaU and ReAmped Energy have increased by 77% and 76% respectively since April 2022. Simply Energy is the only retailer with a price increase of less than 20%. See Chart 38.

Charts 36 to 38 below show changes (\$) to the retailers' bills (columns) as well as percentage changes (marker) for each network area.⁶¹



61 Note that only retailers that had offers as of April 2022 and October 2022 have been included in these charts. For three of the retailers, Energy Australia, Blue NRG and Sumo Power this analysis is based on different offers in April 2022 and October 2022. Energy Australia's offers are 'Total Plan'/'Balance Plan', Blue NRG's plans are 'Business Champion'/'Business Local', and Sumo Power's offers are 'Business Saver'/'Freedom'/'Lite'.

CHART 37 | Endeavour Energy bill changes: Comparison of April 2022 and October 2022 annual electricity bills including guaranteed discounts and pay on time discounts in the Endeavour Energy network. Annual bills based on market offers, 20,000 kWh per annum, single rate and GST inclusive.

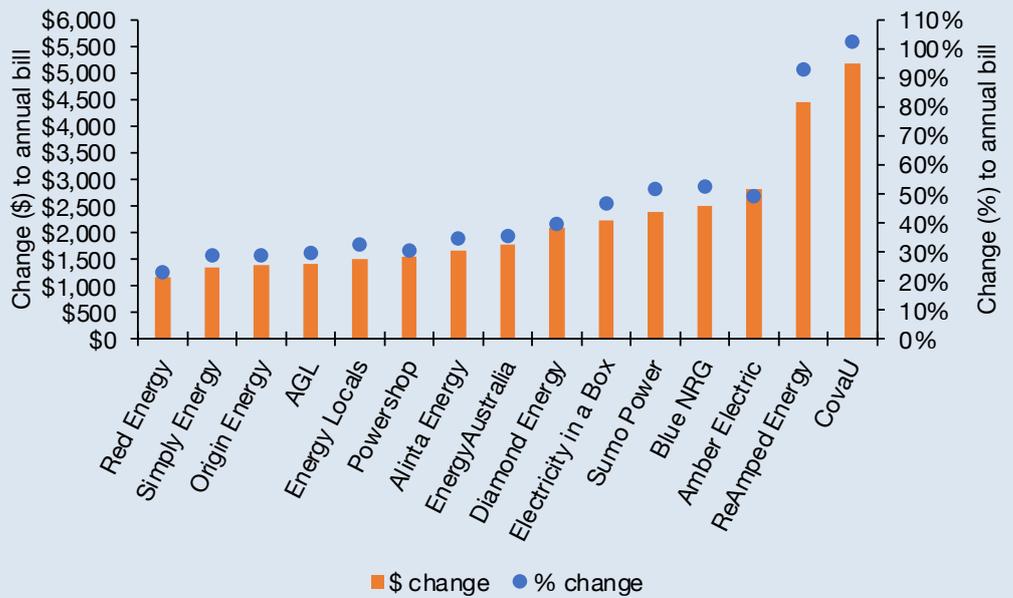
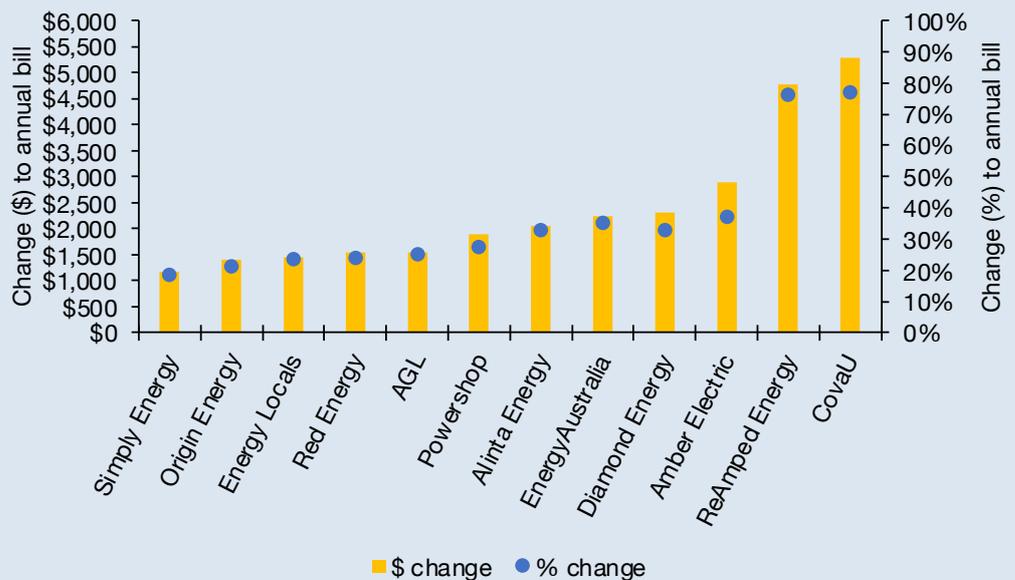


CHART 38 | Essential Energy bill changes: Comparison of April 2022 and October 2022 annual electricity bills including guaranteed discounts and pay on time discounts in the Essential Energy network. Annual bills based on market offers, 20,000 kWh per annum, single rate and GST inclusive.

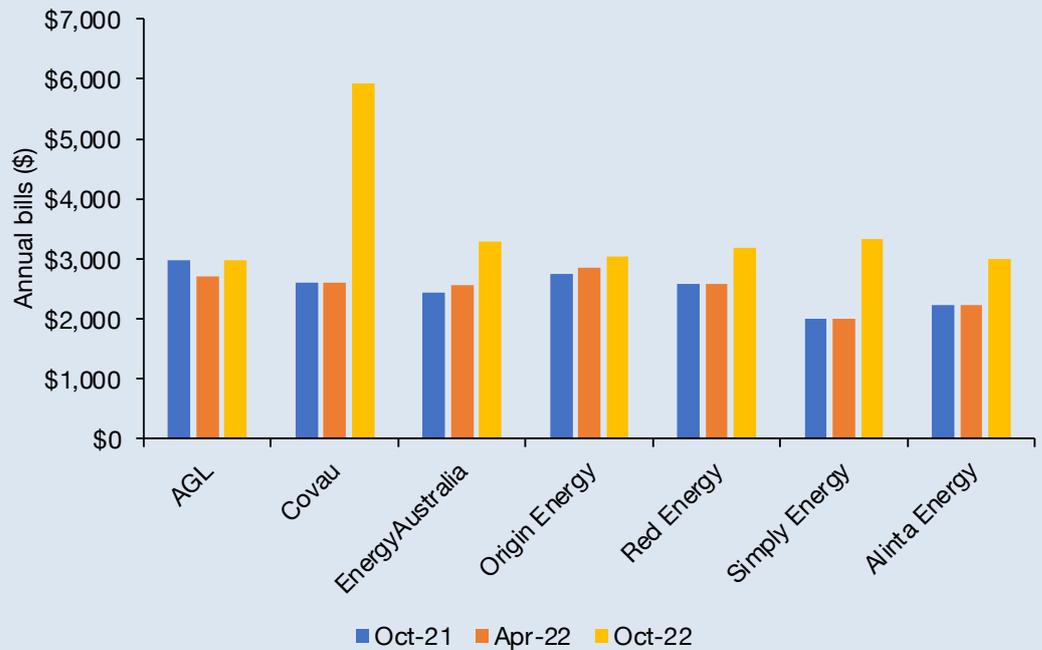


In relation to gas, all of the retailers have increased their gas offer since April 2022. In the Jemena/Sydney gas zone, CovaU’s bills have increased the most (128%) while Origin Energy and AGL are the only two retailers with increases below 10%.⁶² See Chart 39 below.⁶³

62 Note that while CovaU’s Basic Plan Information Document states that the declining consumption steps listed are MJ per day, we have assumed that this is an error and that they are consumption steps for each quarter. If we calculated CovaU’s annual bills as per their document, the bill would have been even higher.

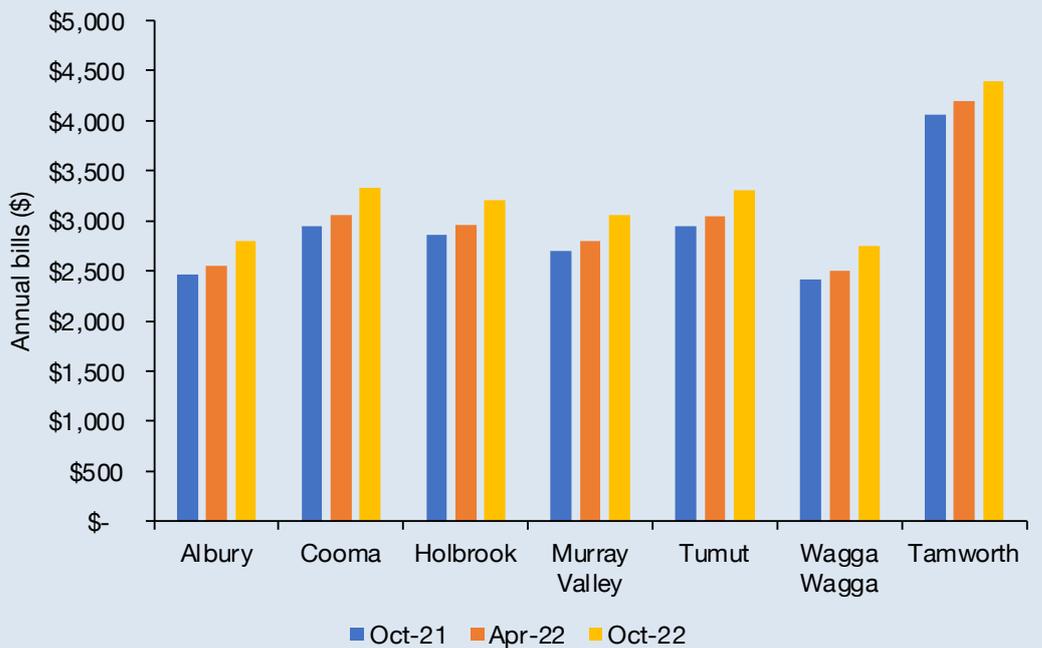
63 Note that only retailers that had offers as of April 2022 and October 2022 have been included in these charts. For two of the retailers, Energy Australia and Origin Energy, this analysis is based on different offers in April 2022 and October 2022. Energy Australia’s offers are ‘Total Plan’/‘Balance Plan’ and Origin Energy’s offers are ‘Business Go’/‘Business Go Variable’.

CHART 39 | Annual gas bills as October 2021, April 2022 and October 2022 including guaranteed discounts and pay on time discounts, in the Jemena/Sydney gas zone. Annual bills based on market offers, 100 GJ per annum and GST inclusive



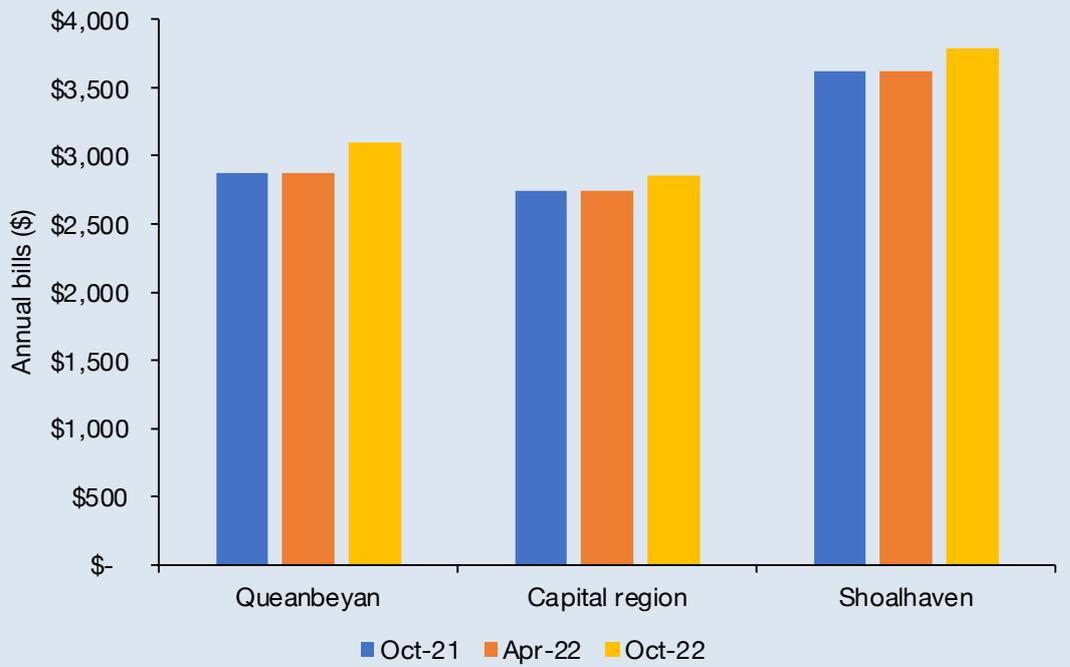
In terms of the many smaller NSW pricing zones, Origin and ActewAGL are the main retailers (although AGL, Energy Australia, Red Energy and CovaU do have offers in some of these zones). Between April and October 2022, Origin’s market offers increased by 8-10% in all pricing zones. See Chart 40.

CHART 40 | Origin Energy’s annual gas bills as of October 2021, April 2022 and October 2022 including guaranteed discounts and pay on time discounts, in the AGN gas zones. Annual bills based on market offers, 100 GJ per annum and GST inclusive



Between April and October 2022, ActewAGL’s prices increased by 4-8%, depending on the pricing zones. See Chart 41.

CHART 41 | ActewAGL's annual gas bills as of October 2021, April 2022 and October 2022 including guaranteed discounts and pay on time discounts. Annual bills based on market offers, 100 GJ per annum and GST inclusive



4.1.4 Impact of the DMO

Businesses previously on a standing offer with one of the ‘big 3’ retailers (AGL, Energy Australia and Origin Energy) experienced significant bill reductions since the introduction of the DMO on 1 July 2019. Charts 42 – 44 below compare AGL, Energy Australia and Origin Energy’s standing offers prior to the DMO taking effect to the DMO as of 2019/20, 2020/21, 2021/22 and 2022/23. They show that the bills are currently between \$695 less to \$440 more compared to April 2019 (depending on the network and retailer) for businesses using 20,000 kWh per annum. AGL’s bill in Ausgrid’s network has reduced the most while Origin Energy’s bill in the Essential Energy network has had the highest increase.

CHART 42 | The DMO compared to the ‘big 3’ retailers’ standing offers in the Ausgrid network. Annual electricity bills for SMEs using 20,000 kWh (single rate) per annum. GST inclusive.

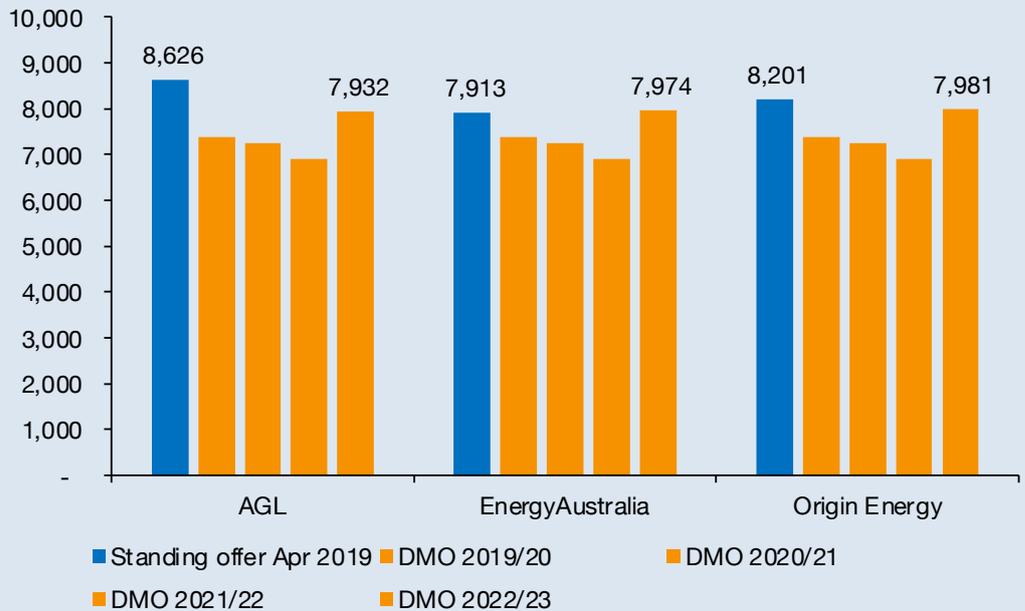


CHART 43 | The DMO compared to the 'big 3' retailers' standing offers in the Endeavour network. Annual electricity bills for SMEs using 20,000 kWh (single rate) per annum. GST inclusive.

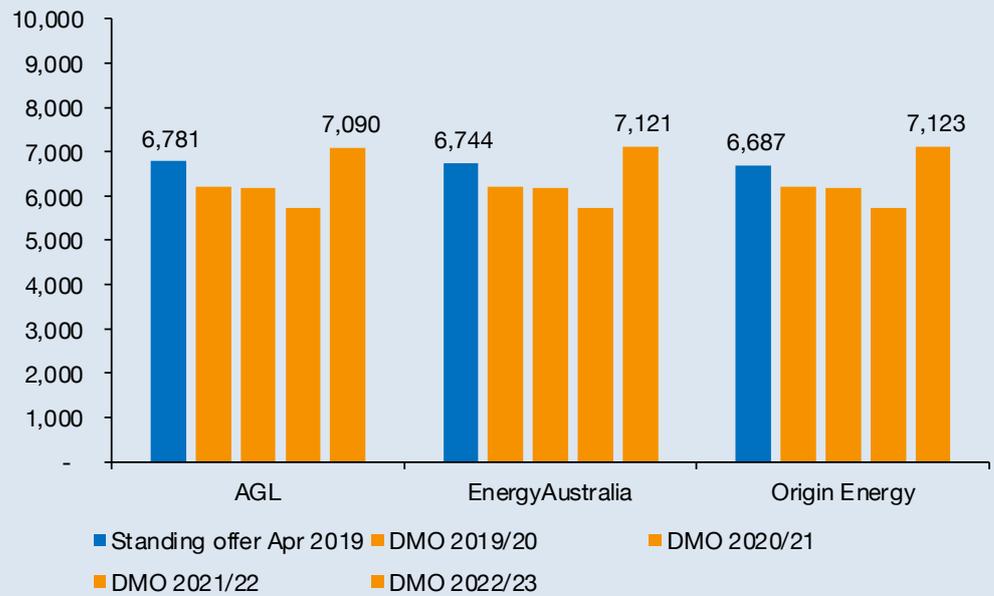
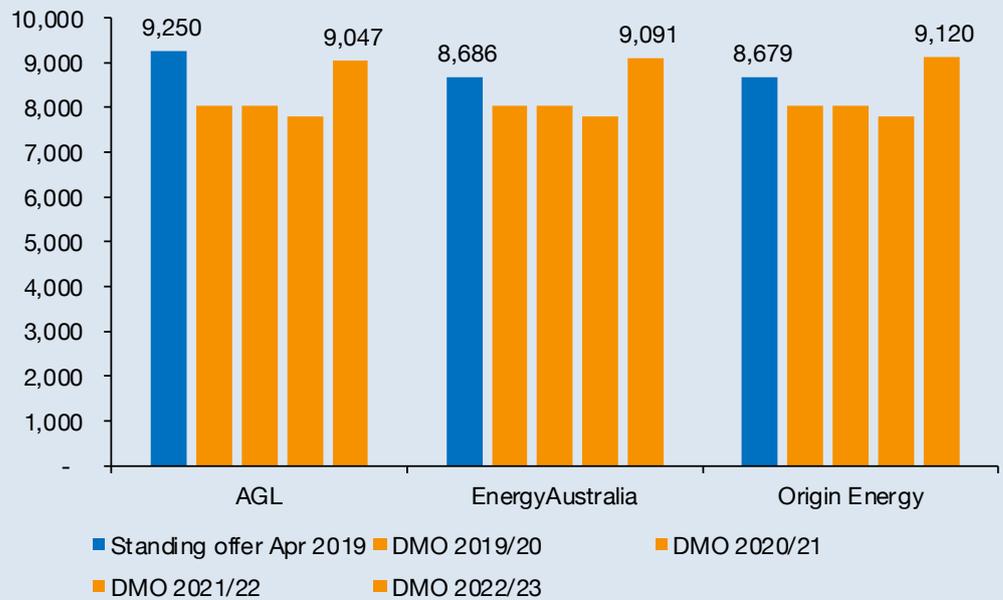


CHART 44 | The DMO compared to the 'big 3' retailers' standing offers in the Essential Energy network. Annual electricity bills for SMEs using 20,000 kWh (single rate) per annum. GST inclusive



4.2 Victoria

This report covers a period of significant wholesale price volatility and increases, and it should be noted that this, and the subsequent retail market response, has implications for the analysis presented in this report.⁶⁴

Victorian electricity and gas retail prices have been deregulated since 2009 but on 1 July 2019 the Essential Services Commission's Victorian Default Offer (VDO) replaced the previously retailer determined electricity standing offers in Victoria. Victoria has five electricity networks and three gas distributors. There are, however, numerous gas pricing zones in Victoria and only the eight largest zones have been included in this analysis.

Victoria's five electricity networks and eight main gas pricing zones:

Electricity network and incumbent retailer	Area
Citipower (Origin)	Inner city, inner North and Eastern suburbs
Powercor (Origin)	Outer Western suburbs and Western Victoria
Ausnet Services (Energy Australia)	Outer Northern and Eastern suburbs and Eastern Victoria
Jemena (AGL)	Inner West and North Western Suburbs
United Energy Energy (AGL)	South Eastern suburbs and Mornington Peninsula
Gas zones and incumbent retailer	Area
Multinet 1 (Origin)	Eastern and South Eastern suburbs
Multinet 2 (AGL)	Bayside and outer South Eastern suburbs
Ausnet Services Central 1 (Energy Australia)	Outer Western suburbs, Geelong and Bellarine Peninsula
Ausnet Services Central 2 (AGL)	Western and North Western suburbs
Ausnet Services West (Energy Australia)	Macedon Ranges, Bendigo, Ballarat and Western Victoria
AGN Central 1 (Origin)	Frankston, Mornington Peninsula and Gippsland
AGN Central 2 (Energy Australia)	CBD, inner city and North Eastern suburbs
AGN North (Origin)	Northern and North Eastern Victoria

4.2.1 Victorian electricity bills October 2022

The bill analysis presented in this report is based on SMEs using 20,000 kWh per annum on a single rate tariff. Research published by AEMO⁶⁵ shows that small businesses, on average (across the NEM network areas), use approximately 20,000 kWh per annum and we use this average instead of network specific consumption profiles to readily enable comparison between network areas and jurisdictions. According to the AEMO report, the network specific average consumption for small businesses is:

- 36,209 kWh/annum in Citipower
- 21,674 kWh/annum in Powercor
- 24,724 kWh/annum in Ausnet Services
- 21,858 kWh/annum in Jemena
- 23,629 kWh/annum in United Energy

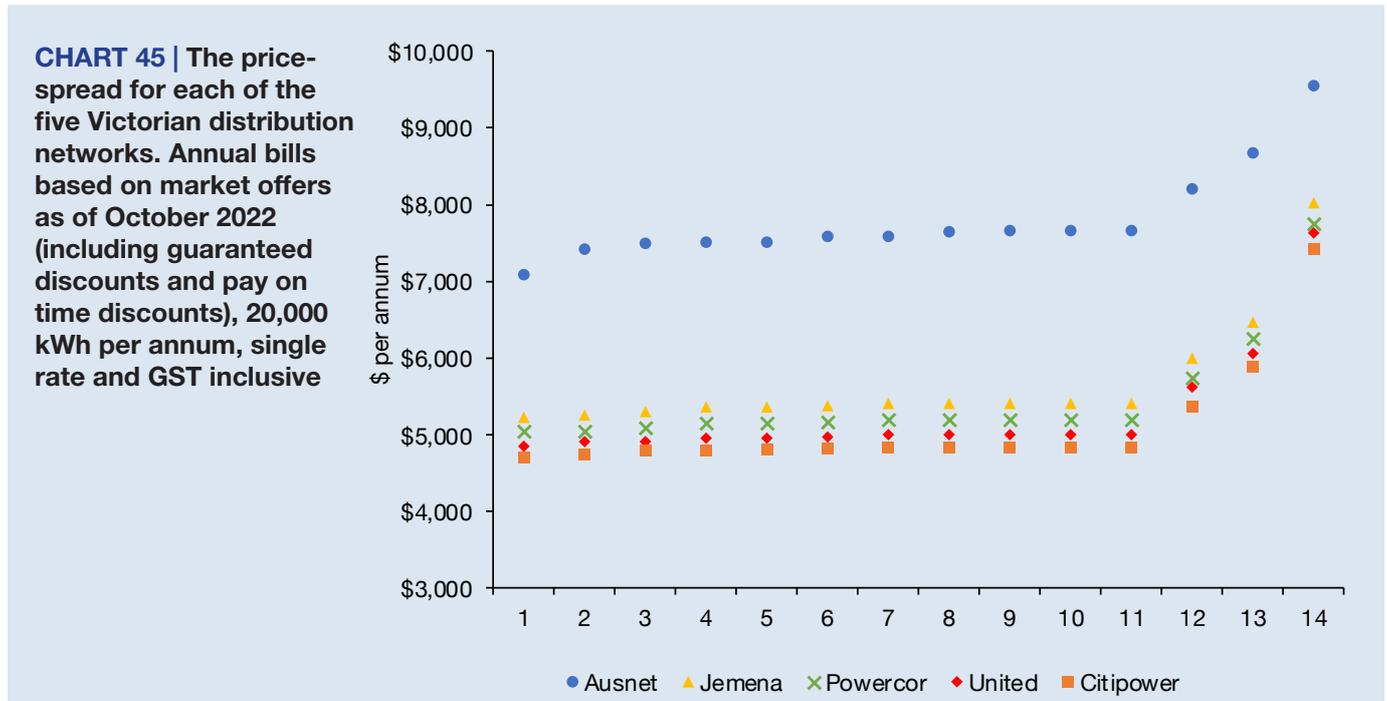
We also note that the workbooks accompanying this report allow users to nominate their own consumption levels as well as undertaking analysis of different tariff types (2-rate tariffs, time of use tariffs etc.). The workbooks are available at: <https://energyconsumersaustralia.com.au/publications/our-research>

64 For more details see the beginning of section 3. Appendix B outlines some of the retailers' public messaging in June 2022, as well as the impact the volatile wholesale market had on the number of retailers participating in the market from May to October 2022.

65 Jacobs Australia, Retail electricity price history and project trends, AEMO, 21 September 2017

The price-spread

The typical annual bill for SMEs consuming 20,000 kWh per annum (single rate) is between \$5,105 and \$7,800 (depending on network area).⁶⁶ Chart 45 shows annual bills for SMEs consuming 20,000 kWh per annum (single rate) for 14 retailers across the five Victorian distribution networks. It shows that bills are highest in the Ausnet Services network and lowest in Citipower and that the offers in Citipower, Powercor, Jemena and United Energy network areas are quite similar. The maximum price-spread is currently greatest in the Jemena network where the difference between the lowest and the highest annual bill is approximately \$2,800. Compared to six months ago (April 2022), the maximum price-spread has increased in all network areas. In United Energy the maximum price-spread is \$2,770, in Citipower it is \$2,725, in Powercor it is \$2,710 and in the Ausnet Services network it is \$2,465.



Figures 5 - 9 below rank the retail offers from lowest to highest annual electricity bills in each of the five network areas.⁶⁷ The lowest annual retail bill in each network area has changed since April 2022. In Ausnet, for example, the current best offer produces an annual bill that is \$1,450 more than the best offer six months ago.

⁶⁶ See appendix A for a list of retail offers included in this analysis. Many retailers have more than one market offer and the rates, conditions, size of discounts as well as discount types (e.g. guaranteed or conditional) may vary between their offers.

⁶⁷ These market offers were collected in October 2022 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

FIGURE 5 | Lowest to highest annual electricity bills (incl GST) for market offers in Victoria's **Citipower network** (October 2022) including discounts and pay on time discounts - SMEs consuming 20,000kWh per annum (single rate)

	Alinta Energy	\$4,691
	EnergyAustralia	\$4,740
	AGL	\$4,787
	Red Energy	\$4,787
	Diamond Energy	\$4,805
	Next Business Energy	\$4,816
	GloBird Energy	\$4,837
	Origin Energy	\$4,837
	Powershop	\$4,837
	Simply Energy	\$4,837
	Sumo Power	\$4,837
	Energy Locals	\$5,355
	Lumo Energy	\$5,887
	ReAmped Energy	\$7,417

FIGURE 6 | Lowest to highest annual electricity bills (incl GST) for market offers in Victoria's **Powercor network** (October 2022) including discounts and pay on time discounts - SMEs consuming 20,000kWh per annum (single rate)

	Alinta Energy	\$5,034
	Next Business Energy	\$5,036
	EnergyAustralia	\$5,086
	Red Energy	\$5,136
	AGL	\$5,136
	Diamond Energy	\$5,154
	Simply Energy	\$5,187
	Sumo Power	\$5,187
	GloBird Energy	\$5,189
	Origin Energy	\$5,189
	Powershop	\$5,189
	Energy Locals	\$5,723
	Lumo Energy	\$6,238
	ReAmped Energy	\$7,745

FIGURE 7 | Lowest to highest annual electricity bills (incl GST) for market offers in Victoria's **Ausnet Services network** (October 2022), including discounts and pay on time discounts - SMEs consuming 20,000kWh per annum (single rate)

	Powershop	\$7,089
	Alinta Energy	\$7,424
	Next Business Energy	\$7,487
	Diamond Energy	\$7,501
	EnergyAustralia	\$7,501
	Red Energy	\$7,577
	AGL	\$7,577
	Simply Energy	\$7,652
	Sumo Power	\$7,654
	GloBird Energy	\$7,654
	Origin Energy	\$7,654
	Energy Locals	\$8,206
	Lumo Energy	\$8,679
	ReAmped Energy	\$9,552

FIGURE 8 | Lowest to highest annual electricity bills (incl GST) for market offers in Victoria's **Jemena network** (October 2022) including discounts and pay on time discounts - SMEs consuming 20,000kWh per annum (single rate)

	Next Business Energy	\$5,228
	Alinta Energy	\$5,250
	EnergyAustralia	\$5,304
	AGL	\$5,358
	Red Energy	\$5,358
	Diamond Energy	\$5,377
	Simply Energy	\$5,410
	Sumo Power	\$5,410
	GloBird Energy	\$5,412
	Origin Energy	\$5,412
	Powershop	\$5,412
	Energy Locals	\$6,002
	Lumo Energy	\$6,458
	ReAmped Energy	\$8,030

FIGURE 9 | Lowest to highest annual electricity bills (incl GST) for market offers in Victoria's **United Energy network** (October 2022) including discounts and pay on time discounts - SMEs consuming 20,000kWh per annum (single rate)

	Alinta Energy	\$4,852
	EnergyAustralia	\$4,902
	Next Business Energy	\$4,904
	AGL	\$4,951
	Red Energy	\$4,951
	Diamond Energy	\$4,969
	Simply Energy	\$5,000
	Sumo Power	\$5,000
	GloBird Energy	\$5,002
	Origin Energy	\$5,002
	Powershop	\$5,002
	Energy Locals	\$5,622
	Lumo Energy	\$6,051
	ReAmped Energy	\$7,625

Additional discounts

Only one of the 14 retailers operating in Victoria offer a conditional pay on time discount. Diamond Energy continues to offer a small pay on time discount and for customers using 20,000kWh per annum the conditional discount can be worth up to \$155 (in the Ausnet Services network).

One retailer (Energy Australia) offers a guaranteed discount while the remaining retailers do not offer any additional discounts.⁶⁸ Charts 46 – 50 show annual bills based on their rates only, inclusive of guaranteed discounts and inclusive of guaranteed as well as conditional pay on time discounts for all five network areas. They also compare the market offers to the VDO and while most offers produce bills that are lower than the VDO, ReAmped Energy, Lumo Energy and Energy Locals' offers are consistently higher.

⁶⁸ Note that discounts based on direct debit payments have not been included in this analysis.

CHART 46 | Annual bills based on rates, guaranteed discounts and pay on time discounts as well as the VDO in Victoria's Citipower network. Annual bills based on market offers as of October 2022, 20,000 kWh per annum, single rate and GST inclusive .

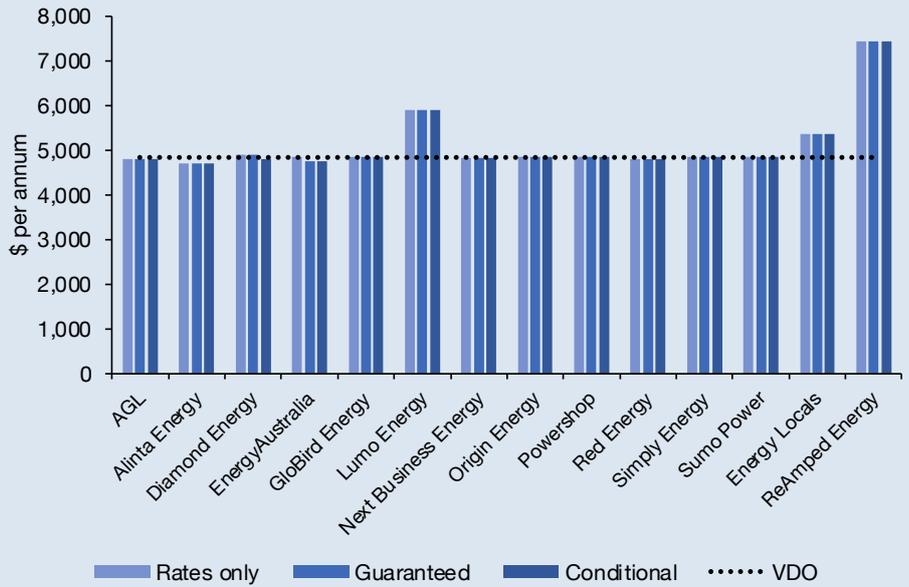


CHART 47 | Annual bills based on rates, guaranteed discounts and pay on time discounts as well as the VDO in Victoria's Powercor network. Annual bills based on market offers as of October 2022, 20,000 kWh per annum, single rate and GST inclusive.

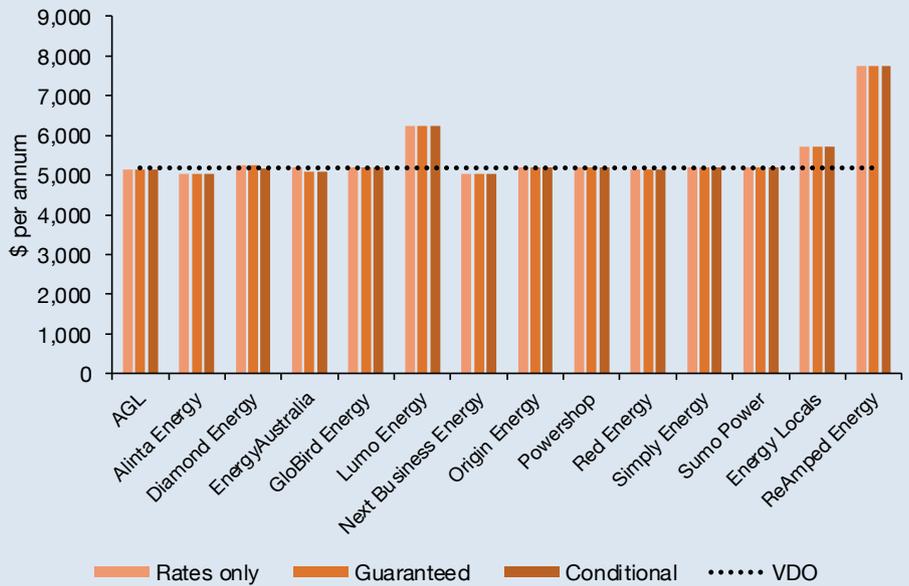


CHART 48 | Annual bills based on rates, guaranteed discounts and pay on time discounts as well as the VDO in Victoria's Ausnet Services network. Annual bills based on market offers as of October 2022, 20,000 kWh per annum, single rate and GST inclusive .

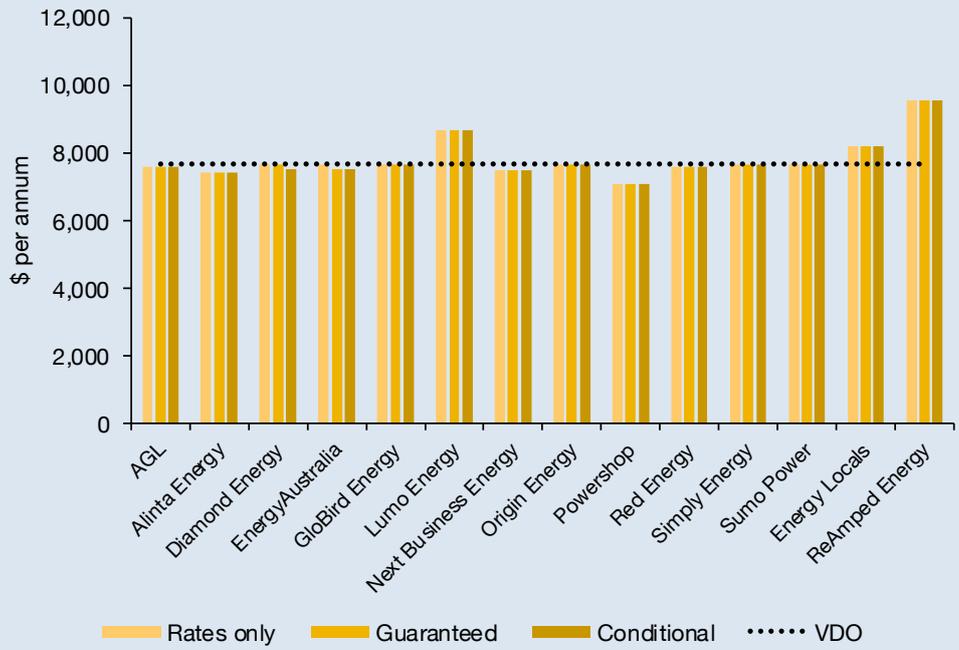
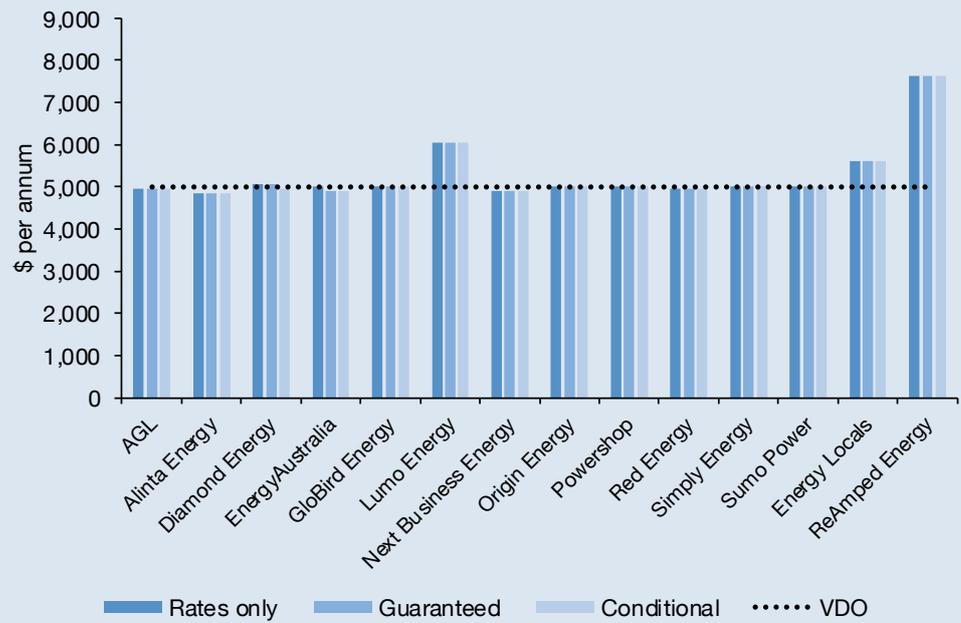


CHART 49 | Annual bills based on rates, guaranteed discounts and pay on time discounts as well as the VDO in Victoria's Jemena network. Annual bills based on market offers as of October 2022, 20,000 kWh per annum, single rate and GST inclusive.



CHART 50 | Annual bills based on rates, guaranteed discounts and pay on time discounts as well as the VDO in Victoria's United Energy network. Annual bills based on market offers as of October 2022, 20,000 kWh per annum, single rate and GST inclusive .



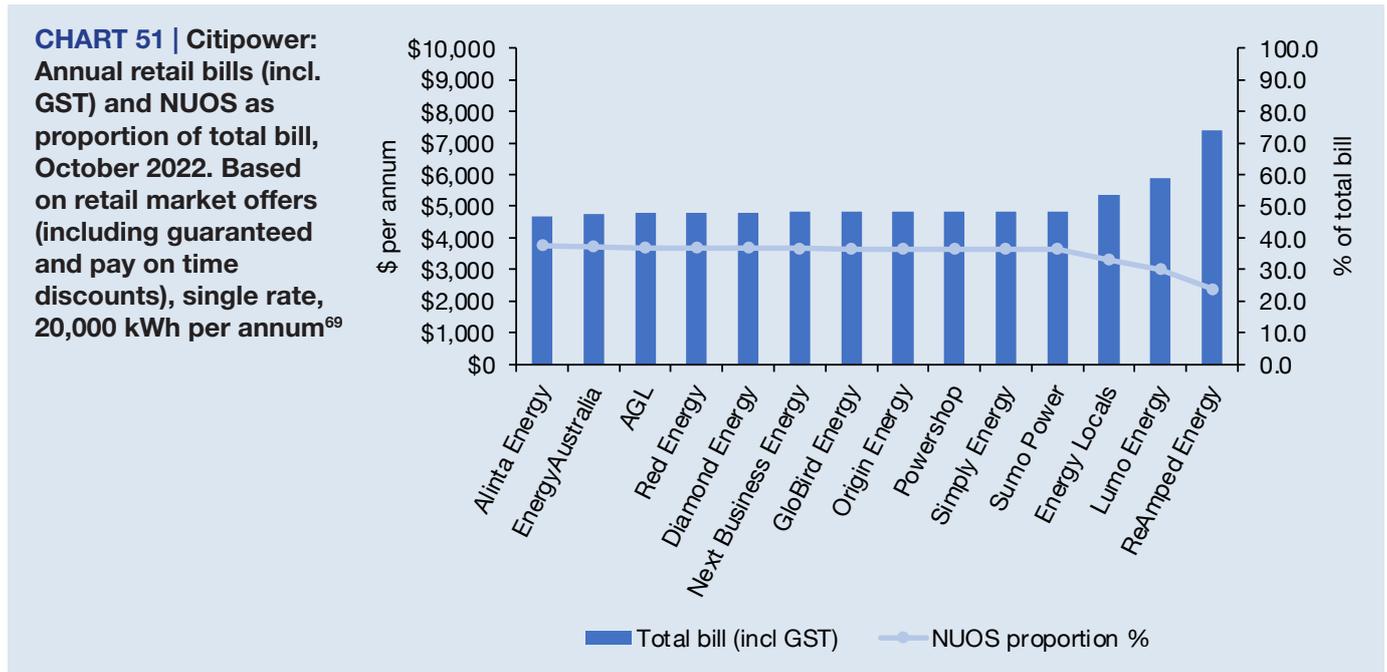
Network charges

Previously, the five Victorian electricity networks (Citipower, Powercor, Ausnet Services, Jemena and United Energy), introduced new Network Use of System (NUOS) charges as of 1 January every year. Since July 2022, however, these changes are now occurring on 1 July every year. These NUOS charges are approved by the Australian Energy Regulator (AER) and comprise Transmission Use of System (TUOS) and Distribution Use of System (DUOS) as well as other costs such as jurisdictional charges and metering charges. The retailers can, and generally will, build changes to the NUOS (in relation to both shape and price) into their retail tariffs.

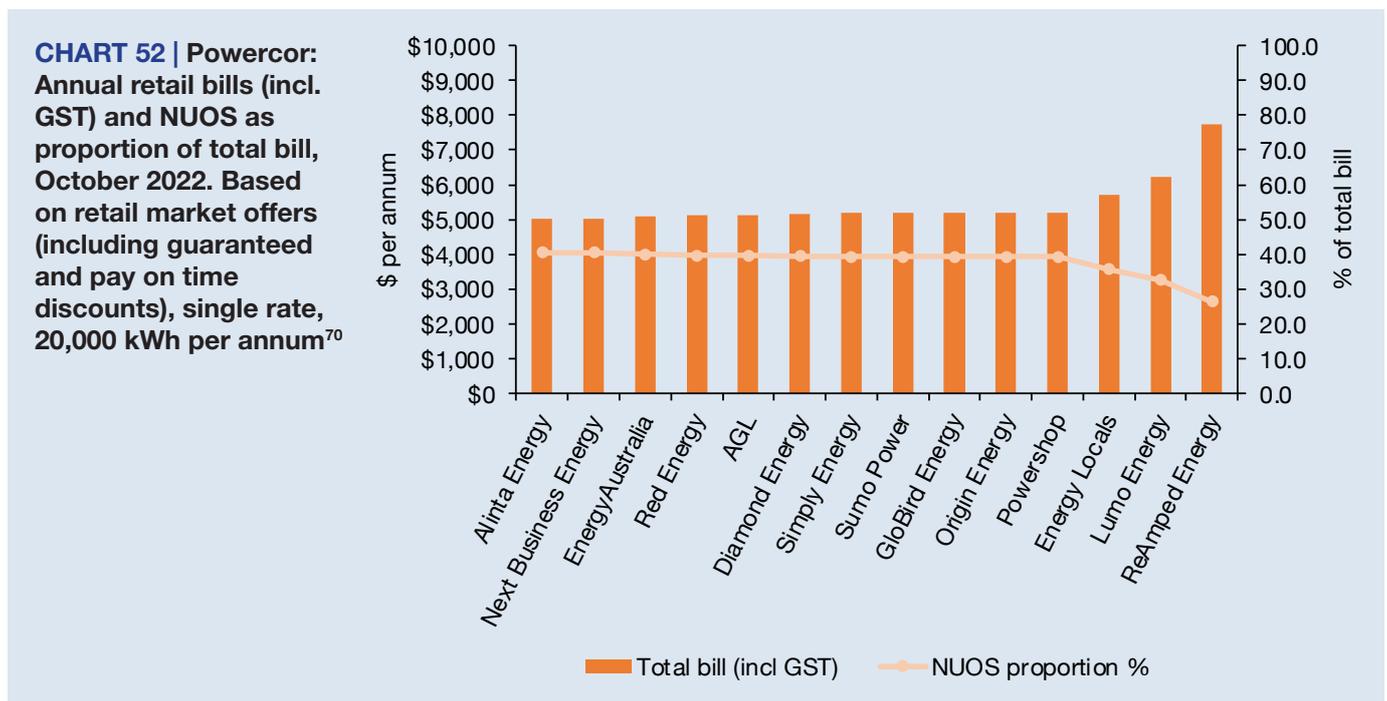
The charts presented in this section show that the NUOS proportion of bills varies significantly between retail offers as well as between network areas.

Charts 51 - 55 show annual retail bills (columns) and NUOS as a proportion of annual bill (line) for each of the five network areas.

In the Citipower network the NUOS charges account for over 37.5% of Alinta Energy's annual bill while they make up just 24% of ReAmped Energy's offer.



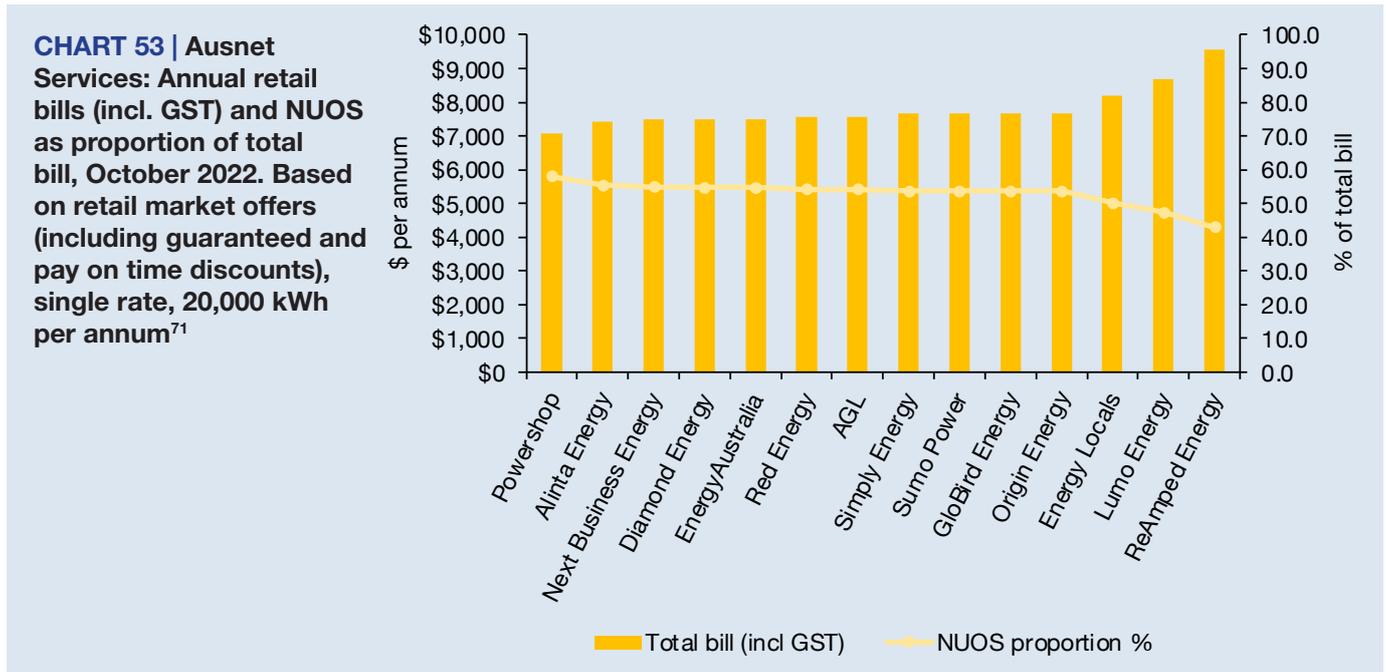
In the Powercor network the NUOS charges account for 40.5% of Alinta Energy's annual bill while they only make up 26% of ReAmped Energy's offer.



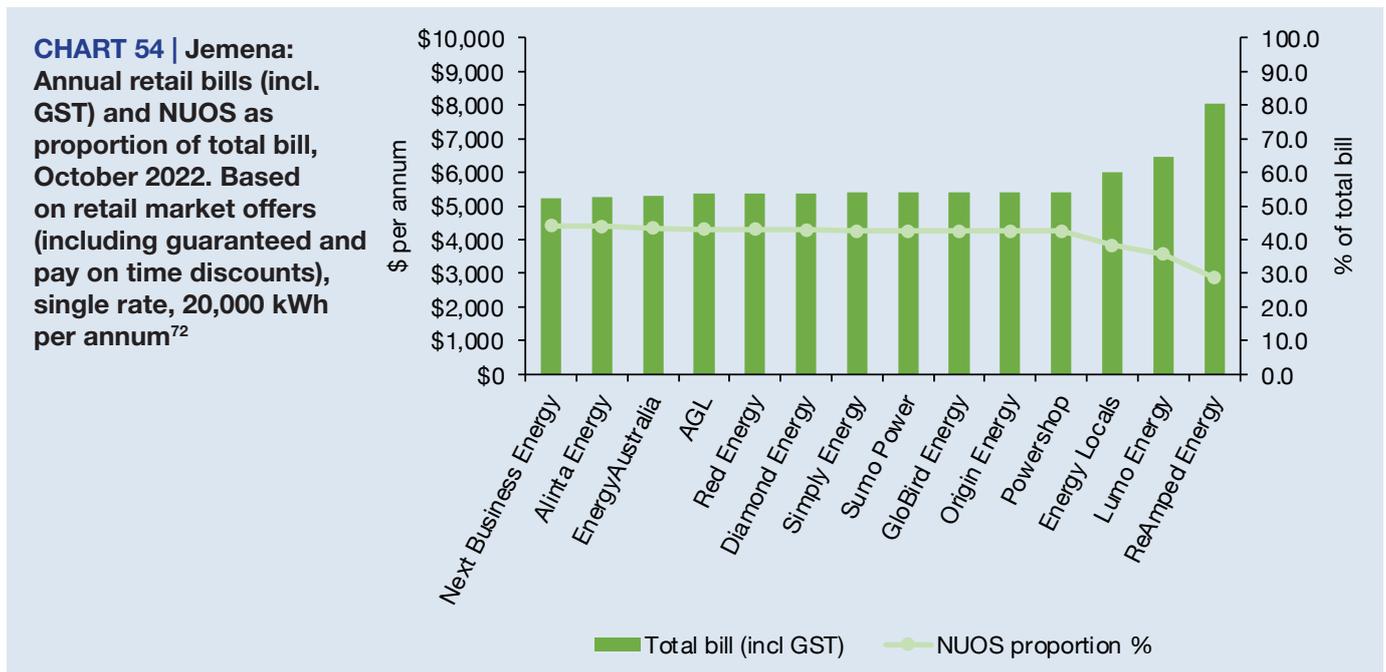
69 Based on market offer rates as of October 2022, presented as annual bills for SMEs using 20,000kWh per annum (single rate). The annual NUOS charges are based on the Citipower's charges (tariff C1G) for 2022/23. The NUOS also includes fixed charges.

70 Based on market offer rates as of October 2022, presented as annual bills for SMEs using 20,000kWh per annum (single rate). The annual NUOS charges are based on the Powercor's charges (tariff ND1) for 2022/23. The NUOS also includes fixed charges.

In the Ausnet Services network where the NUOS charges are higher, the NUOS charges account for almost 58% of Powershop’s annual bill while they only make up 43% of ReAmped Energy’s offer.



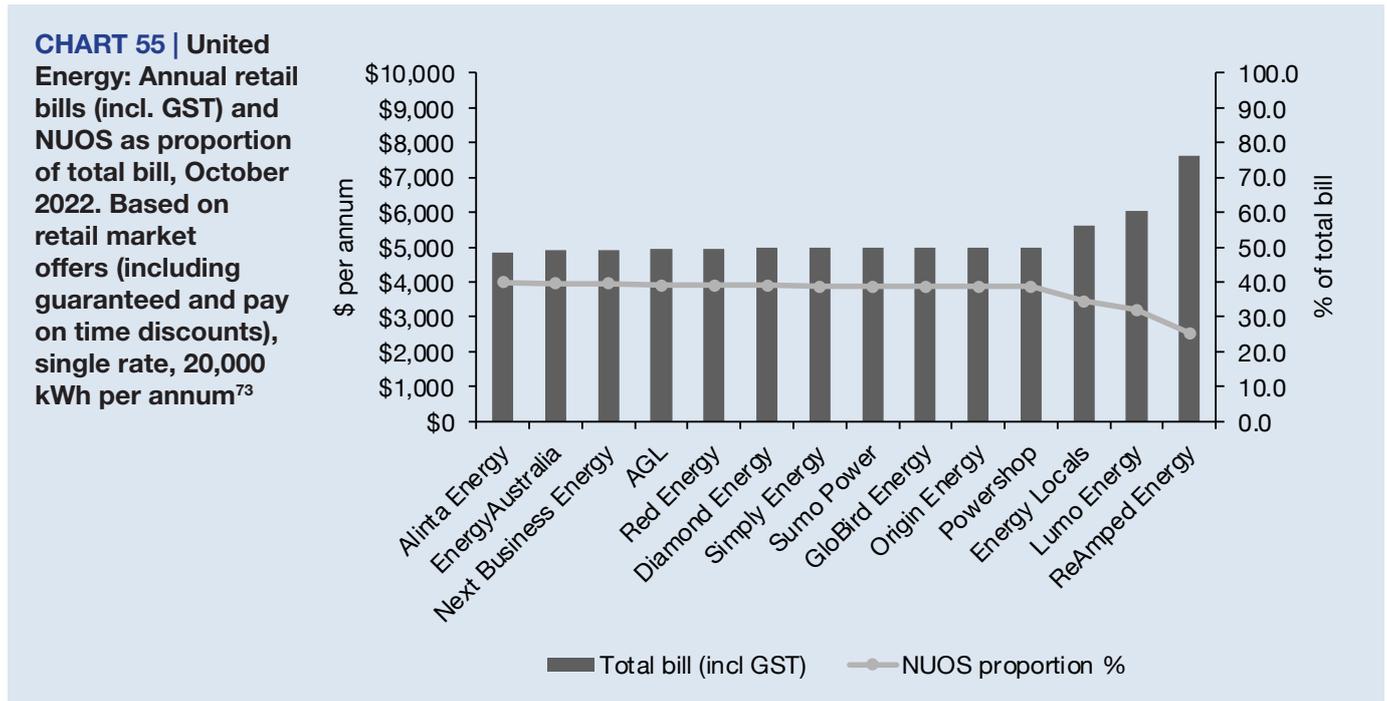
In the Jemena network the NUOS charges account for 44% of Next Business Energy’s annual bills while they only make up 29% of ReAmped Energy’s offer.



71 Based on market offer rates as of October 2022, presented as annual bills for SMEs using 20,000kWh per annum (single rate). The annual NUOS charges are based on the Ausnet Services’ charges (tariff NEE 12) for 2022/23. The NUOS also includes fixed charges.

72 Based on market offer rates as of October 2022, presented as annual bills for SMEs using 20,000kWh per annum (single rate). The annual NUOS charges are based on the Jemena’s charges (tariff A200) for 2022/23. The NUOS also includes fixed charges.

In the United Energy network, the NUOS charges account for almost 40% of Alinta Energy’s offer while they only make up 25.5% of ReAmped Energy’s offer.



4.2.2 Victorian gas bills October 2022

There are eight main pricing zones in Victoria, two in the Multinet network, three in Ausnet Services and three in Australian Gas Networks (AGN).

To calculate annual gas bills we have assumed an annual consumption of 100 GJ per annum and a flat consumption over the year (25 GJ per quarter or 16.66 GJ per bi-monthly bill).⁷⁴ Small businesses using gas for heating purposes are unlikely to have a flat consumption profile and may use more at peak rates (winter months) than what has been calculated here. Furthermore, as Victorian small businesses typically have a higher gas consumption compared to SMEs in other jurisdictions, a 100 GJ annual consumption is a relatively low gas consumption in Victoria.

The price-spread

The typical annual market offer bill for SMEs consuming 100 GJ per annum ranges from around \$2,535 (including discounts) in the Ausnet Central pricing zones to around \$2,840 in the AGN/Envestra Central pricing zones. The maximum price-spread is highest in the Ausnet West pricing zone where the difference between the highest and lowest annual bill is approximately \$1,500 per annum. The price-spread is lowest in the AGN North pricing zone (around \$1,285). Compared to six months ago (April 2022), the maximum price-spread has decreased by between \$230 and \$425 in all pricing zones.

Chart 56 shows the average gas market offer bill for the eight main pricing zones as well as the maximum price-spread for each area.

⁷³ Based on market offer rates as of October 2022, presented as annual bills for SMEs using 20,000kWh per annum (single rate). The annual NUOS charges are based on the United Energy’s charges (tariff LVM 1R) for 2022/23. The NUOS also includes fixed charges.

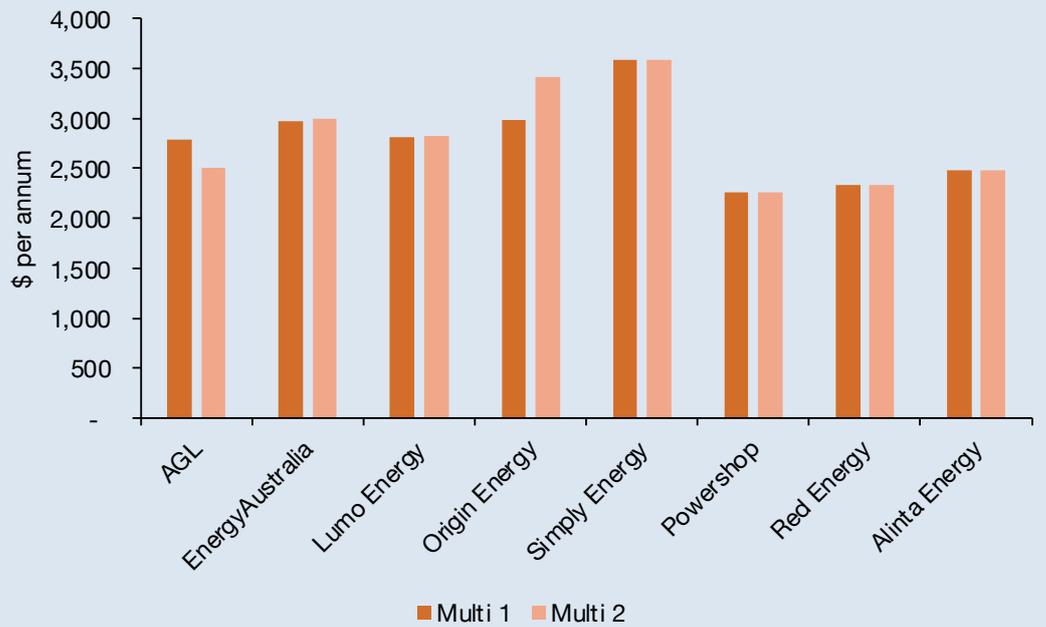
⁷⁴ See appendix A for a list of retail offers included in this analysis. Many retailers have more than one market offer and the rates, conditions, size of discounts as well as discount types (e.g. guaranteed or conditional) may vary between their offers.

CHART 56 | Average annual bills and price-spread in the Victorian gas pricing zones. Annual bills based on market offers as of October 2022 (including guaranteed discounts and pay on time discounts), 100 GJ per annum and GST inclusive



Chart 57 shows the retailers' gas market offer bills in the two Multinet pricing zones. The average annual bill is \$2,780 in Multinet 1 and \$2,800 in Multinet 2.

CHART 57 | Annual gas bills in Victoria's Multinet pricing zones. Annual bills based on market offers as of October 2022 (including guaranteed discounts and pay on time discounts), 100 GJ per annum and GST inclusive



Figures 10 - 11 below rank the retail offers from lowest to highest annual gas bills in the two Multinet pricing zones.⁷⁵

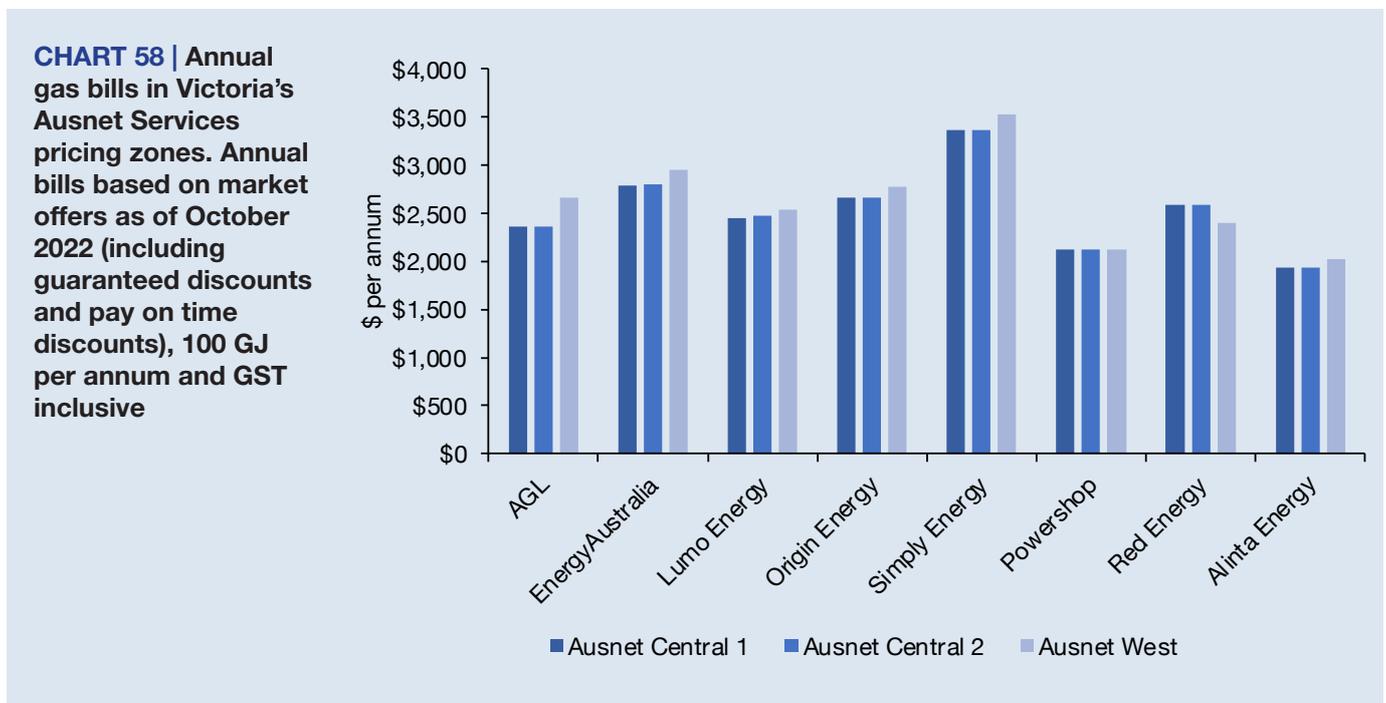
FIGURE 10 | Lowest to highest annual gas bills (incl GST) for market offers in the **Multinet 1 gas zone** (October 2022). Bills including guaranteed discounts and pay on time discounts - SMEs consuming 100 GJ per annum

	Powershop	\$2,260
	Red Energy	\$2,334
	Alinta Energy	\$2,484
	AGL	\$2,786
	Lumo Energy	\$2,814
	EnergyAustralia	\$2,978
	Origin Energy	\$2,985
	Simply Energy	\$3,584

FIGURE 11 | Lowest to highest annual gas bills (incl GST) for market offers in the **Multinet 2 gas zone** (October 2022). Bills including guaranteed discounts and pay on time discounts - SMEs consuming 100 GJ per annum

	Powershop	\$2,260
	Red Energy	\$2,334
	Alinta Energy	\$2,484
	AGL	\$2,511
	Lumo Energy	\$2,824
	EnergyAustralia	\$3,003
	Origin Energy	\$3,412
	Simply Energy	\$3,584

Chart 58 shows the retailers' gas market offer bills in the three Ausnet Services pricing zones. The average annual bill is around \$2,535 in Ausnet Central 1 and 2 and \$2,620 in Ausnet West.



⁷⁵ These market offers were collected in October 2022 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

Figures 12 - 14 below rank the retail offers from lowest to highest annual gas bills in the three Ausnet Services pricing zones.⁷⁶

FIGURE 12 | Lowest to highest annual gas bills (incl GST) for market offers in the **Ausnet Central 1 gas zone** (October 2022). Bills including guaranteed discounts and pay on time discounts - SMEs consuming 100 GJ per annum

	Alinta Energy	\$1,934
	Powershop	\$2,127
	AGL	\$2,361
	Lumo Energy	\$2,450
	Red Energy	\$2,586
	Origin Energy	\$2,664
	EnergyAustralia	\$2,782
	Simply Energy	\$3,357

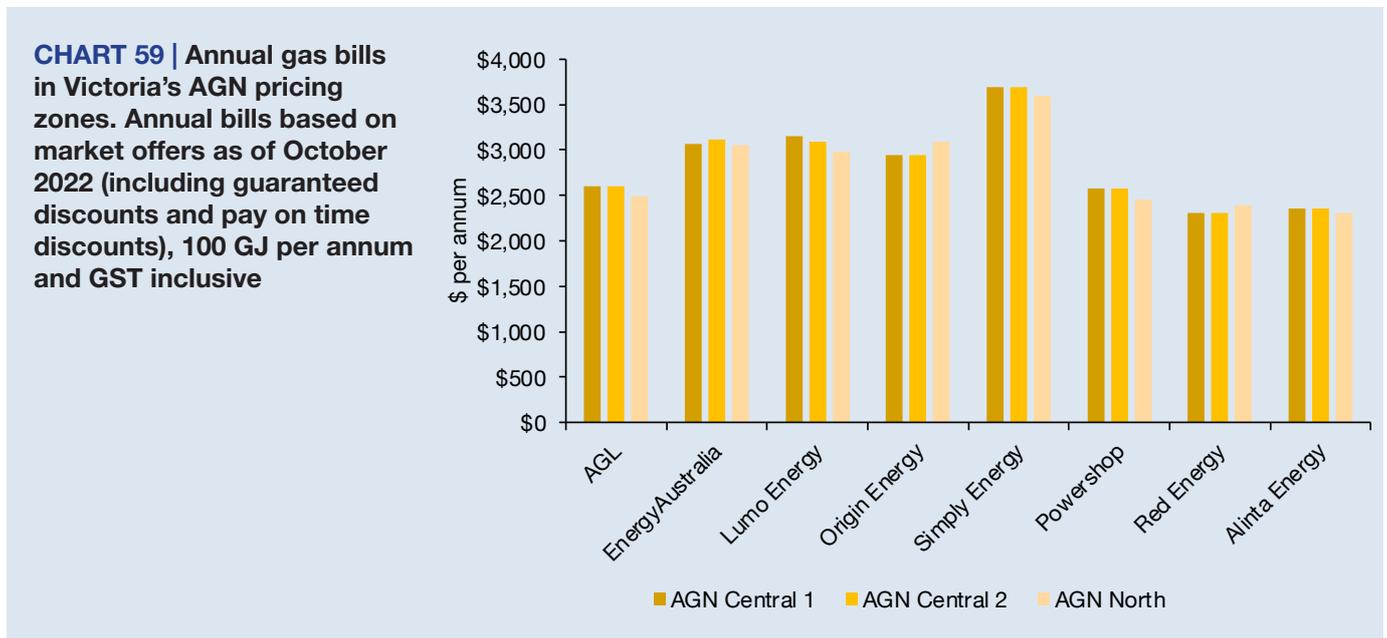
FIGURE 13 | Lowest to highest annual gas bills (incl GST) for market offers in the **Ausnet Central 2 gas zone** (October 2022). Bills including guaranteed discounts and pay on time discounts - SMEs consuming 100 GJ per annum

	Alinta Energy	\$1,934
	Powershop	\$2,127
	AGL	\$2,361
	Lumo Energy	\$2,471
	Red Energy	\$2,586
	Origin Energy	\$2,664
	EnergyAustralia	\$2,794
	Simply Energy	\$3,357

FIGURE 14 | Lowest to highest annual gas bills (incl GST) for market offers in the **Ausnet West gas zone** (October 2022). Bills including guaranteed discounts and pay on time discounts - SMEs consuming 100 GJ per annum

	Alinta Energy	\$2,024
	Powershop	\$2,124
	Red Energy	\$2,392
	Lumo Energy	\$2,539
	AGL	\$2,656
	Origin Energy	\$2,774
	EnergyAustralia	\$2,948
	Simply Energy	\$3,523

Chart 59 shows the retailers' gas market offer bills in the three AGN pricing zones. The average annual bill is approximately \$2,840 in AGN Central 1 and 2 and \$2,795 in AGN North.



⁷⁶ These market offers were collected in October 2022 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

Figures 15 - 17 below rank the retail offers from lowest to highest annual gas bills in the three AGN pricing zones.⁷⁷

FIGURE 15 | Lowest to highest annual gas bills (incl GST) for market offers in the **AGN Central 1 gas zone** (October 2022). Bills including guaranteed discounts and pay on time discounts - SMEs consuming 100 GJ per annum.

	Red Energy	\$2,303
	Alinta Energy	\$2,362
	Powershop	\$2,577
	AGL	\$2,604
	Origin Energy	\$2,947
	EnergyAustralia	\$3,073
	Lumo Energy	\$3,152
	Simply Energy	\$3,692

FIGURE 16 | Lowest to highest annual gas bills (incl GST) for market offers in the **AGN Central 2 gas zone** (October 2022). Bills including guaranteed discounts and pay on time discounts - SMEs consuming 100 GJ per annum.

	Red Energy	\$2,303
	Alinta Energy	\$2,362
	Powershop	\$2,577
	AGL	\$2,604
	Origin Energy	\$2,947
	Lumo Energy	\$3,087
	EnergyAustralia	\$3,114
	Simply Energy	\$3,692

FIGURE 17 | Lowest to highest annual gas bills (incl GST) for market offers in the **AGN North gas zone** (October 2022). Bills including guaranteed discounts and pay on time discounts - SMEs consuming 100 GJ per annum.

	Alinta Energy	\$2,308
	Red Energy	\$2,392
	Powershop	\$2,452
	AGL	\$2,490
	Lumo Energy	\$2,976
	EnergyAustralia	\$3,060
	Origin Energy	\$3,098
	Simply Energy	\$3,595

Additional discounts

Energy Australia offer a guaranteed discounts (2% off total bill), while the other retailers do not offer any additional discounts. Chart 60 shows average annual bills (across all pricing zones) based on their rates only, inclusive of guaranteed discounts, and inclusive of guaranteed and conditional discounts. The chart shows that Energy Australia's guaranteed discounts are worth approximately \$60 per annum on average.



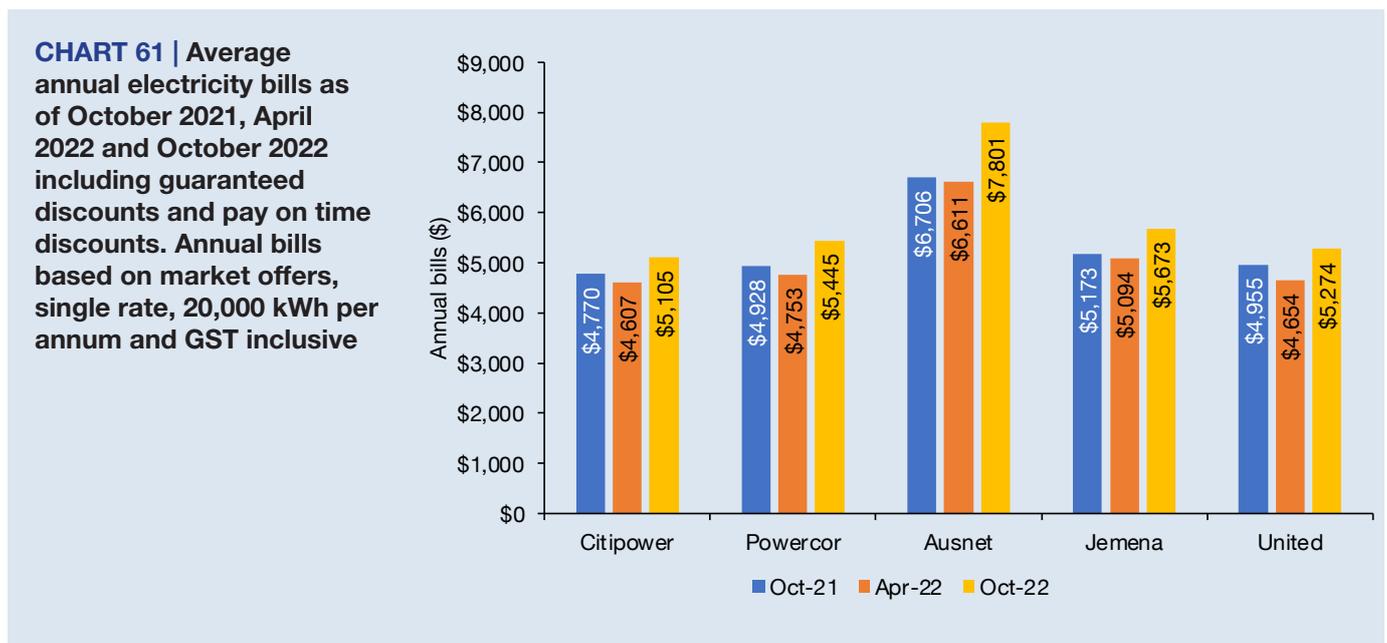
⁷⁷ These market offers were collected in October 2022 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

4.2.3 Changes to energy bills in Victoria

The SME Retail Tariff Tracker project collects information about energy offers and rates available to small businesses across Australia every six months (in April and October every year) and this section highlights changes (increases or decreases) to annual bills over that six month period, as well as the trend over the twelve months to October 2022.

In Victoria, new network tariffs took effect in July 2022 meaning that the electricity retail prices have been affected by an underlying network price reset in this six-month period.⁷⁸

From April 2022 to October 2022, average retail electricity bills for SMEs consuming 20,000 kWh per annum (single rate) increased in all networks by between 11% and 18%. Compared to a year ago (October 2021), the average bill has increased by 6% in United Energy, by 7% in Citipower, by 10% in Powercor and Jemena, and by 16% in Ausnet Services. Chart 61 below shows average annual bills as of October 2021, April 2022 and October 2022.⁷⁹



In terms of individual retailers, Origin Energy has offers that produce lower bills (by 2% to 5%) in October 2022 compared to six months ago (April 2022) in all network areas except Ausnet. All other retailers have increased their prices in most network areas. ReAmped Energy has increased its prices the most, with 69% to 92% rises across the networks.

Charts 62 to 66 show retail bills as of October 2021, April 2022, and October 2022 for each network area.⁸⁰

⁷⁸ New NUOS charges took effect on 1 July 2022.

⁷⁹ The average annual bill is based on all retailers that had published market offers available at both of the two last data collection points (April 2022 and October 2022). For two of the retailers, Energy Australia and Sumo Power, this analysis is based on different offers in April 2022 and October 2022. Energy Australia's offers are 'Total Plan'/'Balance Plan' and Sumo Power's offers are 'Freedom'/'Lite'.

⁸⁰ Only retailers with market offers available at both of the two last data collection points (April 2022 and October 2022) have been included in this comparison.

CHART 62 | Electricity bills including guaranteed discounts and pay on time discounts, from October 2021 to October 2022 in Citipower's network area. Annual bills based on market offers as of October 2021, April 2022, and October 2022, 20,000 kWh per annum, single rate and GST inclusive

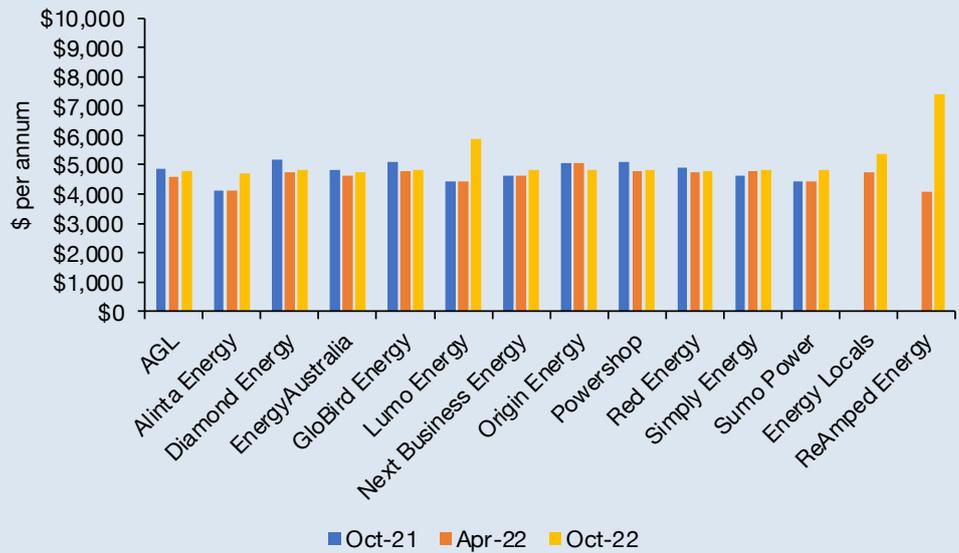


CHART 63 | Electricity bills including guaranteed discounts and pay on time discounts, from October 2021 to October 2022 in Powercor's network area. Annual bills based on market offers as of October 2021, April 2022, and October 2022, 20,000 kWh per annum, single rate and GST inclusive

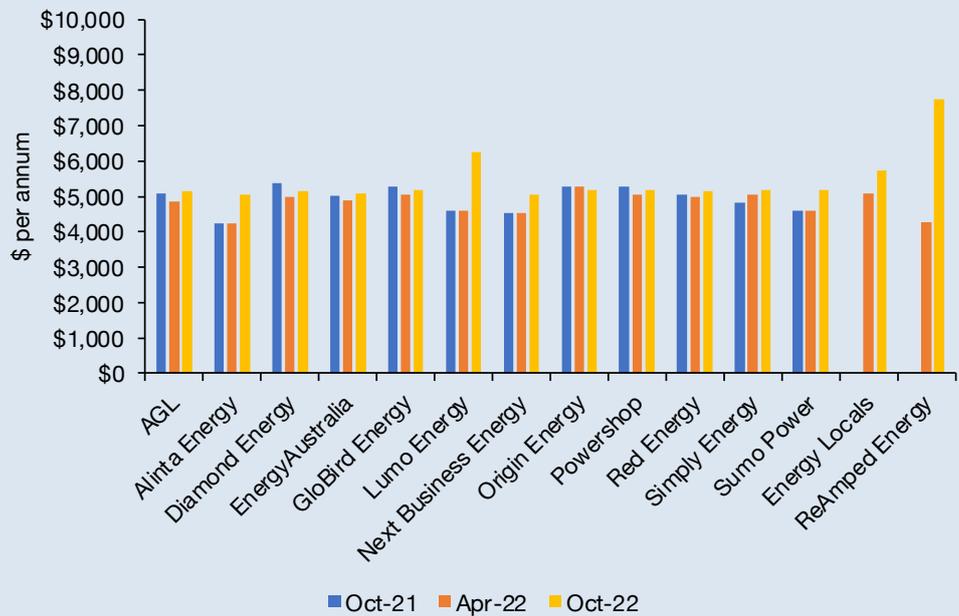


CHART 64 | Electricity bills including guaranteed discounts and pay on time discounts, from October 2021 to October 2022 in Ausnet Services' network area. Annual bills based on market offers as of October 2021, April 2022, and October 2022, 20,000 kWh per annum, single rate and GST inclusive

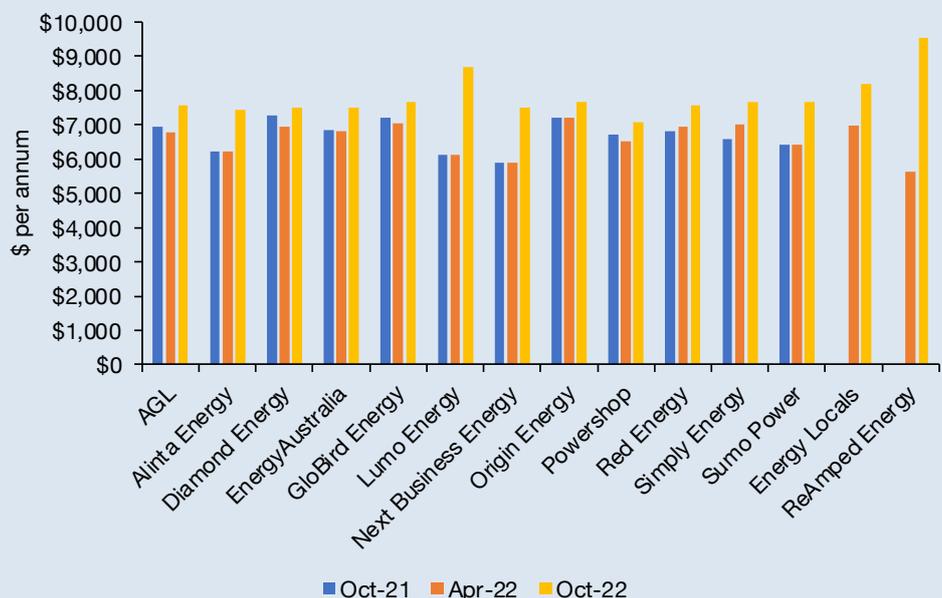


CHART 65 | Electricity bills including guaranteed discounts and pay on time discounts, from October 2021 to October 2022 in Jemena's network area. Annual bills based on market offers as of October 2021, April 2022, and October 2022, 20,000 kWh per annum, single rate and GST inclusive

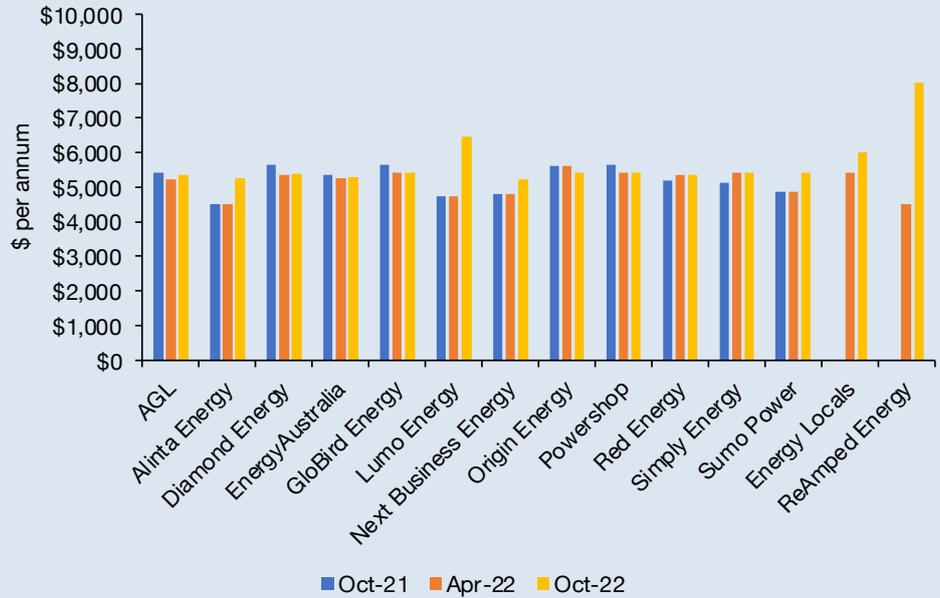
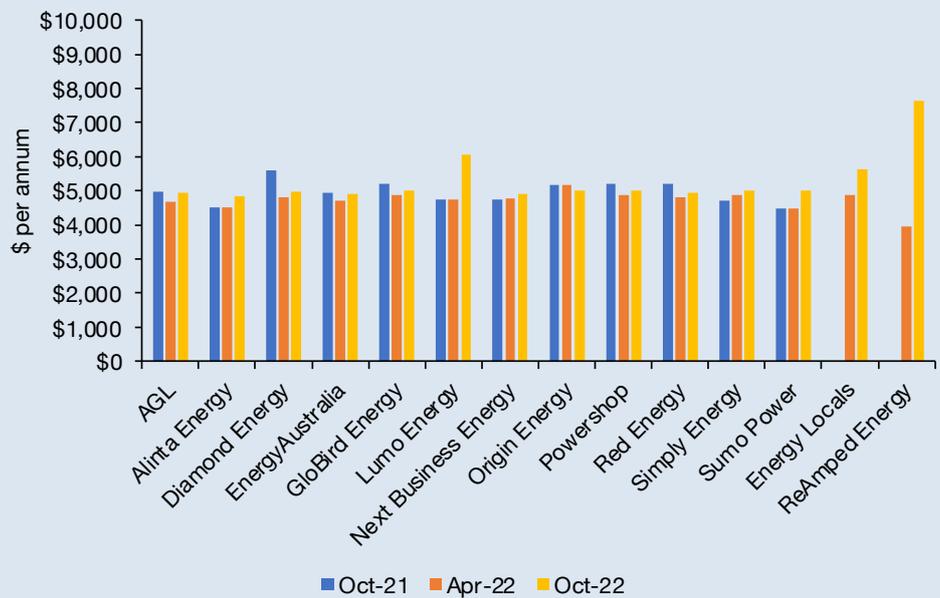


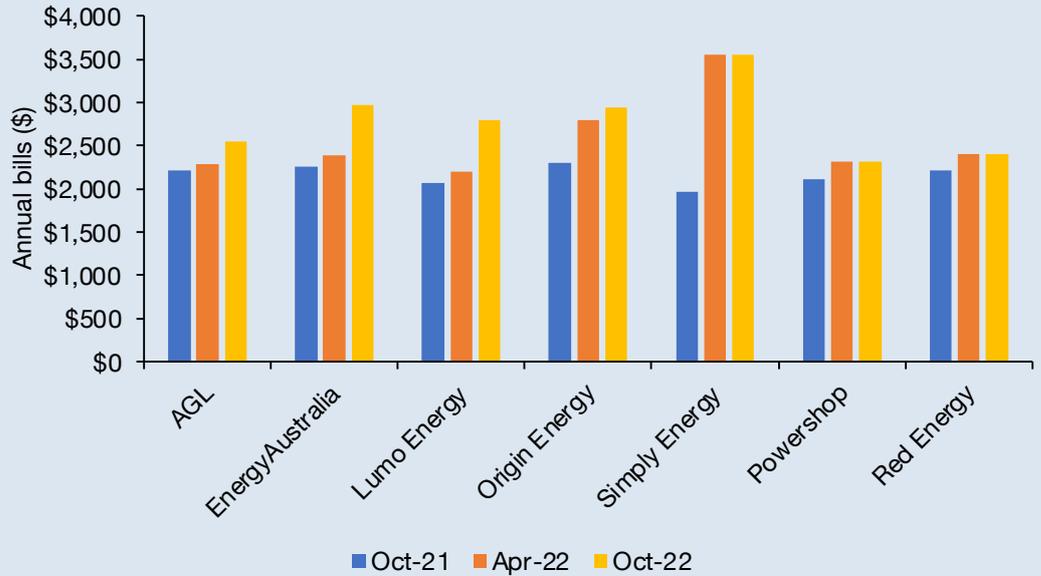
CHART 66 | Electricity bills including guaranteed discounts and pay on time discounts, from October 2021 to October 2022 in United Energy's network area. Annual bills based on market offers as of October 2021, April 2022, and October 2022, 20,000 kWh per annum, single rate and GST inclusive



On average, across all gas pricing zones, annual gas bills for businesses using 100 GJ per annum have increased by 10% since April 2022.⁸¹ Chart 67 shows retailers' average annual gas bills (across all gas zones) as of October 2021, April 2022 and October 2022. It shows that Simply Energy, Powershop and Red Energy left their prices unchanged over the last 6 months, while the other retailers all raised the prices over this period. Despite not changing their prices in the past six months, Simply Energy's offers continue to produce the highest average annual bills across all gas zones.

⁸¹ The gas zones included in this analysis are: Multinet 1 and 2, AGN Central 1 and 2, AGN North, Ausnet Services Central 1 and 2, and Ausnet Services West. Only retailers with market offers available at both of the two last data collection points (April 2022 and October 2022) have been included in this comparison.

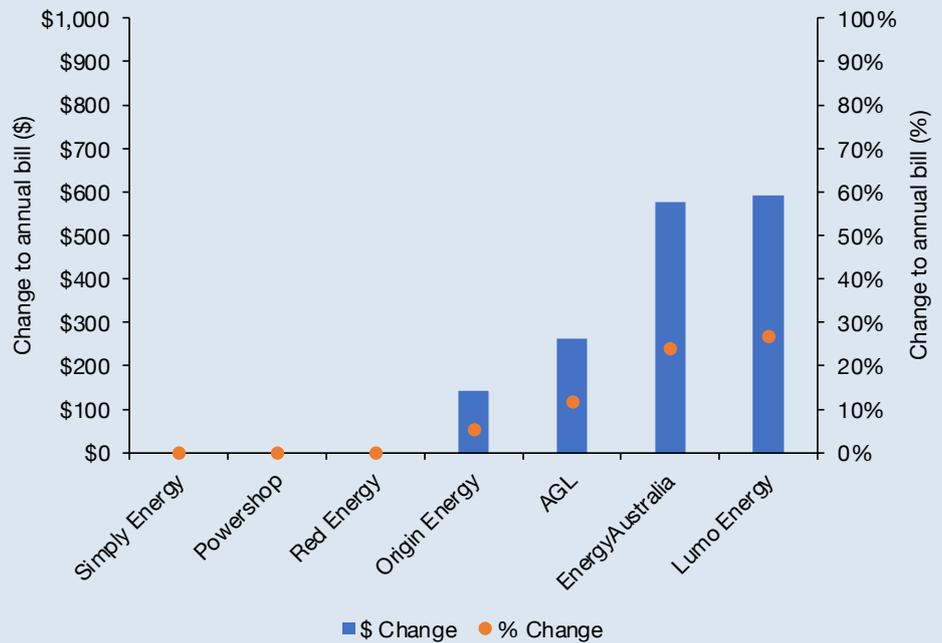
CHART 67 | Average gas bills including guaranteed discounts and pay on time discounts, from October 2021 to October 2022 across nine gas zones. Annual bills based on market offers as of October 2021, April 2022, and October 2022, 100 GJ per annum and GST inclusive.



Lumo Energy and Energy Australia have had the greatest gas price increases over the last six months (since April 2022) with their average annual bills increasing by 27% and 24% respectively.

Chart 68 below shows retailers' changes to average annual gas bills (as \$ per annum and percentage change) during this period.⁸²

CHART 68 | Bill change: Comparison of April 2022 and October 2022 average annual gas bills including guaranteed discounts and pay on time discounts in eight gas zones. Annual bills based on market offers as of April 2022 and October 2022, 100 GJ per annum and GST inclusive.



⁸² Note that only retailers with market offers available at the two last data collection points (April 2022 and October 2022) have been included in this comparison. For two of the retailers, Energy Australia and Origin Energy, this analysis is based on different offers in April 2022 and October 2022. Energy Australia's offers are 'Total Plan'/'Balance Plan' and Origin Energy's offers are 'Business Go'/'Business Basic'.

4.2.4 Impact of the VDO

Since the introduction of the VDO on 1 July 2019, fewer retailers offer conditional pay on time discounts compared to previously.

Businesses previously on a standing offer with one of the ‘big 3’ retailers (AGL, Energy Australia and Origin Energy) have experienced significant bill reductions since the introduction of the VDO on 1 July 2019. Charts 69 – 73 below compare AGL, Energy Australia and Origin Energy’s standing offers prior to the VDO taking effect to the VDO as of October 2019, April 2020, October 2020, April 2021, October 2021, April 2022 and October 2022. They show that the initial bill reduction (October 2019), for businesses using 20,000 kWh per annum, was between \$1,320 and \$2,995 (depending on the network and retailer). Bills are currently between \$1,550 and \$3,555 less than they were prior to the VDO taking effect. On average, the current VDO is 31% lower than the average standing offer prior to the introduction of the VDO.

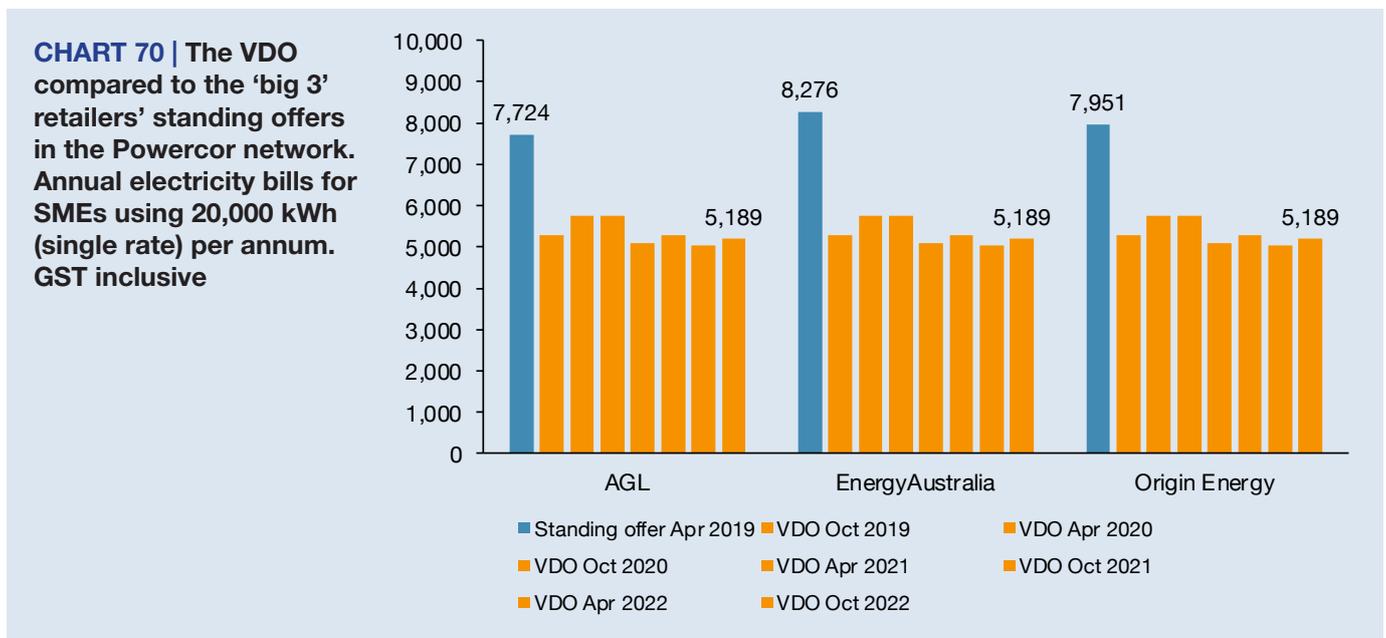
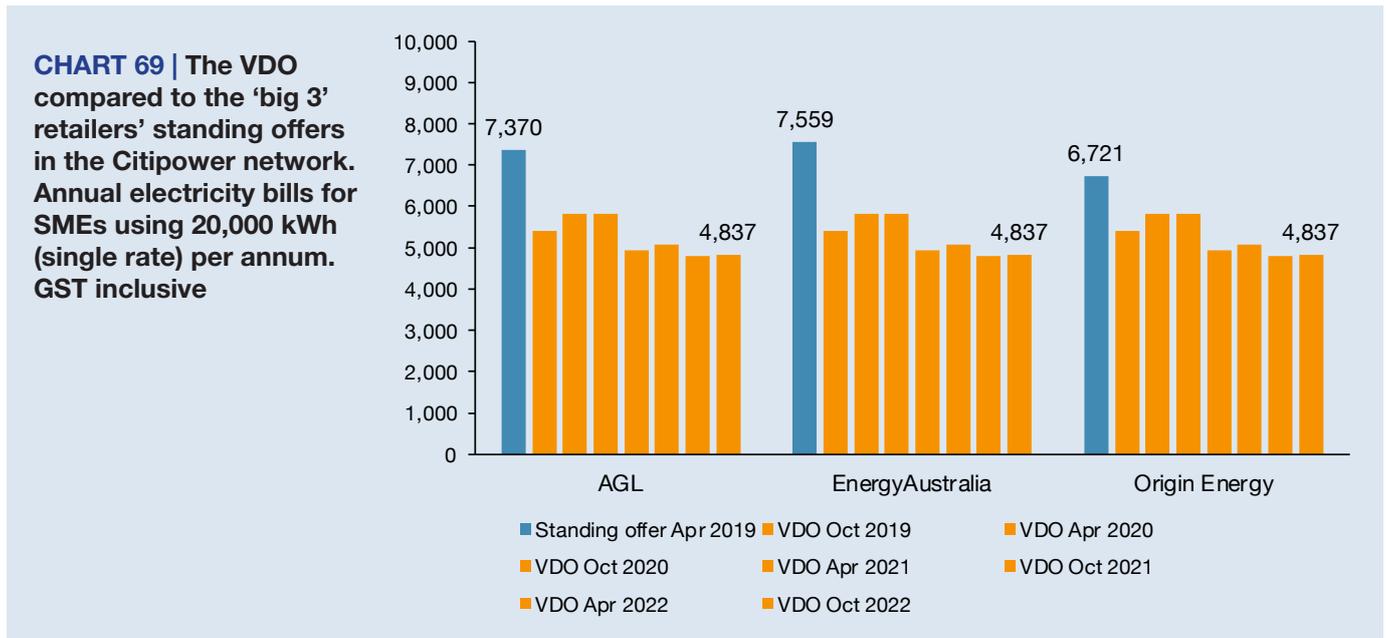


CHART 71 | The VDO compared to the 'big 3' retailers' standing offers in the Ausnet Services network. Annual electricity bills for SMEs using 20,000 kWh (single rate) per annum. GST inclusive

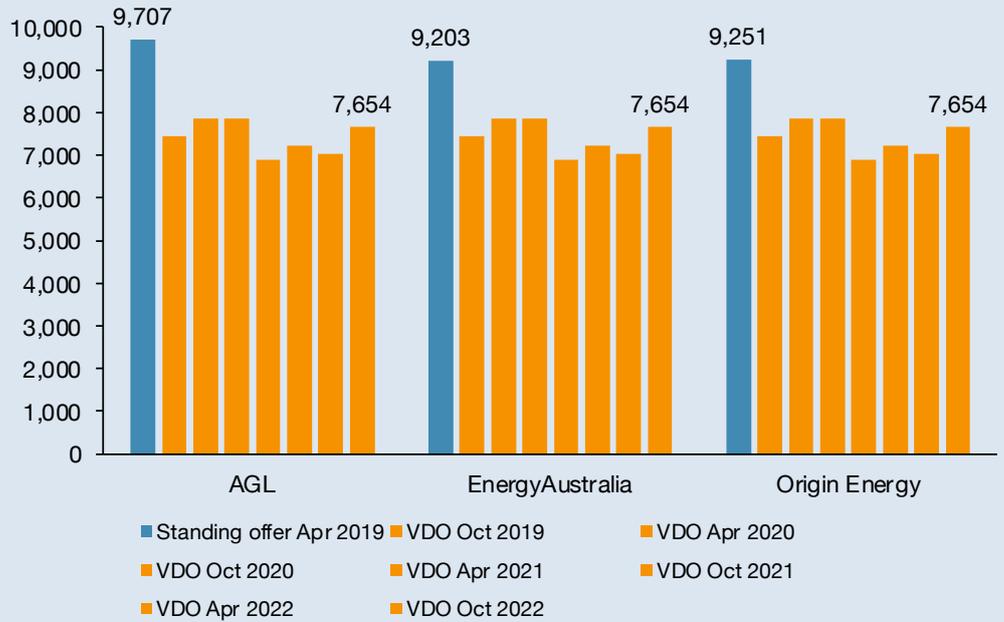


CHART 72 | The VDO compared to the 'big 3' retailers' standing offers in the Jemena network. Annual electricity bills for SMEs using 20,000 kWh (single rate) per annum. GST inclusive

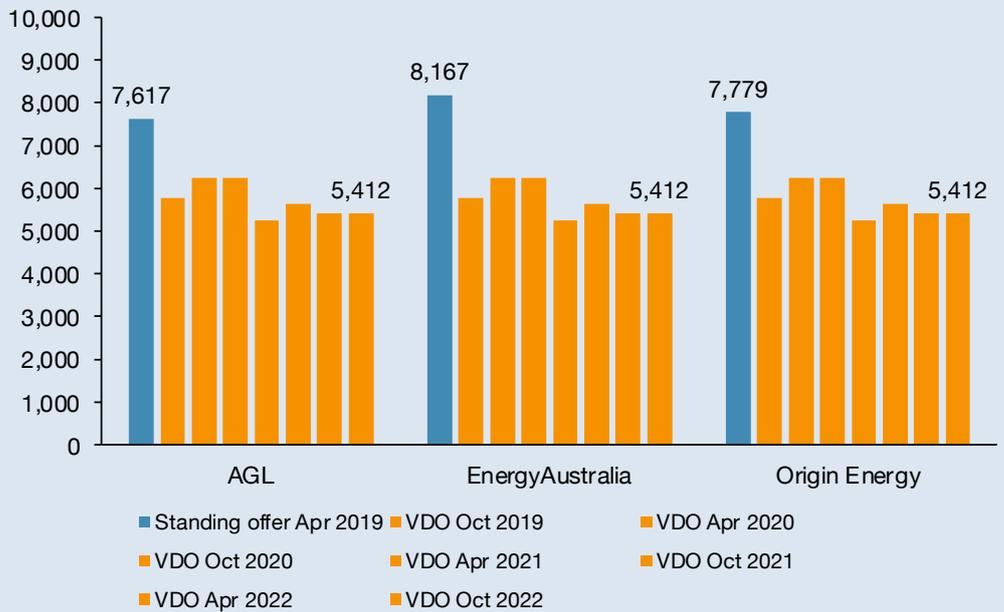
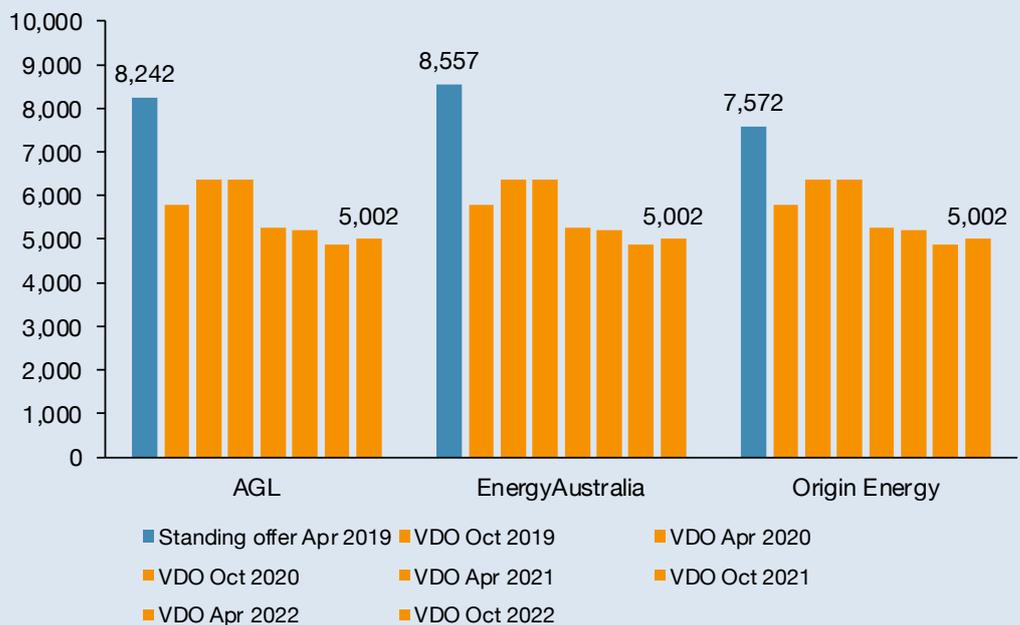


CHART 73 | The VDO compared to the 'big 3' retailers' standing offers in the United Energy network. Annual electricity bills for SMEs using 20,000 kWh (single rate) per annum. GST inclusive



4.3 Queensland

This report covers a period of significant wholesale price volatility and increases, and it should be noted that this, and the subsequent retail market response, has implications for the analysis presented in this report.⁸³

Electricity prices in South East Queensland have been deregulated since July 2016 but on 1 July 2019 the Australian Energy Regulator's Default Market Offer (DMO) replaced the previously retailer determined electricity standing offers. The Queensland Competition Authority (QCA) still regulates retail prices for customers of Ergon Energy (Retail). Gas retail prices have been deregulated since 2007.

Queensland has two electricity networks, Energex in South East Queensland and Ergon Energy in Northern and regional Queensland. There is currently no effective retail competition for SME customers in regions supplied by the Ergon Energy network business. Queensland also has four gas pricing zones.

Queensland's two electricity networks and four gas pricing zones:

Electricity network	Area
Energex	South East Queensland
Ergon Energy	Regional and Northern Queensland
Gas zones	Area
Allgas – Brisbane South	South Brisbane, Gold Coast, Toowoomba and Oakey
AGN – Brisbane North	North Brisbane and Ipswich
AGN - Northern	Rockhampton and Gladstone
AGN – Wide Bay	Bundaberg, Maryborough and Hervey Bay

4.3.1 Queensland electricity bills October 2022

The bill analysis presented in this report is based on SMEs using 20,000 kWh per annum on a single rate tariff. Research published by AEMO⁸⁴ shows that small businesses, on average (across the NEM network areas), use approximately 20,000 kWh per annum and we use this average instead of network specific consumption profiles to readily enable comparison between network areas and jurisdictions. According to the AEMO report, average consumption for a small business in the Energex network is 16,678 kWh per annum. We also note that the workbooks accompanying this report allow users to nominate their own consumption levels as well as undertaking analysis of different tariff types (2-rate tariffs, time of use tariffs etc.). The workbooks are available at: <https://energyconsumersaustralia.com.au/publications/our-research>

The price-spread

The typical annual bill for SMEs consuming 20,000 kWh per annum (single rate) is approximately \$6,635, which is around \$1,865 higher than it was in April 2022.⁸⁵ Chart 74 shows annual bills for thirteen retailers in South East Queensland (Energex network) and that the maximum price-spread is approximately \$3,435 per annum. Compared to six months ago (April 2022), the maximum price-spread has increased by \$2,195. See section 4.3.3 below for analysis of these changes.

⁸³ For more details see the beginning of section 3. Appendix B outlines some of the retailers' public messaging in June 2022, as well as the impact the volatile wholesale market had on the number of retailers participating in the market from May to October 2022.

⁸⁴ Jacobs Australia, Retail electricity price history and project trends, AEMO, 21 September 2017

⁸⁵ See appendix A for a list of retail offers included in this analysis. Many retailers have more than one market offer and the rates, conditions, size of discounts as well as discount types (e.g. guaranteed or conditional) may vary between their offers.

CHART 74 | The price-spread in South East Queensland's Energex distribution network. Annual bills based on market offers as of October 2022 (including guaranteed discounts and pay on time discounts), 20,000 kWh per annum, single rate and GST inclusive

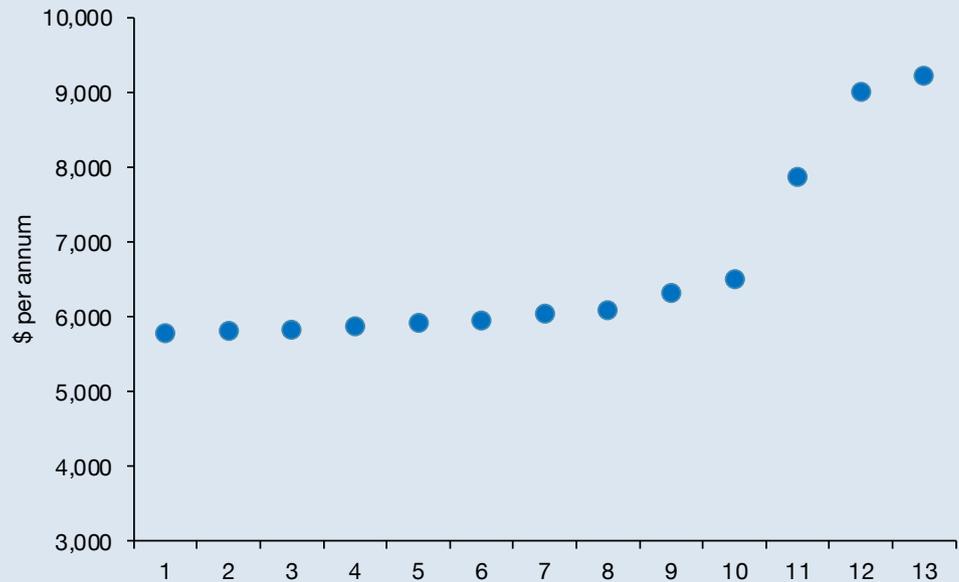


Figure 18 below ranks the retail offers from lowest to highest annual electricity bills.⁸⁶ The lowest annual retail bill in the Energex network area has decreased by \$25 since October 2021.

FIGURE 18 | Lowest to highest annual electricity bills (incl GST) for market offers in Queensland's **Energex network** (October 2022)

Including discounts and pay on time discounts - SMEs consuming 20,000kWh per annum (single rate)

 Alinta Energy	\$5,792	 EnergyAustralia	\$6,086
 AGL	\$5,821	 Red Energy	\$6,321
 Origin Energy	\$5,834	 Simply Energy	\$6,511
 Sumo Power	\$5,870	 Amber Electric	\$7,879
 Powershop	\$5,920	 CovaU	\$9,017
 Energy Locals	\$5,959	 ReAmped Energy	\$9,228
 Diamond Energy	\$6,039		

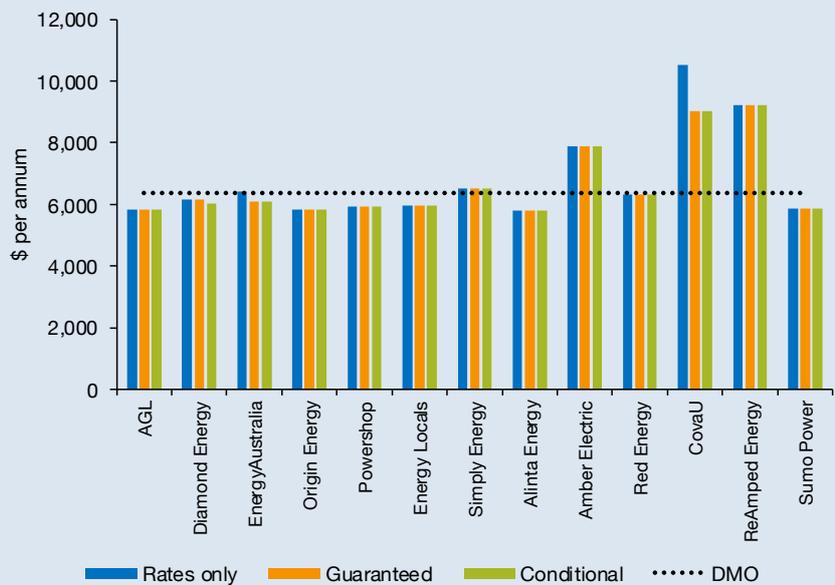
Additional discounts

Three out of the thirteen retailers operating in South East Queensland offer additional discounts. Energy Australia and CovaU offer guaranteed discounts (off the total bill and usage only respectively) while Diamond Energy offers a discount conditional on bills being paid on time. The conditional pay on time discount can be worth up to \$125 per annum for customers using 20,000 kWh/annum. Chart 75 shows annual bills based on their rates only, and inclusive of guaranteed as well as conditional pay on time discounts. The chart also compares the market offers to the DMO and it shows that four of thirteen market offers produce bills that are higher than the DMO, even after discounts have been applied.⁸⁷ By comparison, in April 2022 all market offers were lower than the DMO after the application of discounts.

⁸⁶ These market offers were collected in April 2022 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

⁸⁷ The calculation of the average DMO in 2022/33 is based on the 'big 3' retailers' (AGL, Energy Australia and Origin Energy) standing offers.

CHART 75 | Annual bills based on rates, guaranteed discounts and pay on time discounts as well as the DMO in South East Queensland (Energex). Annual bills based on market offers as of October 2022, 20,000 kWh per annum, single rate and GST inclusive



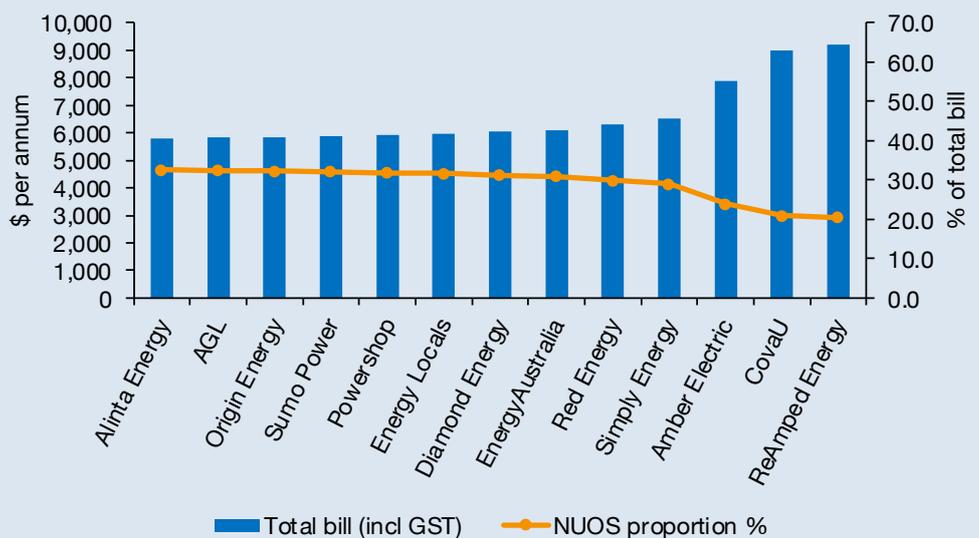
Network charges

The South East Queensland electricity network, Energex, introduces new Network Use of System (NUOS) charges as of 1 July every year. These NUOS charges are approved by the Australian Energy Regulator (AER) and comprise Transmission Use of System (TUOS) and Distribution Use of System (DUOS) as well as other costs such as jurisdictional charges and metering charges. The retailers can, and generally will, build changes to the NUOS (in relation to both shape and price) into their retail tariffs.

The chart presented in this section shows that the NUOS proportion of bills varies significantly between retail offers. The NUOS proportion of the bill for Alinta Energy is just over 32.5% while the NUOS comprises only 20.5% of the total bill for ReAmped Energy’s customers.

Charts 76 shows annual retail bills (columns) and NUOS as proportion of annual bill (line).

CHART 76 | South East Queensland (Energex): Annual retail bills (incl. GST) and NUOS as proportion of total bill, October 2022. Based on retail market offers (including guaranteed and pay on time discounts), single rate, 20,000 kWh per annum.⁸⁸



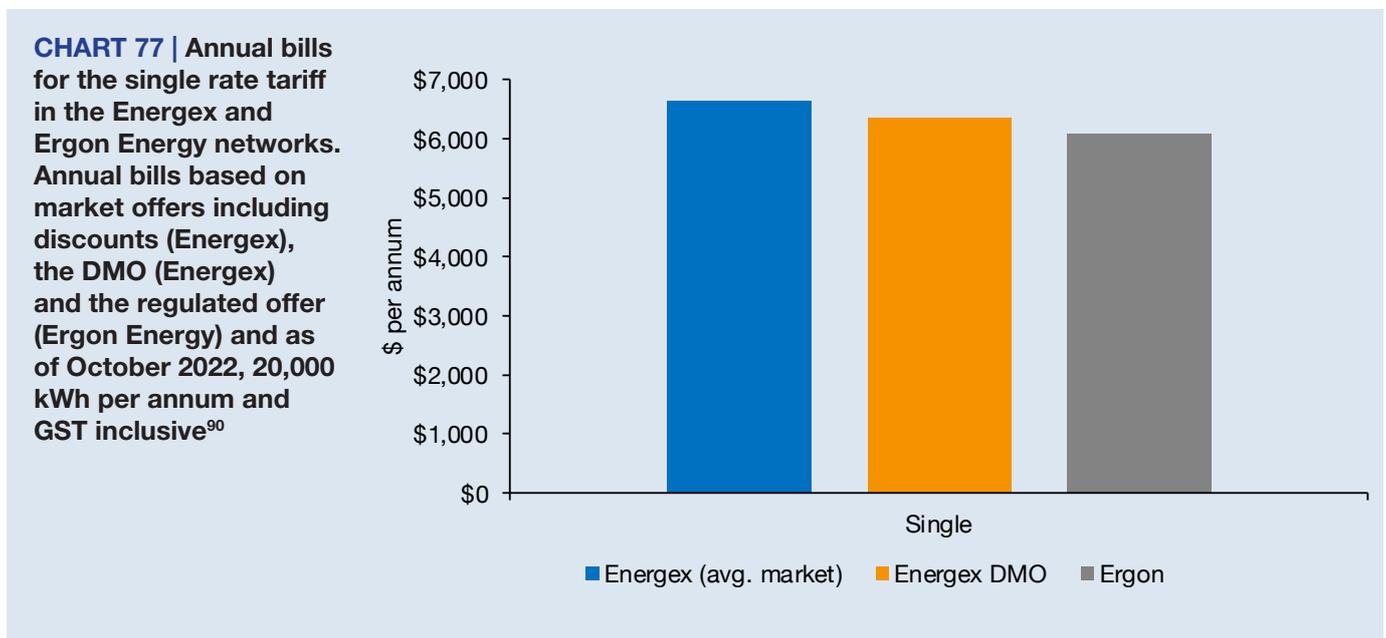
⁸⁸ Based on market offer rates as of October 2022, presented as annual bills for SMEs using 20,000kWh per annum (single rate). The annual NUOS charges are based on the Energex’s charges (tariff NTC 8500) for the 2022/23 financial year. The NUOS also includes fixed charges.

Regional Queensland

There is no effective retail competition in regional and northern Queensland (customers supplied by the Ergon Energy network) and small businesses in this area are therefore charged based on the regulated prices determined by the Queensland Competition Authority. As customers in the Ergon Energy network are generally unable to access discounted market offers by competitive retailers, they would typically have paid more for electricity compared to businesses in South East Queensland.

Chart 77 shows that the average market offer in the Energex network (including discounts) is approximately \$555 more than the regulated offer in the Ergon Energy network for businesses using 20,000 kWh per annum, and around \$5 more per annum than the Energex DMO. This is the first time the Ergon offer has produced a lower bill than the average Energex market offer and DMO since we began tracking this in 2016. It should, however, be noted that seven of thirteen market offers in the Energex network still produce lower annual bills than the regulated Ergon offer.

It is important to note that in determining the regulated retail rates for small customers in regional Queensland, the Queensland Competition Authority are required to use the equivalent Energex network rate, so that customers in regional Queensland pay a similar amount to customers in South East Queensland. The difference in the cost of supply is paid to the Ergon Energy retailer as a community service obligation by the Queensland Government.⁸⁹



⁸⁹ QCA, *SEQ retail electricity market monitoring: 2016–17*, November 2017

⁹⁰ The calculation of the average DMO is based on the 'big 3' retailers' (AGL, Energy Australia and Origin Energy) standing offers.

4.3.2 Queensland gas bills October 2022

To calculate annual gas bills we have assumed an annual consumption of 100 GJ per annum and a flat consumption over the year (25 GJ per quarter or 16.66 GJ per bi-monthly bill). Small businesses using gas for heating purposes are unlikely to have a flat consumption profile.

The price-spread

There are two main gas zones in Queensland: the Allgas zone covering South Brisbane, Gold Coast, Toowoomba and Oakey, and the Australian Gas Networks (AGN) zone covering North Brisbane and Ipswich. AGL, Origin Energy, Red Energy, CovaU and Alinta Energy all have market offers in both zones. AGN also has two other pricing zones: Northern covering Rockhampton and Gladstone, and Wide Bay covering Bundaberg, Maryborough and Hervey Bay. Origin Energy and CovaU are the retailers that offer contracts in these pricing zones.

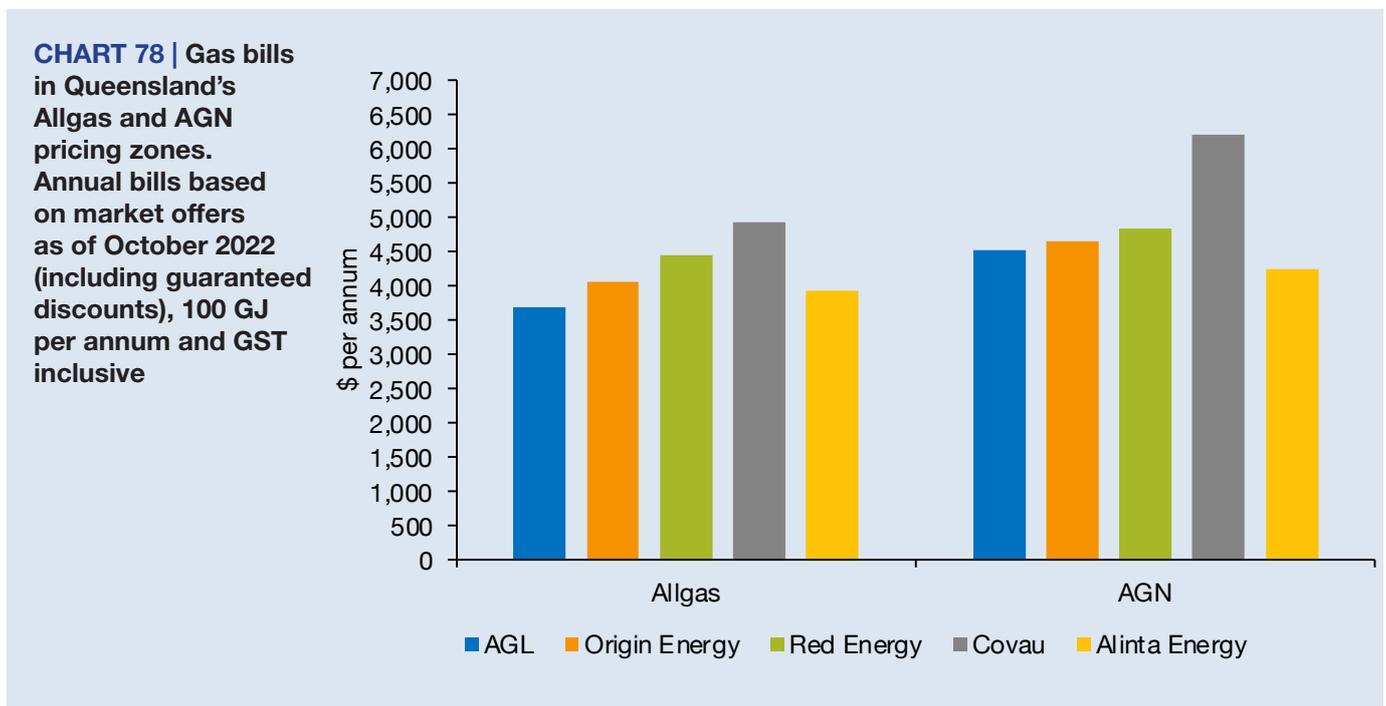
CovaU is currently the only gas retailer to offer additional discounts (a guaranteed 15% off usage charges available in all four zones).

The maximum price-spread is approximately \$1,225 in the Allgas zone and \$1,960 in the AGN zone. Compared to six months ago (April 2022), the maximum price-spread has increased by \$545 in Allgas and around \$1,255 in AGN.

The typical annual market offer bill for SMEs consuming 100 GJ per annum is approximately \$4,210 (including discounts) in the Allgas zone and \$4,890 in the AGN zone.⁹¹ This remains a significant difference for two gas zones that cover neighbouring areas.

Both the price-spread and typical price have increased in both pricing zones since April 2022, see section 4.3.3 below for analysis of these changes.

Chart 78 shows AGL, Origin Energy, Red Energy, CovaU and Alinta Energy's annual bills for the two pricing zones.



⁹¹ See appendix A for a list of retail offers included in this analysis. Many retailers have more than one market offer and the rates, conditions, size of discounts as well as discount types (e.g. guaranteed or conditional) may vary between their offers.

Figures 19 - 20 below rank the retail offers from lowest to highest annual gas bills in the two main pricing zones.⁹²

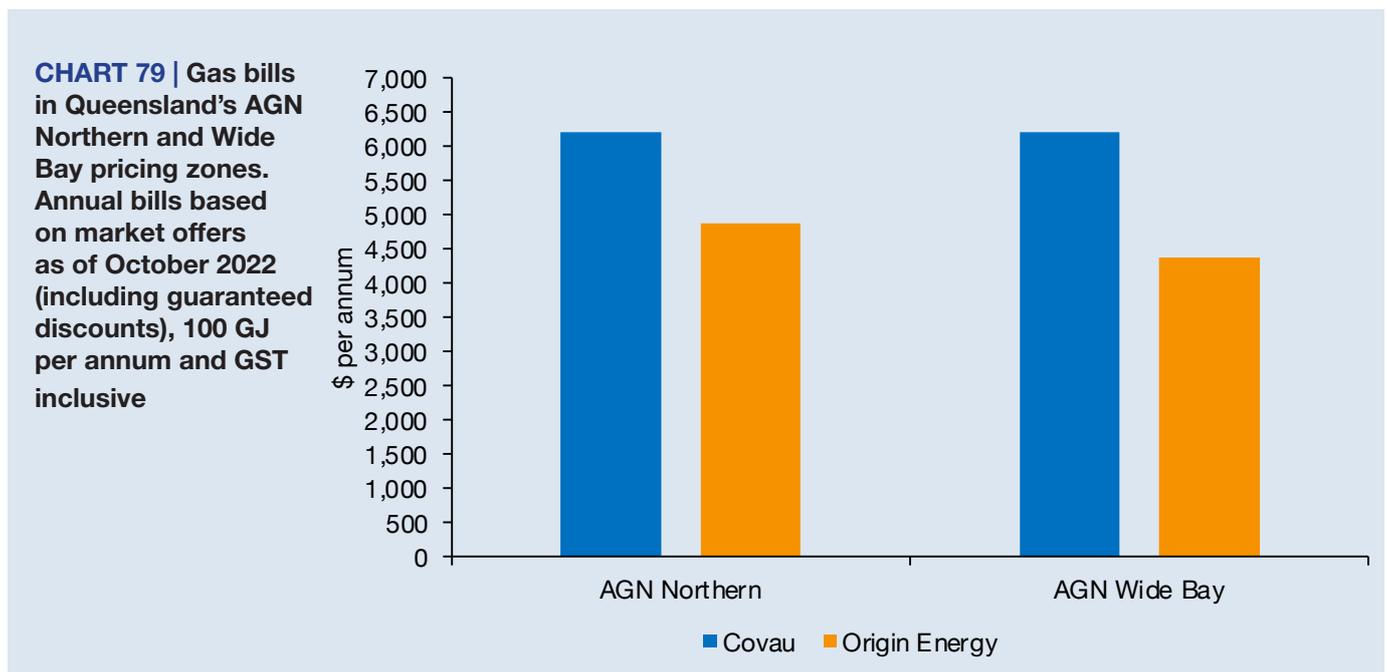
FIGURE 19 | Lowest to highest annual gas bills (incl GST) for market offers in the **Allgas pricing zone** (October 2022). Bills including guaranteed discounts - SMEs consuming 100 GJ per annum

	AGL	3,694
	Alinta Energy	3,934
	Origin Energy	4,063
	Red Energy	4,440
	CovaU	4,917

FIGURE 20 | Lowest to highest annual gas bills (incl GST) for market offers in the **AGN pricing zone** (October 2022). Bills including guaranteed discounts - SMEs consuming 100 GJ per annum

	Alinta Energy	4,249
	AGL	4,513
	Origin Energy	4,655
	Red Energy	4,837
	CovaU	6,206

In the smaller AGN Northern pricing zones the maximum price-spread is around \$1,330 and in the AGN Wide Bay zone it is \$1,840. The typical annual market offer bill for SMEs consuming 100 GJ per annum is approximately \$5,540 (including discounts) in the Northern zone and \$5,285 in the Wide Bay zone.⁹³ Both the price-spread and typical price have increased significantly in both pricing zones since April 2022, see section 4.3.3 below for analysis of these changes. Chart 79 shows Origin Energy and CovaU's annual bills for the two pricing zones.



⁹² These market offers were collected in October 2022 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

⁹³ See appendix A for a list of retail offers included in this analysis. Many retailers have more than one market offer and the rates, conditions, size of discounts as well as discount types (e.g. guaranteed or conditional) may vary between their offers.

Figures 21 - 22 below rank the retail offers from lowest to highest annual gas bills in the two main pricing zones.⁹⁴

FIGURE 21 | Lowest to highest annual gas bills (incl GST) for market offers in the **AGN Northern pricing zone** (October 2022). Bills including guaranteed discounts - SMEs consuming 100 GJ per annum

	Origin Energy	4,878
	CovaU	6,206

FIGURE 22 | Lowest to highest annual gas bills (incl GST) for market offers in the **AGN Wide Bay pricing zone** (October 2022). Bills including guaranteed discounts - SMEs consuming 100 GJ per annum

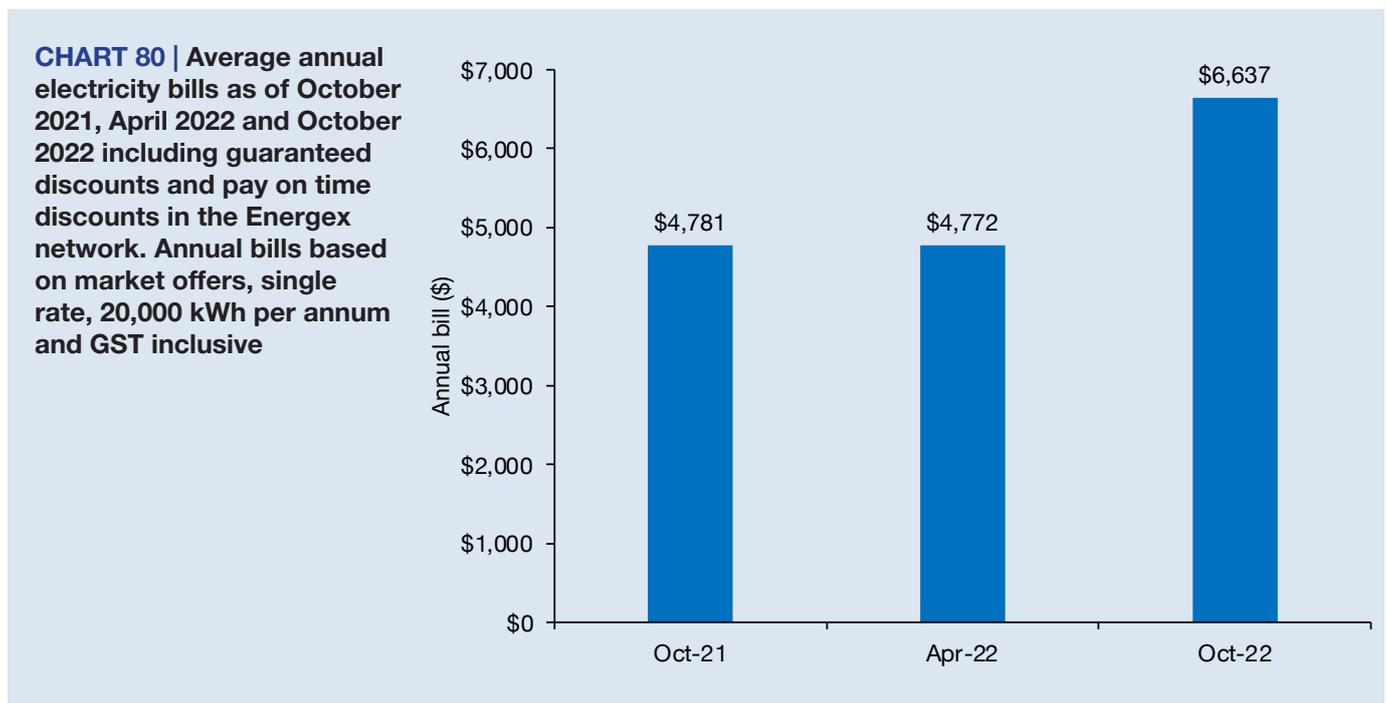
	Origin Energy	4,368
	CovaU	6,206

4.3.3 Changes to energy bills in Queensland

The SME Retail Tariff Tracker project collects information about energy offers and rates available to small businesses across Australia every six months (in April and October every year) and this section highlights changes (increases or decreases) to annual bills over that six month period, as well as the trend over the twelve months to October 2022.

In Queensland, new network tariffs took effect in July 2022 meaning that the electricity retail prices have been affected by an underlying network price reset in this six-month period.

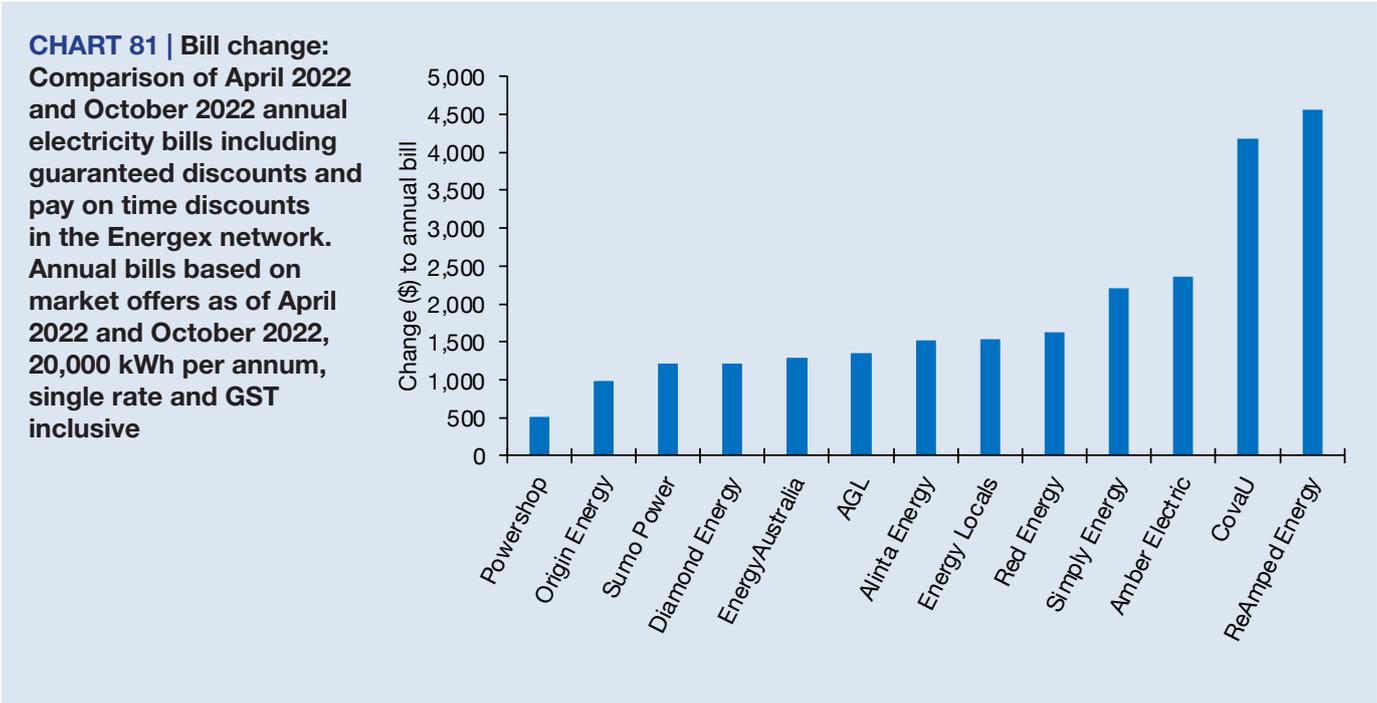
The average annual market offer bill has increased by \$1,865 (almost 40%) in the Energex network since April 2022. Chart 80 below shows average annual bills as of October 2021, April 2022 and October 2022.



⁹⁴ These market offers were in October 2022 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

All retailers with market offers have increased their prices since April 2022, including outlier offers from ReAmped and CovaU which, at \$9,230 and \$9,015 per annum respectively, are around \$3,000 higher than most of their competitors. At the same time, the overall reduction in the number of retailers from 28 to 13 over the same period makes the average bill calculation more volatile, and especially susceptible to impact by outlier offers such as those by ReAmped and CovaU. If we exclude these two offers the typical annual bill falls to is \$6,185 per annum (and the price-spread falls from \$3,435 to \$2,090). It should also be noted that CovaU has also introduced outlier pricing in the AGN Northern and Wide Bay pricing zones (where its annual bill increased by around \$1,700 per annum compared with Origin’s more modest increase of around \$300), to produce a similarly skewing effect on typical annual bill and price-spread calculations.

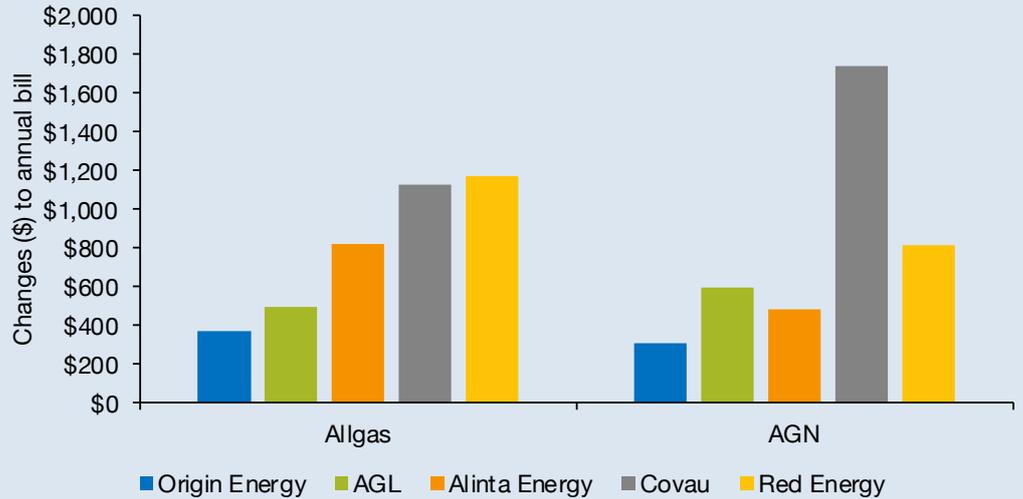
Chart 81 below shows changes to annual bills for each retailer from April 2022 to October 2022.⁹⁵



In relation to gas, all retailers have increased their bills in both the Allgas and AGN pricing zones by between 7% and 39% since April 2022.

95 Note that only retailers with market offers available at the two last data collection points (April 2022 and October 2022) have been included in this comparison. For two of the retailers, Energy Australia and Simply Energy, this analysis is based on different offers in April 2022 and October 2022. Energy Australia’s offers are ‘Total Plan’/‘Balance Plan’ and Simply Energy’s offers are ‘Business Saver’/‘Business Basic’.

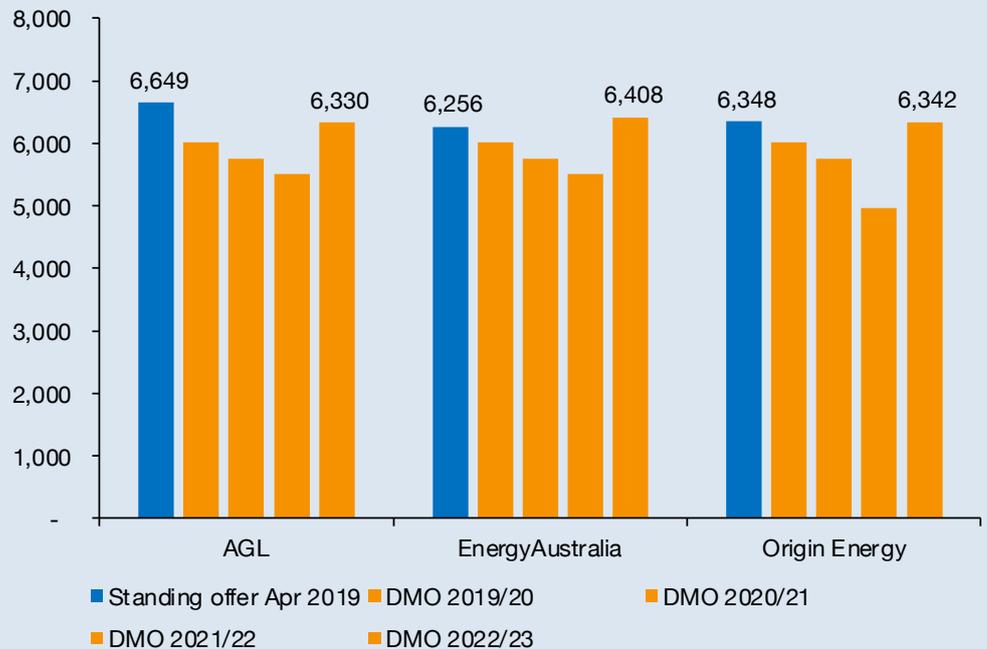
CHART 82 | Bill change:
Comparison of April 2022 to October 2022 annual gas bills including guaranteed discounts and pay on time discounts in the Allgas and AGN pricing zones. Annual bills based on market offers as of April 2022 and October 2022, 100 GJ per annum and GST inclusive⁹⁶



4.3.4 Impact of the DMO

Businesses previously on a standing offer with one of the ‘big 3’ retailers (AGL, Energy Australia and Origin Energy) would have experienced year on year bill reductions since the introduction of the DMO in 2019/20. Chart 83 below compares AGL, Energy Australia and Origin Energy’s standing offers prior to the DMO taking effect to the DMO as of 2019/20, 2020/21, 2021/22 and 2022/23. It shows that Energy Australia’s bill has now risen above the 2019 standing offer price for the first time since the introduction of the DMO, and that Origin Energy’s bill has reached effective parity. Only AGL’s bill remains lower than the 2019 standing offer, however at around \$320 less per annum it is now the closest to the previous standing offer price that it has been (and around \$800 per annum more than in 2021/22).

CHART 83 | The DMO compared to the ‘big 3’ retailers’ standing offers in the Energex network. Annual electricity bills for SMEs using 20,000 kWh (single rate) per annum. GST inclusive



⁹⁶ Note that only retailers with market offers available at the two last data collection points (April 2022 and October 2022) have been included in this comparison. For Origin Energy, this analysis is based on different offers in April 2022 (‘Business Go’) and October 2022 (‘Business Go Variable’).

4.4 South Australia

This report covers a period of significant wholesale price volatility and increases, and it should be noted that this, and the subsequent retail market response, has implications for the analysis presented in this report.⁹⁷

South Australia deregulated electricity and gas retail prices in 2013 but on 1 July 2019 the Australian Energy Regulator's Default Market Offer (DMO) replaced the previously retailer determined electricity standing offers in South Australia. SA Power Networks cover the entire state and AGL is the incumbent retailer. In relation to gas, there are several gas pricing zones, but as the incumbent retailer (Origin) does not currently differentiate its offers between these zones, this analysis compares gas offers in the AGN South Australia zone. That said, customers in regional areas such as Mt Gambier, Riverland and Whyalla may only be able to access Origin's market offer.

4.4.1 South Australian electricity bills October 2022

The bill analysis presented in this report is based on SMEs using 20,000 kWh per annum on a single rate tariff. Research published by AEMO⁹⁸ shows that small businesses, on average (across the NEM network areas), use approximately 20,000 kWh per annum and we use this average instead of network specific consumption profiles to readily enable comparison between network areas and jurisdictions. According to the AEMO report, average consumption for a small business in South Australia Power Networks is 14,262 kWh per annum. We also note that the workbooks accompanying this report allow users to nominate their own consumption levels as well as undertaking analysis of different tariff types (2-rate tariffs, time of use tariffs etc.). The workbooks are available at: <https://energyconsumersaustralia.com.au/publications/our-research>

The price-spread

The typical annual bill for SMEs consuming 20,000 kWh per annum (single rate) is approximately \$8,595.⁹⁹ Chart 84 shows annual bills for 15 retailers in the SA Power Networks (SAPN) and that the maximum price-spread is approximately \$4,265 per annum. Compared to six months ago (April 2022), the maximum price-spread has increased by around \$2,010. If we exclude the single lowest and single highest bills, however, the current maximum price-spread is reduced to \$2,355.

97 For more details see the beginning of section 3. Appendix B outlines some of the retailers' public messaging in June 2022, as well as the impact the volatile wholesale market had on the number of retailers participating in the market from May to October 2022.

98 Jacobs Australia, Retail electricity price history and project trends, AEMO, 21 September 2017

99 See appendix A for a list of retail offers included in this analysis. Many retailers have more than one market offer and the rates, conditions, size of discounts as well as discount types (e.g. guaranteed or conditional) may vary between their offers.

CHART 84 | The price-spread in the South Australia's SAPN distribution network. Annual bills based on market offers as of October 2022 (including guaranteed discounts and pay on time discounts), 20,000 kWh per annum, single rate and GST inclusive

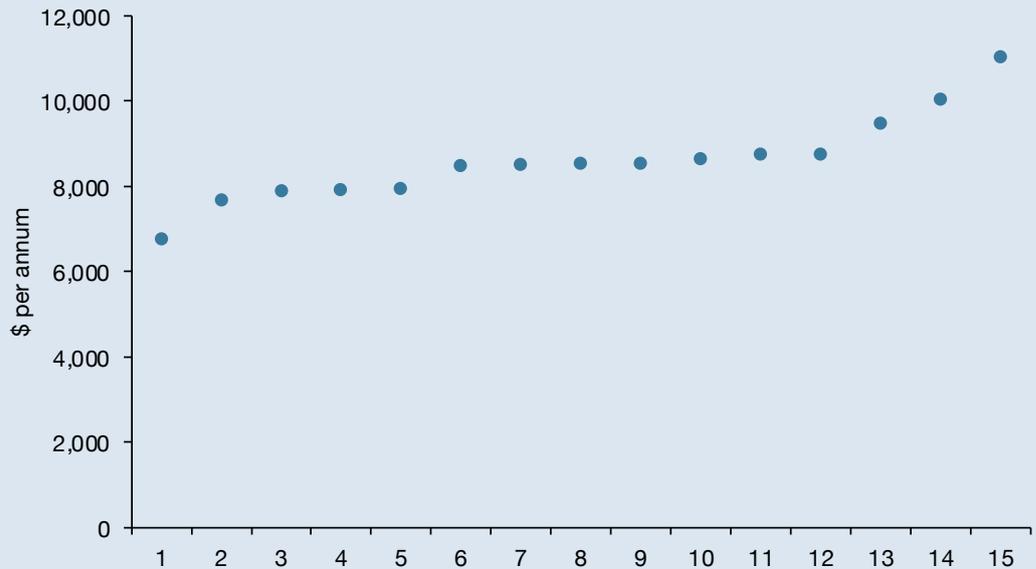


Figure 23 below ranks the retail offers from lowest to highest annual electricity bills.¹⁰⁰

FIGURE 23 | Lowest to highest annual electricity bills for market offers in South Australia (October 2022)

 Sumo Power	\$6,766	 EnergyAustralia	\$8,483	 Simply Energy	\$8,742
 Energy Locals	\$7,671	 Red Energy	\$8,519	 Powershop	\$8,751
 Alinta Energy	\$7,882	 Lumo Energy	\$8,523	 ReAmped Energy	\$9,468
 Origin Energy	\$7,910	 Circular Energy	\$8,531	 Amber Electric	\$10,027
 AGL	\$7,948	 Diamond Energy	\$8,651	 CovaU	\$11,031

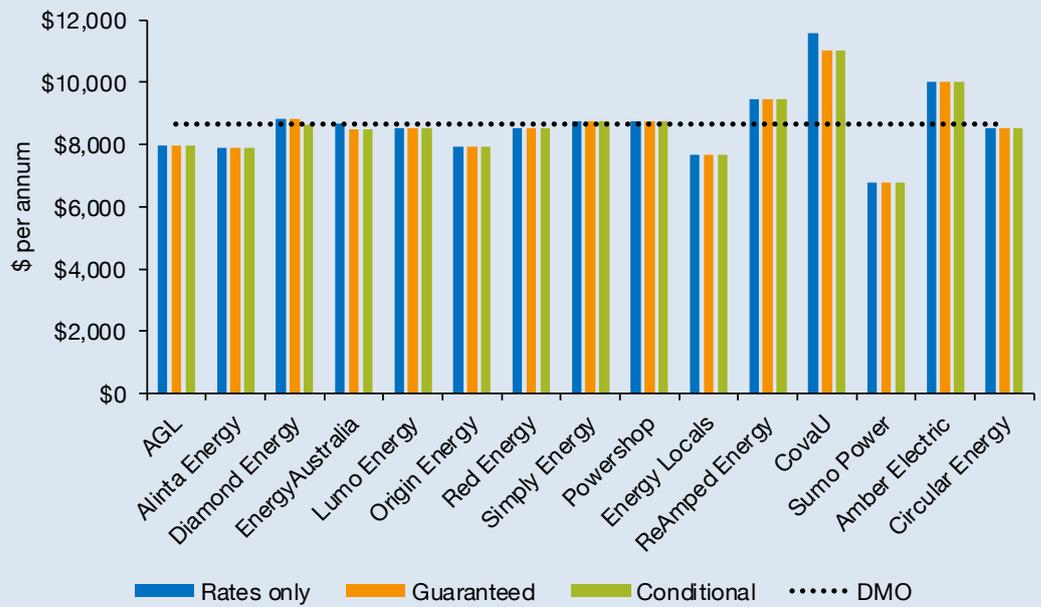
Additional discounts

Of the fifteen retailers operating in South Australia only Diamond Energy offer conditional pay on time discounts. For customers using 20,000kWh per annum, this conditional discount is worth around \$175 per annum. Two other retailers (Energy Australia and CovaU) offer guaranteed discounts while the remaining twelve retailers do not offer any additional discounts. Chart 85 shows annual bills based on their rates only, rates inclusive of guaranteed discounts and rates inclusive of guaranteed as well as conditional pay on time discounts. The chart also compares the market offers to the DMO and it shows that five of twelve retailers now have market offers that produce bills (inclusive of discounts) that are similar to or higher than the DMO.¹⁰¹

¹⁰⁰ These market offers were collected in October 2022 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

¹⁰¹ The calculation of the average DMO is based on the 'big 3' retailers' (AGL, Energy Australia and Origin Energy) standing offers.

CHART 85 | Annual bills based on rates, guaranteed discounts and pay on time discounts as well as the DMO in SA Power Networks. Annual bills based on market offers as of October 2022, 20,000 kWh per annum, single rate and GST inclusive



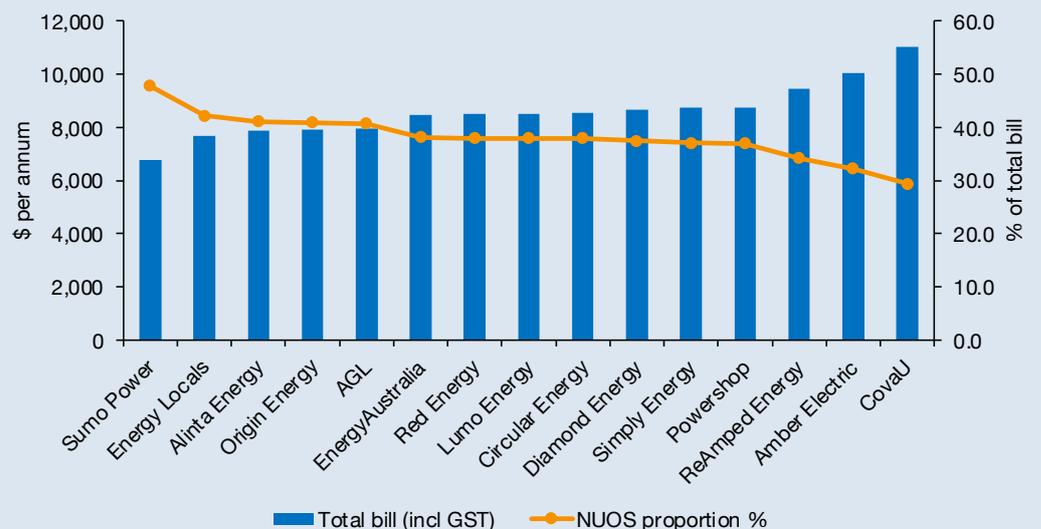
Network charges

The South Australian electricity network, SA Power Networks, introduces new Network Use of System (NUOS) charges as of 1 July every year. These NUOS charges are approved by the Australian Energy Regulator (AER) and comprise Transmission Use of System (TUOS) and Distribution Use of System (DUOS) as well as other costs such as jurisdictional charges and metering charges. The retailers can, and generally will, build changes to the NUOS (in relation to both shape and price) into their retail tariffs.

The chart presented in this section shows that the NUOS proportion of bills varies significantly between retail offers. The NUOS proportion of the bill for Sumo is 48% while the NUOS comprises just 29.5% of the total bill for Amber Electric customers.

Chart 86 shows annual retail bills (columns) and NUOS as proportion of annual bill (line).

CHART 86 | South Australia (SAPN): Annual retail bills (incl. GST) and NUOS as proportion of total bill, October 2022. Based on retail market offers (including guaranteed and pay on time discounts), single rate, 20,000 kWh per annum¹⁰²



¹⁰² Based on market offer rates as of October 2022, presented as annual bills for SMEs using 20,000kWh per annum (single rate). The annual NUOS charges are based on the SAPN's charges for the 2022/23 financial year. The NUOS also includes fixed charges.

4.4.2 South Australian gas bills October 2022

To calculate annual gas bills we have assumed an annual consumption of 100 GJ per annum and a flat consumption over the year (25 GJ per quarter or 16.66 GJ per bi-monthly bill). Small businesses using gas for heating purposes are unlikely to have a flat consumption profile.

The price-spread

The typical annual market offer bill for SMEs consuming 100 GJ per annum is \$4,500 (including discounts). Chart 87 shows annual bills for seven retailers in South Australia and that the maximum price-spread is approximately \$1,070 per annum.¹⁰³ Compared to six months ago (April 2022), the maximum price-spread has increased by \$165.

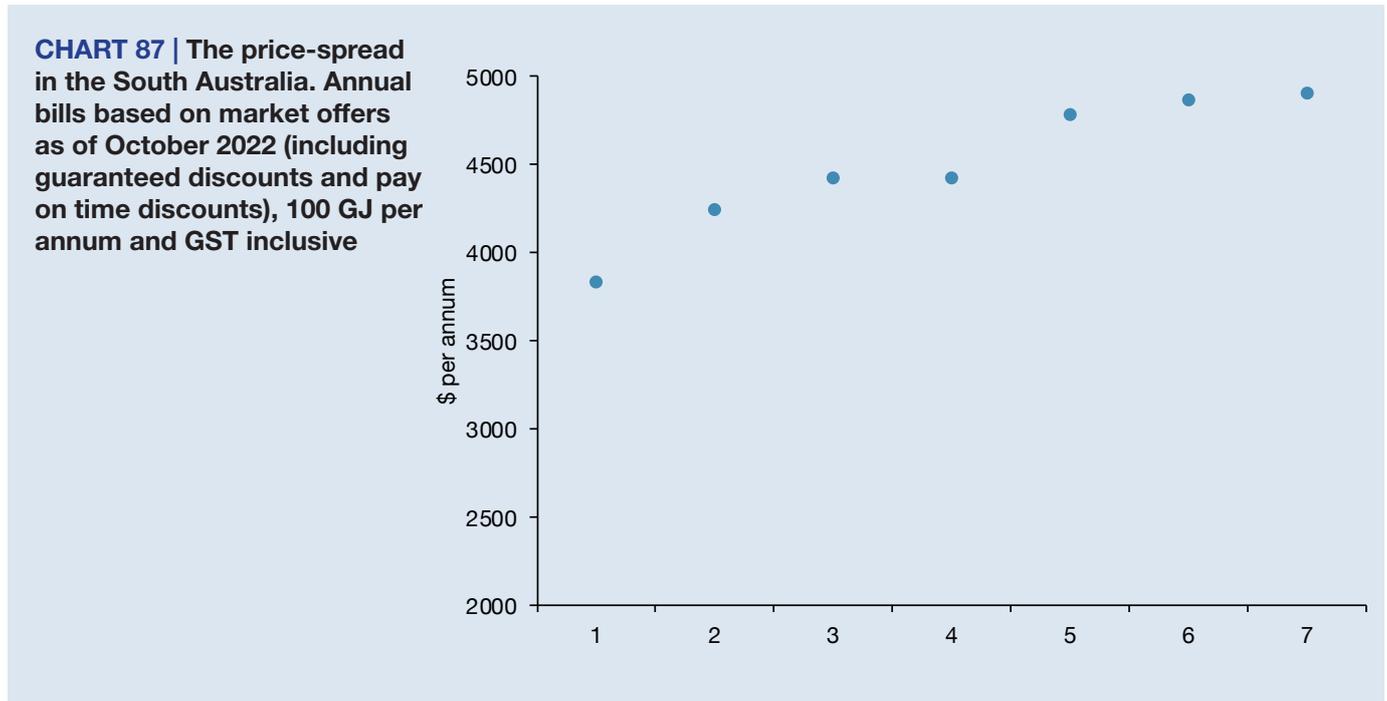


Figure 24 below ranks the retail offers from lowest to highest annual gas bills.¹⁰⁴ Compared to six months ago (April 2022), the lowest annual retail bill has increased by \$565.

FIGURE 24 | Lowest to highest annual gas bills for market offers in South Australia (October 2022)

	EnergyAustralia	\$3,835
	AGL	\$4,248
	Alinta Energy	\$4,425
	Origin Energy	\$4,429
	Lumo Energy	\$4,788
	Red Energy	\$4,869
	Simply Energy	\$4,905

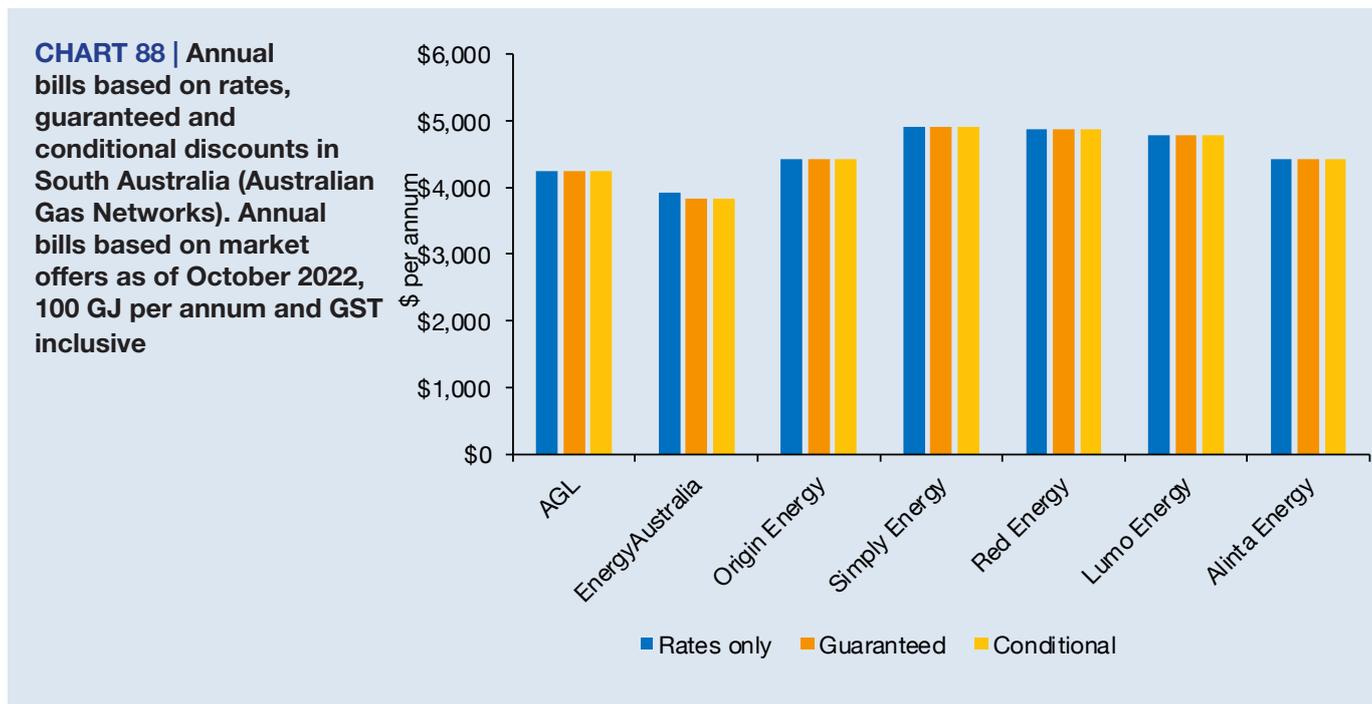
¹⁰³ See appendix A for a list of retail offers included in this analysis. Many retailers have more than one market offer and the rates, conditions, size of discounts as well as discount types (e.g. guaranteed or conditional) may vary between their offers.

¹⁰⁴ These market offers were collected in October 2022 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

Additional discounts

Only Energy Australia now offers an additional discount, in the form of a guaranteed 2% off the total bill.

Chart 88 shows annual bills based on their rates only, inclusive of guaranteed discounts and inclusive of guaranteed as well as conditional pay on time discounts.



4.4.3 Changes to energy bills in South Australia

The SME Retail Tariff Tracker project collects information about energy offers and rates available to small businesses across Australia every six months (in April and October every year) and this section highlights changes (increases or decreases) to annual bills over that six month period, as well as the trend over the twelve months to October 2022.

In South Australia, new network tariffs took effect in July 2022 meaning that the electricity retail prices have been affected by an underlying network price reset in this six-month period.

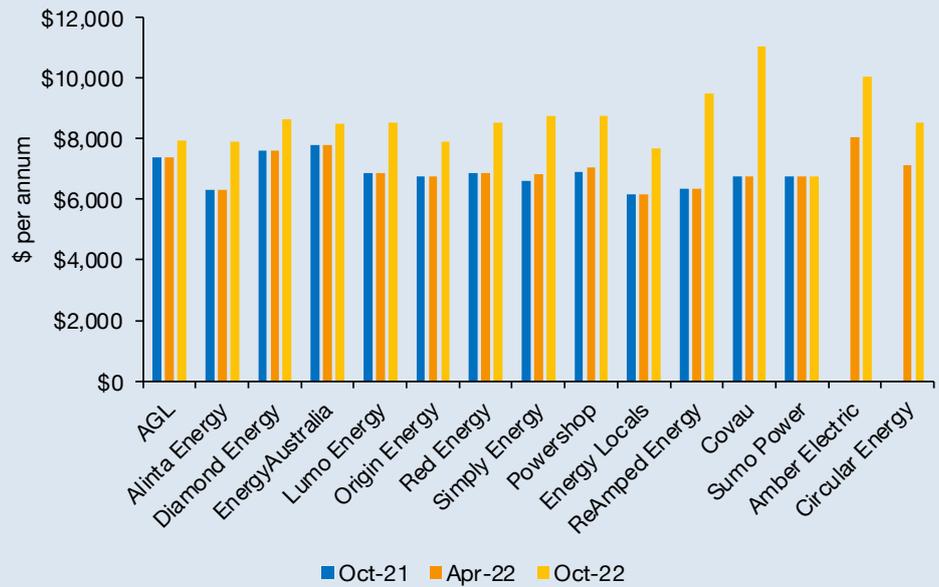
On average, annual bills have increased by approximately \$1,735, or just over 25%, for businesses consuming 20,000 kWh (single rate) since April 2022.¹⁰⁵ All retailers except Sumo Power have changed their offers during this period. The highest increases were to Covau’s offer, which increased by \$4,275 per annum (63%), and ReAmped Energy’s offer, which increased by \$3,315 per annum (49%). The smallest increases were to AGL’s and Lumo’s offers, which increased by \$560 (8%) and \$690 (9%) per annum respectively.

Chart 89 below shows retailers’ annual bills as of October 2021, April 2022 and October 2022.¹⁰⁶

¹⁰⁵ Based on market offers inclusive of guaranteed and conditional pay on time discounts

¹⁰⁶ Only retailers with market offers available at both of the two last data collection points (October 2022 and April 2022) have been included in this comparison. For three of the retailers, Energy Australia, Simply Energy, and Circular Energy this analysis is based on different offers in April 2022 and October 2022. Energy Australia’s offers are ‘Total Plan’/‘Balance Plan’, Simply Energy’s offers are ‘Business Saver’/‘Business Basic’, and Circular Energy’s offers are ‘Community Energy Business’/‘Zero Member Fee Business’.

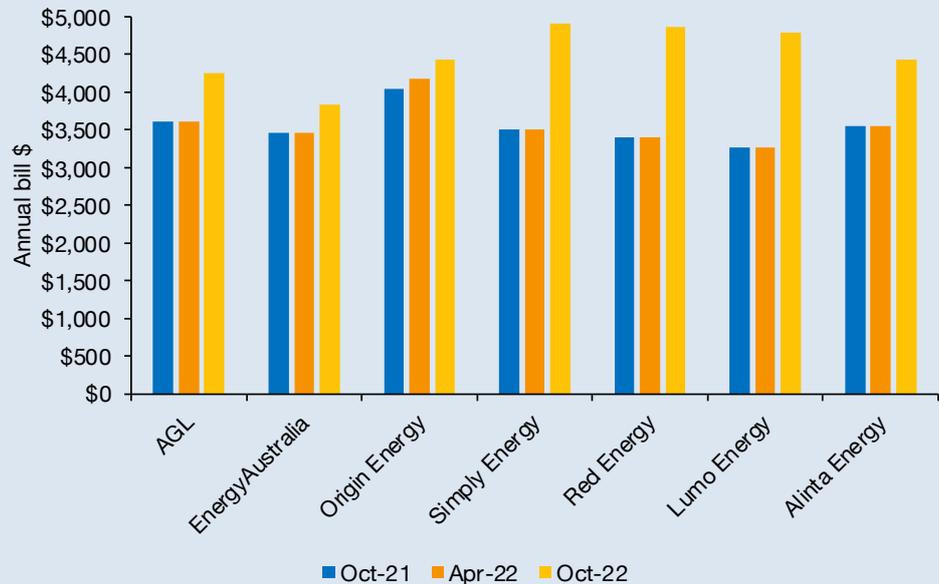
CHART 89 | Electricity bills: Comparison of October 2021, April 2022 and October 2022 annual electricity bills including guaranteed discounts and pay on time discounts in the SA Power Networks. Annual bills based on market offers as of October 2021, April 2022, October 2022, 20,000 kWh per annum, single rate and GST inclusive



In relation to gas, all retailers increased their offers between April 2022 and October 2022. On average, annual bills have increased by approximately \$970, or 27%, for businesses consuming 100 GJ since April 2022.¹⁰⁷ The highest increases were to Lumo’s offer, which increased by \$1,520 per annum (47%), and Red Energy’s offer, which increased by \$1,475 per annum (43%). The smallest increases were to Origin Energy’s and Energy Australia’s offers, which increased by \$255 (6%) and \$380 (11%) per annum respectively.

Chart 90 below shows annual gas bills in the Envestra/AGN gas zone as of October 2021, April 2022 and October 2022.¹⁰⁸

CHART 90 | Annual gas bills including guaranteed discounts and pay on time discounts in South Australia. Annual bills based on market offers as of October 2021, April 2022, October 2022, 100 GJ per annum and GST inclusive

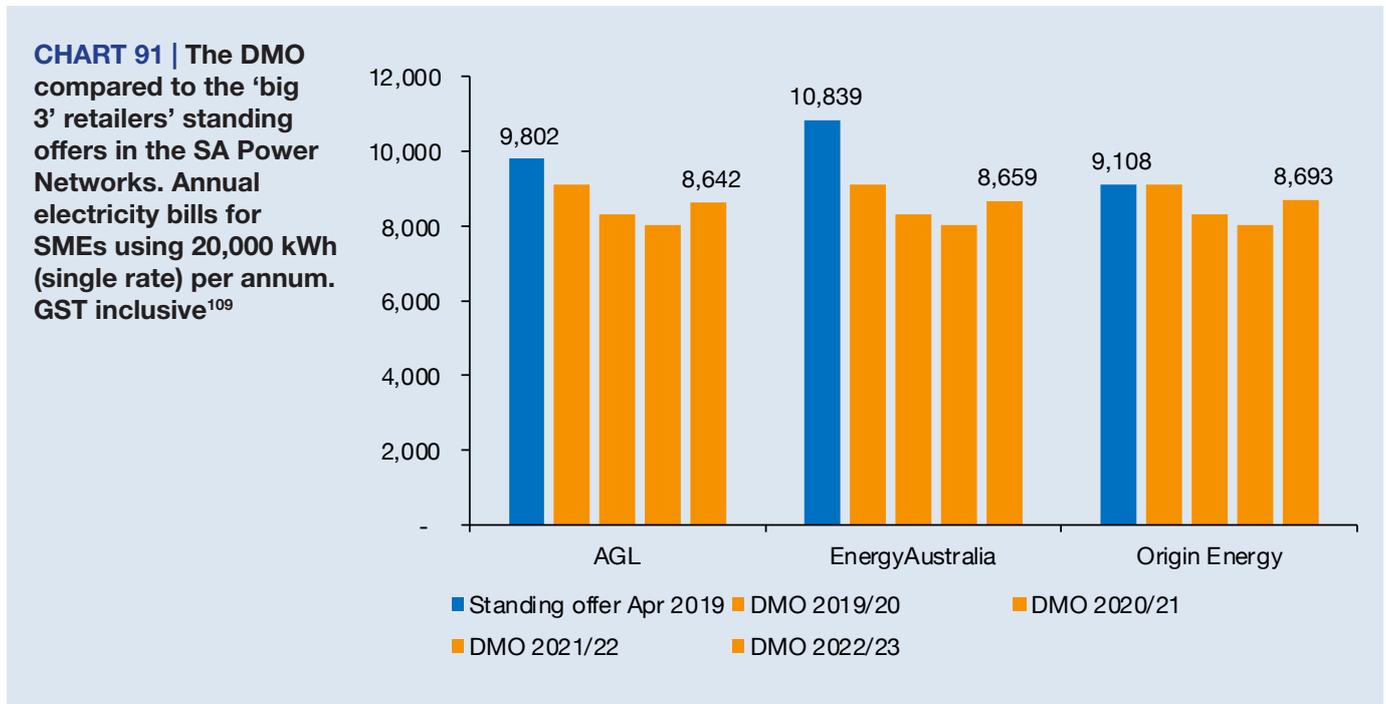


¹⁰⁷ Based on market offers inclusive of guaranteed and conditional pay on time discounts

¹⁰⁸ Note that only retailers with market offers available at the two last data collection points (April 2022 and October 2022) have been included in this comparison. For three of the retailers, Energy Australia, Origin Energy and Simply Energy this analysis is based on different offers in April 2022 and October 2022. Energy Australia’s offers are ‘Total Plan’/‘Balance Plan’, Origin Energy’s plans are ‘Business Go’/‘Business Go Variable’, and Simply Energy’s offers are ‘Business Saver’/‘Business Basic’.

4.4.4 Impact of the DMO

Businesses previously on a standing offer with AGL, Energy Australia or Origin Energy, would have experienced year on year bill reductions since the introduction of the DMO in 2019/20. Chart 91 below compares AGL, Energy Australia and Origin Energy’s standing offers prior to the DMO taking effect to the DMO as of 2019/20, 2020/21, 2021/22 and 2022/23. It shows that the bills are currently between \$415 and \$2,180 less than April 2019 (depending on the retailer) for businesses using 20,000 kWh per annum. However all retailers’ DMOs have risen by \$610 to \$660 (8%) in the past year, ending the year on year downward price trend experienced since the introduction of the DMO.



109 The calculation of the average DMO in 2022/33 is based on the ‘big 3’ retailers’ (AGL, Energy Australia and Origin Energy) standing offers.

4.5 Tasmania

This report covers a period of significant wholesale price volatility and increases, and it should be noted that this, and the subsequent retail market response, has implications for the analysis presented in this report.¹¹⁰

The Office of the Tasmanian Economic Regulator (OTTER) continues to regulate electricity retail prices for small customers while gas retail prices have been deregulated since reticulated gas first became available in 2007.

Tasmania is comprised of a single electricity network and a single gas pricing zone. Aurora Energy is the incumbent electricity retailer while Aurora Energy and Tas Gas Retail are the gas retailers.

4.5.1 Tasmanian electricity bills October 2022

The bill analysis presented in this report is based on SMEs using 20,000 kWh per annum on a single rate tariff. Research published by AEMO¹¹¹ shows that small businesses, on average (across the NEM network areas), use approximately 20,000 kWh per annum and we use this average instead of network specific consumption profiles to readily enable comparison between network areas and jurisdictions. According to the AEMO report, average consumption for a small business in TasNetworks is 25,315 kWh per annum. We also note that the workbooks accompanying this report allow users to nominate their own consumption levels as well as undertaking analysis of different tariff types (2-rate tariffs, time of use tariffs etc.). The workbooks are available at: <https://energyconsumersaustralia.com.au/publications/our-research>

The typical annual bill for SMEs consuming 20,000 kWh per annum (single rate) in Tasmania is currently around \$5,970. SMEs switching from Aurora Energy's regulated offer to 1st Energy's market offer may save around \$330 per annum. The maximum price-spread is currently around \$2,005 per annum, which is \$1,030 higher than April 2022 (see section 4.5.3 below for analysis of this change). 1st Energy's offer produces the lowest bill while CovaU's offer produces the highest bill for this consumption level.

Figure 25 below ranks the retail offers from lowest to highest annual electricity bills.¹¹²

FIGURE 25 | Lowest to highest annual electricity bills for market offers in Tasmania (October 2022)

	1st Energy	\$5,237
	Aurora Energy	\$5,566
	Energy Locals	\$5,829
	CovaU	\$7,244

Network charges

The Tasmanian electricity network, TasNetworks, introduces new Network Use of System (NUOS) charges as of 1 July every year. These NUOS charges are approved by the Australian Energy Regulator (AER) and comprise Transmission Use of System (TUOS) and Distribution Use of System (DUOS) as well as other costs such as jurisdictional charges and metering charges. The retailers can, and generally will, build changes to the NUOS (in relation to both shape and price) into their retail tariffs

The chart presented in this section shows that the NUOS proportion of bills is increasingly various among retailers. The NUOS proportion of the bill for 1st Energy is 38.4% while the NUOS comprises just 27.8% of the total bill for CovaU customers.

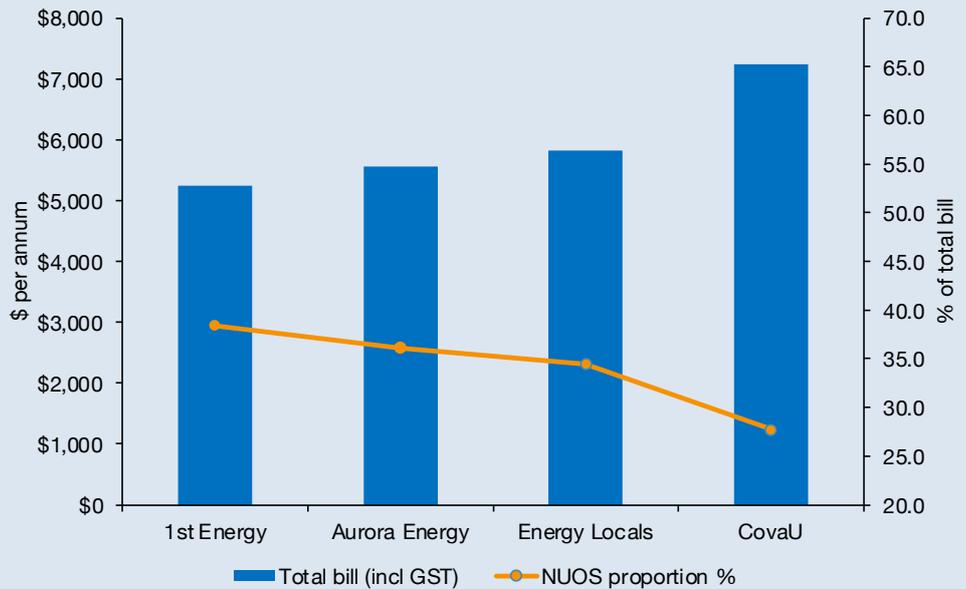
Chart 92 shows annual retail bills (columns) and NUOS as proportion of annual bill (line).

110 For more details see the beginning of section 3. Appendix B outlines some of the retailers' public messaging in June 2022, as well as the impact the volatile wholesale market had on the number of retailers participating in the market from May to October 2022.

111 Jacobs Australia, Retail electricity price history and project trends, AEMO, 21 September 2017

112 These offers were collected in October 2022 and it should be noted that retailers may change their rates at any time.

CHART 92 | Tasmania (TasNetworks): Annual retail bills (incl. GST) and NUOS as proportion of total bill, for October 2022, 20,000 kWh per annum¹¹³

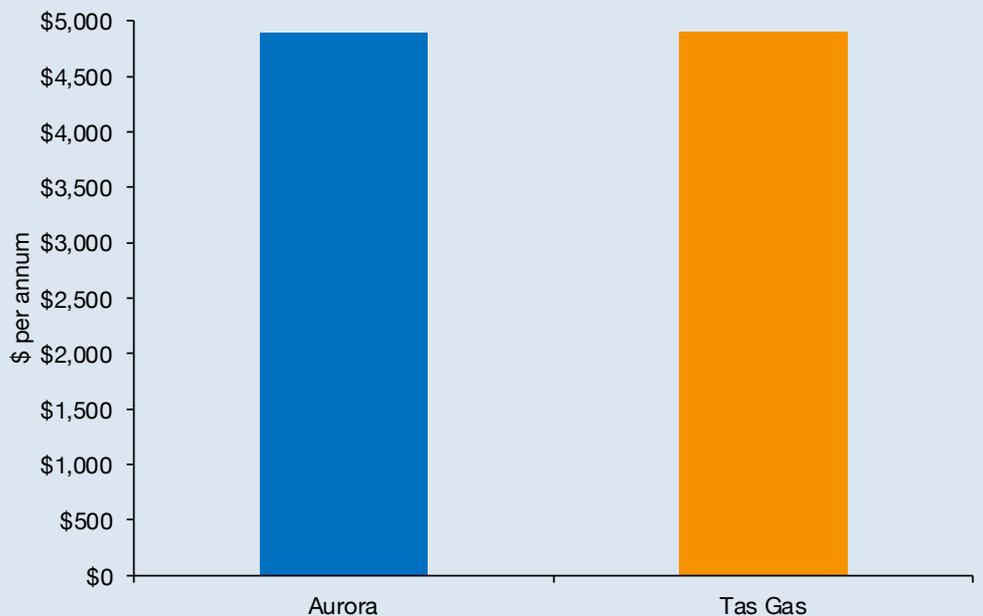


4.5.2 Tasmanian gas bills October 2022

To calculate annual gas bills, we have assumed an annual consumption of 100 GJ per annum and a flat consumption over the year (25 GJ per quarter or 16.66 GJ per bi-monthly bill). Small businesses using gas for heating purposes are unlikely to have a flat consumption profile.

There are two retailers, Aurora Energy and Tas Gas Retail, offering market contracts to gas customers in Tasmania and the typical annual bill for a SME customer using 100 GJ per annum is \$4,900. The difference between the two offers is approximately \$15 per annum. Neither Aurora Energy nor Tas Gas Retail offer any additional discounts.

CHART 93 | Annual gas market offer rates in Tasmania. Annual bills based on market offers as of October 2022, 100 GJ per annum and GST inclusive



¹¹³ Based on retail offer rates as of October 2022, presented as annual bills for SMEs using 20,000kWh per annum (single rate). The annual NUOS charges are based on the TasNetworks's charges (tariff Tas 22) for the 2022/23 financial year. The NUOS also includes fixed charges.

Figure 26 below ranks the retail offers from lowest to highest annual gas bills.¹¹⁴

FIGURE 26 | Lowest to highest annual gas bills for market offers in Tasmania (October 2022)

	Aurora	\$4,893
	Tas Gas	\$4,906

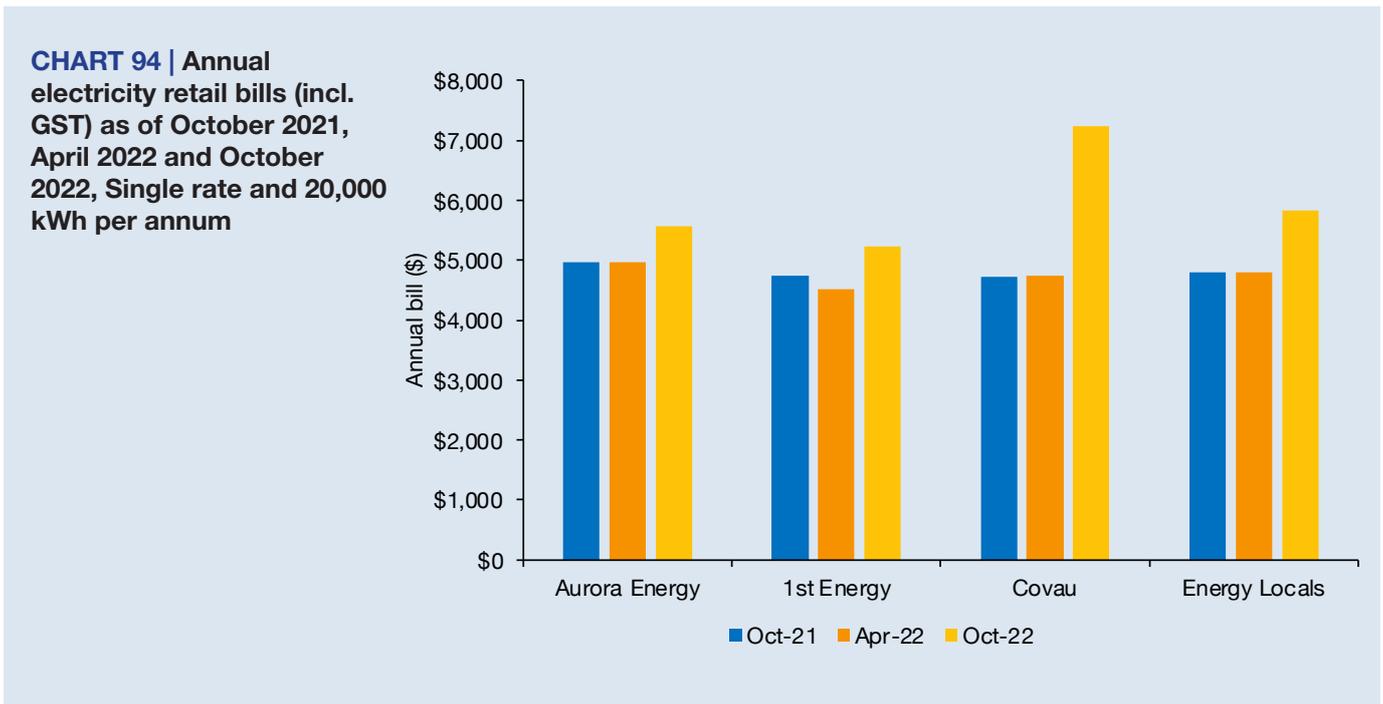
4.5.3 Changes to energy bills in Tasmania

The SME Retail Tariff Tracker project collects information about energy offers and rates available to small businesses across Australia every six months (in April and October every year) and this section highlights changes (increases or decreases) to annual bills over that six month period, as well as the trend over the twelve months to October 2022.

In Tasmania, new network tariffs took effect in July 2022 meaning that the electricity retail prices have been affected by an underlying network price reset in this six-month period.

All retailers increased their prices between April 2022 and October 2022, while two retailers (Future X Power and Glow Power) withdrew their offers. The highest increase was CovaU at around \$2,500 per annum (53%) and the lowest was Aurora Energy at \$590 per annum (12%). CovaU’s price increase in particular produced a skewing effect on typical annual bill and price-spread calculations in Tasmania and is a key cause of significant increases to both in the period to October 2022.

Chart 94 below shows annual electricity bills as of October 2021, April 2022, and October 2022.¹¹⁵

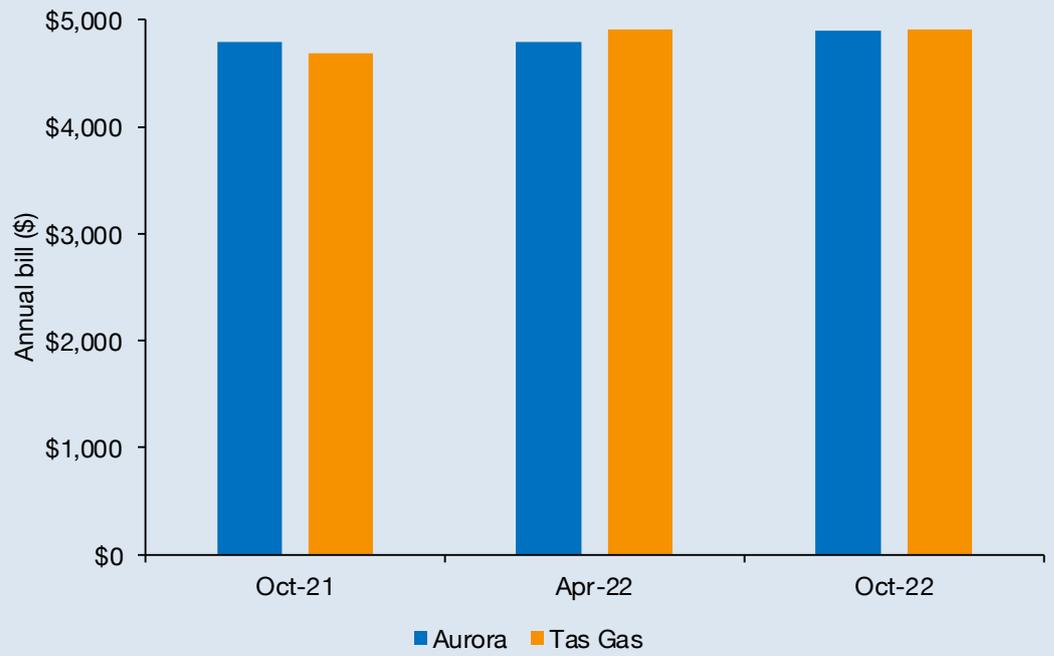


In relation to gas, only Aurora has changed its rates (up 2%) since April 2022. Chart 95 below shows annual gas bills for Aurora and Tas Gas Retail as of October 2021, April 2022, and October 2022.

114 These offers were collected in October 2022 and it should be noted that retailers may change their rates at any time.

115 Note that only retailers with market offers available at the two last data collection points (April 2022 and October 2022) have been included in this comparison.

CHART 95 | Annual gas bills from October 2021, April 2022 and October 2022 in Tasmania. Annual bills based on 100 GJ per annum and GST inclusive



4.6 Australian Capital Territory (ACT)

This report covers a period of significant wholesale price volatility and increases, and it should be noted that this, and the subsequent retail market response, has implications for the analysis presented in this report.¹¹⁶

Electricity retail prices in the ACT continue to be regulated by the Independent Competition and Regulatory Commission (ICRC) while gas retail prices have been deregulated since 2002. The regulated electricity rates are currently the same as ActewAGL's electricity standing offer.

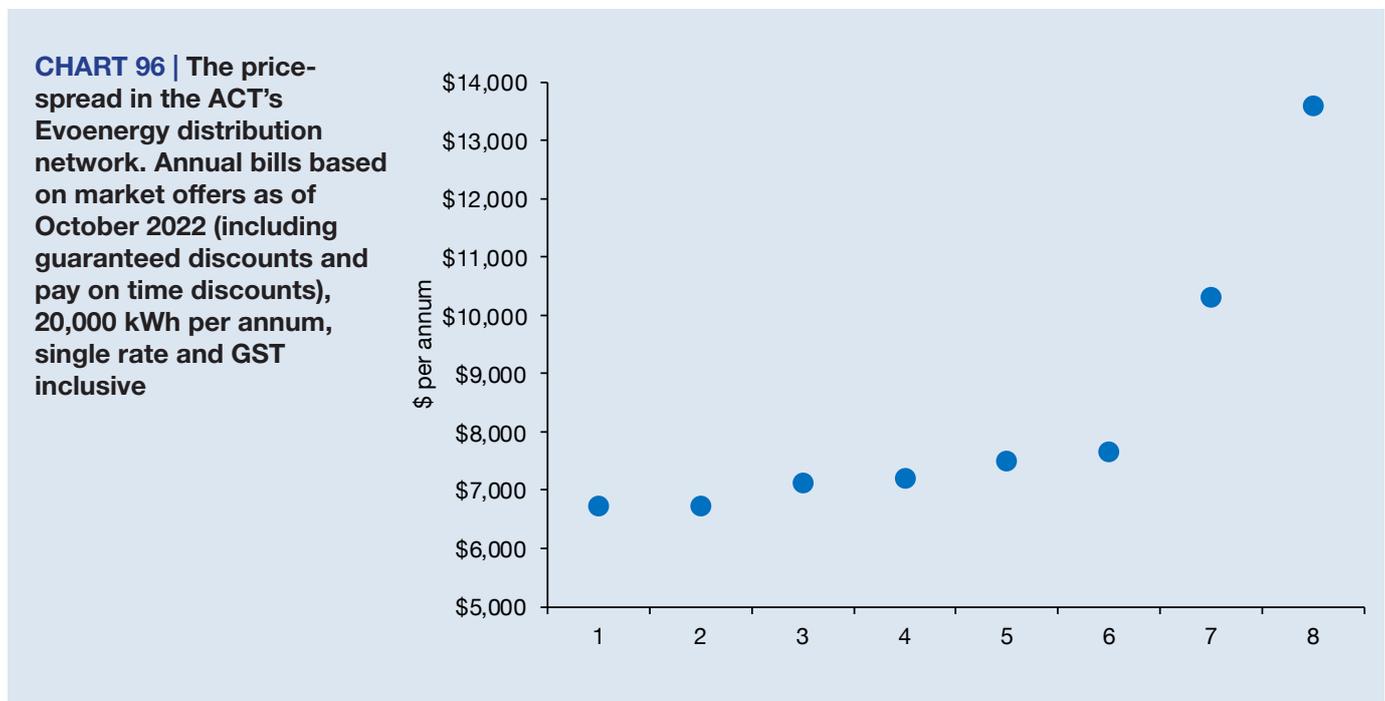
The ACT is comprised of a single electricity network and a single gas pricing zone.¹¹⁷ ActewAGL is the incumbent retailer.

4.6.1 ACT electricity bills October 2022

The bill analysis presented in this report is based on SMEs using 20,000 kWh per annum on a single rate tariff. Research published by AEMO¹¹⁸ shows that small businesses, on average (across the NEM network areas), use approximately 20,000 kWh per annum and we use this average instead of network specific consumption profiles to readily enable comparison between network areas and jurisdictions. According to the AEMO report, average consumption for a small business in the Evoenergy network is 32,257 kWh per annum. We also note that the workbooks accompanying this report allow users to nominate their own consumption levels as well as undertaking analysis of different tariff types (2-rate tariffs, time of use tariffs etc.). The workbooks are available at: <https://energyconsumersaustralia.com.au/publications/our-research>

The price-spread

The typical annual bill for SMEs consuming 20,000 kWh per annum (single rate) is approximately \$8,360.¹¹⁹ Chart 96 shows annual bills for eight retailers in the Evoenergy distribution network and that the maximum price-spread is \$6,870 per annum. This is a significant increase on six months ago (April 2022) when the maximum price-spread was around \$1,565. See section 4.6.3 below for analysis of this increase.



¹¹⁶ For more details see the beginning of section 3. Appendix B outlines some of the retailers' public messaging in June 2022, as well as the impact the volatile wholesale market had on the number of retailers participating in the market from May to October 2022.

¹¹⁷ Evoenergy, formerly known as ActewAGL, is the electricity network and gas distributor while the retail arm continues to operate as ActewAGL.

¹¹⁸ Jacobs Australia, Retail electricity price history and project trends, AEMO, 21 September 2017

¹¹⁹ See appendix A for a list of retail offers included in this analysis. Many retailers have more than one market offer and the rates, conditions, size of discounts as well as discount types (e.g. guaranteed or conditional) may vary between their offers

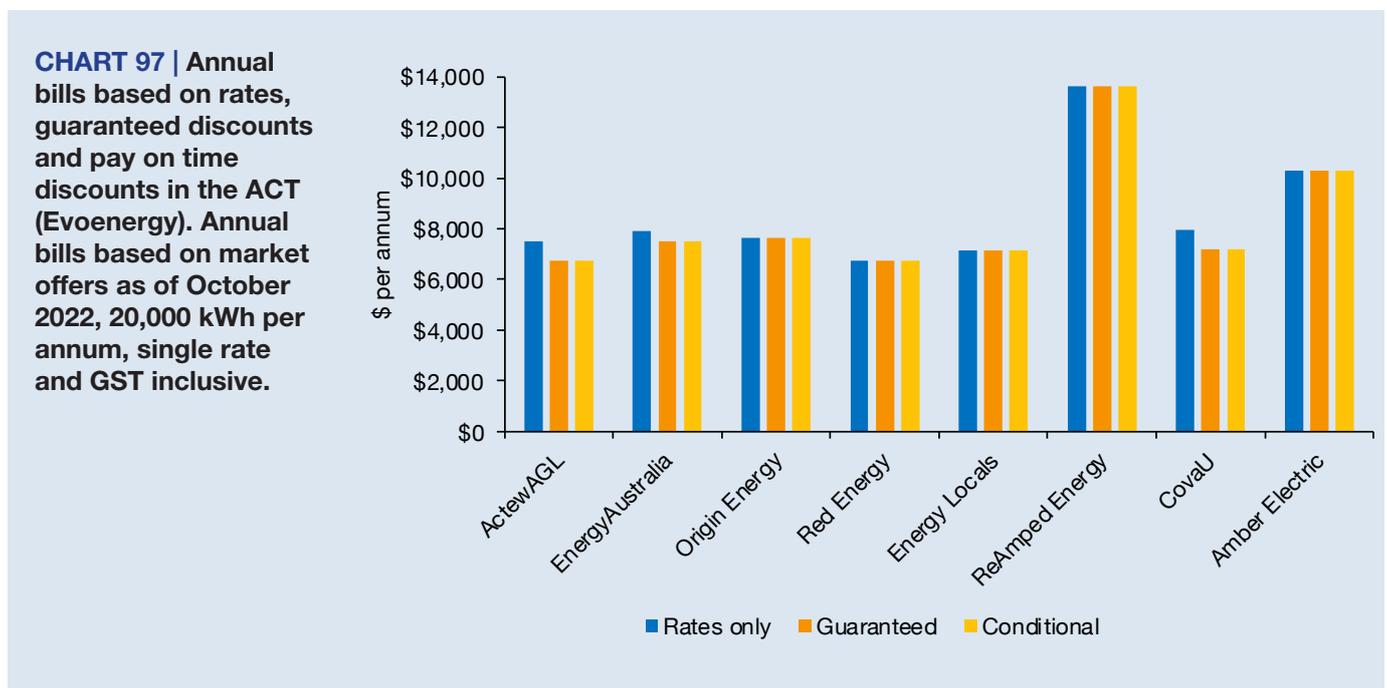
Figure 27 below ranks the retail offers from lowest to highest annual bills.¹²⁰ The lowest annual retail bill has increased by \$775 since April 2022, while the highest has increased by \$6,080 over the same period.

FIGURE 27 | Lowest to highest annual electricity bills for market offers in the ACT (October 2022)

	Red Energy	\$6,730
	ActewAGL	\$6,736
	Energy Locals	\$7,133
	CovaU	\$7,206
	EnergyAustralia	\$7,502
	Origin Energy	\$7,653
	Amber Electric	\$10,309
	ReAmped Energy	\$13,599

Additional discounts

Three retailers, ActewAGL, Energy Australia and CovaU, offer guaranteed discounts and none of the retailers currently offer conditional pay on time discounts. Chart 97 shows annual bills based on their rates only, inclusive of guaranteed discounts and inclusive of guaranteed as well as conditional pay on time discounts.



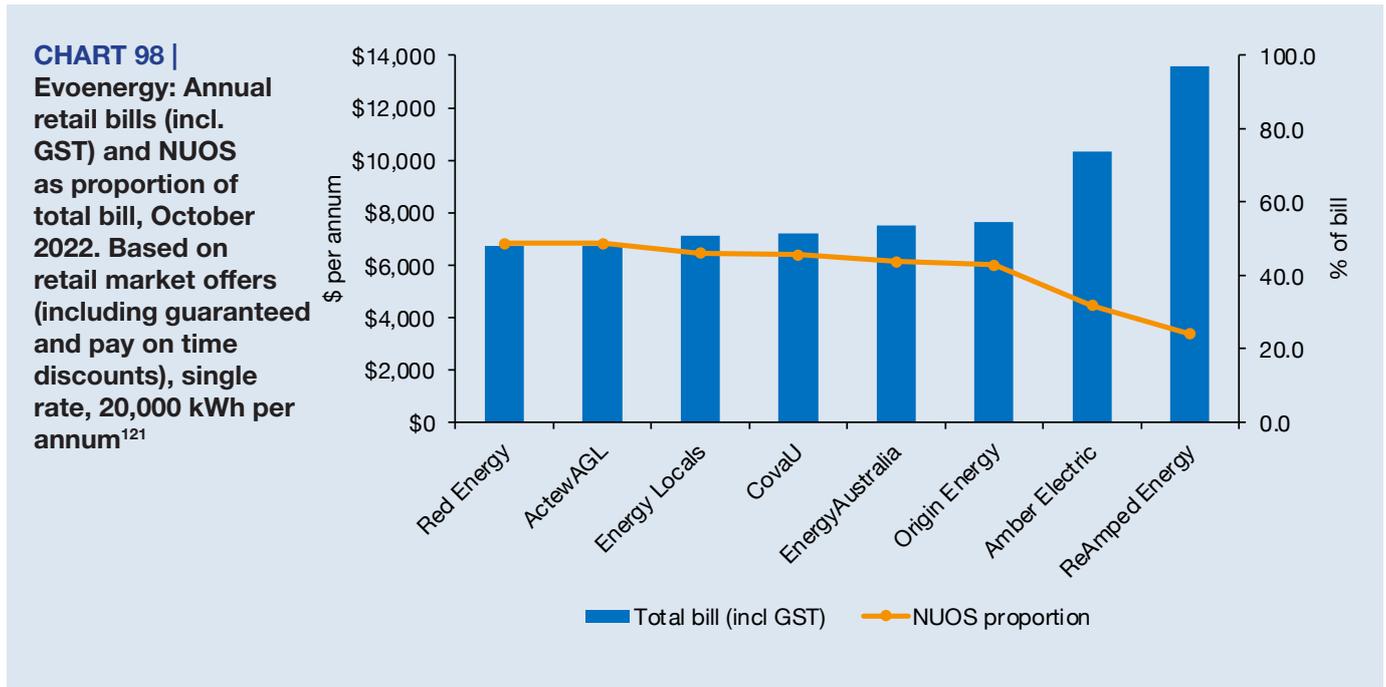
¹²⁰ These market offers were collected in October 2022 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

Network charges

The ACT electricity network, Evoenergy, introduces new Network Use of System (NUOS) charges as of 1 July every year. These NUOS charges are approved by the Australian Energy Regulator (AER) and comprise Transmission Use of System (TUOS) and Distribution Use of System (DUOS) as well as other costs such as jurisdictional charges and metering charges. The retailers can, and generally will, build changes to the NUOS (in relation to both shape and price) into their retail tariffs.

The chart presented in this section shows that the NUOS proportion of bills varies significantly between retail offers. The NUOS proportion of the bill for Red Energy is almost 49% while the NUOS comprises just over 24% of the total bill for ReAmped Energy customers.

Chart 98 shows annual retail bills (columns) and NUOS as proportion of annual bill (line).



4.6.2 ACT gas bills October 2022

To calculate annual gas bills, we have assumed an annual consumption of 100 GJ per annum and a flat consumption over the year (25 GJ per quarter or 16.66 GJ per bi-monthly bill). Small businesses using gas for heating purposes are unlikely to have a flat consumption profile.

The price-spread

The typical annual market offer bill for SMEs consuming 100 GJ per annum is \$3,710 (including discounts). Chart 99 shows annual bills for five retailers in the ACT and that the maximum price-spread is approximately \$1,755 per annum.¹²² Compared to six months ago (April 2022), the maximum price-spread has increased by \$1,175.

¹²¹ Based on market offer rates as of October 2022, presented as annual bills for SMEs using 20,000kWh per annum (single rate). The annual NUOS charges are based on the Evoenergy's charges for the 2022/23 financial year. The NUOS also includes fixed charges.

¹²² See appendix A for a list of retail offers included in this analysis. Many retailers have more than one market offer and the rates, conditions, size of discounts as well as discount types (e.g. guaranteed or conditional) may vary between their offers

CHART 99 | The price-spread in the ACT. Annual bills based on market offers as of October 2022 (including guaranteed discounts and pay on time discounts), 100 GJ per annum and GST inclusive

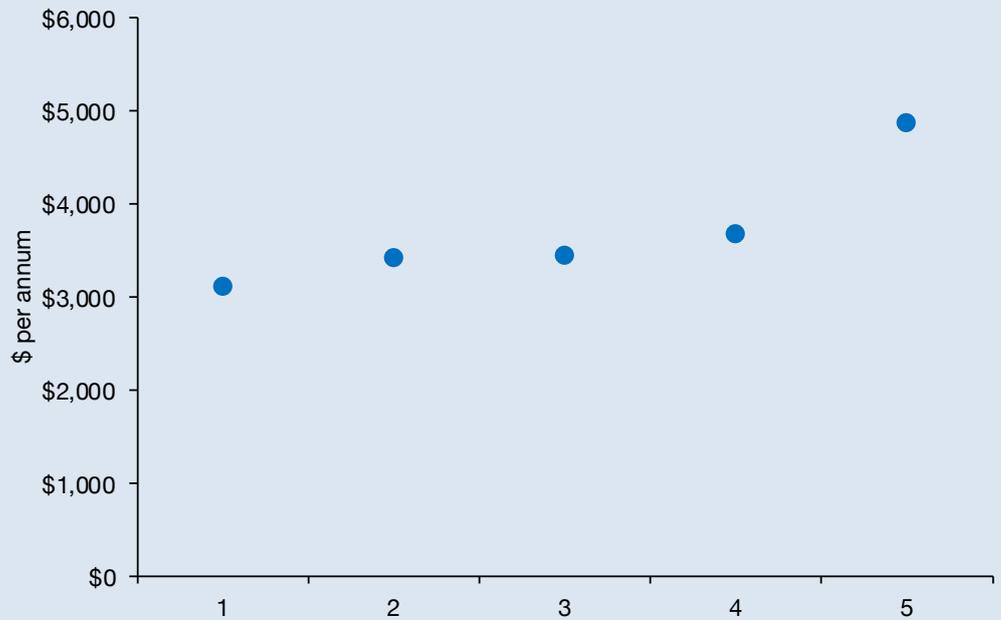


Figure 28 below ranks the retail offers from lowest to highest annual gas bills.¹²³ The lowest annual retail bill has increased by around \$265 since April 2022, while the highest bill has increased by \$1,440 in the same period.

FIGURE 28 | Lowest to highest annual gas bills for market offers in the ACT (October 2022)

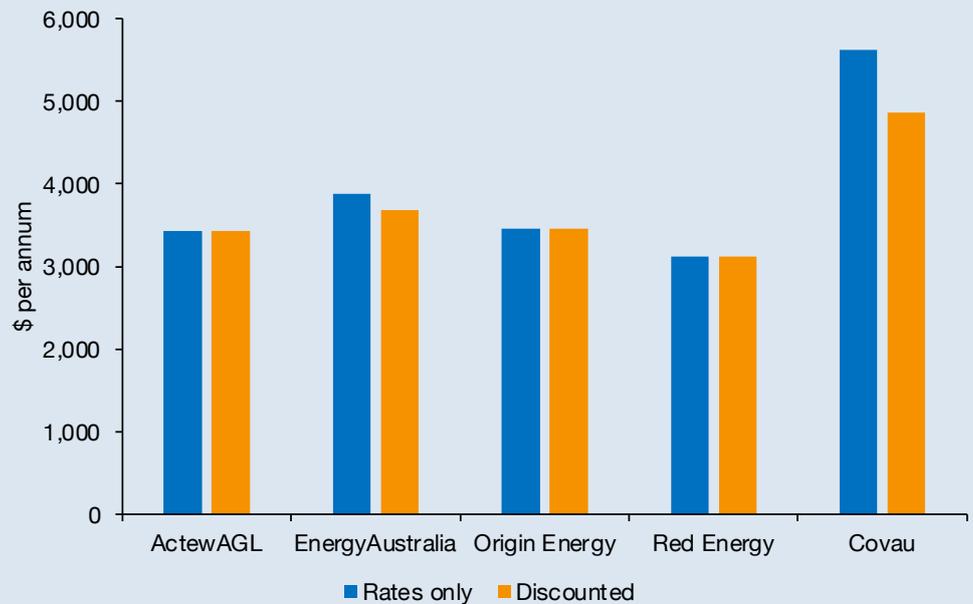
	Red Energy	\$3,118
	ActewAGL	\$3,423
	Origin Energy	\$3,456
	EnergyAustralia	\$3,686
	Covau	\$4,871

Additional discounts

Energy Australia offers a guaranteed discount off the total bill while CovaU offers a guaranteed discount off usage only. No retailers offer conditional discounts. Chart 100 below shows annual bills based on their rates only and inclusive of guaranteed discounts.

¹²³ These market offers were collected in October 2022 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

CHART 100 | Annual bills based on rates and guaranteed discounts in the ACT. Annual bills based on market offers as of October 2022, 100 GJ per annum and GST inclusive.



4.6.3 Changes to energy bills in the ACT

The SME Retail Tariff Tracker project collects information about energy offers and rates available to small businesses across Australia every six months (in April and October every year) and this section highlights changes (increases or decreases) to annual bills over that six-month period, as well as the trend over the twelve months to October 2022.

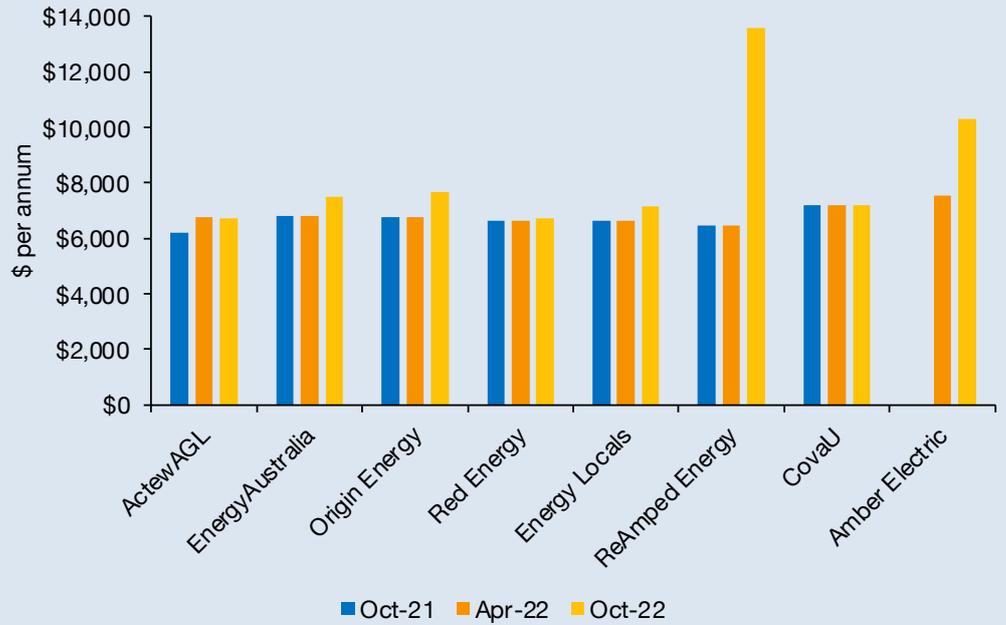
In the ACT, new network tariffs took effect in July 2022 meaning that the electricity retail prices have been affected by an underlying network price reset in this six-month period.

All retailers except CovaU changed their electricity offers over the last six months. Whereas ActewAGL had a minor price decrease, all other retailers changing their offers increased their prices. Of the latter, ReAmped more than doubled its price to \$13,600 per annum, and Amber Electric increased its price by 37% to around \$10,310 per annum. By comparison, the other retailers increased their prices by an average of 8.4%. ReAmped and Amber's offers are thus outliers that have had a significant impact on both typical annual price and price-spread calculations. Overall, all of these changes produced an increase of 24% to the average annual bill since April 2022.

Chart 101 below shows annual electricity bills for retailers operating in the ACT as of October 2021, April 2022, and October 2022.¹²⁴

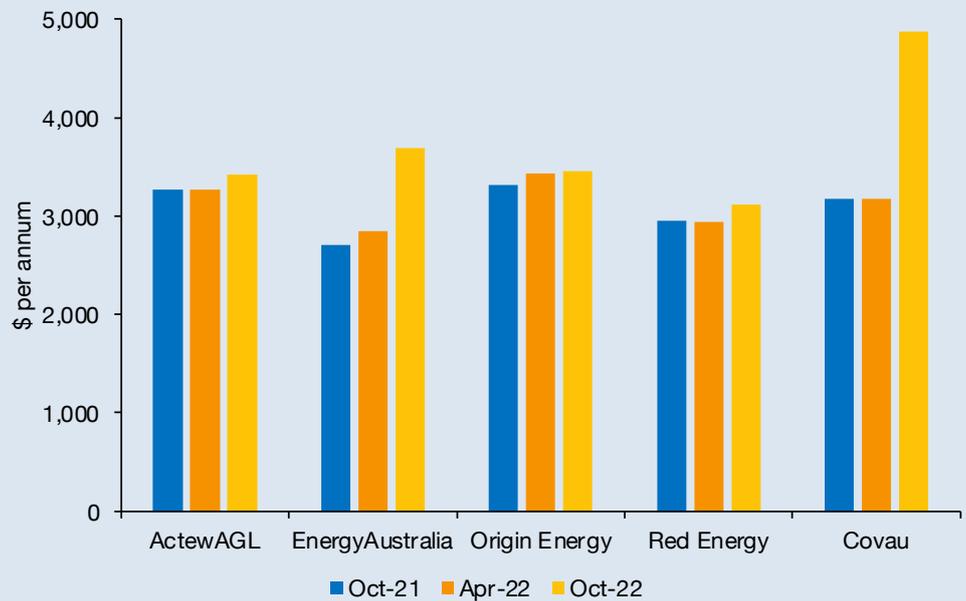
¹²⁴ Note that only retailers with market offers available at the two last data collection points (April 2022 and October 2022) have been included in this comparison. One of the retailers, Energy Australia, has discontinued offers and introduced new offers during this period. The April 2022 calculation is based on the 'Total Plan' offer while the October 2022 calculation is based on the 'Balance Plan' offer.

CHART 101 | Comparison of October 2021, April 2022 and October 2022 annual electricity bills including guaranteed discounts and pay on time discounts in the ACT (Evoenergy). Annual bills based on market offers as of October 2021, April 2022, October 2022, 20,000 kWh per annum, single rate and GST inclusive.



In relation to gas, all retailers have increased their prices since April 2022. CovaU had the highest increase of 53% (\$1,695) per annum, while Origin Energy had the lowest increase of 1% (\$25) per annum. Chart 102 below shows annual gas bills for customers using 100 GJ per annum as of October 2021, April 2022, and October 2022.¹²⁵

CHART 102 | Comparison of October 2021, April 2022, and October 2022 annual gas bills including guaranteed discounts and pay on time discounts in the ACT (Evoenergy). Annual bills based on market offers as of October 2021, April 2022, and October 2022, 100 GJ per annum and GST inclusive



¹²⁵ This chart is based on all retailers that had published market offers available at both of the two last data collection points (April 2022 and October 2022). For two of the retailers, Energy Australia and Origin Energy, this analysis is based on different offers in April 2022 and October 2022. Energy Australia's offers are 'Total Plan'/'Balance Plan' and Origin Energy's offers are 'Business Go'/'Business Go Variable'.

4.7 Western Australia and Northern Territory

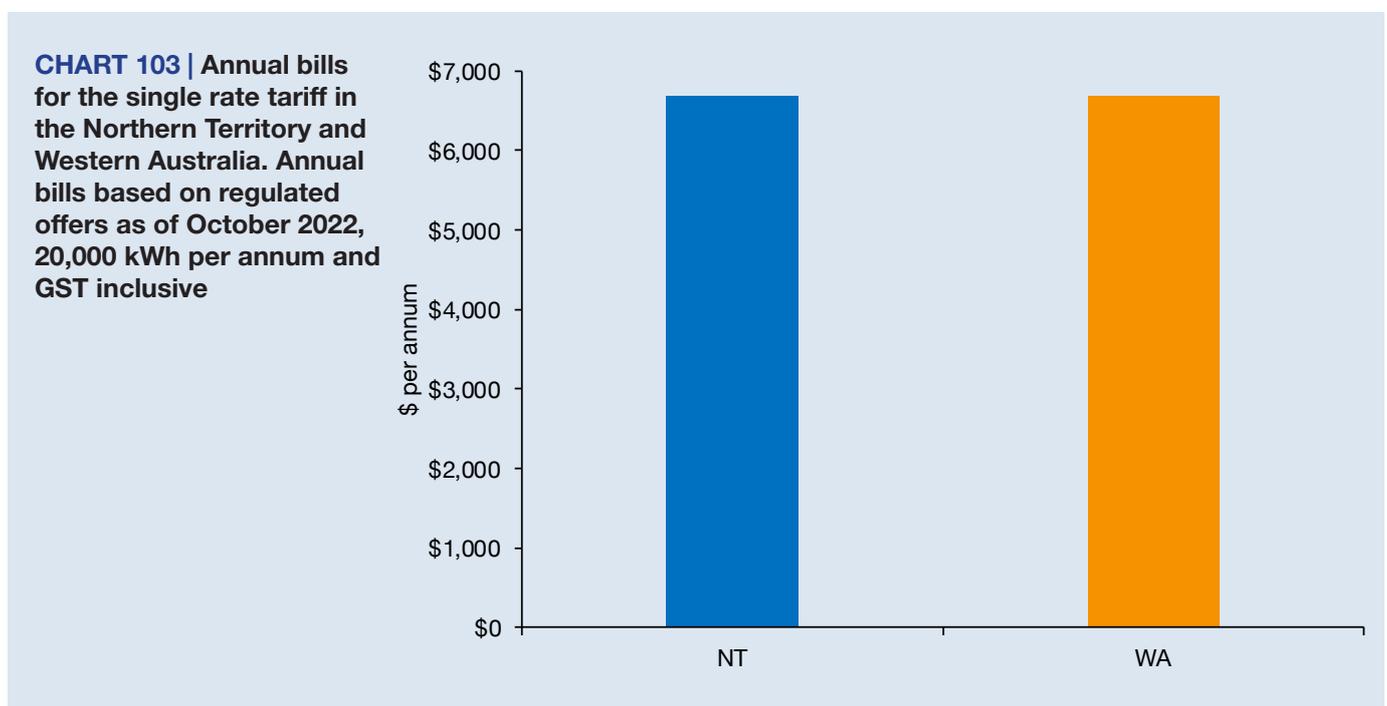
Electricity prices remain regulated in Western Australia and the Northern Territory. In Western Australia the Minister for Energy also determines a maximum price cap for gas prices.¹²⁶

The Northern Territory has a single electricity network (the Power and Water Corporation) and Jacana Energy is the retailer. In Western Australia there are two electricity networks: Horizon Power and Western Power. Western Power supplies the South West Interconnected System (SWIS) while Horizon Power supplies northern areas and remote communities. In the SWIS area, Synergy is the main retailer but the regulated retail price is the same for customers across Western Australia. In relation to gas, Western Australia has three pricing zones. The main pricing zone covers the South West and two smaller pricing zones cover Albany and Kalgoorlie.

The bill analysis presented in this report is based on SMEs using 20,000 kWh per annum on a single rate tariff. Research published by AEMO¹²⁷ shows that small businesses, on average (across the NEM network areas), use approximately 20,000 kWh per annum and we use this average instead of network specific consumption profiles to readily enable comparison between network areas and jurisdictions. The AEMO report does not cover WA and NT, but average consumption levels in the most comparable networks of Energex and South Australia Power Networks are 16,678 kWh/annum and 14,262 kWh/annum respectively. We also note that the workbooks accompanying this report allow users to nominate their own consumption levels as well as undertaking analysis of different tariff types (2-rate tariffs, time of use tariffs etc.). The workbooks are available at: <https://energyconsumersaustralia.com.au/publications/our-research>

4.7.1 Western Australia and Northern Territory electricity bills October 2022

SMEs using 20,000 kWh per annum (single rate) in the Northern Territory will have an annual bill of around \$6,680 while Western Australian businesses will have a bill of around \$6,690.



¹²⁶ Note that Western Australian businesses that consume more than 50 MWh per annum have access to competitive market offers but as the analysis presented in this report is based on an annual consumption of 20 MWh we use the Western Australian regulated rates. There are no reticulated gas offers for small business customers in the Northern Territory.

¹²⁷ Jacobs Australia, Retail electricity price history and project trends, AEMO, 21 September 2017

4.7.2 Western Australian gas bills October 2022

To calculate annual gas bills we have assumed an annual consumption of 100 GJ per annum and a flat consumption over the year (25 GJ per quarter or 16.66 GJ per bi-monthly bill). Small businesses using gas for heating purposes are unlikely to have a flat consumption profile.

Chart 104 below shows annual bills for gas customers in the South West (Perth region).¹²⁸ Alinta and Origin Energy do not offer an additional discount while AGL offers 45% off usage charges during the benefit period. We do note, however, that Origin's base rates are lower than Alinta and AGL's. A small business on Alinta's offer can save approximately \$1,730 per annum by switching to AGL's offer.

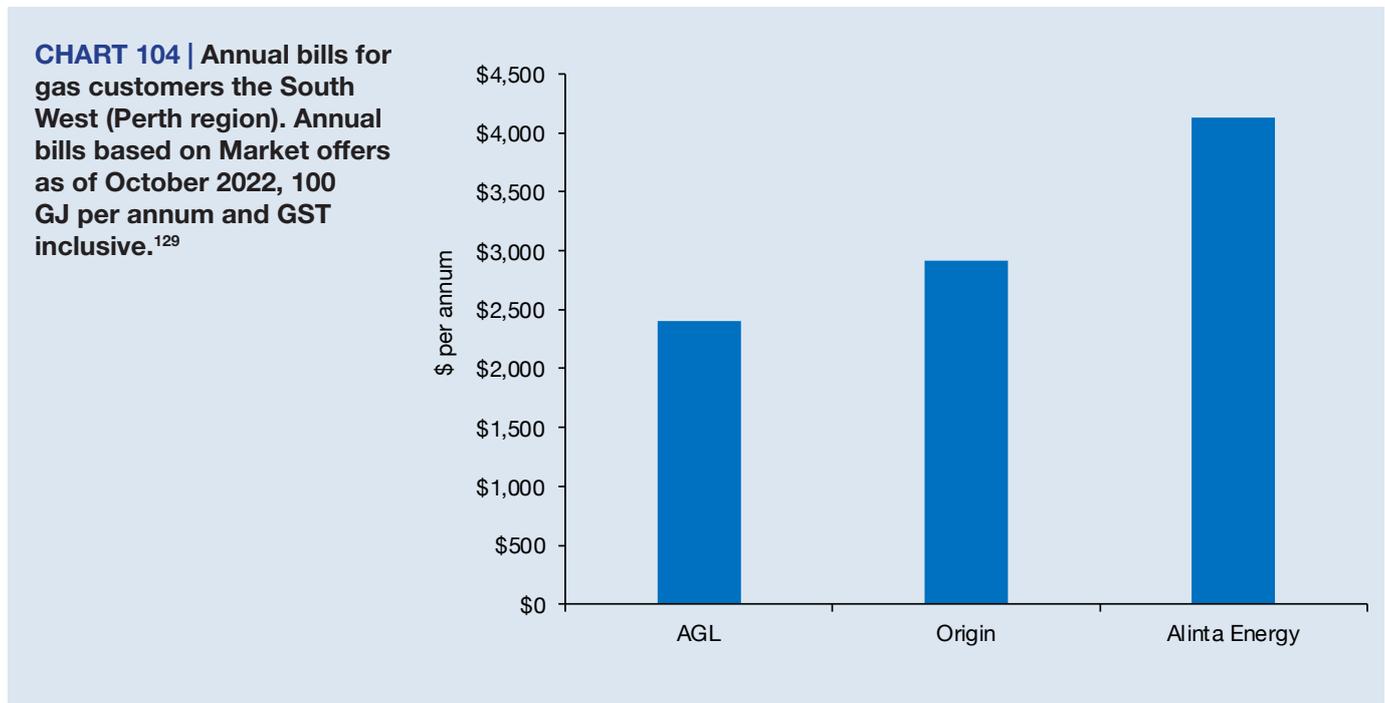


Figure 29 below ranks the retail offers from lowest to highest annual gas bills.¹³⁰

FIGURE 29 | Lowest to highest annual gas bills for market offers in Western Australia' South West region (October 2022)

	AGL	\$2,401
	Origin	\$2,912
	Alinta Energy	\$4,131

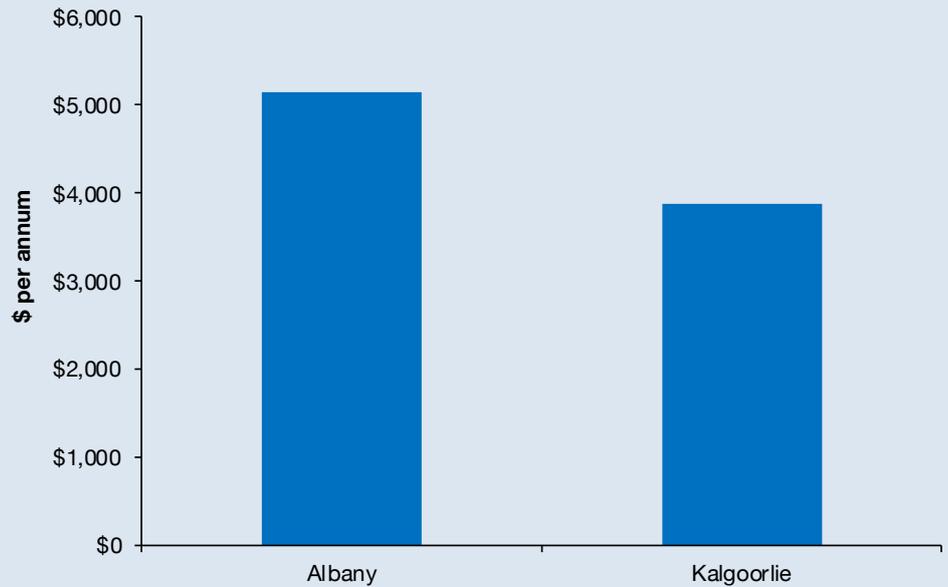
Alinta also offers gas retail contracts to SMEs in the Albany and Kalgoorlie pricing zones. Chart 105 below shows that the annual bill for a small business using 100 GJ per annum in Albany will be approximately \$5,140 per annum and customers in Kalgoorlie will pay around \$3,875.

¹²⁸ Western Australia uses a unit price for gas and 1 unit equals 3.6 MJ. All bill analysis for WA in this report has converted the unit price to the price per MJ. Kleenheat also offers gas contracts to small businesses in WA but as they do not post their business rates on their website (requesting a quote is necessary), we have not included Kleenheat in this analysis.

¹²⁹ Alinta Energy and AGL's supply charges are inclusive of a daily Account Administration Fee as of October 2018, April 2019, October 2019, April 2020, October 2020, April, October 2021, April 2022 and October 2022. In an earlier update (April 2018), only Alinta explicitly stated that an Account Administration Fee applies. Origin's offers in WA do not mention this fee.

¹³⁰ These market offers were collected in October 2022 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

CHART 105 | Annual bills for gas customers in Alinta and Kalgoorlie. Annual bills based on Alinta's standard tariff as of October 2022, 100 GJ per annum and GST inclusive



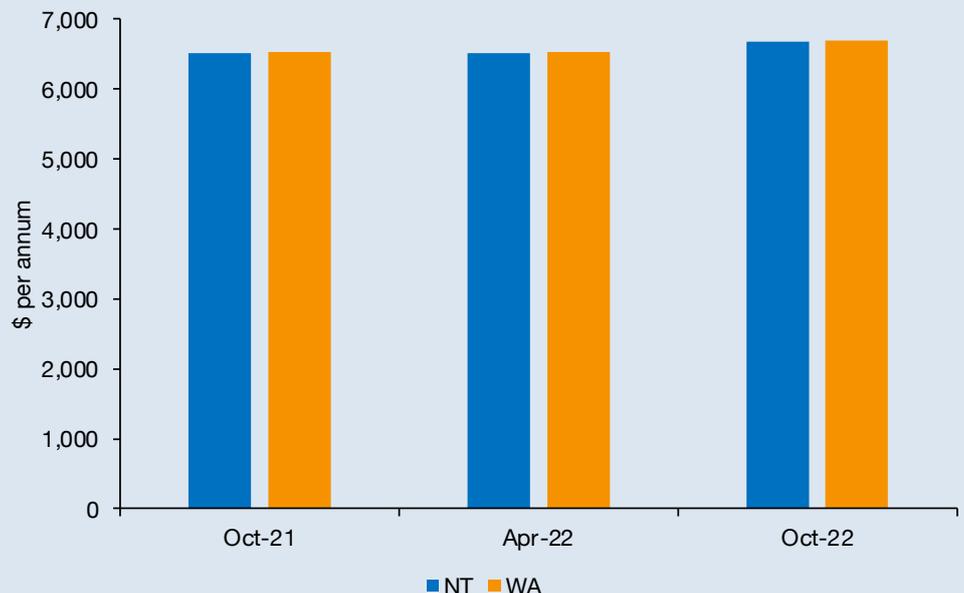
4.7.3 Changes to energy bills in WA and NT

The SME Retail Tariff Tracker project collects information about energy offers and rates available to small businesses across Australia every six months (in April and October every year) and this section highlights changes (increases or decreases) to annual bills over that six month period, as well as the trend over the twelve months to October 2022.

In Western Australia and the Northern Territory, new network tariffs took effect in July 2022 meaning that the electricity retail prices have been affected by an underlying network price reset in this six-month period.

Regulated electricity offers in both the Northern Territory and Western Australia increased over the last six months, by around \$175 and \$165 per annum respectively. Chart 106 below shows annual electricity bills for the regulated offer in the Northern Territory and Western Australia as of October 2021, April 2022 and October 2022.

CHART 106 | Annual electricity bills in the Northern Territory and Western Australia in October 2021, April 2022 and October 2022. Annual bills based on regulated offers as of October 2021, April 2022, October 2022, 20,000 kWh per annum, single rate and GST inclusive



In relation to gas, all retailers in Western Australia have increased their prices since April 2022 by between 2% and 5% (or \$95 - \$135) per annum. Chart 107 below shows Alinta Energy, AGL and Origin Energy’s annual gas bills in the South West pricing zone as of October 2021, April 2022 and October 2022.¹³¹

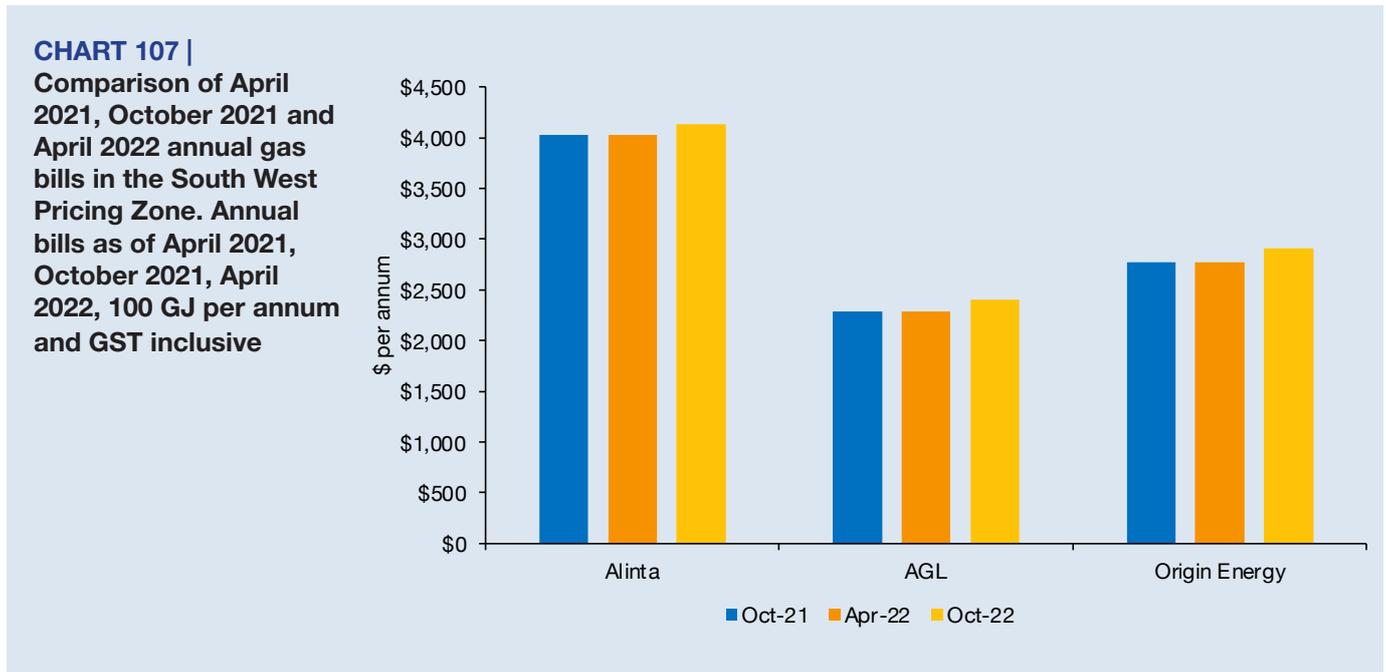
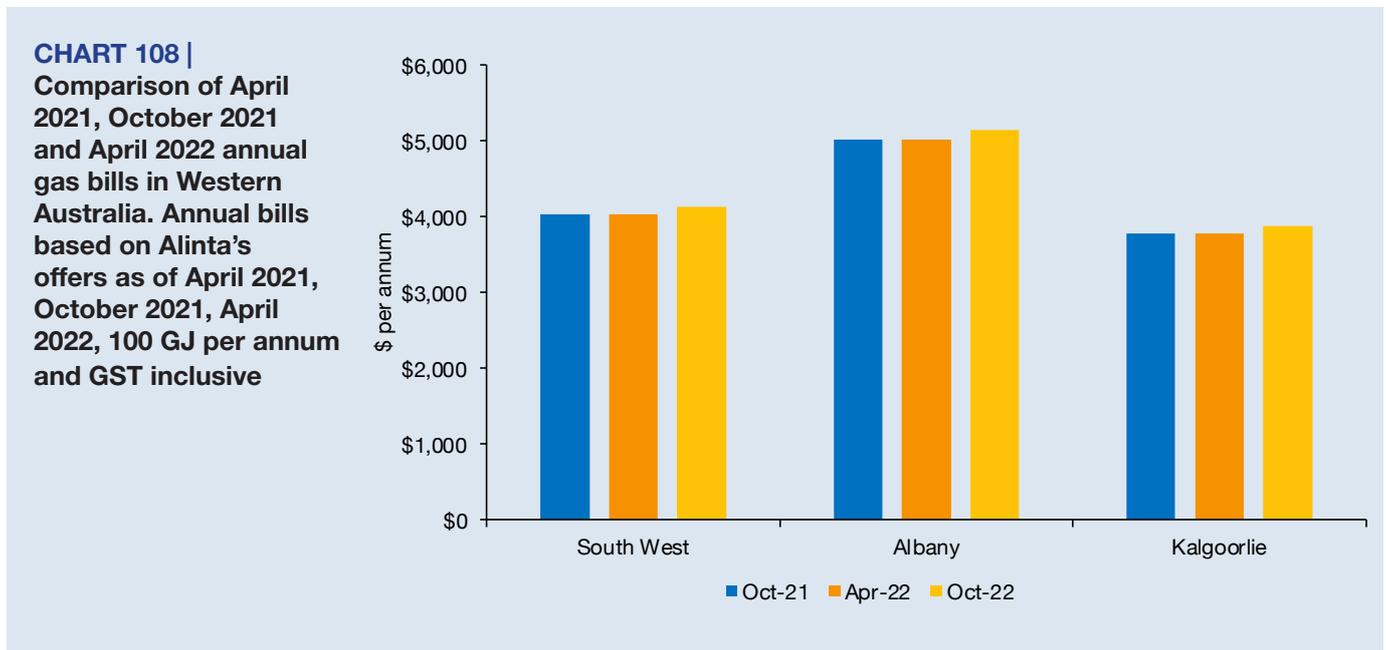


Chart 108 below shows Alinta Energy’s annual gas bills in Western Australia as of October 2021, April 2022 and October 2022.



131 For Origin Energy, this analysis is based on different offers in April 2022 ('Business Go') and October 2022 ('Business Go Variable').

Appendix A - List of energy offers used in the analysis

Electricity offers for October 2022 bill analysis:

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
NSW	Ausgrid	Single	AGL	Value Saver	0	0	0	0
NSW	Ausgrid	Single	CovaU	Freedom	0	20	0	0
NSW	Ausgrid	Single	Diamond Energy	Renewable Saver	0	0	2	0
NSW	Ausgrid	Single	EnergyAustralia	Balance Plan	5	0	0	0
NSW	Ausgrid	Single	Origin Energy	Go Variable	0	0	0	0
NSW	Ausgrid	Single	Powershop	Carbon Neutral	0	0	0	0
NSW	Ausgrid	Single	Red Energy	Red Business Saver	0	0	0	0
NSW	Ausgrid	Single	Simply Energy	Business Saver	17	0	0	0
NSW	Ausgrid	Single	Energy Locals	Business Member	0	0	0	0
NSW	Ausgrid	Single	Alinta Energy	BusinessDeal	0	0	0	0
NSW	Ausgrid	Single	Blue NRG	Blue Business Local	0	0	0	0
NSW	Ausgrid	Single	Electricity in a Box	Market Offer	0	0	0	0
NSW	Ausgrid	Single	ReAmped Energy	Business	0	0	0	0
NSW	Ausgrid	Single	Sumo Power	Lite	0	0	0	0
NSW	Ausgrid	Single	Amber Electric	Small Business	0	0	0	0
NSW	Ausgrid	Controlled	AGL	Value Saver	0	0	0	0
NSW	Ausgrid	Controlled	CovaU	Freedom	0	20	0	0
NSW	Ausgrid	Controlled	Diamond Energy	Renewable Saver	0	0	2	0
NSW	Ausgrid	Controlled	EnergyAustralia	Balance Plan	5	0	0	0
NSW	Ausgrid	Controlled	Origin Energy	Go Variable	0	0	0	0
NSW	Ausgrid	Controlled	Powershop	Carbon Neutral	0	0	0	0
NSW	Ausgrid	Controlled	Red Energy	Red Business Saver	0	0	0	0
NSW	Ausgrid	Controlled	Simply Energy	Business Saver	17	0	0	0
NSW	Ausgrid	Controlled	Energy Locals	Business Member	0	0	0	0
NSW	Ausgrid	Controlled	Alinta Energy	BusinessDeal	0	0	0	0
NSW	Ausgrid	Controlled	Blue NRG	Blue Business Local	0	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
NSW	Ausgrid	Controlled	ReAmped Energy	Business	0	0	0	0
NSW	Ausgrid	Controlled	Sumo Power	Lite	0	0	0	0
NSW	Ausgrid	TOU	AGL	Value Saver	0	0	0	0
NSW	Ausgrid	TOU	CovaU	Freedom	0	20	0	0
NSW	Ausgrid	TOU	Diamond Energy	Renewable Saver	0	0	2	0
NSW	Ausgrid	TOU	EnergyAustralia	Balance Plan	5	0	0	0
NSW	Ausgrid	TOU	Origin Energy	Go Variable	0	0	0	0
NSW	Ausgrid	TOU	Powershop	Carbon Neutral	0	0	0	0
NSW	Ausgrid	TOU	Red Energy	Red Business Saver	0	0	0	0
NSW	Ausgrid	TOU	Energy Locals	Business Member	0	0	0	0
NSW	Ausgrid	TOU	Alinta Energy	BusinessDeal	0	0	0	0
NSW	Ausgrid	TOU	Blue NRG	Blue Business Local	0	0	0	0
NSW	Ausgrid	TOU	Electricity in a Box	Market Offer	0	0	0	0
NSW	Ausgrid	TOU	Sumo Power	Lite	0	0	0	0
NSW	Ausgrid	TOU+Demand	AGL	Value Saver	0	0	0	0
NSW	Ausgrid	TOU+Demand	EnergyAustralia	Balance Plan	5	0	0	0
NSW	Ausgrid	TOU+Demand	Origin Energy	Go Variable	0	0	0	0
NSW	Ausgrid	TOU+Demand	Powershop	Carbon Neutral	0	0	0	0
NSW	Ausgrid	TOU+Demand	Alinta Energy	BusinessDeal	0	0	0	0
NSW	Endeavour	Single	AGL	Value Saver	0	0	0	0
NSW	Endeavour	Single	CovaU	Freedom	0	20	0	0
NSW	Endeavour	Single	Diamond Energy	Renewable Saver	0	0	2	0
NSW	Endeavour	Single	EnergyAustralia	Balance Plan	5	0	0	0
NSW	Endeavour	Single	Origin Energy	Go Variable	0	0	0	0
NSW	Endeavour	Single	Powershop	Carbon Neutral	0	0	0	0
NSW	Endeavour	Single	Red Energy	Red Business Saver	0	0	0	0
NSW	Endeavour	Single	Simply Energy	Business Saver	17	0	0	0
NSW	Endeavour	Single	Energy Locals	Business Member	0	0	0	0
NSW	Endeavour	Single	Alinta Energy	BusinessDeal	0	0	0	0
NSW	Endeavour	Single	Amber Electric	Small Business	0	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
NSW	Endeavour	Single	Blue NRG	Blue Business Local	0	0	0	0
NSW	Endeavour	Single	ReAmped Energy	Business	0	0	0	0
NSW	Endeavour	Single	Sumo Power	Lite	0	0	0	0
NSW	Endeavour	Single	Electricity in a Box	Market Offer	0	0	0	0
NSW	Endeavour	Controlled	AGL	Value Saver	0	0	0	0
NSW	Endeavour	Controlled	CovaU	Freedom	0	20	0	0
NSW	Endeavour	Controlled	Diamond Energy	Renewable Saver	0	0	2	0
NSW	Endeavour	Controlled	EnergyAustralia	Balance Plan	5	0	0	0
NSW	Endeavour	Controlled	Origin Energy	Go Variable	0	0	0	0
NSW	Endeavour	Controlled	Powershop	Carbon Neutral	0	0	0	0
NSW	Endeavour	Controlled	Red Energy	Red Business Saver	0	0	0	0
NSW	Endeavour	Controlled	Simply Energy	Business Saver	17	0	0	0
NSW	Endeavour	Controlled	Energy Locals	Business Member	0	0	0	0
NSW	Endeavour	Controlled	Alinta Energy	BusinessDeal	0	0	0	0
NSW	Endeavour	Controlled	Blue NRG	Blue Business Local	0	0	0	0
NSW	Endeavour	Controlled	ReAmped Energy	Business	0	0	0	0
NSW	Endeavour	Controlled	Sumo Power	Lite	0	0	0	0
NSW	Endeavour	TOU	AGL	Value Saver	0	0	0	0
NSW	Endeavour	TOU	CovaU	Freedom	0	20	0	0
NSW	Endeavour	TOU	Diamond Energy	Renewable Saver	0	0	2	0
NSW	Endeavour	TOU	Origin Energy	Go Variable	0	0	0	0
NSW	Endeavour	TOU	Powershop	Carbon Neutral	0	0	0	0
NSW	Endeavour	TOU	Red Energy	Red Business Saver	0	0	0	0
NSW	Endeavour	TOU	Energy Locals	Business Member	0	0	0	0
NSW	Endeavour	TOU	Alinta Energy	BusinessDeal	0	0	0	0
NSW	Endeavour	TOU	ReAmped Energy	Business	0	0	0	0
NSW	Endeavour	TOU	Sumo Power	Lite	0	0	0	0
NSW	Endeavour	Single+Demand	AGL	Value Saver	0	0	0	0
NSW	Endeavour	Single+Demand	EnergyAustralia	Balance Plan	5	0	0	0
NSW	Endeavour	Single+Demand	Alinta Energy	BusinessDeal	0	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
NSW	Essential Energy	Single	AGL	Value Saver	0	0	0	0
NSW	Essential Energy	Single	CovaU	Freedom	0	20	0	0
NSW	Essential Energy	Single	Diamond Energy	Renewable Saver	0	0	2	0
NSW	Essential Energy	Single	EnergyAustralia	Balance Plan	5	0	0	0
NSW	Essential Energy	Single	Origin Energy	Go Variable	0	0	0	0
NSW	Essential Energy	Single	Powershop	Carbon Neutral	0	0	0	0
NSW	Essential Energy	Single	Red Energy	Red Business Saver	0	0	0	0
NSW	Essential Energy	Single	Simply Energy	Business Saver	17	0	0	0
NSW	Essential Energy	Single	Energy Locals	Business Member	0	0	0	0
NSW	Essential Energy	Single	Alinta Energy	BusinessDeal	0	0	0	0
NSW	Essential Energy	Single	ReAmped Energy	Business	0	0	0	0
NSW	Essential Energy	Single	Amber Electric	Small Business	0	0	0	0
NSW	Essential Energy	Single	Sumo Power	Lite	0	0	0	0
NSW	Essential Energy	Controlled	AGL	Value Saver	0	0	0	0
NSW	Essential Energy	Controlled	CovaU	Freedom	0	20	0	0
NSW	Essential Energy	Controlled	Diamond Energy	Renewable Saver	0	0	2	0
NSW	Essential Energy	Controlled	EnergyAustralia	Balance Plan	5	0	0	0
NSW	Essential Energy	Controlled	Origin Energy	Go Variable	0	0	0	0
NSW	Essential Energy	Controlled	Powershop	Carbon Neutral	0	0	0	0
NSW	Essential Energy	Controlled	Red Energy	Red Business Saver	0	0	0	0
NSW	Essential Energy	Controlled	Simply Energy	Business Saver	17	0	0	0
NSW	Essential Energy	Controlled	Energy Locals	Business Member	0	0	0	0
NSW	Essential Energy	Controlled	Alinta Energy	BusinessDeal	0	0	0	0
NSW	Essential Energy	Controlled	ReAmped Energy	Business	0	0	0	0
NSW	Essential Energy	Controlled	Sumo Power	Lite	0	0	0	0
NSW	Essential Energy	TOU	AGL	Value Saver	0	0	0	0
NSW	Essential Energy	TOU	CovaU	Freedom	0	20	0	0
NSW	Essential Energy	TOU	Diamond Energy	Renewable Saver	0	0	2	0
NSW	Essential Energy	TOU	EnergyAustralia	Balance Plan	5	0	0	0
NSW	Essential Energy	TOU	Origin Energy	Go Variable	0	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
NSW	Essential Energy	TOU	Powershop	Carbon Neutral	0	0	0	0
NSW	Essential Energy	TOU	Red Energy	Red Business Saver	0	0	0	0
NSW	Essential Energy	TOU	Energy Locals	Business Member	0	0	0	0
NSW	Essential Energy	TOU	Alinta Energy	BusinessDeal	0	0	0	0
NSW	Essential Energy	TOU	ReAmped Energy	Business	0	0	0	0
NSW	Essential Energy	TOU	Sumo Power	Lite	0	0	0	0
NSW	Essential Energy	TOU+Demand	AGL	Value Saver	0	0	0	0
VIC	CitiPower	Single	AGL	Value Saver	0	0	0	0
VIC	CitiPower	Single	Alinta Energy	BusinessDeal	0	0	0	0
VIC	CitiPower	Single	Diamond Energy	Renewable Saver	0	0	2	0
VIC	CitiPower	Single	EnergyAustralia	Balance Plan	2	0	0	0
VIC	CitiPower	Single	GloBird Energy	Bizsave	0	0	0	0
VIC	CitiPower	Single	Lumo Energy	Value	0	0	0	0
VIC	CitiPower	Single	Next Business Energy	Assured	0	0	0	0
VIC	CitiPower	Single	Origin Energy	Basic	0	0	0	0
VIC	CitiPower	Single	Powershop	Carbon Neutral	0	0	0	0
VIC	CitiPower	Single	Red Energy	Red Business Saver	0	0	0	0
VIC	CitiPower	Single	Simply Energy	Business Basic	0	0	0	0
VIC	CitiPower	Single	Sumo Power	Lite	0	0	0	0
VIC	CitiPower	Single	Energy Locals	Business Member	0	0	0	0
VIC	CitiPower	Single	ReAmped Energy	Business	0	0	0	0
VIC	CitiPower	Single	Available from all retailers	VDO	0	0	0	0
VIC	CitiPower	Controlled	AGL	Value Saver	0	0	0	0
VIC	CitiPower	Controlled	Alinta Energy	BusinessDeal	0	0	0	0
VIC	CitiPower	Controlled	Diamond Energy	Renewable Saver	0	0	2	0
VIC	CitiPower	Controlled	EnergyAustralia	Balance Plan	2	0	0	0
VIC	CitiPower	Controlled	GloBird Energy	Bizsave	0	0	0	0
VIC	CitiPower	Controlled	Lumo Energy	Value	0	0	0	0
VIC	CitiPower	Controlled	Next Business Energy	Assured	0	0	0	0
VIC	CitiPower	Controlled	Origin Energy	Basic	0	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
VIC	CitiPower	Controlled	Powershop	Carbon Neutral	0	0	0	0
VIC	CitiPower	Controlled	Red Energy	Red Business Saver	0	0	0	0
VIC	CitiPower	Controlled	Simply Energy	Business Basic	0	0	0	0
VIC	CitiPower	Controlled	Sumo Power	Lite	0	0	0	0
VIC	CitiPower	Controlled	ReAmped Energy	Business	0	0	0	0
VIC	CitiPower	Two Rate	AGL	Value Saver	0	0	0	0
VIC	CitiPower	Two Rate	Alinta Energy	BusinessDeal	0	0	0	0
VIC	CitiPower	Two Rate	Diamond Energy	Renewable Saver	0	0	2	0
VIC	CitiPower	Two Rate	EnergyAustralia	Balance Plan	2	0	0	0
VIC	CitiPower	Two Rate	GloBird Energy	Bizsave	0	0	0	0
VIC	CitiPower	Two Rate	Lumo Energy	Value	0	0	0	0
VIC	CitiPower	Two Rate	Next Business Energy	Assured	0	0	0	0
VIC	CitiPower	Two Rate	Origin Energy	Basic	0	0	0	0
VIC	CitiPower	Two Rate	Powershop	Carbon Neutral	0	0	0	0
VIC	CitiPower	Two Rate	Red Energy	Red Business Saver	0	0	0	0
VIC	CitiPower	Two Rate	Simply Energy	Business Basic	0	0	0	0
VIC	CitiPower	Two Rate	Sumo Power	Lite	0	0	0	0
VIC	CitiPower	Two Rate	Energy Locals	Business Member	0	0	0	0
VIC	CitiPower	Two Rate	ReAmped Energy	Business	0	0	0	0
VIC	CitiPower	Two Rate	Available from all retailers	VDO	0	0	0	0
VIC	CitiPower	Single+Demand	AGL	Value Saver	0	0	0	0
VIC	CitiPower	Single+Demand	Alinta Energy	BusinessDeal	0	0	0	0
VIC	CitiPower	Single+Demand	EnergyAustralia	Balance Plan	2	0	0	0
VIC	CitiPower	Single+Demand	Lumo Energy	Value	0	0	0	0
VIC	CitiPower	Single+Demand	Powershop	Carbon Neutral	0	0	0	0
VIC	CitiPower	Single+Demand	Red Energy	Red Business Saver	0	0	0	0
VIC	Powercor	Single	AGL	Value Saver	0	0	0	0
VIC	Powercor	Single	Alinta Energy	BusinessDeal	0	0	0	0
VIC	Powercor	Single	Diamond Energy	Renewable Saver	0	0	2	0
VIC	Powercor	Single	EnergyAustralia	Balance Plan	2	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
VIC	Powercor	Single	GloBird Energy	Bizsave	0	0	0	0
VIC	Powercor	Single	Lumo Energy	Value	0	0	0	0
VIC	Powercor	Single	Next Business Energy	Assured	0	0	0	0
VIC	Powercor	Single	Origin Energy	Basic	0	0	0	0
VIC	Powercor	Single	Powershop	Carbon Neutral	0	0	0	0
VIC	Powercor	Single	Red Energy	Red Business Saver	0	0	0	0
VIC	Powercor	Single	Simply Energy	Business Basic	0	0	0	0
VIC	Powercor	Single	Sumo Power	Lite	0	0	0	0
VIC	Powercor	Single	Energy Locals	Business Member	0	0	0	0
VIC	Powercor	Single	ReAmped Energy	Business	0	0	0	0
VIC	Powercor	Single	Available from all retailers	VDO	0	0	0	0
VIC	Powercor	Controlled	AGL	Value Saver	0	0	0	0
VIC	Powercor	Controlled	Alinta Energy	BusinessDeal	0	0	0	0
VIC	Powercor	Controlled	Diamond Energy	Renewable Saver	0	0	2	0
VIC	Powercor	Controlled	EnergyAustralia	Balance Plan	2	0	0	0
VIC	Powercor	Controlled	GloBird Energy	Bizsave	0	0	0	0
VIC	Powercor	Controlled	Lumo Energy	Value	0	0	0	0
VIC	Powercor	Controlled	Next Business Energy	Assured	0	0	0	0
VIC	Powercor	Controlled	Origin Energy	Basic	0	0	0	0
VIC	Powercor	Controlled	Powershop	Carbon Neutral	0	0	0	0
VIC	Powercor	Controlled	Red Energy	Red Business Saver	0	0	0	0
VIC	Powercor	Controlled	Simply Energy	Business Basic	0	0	0	0
VIC	Powercor	Controlled	Sumo Power	Lite	0	0	0	0
VIC	Powercor	Controlled	Energy Locals	Business Member	0	0	0	0
VIC	Powercor	Controlled	ReAmped Energy	Business	0	0	0	0
VIC	Powercor	Two Rate	AGL	Value Saver	0	0	0	0
VIC	Powercor	Two Rate	Alinta Energy	BusinessDeal	0	0	0	0
VIC	Powercor	Two Rate	Diamond Energy	Renewable Saver	0	0	2	0
VIC	Powercor	Two Rate	EnergyAustralia	Balance Plan	2	0	0	0
VIC	Powercor	Two Rate	GloBird Energy	Bizsave	0	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
VIC	Powercor	Two Rate	Lumo Energy	Value	0	0	0	0
VIC	Powercor	Two Rate	Next Business Energy	Assured	0	0	0	0
VIC	Powercor	Two Rate	Origin Energy	Basic	0	0	0	0
VIC	Powercor	Two Rate	Powershop	Carbon Neutral	0	0	0	0
VIC	Powercor	Two Rate	Red Energy	Red Business Saver	0	0	0	0
VIC	Powercor	Two Rate	Simply Energy	Business Basic	0	0	0	0
VIC	Powercor	Two Rate	Sumo Power	Lite	0	0	0	0
VIC	Powercor	Two Rate	Energy Locals	Business Member	0	0	0	0
VIC	Powercor	Two Rate	ReAmped Energy	Business	0	0	0	0
VIC	Powercor	Two Rate	Available from all retailers	VDO	0	0	0	0
VIC	Powercor	Single+Demand	AGL	Value Saver	0	0	0	0
VIC	Powercor	Single+Demand	Alinta Energy	BusinessDeal	0	0	0	0
VIC	Powercor	Single+Demand	EnergyAustralia	Balance Plan	2	0	0	0
VIC	Powercor	Single+Demand	Lumo Energy	Value	0	0	0	0
VIC	Powercor	Single+Demand	Powershop	Carbon Neutral	0	0	0	0
VIC	Powercor	Single+Demand	Red Energy	Red Business Saver	0	0	0	0
VIC	AusNet Services	Single	AGL	Value Saver	0	0	0	0
VIC	AusNet Services	Single	Alinta Energy	BusinessDeal	0	0	0	0
VIC	AusNet Services	Single	Diamond Energy	Renewable Saver	0	0	2	0
VIC	AusNet Services	Single	EnergyAustralia	Balance Plan	2	0	0	0
VIC	AusNet Services	Single	GloBird Energy	Bizsave	0	0	0	0
VIC	AusNet Services	Single	Lumo Energy	Value	0	0	0	0
VIC	AusNet Services	Single	Next Business Energy	Assured	0	0	0	0
VIC	AusNet Services	Single	Origin Energy	Basic	0	0	0	0
VIC	AusNet Services	Single	Powershop	Carbon Neutral	0	0	0	0
VIC	AusNet Services	Single	Red Energy	Red Business Saver	0	0	0	0
VIC	AusNet Services	Single	Simply Energy	Business Basic	0	0	0	0
VIC	AusNet Services	Single	Sumo Power	Lite	0	0	0	0
VIC	AusNet Services	Single	Energy Locals	Business Member	0	0	0	0
VIC	AusNet Services	Single	ReAmped Energy	Business	0	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
VIC	AusNet Services	Single	Available from all retailers	VDO	0	0	0	0
VIC	AusNet Services	Controlled	AGL	Value Saver	0	0	0	0
VIC	AusNet Services	Controlled	Alinta Energy	BusinessDeal	0	0	0	0
VIC	AusNet Services	Controlled	Diamond Energy	Renewable Saver	0	0	2	0
VIC	AusNet Services	Controlled	EnergyAustralia	Balance Plan	2	0	0	0
VIC	AusNet Services	Controlled	GloBird Energy	Bizsave	0	0	0	0
VIC	AusNet Services	Controlled	Lumo Energy	Value	0	0	0	0
VIC	AusNet Services	Controlled	Next Business Energy	Assured	0	0	0	0
VIC	AusNet Services	Controlled	Origin Energy	Basic	0	0	0	0
VIC	AusNet Services	Controlled	Powershop	Carbon Neutral	0	0	0	0
VIC	AusNet Services	Controlled	Red Energy	Red Business Saver	0	0	0	0
VIC	AusNet Services	Controlled	Simply Energy	Business Basic	0	0	0	0
VIC	AusNet Services	Controlled	Sumo Power	Lite	0	0	0	0
VIC	AusNet Services	Controlled	Energy Locals	Business Member	0	0	0	0
VIC	AusNet Services	Controlled	ReAmped Energy	Business	0	0	0	0
VIC	AusNet Services	Two Rate	AGL	Value Saver	0	0	0	0
VIC	AusNet Services	Two Rate	Alinta Energy	BusinessDeal	0	0	0	0
VIC	AusNet Services	Two Rate	Diamond Energy	Renewable Saver	0	0	2	0
VIC	AusNet Services	Two Rate	EnergyAustralia	Balance Plan	2	0	0	0
VIC	AusNet Services	Two Rate	GloBird Energy	Bizsave	0	0	0	0
VIC	AusNet Services	Two Rate	Lumo Energy	Value	0	0	0	0
VIC	AusNet Services	Two Rate	Next Business Energy	Assured	0	0	0	0
VIC	AusNet Services	Two Rate	Origin Energy	Basic	0	0	0	0
VIC	AusNet Services	Two Rate	Powershop	Carbon Neutral	0	0	0	0
VIC	AusNet Services	Two Rate	Red Energy	Red Business Saver	0	0	0	0
VIC	AusNet Services	Two Rate	Simply Energy	Business Basic	0	0	0	0
VIC	AusNet Services	Two Rate	Sumo Power	Lite	0	0	0	0
VIC	AusNet Services	Two Rate	Energy Locals	Business Member	0	0	0	0
VIC	AusNet Services	Two Rate	ReAmped Energy	Business	0	0	0	0
VIC	AusNet Services	Two Rate	Available from all retailers	VDO	0	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
VIC	AusNet Services	Single+Demand	AGL	Value Saver	0	0	0	0
VIC	AusNet Services	Single+Demand	Alinta Energy	BusinessDeal	0	0	0	0
VIC	AusNet Services	Single+Demand	EnergyAustralia	Balance Plan	2	0	0	0
VIC	AusNet Services	Single+Demand	Lumo Energy	Value	0	0	0	0
VIC	AusNet Services	Single+Demand	Powershop	Carbon Neutral	0	0	0	0
VIC	AusNet Services	Single+Demand	Red Energy	Red Business Saver	0	0	0	0
VIC	AusNet Services	Two Rate+Demand	Alinta Energy	BusinessDeal	0	0	0	0
VIC	AusNet Services	Two Rate+Demand	EnergyAustralia	Balance Plan	2	0	0	0
VIC	Jemena Network	Single	AGL	Value Saver	0	0	0	0
VIC	Jemena Network	Single	Alinta Energy	BusinessDeal	0	0	0	0
VIC	Jemena Network	Single	Diamond Energy	Renewable Saver	0	0	2	0
VIC	Jemena Network	Single	EnergyAustralia	Balance Plan	2	0	0	0
VIC	Jemena Network	Single	GloBird Energy	Bizsave	0	0	0	0
VIC	Jemena Network	Single	Lumo Energy	Value	0	0	0	0
VIC	Jemena Network	Single	Next Business Energy	Assured	0	0	0	0
VIC	Jemena Network	Single	Origin Energy	Basic	0	0	0	0
VIC	Jemena Network	Single	Powershop	Carbon Neutral	0	0	0	0
VIC	Jemena Network	Single	Red Energy	Red Business Saver	0	0	0	0
VIC	Jemena Network	Single	Simply Energy	Business Basic	0	0	0	0
VIC	Jemena Network	Single	Sumo Power	Lite	0	0	0	0
VIC	Jemena Network	Single	Energy Locals	Business Member	0	0	0	0
VIC	Jemena Network	Single	ReAmped Energy	Business	0	0	0	0
VIC	Jemena Network	Single	Available from all retailers	VDO	0	0	0	0
VIC	Jemena Network	Controlled	AGL	Value Saver	0	0	0	0
VIC	Jemena Network	Controlled	Alinta Energy	BusinessDeal	0	0	0	0
VIC	Jemena Network	Controlled	Diamond Energy	Renewable Saver	0	0	2	0
VIC	Jemena Network	Controlled	EnergyAustralia	Balance Plan	2	0	0	0
VIC	Jemena Network	Controlled	GloBird Energy	Bizsave	0	0	0	0
VIC	Jemena Network	Controlled	Lumo Energy	Value	0	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
VIC	Jemena Network	Controlled	Next Business Energy	Assured	0	0	0	0
VIC	Jemena Network	Controlled	Origin Energy	Basic	0	0	0	0
VIC	Jemena Network	Controlled	Powershop	Carbon Neutral	0	0	0	0
VIC	Jemena Network	Controlled	Red Energy	Red Business Saver	0	0	0	0
VIC	Jemena Network	Controlled	Simply Energy	Business Basic	0	0	0	0
VIC	Jemena Network	Controlled	Sumo Power	Lite	0	0	0	0
VIC	Jemena Network	Two Rate	AGL	Value Saver	0	0	0	0
VIC	Jemena Network	Two Rate	Alinta Energy	BusinessDeal	0	0	0	0
VIC	Jemena Network	Two Rate	Diamond Energy	Renewable Saver	0	0	2	0
VIC	Jemena Network	Two Rate	EnergyAustralia	Balance Plan	2	0	0	0
VIC	Jemena Network	Two Rate	GloBird Energy	Bizsave	0	0	0	0
VIC	Jemena Network	Two Rate	Lumo Energy	Value	0	0	0	0
VIC	Jemena Network	Two Rate	Next Business Energy	Assured	0	0	0	0
VIC	Jemena Network	Two Rate	Origin Energy	Basic	0	0	0	0
VIC	Jemena Network	Two Rate	Powershop	Carbon Neutral	0	0	0	0
VIC	Jemena Network	Two Rate	Red Energy	Red Business Saver	0	0	0	0
VIC	Jemena Network	Two Rate	Simply Energy	Business Basic	0	0	0	0
VIC	Jemena Network	Two Rate	Sumo Power	Lite	0	0	0	0
VIC	Jemena Network	Two Rate	Energy Locals	Business Member	0	0	0	0
VIC	Jemena Network	Two Rate	ReAmped Energy	Business	0	0	0	0
VIC	Jemena Network	Two Rate	Available from all retailers	VDO	0	0	0	0
VIC	Jemena Network	Single+Demand	AGL	Value Saver	0	0	0	0
VIC	Jemena Network	Single+Demand	Alinta Energy	BusinessDeal	0	0	0	0
VIC	Jemena Network	Single+Demand	Lumo Energy	Value	0	0	0	0
VIC	Jemena Network	Single+Demand	Powershop	Carbon Neutral	0	0	0	0
VIC	Jemena Network	Single+Demand	Red Energy	Red Business Saver	0	0	0	0
VIC	Jemena Network	Two Rate+Demand	EnergyAustralia	Balance Plan	2	0	0	0
VIC	Jemena Network	Two Rate+Demand	EnergyAustralia	Balance Plan	2	0	0	0
VIC	United Energy	Single	AGL	Value Saver	0	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
VIC	United Energy	Single	Alinta Energy	BusinessDeal	0	0	0	0
VIC	United Energy	Single	Diamond Energy	Renewable Saver	0	0	2	0
VIC	United Energy	Single	EnergyAustralia	Balance Plan	2	0	0	0
VIC	United Energy	Single	GloBird Energy	Bizsave	0	0	0	0
VIC	United Energy	Single	Lumo Energy	Value	0	0	0	0
VIC	United Energy	Single	Next Business Energy	Assured	0	0	0	0
VIC	United Energy	Single	Origin Energy	Basic	0	0	0	0
VIC	United Energy	Single	Powershop	Carbon Neutral	0	0	0	0
VIC	United Energy	Single	Red Energy	Red Business Saver	0	0	0	0
VIC	United Energy	Single	Simply Energy	Business Basic	0	0	0	0
VIC	United Energy	Single	Sumo Power	Lite	0	0	0	0
VIC	United Energy	Single	Energy Locals	Business Member	0	0	0	0
VIC	United Energy	Single	ReAmped Energy	Business	0	0	0	0
VIC	United Energy	Single	Available from all retailers	VDO	0	0	0	0
VIC	United Energy	Controlled	AGL	Value Saver	0	0	0	0
VIC	United Energy	Controlled	Alinta Energy	BusinessDeal	0	0	0	0
VIC	United Energy	Controlled	Diamond Energy	Renewable Saver	0	0	2	0
VIC	United Energy	Controlled	EnergyAustralia	Balance Plan	2	0	0	0
VIC	United Energy	Controlled	GloBird Energy	Bizsave	0	0	0	0
VIC	United Energy	Controlled	Lumo Energy	Value	0	0	0	0
VIC	United Energy	Controlled	Next Business Energy	Assured	0	0	0	0
VIC	United Energy	Controlled	Origin Energy	Basic	0	0	0	0
VIC	United Energy	Controlled	Powershop	Carbon Neutral	0	0	0	0
VIC	United Energy	Controlled	Red Energy	Red Business Saver	0	0	0	0
VIC	United Energy	Controlled	Simply Energy	Business Basic	0	0	0	0
VIC	United Energy	Controlled	Sumo Power	Lite	0	0	0	0
VIC	United Energy	Controlled	ReAmped Energy	Business	0	0	0	0
VIC	United Energy	Two Rate	AGL	Value Saver	0	0	0	0
VIC	United Energy	Two Rate	Alinta Energy	BusinessDeal	0	0	0	0
VIC	United Energy	Two Rate	Diamond Energy	Renewable Saver	0	0	2	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
VIC	United Energy	Two Rate	EnergyAustralia	Balance Plan	2	0	0	0
VIC	United Energy	Two Rate	GloBird Energy	Bizsave	0	0	0	0
VIC	United Energy	Two Rate	Lumo Energy	Value	0	0	0	0
VIC	United Energy	Two Rate	Next Business Energy	Assured	0	0	0	0
VIC	United Energy	Two Rate	Origin Energy	Basic	0	0	0	0
VIC	United Energy	Two Rate	Powershop	Carbon Neutral	0	0	0	0
VIC	United Energy	Two Rate	Red Energy	Red Business Saver	0	0	0	0
VIC	United Energy	Two Rate	Simply Energy	Business Basic	0	0	0	0
VIC	United Energy	Two Rate	Sumo Power	Lite	0	0	0	0
VIC	United Energy	Two Rate	Energy Locals	Business Member	0	0	0	0
VIC	United Energy	Two Rate	ReAmped Energy	Business	0	0	0	0
VIC	United Energy	Two Rate	Available from all retailers	VDO	0	0	0	0
VIC	United Energy	Single+Demand	AGL	Value Saver	0	0	0	0
VIC	United Energy	Single+Demand	Alinta Energy	BusinessDeal	0	0	0	0
VIC	United Energy	Single+Demand	Lumo Energy	Value	0	0	0	0
VIC	United Energy	Single+Demand	Powershop	Carbon Neutral	0	0	0	0
VIC	United Energy	Single+Demand	Red Energy	Red Business Saver	0	0	0	0
QLD	Energex	Single	AGL	Value Saver	0	0	0	0
QLD	Energex	Single	Diamond Energy	Renewable Saver	0	0	2	0
QLD	Energex	Single	EnergyAustralia	Balance Plan	5	0	0	0
QLD	Energex	Single	Origin Energy	Go Variable	0	0	0	0
QLD	Energex	Single	Powershop	Carbon Neutral	0	0	0	0
QLD	Energex	Single	Energy Locals	Business Member	0	0	0	0
QLD	Energex	Single	Simply Energy	Business Basic	0	0	0	0
QLD	Energex	Single	Alinta Energy	BusinessDeal	0	0	0	0
QLD	Energex	Single	Amber Electric	Small Business	0	0	0	0
QLD	Energex	Single	Red Energy	Red Business Saver	0	0	0	0
QLD	Energex	Single	CovaU	Freedom	0	15	0	0
QLD	Energex	Single	ReAmped Energy	Business	0	0	0	0
QLD	Energex	Single	Sumo Power	Freedom Business	0	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
QLD	Energex	Controlled	AGL	Value Saver	0	0	0	0
QLD	Energex	Controlled	Diamond Energy	Renewable Saver	0	0	2	0
QLD	Energex	Controlled	EnergyAustralia	Balance Plan	5	0	0	0
QLD	Energex	Controlled	Origin Energy	Go Variable	0	0	0	0
QLD	Energex	Controlled	Powershop	Carbon Neutral	0	0	0	0
QLD	Energex	Controlled	Energy Locals	Business Member	0	0	0	0
QLD	Energex	Controlled	Simply Energy	Business Basic	0	0	0	0
QLD	Energex	Controlled	Alinta Energy	BusinessDeal	0	0	0	0
QLD	Energex	Controlled	Red Energy	Red Business Saver	0	0	0	0
QLD	Energex	Controlled	CovaU	Freedom	0	15	0	0
QLD	Energex	Controlled	ReAmped Energy	Business	0	0	0	0
QLD	Energex	Controlled	Sumo Power	Freedom Business	0	0	0	0
QLD	Energex	Two Rate	AGL	Value Saver	0	0	0	0
QLD	Energex	Two Rate	Diamond Energy	Renewable Saver	0	0	2	0
QLD	Energex	Two Rate	EnergyAustralia	Balance Plan	5	0	0	0
QLD	Energex	Two Rate	Origin Energy	Go Variable	0	0	0	0
QLD	Energex	Two rate	Powershop	Carbon Neutral	0	0	0	0
QLD	Energex	Two Rate	Energy Locals	Business Member	0	0	0	0
QLD	Energex	Two Rate	Simply Energy	Business Basic	0	0	0	0
QLD	Energex	Two Rate	Alinta Energy	BusinessDeal	0	0	0	0
QLD	Energex	Two Rate	Red Energy	Red Business Saver	0	0	0	0
QLD	Energex	Two Rate	CovaU	Freedom	0	15	0	0
QLD	Energex	Two Rate	ReAmped Energy	Business	0	0	0	0
QLD	Energex	Two Rate	Sumo Power	Freedom Business	0	0	0	0
QLD	Energex	Single+Demand	AGL	Value Saver	0	0	0	0
QLD	Energex	Single+Demand	EnergyAustralia	Balance Plan	5	0	0	0
QLD	Ergon	Single	Ergon Energy	Regulated	0	0	0	0
QLD	Ergon	Controlled	Ergon Energy	Regulated	0	0	0	0
SA	SA Power Networks	Single	AGL	Value Saver	0	0	0	0
SA	SA Power Networks	Single	Alinta Energy	BusinessDeal	0	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
SA	SA Power Networks	Single	Diamond Energy	Renewable Saver	0	0	2	0
SA	SA Power Networks	Single	EnergyAustralia	Balance Plan	2	0	0	0
SA	SA Power Networks	Single	Lumo Energy	Basic	0	0	0	0
SA	SA Power Networks	Single	Origin Energy	Go Variable	0	0	0	0
SA	SA Power Networks	Single	Red Energy	Red Business Saver	0	0	0	0
SA	SA Power Networks	Single	Simply Energy	Business Basic	0	0	0	0
SA	SA Power Networks	Single	Powershop	Carbon Neutral	0	0	0	0
SA	SA Power Networks	Single	Energy Locals	Business Member	0	0	0	0
SA	SA Power Networks	Single	ReAmped Energy	Business	0	0	0	0
SA	SA Power Networks	Single	CovaU	Freedom	0	5	0	0
SA	SA Power Networks	Single	Sumo Power	Freedom Business	0	0	0	0
SA	SA Power Networks	Single	Amber Electric	Small Business	0	0	0	0
SA	SA Power Networks	Single	Circular Energy	Zero Member Fee Business	0	0	0	0
SA	SA Power Networks	Controlled	AGL	Value Saver	0	0	0	0
SA	SA Power Networks	Controlled	Alinta Energy	BusinessDeal	0	0	0	0
SA	SA Power Networks	Controlled	Diamond Energy	Renewable Saver	0	0	2	0
SA	SA Power Networks	Controlled	EnergyAustralia	Balance Plan	2	0	0	0
SA	SA Power Networks	Controlled	Lumo Energy	Basic	0	0	0	0
SA	SA Power Networks	Controlled	Origin Energy	Go Variable	0	0	0	0
SA	SA Power Networks	Controlled	Red Energy	Red Business Saver	0	0	0	0
SA	SA Power Networks	Controlled	Simply Energy	Business Basic	0	0	0	0
SA	SA Power Networks	Controlled	Powershop	Carbon Neutral	0	0	0	0
SA	SA Power Networks	Controlled	Energy Locals	Business Member	0	0	0	0
SA	SA Power Networks	Controlled	ReAmped Energy	Business	0	0	0	0
SA	SA Power Networks	Controlled	CovaU	Freedom	0	5	0	0
SA	SA Power Networks	Controlled	Sumo Power	Freedom Business	0	0	0	0
SA	SA Power Networks	Controlled	Circular Energy	Zero Member Fee Business	0	0	0	0
SA	SA Power Networks	TOU	AGL	Value Saver	0	0	0	0
SA	SA Power Networks	TOU	Circular Energy	Zero Member Fee Business	0	0	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
SA	SA Power Networks	Two Rate	Alinta Energy	BusinessDeal	0	0	0	0
SA	SA Power Networks	Two Rate	Diamond Energy	Renewable Saver	0	0	2	0
SA	SA Power Networks	Two Rate	EnergyAustralia	Balance Plan	2	0	0	0
SA	SA Power Networks	Two Rate	Lumo Energy	Basic	0	0	0	0
SA	SA Power Networks	Two Rate	Origin Energy	Go Variable	0	0	0	0
SA	SA Power Networks	Two Rate	Red Energy	Red Business Saver	0	0	0	0
SA	SA Power Networks	Two Rate	Simply Energy	Business Basic	0	0	0	0
SA	SA Power Networks	Two Rate	Powershop	Carbon Neutral	0	0	0	0
SA	SA Power Networks	Two Rate	Energy Locals	Business Member	0	0	0	0
SA	SA Power Networks	Two Rate	ReAmped Energy	Business	0	0	0	0
SA	SA Power Networks	Two Rate	CovaU	Freedom	0	5	0	0
SA	SA Power Networks	Two Rate	Sumo Power	Freedom Business	0	0	0	0
TAS	TasNetworks	Single	Aurora Energy	Regulated	0	0	0	0
TAS	TasNetworks	Single	1st Energy	1st Saver	0	5	0	0
TAS	TasNetworks	Single	CovaU	Freedom	0	5	0	0
TAS	TasNetworks	Single	Energy Locals	Business Member	0	0	0	0
TAS	TasNetworks	Controlled	Aurora Energy	Regulated	0	0	0	0
TAS	TasNetworks	Controlled	1st Energy	1st Saver	0	5	0	0
TAS	TasNetworks	Controlled	CovaU	Freedom	0	5	0	0
TAS	TasNetworks	Controlled	Energy Locals	Business Member	0	0	0	0
TAS	TasNetworks	TOU	Aurora Energy	Regulated	0	0	0	0
TAS	TasNetworks	TOU	1st Energy	1st Saver	0	5	0	0
TAS	TasNetworks	TOU	Energy Locals	Business Member	0	0	0	0
ACT	Evoenergy	Single	ActewAGL	Business Rewards	10	0	0	0
ACT	Evoenergy	Single	EnergyAustralia	Balance Plan	5	0	0	0
ACT	Evoenergy	Single	Origin Energy	Go Variable	0	0	0	0
ACT	Evoenergy	Single	Red Energy	Red Business Saver	0	0	0	0
ACT	Evoenergy	Single	Energy Locals	Business Member	0	0	0	0
ACT	Evoenergy	Single	ReAmped Energy	Business	0	0	0	0
ACT	Evoenergy	Single	CovaU	Freedom	0	10	0	0

State	DB	Meter type	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
ACT	Evoenergy	Single	Amber Electric	Small Business	0	0	0	0
ACT	Evoenergy	Controlled	ActewAGL	Business Rewards	10	0	0	0
ACT	Evoenergy	Controlled	EnergyAustralia	Balance Plan	5	0	0	0
ACT	Evoenergy	Controlled	Origin Energy	Go Variable	0	0	0	0
ACT	Evoenergy	Controlled	Red Energy	Red Business Saver	0	0	0	0
ACT	Evoenergy	Controlled	Energy Locals	Business Member	0	0	0	0
ACT	Evoenergy	Controlled	ReAmped Energy	Business	0	0	0	0
ACT	Evoenergy	Controlled	CovaU	Freedom	0	10	0	0
ACT	Evoenergy	TOU	ActewAGL	Business Rewards	10	0	0	0
ACT	Evoenergy	TOU	EnergyAustralia	Balance Plan	5	0	0	0
ACT	Evoenergy	TOU	Origin Energy	Go Variable	0	0	0	0
ACT	Evoenergy	TOU	Red Energy	Red Business Saver	0	0	0	0
ACT	Evoenergy	TOU	Energy Locals	Business Member	0	0	0	0
ACT	Evoenergy	TOU	ReAmped Energy	Business	0	0	0	0
ACT	Evoenergy	TOU	CovaU	Freedom	0	10	0	0
WA	Horizon Power	Single	Horizon Power	Regulated	0	0	0	0
WA	Western Power	Single	Synergy	Regulated	0	0	0	0
WA	Western Power	Two Rate	Synergy	Regulated	0	0	0	0
NT	PWC	Single	Jacana Energy	Regulated	0	0	0	0
NT	PWC	Two Rate	Jacana Energy	Regulated	0	0	0	0

Gas offers for October 2022 bill analysis:

State	Pricing zone	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
NSW	Jemena Sydney	AGL	Business Value Saver	0	0	0	0
NSW	Jemena Sydney	Covau	Business Freedom	0	15	0	0
NSW	Jemena Sydney	EnergyAustralia	Business Balance Plan	5	0	0	0
NSW	Jemena Sydney	Origin Energy	Business Go Variable	0	0	0	0
NSW	Jemena Sydney	Red Energy	Business Saver	0	0	0	0
NSW	Jemena Sydney	Simply Energy	Business Saver	1	0	0	0
NSW	Jemena Sydney	Alinta Energy	BusinessDeal	0	0	0	0
NSW	Jemena Sydney	Powershop	Carbon Neutral	0	0	0	0
NSW	ActewAGL Queanbeyan	ActewAGL	Business plan	0	10	0	0
NSW	ActewAGL Queanbeyan	EnergyAustralia	Business Balance Plan	5	0	0	0
NSW	ActewAGL Shoalhaven	ActewAGL	Standard plan	0	0	0	0
NSW	Capital Region	ActewAGL	Business plan	8	0	0	0
NSW	Tamworth	Origin Energy	Business Go Variable	0	0	0	0
NSW	Tamworth	Red Energy	Business Saver	0	0	0	0
NSW	Tamworth	Covau	Freedom	0	15	0	0
NSW	AGN Albury	EnergyAustralia	Business Balance Plan	5	0	0	0
NSW	AGN Albury	Origin Energy	Business Go Variable	0	0	0	0
NSW	AGN Albury	AGL	Business Value Saver	0	0	0	0
NSW	AGN Albury	Red Energy	Business Saver	0	0	0	0
NSW	AGN Cooma	Origin Energy	Business Go Variable	0	0	0	0
NSW	AGN Cooma	Red Energy	Business Saver	0	0	0	0
NSW	AGN Holbrook	Origin Energy	Business Go Variable	0	0	0	0
NSW	AGN Holbrook	AGL	Business Value Saver	0	0	0	0
NSW	AGN Holbrook	Red Energy	Business Saver	0	0	0	0
NSW	AGN Murray Valley	EnergyAustralia	Business Balance Plan	5	0	0	0
NSW	AGN Murray Valley	Origin Energy	Business Go Variable	0	0	0	0
NSW	AGN Murray Valley	AGL	Business Value Saver	0	0	0	0
NSW	AGN Murray Valley	Red Energy	Business Saver	0	0	0	0

State	Pricing zone	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
NSW	AGN Tumut	Origin Energy	Business Go Variable	0	0	0	0
NSW	AGN Tumut	Red Energy	Business Saver	0	0	0	0
NSW	AGN Wagga Wagga	Origin Energy	Business Go Variable	0	0	0	0
NSW	AGN Wagga Wagga	Covau	Freedom	0	15	0	0
NSW	AGN Wagga Wagga	Red Energy	Business Saver	0	0	0	0
NSW	AGN Wagga Wagga	AGL	Business Value Saver	0	0	0	0
VIC	Multinet 1	AGL	Business Value Saver	0	0	0	0
VIC	Multinet 1	EnergyAustralia	Business Balance Plan	2	0	0	0
VIC	Multinet 1	Lumo Energy	Value	0	0	0	0
VIC	Multinet 1	Origin Energy	Business Basic	0	0	0	0
VIC	Multinet 1	Simply Energy	Business Basic	0	0	0	0
VIC	Multinet 1	Powershop	Carbon Neutral	0	0	0	0
VIC	Multinet 1	Red Energy	Business Saver	0	0	0	0
VIC	Multinet 1	Alinta Energy	Business Deal	0	0	0	0
VIC	Multinet 2	AGL	Business Value Saver	0	0	0	0
VIC	Multinet 2	EnergyAustralia	Business Balance Plan	2	0	0	0
VIC	Multinet 2	Lumo Energy	Value	0	0	0	0
VIC	Multinet 2	Origin Energy	Business Basic	0	0	0	0
VIC	Multinet 2	Simply Energy	Business Basic	0	0	0	0
VIC	Multinet 2	Powershop	Carbon Neutral	0	0	0	0
VIC	Multinet 2	Red Energy	Business Saver	0	0	0	0
VIC	Multinet 2	Alinta Energy	Business Deal	0	0	0	0
VIC	Ausnet Central 1	AGL	Business Value Saver	0	0	0	0
VIC	Ausnet Central 1	EnergyAustralia	Business Balance Plan	2	0	0	0
VIC	Ausnet Central 1	Lumo Energy	Value	0	0	0	0
VIC	Ausnet Central 1	Origin Energy	Business Basic	0	0	0	0
VIC	Ausnet Central 1	Simply Energy	Business Basic	0	0	0	0
VIC	Ausnet Central 1	Powershop	Carbon Neutral	0	0	0	0
VIC	Ausnet Central 1	Red Energy	Business Saver	0	0	0	0
VIC	Ausnet Central 1	Alinta Energy	Business Deal	0	0	0	0
VIC	Ausnet Central 2	AGL	Business Value Saver	0	0	0	0

State	Pricing zone	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
VIC	Ausnet Central 2	EnergyAustralia	Business Balance Plan	2	0	0	0
VIC	Ausnet Central 2	Lumo Energy	Value	0	0	0	0
VIC	Ausnet Central 2	Origin Energy	Business Basic	0	0	0	0
VIC	Ausnet Central 2	Simply Energy	Business Basic	0	0	0	0
VIC	Ausnet Central 2	Powershop	Carbon Neutral	0	0	0	0
VIC	Ausnet Central 2	Red Energy	Business Saver	0	0	0	0
VIC	Ausnet Central 2	Alinta Energy	Business Deal	0	0	0	0
VIC	Ausnet West	AGL	Business Value Saver	0	0	0	0
VIC	Ausnet West	EnergyAustralia	Business Balance Plan	2	0	0	0
VIC	Ausnet West	Lumo Energy	Value	0	0	0	0
VIC	Ausnet West	Origin Energy	Business Basic	0	0	0	0
VIC	Ausnet West	Simply Energy	Business Basic	0	0	0	0
VIC	Ausnet West	Powershop	Carbon Neutral	0	0	0	0
VIC	Ausnet West	Red Energy	Business Saver	0	0	0	0
VIC	Ausnet West	Alinta Energy	Business Deal	0	0	0	0
VIC	AGN Central 1	AGL	Business Value Saver	0	0	0	0
VIC	AGN Central 1	EnergyAustralia	Business Balance Plan	2	0	0	0
VIC	AGN Central 1	Lumo Energy	Value	0	0	0	0
VIC	AGN Central 1	Origin Energy	Business Basic	0	0	0	0
VIC	AGN Central 1	Simply Energy	Business Basic	0	0	0	0
VIC	AGN Central 1	Powershop	Carbon Neutral	0	0	0	0
VIC	AGN Central 1	Red Energy	Business Saver	0	0	0	0
VIC	AGN Central 1	Alinta Energy	Business Deal	0	0	0	0
VIC	AGN Central 2	AGL	Business Value Saver	0	0	0	0
VIC	AGN Central 2	EnergyAustralia	Business Balance Plan	2	0	0	0
VIC	AGN Central 2	Lumo Energy	Value	0	0	0	0
VIC	AGN Central 2	Origin Energy	Business Basic	0	0	0	0
VIC	AGN Central 2	Simply Energy	Business Basic	0	0	0	0
VIC	AGN Central 2	Powershop	Carbon Neutral	0	0	0	0
VIC	AGN Central 2	Red Energy	Business Saver	0	0	0	0
VIC	AGN Central 2	Alinta Energy	Business Deal	0	0	0	0

State	Pricing zone	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
VIC	AGN North	AGL	Business Value Saver	0	0	0	0
VIC	AGN North	EnergyAustralia	Business Balance Plan	2	0	0	0
VIC	AGN North	Lumo Energy	Value	0	0	0	0
VIC	AGN North	Origin Energy	Business Basic	0	0	0	0
VIC	AGN North	Simply Energy	Business Basic	0	0	0	0
VIC	AGN North	Powershop	Carbon Neutral	0	0	0	0
VIC	AGN North	Red Energy	Business Saver	0	0	0	0
VIC	AGN North	Alinta Energy	Business Deal	0	0	0	0
QLD	APT Brisbane South	AGL	Business Value Saver	0	0	0	0
QLD	APT Brisbane South	Origin Energy	Business Go Variable	0	0	0	0
QLD	APT Brisbane South	Red Energy	Business Saver	0	0	0	0
QLD	APT Brisbane South	Covau	Freedom	0	15	0	0
QLD	APT Brisbane South	Alinta Energy	Business Deal	0	0	0	0
QLD	Envestra Brisbane North	AGL	Business Value Saver	0	0	0	0
QLD	Envestra Brisbane North	Origin Energy	Business Go Variable	0	0	0	0
QLD	Envestra Brisbane North	Red Energy	Business Saver	0	0	0	0
QLD	Envestra Brisbane North	Covau	Freedom	0	15	0	0
QLD	Envestra Brisbane North	Alinta Energy	Business Deal	0	0	0	0
QLD	Envestra Northern	Origin Energy	Business Go Variable	0	0	0	0
QLD	Envestra Northern	Covau	Freedom	0	15	0	0
QLD	Envestra Wide Bay	Origin Energy	Business Go Variable	0	0	0	0
QLD	Envestra Wide Bay	Covau	Freedom	0	15	0	0
SA	Envestra SA	AGL	Value Saver	0	0	0	0
SA	Envestra SA	EnergyAustralia	Business Balance Plan	2	0	0	0
SA	Envestra SA	Origin Energy	Business Go Variable	0	0	0	0
SA	Envestra SA	Simply Energy	Business Basics	0	0	0	0
SA	Envestra SA	Red Energy	Business Saver	0	0	0	0
SA	Envestra SA	Lumo Energy	Basic	0	0	0	0
SA	Envestra SA	Alinta Energy	Business Deal	0	0	0	0
SA	Envestra SA	Covau	Freedom	0	5	0	0
TAS	TGN	Aurora	Small business	0	0	0	0

State	Pricing zone	Retailer	Name	Guaranteed discount off bill (%)	Guaranteed discount off usage (%)	POT discount off bill (%)	POT discount off usage (%)
TAS	TGN	Tas Gas	Small business	0	0	0	0
ACT	EvoEnergy	ActewAGL	Business Saver	0	0	0	0
ACT	EvoEnergy	EnergyAustralia	Business Balance Plan	5	0	0	0
ACT	EvoEnergy	Origin Energy	Business Go Variable	0	0	0	0
ACT	EvoEnergy	Red Energy	Red Business Saver	0	0	0	0
ACT	EvoEnergy	Covau	Freedom	0	15	0	0
WA	South West	Alinta Energy	Business	0	0	0	0
WA	South West	AGL	Business Savers	0	45	0	0
WA	South West	Origin	Go Variable	0	0	0	0
WA	Albany	Alinta Energy	Business	0	0	0	0
WA	Kalgoorlie	Alinta Energy	Business	0	0	0	0

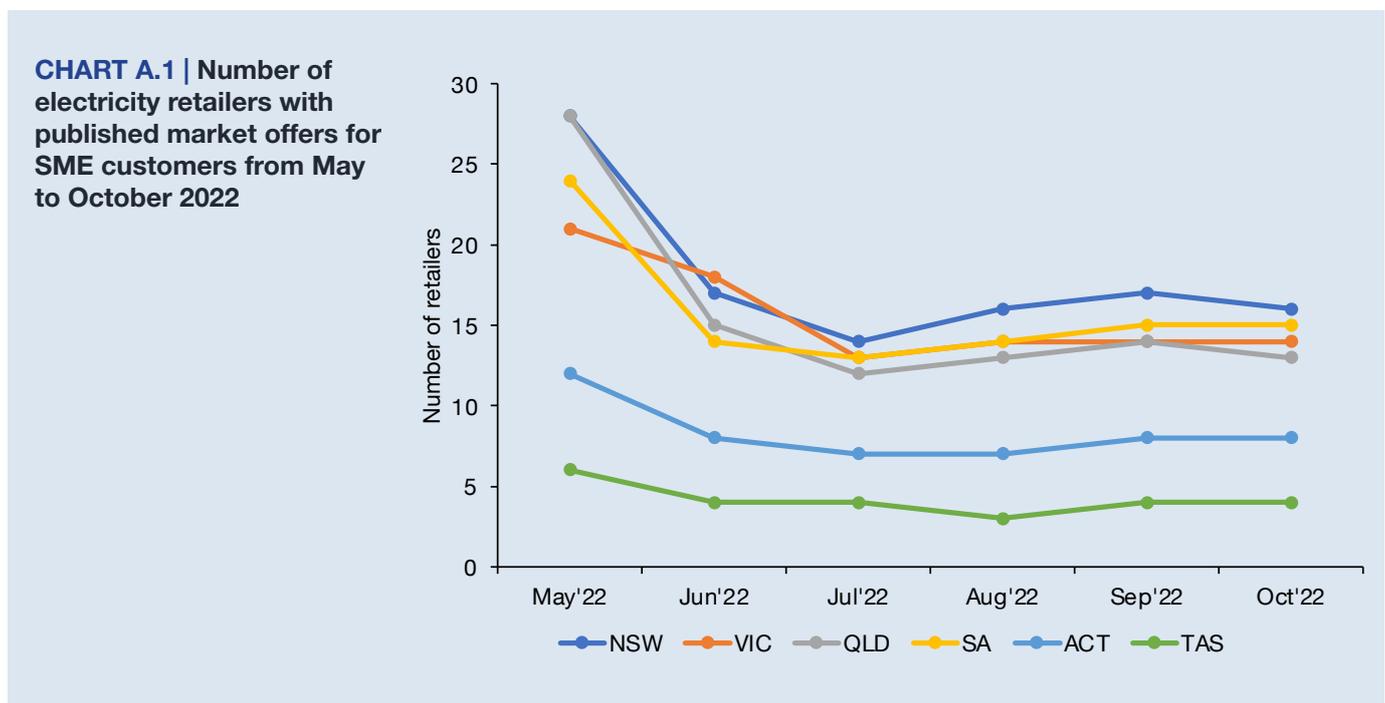
Appendix B - Retailer's responses to a volatile wholesale market

In the second quarter of 2022, electricity and gas wholesale prices increased so significantly that they prompted temporary market intervention.¹ This appendix outlines some of the retailers' public messaging in June 2022, as well as the impact the volatile wholesale market had on the number of retailers participating in the market from May to October 2022.² It shows that:

- Many retailers ceased offering market offers or accepting new customers.
- Some retailers actively encouraged their customers to find a new retailer.
- Many of the retailers' communications were quite alarmist in nature.
- Many retailers warned about delays to customer service timelines due to high demand.

Some retailers that previously offered electricity to SME customers failed over this period (e.g., Enova, Power Club and Elysian Energy) and triggered Retailer of Last Resort (RoLR) events. Some retailers ceased publishing market offers (e.g., Momentum, CovaU, Alinta) and while some of these retailers have since re-entered the market with new offers others are still not accepting new customers. Other retailers continued to publish offers but at a price well above the average retail market offer. Some of these retailers have since published new market offers with more competitive rates. Finally, two retailers, Bright Spark Power and Powerdirect, decided to surrender their retailer authorisations.³

Chart A.1 below shows the number of retailers with published market offers for SME customers each month from May to October 2022 in the various jurisdictions.⁴ It shows that the number of retailers declined significantly in June and July 2022 and that some retailers returned in August and September. In South East Queensland, for example, there were 28 retailers with offers in May, 15 in June, 12 in July, 13 in August, 14 in September and 13 in October.



1 NEM spot prices and wholesale prices in the eastern Australian gas market rose to unprecedented levels in the second quarter of 2022. See AEMO, *Quarterly Energy Dynamics Q2 2022*, July 2022 at <https://aemo.com.au/-/media/files/major-publications/qed/2022/qed-q2-2022.pdf?la=en>

2 Note that some of these examples were also published in the most recent residential tariff-Tracking report. St Vincent de Paul Society and Alvis Consulting, *The NEM – Volatile prices, vanishing retailers and vulnerable consumers*, October 2022

3 AER, AER approves Bright Spark Power Pty Ltd's application to surrender its electricity retailer authorisation, 15 August 2022 and AER approves Powerdirect's application to surrender its electricity retailer authorisation, 16 September 2022

4 This data was collected in the middle of each month and we note that some retailers may have had published market offers at different times during this period. In NSW the numbers are based on the Ausgrid network, in Victoria the Citipower network and in Queensland the Energex network.

As of June 2022, it became increasingly clear that many retailers were discouraging new customers as well as encouraging existing customers to find different providers.

Glow Power, for example, issued a fairly alarming “important information” statement on their website urging their customers to leave as soon as possible:

“As we indicated in emails sent out recently, we are encouraging you to seek a better offer with other Energy Retailers while they exist. This is as a result of the significant increase in wholesale energy prices that we forced to buy in the current market. These retailers can be found on the website www.energymadeeasy.com.au. We have always tried to provide you with a competitive price in the market, and we appreciate you providing us with your custom, but with the current market conditions, we are no longer able to do that. Transferring to another retailer will take some of your cost of living pressures off your electricity bills as we are increasing our rates in 5 days from this notice from this notice [sic] by up to 400% depending upon your state and electricity distributor. Please do not wait to change your retailer as the existing lower rates with some retailers may not last. You may have a current bill from us to pay and are likely to receive another up to the date you transfer to a new retailer that must be paid also so please do not cancel your direct debit authorities. We look forward to making new offering in the market when the rates come back to a more acceptable level. Until then, we thank you again for being a GlowPower customer. The GlowPower Team. June 6, 2022.”⁵

As of October 2022, Glow Power were still not publishing market offers.

ReAmped Energy posted a lengthy statement on their website on 1 June 2022 that encouraged customers to leave the company with some urgency:

“If you stay with ReAmped, your bills could increase significantly in the weeks and months ahead. We know you joined us because you wanted a better deal and we believe we’ve had a hugely positive impact on the retail market, putting downward pressure on prices. We are proud of that, and we want to be honest with you about the current situation. Now is a good time to consider switching to save money on your electricity bills while good deals are still available. Despite the issues in the wholesale market, some retailers with different operational structures remain very price-competitive and there are still some great deals to be found.”⁶

ReAmped ceased publishing market offers for a brief period before publishing new offers.

Elysian Energy posted on their website:

“Sadly we are not currently accepting new customers in this location. We encourage you to explore the market offers available at Victorian Energy Compare or Energy Made Easy to find a plan that best fit your budget and energy needs. Thanks for your interest and stay tuned!”⁷

In September 2022, Elysian Energy failed and triggered a RoLR event.

On Discover Energy’s website the statement was:

“Unfortunately, today the message we want to convey to you is that we are currently not the most competitive electricity and gas retailer in the market. We encourage you to do your market research to find the best possible plan to suit your needs and if you happen to find a better alternative to Discover Energy at this point, we understand your need to switch providers.”⁸

As of October 2022, Discover Energy were still not publishing market offers.

5 From Glow Power’s website 12 June 2022.

6 From ReAmped Energy’s website 12 June 2022.

7 From Elysian Energy’s website 12 June 2022.

8 From Discover Energy’s website 12 June 2022.

Retailers also stated that they would delay transferring new customers or stop accepting them altogether for a period.

Diamond Energy's announcement focused on delaying the transfer of new customers because the new regulated rates had not yet taken effect (although we note that the new rates had been published):

"With significant increases in wholesale electricity prices, the government regulatory bodies have announced increases to the benchmark electricity prices. We are expecting to increase our rates and amend our discounts and solar feed in tariffs. If you are seeking to switch to us from another electricity retailer, we will delay your transfer until we notify you of our new rates."⁹

Diamond Energy published new offers in July 2022.

Momentum simply withdrew some of its offers by stating: "Sorry, our market offers aren't available right now."¹⁰ On QEnergy's website the statement read: "Currently all Market Offers are on hold. As you may be aware there is significant movement and volatility in the wholesale electricity market, and this is impacting our ability to offer competitive pricing at this time."¹¹

As of October 2022, Momentum and QEnergy's market offers were still on hold.

Numerous retailers also warned customers of long wait times if they wanted to contact them.

Elysian Energy stated:

"Dear customers, our support service line is currently experiencing longer than usual wait times due to high volume of calls. We apologise for the inconvenience and appreciate your patience. If you have questions related to our upcoming price change, please do not hesitate to contact us through our live chat or send us an email."¹²

Lumo Energy's website encouraged customers to utilise online tools:

"We are experiencing high traffic volumes to our contact centre. We apologise for the delay. You can learn about our plans and sign up right here. If you are a Lumo customer you can view and access your bills and much more in MyAccount."¹³

Energy Australia's message was similar to that of Lumo's:

"We are currently experiencing delays across all our online chat and call centres. You can avoid wait times by using My Account portal or, sign up to a new energy plan online in minutes."¹⁴

Discover Energy is another retailer that was struggling to handle the demand:

"We are experiencing extremely high call volumes and are unable to answer calls in a reasonable timeframe. Please only call for urgent matters. For general enquiries, please email... and we will reply as soon as we can. We apologise for the inconvenience."¹⁵

Other retailers that were warning about delays include Red Energy, Alinta and QEnergy.¹⁶

9 From Diamond Energy's website 13 June 2022.

10 From Momentum Energy's website 12 June 2022.

11 From QEnergy's website 12 June 2022.

12 From Elysian Energy's website 13 June 2022.

13 From Lumo Energy's website 13 June 2022.

14 From Energy Australia's website 13 June 2022.

15 From Discover Energy's website 1 September 2022.

16 Based on Red Energy, Alinta and QEnergy's websites as of 1 September 2022.