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## SEQ retail electricity market monitoring 2021–22: Appendices

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December 2022

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## APPENDIX A: BILLS IN EACH QUARTER OF 2021–22

### A.1 Methodology

Chapter 2 of our market monitoring report for 2021–22 sets out the methodology we used to calculate annual bills for a typical south-east Queensland (SEQ) customer. In this appendix, we present annual bills based on the plans available in each quarter of 2021–22. Standing offer bills did not vary much from quarter to quarter in 2021–22,<sup>1</sup> but there was some variation in retailers' market offer bills throughout the year. Therefore, we only present quarterly changes in bills based on retailers' market offers for each of the five tariffs and tariff combinations we report on.

### A.2 Residential flat rate offers

Standing offer bills were generally higher than market offer bills in each quarter of 2021–22. During the year, for a typical SEQ residential flat rate customer:

- standing offer bills ranged from \$1,148 (Radian Energy) to \$1,398 (Powerdirect)
- market offer bills ranged from \$605 (Simply Energy) to \$3,187 (GloBird Energy).

The tables in this section show the bills, by retailer, for each quarter of 2021–22.

#### A.2.1 Bills in the September quarter of 2021

In the September quarter, 38 retailers had plans for the residential flat rate tariff on Energy Made Easy—and of these retailers, 30 had a standing offer, and 34 had at least one market offer.

**Table A1 Annual bills for a typical residential flat rate customer, September quarter 2021**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,351	1,299	1,252	1,346
AGL	1,354	1,126	935	1,398
Alinta Energy	1,349	1,168	1,090	1,245
Amber Electric	—	1,388	1,368	1,408
Bright Spark Power	—	1,273	1,273	1,273
CovaU	1,297	1,178	1,161	1,194
Diamond Energy	1,340	1,177	1,130	1,272
Discover Energy	1,337	1,178	1,149	1,232
Dodo Power & Gas	1,341	1,113	1,113	1,113
Electricity in a Box	—	1,161	1,161	1,161
Elysian Energy	1,305	—	—	—
Energy Locals	—	1,266	1,106	1,630
EnergyAustralia	1,348	1,184	1,159	1,225
Enova Energy	1,350	1,264	1,147	1,352
Future X Power	1,349	1,161	1,161	1,161
GEE Energy	1,294	1,175	1,062	1,344
GloBird Energy	1,357	1,235	1,176	1,294
Glow Power	—	1,159	1,159	1,159
Kogan Energy	—	1,179	1,179	1,179
Locality Planning Energy	—	1,158	1,148	1,179
Mojo Power	1,352	1,157	971	1,310

<sup>1</sup> The only exception was an increase in standing offer prices of small business time of use plans, which were not subject to the DMO prices set by the AER. This increase is illustrated in section 2.6.3 of our report.

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
Momentum Energy	1,346	1,218	1,096	1,346
Nectr	1,347	1,156	1,060	1,345
On by EnergyAustralia	—	1,348	1,348	1,348
Origin Energy	1,352	1,183	1,061	1,352
Ovo Energy	1,313	1,116	1,116	1,116
People Energy	1,352	—	—	—
Powerclub	1,353	1,375	1,320	1,415
Powerdirect	1,398	1,085	1,081	1,087
Powershop	1,348	1,141	1,091	1,191
QEnergy	1,352	—	—	—
Radian Energy	1,183	—	—	—
ReAmped Energy	1,345	1,114	963	1,399
Red Energy	1,342	1,207	1,207	1,207
Simply Energy	1,347	1,115	805	1,239
Social Energy	1,294	1,131	1,108	1,176
Sumo Power	1,362	1,071	1,062	1,116
Tango Energy	1,351	1,127	1,127	1,127
<b>Simple average</b>	<b>1,337</b>	<b>1,188</b>	<b>1,128</b>	<b>1,263</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2021:

- standing offer bills ranged from \$1,183 (Radian Energy – Grid to go Res Anytime) to \$1,398 (Powerdirect – Residential Standing Offer)
- market offer bills ranged from \$805 (Simply Energy – QLD Simply Energy Solutions VPP 15%) to \$1,630 (Energy Locals – Members Energy Solar + Battery - SR)<sup>2</sup>.

The lowest market offer—Simply Energy’s QLD Simply Energy Solutions VPP 15% plan—had a guaranteed 15% discount off the bill attached, as well as a \$100 credit for eligible customers that signed up online. In addition, customers received a VPP community credit of approximately \$20 per month during the benefit period of 2 years. The plan required customers to have an energy storage system on Simply Energy’s list of eligible systems installed at their premises. Customers also had to own and live in their premises, and have an available, continuous, reliable internet connection to which their energy storage system was connected (excluding satellite NBN and 3G/4G internet connections).

## A.2.2 Bills in the December quarter of 2021

In the December quarter, 42 retailers had plans for the residential flat rate tariff on Energy Made Easy—and of these retailers, 33 had a standing offer, and 36 had at least one market offer.

**Table A2 Annual bills for a typical residential flat rate customer, December quarter 2021**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,351	1,299	1,252	1,346
AGL	1,354	1,112	935	1,354
Alinta Energy	1,349	1,152	1,077	1,245
Amber Electric	—	1,388	1,368	1,408
Bright Spark Power	—	1,273	1,273	1,273
Brighte Energy	1,337	—	—	—
Circular Energy	1,337	—	—	—

<sup>2</sup> The most expensive non-solar plan was Powerclub’s Powerbank Home Flat + Smart plan (\$1,415).

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
CovaU	1,297	1,161	1,144	1,194
Diamond Energy	1,340	1,130	1,130	1,130
Discover Energy	1,337	1,178	1,149	1,232
Dodo Power & Gas	1,341	1,113	1,113	1,113
Electricity in a Box	—	1,161	1,161	1,161
Elysian Energy	1,305	—	—	—
Energy Locals	—	1,221	1,106	1,630
EnergyAustralia	1,348	1,190	1,159	1,253
Enova Energy	1,352	1,338	1,324	1,352
Future X Power	1,349	1,161	1,161	1,161
GEE Energy	1,294	1,193	1,051	1,344
GloBird Energy	1,357	1,179	1,078	1,294
Glow Power	1,276	1,159	1,159	1,159
Kogan Energy	—	1,152	1,125	1,179
Locality Planning Energy	—	1,163	1,148	1,179
Mojo Power	1,352	1,251	1,138	1,342
Momentum Energy	1,346	1,159	1,042	1,346
Nectr	1,347	1,156	1,060	1,345
Next Business Energy	—	1,145	1,145	1,145
On by EnergyAustralia	—	1,348	1,348	1,348
Origin Energy	1,352	1,174	1,081	1,352
Ovo Energy	1,313	1,076	1,056	1,116
People Energy	1,352	—	—	—
Powerclub	1,353	1,378	1,326	1,415
Powerdirect	—	1,087	1,087	1,087
Powershop	1,348	1,147	1,091	1,191
QEnergy	1,352	—	—	—
Radian Energy	1,148	—	—	—
ReAmped Energy	1,345	1,114	994	1,314
Red Energy	1,342	1,207	1,207	1,207
Simply Energy	1,347	1,110	805	1,239
Smart Energy	1,360	1,208	1,208	1,208
Social Energy	1,294	1,108	1,108	1,108
Sumo Power	1,362	1,072	1,062	1,116
Tango Energy	1,351	1,107	1,086	1,127
<b>Simple average</b>	<b>1,333</b>	<b>1,182</b>	<b>1,132</b>	<b>1,250</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.  
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2021:

- standing offer bills ranged from \$1,148 (Radian Energy – The Simple Switch Res Anytime) to \$1,362 (Sumo Power – Sumo Residential Standing Offer)
- market offer bills ranged from \$805 (Simply Energy – QLD Simply Energy Solutions VPP 15%) to \$1,630 (Energy Locals – Members Energy Solar + Battery - SR)<sup>3</sup>.

The lowest market offer—Simply Energy’s QLD Simply Energy Solutions VPP 15% plan—had a guaranteed 15% discount off the bill attached, as well as a \$100 credit for eligible customers that signed up online. In addition, customers received a VPP community credit of approximately \$20 per month during the benefit period of 2 years. The plan required customers to have an energy storage system on Simply Energy’s list of eligible systems installed at their premises. Customers

<sup>3</sup> The most expensive non-solar plan was Powerclub’s Powerbank Home Flat + Smart plan (\$1,415).

also had to own and live in their premises, and have an available, continuous, reliable internet connection to which their energy storage system was connected (excluding satellite NBN and 3G/4G internet connections).

### A.2.3 Bills in the March quarter of 2022

In the March quarter, 41 retailers had plans for the residential flat rate tariff on Energy Made Easy—and of these retailers, 33 had a standing offer, and 36 had at least one market offer.

**Table A3 Annual bills for a typical residential flat rate customer, March quarter 2022**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,351	1,299	1,252	1,346
AGL	1,354	1,101	935	1,354
Alinta Energy	1,349	1,131	1,077	1,195
Amber Electric	—	1,368	1,368	1,368
Bright Spark Power	—	1,356	1,273	1,480
Brighte Energy	1,337	—	—	—
Circular Energy	1,337	—	—	—
CovaU	1,297	1,169	1,144	1,194
Diamond Energy	1,340	1,130	1,130	1,130
Discover Energy	1,337	1,178	1,149	1,232
Dodo Power & Gas	1,341	1,113	1,113	1,113
Electricity in a Box	—	1,161	1,161	1,161
Elysian Energy	1,354	—	—	—
Energy Locals	—	1,319	1,106	1,630
EnergyAustralia	1,323	1,197	1,134	1,323
Enova Energy	1,352	1,338	1,324	1,352
Future X Power	1,349	1,161	1,161	1,161
GEE Energy	1,294	1,168	1,051	1,344
GloBird Energy	1,357	1,265	1,056	1,764
Glow Power	1,276	1,159	1,159	1,159
Kogan Energy	—	1,292	1,076	1,403
Locality Planning Energy	—	1,163	1,148	1,179
Mojo Power	1,352	1,324	1,315	1,342
Momentum Energy	1,346	1,165	1,042	1,346
Nectr	1,347	1,203	1,105	1,374
On by EnergyAustralia	—	1,348	1,348	1,348
Origin Energy	1,352	1,146	1,054	1,352
Ovo Energy	1,313	1,065	1,026	1,116
People Energy	1,352	—	—	—
Powerclub	1,353	1,378	1,326	1,415
Powerdirect	1,354	1,087	1,087	1,087
Powershop	1,348	1,246	1,159	1,332
QEnergy	1,352	—	—	—
Radian Energy	1,148	1,176	1,103	1,220
ReAmped Energy	1,345	1,146	1,015	1,321
Red Energy	1,342	1,207	1,207	1,207
Simply Energy	1,347	1,070	605	1,239
Smart Energy	1,360	1,208	1,208	1,208
Social Energy	—	1,108	1,108	1,109
Sumo Power	1,362	1,126	1,062	1,363
Tango Energy	1,351	1,086	1,086	1,086
<b>Simple average</b>	<b>1,336</b>	<b>1,199</b>	<b>1,130</b>	<b>1,288</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.  
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2022:

- standing offer bills ranged from \$1,148 (Radian Energy – The Simple Switch Res Anytime) to \$1,362 (Sumo Power – Sumo Residential Standing Offer)
- market offer bills ranged from \$605 (Simply Energy – QLD Simply VPP BYO 15% off elec) to \$1,764 (GloBird Energy – GloGreen Residential (Flat Rate) Energex).

The lowest market offer—Simply Energy’s QLD Simply VPP BYO 15% off elec plan—had a guaranteed 15% discount off the bill attached, as well as a \$300 first-bill credit. In addition, customers received a VPP community credit of approximately \$20 per month during the benefit period of 5 years. The plan required customers to have a solar PV system (with a minimum 3 kW inverter size) and an energy storage system on Simply Energy’s list of eligible systems installed at their premises. Customers also required an available, continuous, reliable internet connection to which their energy storage system was connected (excluding satellite NBN and 3G/4G internet connections).

#### A.2.4 Bills in the June quarter of 2022

In the June quarter, 40 retailers had plans for the residential flat rate tariff on Energy Made Easy—and of these retailers, 34 had a standing offer, and 34 had at least one market offer.

**Table A4 Annual bills for a typical residential flat rate customer, June quarter 2022**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,351	1,315	1,252	1,346
AGL	1,354	1,060	872	1,354
Alinta Energy	1,349	1,131	1,077	1,195
Amber Electric	—	1,368	1,368	1,368
Brighte Energy	1,337	—	—	—
Circular Energy	1,337	—	—	—
CovaU	1,297	1,169	1,144	1,194
Diamond Energy	1,340	1,130	1,130	1,130
Discover Energy	1,337	1,178	1,149	1,232
Dodo Power & Gas	1,341	1,113	1,113	1,113
Electricity in a Box	—	1,161	1,161	1,161
Elysian Energy	1,354	—	—	—
Energy Locals	1,351	1,319	1,106	1,630
EnergyAustralia	1,298	1,217	1,084	1,348
Enova Energy	1,352	1,338	1,324	1,352
Future X Power	1,349	1,161	1,161	1,161
GEE Energy	1,294	1,168	1,051	1,344
GloBird Energy	1,357	2,213	1,294	3,187
Glow Power	1,276	1,159	1,159	1,159
Kogan Energy	—	1,382	1,344	1,447
Locality Planning Energy	—	1,163	1,148	1,179
Mojo Power	1,352	1,324	1,315	1,342
Momentum Energy	1,346	1,141	1,042	1,346
Nectr	1,347	1,233	1,105	1,374
On by EnergyAustralia	—	1,348	1,348	1,348
Origin Energy	1,352	1,161	1,045	1,352
Ovo Energy	1,313	1,054	1,026	1,116
People Energy	1,352	—	—	—
Powerclub	1,353	1,378	1,326	1,415
Powerdirect	1,354	—	—	—
Powershop	1,348	1,400	1,332	1,441

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
QEnergy	1,352	—	—	—
Radian Energy	1,349	1,996	1,103	3,025
ReAmped Energy	1,345	1,534	1,089	2,147
Red Energy	1,342	1,207	1,207	1,207
Simply Energy	1,347	1,090	605	1,347
Smart Energy	1,360	1,208	1,208	1,208
Social Energy	—	1,109	1,109	1,109
Sumo Power	1,362	1,299	1,091	1,513
Tango Energy	1,351	1,145	1,086	1,204
<b>Simple average</b>	<b>1,341</b>	<b>1,276</b>	<b>1,146</b>	<b>1,423</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.  
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2022:

- standing offer bills ranged from \$1,276 (Glow Power – Standing Offer (Single Rate)) to \$1,362 (Sumo Power – Sumo Residential Standing Offer)
- market offer bills ranged from \$605 (Simply Energy – QLD Simply VPP BYO 15% off elec) to \$3,187 (GloBird Energy – GloGreen Residential (Flat Rate) Energex).

The lowest market offers—Simply Energy’s QLD Simply VPP BYO 15% off elec plans—had a guaranteed 15% discount off the bill attached, as well as a \$300 first-bill credit. In addition, customers received a VPP community credit of approximately \$20 per month during the benefit period of 5 years. The plans required customers to have a solar PV system (with a minimum 3 kW inverter size) and an energy storage system on Simply Energy’s list of eligible systems installed at their premises. Customers also required an available, continuous, reliable internet connection to which their energy storage system was connected (excluding satellite NBN and 3G/4G internet connections).

### A.2.5 Quarterly change in bills in 2021–22

In 2021–22, 37 retailers had at least one generally available residential flat rate market offer. Table A5 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2021–22 for the typical SEQ customer.

**Table A5 Change (%) in lowest annual market offer bill, by quarter in 2021–22—residential flat rate**

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	+4.3	0	0	0
AGL	0	0	0	-6.7
Alinta Energy	0	-1.2	0	0
Amber Electric	-2.8	0	0	0
Bright Spark Power	+7.0	0	0	—
CovaU	0	-1.5	0	0
Diamond Energy	-11.1	0	0	0
Discover Energy	-3.7	0	0	0
Dodo Power & Gas	-17.5	0	0	0
Electricity in a Box	0	0	0	0
Energy Locals	-4.4	0	0	0
EnergyAustralia	+3.9	0	-2.2	-4.4
Enova Energy	0	+15.5	0	0
Future X Power	0	0	0	0
GEE Energy	—	-1.0	0	0

Retailer	September quarter	December quarter	March quarter	June quarter
GloBird Energy	+29.9	-8.3	-2.1	+22.5
Glow Power	0	0	0	0
Kogan Energy	+9.4	-4.6	-4.4	+24.9
Locality Planning Energy	0	0	0	0
Mojo Power	+5.4	+17.2	+15.6	0
Momentum Energy	+10.5	-4.9	0	0
Nectr	0	0	+4.3	0
On by EnergyAustralia	+11.1	0	0	0
Origin Energy	0	+1.9	-2.5	-0.9
Ovo Energy	+9.8	-5.4	-2.8	0
Powerclub	+2.2	+0.5	0	0
Powerdirect	0	+0.6	0	—
Powershop	-8.4	0	+6.2	+14.9
Radian Energy	—	—	—	0
ReAmped Energy	0	+3.2	+2.1	+7.4
Red Energy	-7.7	0	0	0
Simply Energy	-24.9	0	-24.9	0
Smart Energy	—	—	0	0
Social Energy	-5.8	0	0	0
Sumo Power	-0.4	0	0	+2.7
Tango Energy	0	-3.6	0	0
<b>Simple average</b>	<b>+0.3</b>	<b>+0.4</b>	<b>-0.2</b>	<b>+1.5</b>

Notes: Quarterly changes are relative to the previous quarter. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter. A dash (—) means the retailer did not have a market offer in the preceding or current quarter. Next Business Energy is not included in the table, as the retailer only had market offers in the December quarter of 2021. Percentages are rounded to one decimal place. Sources: Energy Made Easy; QCA analysis.

Table A5 shows that the average lowest market offer bill increased in three out of four quarters in 2021–22. The most common quarter in 2021–22 for retailers to change the price of their lowest market offer was the September quarter, when 10 retailers lowered their prices, and another 10 retailers raised them, compared to the previous quarter. A substantial number of retailers also adjusted the price of their lowest residential flat rate market offer during 2021–22. We found that 17 of the 37 retailers increased the price of their lowest market offer at least once during 2021–22, in some instances substantially.

### A.3 Residential flat rate with controlled load super economy offers

Standing offer bills were generally higher than market offer bills in each quarter of 2021–22. During the year, for a typical SEQ customer on this tariff combination:

- standing offer bills ranged from \$1,396 (Radian Energy) to \$1,881 (Brighte Energy)
- market offer bills ranged from \$814 (Simply Energy) to \$4,144 (GloBird Energy).

The tables in this section show the bills, by retailer, for each quarter of 2021–22.

#### A.3.1 Bills in the September quarter of 2021

In the September quarter, 38 retailers had plans that combined a residential flat rate tariff with a controlled load super economy tariff on Energy Made Easy—and of these retailers, 28 had a standing offer, and 33 had at least one market offer.

**Table A6 Annual bills for a typical residential flat rate with controlled load super economy customer, September quarter 2021**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,531	1,472	1,418	1,525
AGL	1,603	1,335	1,122	1,621
Alinta Energy	1,582	1,362	1,289	1,434
Amber Electric	—	1,647	1,621	1,674
Bright Spark Power	—	1,514	1,514	1,514
CovaU	1,515	1,404	1,404	1,404
Diamond Energy	1,588	—	—	—
Discover Energy	1,578	1,384	1,348	1,450
Dodo Power & Gas	1,589	1,370	1,370	1,370
Electricity in a Box	—	1,387	1,387	1,387
Elysian Energy	1,548	—	—	—
Energy Locals	—	1,475	1,313	1,853
EnergyAustralia	1,569	1,382	1,349	1,437
Enova Energy	1,566	1,480	1,365	1,569
Future X Power	1,593	1,441	1,441	1,441
GEE Energy	1,539	1,396	1,267	1,589
GloBird Energy	1,607	1,469	1,397	1,541
Glow Power	—	1,440	1,440	1,440
Kogan Energy	—	1,368	1,368	1,368
Locality Planning Energy	—	1,323	1,313	1,344
Mojo Power	1,599	1,365	1,170	1,525
Momentum Energy	1,591	1,443	1,309	1,591
Nectr	1,592	1,389	1,293	1,611
On by EnergyAustralia	—	1,569	1,569	1,569
Origin Energy	1,549	1,401	1,280	1,612
Ovo Energy	—	1,376	1,376	1,376
People Energy	1,599	—	—	—
Powerclub	1,600	1,631	1,582	1,665
Powerdirect	1,621	1,299	1,265	1,308
Powershop	1,574	1,279	1,229	1,329
QEnergy	1,599	—	—	—
Radian Energy	1,396	—	—	—
ReAmped Energy	—	1,298	1,148	1,662
Red Energy	1,593	1,461	1,461	1,461
Simply Energy	1,592	1,324	1,014	1,465
Social Energy	1,522	1,384	1,384	1,384
Sumo Power	1,611	1,305	1,299	1,349

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
Tango Energy	1,597	1,284	1,284	1,284
<b>Simple average</b>	<b>1,573</b>	<b>1,408</b>	<b>1,345</b>	<b>1,489</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.  
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2021:

- standing offer bills ranged from \$1,396 (Radian Energy – Grid to go Res Control Load 1, and Grid to go Res Control Load 1/2) to \$1,621 (Powerdirect – Residential Standing Offer)
- market offer bills ranged from \$1,014 (Simply Energy – QLD Simply Energy Solutions VPP 15%) to \$1,853 (Energy Locals – Members Energy Solar + Battery - SR + CL1)<sup>4</sup>.

The lowest market offer—Simply Energy’s QLD Simply Energy Solutions VPP 15% plan—had a guaranteed 15% discount off the bill attached, as well as a \$100 credit for eligible customers that signed up online. In addition, customers received a VPP community credit of approximately \$20 per month during the benefit period of 2 years. The plan required customers to have an energy storage system on Simply Energy’s list of eligible systems installed at their premises. Customers also had to own and live in their premises, and have an available, continuous, reliable internet connection to which their energy storage system was connected (excluding satellite NBN and 3G/4G internet connections).

### A.3.2 Bills in the December quarter of 2021

In the December quarter, 41 retailers had plans that combined a residential flat rate tariff with a controlled load super economy tariff on Energy Made Easy—and of these retailers, 30 had a standing offer, and 34 had at least one market offer.

**Table A7 Annual bills for a typical residential flat rate with controlled load super economy customer, December quarter 2021**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,531	1,472	1,418	1,525
AGL	1,603	1,324	1,122	1,603
Alinta Energy	1,582	1,348	1,279	1,434
Amber Electric	—	1,647	1,621	1,674
Bright Spark Power	—	1,514	1,514	1,514
Brighte Energy	1,881	—	—	—
Circular Energy	1,509	—	—	—
CovaU	1,515	1,370	1,354	1,404
Diamond Energy	1,588	—	—	—
Discover Energy	1,578	1,384	1,348	1,450
Dodo Power & Gas	1,589	1,370	1,370	1,370
Electricity in a Box	—	1,387	1,387	1,387
Elysian Energy	1,544	—	—	—
Energy Locals	—	1,433	1,313	1,853
EnergyAustralia	1,569	1,388	1,349	1,459
Enova Energy	1,569	1,552	1,535	1,569
Future X Power	1,593	1,441	1,441	1,441
GEE Energy	1,539	1,417	1,258	1,589
GloBird Energy	1,607	1,401	1,240	1,541
Glow Power	1,510	1,440	1,440	1,440

<sup>4</sup> The most expensive non-solar plan was Amber Electric’s Amber Plan 10 + Controlled Load plan (\$1,674).

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
Kogan Energy	—	1,359	1,350	1,368
Locality Planning Energy	—	1,328	1,313	1,344
Mojo Power	1,599	1,483	1,363	1,586
Momentum Energy	1,591	1,374	1,245	1,591
Nectr	1,592	1,389	1,293	1,611
Next Business Energy	—	1,413	1,403	1,424
On by EnergyAustralia	—	1,569	1,569	1,569
Origin Energy	1,549	1,391	1,279	1,599
Ovo Energy	—	1,336	1,316	1,376
People Energy	1,599	—	—	—
Powerclub	1,600	1,634	1,588	1,665
Powerdirect	—	1,308	1,308	1,308
Powershop	1,574	1,305	1,229	1,358
Radian Energy	1,396	—	—	—
ReAmped Energy	—	1,285	1,159	1,496
Red Energy	1,593	1,461	1,461	1,461
Simply Energy	1,592	1,319	1,014	1,465
Smart Energy	1,597	1,421	1,421	1,421
Social Energy	1,522	—	—	—
Sumo Power	1,611	1,308	1,299	1,349
Tango Energy	1,597	1,266	1,247	1,284
<b>Simple average</b>	<b>1,577</b>	<b>1,407</b>	<b>1,348</b>	<b>1,486</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2021:

- standing offer bills ranged from \$1,396 (Radian Energy – Grid to go Res Control Load 1, and Grid to go Res Control Load 1/2) to \$1,881 (Brighte Energy – Brighte Electricity Standing Offer Energex)
- market offer bills ranged from \$1,014 (Simply Energy – QLD Simply Energy Solutions VPP 15%) to \$1,853 (Energy Locals – Members Energy Solar + Battery - SR + CL1)<sup>5</sup>.

The lowest market offer—Simply Energy’s QLD Simply Energy Solutions VPP 15% plan—had a guaranteed 15% discount off the bill attached, as well as a \$100 credit for eligible customers that signed up online. In addition, customers received a VPP community credit of approximately \$20 per month during the benefit period of 2 years. The plan required customers to have an energy storage system on Simply Energy’s list of eligible systems installed at their premises. Customers also had to own and live in their premises, and have an available, continuous, reliable internet connection to which their energy storage system was connected (excluding satellite NBN and 3G/4G internet connections).

### A.3.3 Bills in the March quarter of 2022

In the March quarter, 39 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load super economy tariff—and of these retailers, 29 had a standing offer, and 33 had at least one market offer.

<sup>5</sup> The most expensive non-solar plan was Amber Electric’s Amber Plan 10 + Controlled Load plan (\$1,674).

**Table A8 Annual bills for a typical residential flat rate with controlled load super economy customer, March quarter 2022**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,531	1,472	1,418	1,525
AGL	1,603	1,310	1,122	1,603
Alinta Energy	1,582	1,329	1,279	1,389
Amber Electric	—	1,621	1,621	1,621
Bright Spark Power	—	1,602	1,514	1,723
Circular Energy	1,509	—	—	—
CovaU	1,515	1,379	1,354	1,404
Diamond Energy	1,588	—	—	—
Discover Energy	1,578	1,384	1,348	1,450
Dodo Power & Gas	1,589	1,370	1,370	1,370
Electricity in a Box	—	1,387	1,387	1,387
Elysian Energy	1,544	—	—	—
Energy Locals	—	1,533	1,313	1,853
EnergyAustralia	1,544	1,398	1,324	1,544
Enova Energy	1,569	1,552	1,535	1,569
Future X Power	1,593	1,441	1,441	1,441
GEE Energy	1,539	1,390	1,258	1,589
GloBird Energy	1,607	1,511	1,219	2,223
Glow Power	1,510	1,440	1,440	1,440
Kogan Energy	—	1,555	1,301	1,694
Locality Planning Energy	—	1,328	1,313	1,344
Mojo Power	1,599	1,576	1,571	1,586
Momentum Energy	1,591	1,381	1,245	1,591
Nectr	1,592	1,436	1,311	1,629
On by EnergyAustralia	—	1,569	1,569	1,569
Origin Energy	1,549	1,355	1,247	1,599
Ovo Energy	—	1,325	1,286	1,376
People Energy	1,599	—	—	—
Powerclub	1,600	1,634	1,588	1,665
Powerdirect	1,603	1,308	1,308	1,308
Powershop	1,574	1,472	1,358	1,586
QEnergy	1,599	—	—	—
Radian Energy	1,408	—	—	—
ReAmped Energy	—	1,316	1,178	1,501
Red Energy	1,593	1,461	1,461	1,461
Simply Energy	1,592	1,281	814	1,465
Smart Energy	1,597	1,421	1,421	1,421
Social Energy	—	1,288	1,288	1,288
Sumo Power	1,611	1,364	1,299	1,611
<b>Simple average</b>	<b>1,569</b>	<b>1,430</b>	<b>1,349</b>	<b>1,540</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.  
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2022:

- standing offer bills ranged from \$1,408 (Radian Energy – The Simple Switch Res Control Load 1) to \$1,611 (Sumo Power – Sumo Residential Standing Offer)
- market offer bills ranged from \$814 (Simply Energy – QLD Simply VPP BYO 15% off elec) to \$2,223 (GloBird Energy – GloGreen Residential (Flat Rate CTL Load) Energex).

The lowest market offer—Simply Energy’s QLD Simply VPP BYO 15% off elec plan—had a guaranteed 15% discount off the bill attached, as well as a \$300 first-bill credit. In addition,

customers received a VPP community credit of approximately \$20 per month during the benefit period of 5 years. The plan required customers to have a solar PV system (with a minimum 3 kW inverter size) and an energy storage system on Simply Energy’s list of eligible systems installed at their premises. Customers also required an available, continuous, reliable internet connection to which their energy storage system was connected (excluding satellite NBN and 3G/4G internet connections).

#### A.3.4 Bills in the June quarter of 2022

In the June quarter, 39 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load super economy tariff—and of these retailers, 31 had a standing offer, and 33 had at least one market offer.

**Table A9 Annual bills for a typical residential flat rate with controlled load super economy customer, June quarter 2022**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,531	1,490	1,418	1,525
AGL	1,603	1,266	1,073	1,603
Alinta Energy	1,582	1,329	1,279	1,389
Amber Electric	—	1,621	1,621	1,621
Circular Energy	1,509	—	—	—
CovaU	1,515	1,379	1,354	1,404
Diamond Energy	1,588	—	—	—
Discover Energy	1,578	1,384	1,348	1,450
Dodo Power & Gas	1,589	1,370	1,370	1,370
Electricity in a Box	—	1,387	1,387	1,387
Elysian Energy	1,544	—	—	—
Energy Locals	1,585	1,533	1,313	1,853
EnergyAustralia	1,519	1,424	1,274	1,569
Enova Energy	1,569	1,552	1,535	1,569
Future X Power	1,593	1,441	1,441	1,441
GEE Energy	1,539	1,390	1,258	1,589
GloBird Energy	1,607	2,814	1,541	4,144
Glow Power	1,510	1,440	1,440	1,440
Kogan Energy	—	1,663	1,574	1,734
Locality Planning Energy	—	1,328	1,313	1,344
Mojo Power	1,599	1,576	1,571	1,586
Momentum Energy	1,591	1,345	1,239	1,591
Nectr	1,592	1,469	1,317	1,629
On by EnergyAustralia	—	1,569	1,569	1,569
Origin Energy	1,549	1,374	1,245	1,599
Ovo Energy	—	1,316	1,286	1,376
People Energy	1,599	—	—	—
Powerclub	1,600	1,634	1,588	1,665
Powerdirect	1,603	—	—	—
Powershop	1,574	1,651	1,586	1,715
QEnergy	1,599	—	—	—
Radian Energy	1,584	2,361	1,311	3,572
ReAmped Energy	—	1,851	1,247	2,670
Red Energy	1,593	1,461	1,461	1,461
Simply Energy	1,592	1,306	814	1,592
Smart Energy	1,597	1,421	1,421	1,421
Social Energy	—	1,288	1,288	1,288
Sumo Power	1,611	1,565	1,324	1,820

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
Tango Energy	1,597	1,339	1,247	1,431
<b>Simple average</b>	<b>1,576</b>	<b>1,525</b>	<b>1,365</b>	<b>1,710</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.  
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2022:

- standing offer bills ranged from \$1,509 (Circular Energy – Community Energy Anytime with Control Load) to \$1,611 (Sumo Power – Sumo Residential Standing Offer)
- market offer bills ranged from \$814 (Simply Energy – QLD Simply VPP BYO 15% off elec) to \$4,144 (GloBird Energy – GloGreen Residential (Flat Rate CTL Load) Energex).

The lowest market offers—Simply Energy’s QLD Simply VPP BYO 15% off elec plans—had a guaranteed 15% discount off the bill attached, as well as a \$300 first-bill credit. In addition, customers received a VPP community credit of approximately \$20 per month during the benefit period of 5 years. The plans required customers to have a solar PV system (with a minimum 3 kW inverter size) and an energy storage system on Simply Energy’s list of eligible systems installed at their premises. Customers also required an available, continuous, reliable internet connection to which their energy storage system was connected (excluding satellite NBN and 3G/4G internet connections).

### A.3.5 Quarterly change in bills in 2021–22

In 2021–22, 36 retailers had at least one generally available market offer for this tariff combination. Table A10 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2021–22 for the typical SEQ customer.

**Table A10 Change (%) in lowest annual market offer bill, by quarter in 2021–22—residential flat rate with controlled load super economy**

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	+3.5	0	0	0
AGL	0	0	0	-4.4
Alinta Energy	0	-0.8	0	0
Amber Electric	-3.2	0	0	0
Bright Spark Power	—	0	0	—
CovaU	—	-3.6	0	0
Discover Energy	-4.2	0	0	0
Dodo Power & Gas	-16.2	0	0	0
Electricity in a Box	0	0	0	0
Energy Locals	-2.4	0	0	0
EnergyAustralia	+3.4	0	-1.9	-3.8
Enova Energy	0	+12.5	0	0
Future X Power	0	0	0	0
GEE Energy	—	-0.7	0	0
GloBird Energy	+28.7	-11.3	-1.7	+26.4
Glow Power	0	0	0	0
Kogan Energy	+8.9	-1.3	-3.6	+21.0
Locality Planning Energy	0	0	0	0
Mojo Power	+4.5	+16.5	+15.3	0
Momentum Energy	+12.1	-4.9	0	-0.5
Nectr	0	0	+1.4	+0.5
On by EnergyAustralia	+10.5	0	0	0
Origin Energy	+0.3	0	-2.5	-0.2

Retailer	September quarter	December quarter	March quarter	June quarter
Ovo Energy	+7.8	-4.4	-2.3	0
Powerclub	+2.5	+0.4	0	0
Powerdirect	0	+3.3	0	—
Powershop	-7.5	0	+10.5	+16.9
ReAmped Energy	0	+0.9	+1.7	+5.8
Red Energy	-7.6	0	0	0
Simply Energy	-21.5	0	-19.7	0
Smart Energy	—	—	0	0
Social Energy	0	—	—	0
Sumo Power	0	0	0	+1.9
Tango Energy	0	-2.9	—	—
<b>Simple average</b>	<b>+1.2</b>	<b>+0.2</b>	<b>0</b>	<b>+1.2</b>

*Notes: Quarterly changes are relative to the previous quarter. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter. A dash (—) means the retailer did not have a market offer in the preceding or current quarter. Two retailers are not included in the table as they only had market offers in one quarter—Next Business Energy in the December quarter of 2021 and Radian Energy in the June quarter of 2022. Percentages are rounded to one decimal place.*

*Sources: Energy Made Easy; QCA analysis.*

Table A10 shows that the average lowest market offer bill increased in three quarters and did not change in one quarter of 2021–22. The most common quarter in 2021–22 for retailers to change the price of their lowest market offer was the September quarter, when 7 retailers lowered and 10 retailers raised the price of their lowest residential flat rate with controlled load super economy plans compared to the previous quarter. A substantial number of retailers also adjusted the price of their lowest market offer during 2021–22. We found that 16 of the 36 retailers increased the price of their lowest market offer at least once during 2021–22, in some instances substantially.

## A.4 Residential flat rate with controlled load economy offers

Standing offer bills were generally higher than market offer bills in each quarter of 2021–22. During the year, for a typical SEQ customer on this tariff combination:

- standing offer bills ranged from \$1,382 (Radian Energy) to \$1,645 (Powerdirect)
- market offer bills ranged from \$800 (Simply Energy) to \$4,085 (GloBird Energy).

The tables in this section show the bills, by retailer, for each quarter of 2021–22.

### A.4.1 Bills in the September quarter of 2021

In the September quarter, 33 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff—and of these retailers, 25 had a standing offer, and 29 had at least one market offer.

**Table A11 Annual bills for a typical residential flat rate with controlled load economy customer, September quarter 2021**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,584	1,523	1,468	1,578
AGL	1,586	1,331	1,141	1,645
Alinta Energy	1,571	1,411	1,324	1,489
Bright Spark Power	—	1,498	1,498	1,498
CovaU	1,571	1,404	1,384	1,423
Discover Energy	1,562	1,371	1,335	1,436
Dodo Power & Gas	1,573	1,354	1,354	1,354
Elysian Energy	1,533	—	—	—
Energy Locals	—	1,484	1,318	1,860
EnergyAustralia	1,578	1,382	1,357	1,422
Enova Energy	1,570	1,484	1,368	1,573
Future X Power	1,577	1,424	1,424	1,424
GEE Energy	1,523	1,367	1,233	1,573
GloBird Energy	1,591	1,454	1,383	1,525
Glow Power	—	1,423	1,423	1,423
Kogan Energy	—	1,376	1,376	1,376
Locality Planning Energy	—	1,357	1,347	1,377
Mojo Power	1,584	1,374	1,179	1,532
Momentum Energy	1,575	1,428	1,295	1,575
Nectr	1,576	1,380	1,278	1,593
On by EnergyAustralia	—	1,578	1,578	1,578
Origin Energy	1,583	1,387	1,266	1,596
Ovo Energy	—	1,382	1,382	1,382
People Energy	1,584	—	—	—
Powerdirect	1,645	1,292	1,285	1,293
Powershop	1,579	1,369	1,319	1,419
QEnergy	1,584	—	—	—
Radian Energy	1,382	—	—	—
ReAmped Energy	—	1,321	1,157	1,645
Red Energy	1,576	1,445	1,445	1,445
Simply Energy	1,577	1,311	1,000	1,451
Sumo Power	1,598	1,311	1,305	1,355
Tango Energy	1,581	1,273	1,273	1,273
<b>Simple average</b>	<b>1,570</b>	<b>1,396</b>	<b>1,327</b>	<b>1,487</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2021:

- standing offer bills ranged from \$1,382 (Radian Energy – Grid to go Res Control Load 1/2) to \$1,645 (Powerdirect – Residential Standing Offer)
- market offer bills ranged from \$1,000 (Simply Energy – QLD Simply Energy Solutions VPP 15%) to \$1,860 (Energy Locals – Members Energy Solar + Battery - SR + CL2)<sup>6</sup>.

The lowest market offer—Simply Energy’s QLD Simply Energy Solutions VPP 15% plan—had a guaranteed 15% discount off the bill attached, as well as a \$100 credit for eligible customers that signed up online. In addition, customers received a VPP community credit of approximately \$20 per month during the benefit period of 2 years. The plan required customers to have an energy storage system on Simply Energy’s list of eligible systems installed at their premises. Customers also had to own and live in their premises, and have an available, continuous, reliable internet connection to which their energy storage system was connected (excluding satellite NBN and 3G/4G internet connections).

#### A.4.2 Bills in the December quarter of 2021

In the December quarter, 34 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff—and of these retailers, 26 had a standing offer, and 30 had at least one market offer.

**Table A12 Annual bills for a typical residential flat rate with controlled load economy customer, December quarter 2021**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,584	1,523	1,468	1,578
AGL	1,586	1,315	1,141	1,586
Alinta Energy	1,571	1,379	1,285	1,489
Bright Spark Power	—	1,498	1,498	1,498
CovaU	1,571	1,390	1,373	1,423
Discover Energy	1,562	1,371	1,335	1,436
Dodo Power & Gas	1,573	1,354	1,354	1,354
Elysian Energy	1,531	—	—	—
Energy Locals	—	1,443	1,318	1,860
EnergyAustralia	1,578	1,391	1,357	1,468
Enova Energy	1,573	1,556	1,539	1,573
Future X Power	1,577	1,424	1,424	1,424
GEE Energy	1,523	1,391	1,224	1,573
GloBird Energy	1,591	1,387	1,229	1,525
Glow Power	1,494	1,423	1,423	1,423
Kogan Energy	—	1,366	1,356	1,376
Locality Planning Energy	—	1,362	1,347	1,377
Mojo Power	1,584	1,482	1,370	1,569
Momentum Energy	1,575	1,360	1,232	1,575
Nectr	1,576	1,380	1,278	1,593
On by EnergyAustralia	—	1,578	1,578	1,578
Origin Energy	1,583	1,378	1,267	1,583
Ovo Energy	—	1,342	1,322	1,382
People Energy	1,584	—	—	—
Powerdirect	—	1,293	1,293	1,293
Powershop	1,579	1,372	1,319	1,419

<sup>6</sup> The most expensive non-solar plan was Nectr’s Nectr GreenPower + Controlled Load 2 plan (\$1,593).

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
QEnergy	1,584	—	—	—
Radian Energy	1,382	—	—	—
ReAmped Energy	—	1,288	1,157	1,500
Red Energy	1,576	1,445	1,445	1,445
Simply Energy	1,577	1,306	1,000	1,451
Smart Energy	1,582	1,417	1,417	1,417
Sumo Power	1,598	1,314	1,305	1,355
Tango Energy	1,581	1,255	1,236	1,273
<b>Simple average</b>	<b>1,564</b>	<b>1,393</b>	<b>1,330</b>	<b>1,480</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.  
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2021:

- standing offer bills ranged from \$1,382 (Radian Energy – Grid to go Res Control Load 1/2) to \$1,598 (Sumo Power – Sumo Residential Standing Offer)
- market offer bills ranged from \$1,000 (Simply Energy – QLD Simply Energy Solutions VPP 15%) to \$1,860 (Energy Locals – Members Energy Solar + Battery – SR + CL2)<sup>7</sup>.

The lowest market offer—Simply Energy’s QLD Simply Energy Solutions VPP 15% plan—had a guaranteed 15% discount off the bill attached, as well as a \$100 credit for eligible customers that signed up online. In addition, customers received a VPP community credit of approximately \$20 per month during the benefit period of 2 years. The plan required customers to have an energy storage system on Simply Energy’s list of eligible systems installed at their premises. Customers also had to own and live in their premises, and have an available, continuous, reliable internet connection to which their energy storage system was connected (excluding satellite NBN and 3G/4G internet connections).

#### A.4.3 Bills in the March quarter of 2022

In the March quarter, 32 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff—and of these retailers, 25 had a standing offer, and 29 had at least one market offer.

**Table A13 Annual bills for a typical residential flat rate with controlled load economy customer, March quarter 2022**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,584	1,523	1,468	1,578
AGL	1,586	1,300	1,141	1,586
Alinta Energy	1,571	1,335	1,285	1,395
Bright Spark Power	—	1,586	1,498	1,706
CovaU	1,571	1,398	1,373	1,423
Discover Energy	1,562	1,371	1,335	1,436
Dodo Power & Gas	1,573	1,354	1,354	1,354
Elysian Energy	1,531	—	—	—
Energy Locals	—	1,542	1,318	1,860
EnergyAustralia	1,553	1,401	1,332	1,553
Enova Energy	1,573	1,556	1,539	1,573
Future X Power	1,577	1,424	1,424	1,424
GEE Energy	1,523	1,362	1,224	1,573

<sup>7</sup> The most expensive non-solar plan was Nectr’s Nectr GreenPower + Controlled Load 2 plan (\$1,593).

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
GloBird Energy	1,591	1,495	1,208	2,194
Glow Power	1,494	1,423	1,423	1,423
Kogan Energy	—	1,558	1,307	1,696
Locality Planning Energy	—	1,362	1,347	1,377
Mojo Power	1,584	1,559	1,555	1,569
Momentum Energy	1,575	1,367	1,232	1,575
Nectr	1,576	1,430	1,319	1,613
On by EnergyAustralia	—	1,578	1,578	1,578
Origin Energy	1,583	1,342	1,235	1,583
Ovo Energy	—	1,324	1,292	1,382
People Energy	1,584	—	—	—
Powerdirect	1,586	1,293	1,293	1,293
Powershop	1,579	1,475	1,378	1,572
QEnergy	1,584	—	—	—
ReAmped Energy	—	1,319	1,176	1,506
Red Energy	1,576	1,445	1,445	1,445
Simply Energy	1,577	1,268	800	1,451
Smart Energy	1,582	1,417	1,417	1,417
Sumo Power	1,598	1,368	1,305	1,601
<b>Simple average</b>	<b>1,571</b>	<b>1,420</b>	<b>1,331</b>	<b>1,543</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2022:

- standing offer bills ranged from \$1,494 (Glow Power – Standing Offer (Single Rate + Controlled Load 2)) to \$1,598 (Sumo Power – Sumo Residential Standing Offer)
- market offer bills ranged from \$800 (Simply Energy – QLD Simply VPP BYO 15% off elec) to \$2,194 (GloBird Energy – GloGreen Residential (Flat Rate CTL Load) Energex).

The lowest market offer—Simply Energy’s QLD Simply VPP BYO 15% off elec plan—had a guaranteed 15% discount off the bill attached, as well as a \$300 first-bill credit. In addition, customers received a VPP community credit of approximately \$20 per month during the benefit period of 5 years. The plan required customers to have a solar PV system (with a minimum 3 kW inverter size) and an energy storage system on Simply Energy’s list of eligible systems installed at their premises. Customers also had to have an available, continuous, reliable internet connection to which their energy storage system was connected (excluding satellite NBN and 3G/4G internet connections).

#### A.4.4 Bills in the June quarter of 2022

In the June quarter, 32 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff—and of these retailers, 27 had a standing offer, and 28 had at least one market offer.

**Table A14 Annual bills for a typical residential flat rate with controlled load economy customer, June quarter 2022**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,584	1,542	1,468	1,578
AGL	1,586	1,255	1,060	1,586
Alinta Energy	1,571	1,335	1,285	1,395
CovaU	1,571	1,398	1,373	1,423
Discover Energy	1,562	1,371	1,335	1,436

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
Dodo Power & Gas	1,573	1,354	1,354	1,354
Elysian Energy	1,531	—	—	—
Energy Locals	1,589	1,542	1,318	1,860
EnergyAustralia	1,528	1,430	1,282	1,578
Enova Energy	1,573	1,556	1,539	1,573
Future X Power	1,577	1,424	1,424	1,424
GEE Energy	1,523	1,362	1,224	1,573
GloBird Energy	1,591	2,777	1,525	4,085
Glow Power	1,494	1,423	1,423	1,423
Kogan Energy	—	1,665	1,579	1,736
Locality Planning Energy	—	1,362	1,347	1,377
Mojo Power	1,584	1,559	1,555	1,569
Momentum Energy	1,575	1,332	1,226	1,575
Nectr	1,576	1,463	1,323	1,613
On by EnergyAustralia	—	1,578	1,578	1,578
Origin Energy	1,583	1,360	1,233	1,583
Ovo Energy	—	1,322	1,292	1,382
People Energy	1,584	—	—	—
Powerdirect	1,586	—	—	—
Powershop	1,579	1,644	1,572	1,716
QEnergy	1,584	—	—	—
ReAmped Energy	—	1,849	1,245	2,657
Red Energy	1,576	1,445	1,445	1,445
Simply Energy	1,577	1,292	800	1,577
Smart Energy	1,582	1,417	1,417	1,417
Sumo Power	1,598	1,564	1,330	1,802
Tango Energy	1,581	1,326	1,236	1,417
<b>Simple average</b>	<b>1,571</b>	<b>1,498</b>	<b>1,350</b>	<b>1,669</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.  
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2022:

- standing offer bills ranged from \$1,494 (Glow Power – Standing Offer (Single Rate + Controlled Load 2)) to \$1,598 (Sumo Power – Sumo Residential Standing Offer)
- market offer bills ranged from \$800 (Simply Energy – QLD Simply VPP BYO 15% off elec) to \$4,085 (GloBird Energy – GloGreen Residential (Flat Rate CTL Load) Energex).

The lowest market offers—Simply Energy’s QLD Simply VPP BYO 15% off elec plans—had a guaranteed 15% discount off the bill attached, as well as a \$300 first-bill credit. In addition, customers received a VPP community credit of approximately \$20 per month during the benefit period of 5 years. The plans required customers to have a solar PV system (with a minimum 3 kW inverter size) and an energy storage system on Simply Energy’s list of eligible systems installed at their premises. Customers also had to have an available, continuous, reliable internet connection to which their energy storage system was connected (excluding satellite NBN and 3G/4G internet connections).

#### A.4.5 Quarterly change in bills in 2021–22

In 2021–22, 30 retailers had at least one generally available market offer for this tariff combination. Table A15 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2021–22 for the typical SEQ customer.

**Table A15 Change (%) in lowest annual market offer bill, by quarter in 2021–22—  
residential flat rate with controlled load economy**

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	+3.7	0	0	0
AGL	0	0	0	-7.2
Alinta Energy	0	-2.9	0	0
Bright Spark Power	—	0	0	—
CovaU	0	-0.8	0	0
Discover Energy	-4.2	0	0	0
Dodo Power & Gas	-16.4	0	0	0
Energy Locals	-2.5	0	0	0
EnergyAustralia	+3.5	0	-1.8	-3.8
Enova Energy	0	+12.5	0	0
Future X Power	0	0	0	0
GEE Energy	—	-0.7	0	0
GloBird Energy	+28.8	-11.1	-1.7	+26.3
Glow Power	0	0	0	0
Kogan Energy	+8.8	-1.4	-3.6	+20.8
Locality Planning Energy	0	0	0	0
Mojo Power	+4.4	+16.2	+13.4	0
Momentum Energy	+11.9	-4.9	0	-0.5
Nectr	0	0	+3.3	+0.3
On by EnergyAustralia	+10.6	0	0	0
Origin Energy	+0.2	+0.1	-2.5	-0.2
Ovo Energy	+7.8	-4.3	-2.3	0
Powerdirect	0	+0.6	0	—
Powershop	-7.0	0	+4.4	+14.1
ReAmped Energy	-3.7	0	+1.7	+5.8
Red Energy	-7.6	0	0	0
Simply Energy	-21.7	0	-20.0	0
Smart Energy	—	—	0	0
Sumo Power	0	0	0	+1.9
Tango Energy	0	-3.0	—	—
<b>Simple average</b>	<b>+0.9</b>	<b>+0.2</b>	<b>+0.1</b>	<b>+1.4</b>

Notes: Quarterly changes are relative to the previous quarter. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter. A dash (—) means the retailer did not have a market offer in the preceding or current quarter. Percentages are rounded to one decimal place.

Sources: Energy Made Easy; QCA analysis.

Table A15 shows that the average lowest market offer bill increased in each quarter of 2021–22. The most common quarter in 2021–22 for retailers to change the price of their lowest market offer was the September quarter, when 7 retailers lowered and 9 retailers raised their price of their lowest residential flat rate with controlled load economy plan compared to the previous quarter. A substantial number of retailers also adjusted the price of their lowest market offer during 2021–22. We found that 15 of the 30 retailers increased the price of their lowest market offer at least once during 2021–22, in some instances substantially.

## A.5 Small business flat rate offers

Standing offer bills were generally higher than market offer bills in each quarter of 2021–22. During the year, for a typical SEQ small business flat rate customer:

- standing offer bills ranged from \$1,310 (GEE Energy) to \$1,938 (ReAmped Energy)
- market offer bills ranged from \$1,179 (Blue NRG) to \$2,650 (Blue NRG).

The tables in this section show the bills, by retailer, for each quarter of 2021–22.

### A.5.1 Bills in the September quarter of 2021

In the September quarter, 31 retailers had small business flat rate plans on Energy Made Easy— and of these retailers, 26 had a standing offer, and 28 had at least one market offer.

**Table A16 Annual bills for a typical small business flat rate customer, September quarter 2021**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,595	1,430	1,430	1,430
AGL	1,668	1,421	1,351	1,501
Alinta Energy	1,634	1,549	1,385	1,714
Blue NRG	—	1,358	1,179	1,546
Bright Spark Power	—	1,526	1,526	1,526
CovaU	1,551	1,427	1,400	1,489
Diamond Energy	1,613	1,450	1,401	1,548
Discover Energy	1,547	1,386	1,343	1,433
Electricity in a Box	—	1,375	1,375	1,375
Elysian Energy	1,834	1,591	1,459	1,722
Energy Locals	1,829	1,433	1,318	1,488
EnergyAustralia	1,591	1,421	1,384	1,463
Enova Energy	1,652	1,433	1,340	1,618
Future X Power	1,592	1,484	1,484	1,484
GEE Energy	1,310	1,393	1,271	1,515
Glow Power	—	1,483	1,483	1,483
Locality Planning Energy	—	1,399	1,389	1,419
Momentum Energy	1,628	1,477	1,341	1,628
Next Business Energy	1,627	—	—	—
Origin Energy	1,449	1,443	1,417	1,449
People Energy	1,585	—	—	—
Powerclub	1,657	1,589	1,532	1,632
Powerdirect	1,706	1,401	1,384	1,467
Powershop	1,668	1,456	1,456	1,456
QEnergy	1,585	1,251	1,251	1,251
Radian Energy	1,410	—	—	—
ReAmped Energy	1,938	1,276	1,257	1,313
Red Energy	1,652	1,418	1,418	1,418
Simply Energy	1,577	1,230	1,230	1,230
Sumo Power	1,668	1,385	1,385	1,385
Tango Energy	1,672	1,447	1,447	1,447
<b>Simple average</b>	<b>1,624</b>	<b>1,426</b>	<b>1,380</b>	<b>1,480</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter. Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2021:

- standing offer bills ranged from \$1,310 (GEE Energy – GEE Business Basic Online) to \$1,938 (ReAmped Energy – ReAmped Standard Business | Anytime)
- market offer bills ranged from \$1,179 (Blue NRG – Blue Business Switch SR 8500) to \$1,722 (Elysian Energy – Elysian Market Business Single Plan (QEX)).

The lowest market offer—Blue NRG’s Blue Business Switch SR 8500 plan—had a \$50 sign-up bonus attached.

### A.5.2 Bills in the December quarter of 2021

In the December quarter, 33 retailers had small business flat rate plans on Energy Made Easy—and of these retailers, 26 had a standing offer, and 30 had at least one market offer.

**Table A17 Annual bills for a typical small business flat rate customer, December quarter 2021**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,595	1,430	1,430	1,430
AGL	1,668	1,415	1,351	1,501
Alinta Energy	1,634	1,451	1,261	1,714
Blue NRG	—	1,425	1,310	1,546
Bright Spark Power	—	1,526	1,526	1,526
Circular Energy	1,550	—	—	—
CovaU	1,551	1,408	1,350	1,665
Diamond Energy	1,613	1,401	1,401	1,401
Discover Energy	1,547	1,386	1,343	1,433
Electricity in a Box	—	1,375	1,375	1,375
Elysian Energy	1,764	1,591	1,459	1,722
Energy Locals	—	1,397	1,318	1,468
EnergyAustralia	1,591	1,421	1,384	1,463
Enova Energy	1,652	1,618	1,618	1,618
Future X Power	1,592	1,484	1,484	1,484
GEE Energy	1,310	1,416	1,271	1,515
Glow Power	1,464	1,483	1,483	1,483
Locality Planning Energy	—	1,404	1,389	1,419
Mojo Power	—	1,462	1,462	1,462
Momentum Energy	1,628	1,406	1,276	1,628
Next Business Energy	1,627	—	—	—
Origin Energy	1,449	1,444	1,417	1,465
People Energy	1,585	—	—	—
Powerclub	1,657	1,595	1,543	1,632
Powerdirect	—	1,384	1,384	1,384
Powershop	1,668	1,446	1,441	1,456
QEnergy	1,585	1,251	1,251	1,251
Radian Energy	1,410	1,400	1,400	1,400
ReAmped Energy	1,938	1,257	1,257	1,257
Red Energy	1,652	1,418	1,418	1,418
Simply Energy	1,577	1,230	1,230	1,230
Sumo Power	1,668	1,385	1,385	1,385
Tango Energy	1,672	1,430	1,413	1,447
<b>Simple average</b>	<b>1,602</b>	<b>1,425</b>	<b>1,388</b>	<b>1,473</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2021:

- standing offer bills ranged from \$1,310 (GEE Energy – GEE Business Basic Online) to \$1,938 (ReAmped Energy – ReAmped Standard Business | Anytime)
- market offer bills ranged from \$1,230 (Simply Energy – QLD Business Saver 22% off) to \$1,722 (Elysian Energy – Elysian Market Business Single Plan (QEX)).

The lowest market offer—Simply Energy’s QLD Business Saver 22% off plan—had a guaranteed 22% discount off the bill attached.

### A.5.3 Bills in the March quarter of 2022

In the March quarter, 33 retailers had small business flat rate plans on Energy Made Easy—and of these retailers, 26 had a standing offer, and 31 retailers had at least one market offer.

**Table A18 Annual bills for a typical small business flat rate customer, March quarter 2022**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,595	1,530	1,530	1,530
AGL	1,668	1,426	1,351	1,501
Alinta Energy	1,634	1,385	1,261	1,497
Blue NRG	—	1,425	1,310	1,546
Bright Spark Power	—	1,752	1,526	1,977
Circular Energy	1,550	—	—	—
CovaU	1,551	1,380	1,350	1,400
Diamond Energy	1,613	1,401	1,401	1,401
Discover Energy	1,547	1,386	1,343	1,433
Electricity in a Box	—	1,375	1,375	1,375
Elysian Energy	1,764	1,459	1,459	1,459
Energy Locals	—	1,401	1,401	1,401
EnergyAustralia	1,591	1,421	1,384	1,463
Enova Energy	1,652	1,618	1,618	1,618
Future X Power	1,592	1,484	1,484	1,484
GEE Energy	1,410	1,440	1,368	1,512
Glow Power	1,464	1,483	1,483	1,483
Locality Planning Energy	—	1,404	1,389	1,419
Mojo Power	—	1,462	1,462	1,462
Momentum Energy	1,628	1,414	1,276	1,628
Next Business Energy	1,627	1,371	1,371	1,371
Origin Energy	1,449	1,446	1,417	1,465
People Energy	1,585	—	—	—
Powerclub	1,657	1,595	1,543	1,632
Powerdirect	1,668	1,384	1,384	1,384
Powershop	1,668	1,496	1,441	1,647
QEnergy	1,585	1,251	1,251	1,251
Radian Energy	—	1,372	1,260	1,490
ReAmped Energy	1,938	1,282	1,257	1,306
Red Energy	1,652	1,418	1,418	1,418
Simply Energy	1,577	1,230	1,230	1,230
Sumo Power	1,668	1,385	1,385	1,385
Tango Energy	1,672	1,413	1,413	1,413
<b>Simple average</b>	<b>1,616</b>	<b>1,429</b>	<b>1,392</b>	<b>1,470</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2022:

- standing offer bills ranged from \$1,410 (GEE Energy – GEE Business Basic) to \$1,938 (ReAmped Energy – ReAmped Standard Business | Anytime)
- market offer bills ranged from \$1,230 (Simply Energy – QLD Business Saver 22% off) to \$1,977 (Bright Spark Power – Aussie Business Flat Rate Plan).

The lowest market offer—Simply Energy’s QLD Business Saver 22% off plan—had a guaranteed 22% discount off the bill attached.

#### A.5.4 Bills in the June quarter of 2022

In the June quarter, 33 retailers had small business flat rate plans on Energy Made Easy—and of these retailers, 27 had a standing offer, and 29 had at least one market offer.

**Table A19 Annual bills for a typical small business flat rate customer, June quarter 2022**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,595	1,510	1,430	1,589
AGL	1,668	1,401	1,351	1,501
Alinta Energy	1,634	1,385	1,261	1,497
Amber Electric	—	1,734	1,734	1,734
Blue NRG	—	1,784	1,310	2,650
Circular Energy	1,550	—	—	—
CovaU	1,551	1,380	1,350	1,400
Diamond Energy	1,613	1,401	1,401	1,401
Discover Energy	1,547	1,386	1,343	1,433
Electricity in a Box	—	1,375	1,375	1,375
Elysian Energy	1,764	1,459	1,459	1,459
Energy Locals	1,749	1,401	1,401	1,401
EnergyAustralia	1,591	1,488	1,384	1,591
Enova Energy	1,652	1,618	1,618	1,618
Future X Power	1,592	1,484	1,484	1,484
GEE Energy	1,410	1,440	1,368	1,512
Glow Power	1,464	1,483	1,483	1,483
Locality Planning Energy	—	1,404	1,389	1,419
Mojo Power	—	1,462	1,462	1,462
Momentum Energy	1,628	1,413	1,276	1,628
Next Business Energy	1,627	1,371	1,371	1,371
Origin Energy	1,449	1,488	1,417	1,594
People Energy	1,585	—	—	—
Powerclub	1,657	1,595	1,543	1,632
Powerdirect	1,668	—	—	—
Powershop	1,668	1,751	1,647	1,856
QEnergy	1,585	—	—	—
Radian Energy	—	1,431	1,371	1,490
ReAmped Energy	1,938	1,770	1,306	2,533
Red Energy	1,652	1,418	1,418	1,418
Simply Energy	1,577	1,230	1,230	1,230
Sumo Power	1,385	1,535	1,385	1,686
Tango Energy	1,672	1,413	1,413	1,413
<b>Simple average</b>	<b>1,610</b>	<b>1,483</b>	<b>1,413</b>	<b>1,581</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2022:

- standing offer bills ranged from \$1,385 (Sumo Power – Sumo iPropel Business) to \$1,938 (ReAmped Energy – ReAmped Standard Business | Anytime)
- market offer bills ranged from \$1,230 (Simply Energy – QLD Business Saver 22% off) to \$2,650 (Blue NRG – Blue Business Local 8500, Blue Business Local 8520, Blue Business Local 8550, and Blue Business Local 8570).

The lowest market offer—Simply Energy’s QLD Business Saver 22% off plan—had a guaranteed 22% discount off the bill attached.

### A.5.5 Quarterly change in bills in 2021–22

In 2021–22, 32 retailers had at least one generally available small business flat rate market offer. Table A20 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2021–22 for the typical SEQ customer.

**Table A20 Change (%) in lowest annual market offer bill, by quarter in 2021–22—small business flat rate**

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	+2.1	0	+6.9	-6.5
AGL	-2.2	0	0	0
Alinta Energy	0	-8.9	0	0
Blue NRG	-7.3	+19.8	0	0
Bright Spark Power	+8.7	0	0	—
CovaU	-0.8	-3.6	0	0
Diamond Energy	-9.5	0	0	0
Discover Energy	-9.3	0	0	0
Electricity in a Box	0	0	0	0
Elysian Energy	0	0	0	0
Energy Locals	-11.4	0	+6.3	0
EnergyAustralia	-3.3	0	0	0
Enova Energy	0	+20.8	0	0
Future X Power	0	0	0	0
GEE Energy	—	0	+7.6	0
Glow Power	0	0	0	0
Locality Planning Energy	0	0	0	0
Mojo Power	—	—	0	0
Momentum Energy	+9.1	-4.9	0	0
Next Business Energy	—	—	—	0
Origin Energy	+1.1	0	0	0
Powerclub	+2.2	+0.7	0	0
Powerdirect	-5.6	0	0	—
Powershop	0	-1.0	0	+14.3
QEnergy	0	0	0	—
Radian Energy	—	—	-10.0	+8.8
ReAmped Energy	-4.3	0	0	+3.9
Red Energy	-7.4	0	0	0
Simply Energy	-8.7	0	0	0
Sumo Power	0	0	0	0
Tango Energy	0	-2.4	0	0
<b>Simple average</b>	<b>-2.1</b>	<b>+0.8</b>	<b>+0.3</b>	<b>+1.5</b>

Notes: Quarterly changes are relative to the previous quarter. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter. A dash (—) means the retailer did not have a market offer in the preceding or current quarter. Amber Electric is not included in the table as the retailer only had market offers in the June quarter of 2022. Percentages are rounded to one decimal place.

Sources: Energy Made Easy; QCA analysis.

Table A20 shows that the average lowest market offer bill increased in three out of four quarters in 2021–22. The most common quarter in 2021–22 for retailers to change the price of their lowest market offer was the September quarter, when 11 retailers lowered and 5 retailers raised the price of their lowest small business flat rate offer compared to the previous quarter. A number of retailers also adjusted the price of their lowest market offer during 2021–22. We found that 12 of the 32 retailers increased the price of their lowest market offer at least once during 2021–22, in some instances substantially.

## A.6 Small business time of use offers

Standing offer bills were generally higher than market offer bills in each quarter of 2021–22. During the year, for a typical SEQ customer on a small business time of use tariff:

- standing offer bills ranged from \$2,769 (GEE Energy) to \$5,701 (Momentum Energy)
- market offer bills ranged from \$2,429 (GEE Energy) to \$6,186 (Blue NRG).

The tables in this section show the standing and market offer bills, by retailer, for each quarter of 2021–22.

### A.6.1 Bills in the September quarter of 2021

In the September quarter, 29 retailers had small business time of use plans on Energy Made Easy—and of these retailers, 22 had a standing offer, and 28 had at least one market offer.

**Table A21 Annual bills for a typical small business time of use customer, September quarter 2021**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	3,247	2,917	2,917	2,917
AGL	3,506	2,997	2,839	3,155
Alinta Energy	3,816	2,880	2,867	2,893
Blue NRG	3,679	3,041	2,617	3,577
Bright Spark Power	—	3,920	3,563	4,277
CovaU	3,295	3,103	3,038	3,365
Diamond Energy	3,861	2,958	2,874	3,124
Discover Energy	3,205	3,015	2,975	3,052
Elysian Energy	3,666	3,188	2,889	3,487
Energy Locals	—	2,889	2,730	3,065
EnergyAustralia	3,383	3,022	2,943	3,113
Enova Energy	3,407	2,984	2,794	3,365
Future X Power	—	3,015	3,015	3,015
GEE Energy	2,769	2,569	2,429	2,708
Glow Power	—	3,148	3,148	3,148
Locality Planning Energy	—	2,712	2,702	2,732
Momentum Energy	5,701	5,219	4,885	5,701
Next Business Energy	3,778	3,024	2,936	3,113
Origin Energy	3,340	3,193	2,940	3,340
Powerclub	—	2,996	2,991	3,002
Powerdirect	3,574	2,937	2,909	3,073
Powershop	3,371	2,889	2,889	2,889
QEnergy	5,099	2,644	2,644	2,644
Radian Energy	2,858	—	—	—
ReAmped Energy	—	2,568	2,537	2,631
Red Energy	3,315	2,861	2,861	2,861
Simply Energy	3,276	2,556	2,556	2,556
Sumo Power	3,551	3,052	3,052	3,052
Tango Energy	3,445	3,096	3,096	3,096
<b>Simple average</b>	<b>3,597</b>	<b>3,050</b>	<b>2,951</b>	<b>3,177</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter. Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2021:

- standing offer bills ranged from \$2,769 (GEE Energy – GEE Business Basic Online) to \$5,701 (Momentum Energy – Standing Offer 8800)
- market offer bills ranged from \$2,429 (GEE Energy – GEE Business Saver Online) to \$5,701 (Momentum Energy – Solar Step-Up 8800)<sup>8</sup>.

The lowest market offer—GEE Energy’s GEE Business Saver Online plan—had a \$200 credit attached that was only available when signing up online and applied to the bill in the third month.

## A.6.2 Bills in the December quarter of 2021

In the December quarter, 30 retailers had small business time of use plans on Energy Made Easy—and of these retailers, 21 had a standing offer, and all 30 had at least one market offer.

**Table A22 Annual bills for a typical small business time of use customer, December quarter 2021**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	3,247	2,917	2,917	2,917
AGL	3,506	2,974	2,839	3,155
Alinta Energy	3,816	2,704	2,508	2,893
Blue NRG	—	2,855	2,617	2,931
Bright Spark Power	—	3,920	3,563	4,277
CovaU	3,295	3,010	2,988	3,038
Diamond Energy	3,861	2,874	2,874	2,874
Discover Energy	3,205	3,015	2,975	3,052
Elysian Energy	3,666	3,188	2,889	3,487
Energy Locals	—	2,842	2,730	2,880
EnergyAustralia	3,383	3,022	2,943	3,113
Enova Energy	3,407	3,365	3,365	3,365
Future X Power	—	3,015	3,015	3,015
GEE Energy	2,769	2,582	2,429	2,708
Glow Power	2,880	3,148	3,148	3,148
Locality Planning Energy	—	2,717	2,702	2,732
Mojo Power	—	3,028	3,028	3,028
Momentum Energy	5,701	4,979	4,657	5,701
Next Business Energy	3,778	2,936	2,936	2,936
Origin Energy	3,340	3,176	2,940	3,340
Powerclub	—	3,002	3,002	3,002
Powerdirect	—	2,909	2,909	2,909
Powershop	3,371	2,875	2,861	2,889
QEnergy	5,099	2,644	2,644	2,644
Radian Energy	2,858	2,863	2,863	2,863
ReAmped Energy	—	2,537	2,537	2,537
Red Energy	3,315	2,861	2,861	2,861
Simply Energy	3,276	2,556	2,556	2,556
Sumo Power	3,551	3,052	3,052	3,052
Tango Energy	3,445	3,096	3,096	3,096
<b>Simple average</b>	<b>3,561</b>	<b>3,022</b>	<b>2,948</b>	<b>3,100</b>

Note: A dash (—) means the retailer did not have a standing offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

<sup>8</sup> The most expensive non-solar plan was Momentum Energy’s Smile Power Flexi 8800 plan (\$5,302).

Based on the plans available on Energy Made Easy in the December quarter of 2021:

- standing offer bills ranged from \$2,769 (GEE Energy – GEE Business Basic Online) to \$5,701 (Momentum Energy – Standing Offer 8800)
- market offer bills ranged from \$2,429 (GEE Energy – GEE Business Saver Online) to \$5,701 (Momentum Energy – Solar Step-Up 8800)<sup>9</sup>.

The lowest market offer—GEE Energy’s GEE Business Saver Online plan—had a \$200 credit attached that was only available when signing up online and applied to the bill in the third month.

### A.6.3 Bills in the March quarter of 2022

In the March quarter, 30 retailers had small business time of use plans on Energy Made Easy—and of these retailers, 21 had a standing offer, and all 30 had at least one market offer.

**Table A23 Annual bills for a typical small business time of use customer, March quarter 2022**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	3,247	2,917	2,917	2,917
AGL	3,506	2,997	2,839	3,155
Alinta Energy	3,816	2,587	2,508	2,633
Blue NRG	—	2,915	2,895	2,931
Bright Spark Power	—	4,170	3,563	4,988
CovaU	3,295	3,018	2,988	3,038
Diamond Energy	3,861	2,874	2,874	2,874
Discover Energy	3,205	3,015	2,975	3,052
Elysian Energy	3,666	2,889	2,889	2,889
Energy Locals	—	2,880	2,880	2,880
EnergyAustralia	3,383	3,022	2,943	3,113
Enova Energy	3,407	3,365	3,365	3,365
Future X Power	—	3,015	3,015	3,015
GEE Energy	2,869	2,596	2,506	2,685
Glow Power	2,880	3,148	3,148	3,148
Locality Planning Energy	—	2,717	2,702	2,732
Mojo Power	—	3,028	3,028	3,028
Momentum Energy	5,701	4,998	4,657	5,701
Next Business Energy	3,778	3,323	2,936	3,710
Origin Energy	3,340	3,200	2,940	3,340
Powerclub	—	3,002	3,002	3,002
Powerdirect	3,506	2,909	2,909	2,909
Powershop	3,371	3,033	2,861	3,350
QEnergy	5,099	2,644	2,644	2,644
Radian Energy	—	2,751	2,552	2,931
ReAmped Energy	—	2,537	2,537	2,537
Red Energy	3,315	2,861	2,861	2,861
Simply Energy	3,276	2,556	2,556	2,556
Sumo Power	3,551	3,052	3,052	3,052
Tango Energy	3,445	3,096	3,096	3,096
<b>Simple average</b>	<b>3,596</b>	<b>3,037</b>	<b>2,955</b>	<b>3,138</b>

Note: A dash (—) means the retailer did not have a standing offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

<sup>9</sup> The most expensive non-solar plan was Momentum Energy’s Smile Power Flexi 8800 plan (\$5,074).

Based on the plans available on Energy Made Easy in the March quarter of 2022:

- standing offer bills ranged from \$2,869 (GEE Energy – GEE Business Basic) to \$5,701 (Momentum Energy – Standing Offer 8800)
- market offer bills ranged from \$2,506 (GEE Energy – GEE Business Saver) to \$5,701 (Momentum Energy – Solar Step-Up 8800)<sup>10</sup>.

The lowest market offer—GEE Energy’s GEE Business Saver plan—had a \$100 credit attached that was only available when signing up online and was applied to the bill in the third month.

#### A.6.4 Bills in the June quarter of 2022

In the June quarter, 29 retailers had small business time of use plans on Energy Made Easy—and of these retailers, 22 had a standing offer, and 27 had at least one market offer.

**Table A24 Annual bills for a typical small business time of use customer, June quarter 2022**

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	3,247	3,079	2,917	3,241
AGL	3,506	2,944	2,839	3,155
Alinta Energy	3,816	2,587	2,508	2,633
Blue NRG	—	4,235	2,895	6,186
CovaU	3,295	3,018	2,988	3,038
Diamond Energy	3,861	2,874	2,874	2,874
Discover Energy	3,205	3,015	2,975	3,052
Elysian Energy	3,666	2,889	2,889	2,889
Energy Locals	4,749	2,880	2,880	2,880
EnergyAustralia	3,383	3,166	2,943	3,383
Enova Energy	3,407	3,365	3,365	3,365
Future X Power	—	3,015	3,015	3,015
GEE Energy	2,869	2,596	2,506	2,685
Glow Power	2,880	3,148	3,148	3,148
Locality Planning Energy	—	2,717	2,702	2,732
Mojo Power	—	3,028	3,028	3,028
Momentum Energy	5,701	4,874	4,657	5,701
Next Business Energy	3,778	3,323	2,936	3,710
Origin Energy	3,340	3,211	2,940	3,340
Powerclub	—	3,002	3,002	3,002
Powerdirect	3,506	—	—	—
Powershop	3,371	3,506	3,350	3,661
QEnergy	5,099	—	—	—
Radian Energy	—	2,817	2,703	2,931
ReAmped Energy	—	3,686	2,537	5,441
Red Energy	3,315	2,861	2,861	2,861
Simply Energy	3,276	2,556	2,556	2,556
Sumo Power	3,052	3,347	3,052	3,641
Tango Energy	3,445	3,096	3,096	3,096
<b>Simple average</b>	<b>3,626</b>	<b>3,142</b>	<b>2,969</b>	<b>3,379</b>

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

<sup>10</sup> The most expensive non-solar plan was Bright Spark Power’s Aussie Business Basic Plan (\$4,988).

Based on the plans available on Energy Made Easy in the June quarter of 2022:

- standing offer bills ranged from \$2,869 (GEE Energy – GEE Business Basic) to \$5,701 (Momentum Energy – Standing Offer 8800)
- market offer bills ranged from \$2,506 (GEE Energy – GEE Business Saver) to \$6,186 (Blue NRG – Blue Business Local 8800, Blue Business Local 8820, Blue Business Local 8850, and Blue Business Local 8870).

The lowest market offer—GEE Energy’s GEE Business Saver plan—had a \$100 credit attached that was only available when signing up online and was applied to the bill in the third month.

### A.6.5 Quarterly change in bills in 2021–22

In 2021–22, 30 retailers had at least one generally available small business time of use market offer. Table A25 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2021–22 for the typical SEQ customer.

**Table A25 Change (%) in lowest annual market offer bill, by quarter in 2021–22—small business time of use**

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	+1.1	0	0	0
AGL	-5.4	0	0	0
Alinta Energy	0	-12.5	0	0
Blue NRG	0	0	+10.6	0
Bright Spark Power	—	0	0	—
CovaU	-1.0	-1.6	0	0
Diamond Energy	-8.0	0	0	0
Discover Energy	-14.5	0	0	0
Elysian Energy	0	0	0	0
Energy Locals	-10.9	0	+5.5	0
EnergyAustralia	-0.7	0	0	0
Enova Energy	0	+20.4	0	0
Future X Power	0	0	0	0
GEE Energy	—	0	+3.2	0
Glow Power	0	0	0	0
Locality Planning Energy	0	0	0	0
Mojo Power	—	—	0	0
Momentum Energy	+21.4	-4.7	0	0
Next Business Energy	+11.3	0	0	0
Origin Energy	—	0	0	0
Powerclub	+3.9	+0.4	0	0
Powerdirect	-5.3	0	0	—
Powershop	0	-1.0	0	+17.1
QEnergy	0	0	0	—
Radian Energy	—	—	-10.9	+5.9
ReAmped Energy	-3.6	0	0	0
Red Energy	-7.6	0	0	0
Simply Energy	-9.6	0	0	0
Sumo Power	0	0	0	0
Tango Energy	0	0	0	0
<b>Simple average</b>	<b>-0.9</b>	<b>-0.1</b>	<b>+0.2</b>	<b>+0.5</b>

Notes: Quarterly changes are relative to the previous quarter. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter. A dash (—) means the retailer did not have a market offer in the preceding or current quarter. Percentages are rounded to one decimal place.

Sources: Energy Made Easy; QCA analysis.

Table A25 shows that the average lowest market offer bill increased in the last two quarters of 2021–22. The most common quarter in 2021–22 for retailers to change the price of their lowest market offer was the September quarter, when 10 retailers lowered and 4 retailers raised the price of their lowest small business time of use offer compared to the previous quarter. Some retailers also adjusted the price of their lowest market offer during 2021–22. We found that 10 of the 30 retailers increased their lowest market offer at least once during 2021–22, in some instances substantially.

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## APPENDIX B: ASSUMPTIONS AND ADDITIONAL INFORMATION

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### B.1 Plans included in our analysis

#### Most common tariffs and tariff combinations

Our analysis is based on the tariffs and tariff combinations that are most common for small customers in SEQ. For residential customers, the most common tariffs and tariff combinations were flat rate, flat rate with controlled load super economy and flat rate with controlled load economy. For small business customers, the most common tariffs were flat rate and a time of use.<sup>11</sup> We only included plans based on these most common tariffs in our analysis.

#### Plans available at the end of the quarter (2015–16 and 2016–17)

The plans we included in our analysis for 2015–16 and 2016–17 were those that were available on the last day of each quarter of these two financial years. This point-in-time approach meant that any plans that may have been available during a quarter but were not available on the last day of that quarter were not included in our analysis. We adopted this approach, as it was consistent with other regulators' approaches to price monitoring at the time.<sup>12</sup>

#### Plans available during the entire quarter (since 2017–18)

Since 2017–18, a significant number of plans have been published and expired by retailers *within* the quarters; that is, plans were published after the first day of the quarter and expired before the last day of that quarter. To provide a more complete analysis of generally available plans, we included these plans in our price monitoring for the 2017–18, 2018–19, 2019–20, 2020–21 and 2021–22 reports.

### B.2 Plans excluded from our analysis

We identified a number of plans on Energy Made Easy that we excluded from our analysis for the following reasons:

- The expiry date preceded the publication date.
- The plans were published and expired on the same day.
- The plans had discounts attached relating to gas supply or were published as 'dual fuel' plans.
- Supply or usage charges were missing or implausible.
- Market offers were restricted—that is, not generally available.

We also excluded from our price monitoring any plans with publication dates before 1 July in the years of 2017 to 2021 that were expired already, on the basis that these plans did not reflect retailers' prices for the respective financial year.

Retailers coded some plans on Energy Made Easy as 'restricted plans'.<sup>13</sup> We excluded restricted market offers, because the direction notice requires us to report on 'generally available market

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<sup>11</sup> From 1 July 2020, small business basic meter customers consuming more than 20 MWh per year were reassigned from tariff 8500 (small business flat without controlled load) to tariff 6000 (small business wide inclining fixed without controlled load). However, Energex data suggests that most customers were still on a small business flat rate tariff (unpublished Energex data).

<sup>12</sup> QCA, *SEQ retail electricity market monitoring 2016–17* [scoping paper], 2016, pp 6–12.

<sup>13</sup> The AER's retail pricing information guidelines define restricted plans as plans that are 'specifically targeted at an individual or exclusive group and tailored to the specific circumstances of that customer and their need(s)'. Examples of restricted plans include family and friends plans, standing offers to satisfy retailers' financially responsible market participant requirements,

offers' only. However, we did not exclude restricted standing offers—other than those for embedded networks (explained in appendix B, section B.8)—because the direction notice does not specify that the standing offers we report on should only be those that are generally available.

### B.3 Annual bill calculations—exclusions

As in our previous annual market monitoring reports, we excluded the value of the following when calculating bills, as they do not apply to all customers:

- additional features offered by retailers that incur an additional charge (e.g. GreenPower)<sup>14</sup>
- retail fees and charges (e.g. payment processing fees)<sup>15</sup>
- solar feed-in tariffs.

Where retailers offered more than one standing offer per tariff or tariff combination, we report—as in our previous reports—the lowest standing offer, on the basis that the higher-priced standing offers were generally for solar customers.

Our bill calculations also exclude the value of assistance the Queensland Government provided to energy customers in response to the coronavirus pandemic (\$200 per residential customer and \$500 per small business customer), and the value of the government's annual asset ownership dividend (\$50 per customer).<sup>16</sup> Our view is that excluding the value of these payments improves the comparability of our bill calculations over time.

### B.4 Annual bill calculations—inclusions

As in our previous annual market monitoring reports, we accounted for the following when calculating bills:

- quantifiable one-off sign-up bonuses and incentives (reduction of bills)
- guaranteed and conditional discounts (reduction of bills)
- membership fees (addition to bills)
- fees for access to wholesale prices (addition to bills).

Our bill calculations thereby show what the median SEQ customer would have paid during the first year after taking up the plan. Individual customers may also have been charged additional fees and charges.

### B.5 Solar plans

We have regularly commented in our market monitoring and solar feed-in tariff monitoring reports that retailers do not apply a common approach to identifying solar-only plans on Energy Made Easy. We have also consistently suggested that the comparability of plans on Energy Made Easy would improve if all retailers published separate solar and non-solar plans.

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plans for customers in residential embedded networks, and 'save' and 'win-back' plans (AER, [AER Retail Pricing Information Guidelines](#) [version 5.0], 2018, p 15, clauses 77, 78(b), 78(d)–(e), 78(i)–(j)).

<sup>14</sup> Retailers' GreenPower options are reported in chapter 3 of our report.

<sup>15</sup> We include fees that apply to all customers if they take up a plan with such fees attached (e.g. membership fees or fees to access wholesale prices—see section B.4 below).

<sup>16</sup> A Lynham, [State Govt cost of living relief continues to roll out](#) [media release], Queensland Government, 23 July 2020; Queensland Government, [Coronavirus \(COVID-19\) electricity relief for small businesses](#), Business Queensland website, updated 1 May 2020, viewed 15 September 2021. Queensland households received a \$50 electricity bill credit in 2018, 2019, 2020 (twice) and 2021, and another \$50 rebate will be automatically credited, and will appear on residential customers' bills, in 2022 (Queensland Government, [Electricity asset ownership dividend](#), Queensland Government website, updated 21 February 2022, viewed 11 May 2022).

As retailers continue not to apply a common approach to identifying solar-only plans on Energy Made Easy, we did not remove market offers with solar feed-in tariffs from our price monitoring analysis. This means that, in the case of retailers that do publish separate solar plans—and included solar-specific costs such as solar metering charges in the supply charge—some of their higher-priced plans may have been available only to solar customers. In cases where the most expensive market offer was a solar plan, we indicated which non-solar plan was the most expensive market offer.

We have often suggested that retailers should create solar-only plans on Energy Made Easy and add Energex's solar metering charges to the daily supply charges on such plans. In 2021–22, the solar metering charge was 7.489 cents per day (around \$27.35 for the year, excluding GST).<sup>17</sup> Our position is that publishing separate solar and non-solar plans, and adding the solar metering charge to the supply charge of solar plans, would:

- provide customers with a more accurate estimate of annual bills than either not disclosing solar metering charges or listing them as a separate fee type, as a small number of retailers do
- reduce the likelihood of non-solar customers covering part of the cost of solar customers' solar metering charges, thereby improving the cost reflectivity of prices on solar and non-solar plans<sup>18</sup>
- ensure that plans where the solar metering charge is added to the daily supply charge are not presented on Energy Made Easy as being more expensive than other plans for which retailers do not include solar metering charges in the supply charge but levy those charges as a separate fee
- be consistent with the ACCC's requirement under the Electricity Retail Code that recurring metering charges be included in the unconditional price of plans.<sup>19</sup>

## B.6 Controlled load plans

### Retailers' approaches to plans with controlled load

The AER's retail pricing information guidelines do not have specific requirements for retailers' controlled load plans, other than requiring retailers to refer to 'controlled load' rather than 'off-peak' usage.<sup>20</sup> We noted in our previous market monitoring reports that retailers do not apply a consistent approach to publishing plans with controlled load tariffs on Energy Made Easy. We have also consistently suggested that the comparability of plans would improve if all retailers separated their plans with one or more controlled load tariffs from their flat rate only plans.

These observations and suggestions remain relevant to the SEQ retail electricity market. To demonstrate our point about the inconsistency in the way retailers publish plans with controlled load tariffs, table B1 shows the ways in which retailers have variously described their controlled load tariffs on plans in the SEQ market.

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<sup>17</sup> Energex, *Metering charges*, Energex website, n.d., viewed 11 May 2022.

<sup>18</sup> The issue of differences in supply costs for solar and non-solar customers in different regions of the NEM was discussed in the AER's draft determination on the DMO 2 (AER, *Default Market Offer Prices 2020–21* [draft determination], 2020, pp 54, 63).

<sup>19</sup> ACCC, *Guide to the Electricity Retail Code* [version 3], 2021, p 5. Recurring fees are also included in the definition of 'price' in the guide to the code (p v).

<sup>20</sup> AER, *AER Retail Pricing Information Guidelines* [version 5.0], 2018, p 14 (table 3).

**Table B1 Retailers' identification of controlled load on plans in SEQ**

<b>Tariff 31: controlled load super economy</b>	<b>Tariff 33: controlled load economy</b>
Controlled Load Super Economy	Controlled Load Economy
Super Economy	Economy
Super Economy South East	Economy South East
CL1	CL2
Controlled Load 1 – Tariff 31	Controlled Load 2 – Tariff 33
Controlled Load (T31) Usage (Super Eco)	Controlled Load (T33) Usage (Economy)
Super Economy Tariff 31	Economy Tariff 33
Controlled Load 1	Controlled Load 2
All Controlled Load 1	All Controlled Load 2
Controlled Load One	Controlled Load Two
Controlled Load_9000	Controlled Load_9100
Home Controlled Load 1	Home Controlled Load 2
Off peak – Controlled load 1	Off peak – Controlled load 2
Controlled Load Off-Peak 1	Controlled Load Off-Peak 2
1 Separately metered usage	2 Separately metered usage
Supply will be available for a minimum 8 hours per day, at the discretion of the distributor, generally between 10 pm and 7 am.	Supply will be available for a minimum 18 hours per day, at the absolute discretion of the distributor.

Source: *Energy Made Easy*.

### Controlled load metering charges

We have often stated in our market monitoring reports that some retailers include controlled load metering charges as a daily supply charge levied on the controlled load circuit, while others do not clearly identify whether the charge is passed through to customers. Although in 2021–22 the load control metering charge was only 2.053 cents per day (around \$7.50 for the year, excluding GST)<sup>21</sup>, we consider that all retailers should identify the charge on their controlled load plans to support the clarity and comparability of plan information on Energy Made Easy.

## B.7 Small business time of use offers

A time of use tariff means that the price of electricity changes at different times of the day. The types of rates available are:

- peak—this is when electricity costs the most. Peak rates usually apply in the evenings from Monday to Friday
- off-peak—this is when electricity is cheapest. Off-peak rates usually apply overnight and on Saturday and Sunday
- shoulder—this is when electricity costs a bit less than peak. Shoulder rates usually apply in between peak and off-peak periods.<sup>22</sup>

Many retailers' time of use plans included peak, off-peak and shoulder prices. To calculate the bills for small business time of use customers, we applied only the peak and off-peak split of median consumption to the plans' peak and off-peak rates.

<sup>21</sup> Energex, *Metering charges*, Energex website, n.d., viewed 12 May 2022.

<sup>22</sup> AER, *Energy Made Easy (Which type of tariff is right for you?)*, Australian Government website, n.d., viewed 12 May 2022.

## B.8 Embedded network retailers

For the purpose of monitoring the SEQ retail electricity market, we assume that any restricted plan published by an embedded network retailer is site-specific, unless there is clear evidence on Energy Made Easy that the plan is generally available in the wider market.

Examples of embedded network retailers operating in SEQ are Altogether, Apex Energy, Flow Systems, Humenergy, Locality Planning Energy, Metered Energy, OC Energy, PowerHub, Real Utilities, Savant Energy, Seene, The Embedded Networks Company and Winenergy. To our knowledge, Locality Planning Energy is the only retailer operating in SEQ that has customers in embedded networks and in the wider market.

## B.9 Number of days in a year

Consistent with the approach in our previous market monitoring reports, we calculated annual bills based on 365.25 days per financial year to account for leap years and ensure the bills are comparable over time.

## B.10 GST

All the bills for the typical SEQ customer we present in our market monitoring reports (and appendices) include GST, unless otherwise specified.

## B.11 Inflation

The prices of goods and services change over time. When performing year-on-year comparisons, the ACCC applied an inflation correction in its inquiry into the NEM by multiplying the effective price and bill amounts in the previous year(s) by the Australian Bureau of Statistics estimate of year-on-year growth in the Consumer Price Index.<sup>23</sup>

We have not made any inflation adjustments to the bills in our analysis. Although it is important to keep inflation in mind when comparing bills over time, we consider that unadjusted prices and bills are more useful for customers who seek to understand how their plan compares to other plans in the market, and how bills have changed over time.

## B.12 Treatment of specific plans in bill calculations

Certain elements of retailers' plans were either ambiguous and/or required some adjustments in order to calculate bills for our report. Table B2 explains how we approached these issues in this and our previous market monitoring reports.

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<sup>23</sup> ACCC, *Inquiry into the National Electricity Market*, May 2021, p 54.

**Table B2 Treatment of information in bill calculations**

Issue	Our approach
<p><b>Plans only available to certain customers</b></p> <p>Some plans were only available to customers who owned an electric vehicle, had a Seniors Card, were a member of an organisation (e.g. RACQ), or the plans had similar eligibility criteria attached. However, although these plans were only available to certain customers, they were included on Energy Made Easy as generally available plans.</p>	<p>The AER's retail pricing information guidelines define:</p> <ul style="list-style-type: none"> <li>• <i>generally available plans</i> as '[a]ll plans that are available to any customers in the appropriate distribution zone with the appropriate metering configuration ... unless they are a restricted plan'<sup>24</sup></li> <li>• <i>restricted plans</i> as plans 'specifically targeted at an individual or exclusive group and tailored to the specific circumstances of that customer and their need(s)'. The guidelines add that restricted plans are 'typically not actively marketed' and include 'plans restricted to concession customers' as an example.<sup>25</sup></li> </ul> <p>The plans in question were, in our view, not generally available 'to any customers'. It can also not be said that they were 'typically not actively marketed' (that is, we consider the plans were marketed). However, as the plans were coded as generally available on Energy Made Easy, we included them in our analysis.</p>
<p><b>Plans coded as residential or small business plans</b></p> <p>Some plans appeared to be incorrectly coded. For example, we found small business plans that were published with a network tariff code reference in the plan name that suggested that the plans were for residential customers.</p>	<p>We checked the retailer's other plans on Energy Made Easy and/or checked with the retailer directly. In the example mentioned, the retailer confirmed that it only supplied business customers. Accordingly, we did not reallocate these plans to the residential tariff reporting, although the plan name suggested they were for residential customers.</p>
<p><b>Credits/incentives paid at different points in time</b></p> <p>Some plans had bill credits attached that provided credits on the first bill and credits after 12 months. Other plans had incentives attached whereby the second part of the credit would be received 'on the first bill after 12 months'.</p>	<p>We only included the first part of such credits or incentives in our annual bill calculations, as we interpret the wording of the credit/incentive description such that the second part of the credit/incentive would not be received in the first 12 months.</p>
<p><b>Loyalty discounts</b></p> <p>Some plans had loyalty discounts attached that provided customers with a discount (off the total bill) after 12 months.</p>	<p>We did not include loyalty discounts in our annual bill calculations, as we considered that customers would not receive the benefit of these discounts during the first year.</p>
<p><b>Anniversary credits</b></p> <p>Some plans had ongoing credits attached, where customers received a credit each anniversary from the supply start date, with credits being applied to the customer's account on or before the anniversary. Other plans only had a 'first anniversary credit' attached.</p>	<p>It is not clear whether these credits are applied to the last bill in the first year or only at the beginning of the second year. We assumed that customers only receive these credits once they have been with the retailer for at least one full year. Consistent with the bill credits or sign-up incentives above, we did not include such (one-off or ongoing) anniversary credits in our bill calculations.</p>
<p><b>Referral discounts or credits</b></p> <p>As a reward for customers who referred others to the retailer, some plans had referral discounts (off the total bill) or one-off referral credits attached for each new customer that was referred.</p>	<p>We did not include such referral discounts or credits in our bill calculations, as we considered that such discounts or credits would only be realised if and when other people signed up, which is not under the control of a customer.</p>
<p><b>Discount off usage charges or off the bill</b></p> <p>Some plans had discounts attached that were described as being discounts off usage charges, but the discount method on Energy Made Easy was coded as being off the total bill (or vice versa).</p>	<p>We treated the discounts according to the discount method nominated by the retailer (discount code), rather than the description in the free text field on Energy Made Easy.</p>

<sup>24</sup> AER, [AER Retail Pricing Information Guidelines](#) [version 5.0], 2018, p 15, clause 76.

<sup>25</sup> AER, [AER Retail Pricing Information Guidelines](#) [version 5.0], 2018, p 15, clauses 77, 78, 78(g).

Issue	Our approach
<p><b>Guaranteed or conditional discount</b></p> <p>There were instances where the discount coding on Energy Made Easy appeared contradictory. For example, one plan had a discount off usage charges attached if customers paid with direct debit. However, the discount was described (coded) as a guaranteed discount. We note that the retailer attached some eligibility criteria to the plan, which included the customer paying bills by direct debit and agreeing to receive correspondence and bills via email.</p>	<p>The AER's retail pricing information guidelines distinguish between guaranteed and conditional discounts as follows:</p> <ul style="list-style-type: none"> <li>• A <i>guaranteed discount</i> does not require a particular action or behaviour on the part of the customer.</li> <li>• <i>Conditional discounts</i> only apply if a customer satisfies certain requirements or conditions. Direct debit discounts are an example of a conditional discount.<sup>26</sup></li> </ul> <p>In this case, we considered the AER's guideline and the eligibility criteria attached to the plan, but were mainly guided by the discount method nominated by the retailer (discount code). Accordingly, we treated the discount as a guaranteed discount.</p>
<p><b>Discounts versus incentives</b></p> <p>Some retailers listed bill credits or other benefits as a discount, rather than an incentive, on Energy Made Easy.</p>	<p>We treated such credits or financial benefits as an incentive, as they provide a reduction to customers' bills similar to financial incentives, whereas discounts generally provide a variable, percentage-based reduction off usage charges or off the total bill.</p>
<p><b>Plans classified as residential and small business</b></p> <p>Some plans had the same name, but some were classified as residential, and others were classified as small business plans.</p>	<p>We assessed the supply and usage charges attached to the retailer's other plans and compared these charges to the supply and usage charges of the plans in question. If the supply and usage charges were similar or identical to the retailer's other residential (small business) plans, we reallocated the plans to the residential (small business) tariff reporting. We considered that a reallocation would deliver a more meaningful analysis of bills.</p>
<p><b>Supply or usage charges with a value of zero</b></p> <p>We found controlled load plans on Energy Made Easy that had values of zero cents in the controlled load daily supply and usage charge fields.</p>	<p>We checked the retailer's other controlled load plans and found that all had non-zero usage charges, and many had non-zero daily supply charges. We therefore excluded the plans with zero cents supply and usage charges from our analysis, as we assumed the zero values to be errors.</p>
<p><b>Missing controlled load charges</b></p> <p>For some plans, the eligibility restriction fields stated that the plans were controlled load tariffs that provide electricity supply for a minimum of 18 hours per day during time periods set at the discretion of the distribution network provider. This would suggest a controlled load economy tariff. However, no controlled load rates were included on Energy Made Easy.</p>	<p>We included these plans in our analysis of flat rate plans, as only a supply and a usage charge were included on Energy Made Easy. The supply and usage charges were slightly lower than those of the retailer's other flat rate plans.</p>
<p><b>Plans that resulted in a negative bill</b></p> <p>One retailer had plans available that resulted in a negative annual bill due to the inclusion of a battery subsidy of \$2,000 that was attached as an incentive.</p>	<p>We excluded these plans from our analysis as we understand that these plans required a significant upfront investment—customers had to have a Tesla Powerwall installed.<sup>27</sup> The inclusion of plans with negative bills would also have substantially distorted (lowered) the average bill and thereby our analysis of prices that were 'generally available' to the typical SEQ customer.</p>

<sup>26</sup> AER, *AER Retail Pricing Information Guidelines* [version 5.0], 2018, pp 9–10, clauses 35–36.

<sup>27</sup> For more information, see Simply Energy, *Virtual Power Plant Energy Plan*, Simply Energy website, n.d., viewed 26 August 2022.

Issue	Our approach
<p><b>Residential plans available to business customers</b> Some plans were classified as residential plans on Energy Made Easy but were only available to customers with an Australian Business Number (ABN) and a valid Qantas business rewards membership.</p>	<p>We checked the supply and usage charges of these plans and found that these were the same as the charges of most of the retailer's other residential flat rate market offers, and lower than most of the charges of the small business flat rate market offers. Therefore, we did not reallocate these plans to the small business tariff reporting. We considered that leaving these plans in the residential analysis would deliver a more meaningful analysis of small business and residential plans.</p>
<p><b>Residential small office plans</b> We found 'small office' standing offers on Energy Made Easy that were only available to customers with an ABN and a residential address. These plans were coded residential plans.</p>	<p>We checked the retailer's supply and usage charges and found that the supply charges of these plans were the same as for the retailer's other residential standing offers. The usage charges were the same as all of the retailer's residential plans. Therefore, we did not reallocate these plans to the small business tariff reporting.</p>
<p><b>Home office plans coded to residential and small business customers</b> Similar to the small office plans above, we found home office plans for small business customers who operated from home on a residential tariff. Such plans were coded as both small business and residential plans on Energy Made Easy.</p>	<p>We checked the retailer's supply and usage charges and found that the supply and usage charges of these plans were the same as the retailer's other residential plans, and lower than the supply and usage charge of the retailer's small business plans. Accordingly, we reallocated the plans coded to small business customers to the residential tariff reporting.</p>

## APPENDIX C: BILLS FROM 2015–16 TO 2021–22

### C.1 Recalculated bills

In our report, we show trends in relation to retailers' standing offer bills and generally available market offer bills since 2015–16. We present simple (unweighted) average bills for all five tariffs and tariff combinations in chapter 2, and weighted average bills for residential flat rate and small business flat rate offers in chapter 5.

For readers' reference, this appendix presents recalculated simple average bills and weighted average bills from 2015–16 to 2021–22. We recalculated all the bills since 2015–16 using the updated median annual consumption data for residential and small business customers in table 2.

It is important to note that the bills in this report are not comparable to the bills in our previous market monitoring reports, as the bills in those reports were calculated based on the latest median consumption data at the time. The bills in this report and appendix are based on the updated median annual consumption data in table 2.

### C.2 Simple average bills

**Table C1 Bills for a typical SEQ residential flat rate customer, 2015–16 to 2021–22 (simple average)**

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2015–16	September	1,477	1,423	1,362	1,481
	December	1,478	1,418	1,378	1,460
	March	1,481	1,399	1,374	1,429
	June	1,481	1,394	1,365	1,433
2016–17	September	1,605	1,443	1,398	1,489
	December	1,591	1,441	1,405	1,478
	March	1,587	1,434	1,399	1,467
	June	1,587	1,456	1,416	1,489
2017–18	September	1,640	1,489	1,417	1,555
	December	1,645	1,470	1,401	1,544
	March	1,641	1,459	1,380	1,547
	June	1,650	1,441	1,368	1,545
2018–19	September	1,623	1,362	1,280	1,455
	December	1,623	1,375	1,293	1,460
	March	1,629	1,387	1,311	1,463
	June	1,646	1,378	1,310	1,451
2019–20	September	1,448	1,335	1,296	1,376
	December	1,448	1,335	1,298	1,376
	March	1,442	1,321	1,290	1,357
	June	1,441	1,291	1,250	1,339
2020–21	September	1,392	1,230	1,181	1,297
	December	1,382	1,207	1,170	1,272
	March	1,377	1,191	1,151	1,258
	June	1,373	1,172	1,124	1,236
2021–22	September	1,337	1,188	1,128	1,263
	December	1,333	1,182	1,132	1,250
	March	1,336	1,199	1,130	1,288
	June	1,341	1,276	1,146	1,423

*Note: The annual bill for each quarter is based on the median consumption of a residential flat rate customer in table 2. Sources: Energy Made Easy; QCA analysis.*

**Table C2 Bills for a typical SEQ residential flat rate with controlled load super economy customer, 2015–16 to 2021–22 (simple average)**

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2015–16	September	1,690	1,592	1,526	1,658
	December	1,688	1,586	1,541	1,632
	March	1,692	1,565	1,537	1,599
	June	1,692	1,567	1,533	1,611
2016–17	September	1,783	1,646	1,595	1,698
	December	1,778	1,658	1,616	1,700
	March	1,780	1,654	1,615	1,690
	June	1,780	1,681	1,640	1,721
2017–18	September	1,914	1,755	1,663	1,841
	December	1,934	1,726	1,651	1,808
	March	1,925	1,714	1,618	1,820
	June	1,937	1,697	1,602	1,818
2018–19	September	1,910	1,605	1,512	1,704
	December	1,910	1,618	1,522	1,719
	March	1,910	1,633	1,546	1,721
	June	1,928	1,622	1,546	1,706
2019–20	September	1,745	1,603	1,556	1,653
	December	1,745	1,605	1,560	1,656
	March	1,743	1,592	1,555	1,633
	June	1,744	1,567	1,519	1,624
2020–21	September	1,646	1,462	1,404	1,540
	December	1,631	1,437	1,394	1,507
	March	1,630	1,420	1,373	1,500
	June	1,624	1,393	1,329	1,478
2021–22	September	1,573	1,408	1,345	1,489
	December	1,577	1,407	1,348	1,486
	March	1,569	1,430	1,349	1,540
	June	1,576	1,525	1,365	1,710

*Note: The annual bill for each quarter is based on the median consumption of a residential flat rate with controlled load super economy customer in table 2.*

*Sources: Energy Made Easy; QCA analysis.*

**Table C3 Bills for a typical SEQ residential flat rate with controlled load economy customer, 2015–16 to 2021–22 (simple average)**

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2015–16	September	1,804	1,702	1,631	1,771
	December	1,801	1,683	1,622	1,744
	March	1,805	1,672	1,641	1,708
	June	1,805	1,670	1,634	1,717
2016–17	September	1,877	1,726	1,673	1,779
	December	1,869	1,732	1,690	1,776
	March	1,869	1,727	1,687	1,764
	June	1,869	1,751	1,709	1,792
2017–18	September	1,983	1,804	1,715	1,888
	December	1,998	1,777	1,700	1,861
	March	1,990	1,762	1,664	1,872
	June	2,001	1,745	1,649	1,869
2018–19	September	1,969	1,647	1,552	1,749
	December	1,969	1,660	1,561	1,762
	March	1,969	1,672	1,581	1,765

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2019–20	June	1,987	1,660	1,583	1,747
	September	1,742	1,611	1,565	1,660
	December	1,742	1,604	1,559	1,656
	March	1,742	1,591	1,552	1,632
2020–21	June	1,744	1,558	1,507	1,619
	September	1,642	1,450	1,395	1,523
	December	1,635	1,426	1,381	1,500
	March	1,634	1,410	1,363	1,492
2021–22	June	1,629	1,380	1,316	1,465
	September	1,570	1,396	1,327	1,487
	December	1,564	1,393	1,330	1,480
	March	1,571	1,420	1,331	1,543
	June	1,571	1,498	1,350	1,669

Note: The annual bill for each quarter is based on the median consumption of a residential flat rate with controlled load economy customer in table 2.

Sources: Energy Made Easy; QCA analysis.

**Table C4 Bills for a typical SEQ small business flat rate customer, 2015–16 to 2021–22 (simple average)**

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2015–16	September	1,662	1,580	1,517	1,645
	December	1,663	1,572	1,528	1,618
	March	1,664	1,575	1,541	1,614
	June	1,664	1,584	1,560	1,616
2016–17	September	1,907	1,715	1,699	1,736
	December	1,899	1,718	1,705	1,734
	March	1,904	1,721	1,709	1,738
	June	1,922	1,748	1,729	1,767
2017–18	September	1,945	1,729	1,670	1,780
	December	1,963	1,742	1,700	1,789
	March	1,953	1,731	1,686	1,781
	June	1,964	1,715	1,678	1,773
2018–19	September	1,910	1,664	1,625	1,701
	December	1,910	1,660	1,611	1,712
	March	1,888	1,655	1,605	1,706
	June	1,905	1,645	1,595	1,697
2019–20	September	1,770	1,605	1,573	1,639
	December	1,771	1,579	1,542	1,621
	March	1,772	1,560	1,535	1,590
	June	1,770	1,564	1,520	1,613
2020–21	September	1,751	1,500	1,452	1,568
	December	1,704	1,481	1,450	1,520
	March	1,694	1,470	1,430	1,515
	June	1,722	1,444	1,406	1,479
2021–22	September	1,624	1,426	1,377	1,480
	December	1,602	1,425	1,388	1,473
	March	1,616	1,429	1,392	1,470
	June	1,610	1,483	1,413	1,581

Note: The annual bill for each quarter is based on the median consumption of a small business flat rate customer in table 2.

Sources: Energy Made Easy; QCA analysis.

**Table C5 Bills for a typical SEQ small business time of use customer, 2015–16 to 2021–22 (simple average)**

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2015–16	September	3,319	3,147	3,016	3,275
	December	3,320	3,112	3,020	3,242
	March	3,321	3,136	3,081	3,204
	June	3,321	3,164	3,126	3,218
2016–17	September	3,975	3,501	3,445	3,555
	December	3,952	3,523	3,480	3,562
	March	3,914	3,527	3,497	3,565
	June	3,956	3,607	3,571	3,647
2017–18	September	4,142	3,644	3,517	3,772
	December	4,167	3,645	3,551	3,779
	March	4,243	3,680	3,578	3,792
	June	4,268	3,637	3,544	3,775
2018–19	September	4,007	3,507	3,397	3,681
	December	4,007	3,472	3,359	3,635
	March	3,968	3,468	3,369	3,578
	June	4,001	3,413	3,282	3,556
2019–20	September	3,765	3,317	3,232	3,398
	December	3,760	3,257	3,184	3,342
	March	3,769	3,227	3,173	3,286
	June	3,763	3,209	3,150	3,271
2020–21	September	3,666	3,094	3,038	3,166
	December	3,699	3,133	3,093	3,189
	March	3,645	3,088	3,034	3,179
	June	3,655	3,041	2,979	3,128
2021–22	September	3,597	3,050	2,951	3,177
	December	3,561	3,022	2,948	3,100
	March	3,596	3,037	2,955	3,138
	June	3,626	3,142	2,969	3,379

*Note: The annual bill for each quarter is based on the median consumption of a small business time of use customer in table 2.*

*Sources: Energy Made Easy; QCA analysis.*

### C.3 Weighted average bills

**Table C6 Bills for a typical SEQ residential and small business flat rate customer, 2015–16 to 2021–22 (weighted average)**

Quarter		Residential flat rate		Small business flat rate	
		Standing offer bill (\$)	Average market offer bill (\$)	Standing offer bill (\$)	Average market offer bill (\$)
2015–16	September	1,481	1,393	1,668	1,553
	December	1,481	1,399	1,668	1,542
	March	1,481	1,382	1,668	1,550
	June	1,481	1,391	1,668	1,567
2016–17	September	1,527	1,430	1,840	1,716
	December	1,527	1,435	1,839	1,714
	March	1,527	1,428	1,840	1,714
	June	1,527	1,435	1,849	1,707
2017–18	September	1,581	1,479	1,911	1,751
	December	1,580	1,459	1,910	1,746
	March	1,580	1,414	1,910	1,743
	June	1,581	1,409	1,918	1,730
2018–19	September	1,559	1,373	1,860	1,694
	December	1,559	1,367	1,859	1,687
	March	1,559	1,362	1,859	1,680
	June	1,559	1,348	1,871	1,664
2019–20	September	1,455	1,320	1,733	1,591
	December	1,455	1,305	1,733	1,555
	March	1,455	1,308	1,734	1,558
	June	1,456	1,288	1,735	1,555
2020–21	September	1,398	1,248	1,668	1,489
	December	1,398	1,224	1,665	1,485
	March	1,398	1,209	1,665	1,490
	June	1,398	1,174	1,664	1,471
2021–22	September	1,352	1,170	1,537	1,431
	December	1,352	1,159	1,525	1,422
	March	1,352	1,145	1,536	1,418
	June	1,352	1,151	1,536	1,453

*Note: The annual bill for each quarter is based on the median consumption of a typical residential flat rate or small business flat rate customer in table 2, weighted by retailers' market shares in that quarter.*

*Sources: Energy Made Easy; AER retail statistics; QCA analysis.*

## APPENDIX D: ASSISTED CUSTOMERS—AVERAGE BILLS AND DISTRIBUTION OF ANNUAL BILLS

### D.1 Overview

In this appendix, we present the estimated bills by retailer for assisted customers and the distribution of annual bills for the three residential tariffs and tariff combinations we cover in our report for each category of assisted customers. The tables and charts in this appendix show the bills for the following categories:

- Average annual bills for assisted customers—residential flat rate by retailer
- Average annual bills for assisted customers—residential flat rate with controlled load super economy by retailer
- Average annual bills for assisted customers—residential flat rate with controlled load economy by retailer
- Hardship only customers
- Customers receiving the rebate only
- HEEAS customers only
- Hardship and rebate customers
- Hardship and HEEAS customers
- Rebate and HEEAS customers
- Hardship, rebate and HEEAS customers.

### D.2 Average annual bills for assisted customers—residential flat rate by retailer, December quarter 2021

**Table D1 Average annual bills for assisted customers—residential flat rate by retailer, December quarter 2021**

<i>Retailer</i>	<i>Standing offer (\$)</i>	<i>Market offer without conditional discounts (\$)</i>	<i>Market offer with conditional discounts (\$)</i>
1st Energy	—	1,667	1,383
AGL	1,354	1,334	1,353
Alinta Energy	—	1,406	1,244
Bright Spark Power	—	1,601	—
CovaU	—	2,742	—
Diamond Energy	1,475	1,379	1,254
Discover Energy	—	1,219	—
Dodo Power and Gas	—	1,663	1,522
Elysian Energy	—	1,356	1,338
Energy Locals	—	1,257	—
EnergyAustralia	1,348	1,441	1,414
Flow Systems (Altogether)	—	1,036	—

<b>Retailer</b>	<b>Standing offer (\$)</b>	<b>Market offer without conditional discounts (\$)</b>	<b>Market offer with conditional discounts (\$)</b>
Future X Power	—	1,161	—
Globird Energy	—	1,209	1,121
Glow Power	—	1,275	—
Humenergy	1,482	1,118	—
Locality Planning Energy	—	1,148	—
Metered Energy	1,345	—	—
Mojo Power	1,775	1,503	—
Momentum Energy	—	1,171	—
Nectr Energy	—	1,161	—
Origin Energy	1,351	1,249	—
Ovo Energy	—	1,150	—
Powerdirect	1,354	1,240	1,312
PowerHub	—	1,166	1,176
Powershop	1,483	1,344	—
QEnergy	1,352	1,726	—
ReAmped Energy	—	1,105	—
Red Energy	1,342	1,369	1,273
Savant Energy	—	1,287	1,161
Simply Energy	1,366	1,589	1,391
Sumo Power	—	1,105	—
Tango Energy	—	1,195	—
The Embedded Network Company	—	1,228	—
Winenergy	1,435	—	—

Notes: A dash (—) means the retailer did not have assisted customers on that type of plan. The standing offer for Diamond Energy is before any conditional discounts were applied. Retailers that did not report any assisted customers are not included in this table.

Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

### D.3 Average annual bills for assisted customers—residential flat rate with controlled load super economy by retailer, December quarter 2021

**Table D2 Average annual bills for assisted customers—residential flat rate with controlled load super economy by retailer, December quarter 2021**

<b>Retailer</b>	<b>Standing offer (\$)</b>	<b>Market offer without conditional discounts (\$)</b>	<b>Market offer with conditional discounts (\$)</b>
1st Energy	—	1,978	1,641
AGL	1,602	1,559	1,520
Alinta Energy	—	1,696	1,317
Bright Spark Power	—	1,887	—
CovaU	—	3,248	—
Diamond Energy	—	1,646	1,496
Discover Energy	—	1,456	—
Dodo Power and Gas	—	2,048	1,794
Elysian Energy	—	1,753	—

<b>Retailer</b>	<b>Standing offer (\$)</b>	<b>Market offer without conditional discounts (\$)</b>	<b>Market offer with conditional discounts (\$)</b>
Energy Locals	—	1,398	—
EnergyAustralia	1,569	1,648	1,565
Future X Power	—	1,441	—
Globird Energy	—	1,363	1,277
Locality Planning Energy	—	1,313	—
Mojo Power	—	1,720	—
Nectr Energy	—	1,391	—
Origin Energy	1,548	1,474	—
Ovo Energy	—	1,376	—
Powerdirect	1,602	1,478	1,469
Powershop	—	1,500	—
QEnergy	1,601	2,116	—
ReAmped Energy	—	1,403	—
Red Energy	1,593	1,625	1,475
Simply Energy	1,610	1,941	1,677
Sumo Power	—	1,363	—
Tango Energy	—	1,371	—

*Notes: A dash (—) means the retailer did not have assisted customers on that type of plan. Retailers that did not report any assisted customers are not included in this table.*

*Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.*

## D.4 Average annual bills for assisted customers—residential flat rate with controlled load economy by retailer, December quarter 2021

**Table D3 Average annual bills for assisted customers—residential flat rate with controlled load economy by retailer, December quarter 2021**

<i>Retailer</i>	<i>Standing offer (\$)</i>	<i>Market offer without conditional discounts (\$)</i>	<i>Market offer with conditional discounts (\$)</i>
1st Energy	—	2,039	1,687
AGL	1,586	1,578	1,602
Alinta Energy	—	1,739	1,370
Bright Spark Power	—	1,869	—
CovaU	—	3,451	—
Diamond Energy	1,726	1,656	1,505
Discover Energy	—	1,423	—
Dodo Power and Gas	—	2,076	1,850
Elysian Energy	—	1,593	1,606
Energy Locals	—	1,422	—
EnergyAustralia	1,578	1,729	1,688
Future X Power	—	1,424	—
Globird Energy	—	1,370	1,278
Glow Power	—	1,559	—
Locality Planning Energy	—	1,347	—
Mojo Power	—	1,753	—
Momentum Energy	—	1,292	—
Nectr Energy	—	1,375	—
Origin Energy	1,582	1,462	—
Ovo Energy	—	1,410	—
Powerdirect	1,586	1,484	1,556
Powershop	—	1,520	—
QEnergy	—	1,906	—
ReAmped Energy	—	1,392	—
Red Energy	1,576	1,644	1,517
Simply Energy	1,846	1,951	1,698
Sumo Power	—	1,327	—
Tango Energy	—	1,359	—

*Notes: A dash (—) means the retailer did not have assisted customers on that type of plan. The standing offer for Diamond Energy is before any conditional discounts were applied. Retailers that did not report any assisted customers are not included in this table.*

*Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.*

## D.5 Distribution of annual bills—hardship only customers

**Figure D1 Hardship customers—residential flat rate offers, distribution of bills, 2021–22**



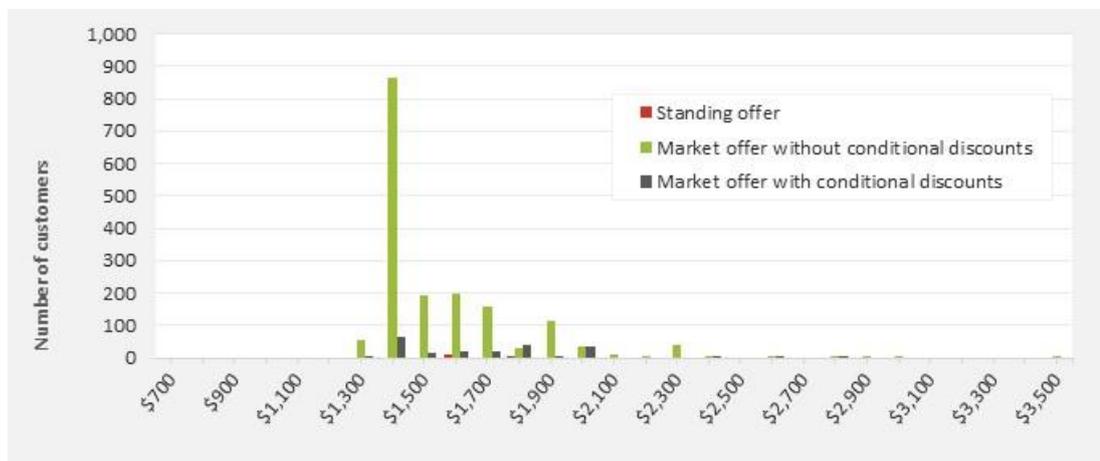
Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D2 Hardship customers—residential flat rate with controlled load super economy offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D3 Hardship customers—residential flat rate with controlled load economy offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

## D.6 Distribution of annual bills—customers receiving the rebate only

**Figure D4 Rebate customers—residential flat rate offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D5 Rebate customers—residential flat rate with controlled load super economy offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D6 Rebate customers—residential flat rate with controlled load economy offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

## D.7 Distribution of annual bills—HEEAS only customers

**Figure D7** HEEAS customers—residential flat rate offers, distribution of bills, 2021–22



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D8** HEEAS customers—residential flat rate with controlled load super economy offers, distribution of bills, 2021–22



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D9** HEEAS customers—residential flat rate with controlled load economy offers, distribution of bills, 2021–22



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

## D.8 Distribution of annual bills—hardship and rebate customers

**Figure D10 Hardship and rebate customers—residential flat rate offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D11 Hardship and rebate customers—residential flat rate with controlled load super economy offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D12 Hardship and rebate customers—residential flat rate with controlled load economy offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

### D.9 Distribution of annual bills—hardship and HEAS customers

**Figure D13 Hardship and HEAS customers—residential flat rate offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D14 Hardship and HEAS customers—residential flat rate with controlled load super economy offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D15 Hardship and HEAS customers—residential flat rate with controlled load economy offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

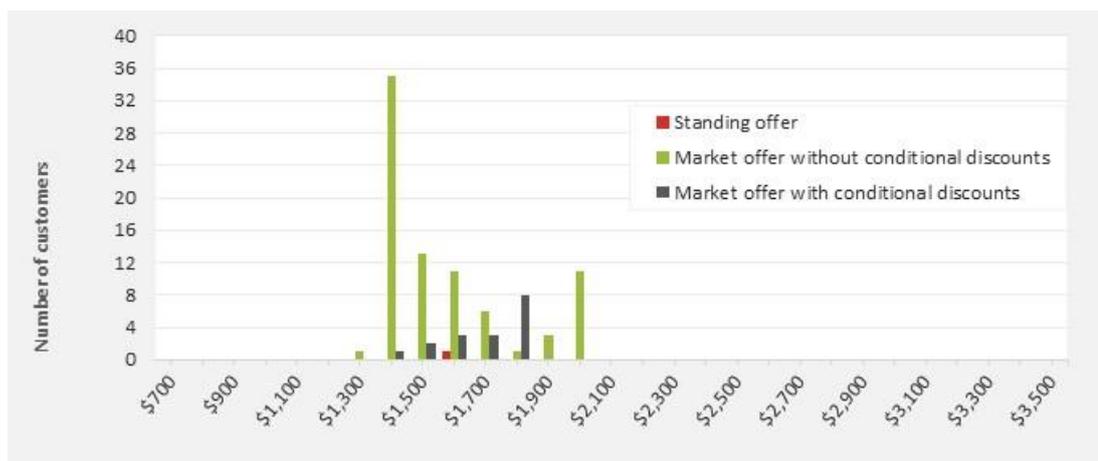
### D.10 Distribution of annual bills—rebate and HEEAS customers

**Figure D16 Rebate and HEEAS customers—residential flat rate offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D17 Rebate and HEEAS customers—residential flat rate with controlled load super economy offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D18 Rebate and HEEAS customers—residential flat rate with controlled load economy offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

### D.11 Distribution of annual bills—hardship, rebate and HEEAS customers

**Figure D19 Hardship, rebate and HEEAS customers—residential flat rate offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D20 Hardship, rebate and HEEAS customers—residential flat rate with controlled load super economy offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

**Figure D21 Hardship, rebate and HEEAS customers—residential flat rate with controlled load economy offers, distribution of bills, 2021–22**



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.