

## Residential and small business customer fact sheet

Active customers are likely to pay less than inactive or disengaged customers.

We encourage customers to regularly check whether they can find a better electricity plan by using [Energy Made Easy](#).

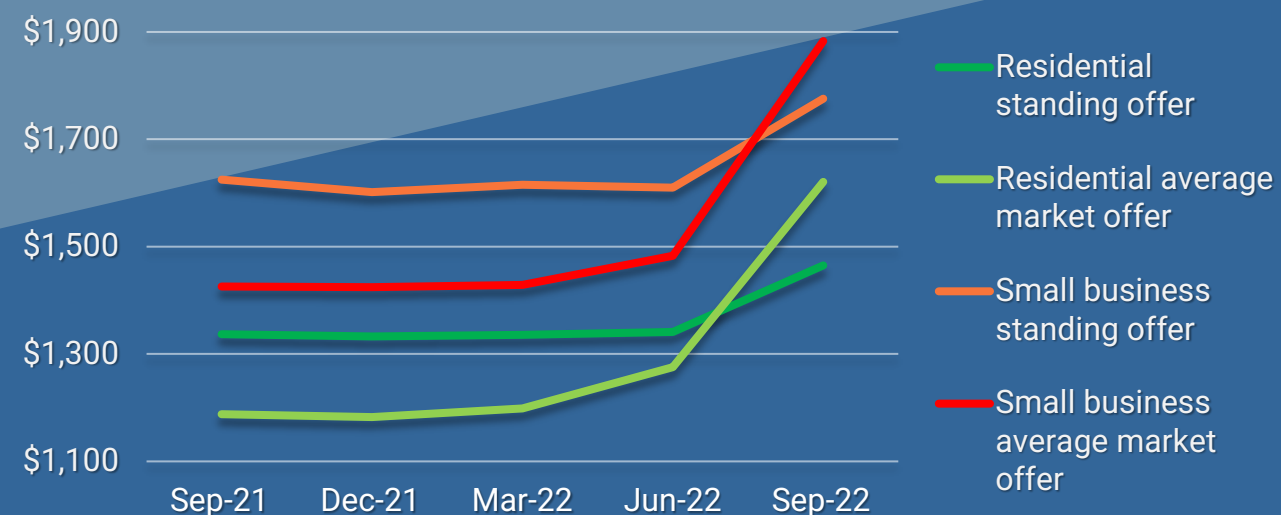
It is a free website developed by the Australian Energy Regulator – independent of commercial third parties, and includes all generally available electricity plans.

[Our current and past monitoring reports](#)

# SEQ retail electricity market monitoring 2021–22

## Electricity prices increased

Recent increases in retail electricity prices are primarily driven by a significant increase in wholesale energy costs



By the September quarter of 2022, the average market offer was more expensive than the average standing offer

## It pays to shop around

Some retailers had market offers available in June 2022 that were cheaper than their cheapest plan a year earlier

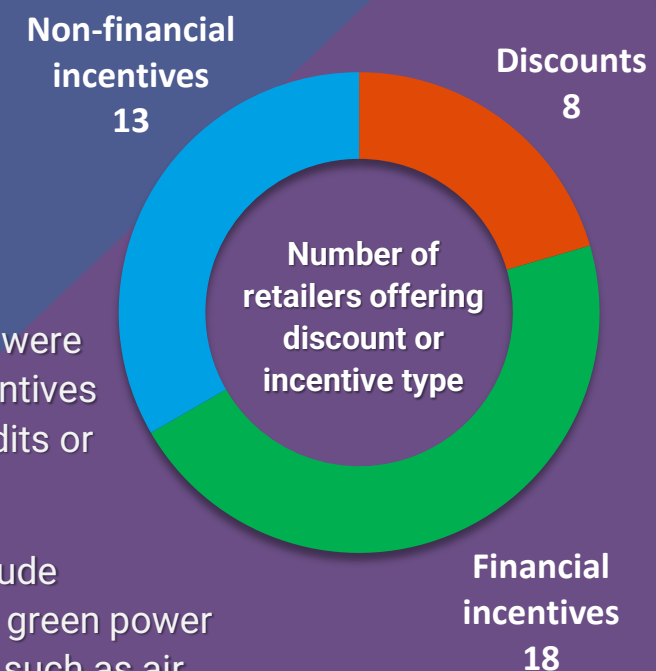


## Incentives became more common than discounts in 2021–22

Retailers continued to compete on price by offering discounts and incentives. Some retailers offered more than one type of incentive and/or discount.

- Unlike previous years, discounts were less common than financial incentives – which can include sign-up credits or gift cards.

- Non-financial incentives can include streaming service subscriptions, green power rebates, rewards points or items such as air fryers.



## Check the fine print

There may be conditions or eligibility criteria attached to a plan, and not every customer will be able to realise savings from discounts and incentives.

## Key market indicators suggest the SEQ retail market remains competitive

### Market concentration



AGL and Origin Energy's market share decreased from 80% to 65% (2015 to 2022)

### Customer switching



Switching increased significantly in the June quarter of 2022

### Plan structures

New or innovative plans emerged or became more common, which:

- Incentivised electric vehicle charging during certain times
- Rewarded customers that had a battery
- Offered subscriptions for a set amount of electricity with no fees or supply charges
- Allowed customers to join virtual power plants or form a collective with a local generator for renewable energy