

SEQ retail electricity market monitoring 2023-24

Appendices

December 2024

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Appendix A: Bills in each quarter of 2023-24

A.1 Annual bills based on plans available in each quarter

Chapter 2 of our market monitoring report for 2023-24 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 2023-24. Standing offer prices are capped by the default market offer (DMO) that the Australian Energy Regulator (AER) sets annually.¹ As such, standing offer prices cannot react to changes in market conditions in the same way as market offer prices do. Therefore, we present quarterly changes in only market offer bills for each of the 5 tariffs and tariff combinations we report on.

A.2 Residential flat rate offers

Market offer bills were generally lower than standing offer bills in 2023-24. During the year, for a typical SEQ residential flat rate customer:

- market offer bills ranged from \$1,279 (Ovo Energy) to \$2,344 (Amber Electric)
- standing offer bills ranged from \$1,443 (Next Business Energy) to \$1,810 (Amber Electric).

The tables in this section show the bills, by retailer, for each quarter of 2023-24.

A.2.1 Bills in the September quarter of 2023

In the September quarter, 25 retailers had plans for the residential flat rate tariff on Energy Made Easy – of these retailers, 22 had a standing offer and 23 had at least one market offer.

Table A.1: Annual bills for a typical residential flat rate customer, September quarter 2023

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	1,788	–	–	–
AGL	1,792	1,697	1,582	1,830
Alinta Energy	1,789	1,690	1,553	1,849
Amber Electric	1,810	1,782	1,561	2,344
Ampol Energy	1,791	1,442	1,382	1,482
CovaU	1,772	1,540	1,472	1,623
Diamond Energy	1,762	1,726	1,726	1,726
Discover Energy	1,474	–	–	–
Dodo Power & Gas	1,735	1,541	1,541	1,541
Energy Locals	–	1,629	1,596	1,662
EnergyAustralia	1,476	1,633	1,426	1,785
Future X Power	1,792	1,792	1,792	1,792
GloBird Energy	1,785	1,456	1,281	1,734
Kogan Energy	–	1,749	1,728	1,792
Momentum Energy	1,798	1,721	1,644	1,798

¹ The AER is not required to set a DMO for small business time-of-use plans.

Retailer	Standing offer	Market offer		
Nectr	1,789	1,579	1,463	1,789
Next Business Energy	1,443	1,710	1,710	1,710
Origin Energy	1,792	1,651	1,487	1,792
Ovo Energy	1,667	1,605	1,297	1,951
Powershop	1,692	1,653	1,628	1,728
ReAmped Energy	1,772	1,943	1,772	2,115
Red Energy	1,790	1,599	1,472	1,790
Simply Energy	1,784	1,685	1,474	1,784
Sumo Power	1,791	1,604	1,300	1,721
Tango Energy	–	1,769	1,763	1,775
Simple average	1,731	1,661	1,550	1,787

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 2023:

- standing offer bills ranged from \$1,443 (Next Business Energy - NBE Standing QLD Energex Anytime) to \$1,810 (Amber Electric - Standing Offer: Fixed Rate)
- market offer bills ranged from \$1,281 (GloBird Energy - GloSave Residential (Flat Rate) Energex) to \$2,344 (Amber Electric - Amber Plan).

The cheapest market offers – GloBird Energy's GloSave Residential (Flat Rate) Energex plans – had a 2% pay on time discount attached and an extra 1% pay on time via direct debit discount (both discounts were off the bill), effectively making it a 3% discount off the bill when both payment criteria were met by the customer.

A.2.2 Bills in the December quarter of 2023

In the December quarter, 24 retailers had plans for the residential flat rate tariff on Energy Made Easy – of these retailers, 21 had a standing offer and 23 had at least one market offer.

Table A.2: Annual bills for a typical residential flat rate customer, December quarter 2023

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	1,788	1,655	1,655	1,655
AGL	1,792	1,632	1,538	1,792
Alinta Energy	1,789	1,653	1,471	1,849
Amber Electric	1,810	1,670	1,453	2,033
Ampol Energy	–	1,432	1,382	1,482
CovaU	1,772	1,673	1,673	1,673
Diamond Energy	1,762	1,726	1,726	1,726
Dodo Power & Gas	1,735	1,495	1,449	1,541
Energy Locals	1,763	1,629	1,596	1,662
EnergyAustralia	1,785	1,699	1,624	1,785
Future X Power	1,792	1,792	1,792	1,792
GloBird Energy	1,785	1,700	1,454	2,046
Kogan Energy	–	1,662	1,514	1,792
Momentum Energy	1,798	1,683	1,644	1,798
Nectr	1,789	1,528	1,512	1,562
Next Business Energy	1,780	–	–	–
Origin Energy	1,792	1,620	1,445	1,792
Ovo Energy	1,767	1,704	1,529	1,851

Retailer	Standing offer	Market offer		
Powershop	1,792	1,640	1,463	1,728
ReAmped Energy	1,772	1,772	1,772	1,772
Red Energy	1,790	1,623	1,538	1,790
Simply Energy	1,784	1,697	1,620	1,784
Sumo Power	1,791	1,639	1,562	1,721
Tango Energy	–	1,769	1,763	1,775
Simple average	1,782	1,656	1,573	1,757

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 2023:

- standing offer bills ranged from \$1,735 (Dodo Power & Gas – Residential Standing (Default Market Offer)) to \$1,810 (Amber Electric – Standing Offer: Fixed Rate)
- market offer bills ranged from \$1,382 (Ampol Energy – Powering On) to \$2,046 (GloBird Energy – SolarPlus Residential (Flat Rate) Energex).²

The cheapest market offers – Ampol Energy’s Powering On plans – had a \$150 Ampol Cash digital gift card attached for new sign-ups, which was redeemable at participating Ampol locations Australia-wide.

A.2.3 Bills in the March quarter of 2024

In the March quarter, 24 retailers had plans for the residential flat rate tariff on Energy Made Easy – of these retailers, 20 had a standing offer and all 24 had at least one market offer.

Table A.3: Annual bills for a typical residential flat rate customer, March quarter 2024

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	1,788	1,580	1,505	1,655
AGL	1,792	1,602	1,413	1,792
Alinta Energy	1,789	1,657	1,471	1,849
Amber Electric	1,810	1,654	1,434	2,201
Ampol Energy	–	1,482	1,482	1,482
CovaU	1,772	1,576	1,478	1,673
Diamond Energy	1,762	1,726	1,726	1,726
Dodo Power & Gas	1,735	1,449	1,449	1,449
Energy Locals	1,763	1,618	1,596	1,662
EnergyAustralia	1,785	1,713	1,624	1,785
Future X Power	1,792	1,792	1,792	1,792
GloBird Energy	1,785	1,639	1,390	2,046
Kogan Energy	–	1,649	1,514	1,792
Momentum Energy	1,798	1,696	1,644	1,798
Nectr	1,789	1,512	1,512	1,512
Origin Energy	1,792	1,560	1,395	1,792
Ovo Energy	1,767	1,659	1,464	1,851
Pacific Blue Retail	–	1,880	1,763	2,102
Powershop	1,792	1,601	1,463	1,728
ReAmped Energy	1,772	1,772	1,772	1,772
Red Energy	1,790	1,609	1,538	1,630

² The most expensive non-solar plan was Amber Electric’s Amber Plan (\$2,033).

Retailer	Standing offer	Market offer		
Simply Energy	1,784	1,691	1,620	1,784
Sumo Power	1,791	1,532	1,453	1,612
Tango Energy	–	1,769	1,763	1,775
Simple average	1,782	1,642	1,553	1,761

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

Based on the plans available on Energy Made Easy in the March quarter of 2024:

- standing offer bills ranged from \$1,735 (Dodo Power & Gas – Residential Standing (Default Market Offer)) to \$1,810 (Amber Electric – Standing Offer: Fixed Rate)
- market offer bills ranged from \$1,390 (GloBird Energy – GloSave Residential (Flat Rate) Energex) to \$2,201 (Amber Electric – Amber Plan).

The cheapest market offers – GloBird Energy’s GloSave Residential (Flat Rate) Energex plans – had a 2% pay on time discount attached and an extra 1% pay on time via direct debit discount (both discounts were off the bill), effectively making it a 3% discount off the bill when both payment criteria were met by the customer.

A.2.4 Bills in the June quarter of 2024

In the June quarter, 25 retailers had plans for the residential flat rate tariff on Energy Made Easy – of these retailers, 21 had a standing offer and all 25 had at least one market offer.

Table A.4: Annual bills for a typical residential flat rate customer, June quarter 2024

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	1,788	1,580	1,505	1,655
AGL	1,792	1,526	1,313	1,740
Alinta Energy	1,789	1,572	1,435	1,849
Amber Electric	1,810	1,633	1,445	2,045
Ampol Energy	–	1,407	1,332	1,482
CovaU	1,772	1,478	1,478	1,478
Diamond Energy	1,762	1,726	1,726	1,726
Dodo Power & Gas	1,735	1,449	1,449	1,449
Energy Locals	1,763	1,618	1,596	1,662
EnergyAustralia	1,785	1,713	1,624	1,785
ENGIE	1,784	1,472	1,356	1,605
Future X Power	1,792	1,792	1,792	1,792
GloBird Energy	1,785	1,642	1,408	2,120
Kogan Energy	–	1,609	1,514	1,792
Momentum Energy	1,798	1,608	1,444	1,798
Nectr	1,789	1,512	1,512	1,512
Origin Energy	1,792	1,564	1,395	1,792
Ovo Energy	1,767	1,505	1,279	1,838
Pacific Blue Retail	–	1,880	1,763	2,102
Powershop	1,792	1,602	1,463	1,728
ReAmped Energy	1,772	1,772	1,772	1,772
Red Energy	1,790	1,599	1,538	1,630
Simply Energy	1,784	1,697	1,620	1,784
Sumo Power	1,791	1,532	1,453	1,612
Tango Energy	–	1,769	1,763	1,775

Retailer	Standing offer	Market offer		
Simple average	1,782	1,610	1,519	1,741

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

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2024:

- standing offer bills ranged from \$1,735 (Dodo Power & Gas – Residential Standing (Default Market Offer)) to \$1,810 (Amber Electric – Standing Offer: Fixed Rate)
- market offer bills ranged from \$1,279 (Ovo Energy – The One Plan) to \$2,120 (GloBird Energy – SolarPlus Residential (Flat Rate) Energex).³

The cheapest market offers – Ovo Energy’s The One Plan offers – had a \$150 welcome credit attached that was applied as a monthly \$50 credit for the first 3 months.

A.2.5 Quarterly change in market offer bills in 2023-24

In 2023-24, 26 retailers had at least one generally available residential flat rate market offer.

Table A.5 shows the quarterly changes in each of these retailers’ lowest annual market offer bill in 2023-24 for the typical SEQ customer.

Table A.5: Change (%) in lowest annual market offer bill, by quarter, 2023-24 – residential flat rate

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	–	–	-9.1%	0%
AGL	+19.9%	-2.8%	-8.1%	-7.1%
Alinta Energy	+15.3%	-5.3%	0%	-2.4%
Amber Electric	-17.0%	-6.9%	-1.3%	+0.7%
Ampol Energy	0%	0%	+7.2%	-10.1%
CovaU	+3.5%	+13.6%	-11.6%	0%
Diamond Energy	+21.8%	0%	0%	0%
Dodo Power & Gas	0%	-6.0%	0%	0%
EnergyAustralia	-3.4%	+13.9%	0%	0%
Energy Locals	+8.0%	0%	0%	0%
Future X Power	–	0%	0%	0%
GloBird Energy	+3.4%	+13.5%	-4.4%	+1.3%
Kogan Energy	+30.5%	-12.4%	0%	0%
Momentum Energy	+19.1%	0%	0%	-12.2%
Nectr	+9.5%	+3.3%	0%	0%
Origin Energy	+19.7%	-2.9%	-3.5%	0%
Ovo Energy	+1.2%	+17.9%	-4.3%	-12.6%
Pacific Blue Retail	–	–	–	0%
Powershop	+18.9%	-10.1%	0%	0%
ReAmped Energy	-16.2%	0%	0%	0%
Red Energy	0%	+4.5%	0%	0%
Simply Energy	+6.4%	+9.9%	0%	0%
Sumo Power	+4.0%	+20.2%	-7.0%	0%
Tango Energy	–	0%	0%	0%
Simple average	+4.1%	+1.5%	-1.3%	-2.2%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter and shows the

³ The most expensive non-solar plan was Pacific Blue Retail’s Green100 plan (\$2,102).

change in the average lowest market offer bill. A dash (–) means the retailer did not have a market offer in the preceding or current quarter. Next Business Energy only had market offers published in the September quarter of 2023, and ENGIE only had market offers published in the June quarter of 2024. Percentages are rounded. Sources: Energy Made Easy; QCA analysis.

Table A.5 shows that the average lowest market offer bill increased in the first 2 quarters of 2023–24. Many retailers (14) increased their lowest market offer in the September quarter – some of them substantially (7 retailers had increases of over 10%), while only 3 retailers decreased their lowest market offer. Eight retailers increased their lowest market offer in the December quarter, while 7 retailers lowered theirs.

In the last 2 quarters of 2023–24, the average lowest market offer bill decreased. Decreases in the lowest market offer were observed with 8 retailers in the March quarter and 5 retailers in the June quarter. Many retailers left their lowest market offer unchanged (14 in the March quarter and 17 in the June quarter), and only 3 retailers increased their lowest market offer in the March or the June quarter.

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

Market offer bills were generally lower than standing offer bills in 2023–24. During the year, for a typical SEQ customer on this tariff combination:

- market offer bills ranged from \$1,538 (Ovo Energy) to \$2,747 (Amber Electric)
- standing offer bills ranged from \$1,721 (EnergyAustralia) to \$2,124 (Amber Electric).

The tables in this section show the bills, by retailer, for each quarter of 2023–24.

A.3.1 Bills in the September quarter of 2023

In the September quarter, 25 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load super economy tariff – of these retailers, 21 had a standing offer and 23 had at least one market offer.

Table A.6: Annual bills for a typical residential flat rate with controlled load super economy customer, September quarter 2023

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	2,013	–	–	–
AGL	2,100	1,998	1,874	2,138
Alinta Energy	2,056	1,950	1,796	2,159
Amber Electric	2,124	2,090	1,839	2,747
Ampol Energy	2,082	1,700	1,640	1,740
CovaU	2,013	1,810	1,693	1,927
Diamond Energy	2,034	2,042	2,042	2,042
Discover Energy	1,743	–	–	–
Dodo Power & Gas	2,066	1,879	1,879	1,879
Energy Locals	–	1,948	1,915	1,981
EnergyAustralia	1,721	1,895	1,721	2,066
Future X Power	2,098	2,098	2,098	2,098
GloBird Energy	2,089	1,800	1,604	2,134
Kogan Energy	–	2,040	2,031	2,057
Momentum Energy	2,098	2,005	1,910	2,100

Retailer	Standing offer	Market offer		
Nectr	1,997	1,856	1,731	2,096
Next Business Energy	–	2,063	2,063	2,063
Origin Energy	2,071	1,963	1,743	2,100
Ovo Energy	1,970	1,908	1,649	2,292
Powershop	1,957	1,964	1,931	1,981
ReAmped Energy	2,070	2,309	1,970	2,597
Red Energy	2,100	1,872	1,742	2,100
Simply Energy	2,088	1,970	1,742	2,088
Sumo Power	1,950	1,903	1,558	2,005
Tango Energy	–	2,082	2,078	2,086
Simple average	2,021	1,963	1,837	2,108

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 2023:

- standing offer bills ranged from \$1,721 (EnergyAustralia - Basic Home) to \$2,124 (Amber Electric - Standing Offer: Fixed Rate + Controlled Load)
- market offer bills ranged from \$1,558 (Sumo Power - Sumo Assure Advantage Res) to \$2,747 (Amber Electric - Amber Plan + Controlled Load).

The cheapest market offer – Sumo Power’s Sumo Assure Advantage Res plan – did not have any discounts or incentives attached.

A.3.2 Bills in the December quarter of 2023

In the December quarter, 23 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load super economy tariff – of these retailers, 20 had a standing offer and all 23 had at least one market offer.

Table A.7: Annual bills for a typical residential flat rate with controlled load super economy customer, December quarter 2023

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	2,013	1,863	1,863	1,863
AGL	2,100	1,921	1,814	2,124
Alinta Energy	2,056	1,908	1,697	2,159
Amber Electric	2,124	1,968	1,702	2,426
Ampol Energy	–	1,690	1,640	1,740
CovaU	2,063	1,977	1,977	1,977
Diamond Energy	2,084	2,042	2,042	2,042
Dodo Power & Gas	2,066	1,836	1,793	1,879
Energy Locals	2,062	1,948	1,915	1,981
EnergyAustralia	2,066	1,967	1,880	2,066
Future X Power	2,098	2,098	2,098	2,098
GloBird Energy	2,089	2,030	1,716	2,442
Kogan Energy	–	1,941	1,753	2,057
Momentum Energy	2,098	1,957	1,910	2,100
Nectr	2,096	1,797	1,780	1,830
Origin Energy	2,071	1,908	1,719	2,100
Ovo Energy	2,070	1,998	1,764	2,192
Powershop	2,057	1,921	1,702	2,031

Retailer	Standing offer	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
ReAmped Energy	2,070	2,070	2,070	2,070
Red Energy	2,100	1,894	1,809	2,100
Simply Energy	2,088	1,989	1,900	2,088
Sumo Power	2,099	1,906	1,818	2,005
Tango Energy	–	2,082	2,078	2,086
Simple average	2,078	1,944	1,845	2,063

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

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2023:

- standing offer bills ranged from \$2,013 (1st Energy - Standing Offer: Single Rate + Controlled Load 1) to \$2,124 (Amber Electric - Standing Offer: Fixed Rate + Controlled Load)
- market offer bills ranged from \$1,640 (Ampol Energy - Powering On with CL) to \$2,442 (GloBird Energy - SolarPlus Residential (Flat Rate CTL Load) Energex).⁴

The cheapest market offers – Ampol Energy’s Powering On with CL plans – had a \$100 Ampol Cash digital gift card attached for new sign-ups, which was redeemable at participating Ampol locations Australia-wide.

A.3.3 Bills in the March quarter of 2024

In the March quarter, 24 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load super economy tariff – of these retailers, 20 had a standing offer and all 24 had at least one market offer.

Table A.8: Annual bills for a typical residential flat rate with controlled load super economy customer, March quarter 2024

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	2,013	1,788	1,713	1,863
AGL	2,100	1,890	1,689	2,124
Alinta Energy	2,056	1,915	1,697	2,159
Amber Electric	2,124	1,940	1,683	2,653
Ampol Energy	–	1,740	1,740	1,740
CovaU	2,063	1,855	1,734	1,977
Diamond Energy	2,084	2,042	2,042	2,042
Dodo Power & Gas	2,066	1,793	1,793	1,793
Energy Locals	2,062	1,937	1,915	1,981
EnergyAustralia	2,066	1,984	1,880	2,066
Future X Power	2,098	2,098	2,098	2,098
GloBird Energy	2,089	1,997	1,753	2,442
Kogan Energy	–	1,911	1,753	2,057
Momentum Energy	2,098	1,973	1,910	2,100
Nectr	2,096	1,780	1,780	1,780
Origin Energy	2,071	1,831	1,669	2,100
Ovo Energy	2,070	1,967	1,754	2,194
Pacific Blue Retail	–	2,208	2,078	2,461
Powershop	2,057	1,862	1,702	2,031
ReAmped Energy	2,070	2,070	2,070	2,070

⁴ The most expensive non-solar plan was Amber Electric’s Amber Plan + Controlled Load (\$2,426).

Retailer	Standing offer	Market offer		
Red Energy	2,100	1,877	1,809	1,898
Simply Energy	2,088	1,982	1,900	2,088
Sumo Power	2,099	1,821	1,773	1,868
Tango Energy	–	2,082	2,078	2,086
Simple average	2,078	1,931	1,834	2,070

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

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2024:

- standing offer bills ranged from \$2,013 (1st Energy - Standing Offer: Single Rate + Controlled Load 1) to \$2,124 (Amber Electric - Standing Offer: Fixed Rate + Controlled Load)
- market offer bills ranged from \$1,669 (Origin Energy - Origin Advantage Variable ePlus (FiftyUp Club) and Origin Advantage Variable ePlus (One Big Switch)) to \$2,653 (Amber Electric - Amber Plan + Controlled Load).

The cheapest market offers – Origin Energy’s Origin Advantage Variable ePlus (FiftyUp Club) plan and Origin Advantage Variable ePlus (One Big Switch) plan – had a \$200 credit attached that was applied to the account after sign-up.

A.3.4 Bills in the June quarter of 2024

In the June quarter, 25 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load super economy tariff – of these retailers, 20 had a standing offer and all 25 had at least one market offer.

Table A.9: Annual bills for a typical residential flat rate with controlled load super economy customer, June quarter 2024

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	2,013	1,788	1,713	1,863
AGL	2,100	1,810	1,589	2,099
Alinta Energy	2,056	1,816	1,656	2,159
Amber Electric	2,124	1,887	1,676	2,395
Ampol Energy	–	1,665	1,590	1,740
CovaU	2,063	1,734	1,734	1,734
Diamond Energy	2,084	2,042	2,042	2,042
Dodo Power & Gas	2,066	1,793	1,793	1,793
Energy Locals	2,062	1,937	1,915	1,981
EnergyAustralia	2,066	1,984	1,880	2,066
ENGIE	–	1,724	1,587	1,879
Future X Power	2,098	2,098	2,098	2,098
GloBird Energy	2,089	1,969	1,710	2,468
Kogan Energy	–	1,853	1,753	2,057
Momentum Energy	2,098	1,882	1,710	2,100
Nectr	2,096	1,780	1,780	1,780
Origin Energy	2,071	1,849	1,638	2,100
Ovo Energy	2,070	1,811	1,538	2,194
Pacific Blue Retail	–	2,208	2,078	2,461
Powershop	2,057	1,863	1,701	2,031
ReAmped Energy	2,070	2,070	2,070	2,070
Red Energy	2,100	1,868	1,809	1,898

Retailer	Standing offer	Market offer		
Simply Energy	2,088	1,989	1,900	2,088
Sumo Power	2,099	1,821	1,773	1,868
Tango Energy	–	2,082	2,078	2,086
Simple average	2,078	1,893	1,793	2,042

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

Based on the plans available on Energy Made Easy in the June quarter of 2024:

- standing offer bills ranged from \$2,013 (1st Energy - Standing Offer: Single Rate + Controlled Load 1) to \$2,124 (Amber Electric - Standing Offer: Fixed Rate + Controlled Load)
- market offer bills ranged from \$1,538 (Ovo Energy - The Free 3 Plan) to \$2,468 (GloBird Energy - SolarPlus Residential (Flat Rate CTL Load) Energex).⁵

The cheapest market offers – Ovo Energy's The Free 3 Plan offers – had a \$150 welcome credit attached, applied as a monthly \$50 credit for the first 3 months. Ovo Energy also offered free electricity between 11 am and 2 pm daily, which was included as an estimated 20.26% discount off usage charges. However, the retailer noted that the actual discount percentage amount would vary depending on the customer's actual usage during the 'Free 3' period.

A.3.5 Quarterly change in market offer bills in 2023-24

In 2023-24, 26 retailers had at least one generally available market offer for this tariff combination. Table A.10 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2023-24 for the typical SEQ customer.

Table A.10: Change (%) in lowest annual market offer bill, by quarter, 2023-24 – residential flat rate with controlled load super economy

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	–	–	-8.1%	0%
AGL	+18.3%	-3.2%	-6.9%	-5.9%
Alinta Energy	+13.5%	-5.5%	0%	-2.4%
Amber Electric	-15.4%	-7.5%	-1.1%	-0.4%
Ampol Energy	0%	0%	+6.1%	-8.6%
CovaU	0%	+16.8%	-12.3%	0%
Diamond Energy	+20.8%	0%	0%	0%
Dodo Power & Gas	0%	-4.6%	0%	0%
EnergyAustralia	0%	+9.3%	0%	0%
Energy Locals	+8.8%	0%	0%	0%
Future X Power	–	0%	0%	0%
GloBird Energy	+2.2%	+7.0%	+2.1%	-2.4%
Kogan Energy	+29.0%	-13.7%	0%	0%
Momentum Energy	+17.3%	0%	0%	-10.5%
Nectr	+11.0%	+2.8%	0%	0%
Origin Energy	+16.5%	-1.4%	-2.9%	-1.9%
Ovo Energy	+6.5%	+7.0%	-0.6%	-12.3%
Pacific Blue Retail	–	–	–	0%
Powershop	+15.4%	-11.9%	0%	0%
ReAmped Energy	-24.1%	+5.1%	0%	0%

⁵ The most expensive non-solar plan was Pacific Blue Retail's Green100 plan (\$2,461).

Red Energy	0%	+3.8%	0%	0%
Simply Energy	+6.4%	+9.1%	0%	0%
Sumo Power	+3.3%	+16.7%	-2.5%	0%
Tango Energy	–	0%	0%	0%
Simple average	+3.4%	+0.5%	-0.6%	-2.3%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter and shows the change in the average lowest market offer bill. A dash (–) means the retailer did not have a market offer in the preceding or current quarter. Next Business Energy only had market offers published in the September quarter of 2023, and ENGIE only had market offers published in the June quarter of 2024. Percentages are rounded. Sources: Energy Made Easy; QCA analysis.

Table A.10 shows that the average lowest market offer bill increased in the first 2 quarters of 2023–24. Many retailers (13) increased their lowest market offer in the September quarter – some of them substantially (8 retailers had increases of over 10%), while only 2 retailers decreased their lowest market offer. Nine retailers increased their lowest market offer in the December quarter, while 7 retailers lowered theirs.

In the last 2 quarters of 2023–24, the average lowest market offer bill decreased. Decreases in the lowest market offer were observed with 7 retailers in the March quarter and 8 retailers in the June quarter. Many retailers left their lowest market offer unchanged (14 retailers in the March quarter and 16 in the June quarter). Only 2 retailers increased their lowest market offer in the March quarter, and none increased theirs in the June quarter.

A.4 Residential flat rate with controlled load economy offers

Market offer bills were generally lower than standing offer bills in 2023–24. During the year, for a typical SEQ customer on this tariff combination:

- market offer bills ranged from \$1,530 (Ovo Energy) to \$2,706 (Amber Electric)
- standing offer bills ranged from \$1,716 (Discover Energy) to \$2,093 (Amber Electric).

The tables in this section show the bills, by retailer, for each quarter of 2023–24.

A.4.1 Bills in the September quarter of 2023

In the September quarter, 25 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff – of these retailers, 22 had a standing offer and 23 had at least one market offer.

Table A.11: Annual bills for a typical residential flat rate with controlled load economy customer, September quarter 2023

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	2,065	–	–	–
AGL	2,068	1,967	1,844	2,106
Alinta Energy	2,064	1,957	1,804	2,162
Amber Electric	2,093	2,059	1,812	2,706
Ampol Energy	2,053	1,684	1,624	1,724
CovaU	2,057	1,829	1,752	1,913
Diamond Energy	1,997	2,010	2,010	2,010
Discover Energy	1,716	–	–	–

Retailer	Standing offer	Market offer		
Dodo Power & Gas	2,056	1,871	1,871	1,871
Energy Locals	–	1,935	1,902	1,968
EnergyAustralia	1,719	1,890	1,719	2,058
Future X Power	2,066	2,066	2,066	2,066
GloBird Energy	2,058	1,767	1,574	2,096
Kogan Energy	–	2,026	2,024	2,030
Momentum Energy	2,077	1,983	1,888	2,077
Nectr	2,064	1,860	1,714	2,064
Next Business Energy	2,049	2,051	2,051	2,051
Origin Energy	2,069	1,919	1,618	2,069
Ovo Energy	2,057	1,882	1,540	2,280
Powershop	1,930	1,958	1,924	1,974
ReAmped Energy	2,038	2,260	1,988	2,570
Red Energy	2,069	1,843	1,715	2,069
Simply Energy	2,057	1,926	1,716	2,057
Sumo Power	1,918	1,877	1,553	1,975
Tango Energy	–	2,050	2,046	2,054
Simple average	2,015	1,942	1,815	2,085

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 2023:

- standing offer bills ranged from \$1,716 (Discover Energy – Energex Residential Single Rate + CL2 Standing Offer) to \$2,093 (Amber Electric – Standing Offer: Fixed Rate + Controlled Load)
- market offer bills ranged from \$1,540 (Ovo Energy – The One Plan) to \$2,706 (Amber Electric – Amber Plan + Controlled Load).

The cheapest market offers – Ovo Energy’s The One Plan offers – had a \$100 welcome credit attached that was applied in 12 monthly instalments of \$8.34.

A.4.2 Bills in the December quarter of 2023

In the December quarter, 24 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff – of these retailers, 21 had a standing offer and 23 had at least one market offer.

Table A.12: Annual bills for a typical residential flat rate with controlled load economy customer, December quarter 2023

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	2,065	1,911	1,911	1,911
AGL	2,068	1,891	1,786	2,091
Alinta Energy	2,064	1,915	1,705	2,162
Amber Electric	2,093	1,938	1,676	2,387
Ampol Energy	–	1,674	1,624	1,724
CovaU	2,057	1,963	1,963	1,963
Diamond Energy	2,047	2,010	2,010	2,010
Dodo Power & Gas	2,056	1,828	1,786	1,871
Energy Locals	2,030	1,935	1,902	1,968
EnergyAustralia	2,058	1,959	1,873	2,058
Future X Power	2,066	2,066	2,066	2,066

Retailer	Standing offer	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
GloBird Energy	2,058	1,997	1,690	2,402
Kogan Energy	–	1,926	1,728	2,030
Momentum Energy	2,077	1,935	1,888	2,077
Nectr	2,064	1,769	1,752	1,802
Next Business Energy	2,049	–	–	–
Origin Energy	2,069	1,881	1,692	2,069
Ovo Energy	2,057	1,988	1,756	2,180
Powershop	2,030	1,909	1,677	2,024
ReAmped Energy	2,038	2,038	2,038	2,038
Red Energy	2,069	1,866	1,781	2,069
Simply Energy	2,057	1,959	1,872	2,057
Sumo Power	2,067	1,878	1,791	1,975
Tango Energy	–	2,050	2,046	2,054
Simple average	2,059	1,926	1,827	2,043

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 2023:

- standing offer bills ranged from \$2,030 (Energy Locals and Powershop – Standing Offer) to \$2,093 (Amber Electric – Standing Offer: Fixed Rate + Controlled Load)
- market offer bills ranged from \$1,624 (Ampol Energy – Powering On with CL) to \$2,402 (GloBird Energy – SolarPlus Residential (Flat Rate CTL Load) Energex).⁶

The cheapest market offers – Ampol Energy’s Powering On with CL plans – had a \$100 Ampol Cash digital gift card attached for new sign-ups, which was redeemable at participating Ampol locations Australia-wide.

A.4.3 Bills in the March quarter of 2024

In the March quarter, 24 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff – of these retailers, 20 had a standing offer and all 24 had at least one market offer.

Table A.13: Annual bills for a typical residential flat rate with controlled load economy customer, March quarter 2024

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	2,065	1,836	1,761	1,911
AGL	2,068	1,860	1,661	2,091
Alinta Energy	2,064	1,921	1,705	2,162
Amber Electric	2,093	1,915	1,658	2,609
Ampol Energy	–	1,724	1,724	1,724
CovaU	2,057	1,843	1,722	1,963
Diamond Energy	2,047	2,010	2,010	2,010
Dodo Power & Gas	2,056	1,786	1,786	1,786
Energy Locals	2,030	1,924	1,902	1,968
EnergyAustralia	2,058	1,975	1,873	2,058
Future X Power	2,066	2,066	2,066	2,066
GloBird Energy	2,058	1,962	1,719	2,402

⁶ The most expensive non-solar plan was Amber Electric’s Amber Plan + Controlled Load (\$2,387).

Retailer	Standing offer	Market offer		
Kogan Energy	–	1,890	1,728	2,030
Momentum Energy	2,077	1,951	1,888	2,077
Nectr	2,064	1,752	1,752	1,752
Origin Energy	2,069	1,804	1,642	2,069
Ovo Energy	2,057	1,957	1,745	2,182
Pacific Blue Retail	–	2,174	2,046	2,422
Powershop	2,030	1,843	1,677	2,024
ReAmped Energy	2,038	2,038	2,038	2,038
Red Energy	2,069	1,849	1,781	1,870
Simply Energy	2,057	1,953	1,872	2,057
Sumo Power	2,067	1,792	1,743	1,841
Tango Energy	–	2,050	2,046	2,054
Simple average	2,059	1,911	1,814	2,049

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

Based on the plans available on Energy Made Easy in the March quarter of 2024:

- standing offer bills ranged from \$2,030 (Energy Locals and Powershop - Standing Offer) to \$2,093 (Amber Electric - Standing Offer: Fixed Rate + Controlled Load)
- market offer bills ranged from \$1,642 (Origin Energy - Origin Advantage Variable ePlus (FiftyUp Club) and Origin Advantage Variable ePlus (One Big Switch)) to \$2,609 (Amber Electric - Amber Plan + Controlled Load).

The cheapest market offers – Origin Energy's Origin Advantage Variable ePlus (FiftyUp Club) plan and Origin Advantage Variable ePlus (One Big Switch) plan – had a \$200 credit attached that was applied to the account after sign-up.

A.4.4 Bills in the June quarter of 2024

In the June quarter, 25 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff – of these retailers, 20 had a standing offer and all 25 had at least one market offer.

Table A.14: Annual bills for a typical residential flat rate with controlled load economy customer, June quarter 2024

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	2,065	1,836	1,761	1,911
AGL	2,068	1,781	1,561	2,066
Alinta Energy	2,064	1,823	1,663	2,162
Amber Electric	2,093	1,860	1,652	2,359
Ampol Energy	–	1,649	1,574	1,724
CovaU	2,057	1,722	1,722	1,722
Diamond Energy	2,047	2,010	2,010	2,010
Dodo Power & Gas	2,056	1,786	1,786	1,786
Energy Locals	2,030	1,924	1,902	1,968
EnergyAustralia	2,058	1,975	1,873	2,058
ENGIE	–	1,698	1,563	1,851
Future X Power	2,066	2,066	2,066	2,066
GloBird Energy	2,058	1,936	1,682	2,431
Kogan Energy	–	1,828	1,728	2,030

Retailer	Standing offer	Market offer		
Momentum Energy	2,077	1,860	1,688	2,077
Nectr	2,064	1,752	1,752	1,752
Origin Energy	2,069	1,820	1,614	2,069
Ovo Energy	2,057	1,801	1,530	2,182
Pacific Blue Retail	–	2,174	2,046	2,422
Powershop	2,030	1,846	1,677	2,024
ReAmped Energy	2,038	2,038	2,038	2,038
Red Energy	2,069	1,840	1,781	1,870
Simply Energy	2,057	1,959	1,872	2,057
Sumo Power	2,067	1,792	1,743	1,841
Tango Energy	–	2,050	2,046	2,054
Simple average	2,059	1,873	1,773	2,021

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

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2024:

- standing offer bills ranged from \$2,030 (Energy Locals and Powershop – Standing Offer) to \$2,093 (Amber Electric – Standing Offer: Fixed Rate + Controlled Load)
- market offer bills ranged from \$1,530 (Ovo Energy – The Free 3 Plan) to \$2,431 (GloBird Energy – SolarPlus Residential (Flat Rate CTL Load) Energex).⁷

The cheapest market offers – Ovo Energy’s The Free 3 Plan offers – had a \$150 welcome credit attached, applied as a monthly \$50 credit for the first 3 months. Ovo Energy also offered free electricity between 11 am and 2 pm daily, which was included as an estimated 20.26% discount off usage charges. However, the retailer noted that the actual discount percentage amount would vary depending on the customer’s actual usage during the ‘Free 3’ period.

A.4.5 Quarterly change in market offer bills in 2023-24

In 2023-24, 26 retailers had at least one generally available market offer for this tariff combination. Table A.15 shows the quarterly changes in each of these retailers’ lowest annual market offer bill in 2023-24 for the typical SEQ customer.

Table A.15: Change (%) in lowest annual market offer bill, by quarter, 2023-24 – residential flat rate with controlled load economy

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	–	–	-7.8%	0%
AGL	+18.4%	-3.2%	-7.0%	-6.0%
Alinta Energy	+15.4%	-5.5%	0%	-2.4%
Amber Electric	-15.5%	-7.5%	-1.1%	-0.3%
Ampol Energy	0%	0%	+6.2%	-8.7%
CovaU	+2.9%	+12.0%	-12.2%	0%
Diamond Energy	+20.8%	0%	0%	0%
Dodo Power & Gas	0%	-4.6%	0%	0%
EnergyAustralia	0%	+9.0%	0%	0%
Energy Locals	+9.8%	0%	0%	0%
Future X Power	–	0%	0%	0%
GloBird Energy	+2.3%	+7.4%	+1.7%	-2.2%

⁷ The most expensive non-solar plan was Pacific Blue Retail’s Green100 plan (\$2,422).

Kogan Energy	+29.0%	-14.6%	0%	0%
Momentum Energy	+17.5%	0%	0%	-10.6%
Nectr	+10.2%	+2.3%	0%	0%
Origin Energy	+9.9%	+4.6%	-3.0%	-1.7%
Ovo Energy	+1.2%	+14.0%	-0.6%	-12.3%
Pacific Blue Retail	–	–	–	0%
Powershop	+15.4%	-12.8%	0%	0%
ReAmped Energy	-22.6%	+2.5%	0%	0%
Red Energy	0%	+3.8%	0%	0%
Simply Energy	+6.4%	+9.1%	0%	0%
Sumo Power	+3.3%	+15.3%	-2.7%	0%
Tango Energy	–	0%	0%	0%
Simple average	+3.3%	+0.6%	-0.7%	-2.3%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter and shows the change in the average lowest market offer bill. A dash (–) means the retailer did not have a market offer in the preceding or current quarter. Next Business Energy only had market offers published in the September quarter of 2023, and ENGIE only had market offers published in the June quarter of 2024. Percentages are rounded. Sources: Energy Made Easy; QCA analysis.

Table A.15 shows that the average lowest market offer bill increased in the first 2 quarters of 2023–24. Many retailers (14) increased their lowest market offer in the September quarter – some of them substantially (7 retailers had increases of over 10%), while only 2 retailers decreased their lowest market offer. Ten retailers increased their lowest market offer in the December quarter, while 6 retailers lowered theirs.

In the last 2 quarters of 2023–24, the average lowest market offer bill decreased. Decreases in the lowest market offer were observed with 7 retailers in the March quarter and 8 retailers in the June quarter. Many retailers left their lowest market offer unchanged (14 in the March quarter and 16 in the June quarter). Only 2 retailers increased their lowest market offer in the March quarter, and none increased theirs in the June quarter.

A.5 Small business flat rate offers

Market offer bills were generally lower than standing offer bills in 2023–24. During the year, for a typical SEQ small business flat rate customer:

- market offer bills ranged from \$1,375 (Blue NRG) to \$2,555 (Amber Electric)
- standing offer bills ranged from \$1,638 (Shell Energy) to \$2,289 (Blue NRG).

The tables in this section show the bills, by retailer, for each quarter of 2023–24.

A.5.1 Bills in the September quarter of 2023

In the September quarter, 20 retailers had small business flat rate plans on Energy Made Easy – of these retailers, 18 had a standing offer and 17 had at least one market offer.

Table A.16: Annual bills for a typical small business flat rate customer, September quarter 2023

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	2,063	–	–	–
AGL	2,116	2,031	1,989	2,073
Alinta Energy	2,101	1,962	1,849	2,086

Retailer	Standing offer	Market offer		
Amber Electric	2,186	2,020	1,846	2,555
Blue NRG	2,289	1,881	1,375	2,288
CovaU	2,112	2,036	1,915	2,141
Diamond Energy	1,830	1,842	1,842	1,842
Energy Locals	–	1,928	1,782	2,117
EnergyAustralia	1,735	1,871	1,648	2,009
Future X Power	2,055	2,055	2,055	2,055
Momentum Energy	2,177	2,069	2,009	2,178
Next Business Energy	1,656	1,843	1,744	1,876
Origin Energy	2,121	2,062	1,952	2,121
Powershop	2,004	2,004	2,004	2,004
ReAmped Energy	1,999	2,239	2,049	2,428
Red Energy	2,152	1,892	1,766	2,152
Shell Energy	1,638	–	–	–
Simply Energy	2,050	1,939	1,719	2,050
Sumo Power	2,093	–	–	–
Tango Energy	–	1,807	1,807	1,807
Simple average	2,021	1,969	1,844	2,105

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 2023:

- standing offer bills ranged from \$1,638 (Shell Energy - Standing Offer (Business SR 8500)) to \$2,289 (Blue NRG - DMO FY23-24)
- market offer bills ranged from \$1,375 (Blue NRG - Blue Sharp 23 (Tariff: 8570) and Blue Sharp 23 8570) to \$2,555 (Amber Electric - Amber Small Business Plan).

The cheapest market offers – Blue NRG’s Blue Sharp 23 (Tariff: 8570) plan and Blue Sharp 23 8570 plan – did not have any discounts or incentives attached.

A.5.2 Bills in the December quarter of 2023

In the December quarter, 20 retailers had small business flat rate plans on Energy Made Easy – of these retailers, 19 had a standing offer and all 20 had at least one market offer.

Table A.17: Annual bills for a typical small business flat rate customer, December quarter 2023

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	2,063	1,844	1,844	1,844
AGL	2,116	1,967	1,904	2,073
Alinta Energy	2,101	1,959	1,849	2,086
Amber Electric	2,186	2,000	1,803	2,514
Blue NRG	2,289	1,861	1,521	2,288
CovaU	2,112	2,053	2,053	2,053
Diamond Energy	1,880	1,842	1,842	1,842
Energy Locals	1,980	2,031	1,824	2,239
EnergyAustralia	2,071	1,968	1,926	1,989
Future X Power	2,055	2,055	2,055	2,055
Momentum Energy	2,177	2,058	2,009	2,178
Next Business Energy	2,002	1,774	1,688	1,876

Retailer	Standing offer	Market offer		
Origin Energy	2,121	2,048	1,909	2,121
Ovo Energy	2,162	1,830	1,830	1,830
Powershop	2,104	2,062	1,936	2,104
ReAmped Energy	2,049	2,049	2,049	2,049
Red Energy	2,152	1,946	1,890	2,152
Simply Energy	2,050	2,050	2,050	2,050
Sumo Power	2,093	1,747	1,620	1,806
Tango Energy	–	1,807	1,807	1,807
Simple average	2,093	1,948	1,870	2,048

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

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2023:

- standing offer bills ranged from \$1,880 (Diamond Energy - Diamond Standing Single Rate) to \$2,289 (Blue NRG - DMO FY23–24)
- market offer bills ranged from \$1,521 (Blue NRG - Blue Local23 (Tariff: 8500), Blue Local23 (Tariff: 8520), Blue Local23 (Tariff: 8550) and Blue Local23 (Tariff: 8570)) to \$2,514 (Amber Electric - Amber Small Business Plan).

The cheapest market offers – Blue NRG’s 4 Blue Local23 (Tariff: 8500, 8520, 8550, 8570) plans – did not have any discounts or incentives attached.

A.5.3 Bills in the March quarter of 2024

In the March quarter, 21 retailers had small business flat rate plans on Energy Made Easy – of these retailers, 19 had a standing offer and all 21 had at least one market offer.

Table A.18: Annual bills for a typical small business flat rate customer, March quarter 2024

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	2,063	1,844	1,844	1,844
AGL	2,116	1,904	1,904	1,904
Alinta Energy	2,101	1,955	1,849	2,086
Amber Electric	2,186	1,963	1,783	2,514
Blue NRG	2,289	1,826	1,521	2,288
CovaU	2,112	2,053	2,053	2,053
Diamond Energy	1,880	1,842	1,842	1,842
Energy Locals	1,980	2,129	2,019	2,239
EnergyAustralia	2,071	1,968	1,926	1,989
Future X Power	2,055	2,055	2,055	2,055
Momentum Energy	2,177	2,061	2,009	2,178
Next Business Energy	–	1,769	1,688	1,876
Origin Energy	2,121	1,962	1,680	2,121
Ovo Energy	2,162	1,822	1,820	1,830
Pacific Blue Retail	–	1,742	1,742	1,742
Powershop	2,104	2,020	1,936	2,104
ReAmped Energy	2,049	2,049	2,049	2,049
Red Energy	2,152	1,923	1,890	1,948
Simply Energy	2,050	2,050	2,050	2,050
Sumo Power	2,093	1,778	1,751	1,806
Tango Energy	2,084	1,807	1,807	1,807

Retailer	Standing offer	Market offer		
Simple average	2,097	1,930	1,868	2,015

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

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2024:

- standing offer bills ranged from \$1,880 (Diamond Energy – Diamond Standing Single Rate) to \$2,289 (Blue NRG – DMO FY23–24)
- market offer bills ranged from \$1,521 (Blue NRG – Blue Local23 (Tariff: 8500), Blue Local23 (Tariff: 8520), Blue Local23 (Tariff: 8550) and Blue Local23 (Tariff: 8570)) to \$2,514 (Amber Electric – Amber Small Business Plan).

The cheapest market offers – Blue NRG’s 4 Blue Local23 (Tariff: 8500, 8520, 8550, 8570) plans – did not have any discounts or incentives attached.

A.5.4 Bills in the June quarter of 2024

In the June quarter, 22 retailers had small business flat rate plans on Energy Made Easy – of these retailers, 18 had a standing offer and all 22 had at least one market offer.

Table A.19: Annual bills for a typical small business flat rate customer, June quarter 2024

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	2,063	1,844	1,844	1,844
AGL	2,116	1,754	1,548	2,116
Alinta Energy	2,101	1,955	1,849	2,086
Amber Electric	2,186	1,913	1,794	2,238
Blue NRG	2,289	1,847	1,595	2,288
CovaU	2,112	2,053	2,053	2,053
Diamond Energy	1,880	1,842	1,842	1,842
Energy Locals	1,980	2,129	2,019	2,239
EnergyAustralia	2,071	1,926	1,844	1,989
ENGIE	–	2,050	2,050	2,050
Future X Power	2,055	2,055	2,055	2,055
Momentum Energy	2,177	2,079	2,009	2,178
Next Business Energy	–	1,769	1,688	1,876
Origin Energy	2,121	1,967	1,680	2,121
Ovo Energy	2,162	1,750	1,727	1,820
Pacific Blue Retail	–	1,733	1,724	1,742
Powershop	2,104	2,048	1,936	2,104
ReAmped Energy	2,049	2,049	2,049	2,049
Red Energy	2,152	1,919	1,890	1,948
Simply Energy	2,050	2,050	2,050	2,050
Sumo Power	2,093	1,778	1,751	1,806
Tango Energy	–	1,807	1,807	1,807
Simple average	2,098	1,924	1,855	2,014

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

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2024:

- standing offer bills ranged from \$1,880 (Diamond Energy – Diamond Standing Single Rate) to \$2,289 (Blue NRG – DMO FY23–24)

- market offer bills ranged from \$1,548 (AGL – Business Value Saver (3rd Party New to AGL), Business Value Saver (3rd Party Partners: New to AGL), Business Value Saver (New AGL Customers) and Business Value Saver (New To AGL)) to \$2,288 (Blue NRG – Blue Base (Tariff: 8500), Blue Base (Tariff: 8520), Blue Base (Tariff: 8550), Blue Base 8500, Blue Base 8520 and Blue Base 8550).

The cheapest market offers – AGL’s Business Value Saver (3rd Party New to AGL, 3rd Party Partners: New to AGL, New AGL Customers, New To AGL) plans – had a \$250 sign-up credit attached, which was applied to the first bill.

A.5.5 Quarterly change in market offer bills in 2023-24

In 2023-24, 22 retailers had at least one generally available small business flat rate market offer. Table A.20 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2023-24 for the typical SEQ customer.

Table A.20: Change (%) in lowest annual market offer bill, by quarter, 2023-24 – small business flat rate

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	–	–	0%	0%
AGL	+18.9%	-4.3%	0%	-18.7%
Alinta Energy	+19.5%	0%	0%	0%
Amber Electric	-9.5%	-2.3%	-1.1%	+0.6%
Blue NRG	-9.6%	+10.7%	0%	+4.9%
CovaU	+2.7%	+7.2%	0%	0%
Diamond Energy	+11.0%	0%	0%	0%
EnergyAustralia	0%	+16.9%	0%	-4.3%
Energy Locals	+4.8%	+2.4%	+10.7%	0%
Future X Power	–	0%	0%	0%
Momentum Energy	+22.0%	0%	0%	0%
Next Business Energy	–	-3.2%	0%	0%
Origin Energy	+19.7%	-2.2%	-12.0%	0%
Ovo Energy	–	–	-0.5%	-5.1%
Pacific Blue Retail	–	–	–	-1.0%
Powershop	+11.8%	-3.4%	0%	0%
ReAmped Energy	-15.6%	0%	0%	0%
Red Energy	0%	+7.0%	0%	0%
Simply Energy	+6.4%	+19.2%	0%	0%
Sumo Power	–	–	+8.1%	0%
Tango Energy	–	0%	0%	0%
Simple average	+5.8%	+1.4%	-0.2%	-0.7%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter and shows the change in the average lowest market offer bill. A dash (–) means the retailer did not have a market offer in the preceding or current quarter. ENGIE only had market offers published in the June quarter of 2024. Percentages are rounded.

Sources: Energy Made Easy; QCA analysis.

Table A.20 shows that the average lowest market offer bill increased in the first 2 quarters of 2023-24. Many retailers (9) increased their lowest market offer in the September quarter – most of them substantially (6 retailers had increases of over 10%), while 3 retailers decreased their lowest

market offer. In the December quarter, 6 retailers increased their lowest market offer, while 5 retailers lowered theirs.

In the last 2 quarters of 2023-24, the average lowest market offer bill decreased slightly. However, decreases in the lowest market offer were only observed with 3 retailers in the March quarter and 4 in the June quarter. Many retailers left their lowest market offer unchanged (15 each in the March and June quarter). Only 2 retailers increased their lowest market offer in the March quarter, and 2 in the June quarter.

A.6 Small business time-of-use offers

Market offer bills were generally lower than standing offer bills in 2023-24. During the year, for a typical SEQ customer on a small business time-of-use tariff:

- market offer bills ranged from \$5,299 (Blue NRG) to \$9,968 (ENGIE; Simply Energy)
- standing offer bills ranged from \$6,789 (Next Business Energy) to \$9,968 (ENGIE; Simply Energy).

The tables in this section show the bills, by retailer, for each quarter of 2023-24.

A.6.1 Bills in the September quarter of 2023

In the September quarter, 18 retailers had small business time-of-use plans on Energy Made Easy – of these retailers, 15 had a standing offer and 15 had at least one market offer.

Table A.21: Annual bills for a typical small business time-of-use customer, September quarter 2023

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	7,978	–	–	–
AGL	8,494	8,153	7,984	8,323
Alinta Energy	9,967	9,310	8,771	9,913
Blue NRG	–	6,752	5,299	7,281
CovaU	8,010	7,214	6,836	7,970
Diamond Energy	7,595	7,443	7,443	7,443
Energy Locals	–	6,548	6,445	6,650
EnergyAustralia	7,278	7,623	6,914	8,087
Momentum Energy	9,776	8,624	7,636	9,776
Next Business Energy	6,789	7,263	6,533	7,579
Origin Energy	7,854	7,634	7,226	7,854
Powershop	7,775	7,800	7,775	7,825
ReAmped Energy	7,918	8,580	8,068	9,092
Red Energy	7,528	6,787	6,175	7,528
Shell Energy	8,295	–	–	–
Simply Energy	9,968	8,689	6,131	9,968
Sumo Power	8,843	–	–	–
Tango Energy	–	7,112	7,112	7,112
Simple average	8,271	7,702	7,090	8,160

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 2023:

- standing offer bills ranged from \$6,789 (Next Business Energy - NBE Standing QLD Energex TOU) to \$9,968 (Simply Energy - QLD Business Standing Offer)
- market offer bills ranged from \$5,299 (Blue NRG - Blue Sharp 23 (Tariff: 8800), Blue Sharp 23 (Tariff: 8820), Blue Sharp 23 (Tariff: 8850), Blue Sharp 23 (Tariff: 8870), Blue Sharp 23 8800, Blue Sharp 23 8820, Blue Sharp 23 8850, Blue Sharp 23 8870) to \$9,968 (Simply Energy - QLD Business Saver elec and QLD Simply for Good Business by ENGIE elec).

The cheapest market offers – Blue NRG’s various Blue Sharp 23 (Tariff: 8800, 8820, 8850, 8870; 8800, 8820, 8850, 8850) plans – did not have any discounts or incentives attached.

A.6.2 Bills in the December quarter of 2023

In the December quarter, 18 retailers had small business time-of-use plans on Energy Made Easy – of these retailers, 16 had a standing offer and all 18 had at least one market offer.

Table A.22: Annual bills for a typical small business time-of-use customer, December quarter 2023

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	7,978	7,147	7,147	7,147
AGL	8,494	7,983	7,814	8,323
Alinta Energy	9,967	9,299	8,771	9,913
Blue NRG	–	6,953	5,998	7,281
CovaU	8,010	7,970	7,970	7,970
Diamond Energy	7,595	7,443	7,443	7,443
Energy Locals	8,152	6,780	6,650	6,845
EnergyAustralia	8,338	7,921	7,754	8,004
Momentum Energy	9,776	7,970	7,187	9,776
Next Business Energy	8,147	7,169	6,821	7,579
Origin Energy	7,854	7,583	7,069	7,854
Ovo Energy	7,916	7,064	7,064	7,064
Powershop	7,875	7,717	7,243	7,875
ReAmped Energy	8,068	8,068	8,068	8,068
Red Energy	7,528	7,223	7,110	7,528
Simply Energy	9,968	9,968	9,968	9,968
Sumo Power	8,843	6,955	6,083	7,265
Tango Energy	–	7,112	7,112	7,112
Simple average	8,407	7,685	7,404	7,945

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

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2023:

- standing offer bills ranged from \$7,528 (Red Energy - Standing Offer) to \$9,968 (Simply Energy - QLD Business Standing Offer)
- market offer bills ranged from \$5,998 (Blue NRG - Blue Local23 (Tariff: 8800), Blue Local23 (Tariff: 8820), Blue Local23 (Tariff: 8850) and Blue Local23 (Tariff: 8870)) to \$9,968 (Simply Energy - QLD Business Saver elec and QLD Simply for Good Business by ENGIE elec).

The cheapest market offers – Blue NRG’s Blue Local23 (Tariff: 8800, 8820, 8850, 8870) plans – did not have any discounts or incentives attached.

A.6.3 Bills in the March quarter of 2024

In the March quarter, 19 retailers had small business time-of-use plans on Energy Made Easy – of these retailers, 16 had a standing offer and all 19 had at least one market offer.

Table A.23: Annual bills for a typical small business time-of-use customer, March quarter 2024

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	7,978	7,147	7,147	7,147
AGL	8,494	7,814	7,814	7,814
Alinta Energy	9,967	9,281	8,771	9,913
Blue NRG	–	6,834	5,998	7,281
CovaU	8,010	7,970	7,970	7,970
Diamond Energy	7,595	7,443	7,443	7,443
Energy Locals	8,152	6,845	6,845	6,845
EnergyAustralia	8,338	7,921	7,754	8,004
Momentum Energy	9,776	7,902	7,187	9,776
Next Business Energy	–	7,149	6,821	7,579
Origin Energy	7,854	7,445	6,898	7,854
Ovo Energy	7,916	6,873	6,809	7,064
Pacific Blue Retail	–	6,772	6,772	6,772
Powershop	7,875	7,559	7,243	7,875
ReAmped Energy	8,068	8,068	8,068	8,068
Red Energy	7,528	7,221	7,110	7,304
Simply Energy	9,968	9,968	9,968	9,968
Sumo Power	8,843	7,173	7,081	7,265
Tango Energy	7,778	7,112	7,112	7,112
Simple average	8,384	7,605	7,411	7,845

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

Based on the plans available on Energy Made Easy in the March quarter of 2024:

- standing offer bills ranged from \$7,528 (Red Energy - Standing Offer) to \$9,968 (Simply Energy - QLD Business Standing Offer)
- market offer bills ranged from \$5,998 (Blue NRG - Blue Local23 (Tariff: 8800), Blue Local23 (Tariff: 8820), Blue Local23 (Tariff: 8850) and Blue Local23 (Tariff: 8870)) to \$9,968 (Simply Energy - QLD Business Saver elec and QLD Simply for Good Business by ENGIE elec).

The cheapest market offers – Blue NRG’s Blue Local23 (Tariff: 8800, 8820, 8850, 8870) plans – did not have any discounts or incentives attached.

A.6.4 Bills in the June quarter of 2024

In the June quarter, 19 retailers had small business time-of-use plans on Energy Made Easy – of these retailers, 15 had a standing offer and all 19 had at least one market offer.

Table A.24: Annual bills for a typical small business time-of-use customer, June quarter 2023

Retailer	Standing offer (\$)	Market offer		
		Average (\$)	Lowest (\$)	Highest (\$)
1st Energy	7,978	7,147	7,147	7,147
Alinta Energy	9,967	9,281	8,771	9,913
Blue NRG	–	6,545	6,074	7,065
CovaU	8,010	7,970	7,970	7,970
Diamond Energy	7,595	7,443	7,443	7,443
Energy Locals	8,152	6,845	6,845	6,845
EnergyAustralia	8,338	7,754	7,420	8,004
ENGIE	9,968	9,968	9,968	9,968
Momentum Energy	9,776	8,140	7,187	9,776
Next Business Energy	–	7,149	6,821	7,579
Origin Energy	7,854	7,419	6,898	7,854
Ovo Energy	7,916	6,499	6,396	6,809
Pacific Blue Retail	–	6,729	6,686	6,772
Powershop	7,875	7,664	7,243	7,875
ReAmped Energy	8,068	8,068	8,068	8,068
Red Energy	7,528	7,207	7,110	7,304
Simply Energy	9,968	9,968	9,968	9,968
Sumo Power	8,843	7,173	7,081	7,265
Tango Energy	–	7,112	7,112	7,112
Simple average	8,522	7,689	7,485	7,934

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

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2024:

- standing offer bills ranged from \$7,528 (Red Energy - Standing Offer) to \$9,968 (ENGIE - QLD ENGIE Business Standing elec; Simply Energy - QLD Business Standing Offer)
- market offer bills ranged from \$6,074 (Blue NRG - Blue Super24 (Tariff: 8850), Blue Super24 8800, Blue Super24 8820 and Blue Super24 8870) to \$9,968 (ENGIE - QLD ENGIE Business GreenPower elec and QLD ENGIE Business Saver elec; Simply Energy - QLD Business Saver elec and QLD Simply for Good Business by ENGIE elec).

The cheapest market offers – Blue NRG’s Blue Super24 (Tariff: 8850; 8800, 8820, 8870) plans – did not have any discounts or incentives attached.

A.6.5 Quarterly change in market offer bills in 2023-24

In 2023-24, 20 retailers had at least one generally available small business time-of-use market offer. Table A.25 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2023-24 for the typical SEQ customer.

Table A.25: Change (%) in lowest annual market offer bill, by quarter, 2023-24 – small business time-of-use

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	–	–	0%	0%
AGL	+24.6%	-2.1%	0%	–
Alinta Energy	+39.2%	0%	0%	0%
Blue NRG	-9.0%	+13.2%	0%	+1.3%
CovaU	+0.7%	+16.6%	0%	0%

Diamond Energy	+20.0%	0%	0%	0%
EnergyAustralia	0%	+12.1%	0%	-4.3%
Energy Locals	+6.2%	+3.2%	+2.9%	0%
Momentum Energy	-12.4%	-5.9%	0%	0%
Next Business Energy	–	+4.4%	0%	0%
Origin Energy	+24.1%	-2.2%	-2.4%	0%
Ovo Energy	–	–	-3.6%	-6.1%
Pacific Blue Retail	–	–	–	-1.3%
Powershop	+30.4%	-6.8%	0%	0%
ReAmped Energy	-12.7%	0%	0%	0%
Red Energy	0%	+15.1%	0%	0%
Simply Energy	+6.4%	+62.6%	0%	0%
Sumo Power	–	–	+16.4%	0%
Tango Energy	–	0%	0%	0%
Simple average	+7.6%	+4.4%	+0.1%	+1.0%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter and shows the change in the average lowest market offer bill. A dash (–) means the retailer did not have a market offer in the preceding or current quarter. ENGIE only had market offers published in the June quarter of 2024. Percentages are rounded.

Sources: Energy Made Easy; QCA analysis.

Table A.25 shows that the average lowest market offer bill increased in each quarter of 2023–24. The largest increases occurred during the first 2 quarters. Many retailers (8) increased their lowest market offer in the September quarter – most of them substantially (5 retailers had increases of over 10%), while 3 retailers decreased their lowest market offer. Seven retailers increased their lowest market offer in the December quarter – most of them substantially too (5 retailers had increases of over 10%), while 4 retailers lowered theirs. In the last 2 quarters of 2023–24, the average lowest market offer bill continued to increase, yet at a slower pace, with most retailers keeping their lowest market offer unchanged.

Appendix B: Assumptions and additional information

B.1 Plans included in our analysis

Most common tariffs and tariff combinations

Our analysis is based on the most common tariffs and tariff combinations for small customers in SEQ, which we also covered in previous reports. For residential customers, these were the flat rate, flat rate with controlled load super economy and flat rate with controlled load economy tariffs. For small business customers, these were flat rate and time-of-use tariffs.⁸ We only included plans based on these most common tariffs in our analysis.

Some SEQ customers are now on a demand tariff at the network level, but a demand tariff is still not a common retail tariff.⁹ We will continue to monitor the uptake of demand tariffs at the retail level and incorporate them in future market monitoring reports if they become one of the most common tariffs.

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 2 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.¹⁰

Plans available during the entire quarter (since 2017-18)

Since 2017-18, a significant number of plans have been published by retailers and expired 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 the plans available to SEQ customers, we have included these plans in our price monitoring for the reports since 2017-18, including this one.¹¹

⁸ From 1 July 2020, small business customers on basic meters consuming more than 20 MWh per year were reassigned from tariff 8500 (small business flat rate without controlled load) to tariff 6000 (small business wide inclining fixed rate without controlled load). However, the latest data available suggests that most customers were still on a small business flat rate tariff at the network level (unpublished Energex data). While retail tariffs offered by retailers may deviate from the underlying network tariff, we based our analysis on network-level data, given that data on the number of customers on specific plans and the individual retail tariff that applies to them is not generally available.

⁹ For more information, see our analysis in chapter 9.

¹⁰ QCA, *SEQ retail electricity market monitoring 2016-17* [scoping paper], 2016, pp 6-12.

¹¹ The data we downloaded on 1 July 2024 for the June quarter of 2024 did not include controlled load prices. AER staff confirmed that the issue was due to a planned breaking change resulting from updates to the Energy Made Easy standards to align with the CDR and Consumer Data Standards. An earlier download (from 21 June 2024) still contained all the controlled load prices we require to calculate bills; we have therefore used that download for the June quarter.

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 appeared to be, or were explicitly published as, 'dual fuel' plans.
- Supply or usage charges were zero, missing or implausible.
- Market offers were restricted – that is, not generally available to customers.
- The plans could not clearly be identified and allocated to a specific tariff or tariff combination.

We also excluded from our price monitoring any plans with publication dates before 1 July in the years of 2017 to 2023 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'.¹² We excluded restricted market offers, because the direction notice requires us to report on 'generally available market 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.

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.

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)¹³
- retail fees and charges (e.g. payment processing fees)¹⁴
- non-financial incentives
- solar feed-in tariffs.

Our bill calculations also exclude the value of assistance the Queensland Government provided to energy customers in response to the coronavirus pandemic, and the value of the various electricity rebates that the Queensland Government has paid out over time, including the annual asset ownership dividends.¹⁵ Excluding the value of these payments improves the comparability of our bill calculations over time.

¹² 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, 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)).

¹³ Retailers' GreenPower options are reported in chapter 3 of our report.

¹⁴ 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).

¹⁵ For an overview of the rebates and asset ownership dividends paid to vulnerable households, other households and small businesses since 2017-18, see Queensland Government, [Queensland Budget 2023-24 – Tackling the cost of living](#), 2023, p 29.

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 (a reduction of bills)
- guaranteed and conditional discounts (a reduction of bills)
- membership fees (an addition to bills)
- fees for access to wholesale prices (an 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 have been charged additional fees and charges, which are not included in our bill calculations.

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. In the absence of retailers providing such a common approach, we included market offers with solar feed-in tariffs in our price monitoring analysis. This means that, in the case of retailers that did 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 stated that retailers should publish solar-only plans on Energy Made Easy and add Energex's solar metering charges to the daily supply charges on such plans. In 2023–24, the solar metering charge was 8.336 cents per day (around \$30.45 for the year, excluding GST).¹⁶ We consider 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 plans¹⁷
- 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.¹⁸

¹⁶ Energex, [Last year's network tariffs & prices](#), Energex website, n.d., viewed 11 October 2024.

¹⁷ The issue of differences in supply costs for solar and non-solar customers in different regions of the National Electricity Market (NEM) was discussed in the AER's DMO draft determination for 2020–21 (AER, [Default Market Offer Prices 2020–21](#) [draft determination], 2020, pp 54, 63).

¹⁸ 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).

B.6 Controlled load plans

Retailers' approaches to controlled load plans

There are no specific requirements for retailers' controlled load plans, except that they should be referred to as 'controlled load' rather than 'off-peak' usage.¹⁹ We note that retailers do not apply a consistent approach to publishing plans with controlled load tariffs on Energy Made Easy. The comparability of plans would be improved 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. We noted this year again that retailers did not apply a consistent approach to publishing plans with controlled load tariffs on Energy Made Easy and that they used different terms to describe the controlled load tariffs of their plans. To demonstrate the inconsistency in the way retailers publish plans with controlled load tariffs, Table B.1 shows the various ways in which retailers have described their controlled load tariffs on plans in the SEQ market.

Table B.1: Retailers' identification of controlled load on plans in SEQ

Tariff 31: controlled load super economy	Tariff 33: controlled load economy
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.

In our view, retailers could make definitions and explanatory text clearer with respect to which controlled load tariff applies. This would assist SEQ customers to understand and compare plans with one or more controlled load tariffs.

Plans without a clear distinction of the type of controlled load

In recent years, some retailers have published residential plans with controlled load tariffs on Energy Made Easy that did not clearly specify whether the controlled load tariff was economy or super economy. In those cases, we generally included the controlled load plans in our bill

¹⁹ AER, [AER Retail Pricing Information Guidelines](#) [version 5.0], 2018, p 14 (Table 3).

calculations for both the residential flat rate with controlled load economy and super economy tariff combinations.²⁰

The AER does not distinguish between economy and super economy controlled load tariffs either. Although both controlled load tariffs are commonly used by residential customers in SEQ, the AER only sets one annual DMO price for the 2 residential with controlled load tariffs in SEQ.

Our observations indicate that prices of economy and super economy controlled load tariffs have converged in recent years, particularly since the DMO was introduced.²¹

Controlled load metering charges

We note 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 controlled load metering charges are not very high,²² 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 with a small business time-of-use plan are:

- peak rates, which apply on weekdays (7 am to 9 pm) and are more expensive
- off-peak rates, which apply on weekdays (9 pm to 7 am) and on weekends and are cheaper.²³

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

B.8 Embedded networks

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

Examples of retailers operating in SEQ that are focused on embedded networks are Altogether, Apex Energy, Humenergy, Locality Planning Energy, Metered Energy, Microgrid Power, OC Energy, PowerHub, Real Utilities, Savant Energy, Seene, The Embedded Networks Company, WINconnect 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.

²⁰ In our market monitoring report for 2019-20, we noted that GloBird Energy published flat rate with controlled load plans on Energy Made Easy for the first time in the June quarter of 2020. As we could not clearly identify the tariff combination based on information available on Energy Made Easy, we excluded these plans from our analysis (QCA, [SEQ retail electricity market monitoring 2019-20](#), 2020, pp 13,17).

²¹ This trend became apparent when we calculated bills for both controlled load tariffs with the same (DMO) consumption level from 2015-16 to 2023-24. As the bills for residential flat rate plans with a controlled load tariff are based on the median consumption of the typical SEQ customer, which is different for the 2 controlled load tariffs, the graphs in chapter 2 of our report do not reveal this convergence of prices to the same extent as using the DMO consumption level (see also QCA, [SEQ retail electricity market monitoring 2019-20](#), 2020, pp 163-164; QCA, [SEQ retail electricity market monitoring 2020-21](#), 2021, p 10).

²² Energex, [Last year's network tariffs & prices](#), Energex website, n.d., viewed 11 October 2024.

²³ Energex, [Energex Network Tariff Guide, 1 July 2023 to 30 June 2024](#), 2023, p 24.

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 goods and services tax (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 National Electricity Market (NEM) by multiplying the effective price and bill amounts by the Australian Bureau of Statistics estimate of year-on-year growth in the Consumer Price Index.²⁴

We present bills in nominal dollars – that is, 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.

B.12 Treatment of specific plans in bill calculations

Certain elements of retailers' plans were ambiguous and/or required some adjustments in order to calculate bills for our report. Table B.2 explains how we approached these issues in this and our previous market monitoring reports.

Table B.2: Treatment of indistinct information in bill calculations

Issue	QCA approach
<p>Plans only available to certain customers</p> <p>Some plans were only available to customers who owned an electric vehicle, had a Seniors Card or were a member of an organisation (e.g. RACQ). Similar eligibility criteria were attached to numerous plans. Although such plans were only available to certain customers, they were included on Energy Made Easy as generally available plans.</p>	<p>The AER defines:</p> <ul style="list-style-type: none">• <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'²⁵• <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)'. Restricted plans are 'typically not actively marketed' and include 'plans restricted to concession customers' as an example.²⁶ <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 considered the plans were marketed). However,</p>

²⁴ ACCC, [Inquiry into the National Electricity Market](#), May 2022, p 72.

²⁵ AER, [AER Retail Pricing Information Guidelines](#) [version 5.0], 2018, p 15, clause 76.

²⁶ AER, [AER Retail Pricing Information Guidelines](#) [version 5.0], 2018, p 15, clauses 77, 78, 78(g).

Issue	QCA approach
	as the plans were coded as generally available on Energy Made Easy, we included them in our analysis.
<p>Plans coded as residential or small business plans 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>Credits/incentives paid at different points in time 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 interpreted 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>Loyalty discounts 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>Anniversary credits 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>Referral discounts or credits 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>Discount off usage charges or off the bill 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>
<p>Guaranteed or conditional discount 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 distinguishes between guaranteed and conditional discounts as follows:</p> <ul style="list-style-type: none"> • A <i>guaranteed discount</i> does not require a particular action or behaviour on the part of the customer. • <i>Conditional discounts</i> only apply if a customer satisfies certain requirements or conditions. Direct debit discounts are an example of a conditional discount.²⁷ <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>Discounts versus incentives 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>Plans classified as residential and small business</p>	<p>We assessed the supply and usage charges attached to the retailer's other plans and compared these</p>

²⁷ AER, [AER Retail Pricing Information Guidelines](#) [version 5.0], 2018, pp 9-10, clauses 35-36.

Issue	QCA approach
<p>Some plans had the same name, but some were classified as residential, and others were classified as small business plans.</p>	<p>charges to the supply and usage charges of the plans in question. If the supply and usage charges were similar as 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>Supply or usage charges with a value of zero 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>Missing controlled load charges 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 charges 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>Plans that resulted in a negative bill 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 understood that these plans required a significant upfront investment – customers had to have a Tesla Powerwall installed. 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>
<p>Plans with large incentives or credits Various plans had substantial VPP (virtual power plant) credits or battery subsidies attached – for example, a battery subsidy (sign-up credit) of \$800 per new eligible battery if customers purchased at least one new eligible battery from one of the retailer's preferred installers.</p>	<p>We excluded these plans from our analysis as the incentives or credits would have resulted in substantially lower bills than most other plans and would thereby have distorted our analysis of average bills. These plans also required a significant upfront investment, which would not be reflected in our annual bill calculations. Moreover, the total value of the incentive or credit was not clear in some instances – for example, we did not have any visibility over the number of batteries the average SEQ customer would have likely purchased (i.e. how many \$800 incentives they would have received).</p>
<p>Residential plans available to business customers 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>If a retailer had such plans, we checked the supply and usage charges of these plans. In instances where we found that the charges were the same as the charges of most of the retailer's other residential plans, and lower than most of the charges of the small business plans, we left these plans in the residential analysis. We considered that this would deliver a more meaningful analysis of small business and residential plans. However, in some instances where a retailer had many plans and/or the information was ambiguous, we considered it more appropriate to exclude these plans.</p>
<p>Residential small office plans 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>

Issue	QCA approach
<p>Home office plans coded to residential and small business customers</p> <p>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: Weighted average bills

We present weighted average bills for the typical SEQ residential flat rate and small business flat rate customer in chapter 5. Bills are expressed in nominal dollars. Table C.1 includes the weighted average bills from 2015-16 to 2023-24. We recalculated all the bills since 2015-16 using the updated median annual consumption data for residential and small business flat rate customers in Table 2.1 of our report.

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 2.1 of our report.

Table C.1: Bills for a typical SEQ residential and small business flat rate customer, 2015-16 to 2023-24 (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	1,462	1,369	1,608	1,389
	December	1,462	1,378	1,608	1,367
	March	1,462	1,361	1,608	1,375
	June	1,462	1,368	1,608	1,402
2016-17	September	1,506	1,407	1,770	1,639
	December	1,506	1,413	1,770	1,640
	March	1,507	1,406	1,770	1,640
	June	1,507	1,406	1,779	1,633
2017-18	September	1,560	1,459	1,837	1,684
	December	1,559	1,439	1,836	1,679
	March	1,559	1,395	1,835	1,677
	June	1,559	1,390	1,843	1,664
2018-19	September	1,538	1,355	1,788	1,629
	December	1,538	1,349	1,787	1,623
	March	1,538	1,344	1,786	1,617
	June	1,538	1,331	1,798	1,602
2019-20	September	1,436	1,302	1,666	1,530
	December	1,436	1,287	1,666	1,495
	March	1,436	1,290	1,667	1,499
	June	1,436	1,270	1,668	1,495
2020-21	September	1,380	1,231	1,604	1,433
	December	1,380	1,208	1,601	1,429
	March	1,380	1,192	1,601	1,435
	June	1,379	1,156	1,600	1,416
2021-22	September	1,335	1,154	1,480	1,379
	December	1,335	1,144	1,468	1,370
	March	1,334	1,130	1,479	1,366
	June	1,334	1,131	1,479	1,400

Quarter		Residential flat rate		Small business flat rate	
2022-23	September	1,428	1,367	1,710	1,675
	December	1,482	1,430	1,773	1,719
	March	1,482	1,429	1,773	1,717
	June	1,482	1,403	1,774	1,714
2023-24	September	1,785	1,662	2,088	2,007
	December	1,791	1,634	2,116	1,996
	March	1,791	1,600	2,117	1,943
	June	1,791	1,566	2,117	1,907

Note: The annual bill (in nominal dollars) for each quarter is based on the median consumption of a typical residential flat rate or small business flat rate customer in Table 2.1 of our report, weighted by retailers' market shares in that quarter.

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

Appendix D: Bills for assisted customers

D.1 Overview

In this appendix, we present the estimated bills by retailer for assisted customers and the distribution of annual bills for the 3 residential tariffs and tariff combinations we cover in our report, for each category of assistance. Our estimated bills are calculated as supply costs plus usage costs (the cost of electricity consumed) plus GST.²⁸ The tables and charts in this appendix show:

- average annual bills for assisted customers
- average bills paid by assisted customers vs available market offers
- trends in average annual bills for assisted customers
- distribution of annual bills.

D.2 Average annual bills for assisted customers

Residential flat rate

In section 6.5.2 of our report, we show a graph with average standing and market offer bills, by retailer, for assisted customers on a residential flat rate plan in the December quarter of 2023 across all categories of assistance, based on the plans they were on and the consumption of a typical SEQ customer. Table D.1 shows the corresponding bills.

Table D.1: Average annual bills for assisted customers – residential flat rate by retailer, December quarter 2023

Retailer	Standing offer (\$)	Market offer (\$)
1st Energy	–	2,104
AGL	1,792	1,775
Alinta Energy	–	1,773
Altogether Group	–	1,327
Amber Electric	–	1,805
Ampol Energy	–	1,631
Apex Energy	–	1,756
CovaU	–	1,665
Diamond Energy	1,762	1,758
Discover Energy	–	3,414
Dodo Power & Gas	1,735	1,689
Energy Locals	–	1,428
EnergyAustralia	1,785	1,813
Future X Power	–	1,971
GloBird Energy	–	1,430

²⁸ Supply costs are calculated as the daily supply charge multiplied by 365.25 days; usage costs are calculated as the usage charge multiplied by the customer's annual consumption level. For more details on how we calculate annual bills, see chapter 2 (Table 2.2) of our report.

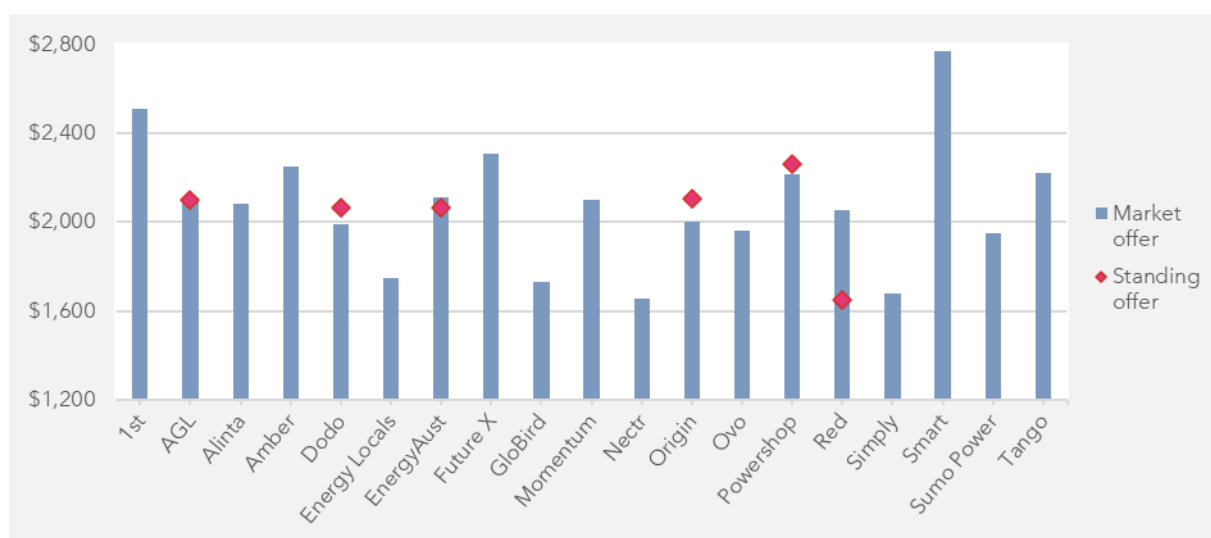
Retailer	Standing offer (\$)	Market offer (\$)
Glow Power	–	3,418
Humenergy	–	1,456
Metered Energy	1,655	–
Momentum Energy	–	1,513
Nectr Energy	–	1,426
Origin Energy	1,792	1,714
Ovo Energy	–	1,676
PowerHub	–	1,554
Powershop	1,971	1,866
Red Energy	1,790	1,752
Savant Energy	–	1,490
Simply Energy	1,646	2,073
Smart Energy	–	2,383
Sumo Power	1,882	1,680
Tango Energy	–	1,782
The Embedded Networks Company	–	1,680
Winenergy	–	1,728

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.

Residential flat rate with controlled load super economy

Figure D.1: Average annual bills for assisted customers – residential flat rate with controlled load super economy by retailer, December quarter 2023



Note: Retailers that did not report any assisted customers are not included in this graph.

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

Table D.2: Average annual bills for assisted customers – residential flat rate with controlled load super economy by retailer, December quarter 2023

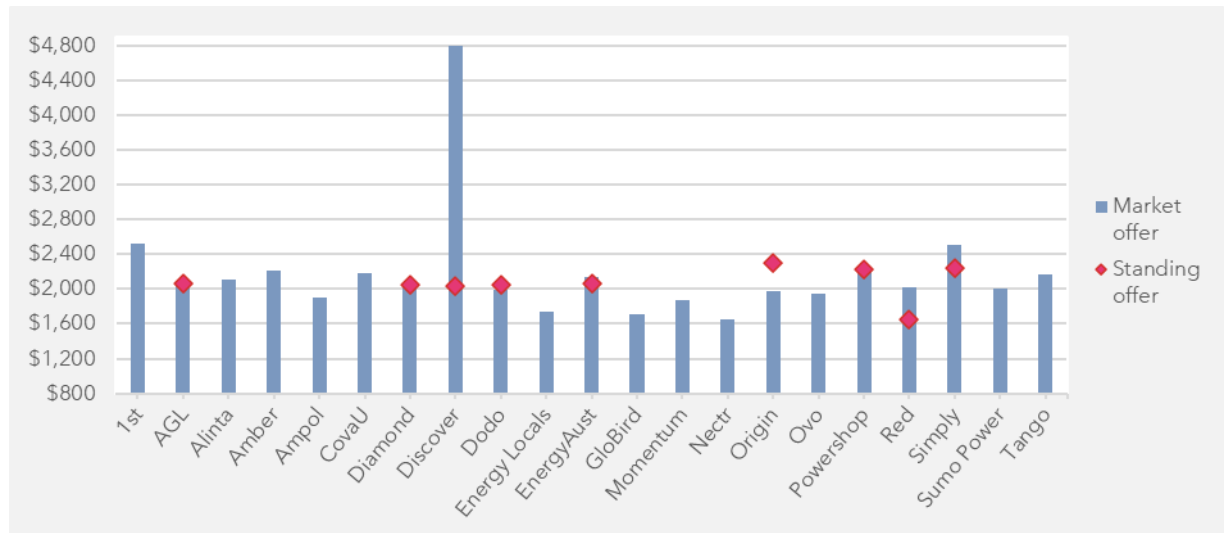
Retailer	Standing offer (\$)	Market offer (\$)
1st Energy	–	2,510
AGL	2,100	2,110
Alinta Energy	–	2,080
Amber Electric	–	2,252
Dodo Power & Gas	2,066	1,993
Energy Locals	–	1,747
EnergyAustralia	2,066	2,113
Future X Power	–	2,308
GloBird Energy	–	1,732
Momentum Energy	–	2,100
Nectr Energy	–	1,655
Origin Energy	2,107	2,002
Ovo Energy	–	1,963
Powershop	2,263	2,217
Red Energy	1,649	2,053
Simply Energy	–	1,677
Smart Energy	–	2,769
Sumo Power	–	1,952
Tango Energy	–	2,222

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.

Residential flat rate with controlled load economy

Figure D.2: Average annual bills for assisted customers – residential flat rate with controlled load economy by retailer, December quarter 2023



Note: Retailers that did not report any assisted customers are not included in this graph.

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

Table D.3: Average annual bills for assisted customers – residential flat rate with controlled load economy by retailer, December quarter 2023

Retailer	Standing offer (\$)	Market offer (\$)
1st Energy	–	2,522
AGL	2,068	2,082
Alinta Energy	–	2,114
Amber Electric	–	2,210
Ampol Energy	–	1,896
CovaU	–	2,189
Diamond Energy	2,047	2,047
Discover Energy	2,037	4,796
Dodo Power & Gas	2,056	1,989
Energy Locals	–	1,734
EnergyAustralia	2,058	2,142
GloBird Energy	–	1,713
Momentum Energy	–	1,877
Nectr Energy	–	1,658
Origin Energy	2,303	1,970
Ovo Energy	–	1,951
Powershop	2,232	2,198
Red Energy	1,649	2,025
Simply Energy	2,235	2,502
Sumo Power	–	2,004
Tango Energy	–	2,170

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.3 Average bills paid by assisted customers compared to available market offers

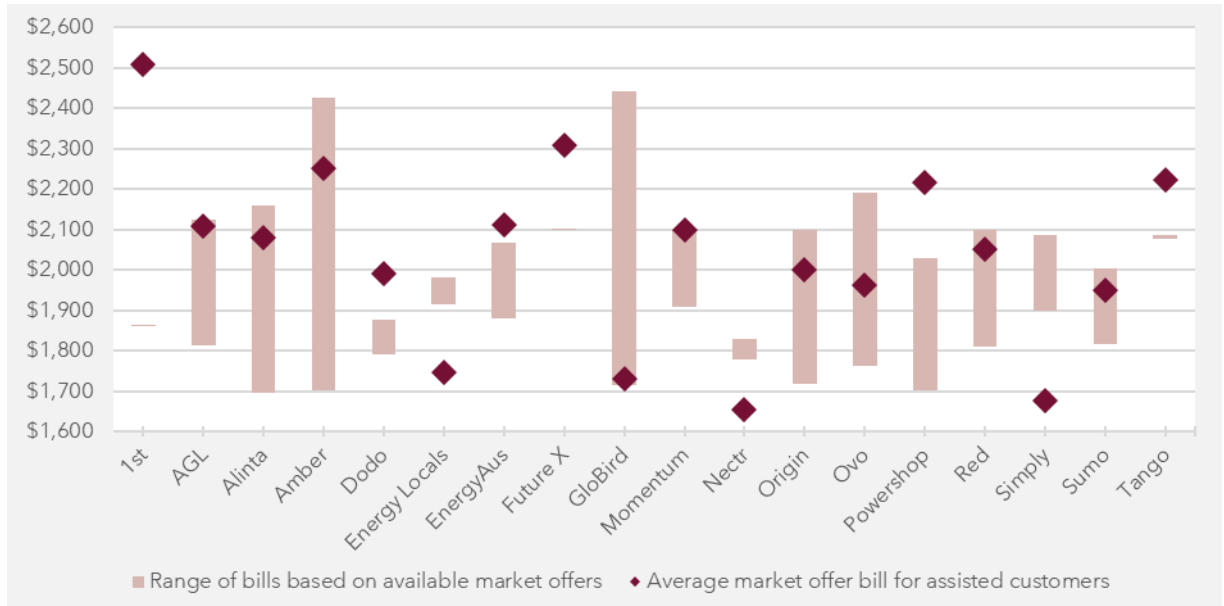
Residential flat rate

In section 6.5.2 of our report, we compare average market offer bills, by retailer, to the market offer(s) that the respective retailer had available in the December quarter of 2023 for customers on residential flat rate plans.

The graphs below show the same comparison for customers on residential flat rate with controlled load super economy plans and on residential flat rate with controlled load economy plans, again based on the usage level of the typical SEQ customer (see Table 2.1 of our report).

Residential flat rate with controlled load super economy

Figure D.3: Average bills paid by assisted customers compared to available market offers, by retailer – residential flat rate with controlled load super economy offers only, December quarter 2023

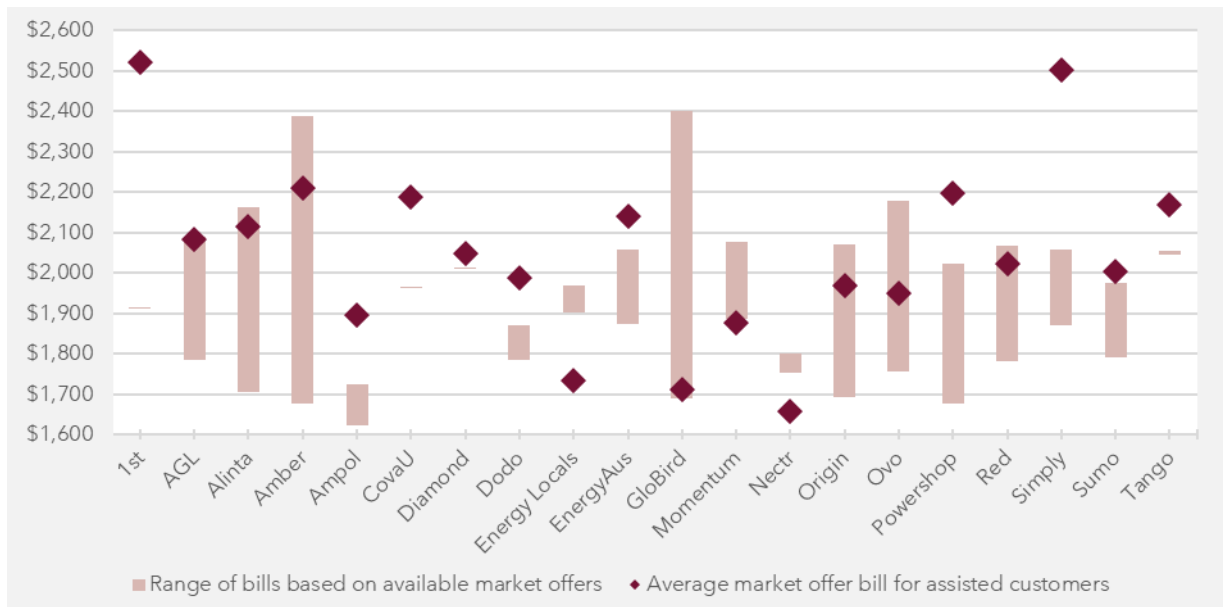


Notes: Retailers that did not report any assisted customers are not included in this graph. Retailers that reported assisted customers but did not have market offers available on Energy Made Easy during the December quarter of 2023 are not included in this graph.

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

Residential flat rate with controlled load economy

Figure D.4: Average bills paid by assisted customers compared to available market offers, by retailer – residential flat rate with controlled load economy offers only, December quarter 2023



Notes: Retailers that did not report any assisted customers are not included in this graph. Retailers that reported assisted customers but did not have market offers available on Energy Made Easy during the December quarter of 2023 are not included in this graph.

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

D.4 Trends in average annual bills for assisted customers

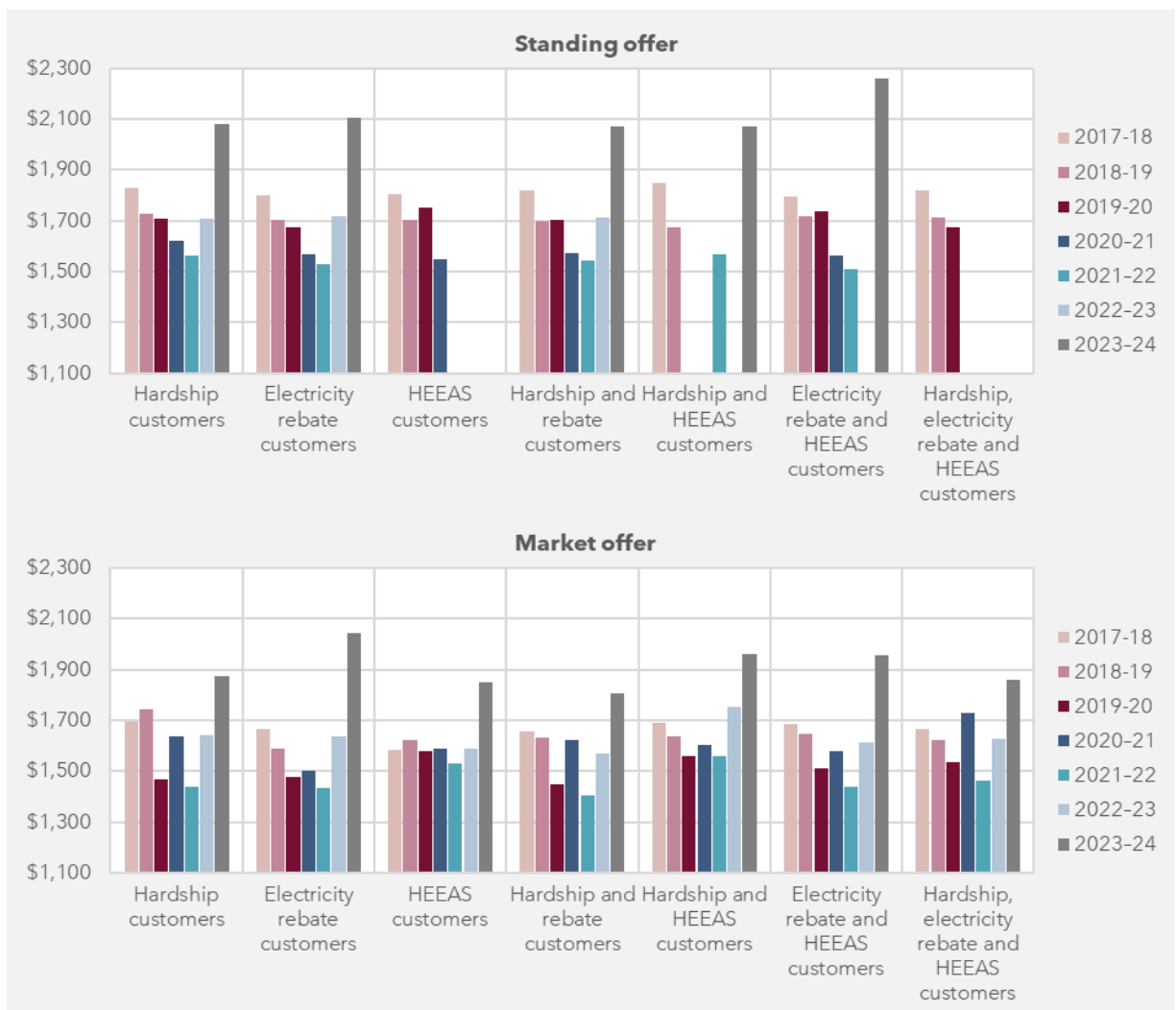
Residential flat rate

In section 6.5.3 of our report, we show average standing and market offer bills for assisted customers on residential flat rate plans between 2017-18 and 2023-24 (in nominal dollars) to illustrate how prices paid changed over time for each category of customers receiving assistance.

The graphs below show the same analysis for assisted customers on residential flat rate with controlled load super economy plans and on residential flat rate with controlled load economy plans.

Residential flat rate with controlled load super economy

Figure D.5: Average annual bills for assisted customers – residential flat rate with controlled load super economy, 2017-18 to 2023-24

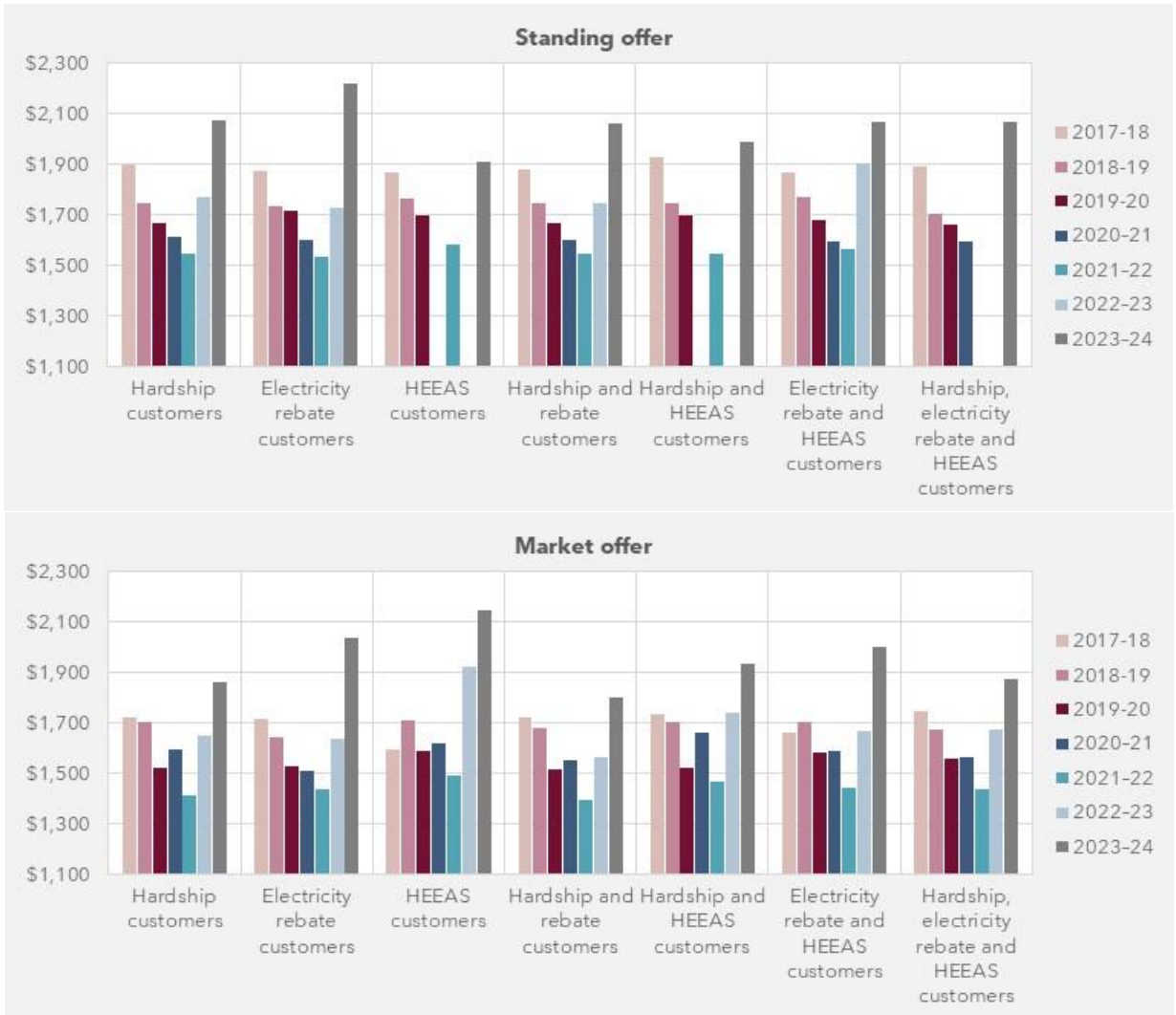


Note: For 2019-20 to 2023-24, we included bills from the December quarter of 2019, 2020, 2021, 2022 and 2023. No retailer reported having hardship and Home Energy Emergency Assistance Scheme (HEEAS) customers on a standing offer for this tariff combination in 2019-20, 2020-21 and 2022-23. Also, no retailer reported having hardship, electricity rebate and HEEAS customers on a standing offer for this tariff combination in 2020-21, 2021-22 and 2022-23. Further, no retailer reported having HEEAS customers on a standing offer for this tariff combination in 2021-22 and 2022-23. No retailer reported having electricity rebate and HEEAS customers on a standing offer for this tariff combination in 2022-23. Bills are in nominal dollars.

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

Residential flat rate with controlled load economy

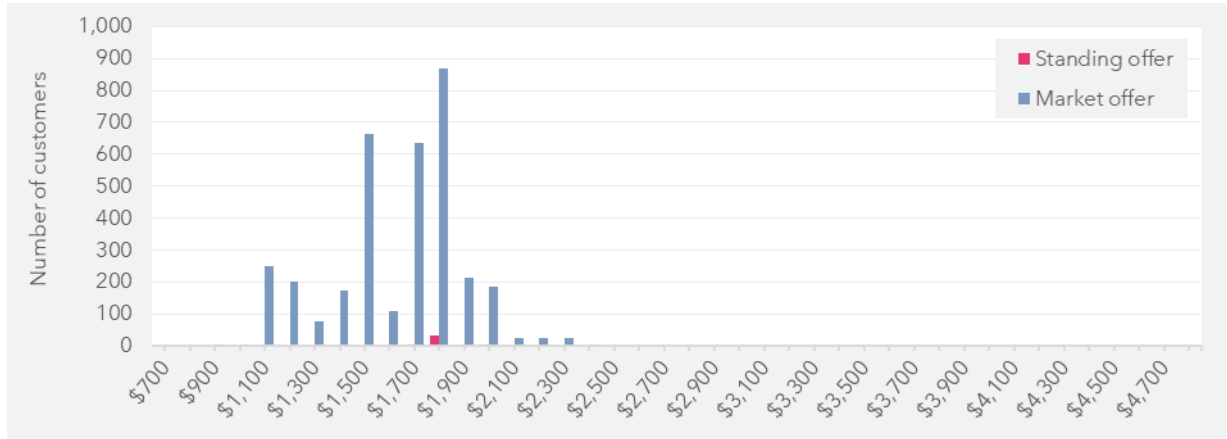
Figure D.6: Average annual bills for assisted customers – residential flat rate with controlled load economy, 2017-18 to 2023-24



Note: For 2019-20 to 2023-24, we included bills from the December quarter of 2019, 2020, 2021, 2022 and 2023. No retailer reported having HEEAS customers, and hardship and HEEAS customers on a standing offer for this tariff combination in 2020-21 and 2022-23. Also, no retailer reported having hardship, electricity rebate and HEEAS customers on a standing offer for this tariff combination in 2021-22 and 2022-23. Bills are in nominal dollars. Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

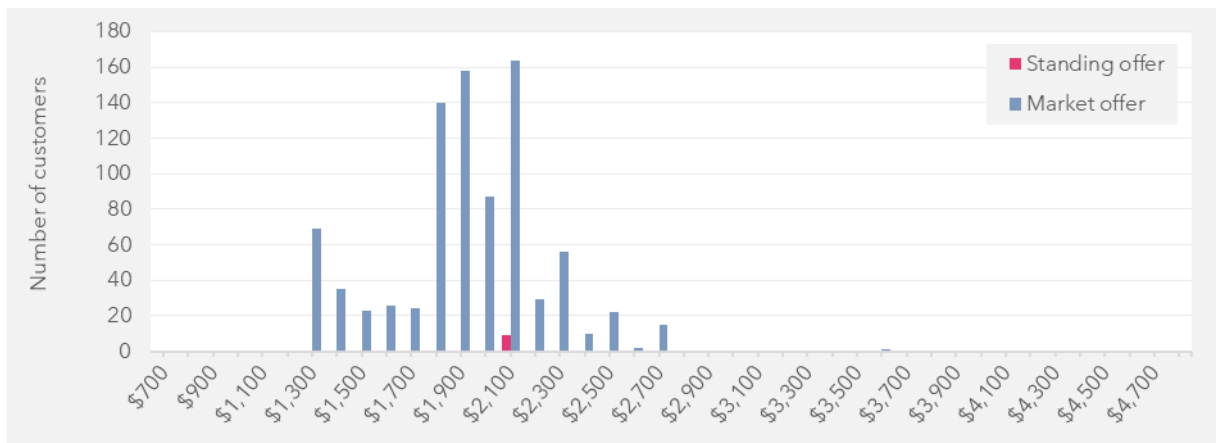
D.5 Distribution of annual bills – hardship only customers

Figure D.7: Hardship customers – residential flat rate offers, distribution of annual bills, 2023-24



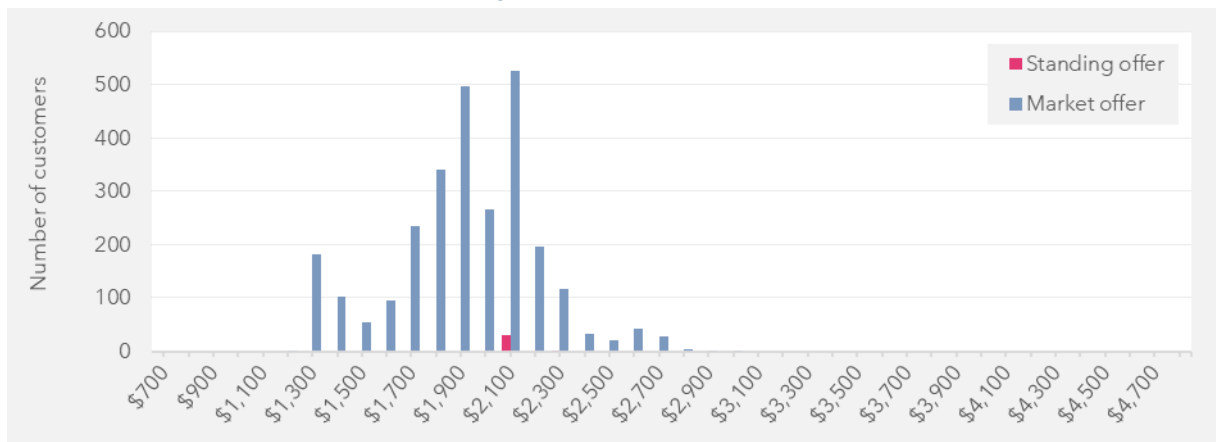
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure D.8: Hardship customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2023-24



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

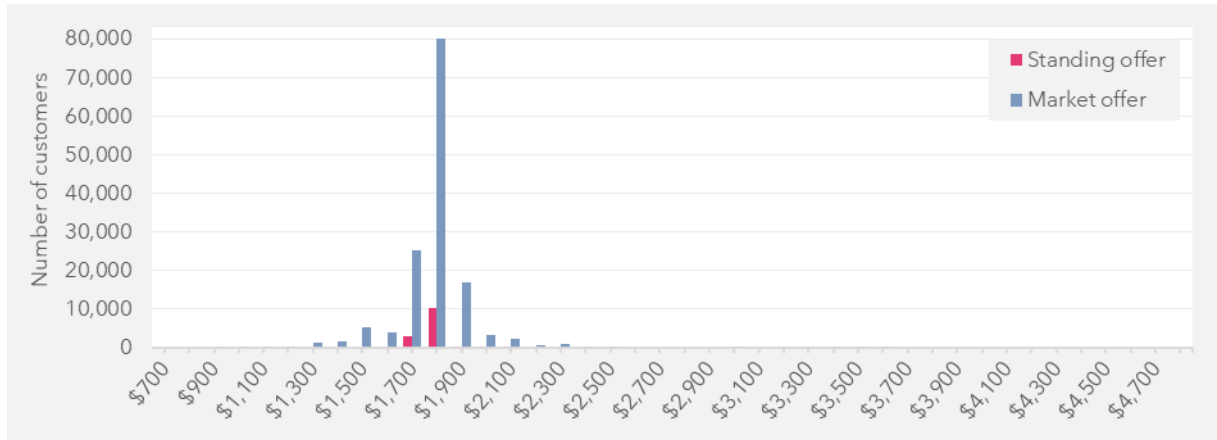
Figure D.9: Hardship customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2023-24



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

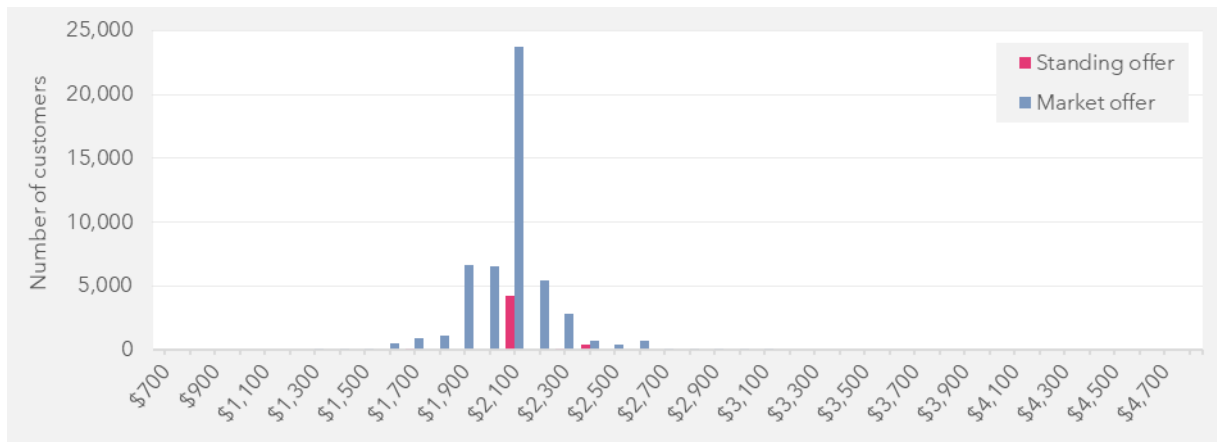
D.6 Distribution of annual bills – customers receiving the rebate only

Figure D.10: Rebate customers – residential flat rate offers, distribution of annual bills, 2023-24



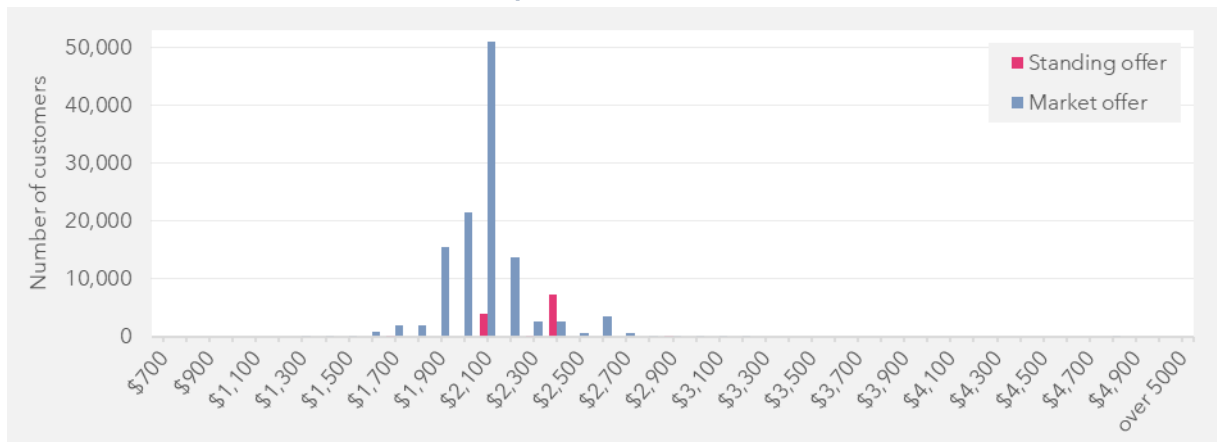
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure D.11: Rebate customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2023-24



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

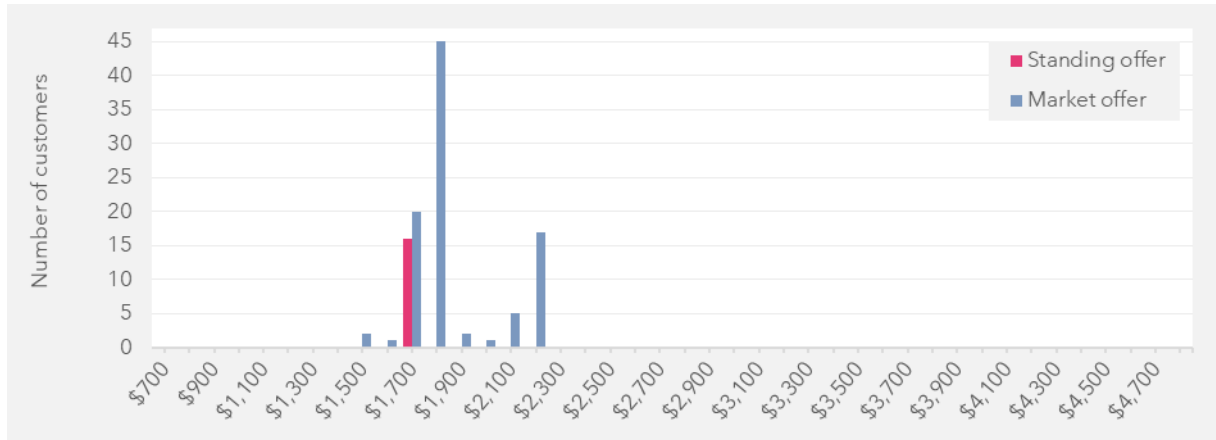
Figure D.12: Rebate customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2023-24



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

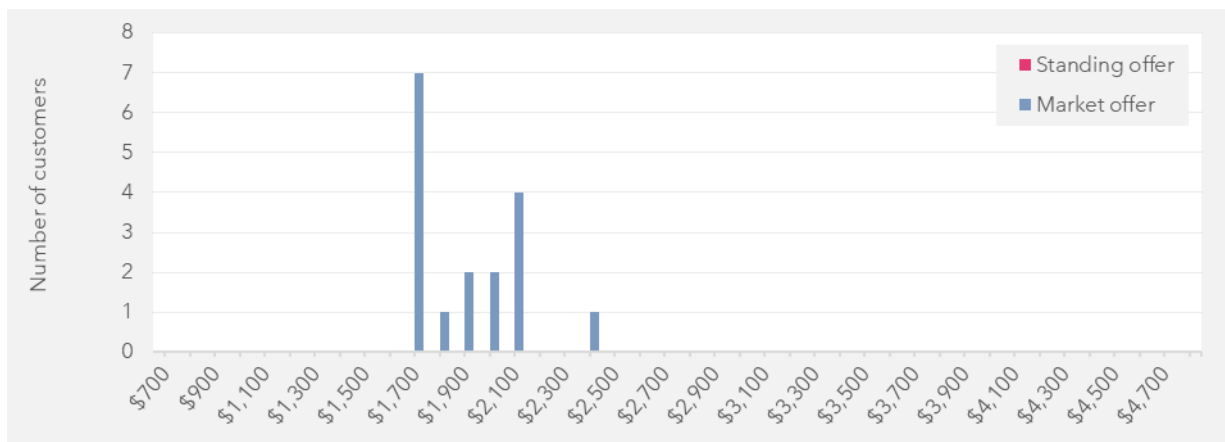
D.7 Distribution of annual bills – HEEAS only customers

Figure D.13: HEEAS customers – residential flat rate offers, distribution of annual bills, 2023-24



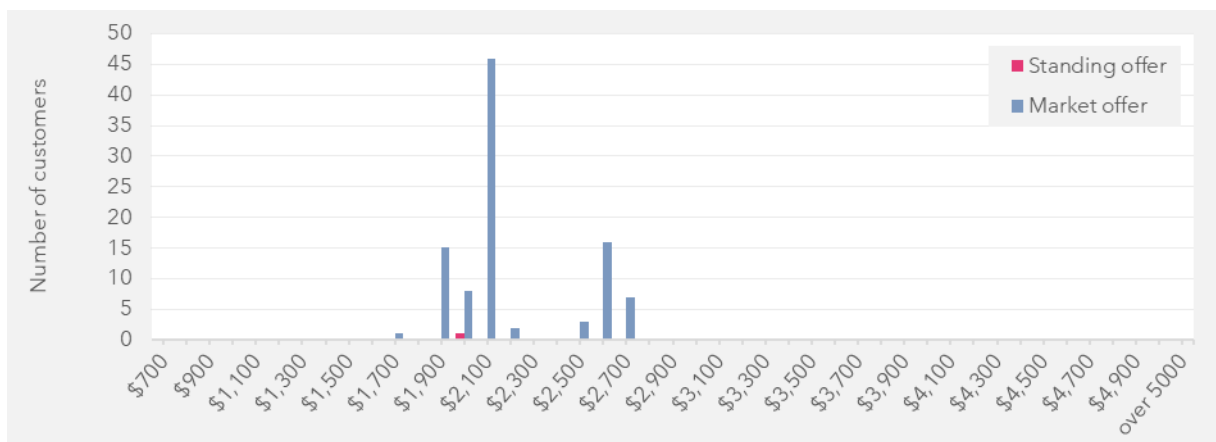
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure D.14: HEEAS customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2023-24



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

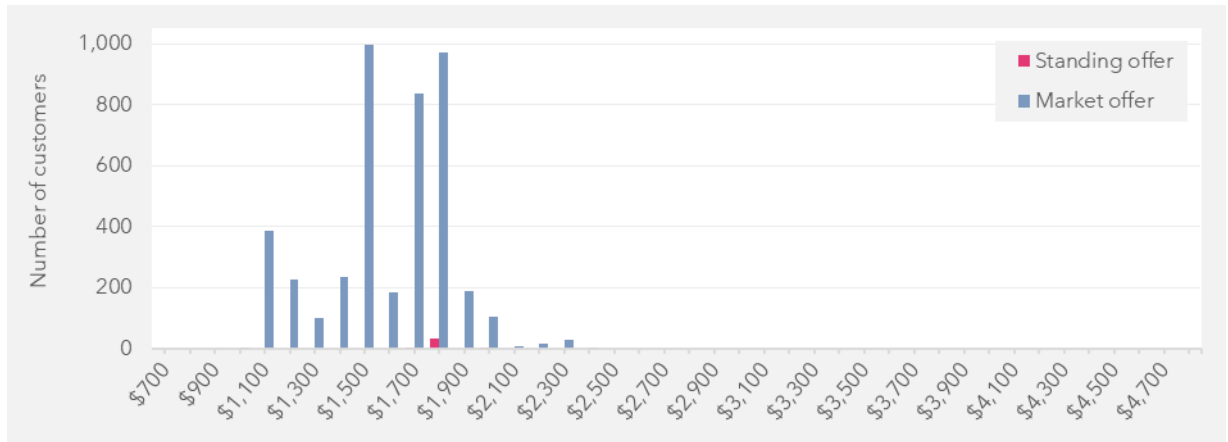
Figure D.15: HEEAS customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2023-24



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

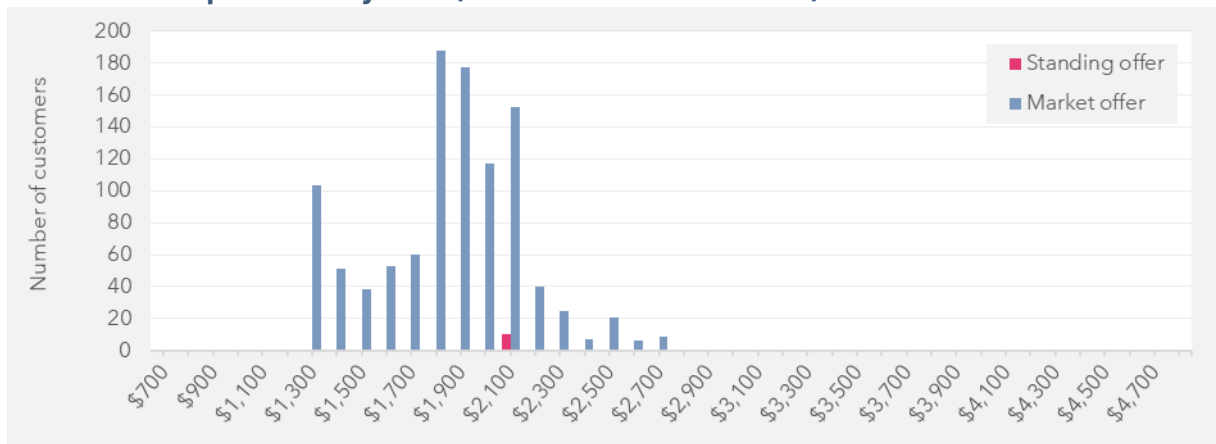
D.8 Distribution of annual bills – hardship and rebate customers

Figure D.16: Hardship and rebate customers – residential flat rate offers, distribution of annual bills, 2023-24



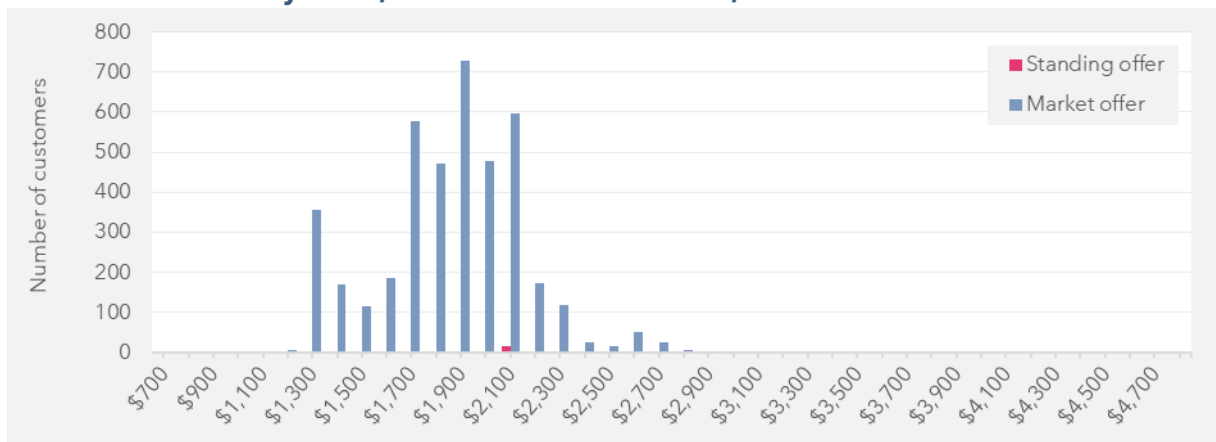
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure D.17: Hardship and rebate customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2023-24



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

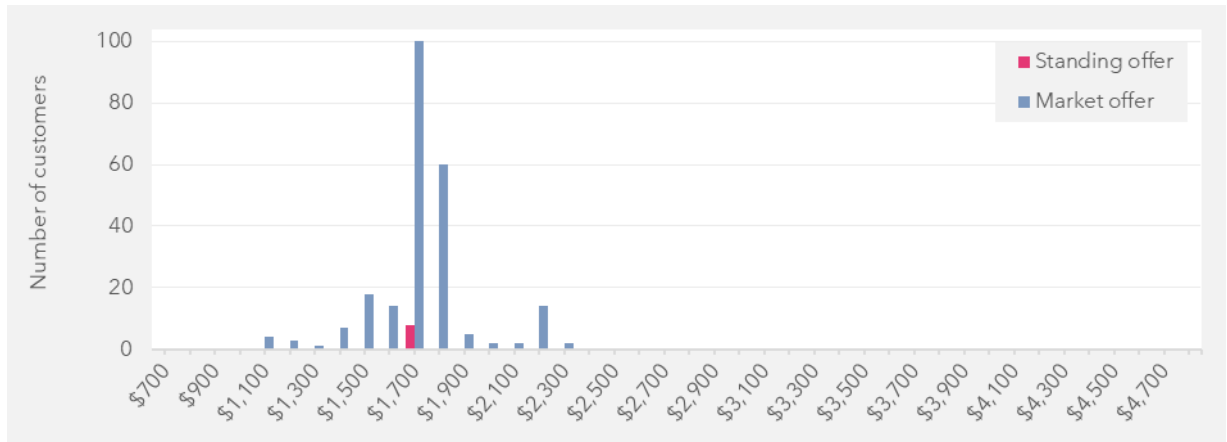
Figure D.18: Hardship and rebate customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2023-24



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

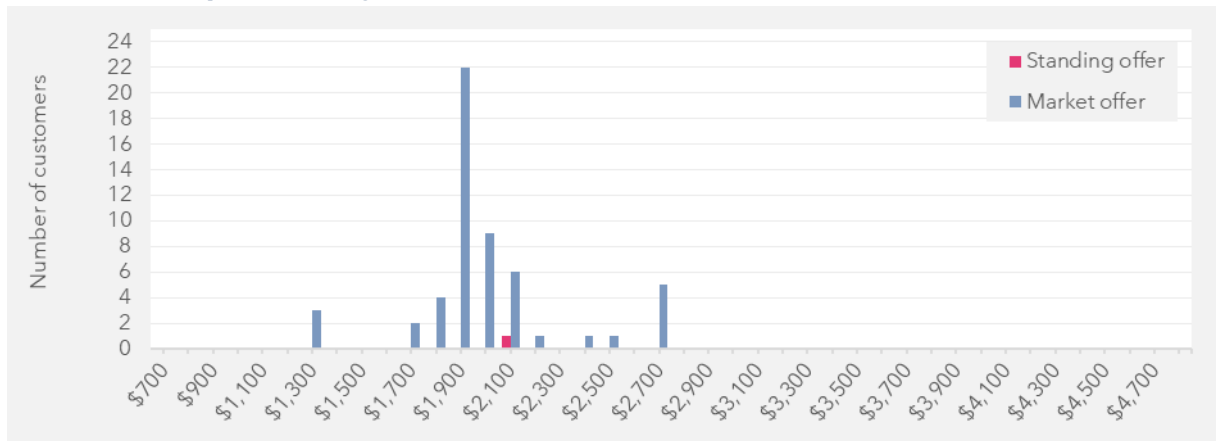
D.9 Distribution of annual bills – hardship and HEEAS customers

Figure D.19: Hardship and HEEAS customers – residential flat rate offers, distribution of annual bills, 2023-24



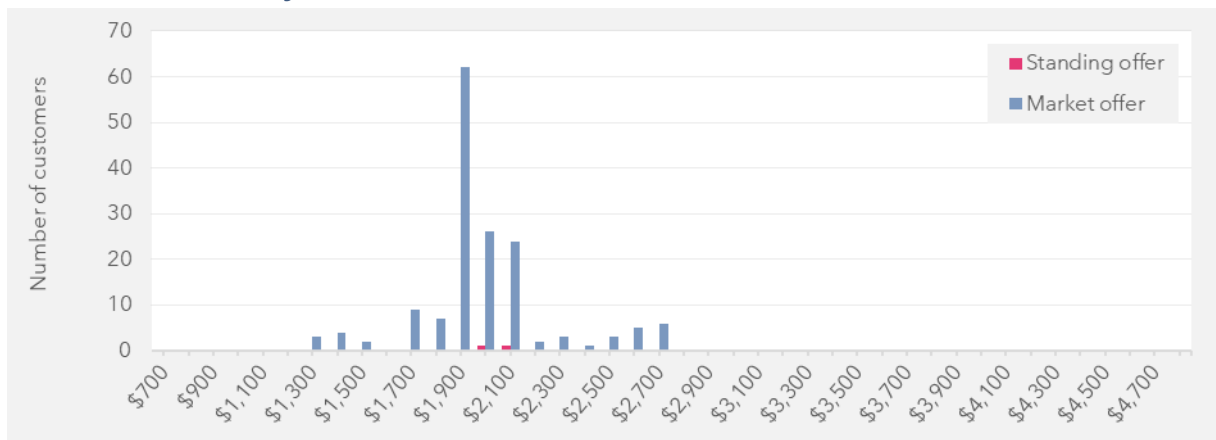
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure D.20: Hardship and HEEAS customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2023-24



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

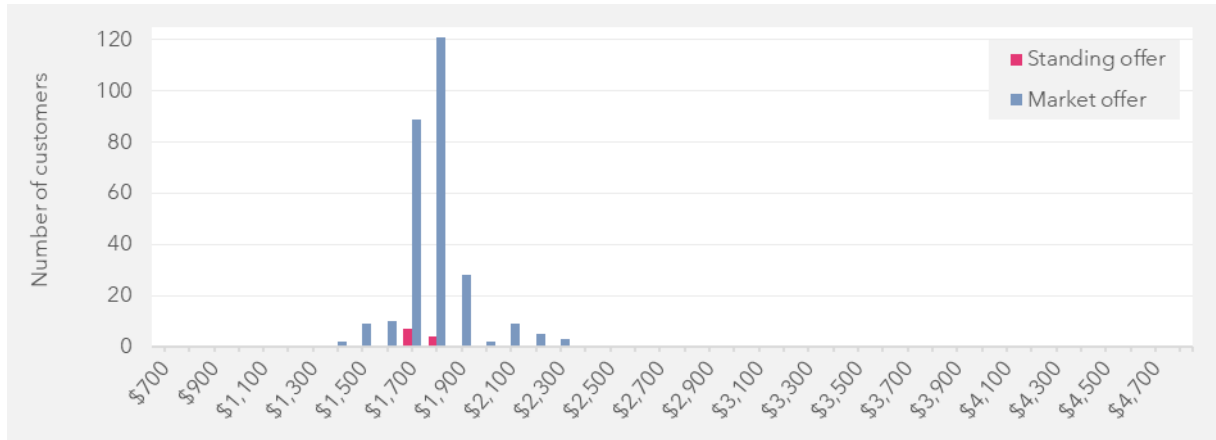
Figure D.21: Hardship and HEEAS customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2023-24



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

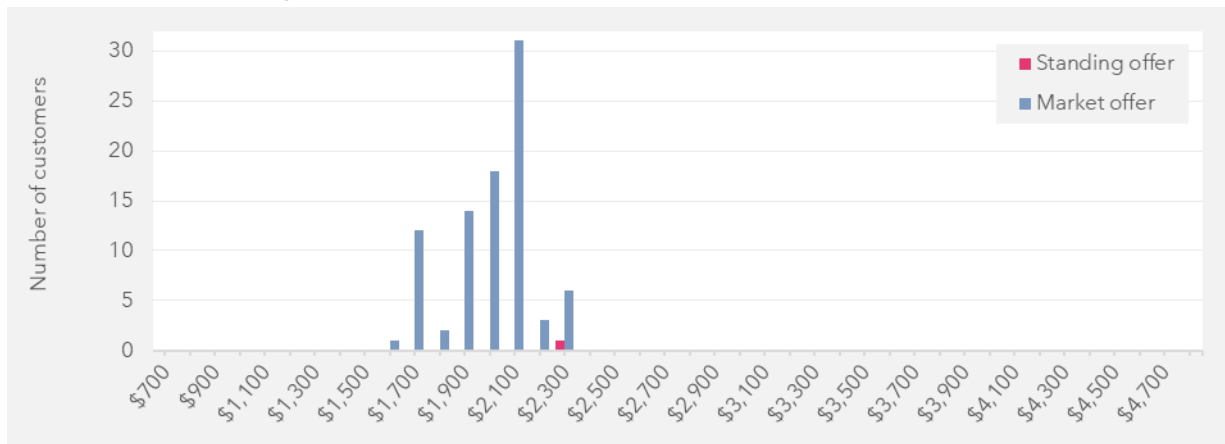
D.10 Distribution of annual bills – rebate and HEEAS customers

Figure D.22: Rebate and HEEAS customers – residential flat rate offers, distribution of annual bills, 2023-24



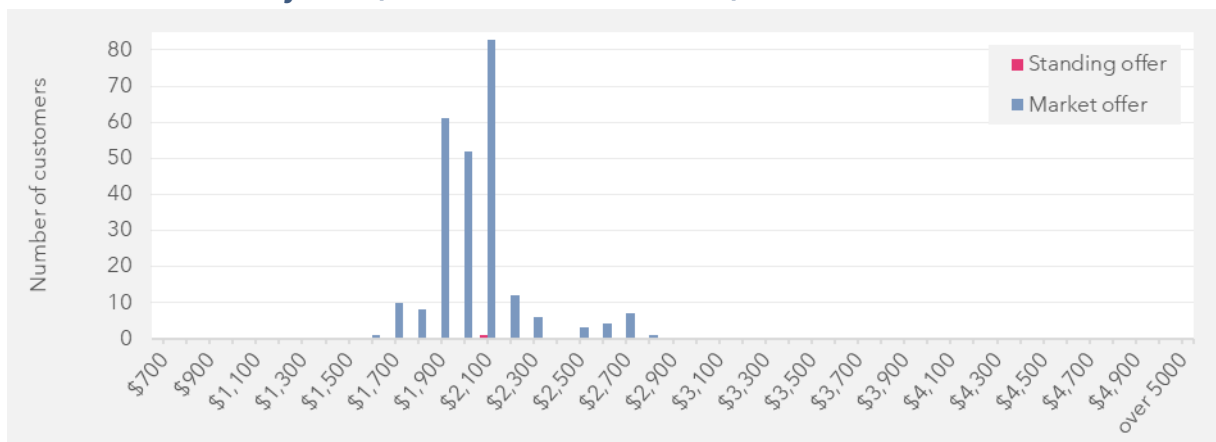
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure D.23: Rebate and HEEAS customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2023-24



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

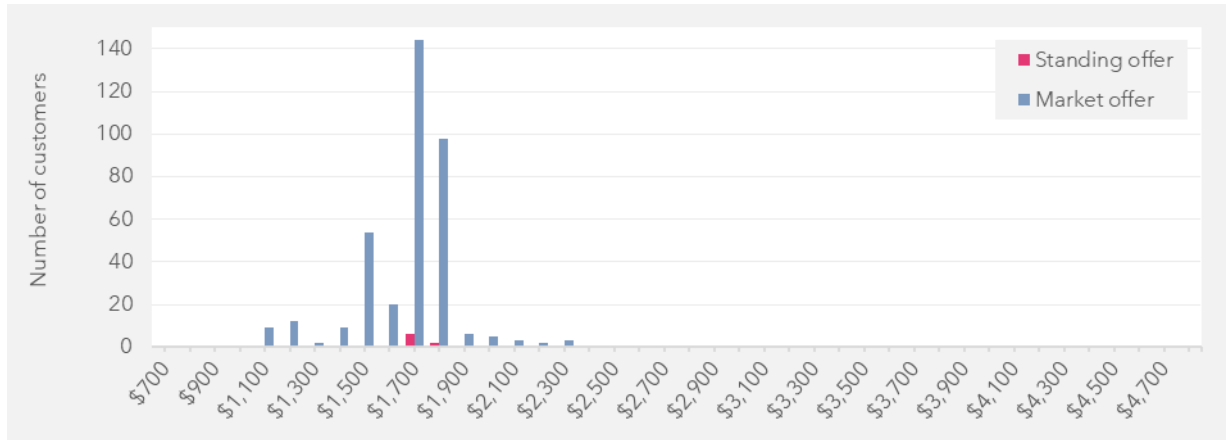
Figure D.24: Rebate and HEEAS customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2023-24



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

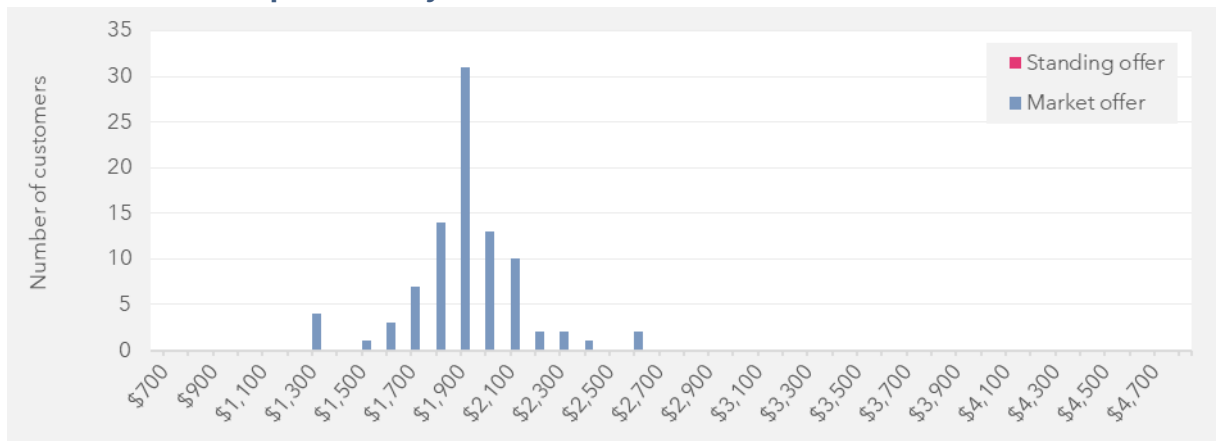
D.11 Distribution of annual bills – hardship, rebate and HEEAS customers

Figure D.25: Hardship, rebate and HEEAS customers – residential flat rate offers, distribution of annual bills, 2023-24



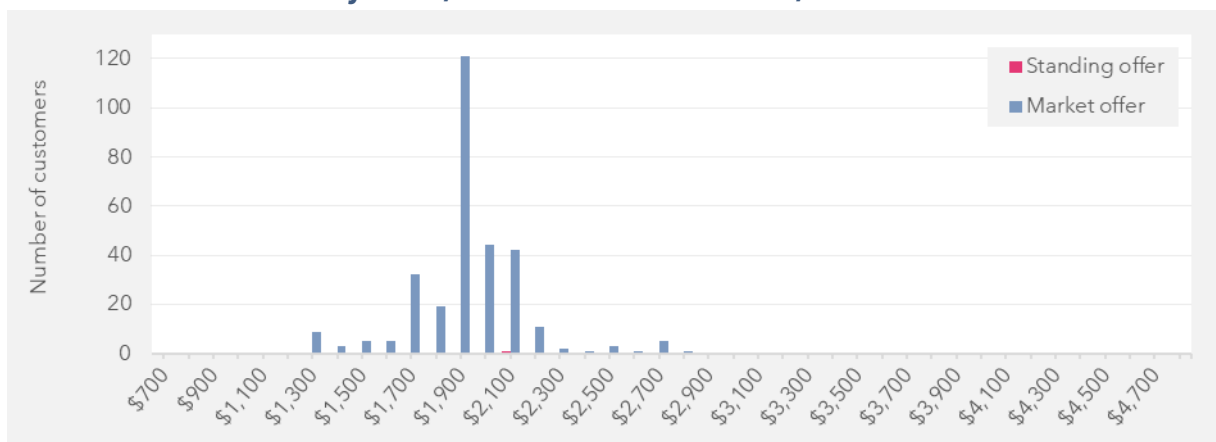
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure D.26: Hardship, rebate and HEEAS customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2023-24



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

Figure D.27: Hardship, rebate and HEEAS customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2023-24



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