



Victoria Energy Prices January 2024

An update report on the Victorian Tariff-Tracking Project



St Vincent de Paul Society
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The Victorian Tariff-Tracking Project

To date, this project has tracked electricity and gas tariffs in Victoria from July 2008 (retail price deregulation took effect on 1 January 2009) to January 2024, and developed a spreadsheet based tool that allows consumer advocates to build on the initial analysis and continue to track changes as they occur. In 2016, market offers available to new solar customers were added to the Tariff-Tracking project. The workbook allows users to calculate annual bills based on retailers' rates, feed in tariffs offered and additional discounts. Again, the user can enter consumption level as well as choosing to run the bill calculation based on 1.5 kW or 3 kW solar systems.

We have developed five workbooks that allow the user to enter consumption levels and analyse household bills for gas and electricity:

Workbook 1: Electricity standing offers July 2008 – January 2024

Workbook 2: Gas standing offers July 2008 – January 2024

Workbook 3: Electricity market offers 2010 to 2024

Workbook 4: Gas market offers 2010 to 2024

Workbook 5: Solar market offers 2016 to 2024

The five workbooks can be accessed at the St Vincent de Paul Society Victoria's website: www.vinnies.org.au/energy

Key findings

In terms of key findings, the Victorian tariff analysis found that:

- ▲ There have been no changes to the Victorian Default Offer (VDO) for electricity since the last change took effect on 1 July 2023. In July 2023, the VDO increased by \$420 (or 26%) on average across all five network areas.¹ [See charts 1 - 3 below.](#)
- ▲ For gas standing offers, AGL's prices have increased by 8.5% (on average across all price zones), Energy Australia and Origin Energy, on the other hand, have not changed their standing offer prices over the last 12 months. [See chart 4 below.](#)
- ▲ Typical consumption households (4,800kWh per annum) on the VDO can save around \$550 and \$725 per annum if switching to the best published market offer (depending on their network area).² This is more than it was a year ago (January 2023), when the maximum saving was between \$140 and \$185 per annum. [See section 2.1.](#)
- ▲ The difference between the best and the worst electricity market offers ranges from \$555 per annum (in United Energy's areas) to \$675 (in Ausnet's area) for customers with typical consumption level.³ This is similar to a year ago (January 2023), when the maximum saving was \$590 - \$675 per annum. [See section 2.1.1.](#)
- ▲ CovaU's electricity market offers produce the lowest annual bill for average consumption households in all network areas. Diamond Energy, on the other hand, has the most expensive market offer in all network areas.⁴ [See section 2.1.1.](#)
- ▲ All the retailers have published new market offers since January 2023, and the majority of retailers have increased their market offer rates. However, several retailers have decreased their market offer prices post an initial increase in July 2023 and the annual change is therefore less than it was six months ago. Compared to January 2023, the average increase (based on all retailers across all network areas) is 5%. [See section 2.1.2.](#)
- ▲ Gas customers with typical consumption (63,000MJ) can save \$1,885 - \$2,020 per annum (depending on their gas zone) if switching from the worst standing offer to the best market offer.⁵ [See section 2.2.](#)
- ▲ The price-spread for gas market offers ranges from \$745 per annum (Ausnet Central) to approximately \$870 (AGN North) for customers with typical consumption levels.⁶ One year ago (January 2023), the maximum difference was \$1,815 to \$2,135. [See section 2.2.1.](#)
- ▲ The average gas market offer (across all retailers) produces an annual bill of between \$2,130 and \$2,250 (depending on pricing zone) for households using 63,000MJ per annum. One year ago (January 2023), the average market offer was between \$2,100 and \$2,220. The average market offer has thus increased by 1% during this period. [See section 2.2.1.](#)

1. Compared to the previous VDO that took effect on 1 July 2023.

2. Based on the VDO (single rate) and the best of the published market offers (including additional discounts and/or pay on time discounts).

3. Households using 4,800kWh per annum (single rate) and all market offer bills include additional discounts and/or pay on time discounts.

4. *Ibid.*

5. Based on the worst of the retailers' standing offer and the best of the published market offers (including additional discounts and/or pay on time discounts).

6. Households using 63,000MJ per annum. All market offer bills include additional discounts and/or pay on time discounts.

- ▲ Energy Australia’s gas market offer produces the lowest annual bill for average consumption households in all pricing zones. 1st Energy, Tango Energy, Powershop and Kogan are the retailers with the most expensive market offers (depending on gas zones).⁷ See section 2.2.1.
- ▲ All the retailers changed their gas market offers between January 2023 and January 2024. Tango Energy, Alinta Energy, and Dodo are the retailers with some of the greatest price increases. Other retailers, such as Sumo Power, Momentum Energy and Energy Australia, have significantly reduced their prices over the last 12 months. See section 2.2.2.
- ▲ New solar customers with a 3kW system installed will have an annual bill that is between \$690 and \$755 less (depending on network area) than non-solar customers with the same consumption level.⁸ See section 2.3.
- ▲ For solar offers, the maximum price-spread is around \$285 in Citipower, \$325 in Powercor, \$370 in Ausnet, \$305 in United Energy and \$315 in Jemena.⁹ See section 2.3.
- ▲ In July 2023, the Network Use of System (NUOS) charges increased in all network areas. The greatest increase was in the Jemena network (9%), and the smallest increase was in Uniting Energy (3%). See section 3.1.
- ▲ As of January 2024, the NUOS proportion of the VDO/standing offer bills is greatest in the Ausnet network (33%) and lowest in Citipower and United Energy (25%). See section 3.1.
- ▲ For gas, the Distribution Use of System (DUOS) charges increased by 3% in the AGN pricing zones, 5% in Ausnet’s zones and 6.5% in the Multinet zones in July 2023.¹⁰ See section 3.2.
- ▲ As gas retail bills have increased more than the gas DUOS, the DUOS proportion of bills have declined. The DUOS proportion of gas standing offer retail bills is currently between 11 and 17%.¹¹ See section 3.2.
- ▲ The total energy costs (based on the average electricity and gas market offers) have increased the most for households in the Western and North Western suburbs.¹² Dual fuel customers in the Eastern, South Eastern and Bayside suburbs, on the other hand, have had the lowest increase to their combined energy costs.¹³ See section 4.
- ▲ Dual fuel customers in Frankston, the Mornington Peninsula and Gippsland have the highest combined energy bills.¹⁴ Based on typical consumption levels, the average combined annual energy bill in these areas is now around \$4,170.¹⁵ See section 4.

7. *Ibid.*

8. Based on the worst and the best of the published market offers for single rate customers using 4,800 kWh per annum and a 3kW solar system installed. Bills include additional discounts and/or pay on time discounts and FIT, 3kW solar system. We note that these systems are small compared to the size of the typical systems that are currently being installed. However, as a key objective of the Tariff-Tracker is to compare developments over time, we continue to base the analysis on 3 kW and 1.5 kW systems.

9. Based on the worst and the best of the published market offers for single rate customers using 4,800 kWh per annum and a 3kW solar system installed. Bills include additional discounts and/or pay on time discounts and FIT, 3kW solar system.

10. Until July 2023, the Victorian gas distributors (AGN, Ausnet and Multinet) introduced new Distribution Use of System (DUOS) charges as of 1 January every year. Since July, however, new charges will be applied to each financial year instead of calendar year.

11. Based on the incumbent retailers’ (AGL, Energy Australia and Origin) average gas standing offer as of January 2024. Presented as annual bills for households using 63,000MJ per annum

12. Jemena’s electricity distribution network and the Ausnet Central 2/AGL North gas zone.

13. Citipower’s electricity distribution network and the Multinet 1/Origin Metro gas zone and the Multinet 2/AGL South zone.

14. Ausnet’s electricity distribution network and the AGN Central 1/Origin South East gas zone.

15. Bill calculations are based on the retailers’ average market offer for electricity and gas customers for dual fuel households using 4,800kWh and 63,000MJ per annum in the Ausnet electricity network and AGN Central 1/Origin South East gas zones.

1. Changes to the standing offers

The Victorian Government deregulated retail prices from 1 January 2009, and between January 2009 and July 2019 the retailers determined both their standing offer and market offer rates. In July 2019, the Victorian Default Offer (VDO) was introduced and all customers previously on a retailer's standing offer have been moved to the VDO. The VDO is a Victorian Government initiative that aims to make the electricity market simpler and more affordable for all consumers.¹⁶ Under this arrangement the Essential Services Commission (ESC) is required to set a VDO for basic metering types in each network area.¹⁷ All retailers are required to offer the VDO but they can, and still do, offer other market contracts.

1.1 Electricity standing offers January 2024

As in the previous Tariff-Tracking reports, the bill calculations in this report have assumed an average consumption of 4,800kWh per annum for households on the single rate.¹⁸ These are generally households connected to mains gas and therefore have a lower consumption than all-electric households. For all-electric households, which are predominantly in rural areas, the bill calculations have assumed an average consumption of 7,000kWh per annum. The rates used in the calculations are those for the controlled load offers and a split of 70% peak and 30% off-peak has been assumed. There are five network businesses in Victoria: Powercor and Ausnet distributing electricity to rural and regional Victoria and Citipower, Jemena and United Energy.

There have been no changes to the VDO since the last change took effect on 1 July 2023. In July 2023, the VDO increased by \$420 (or 26%) on average across all five network areas.¹⁹ Charts 1 – 3 below show the incumbent retailers' electricity standing offer as of January 2019 and the VDO as annual bills in July 2019, January 2020, January 2021, September 2021, January 2022, July 2022, January 2023 July 2023 and January 2024.²⁰

AGL is the incumbent retailer in the Jemena and United Energy networks. Between January 2023 and January 2024, customers on a standing offer/VDO with an annual consumption of 4,800 kWh (single rate) experienced an annual increase of \$440 (or 29%) in Jemena and \$410 (or 27%) in United Energy's area.

16. See <https://www.energy.vic.gov.au/victoriandefaultoffer>

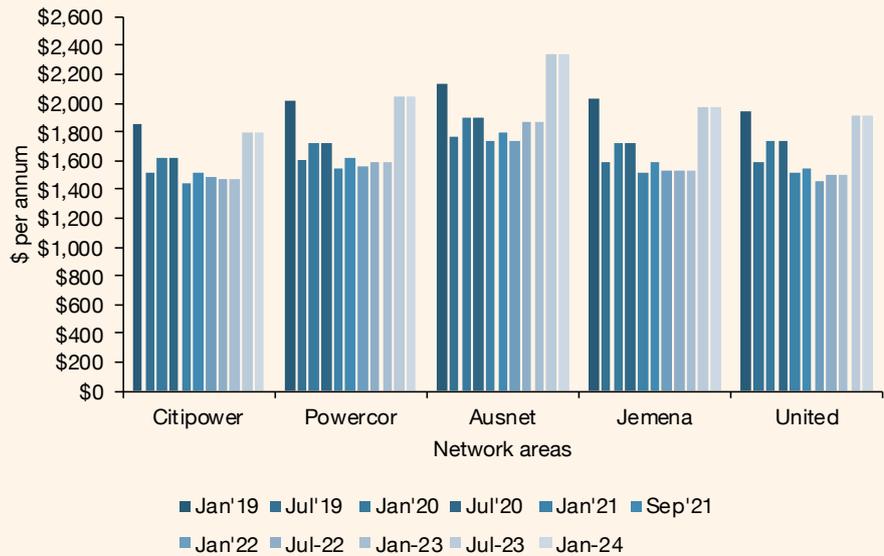
17. Until January 2020 the VDO only applied to single rate and controlled load tariffs. For customers on a two-rate (peak/off-peak) tariff, a time of use (TOU) tariff or a demand tariff, the retailers continued to set the standing offer price. From January 2020, however, retailers have been required to comply with the maximum annual bill amount set out in the Essential Services Commission's VDO determinations for all tariff types. The difference to retailers' annual bills for these meter types is now minimal.

18. Consumption levels do vary between network areas, but we believe 4,800kWh and 7,000kWh per annum are appropriate benchmarks to analyse tariff changes and bill impacts for Victorian households.

19. Compared to the previous VDO that took effect on 1 July 2022.

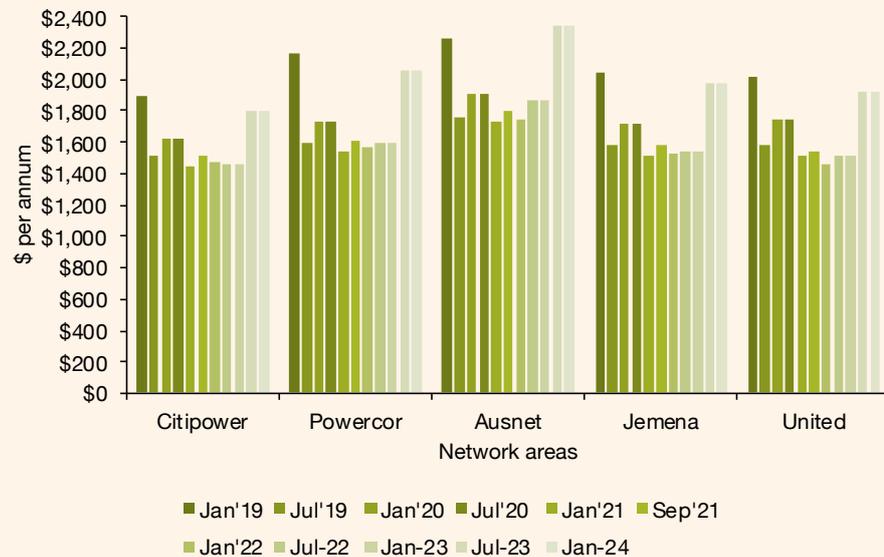
20. The retailers set the price for standing offers in January 2019 while the ESC has determined the price changes since.

CHART 1 | Changes to **AGL's standing offers/VDO** (as annual bills, inc GST) from January 2019 to January 2024 - Calculations based on **single rate tariff** and annual consumption of 4,800kWh



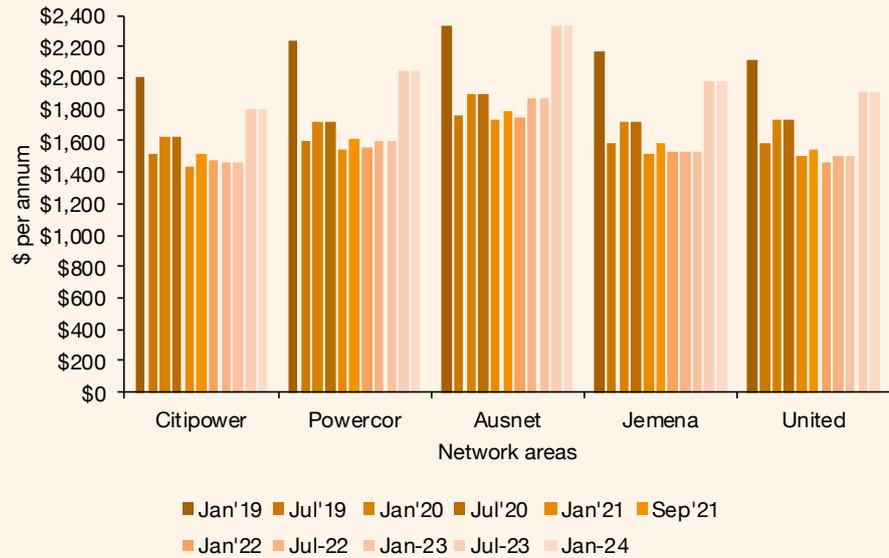
Origin is the incumbent retailer in the Citipower and Powercor networks. Standing offer/VDO customers with an annual consumption of 4,800 kWh (single rate) experienced an annual increase of approximately \$335 (or 23%) in Citipower and an increase of \$455 (29%) in Powercor's area. See chart 2 below.

CHART 2 | Changes to **Origin's standing offers/VDO** (as annual bills, inc GST) from January 2019 to January 2024 - Calculations based on **single rate tariff** and annual consumption of 4,800kWh



Energy Australia is the incumbent retailer in the Ausnet network and standing offer customers with an annual consumption of 4,800 kWh (single rate) experienced an annual increase of just over \$465 (or 25%) in this network area. See chart 3 below.

CHART 3 | Changes to Energy Australia's standing offers/VDO (as annual bills, inc GST) from January 2019 to January 2024 - Calculations based on single rate tariff and annual consumption of 4,800kWh

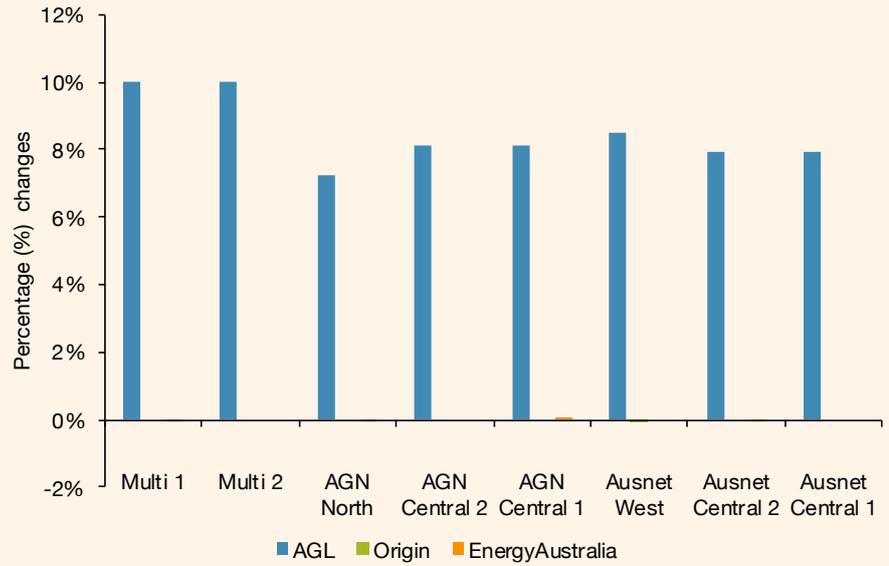


1.2 Gas standing offers January 2024

There are three gas distributors and eight main gas zones. The distributors are Multinet, Envestra/Australian Gas Network and Ausnet. The gas zones are: Multinet 1/Origin Metro, Multinet 2/AGL South, Envestra North/Origin North, Envestra Central 2/TRU East, Envestra Central 1/Origin South East, Ausnet West/TRU West, Ausnet Central 2/AGL North and Ausnet Central 1/TRU Central. The names of the gas zones derive from when AGL, Origin and TRU (now Energy Australia) were energy retailers with designated areas. These three retailers are not distribution businesses and they are not involved in setting the distribution charges in these areas. The companies' names are merely used as a descriptor for the various gas zones that Multinet, Envestra/Australian Gas Network and Ausnet distribute gas to. There are also some smaller rural zones (such as Mildura) that are not included in the Tariff-Tracking tool.

Chart 4 below shows that households with AGL experienced significant price increases (8.5% on average) in January 2024 (compared to January 2023 prices). Energy Australia and Origin Energy, on the other hand, have not changed their standing offer prices over the last 12 months.

CHART 4 | Changes (%) to incumbent retailers' standing offers from January 2023 to January 2024 - Calculations based on an annual consumption of 63,000MJ



Charts 5 – 7 below show the incumbent retailers' gas standing offer as of January 2022, July 2022, January 2023, July 2023 and January 2024.

CHART 5 | Changes to AGL's standing offers (as annual bills, inc GST) from January 2022 to January 2024 - Calculations based on an annual consumption of 63,000MJ

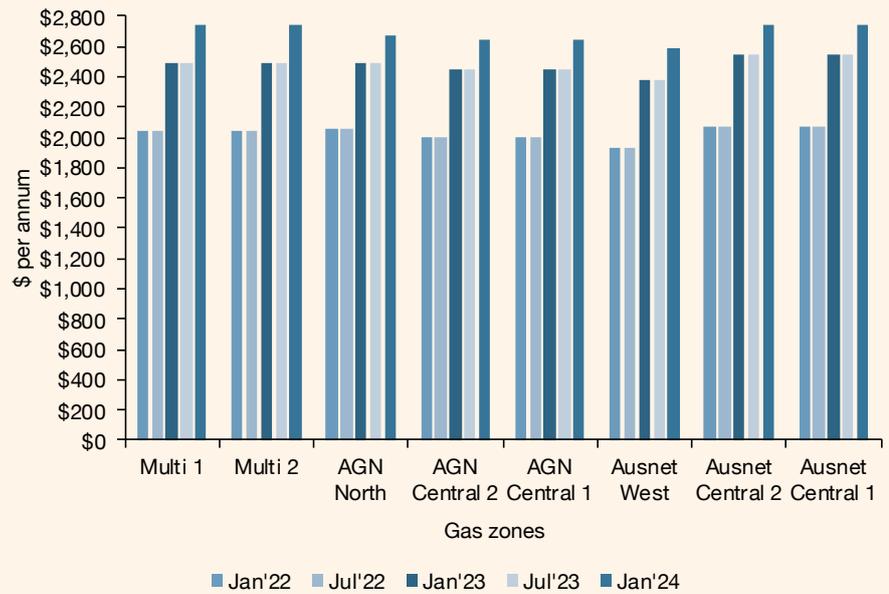


CHART 6 | Changes to **Origin's standing offers** (as annual bills, inc GST) from January 2022 to January 2024 - Calculations based on an annual consumption of 63,000MJ

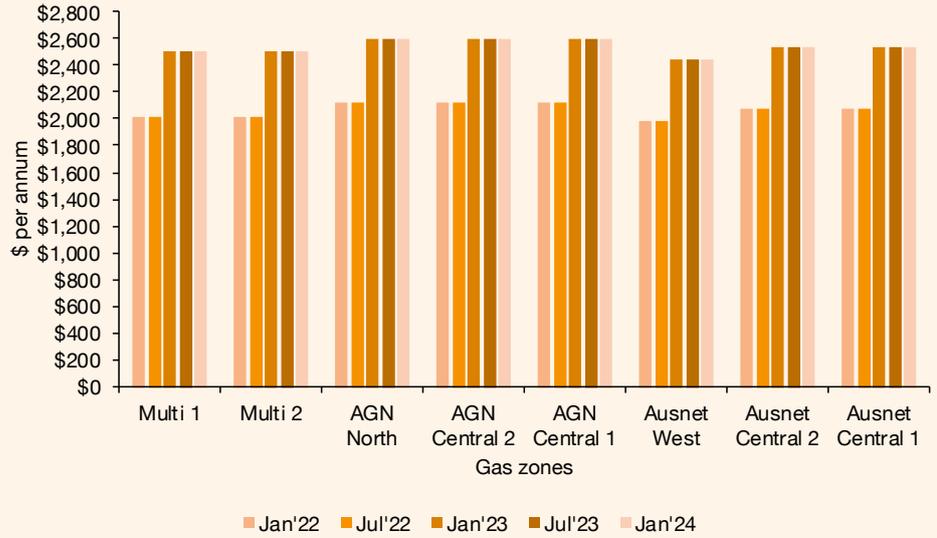
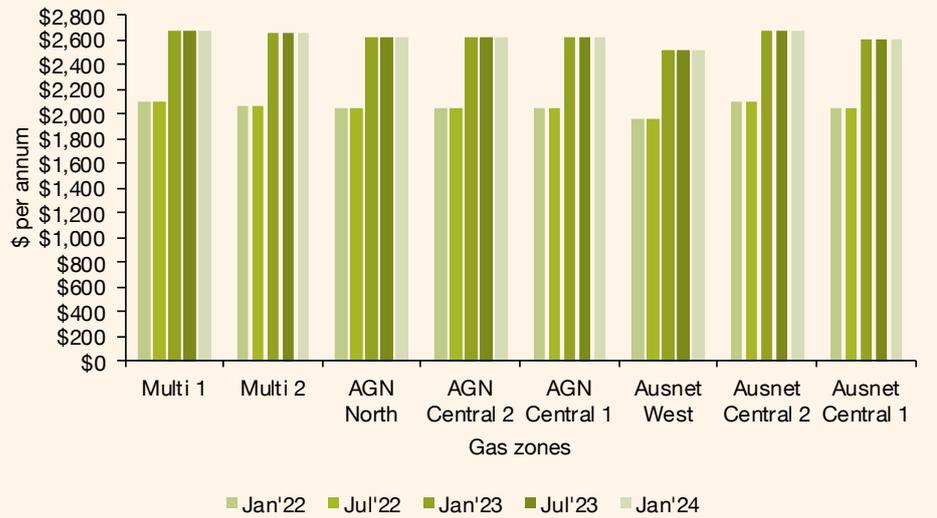
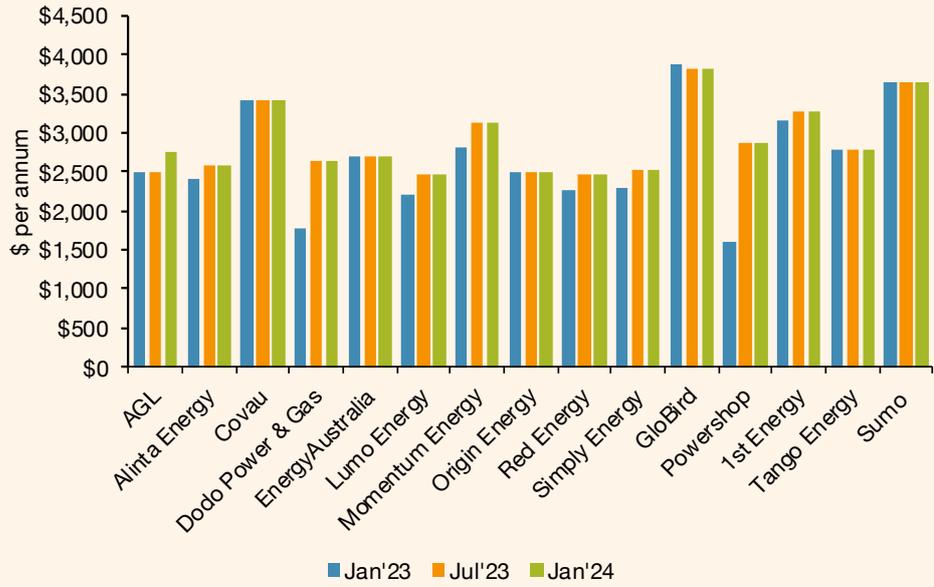


CHART 7 | Changes to **Energy Australia's standing offers** (as annual bills, inc GST) from January 2022 to January 2024 - Calculations based on an annual consumption of 63,000MJ



While three of the 2nd tier retailers (CovaU, Tango Energy and Sumo Power) did not change their gas standing offers between January 2023 and January 2024, the majority introduced significant increases in July 2023. Chart 8 below compares annual bills as of January 2023, July 2023 and January 2024 for 15 retailers in the Multinet 1/Origin metro gas zone.

CHART 8 | Changes to standing offers (as annual bills, inc GST) from January 2023 to January 2024 in the Multinet 1/Origin Metro gas zone - Calculations based on an annual consumption of 63,000MJ²¹



21. Note that only retailers that had published standing offers in January 2024 as well as January and July 2023 have been included in this chart.

2. Market offers

2.1 Electricity market offers January 2024²²

The price-spread, or the difference between the best market offer and the VDO (as well as the differences between market offers), will change somewhat throughout the year but as of January 2024:

- ▲ Typical consumption households (4,800kWh per annum) on the VDO can save around \$550 and \$725 per annum if switching to the best published market offer (depending on their network area).²³ This is more than it was a year ago (January 2023), when the maximum saving was between \$140 and \$185 per annum.
- ▲ The greatest potential annual saving is in Ausnet's network area (approximately \$725).²⁴
- ▲ The difference between the best and the worst market offers ranges from \$555 per annum (in United Energy's areas) to \$675 (in Ausnet's area) for customers with typical consumption level.²⁵ This is similar to a year ago (January 2023), when the maximum saving was \$590 - \$675 per annum.
- ▲ All retailers have published new market offers since January 2023, and the majority of retailers have increased their market offer rates. However, several retailers have decreased their market offer prices post an initial increase in July 2023 and the annual change is therefore less than it was six months ago. Compared to January 2023, the average increase (based on all retailers across all network areas) is 5%.

Table 1 shows additional discounts applicable to the electricity retailers' published market offer rates. Some of the retailers have multiple market offers and may offer higher (or lower) discounts than those listed here. However, if the discount is higher the length of the contract term is typically longer. In other cases, the discount might be higher, but the customer must agree to pay by direct debit.²⁶

22. These market offers were collected from the retailers' websites between 17 and 23 January 2024 and it should be noted that retailers may change their rates at any time. See table 1 for the dates these offers took effect.

23. Based on the VDO (single rate) and the best of the published market offers (including additional discounts and/or pay on time discounts).

24. *Ibid.*

25. Households using 4,800kWh per annum (single rate) and all market offer bills include additional discounts and/or pay on time discounts.

26. GloBird Energy, for example, has a direct debit discount where customers receive a 1% discount off their electricity bill. This discount is not included in the bill calculations presented in this report.

TABLE 1 | Electricity market offer features January 2024²⁷

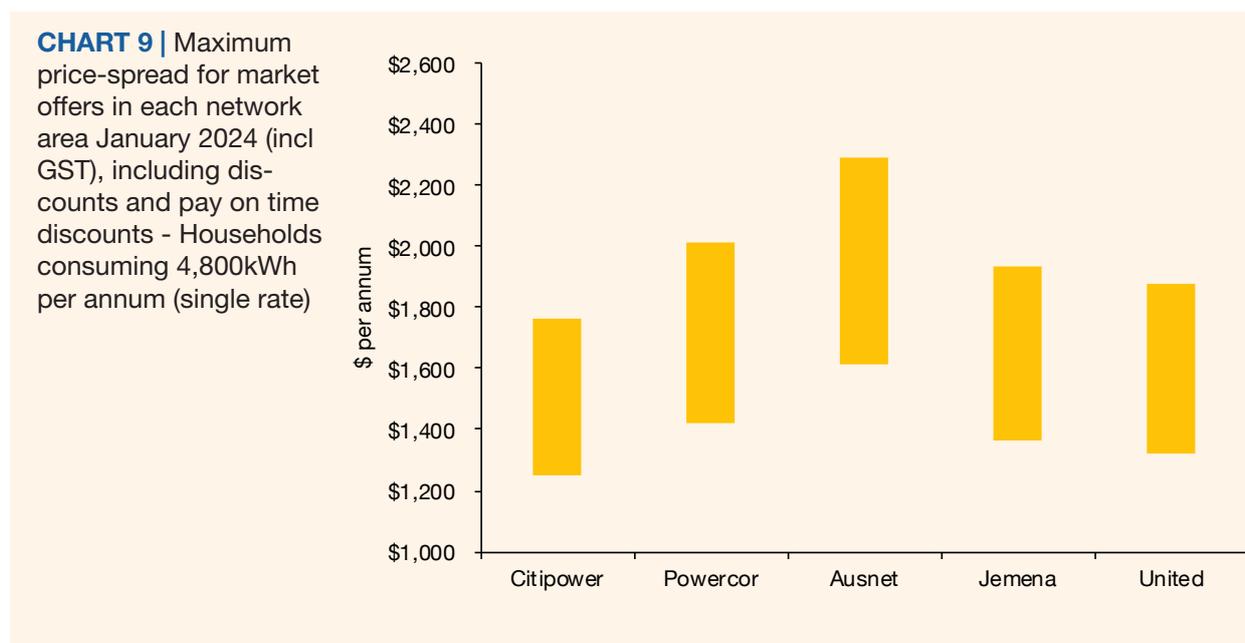
Retailer	Name	Effective from	Guaranteed discount	Pay on time discount	Contract term/benefit period	Other conditions
1st Energy	1st Saver	1/7/23	23% off usage	No	No	Monthly billing only
AGL	Value Saver	1/1/24	No	No	No	No
Alinta Energy	Better Deal	1/12/23	22% off bill	No	No	Monthly billing only
Diamond Energy	Renewable Saver	1/8/23	No	2% off bill	No	No
Dodo Power & Gas	Market offer	20/11/23	No	No	No	Monthly billing only
EnergyAustralia	Flexi Plan	22/12/23	15% off bill	No	12 months	No
GloBird Energy	GloSave	17/1/24	No	2% off bill	No	Monthly billing only
Lumo Energy	Basic	7/9/23	No	No	No	Monthly billing only
Origin Energy	Go Variable	20/12/23	No	No	12 months	No
Powershop	Power House	16/10/23	No	No	No	Monthly billing and direct debit only
Red Energy	Living Energy Saver	2/11/23	No	No	No	Monthly billing only
Energy Locals	Online Member	29/11/23	No	No	No	Monthly billing only
Arcline by RACV	Market offer	7/12/23	No	No	No	Monthly billing only
CovaU	Super Saver	1/12/23	20% off usage	No	No	No
Kogan Energy	Free Kogan First Membership	16/10/23	No	No	No	Monthly billing only
Momentum Energy	Nothing Fancy	8/1/24	No	No	No	Monthly billing and direct debit only
OVO Energy	The One Plan	1/1/24	No	No	No	Monthly billing and direct debit only. Price fixed until 1/2/25
Simply Energy	Blue Perks	18/8/23	12% off bill	No	No	Monthly billing only
Tango Energy	Home Select	9/1/24	No	No	No	Monthly billing only

27. Most retailers have more than one market offer product. The offers used for this analysis are those we deem on-going, key products with as few conditions (i.e. direct debit, e-billing and exit fees) as possible. These market offers were collected from the retailers' websites between 17 and 23 January 2024.

2.1.1 Potential savings - Differences between electricity offers

Typical consumption households (4,800kWh per annum) on the VDO can save around \$550 and \$725 per annum if switching to the best published market offer (depending on their network area).²⁸ This potential saving is more than it was last year (January 2023). The difference between the worst and the best market offers, however, has been stable. Customers on the best market offer will pay approximately \$555 - \$675 less per annum compared to customers on the worst market offer.

Chart 9 below shows the retail market offer price-spread within each of the five network areas.²⁹



Charts 10 – 14 below show annual retail bills for typical consumption (4,800kWh per annum, single rate) for each of the five network areas. The red columns to the left represent market offers including guaranteed discounts (but not pay on time discounts), the orange columns are market offer bills including pay on time discounts while the blue line represents the VDO bill.³⁰

They show that none of the retailers currently have market offers that produce an annual bill that is greater than the VDO for this consumption level.

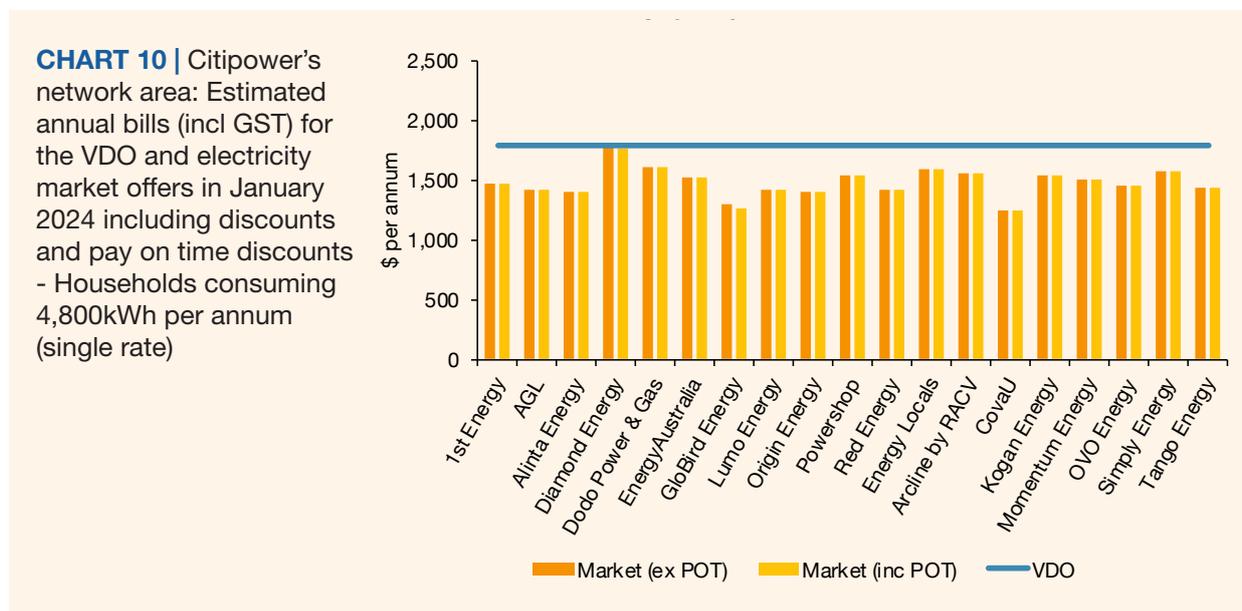
28. Based on market offer bills that include guaranteed discounts and pay on time discounts.

29. Households using 4,800kWh per annum (single rate) and all market offer bills include guaranteed discounts and/or pay on time discounts.

30. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in table 1.

Citipower

In Citipower’s area, the average market offer post January 2024 is \$1,485. A typical consumption household on the VDO can save around \$550 per annum if switching to the best published market offer. CovaU is the retailer that currently offers the best market offer rates in this area.



The difference between the best and the worst market offer is slightly less than the difference between the VDO and the best market offer. CovaU’s offer is approximately \$515 less than Diamond Energy’s market offer for households with this consumption level. Figure 1 below shows estimated annual bills for market offers post discounts in Citipower’s network area.³¹

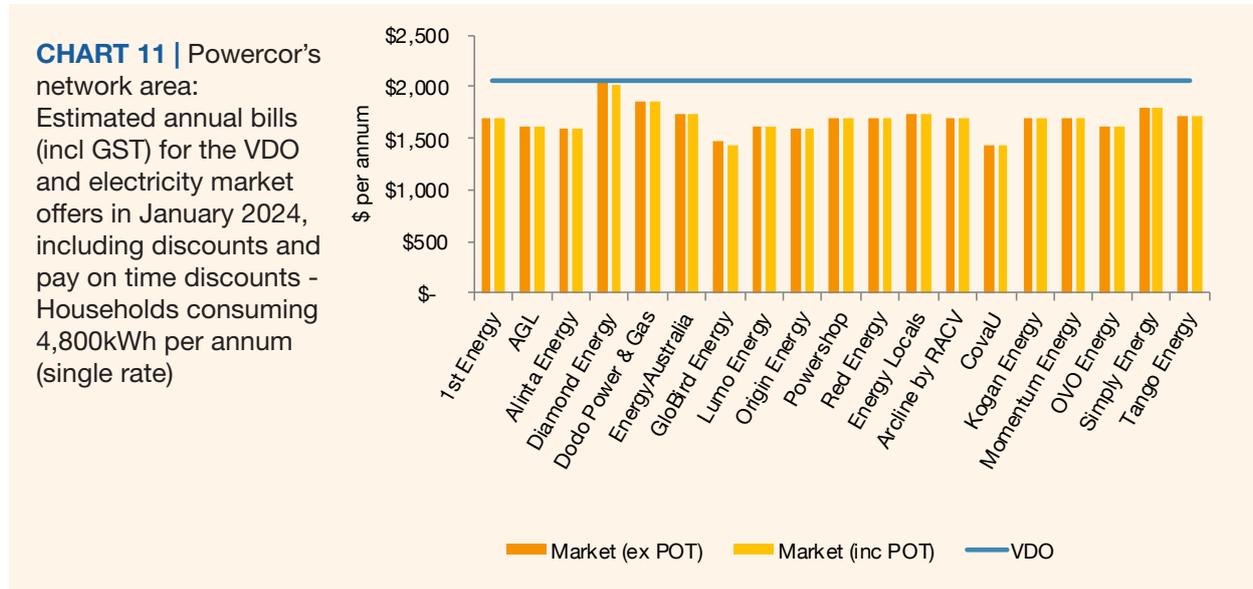
FIGURE 1 | Citipower’s network area: Lowest to highest annual bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 4,800kWh per annum

 CovaU	1,247	 Tango Energy	1,441	 Arcline by RACV	1,551
 GloBird Energy	1,270	 OVO Energy	1,462	 Simply Energy	1,582
 Alinta Energy	1,402	 1st Energy	1,473	 Energy Locals	1,591
 Origin Energy	1,402	 Momentum Energy	1,507	 Dodo Power & Gas	1,603
 Lumo Energy	1,419	 EnergyAustralia	1,528	 Diamond Energy	1,760
 AGL	1,420	 Powershop	1,546		
 Red Energy	1,422	 Kogan Energy	1,546		

31. Bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate). These market offers were collected from the retailers’ websites between 17 and 23 January 2024 and it should be noted that retailers may change their rates at any time. See table 1 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

Powercor

In Powercor’s network area, the average market offer post January 2024 is approximately \$1,685. A typical consumption household on the VDO can save \$630 per annum if switching to the best published market offer. CovaU is the retailer that currently offer the best market offers in this area.



The difference between the best and the worst market offer is less than the difference between the VDO and the best market offer. CovaU’s offer is \$585 less than Diamond’s market offer (post discounts) for households with this consumption level. Figure 2 below shows estimated annual bills for market offers post discounts in Powercor’s network area.³²

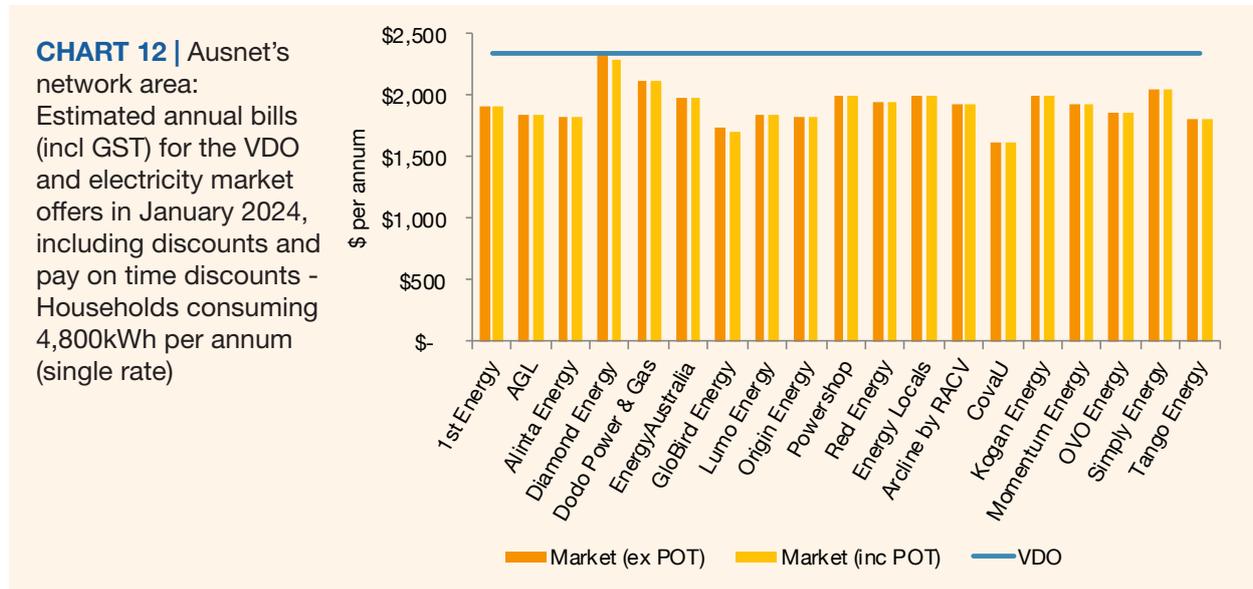
FIGURE 2 | Powercor’s network area: Lowest to highest annual bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 4,800kWh per annum

 CovaU	\$1,424	 1st Energy	\$1,688	 Energy Locals	\$1,742
 GloBird Energy	\$1,443	 Arcline by RACV	\$1,688	 EnergyAustralia	\$1,745
 Origin Energy	\$1,601	 Momentum Energy	\$1,699	 Simply Energy	\$1,807
 Alinta Energy	\$1,602	 Powershop	\$1,703	 Dodo Power & Gas	\$1,850
 OVO Energy	\$1,617	 Kogan Energy	\$1,703	 Diamond Energy	\$2,011
 Lumo Energy	\$1,621	 Red Energy	\$1,706		
 AGL	\$1,622	 Tango Energy	\$1,707		

32. Bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate). These market offers were collected from the retailers’ websites between 17 and 23 January 2024 and it should be noted that retailers may change their rates at any time. See table 1 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

Ausnet

In Ausnet’s network area, the average market offer post January 2024 is approximately \$1,920. A typical consumption household on the VDO can save around \$725 per annum if switching to the best published market offer. As in Citipower and Powercor, CovaU is the retailer that currently offers the best market offer rates in this area.



As in other network areas, the difference between the best and the worst market offers is less than the difference between the VDO and the best market offer. CovaU’s offer is approximately \$675 less per annum than Diamond’s market offer for households with this consumption level. Figure 3 below shows estimated annual bills for market offers post discounts in Ausnet’s network area.³³

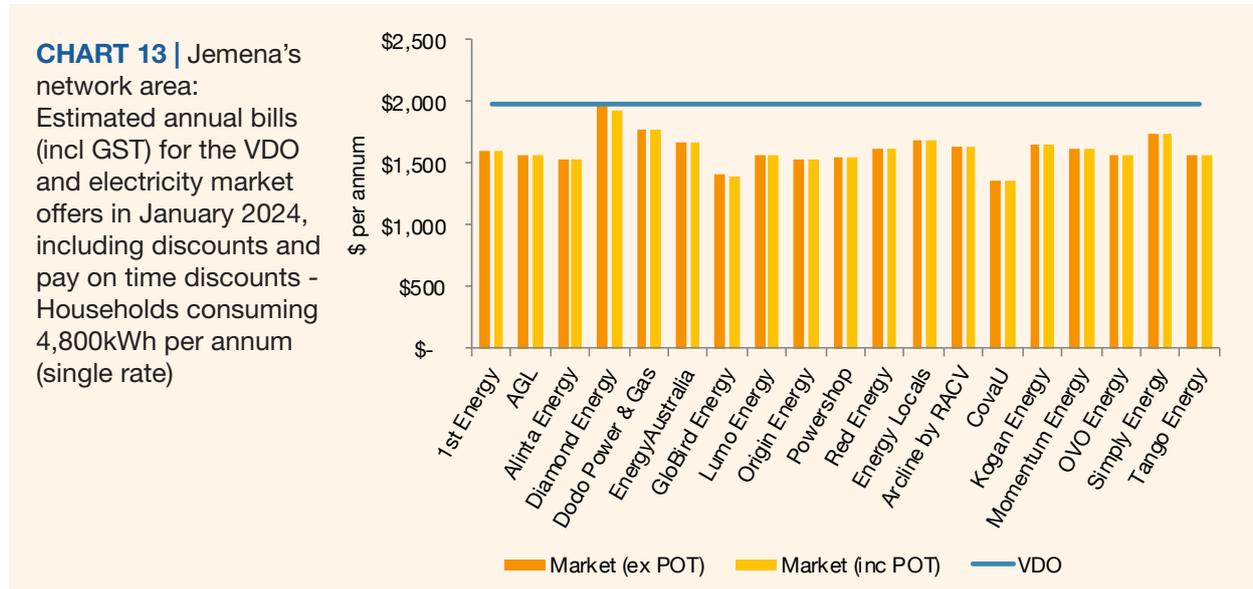
FIGURE 3 | Ausnet’s network area: Lowest to highest annual bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 4,800kWh per annum

 CovaU	\$1,615	 OVO Energy	\$1,861	 Kogan Energy	\$1,992
 GloBird Energy	\$1,709	 1st Energy	\$1,909	 Energy Locals	\$1,996
 Tango Energy	\$1,806	 Momentum Energy	\$1,934	 Simply Energy	\$2,057
 Alinta Energy	\$1,824	 Arcline by RACV	\$1,937	 Dodo Power & Gas	\$2,123
 Origin Energy	\$1,824	 Red Energy	\$1,956	 Diamond Energy	\$2,290
 Lumo Energy	\$1,845	 EnergyAustralia	\$1,988		
 AGL	\$1,847	 PowerShop	\$1,992		

33. Bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate). These market offers were collected from the retailers’ websites between 17 and 23 January 2024 and it should be noted that retailers may change their rates at any time. See table 1 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

Jemena

In Jemena's network area, the average market offer post January 2024 is approximately \$1,610. A typical consumption household on the VDO can save around \$610 per annum if switching to the best published market offer. CovaU is the retailer that currently offers the best market offers in this area.



The difference between the best and the worst market offer is less than the difference between the VDO and the best market offer. CovaU's offer is \$570 less than Diamond's market offer (post discounts) for households with this consumption level. Figure 4 below shows estimated annual bills for market offers post discounts in Jemena's network area.³⁴

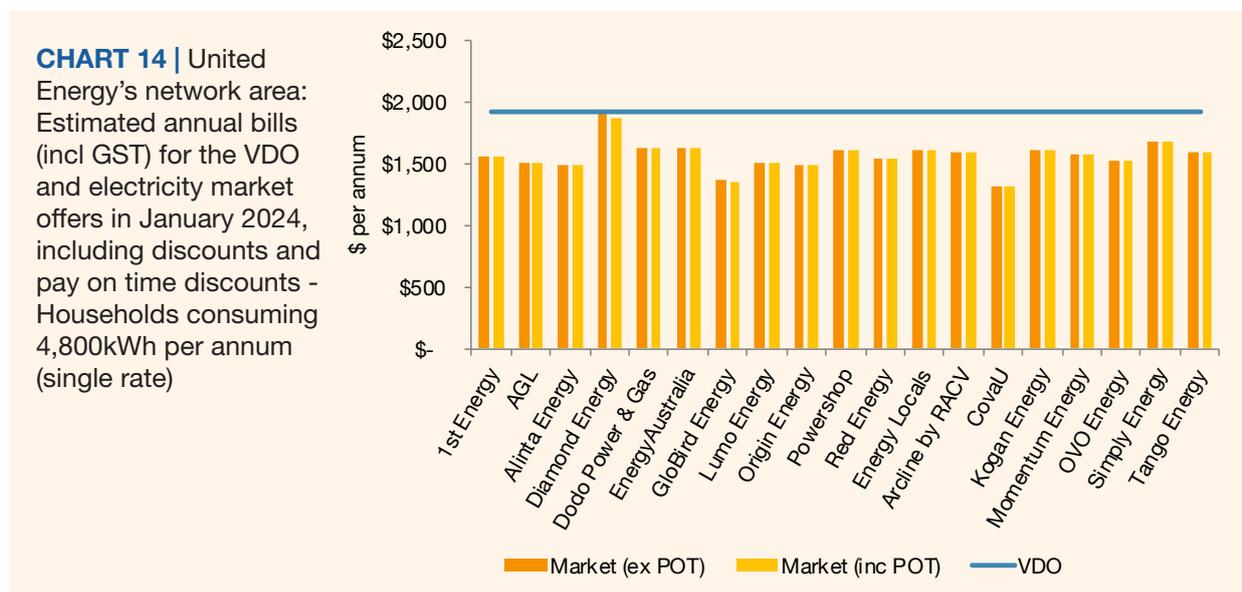
FIGURE 4 | Jemena's network area: Lowest to highest annual bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 4,800kWh per annum

 CovaU	\$1,367	 OVO Energy	\$1,566	 EnergyAustralia	\$1,681
 GloBird Energy	\$1,393	 Tango Energy	\$1,566	 Energy Locals	\$1,687
 Alinta Energy	\$1,542	 1st Energy	\$1,612	 Simply Energy	\$1,740
 Origin Energy	\$1,543	 Momentum Energy	\$1,626	 Dodo Power & Gas	\$1,780
 Powershop	\$1,546	 Red Energy	\$1,627	 Diamond Energy	\$1,936
 Lumo Energy	\$1,562	 Arcline by RACV	\$1,634		
 AGL	\$1,562	 Kogan Energy	\$1,660		

34. Bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate). These market offers were collected from the retailers' websites between 17 and 23 January 2024 and it should be noted that retailers may change their rates at any time. See table 1 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

United Energy

In United Energy’s network area, the average market offer post January 2024 is approximately \$1,565. A typical consumption household on the VDO can save around \$595 per annum if switching to the best published market offer. Again, CovaU is the retailer that currently offers the best market offers in this area.



As in other network areas, the difference between the best and the worst market offers is less than the difference between the VDO and the best market offer. CovaU’s offer is approximately \$555 less per annum than Diamond’s market offer (post discounts) for households with this consumption level. Figure 5 below shows estimated annual bills for market offers post discounts in United Energy’s network area.³⁵

FIGURE 5 | United Energy’s network area: Lowest to highest annual bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 4,800kWh per annum

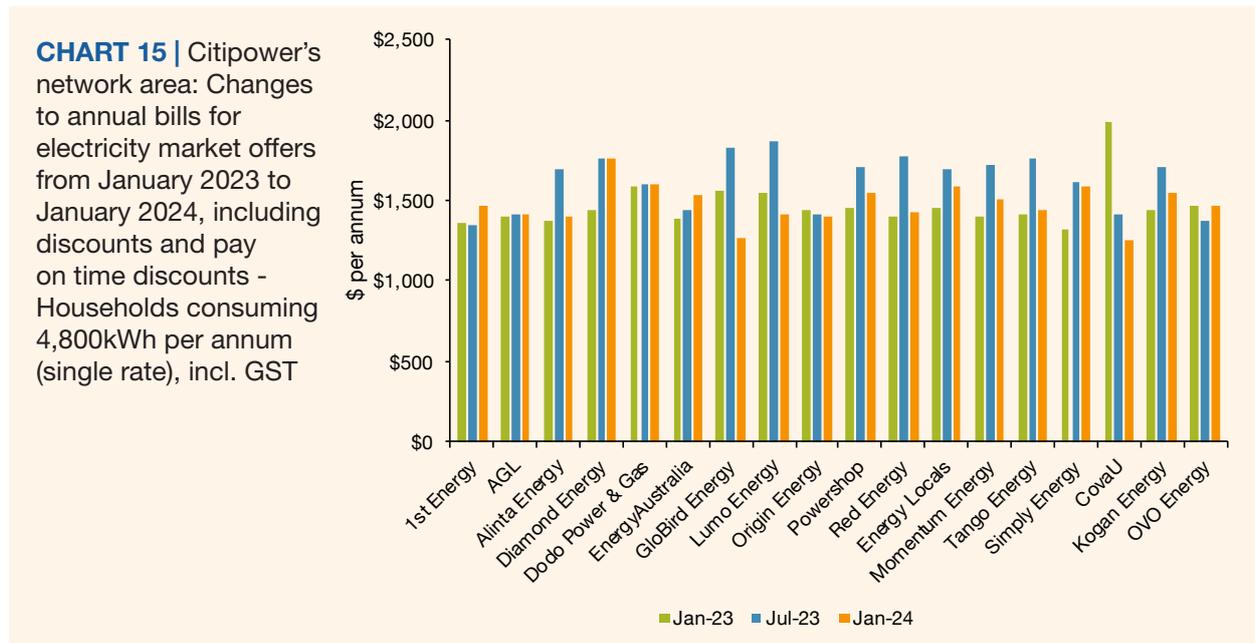
	CovaU	\$1,324		Red Energy	\$1,547		Energy Locals	\$1,617
	GloBird Energy	\$1,345		1st Energy	\$1,563		EnergyAustralia	\$1,630
	Alinta Energy	\$1,495		Momentum Energy	\$1,585		Dodo Power & Gas	\$1,636
	Origin Energy	\$1,496		Arcline by RACV	\$1,588		Simply Energy	\$1,687
	Lumo Energy	\$1,514		Tango Energy	\$1,593		Diamond Energy	\$1,877
	AGL	\$1,514		PowerShop	\$1,610			
	OVO Energy	\$1,520		Kogan Energy	\$1,610			

35. Bills (incl GST) for market offers January 2023, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate). These market offers were collected from the retailers’ websites between 11 and 15 January 2023 and it should be noted that retailers may change their rates at any time. See table 1 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

2.1.2 Changes to electricity market offers

All retailers have published new market offers since January 2023, and the majority of retailers have increased their market offer rates. However, several retailers have decreased their market offer prices post an initial increase in July 2023 and the annual change is therefore less than it was six months ago. Compared to January 2023, the average increase (based on all retailers across all network areas) is 5%. Charts 15 – 19 below show retailers’ market offers (as annual bills) as of January 2023, July 2023 and January 2024, for each network area.³⁶

In the Citipower network, Diamond Energy’s prices are 22% higher compared to a year ago, Simply Energy’s prices are up by 20%, Energy Australia 10% and Energy Locals 9%. A few retailers have decreased their prices over the same period, including CovaU which is down by 37% and GloBird down by 19%.

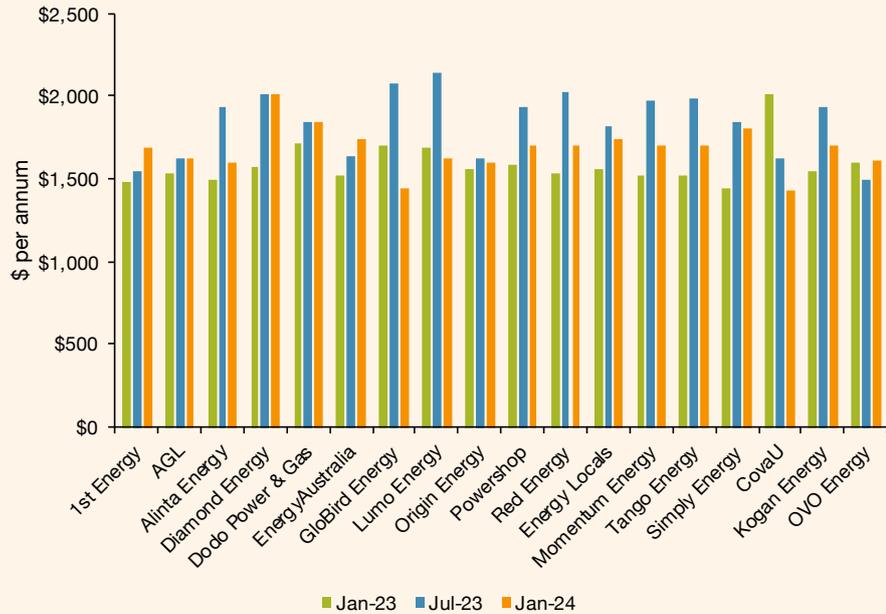


In the Powercor network, Diamond Energy’s prices are 28% higher compared to a year ago, Simply Energy’s prices are up by 26%, Energy Australia 15%, 1st Energy 14%, Tango Energy 12%, and Energy Locals, Momentum and Red Energy are up by 11%. A few retailers have decreased their prices over the same period, including CovaU which is down by 29% and GloBird down by 15%.

36. As some retailers have discontinued their January 2023 offers and introduced new market offers, this analysis is based on market offers deemed best value as well as “standard” (e.g. no direct debit requirements etc.) in January 2023, July 2023 and January 2024.

CHART 16 |

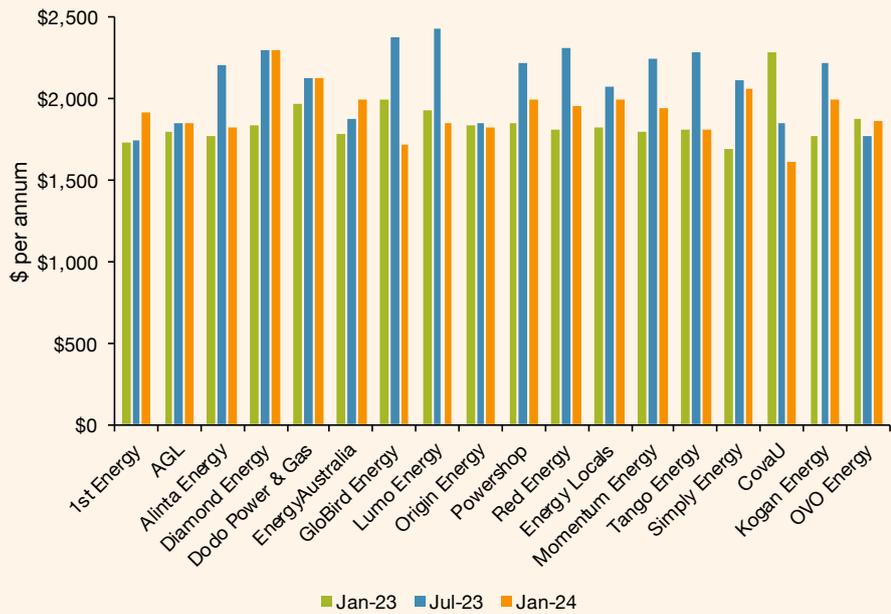
Powercor’s network area: Changes to annual bills for electricity market offers from January 2023 to January 2024, including discounts and pay on time discounts – Households consuming 4,800kWh per annum (single rate), incl. GST



In the Ausnet network, Diamond Energy’s prices are 25% higher compared to a year ago, Simply Energy’s prices are up by 22%, Kogan and Energy Australia 12%, and 1st Energy 10%. CovaU and GloBird had the greatest price decreases of 29% and 14% respectively.

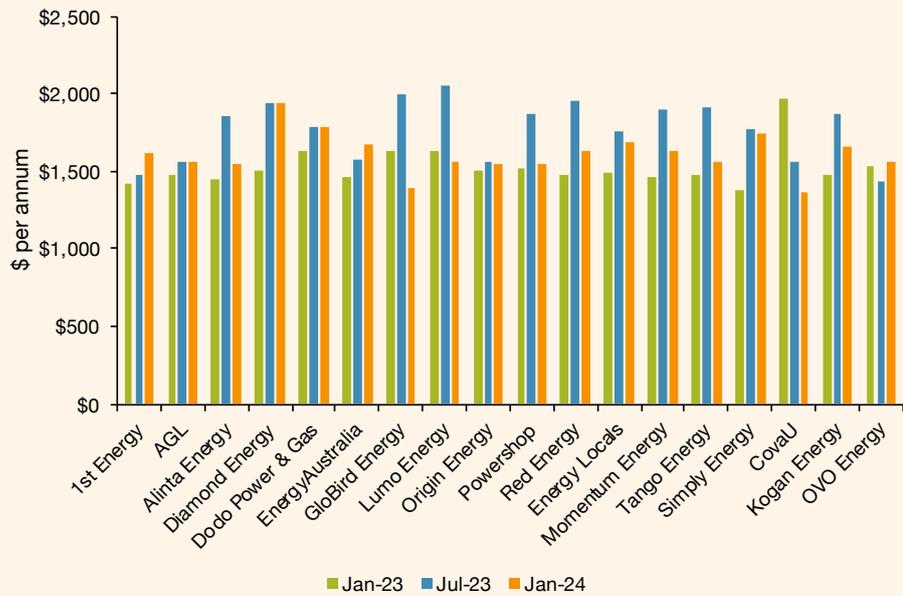
CHART 17 |

Ausnet’s network area: Changes to annual bills for electricity market offers from January 2023 to January 2024, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate), incl. GST



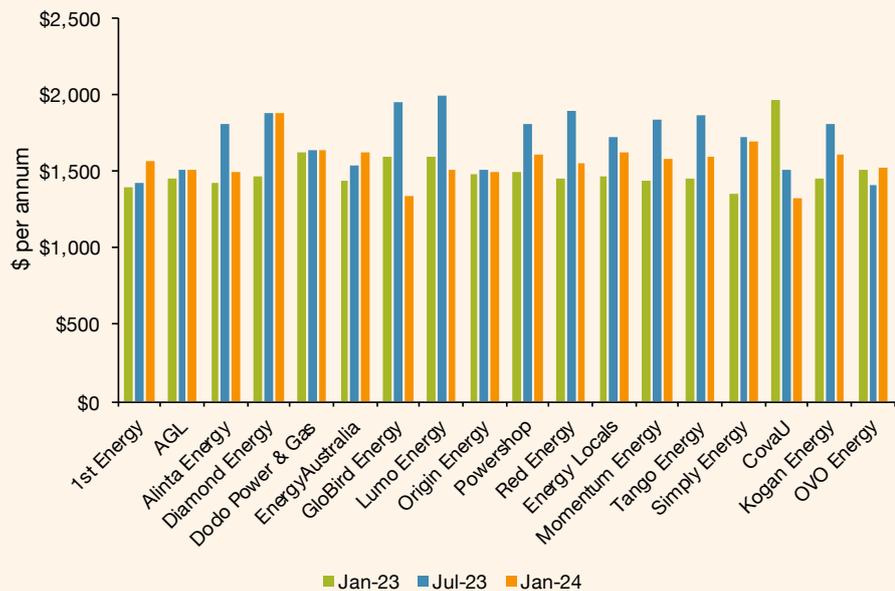
In the Jemena network, Diamond Energy’s prices are 28% higher compared to a year ago, Simply Energy’s prices are up by 26%, Energy Australia 15%, 1st Energy 14%, and Kogan and Energy Locals 12%. CovaU and GloBird had the greatest price decreases of 31% and 14% respectively.

CHART 18 | Jemena's network area: Changes to annual bills for electricity market offers from January 2023 to January 2024, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate), incl. GST



In the United Energy network, Diamond Energy's prices are 28% higher compared to a year ago, Simply Energy's prices are up by 24%, Energy Australia 14%, 1st Energy 12%, and Momentum, Kogan and Energy Locals 10%. CovaU and GloBird had the greatest price decreases of 33% and 16% respectively.

CHART 19 | United Energy's network area: Changes to annual bills for electricity market offers from January 2023 to January 2024, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate), incl. GST

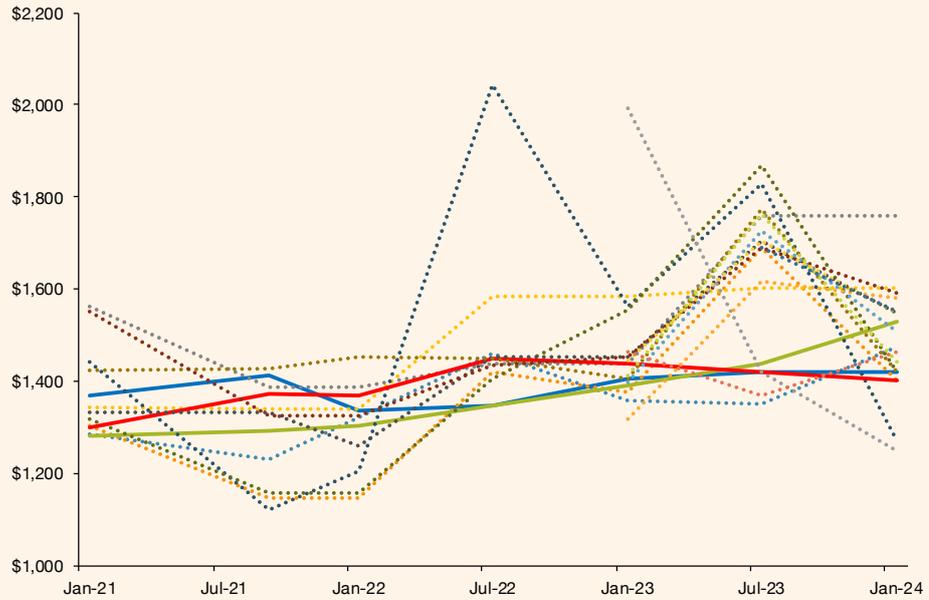


Approximately 55% of residential electricity customers are with the 'big 3' (AGL, Origin Energy and Energy Australia).³⁷ In the Citipower network area, these three retailers, on average, increased their prices by \$40 (or 3%) from January 2023 to January 2024.³⁸ Chart 20 shows retailers' electricity market offers (as annual bills) from January 2021 to January 2024 and it shows that the 'big 3' (shown with solid lines) has relatively little price movement compared to many of the 2nd tier retailers (shown with dotted lines).

37. According to the ESC's Energy Market Dashboard AGL had 23% of the market share in 2022/23, Origin had 17% and Energy Australia had 15%. See <https://www.esc.vic.gov.au/electricity-and-gas/market-performance-and-reporting/victorian-energy-market-report/energy-market-dashboard>

38. Based on market offers available to new customers, single rate and an annual consumption of 4,800 kWh per annum.

CHART 20 | Changes to electricity market offers from January 2021 to January 2024. AGL (blue line), Origin (red line) and Energy Australia (green line) Vs. 2nd tier retailers (dotted lines) in the Citipower network area. Households consuming 4,800kWh per annum (single rate), incl. GST



2.2 Gas market offers January 2024³⁹

- ▲ Typical consumption households (63,000MJ) can save \$1,885 - \$2,020 per annum (depending on their gas zone) if switching from the worst standing offer to the best market offer.⁴⁰
- ▲ The greatest potential savings are in the AGN Central and North gas zones.⁴¹
- ▲ The difference between the best and the worst market offers ranges from \$745 per annum (Ausnet Central) to approximately \$870 (AGN North) for customers with typical consumption levels.⁴² One year ago (January 2023), the maximum difference was \$1,815 to \$2,135.
- ▲ The average gas market offer (across all retailers) produces an annual bill of between \$2,130 and \$2,250 (depending on pricing zone) for households using 63,000MJ per annum. One year ago (January 2023), the average market offer was between \$2,100 and \$2,220. The average market offer has thus increased by 1% during this period.

Chart 21 below shows the retail market offer price-spread within each of the eight main gas pricing zones.

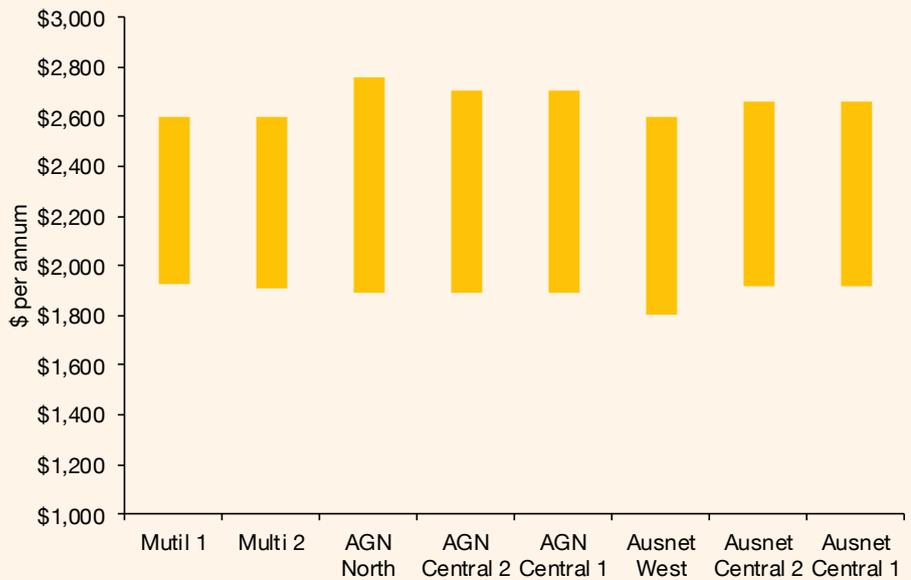
39. These bill estimates are based on rates that were collected from the retailers' websites between 17 and 23 January 2024 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

40. Based on the worst of the retailers' standing offer and the best of the published market offers (including additional discounts and/or pay on time discounts).

41. *Ibid.*

42. Households using 63,000MJ per annum. All market offer bills include additional discounts and/or pay on time discounts.

CHART 21 | Maximum price-spread in each pricing zone January 2024 (incl GST), including discounts and pay on time discounts - Households consuming 63,000MJ per annum



As with electricity, additional discounts may apply to the gas market offer rates. Table 2 below shows additional discounts applicable to the gas retailers' published market offer rates as well as other contract conditions.

TABLE 2 | Gas market offer features January 2024⁴³

Retailer	Name	Effective from	Guaranteed discount	Pay on time discount	Contract term/benefit period	Other conditions
AGL	Value Saver	1/1/24	No	No	No	E-billing only
Alinta Energy	Better Deal	1/12/23	12% off bill	No	12 months	No
Dodo Power & Gas	Market offer	2/8/23	No	No	No	No
EnergyAustralia	Flexi Plan	22/12/23	21% off bill	No	12 months	No
Lumo Energy	Basic	7/9/23	No	No	No	No
Origin Energy	Go Variable	20/12/23	No	No	No	No
Red Energy	Living Energy Saver	19/4/23	No	No	No	No
Simply Energy	Blue Perks	18/8/23	10% off bill	No	No	No
GloBird Energy	GloSave	4/12/23	No	2% off bill	No	Monthly billing only
Powershop	Carbon Neutral	21/12/23	No	No	No	No
1st Energy	1st Saver Plus	1/7/23	7% off usage	3% off usage	No	Monthly billing only
Kogan Energy	Kogan First	18/1/23	No	No	No	Direct debit only
Tango Energy	Home Select	1/8/23	No	No	No	No
Sumo Power	Lite	20/7/23	No	No	No	No
CovaU	Super Saver	1/11/23	No	No	No	No
Momentum	Nothing Fancy	8/1/24	No	No	No	Direct debit only

43. Most retailers have more than one market offer product. The offers used for this analysis are those we deem on-going, key products with as few conditions (i.e. direct debit, e-billing and exit fees) as possible. These bill estimates are based on rates that were collected from the retailers' websites between 17 and 23 January 2024 and it must be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

2.2.1 Potential savings - Differences between gas offers

Typical consumption households (63,000MJ per annum) on the worst standing offer can save \$1,885 - \$2,020 per annum if switching to the best published market offer (depending on their gas zone).

Charts 22 - 29 below show annual retail bills for typical consumption (63,000MJ per annum) for each of the eight main gas zones. The blue columns to the left represent the standing offer bill, the red columns are the market offers including guaranteed discounts (but not pay on time discounts) while the green columns are market offer bills including pay on time discounts.⁴⁴ Figures 6 – 13 below rank gas market offers according to size of annual bill.⁴⁵

Multinet 1/Origin Metro Gas Zone

In the Multinet 1 gas zone, average consumption households on the worst standing offer can save approximately \$1,185 per annum if switching to the best published market offer. Energy Australia is the retailer with the best market offer rates in this gas zone.

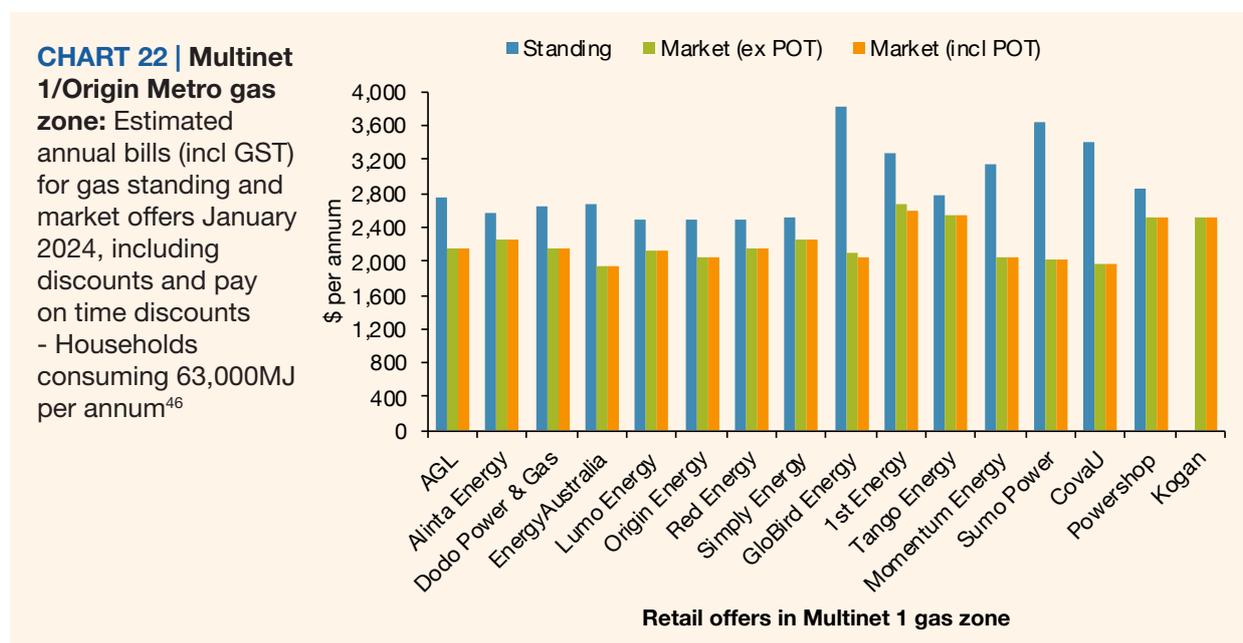


Figure 6 below shows estimated annual bills for gas market offers post discounts in the Multinet 1 gas zone. The difference between the best (Energy Australia) and the worst (1st Energy) is \$670 per annum.

44. Based on market offer bills that include discounts and pay on time discounts.

45. As a retailer with good value gas rates can have expensive electricity rates (and vice versa), we seek to focus on retail offers available to customers independently from other products.

46. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2. Note that some retailers do not have published standing offers.

FIGURE 6 | Multinet 1/Origin Metro gas zone: Lowest to highest annual bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁴⁷

	EnergyAustralia	\$1,927		Lumo Energy	\$2,121		Powershop	\$2,527
	CovaU	\$1,968		AGL	\$2,138		Kogan	\$2,527
	Sumo Power	\$2,030		Dodo Power & Gas	\$2,142		Tango Energy	\$2,547
	Momentum Energy	\$2,038		Red Energy	\$2,156		1st Energy	\$2,599
	GloBird Energy	\$2,048		Alinta Energy	\$2,261			
	Origin Energy	\$2,049		Simply Energy	\$2,267			

Multinet 2/AGL South Gas Zone

In the Multinet 2 gas zone, average consumption households on the worst standing offer can save approximately \$1,905 per annum if switching to the best published market offer. Energy Australia is the retailer with the best market offer rates in this gas zone.



Figure 7 below shows estimated annual bills for gas market offers post discounts in the Multinet 2 gas zone. The difference between the best (Energy Australia) and the worst (1st Energy) is \$690 per annum.

47. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites between 17 and 23 January 2024 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

48. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2. Note that some retailers do not have published standing offers.

FIGURE 7 | Multinet 2/AGL South gas zone: Lowest to highest annual bills (incl GST) for market offers January 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁴⁹

 EnergyAustralia	\$1,907	 Lumo Energy	\$2,121	 Powershop	\$2,527
 CovaU	\$1,968	 AGL	\$2,138	 Kogan	\$2,527
 Sumo Power	\$2,030	 Dodo Power & Gas	\$2,142	 Tango Energy	\$2,547
 Momentum Energy	\$2,038	 Red Energy	\$2,156	 1st Energy	\$2,599
 GloBird Energy	\$2,048	 Alinta Energy	\$2,261		
 Origin Energy	\$2,049	 Simply Energy	\$2,267		

AGN North/Origin North Gas Zone

In the AGN North gas zone, average consumption households on the worst standing offer can save approximately \$2,020 per annum if switching to the best published market offer. Energy Australia is again the retailer with the best market offer rates in this gas zone.

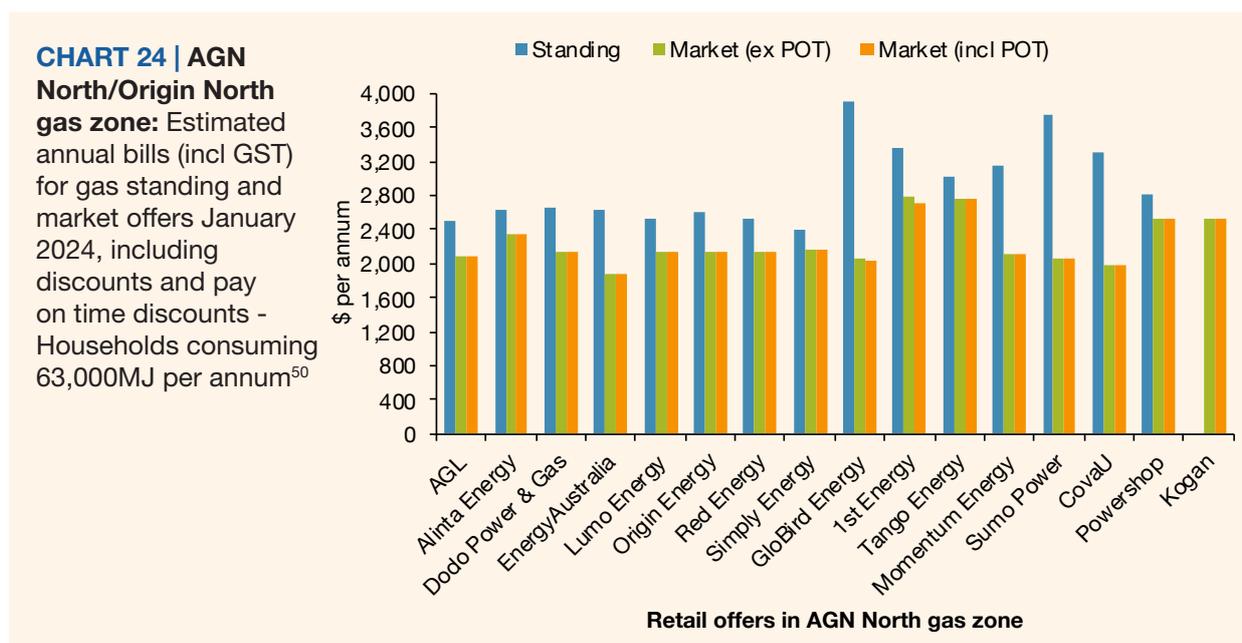


Figure 8 below shows estimated annual bills for gas market offers post discounts in the AGN North gas zone. The difference between the best (Energy Australia) and the worst (Tango Energy) is approximately \$870 per annum.

49. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites between 17 and 23 January 2024 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.
 50. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2. Note that some retailers do not have published standing offers.

FIGURE 8 | AGN North/Origin North gas zone: Lowest to highest annual bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁵¹

 EnergyAustralia	\$1,887	 Origin Energy	\$2,132	 Powershop	\$2,532
 CovaU	\$1,973	 Dodo Power & Gas	\$2,133	 Kogan	\$2,532
 GloBird Energy	\$2,022	 Lumo Energy	\$2,146	 1st Energy	\$2,708
 Sumo Power	\$2,060	 Red Energy	\$2,151	 Tango Energy	\$2,755
 AGL	\$2,089	 Simply Energy	\$2,163		
 Momentum Energy	\$2,105	 Alinta Energy	\$2,351		

AGN Central 2/Tru East Gas Zone

In the AGN Central 2 gas zone, average consumption households on the worst standing offer can save approximately \$2,015 per annum if switching to the best published market offer. Energy Australia is the retailer with the best market offer rates in this gas zone.

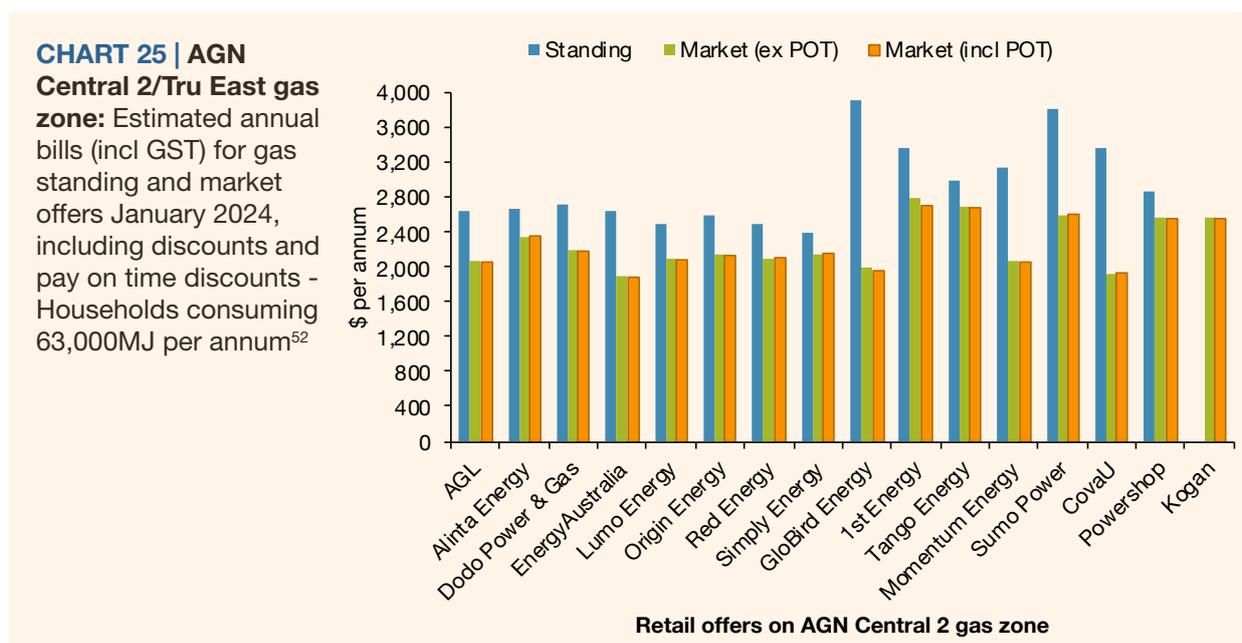


Figure 9 below shows estimated annual bills for gas market offers post discounts in the AGN Central 2 gas zone. The difference between the best (Energy Australia) and the worst (1st Energy) is approximately \$820 per annum.

51. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites between 17 and 23 January 2024 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

52. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2. Note that some retailers do not have published standing offers.

FIGURE 9 | AGN Central 2/Tru East gas zone: Lowest to highest annual bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁵³

	EnergyAustralia	\$1,890		Red Energy	\$2,093		Kogan	\$2,555
	CovaU	\$1,928		Origin Energy	\$2,132		Sumo Power	\$2,590
	GloBird Energy	\$1,955		Simply Energy	\$2,148		Tango Energy	\$2,679
	AGL	\$2,063		Dodo Power & Gas	\$2,181		1st Energy	\$2,708
	Momentum Energy	\$2,067		Alinta Energy	\$2,354			
	Lumo Energy	\$2,082		Powershop	\$2,555			

AGN Central 1/Origin South East Gas Zone

In the AGN Central 1 gas zone, average consumption households on the worst standing offer can save approximately \$2,020 per annum if switching to the best published market offer. Energy Australia is the retailer with the best market offer rates in this gas zone.



Figure 10 below shows estimated annual bills for gas market offers post discounts in the AGN Central 1 gas zone. The difference between the best (Energy Australia) and the worst (1st Energy) is approximately \$820 per annum.

53. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites between 17 and 23 January 2024 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

54. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2. Note that some retailers do not have published standing offers.

FIGURE 10 | AGN Central 1/Origin South East gas zone: Lowest to highest annual bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁵⁵

	EnergyAustralia	\$1,887		Red Energy	\$2,093		Kogan	\$2,555
	CovaU	\$1,928		Origin Energy	\$2,132		Sumo Power	\$2,590
	GloBird Energy	\$1,955		Simply Energy	\$2,148		Tango Energy	\$2,679
	AGL	\$2,063		Dodo Power & Gas	\$2,181		1st Energy	\$2,708
	Momentum Energy	\$2,067		Alinta Energy	\$2,354			
	Lumo Energy	\$2,082		Powershop	\$2,555			

Ausnet West/Tru West Gas Zone

In the Ausnet West gas zone, average consumption households on the worst standing offer can save approximately \$2,010 per annum if switching to the best published market offer. Energy Australia is the retailer with the best market offer rates in this gas zone.

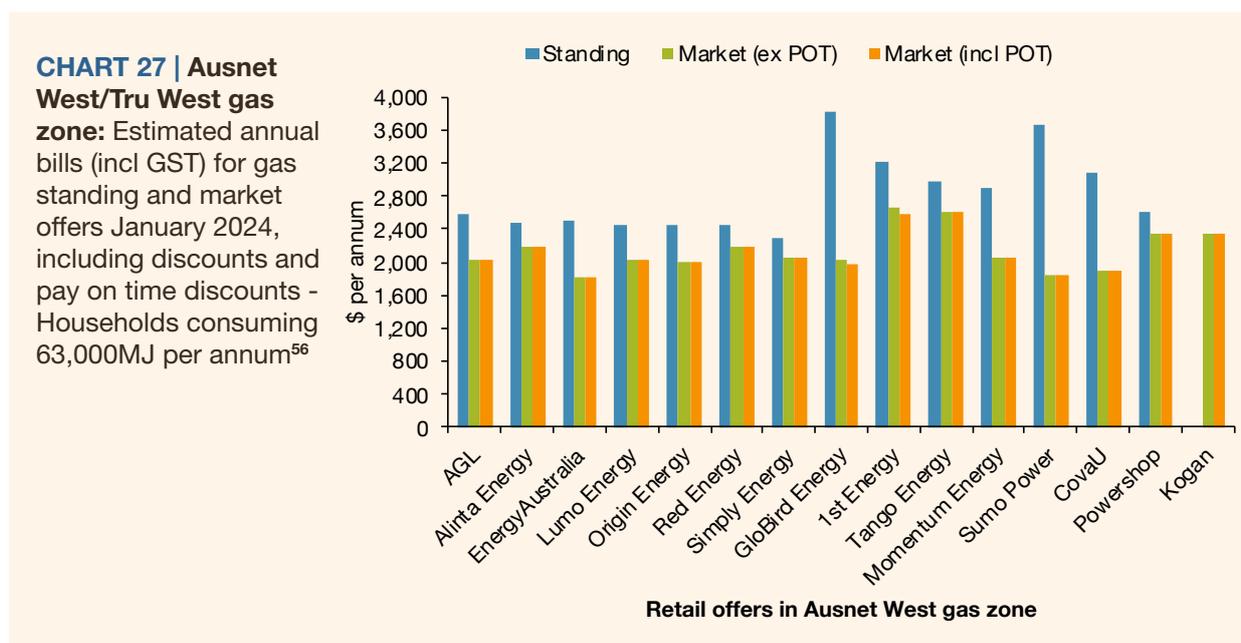


Figure 11 below shows estimated annual bills for gas market offers post discounts in the Ausnet West gas zone. The difference between the best (Energy Australia) and the worst (Tango Energy) is approximately \$790 per annum.

55. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites between 17 and 23 January 2024 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

56. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2. Note that some retailers do not have published standing offers.

FIGURE 11 | Ausnet West/Tru West gas zone: Lowest to highest annual bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁵⁷

	EnergyAustralia	\$1,806		AGL	\$2,019		Red Energy	\$2,179
	Sumo Power	\$1,838		Lumo Energy	\$2,038		Powershop	\$2,345
	CovaU	\$1,884		Simply Energy	\$2,055		Kogan	\$2,345
	GloBird Energy	\$1,988		Momentum Energy	\$2,059		1st Energy	\$2,583
	Origin Energy	\$2,004		Alinta Energy	\$2,176		Tango Energy	\$2,599

Ausnet Central 2/AGL North Gas Zone

In the Ausnet Central 2 gas zone, average consumption households on the worst standing offer can save approximately \$2,140 per annum if switching to the best published market offer. Energy Australia is the retailer with the best market offer rates in this gas zone.

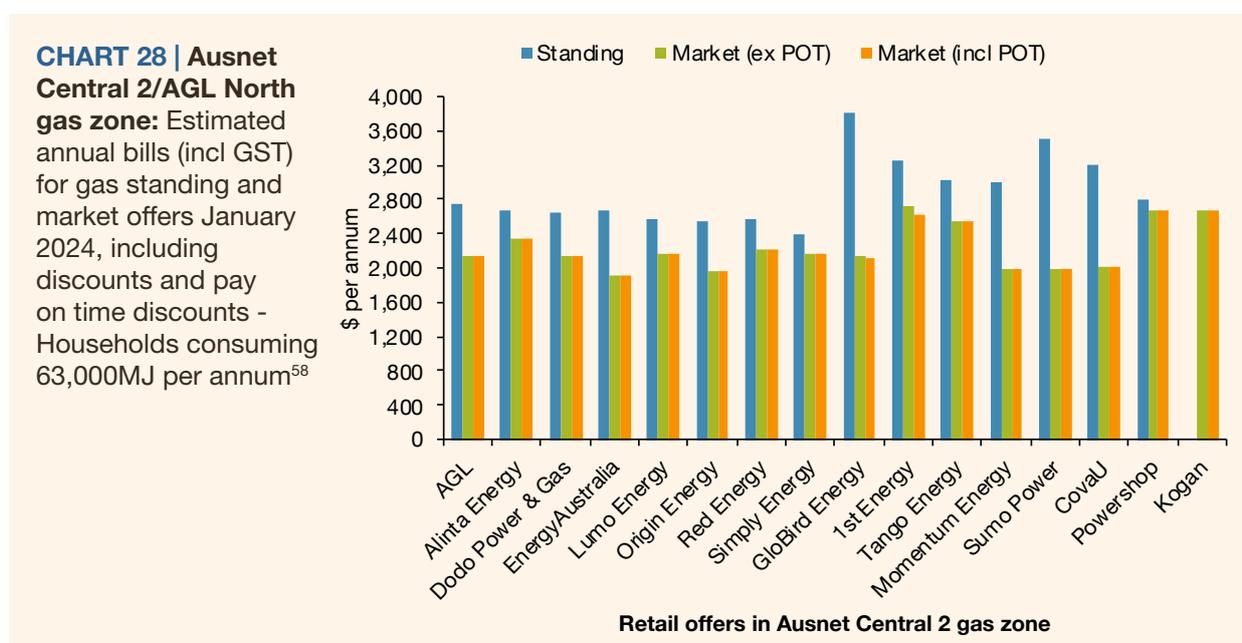


Figure 12 below shows estimated annual bills for gas market offers post discounts in the Ausnet Central 2. The difference between the best (Energy Australia) and the worst (Powershop and Kogan) is approximately \$745 per annum.

57. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites between 17 and 23 January 2024 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

58. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2. Note that some retailers do not have published standing offers.

FIGURE 12 | Ausnet Central 2/AGL North gas zone: Lowest to highest annual bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁵⁹

 EnergyAustralia	\$1,919	 AGL	\$2,142	 Tango Energy	\$2,550
 Origin Energy	\$1,955	 Dodo Power & Gas	\$2,151	 1st Energy	\$2,627
 Momentum Energy	\$1,996	 Simply Energy	\$2,155	 Powershop	\$2,665
 Sumo Power	\$1,999	 Lumo Energy	\$2,159	 Kogan	\$2,665
 CovaU	\$2,010	 Red Energy	\$2,222		
 GloBird Energy	\$2,102	 Alinta Energy	\$2,344		

Ausnet Central 1/Tru Central Gas Zone

In the Ausnet Central 1 gas zone, average consumption households on the worst standing offer can save approximately \$1,895 per annum if switching to the best published market offer. Energy Australia is again the retailer with the best market offer rates in this gas zone.

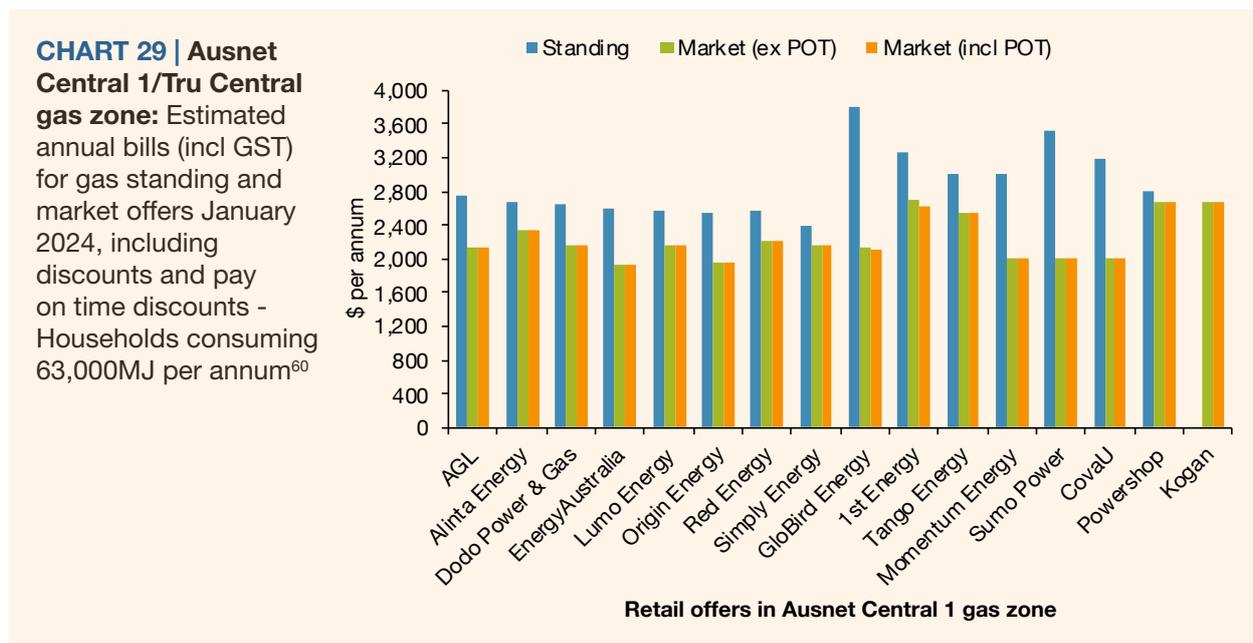


Figure 13 below shows estimated annual bills for gas market offers post discounts in the Ausnet Central 1 gas zone. The difference between the best (Energy Australia) and the worst (Powershop and Kogan) is approximately \$745 per annum.

59. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites between 17 and 23 January 2024 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

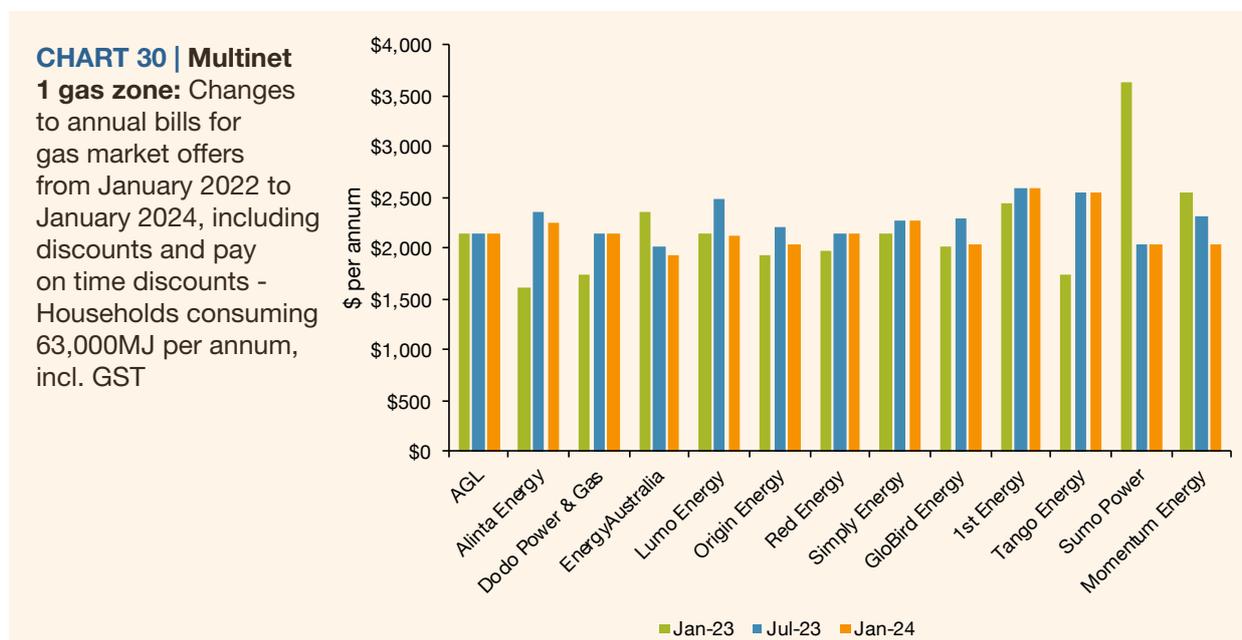
60. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2. Note that some retailers do not have published standing offers.

FIGURE 13 | Ausnet Central 1/Tru Central gas zone: Lowest to highest annual bills (incl GST) for market offers January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁶¹

	EnergyAustralia	\$1,922		AGL	\$2,142		Tango Energy	\$2,550
	Origin Energy	\$1,955		Dodo Power & Gas	\$2,151		1st Energy	\$2,627
	Momentum Energy	\$1,996		Simply Energy	\$2,155		Powershop	\$2,665
	Sumo Power	\$1,999		Lumo Energy	\$2,159		Kogan	\$2,665
	CovaU	\$2,010		Red Energy	\$2,222			
	GloBird Energy	\$2,102		Alinta Energy	\$2,344			

2.2.2 Changes to gas market offers

All the retailers changed their gas market offers between January 2023 and January 2024. Tango Energy, Alinta Energy, and Dodo are the retailers with some of the greatest price increases. Other retailers, such as Sumo Power, Momentum Energy and Energy Australia, have significantly reduced their prices over the last 12 months. Charts 30 – 37 below show retailers’ market offers (as annual bills) as of January 2023, July 2023 and January 2024 for each gas zone.⁶²



61. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers’ websites between 17 and 23 January 2024 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

62. As some retailers have discontinued their January 2023 offers and introduced new market offers, this analysis is based on market offers deemed best value as well as “standard” (e.g. no direct debit requirements etc.) in January 2023, July 2023 and January 2024. Note that CovaU, Powershop and Kogan did not have published gas market offers in January 2023 and are therefore not included in these charts.

CHART 31 | Multinet 2 gas zone: Changes to annual bills for gas market offers from January 2022 to January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum, incl. GST

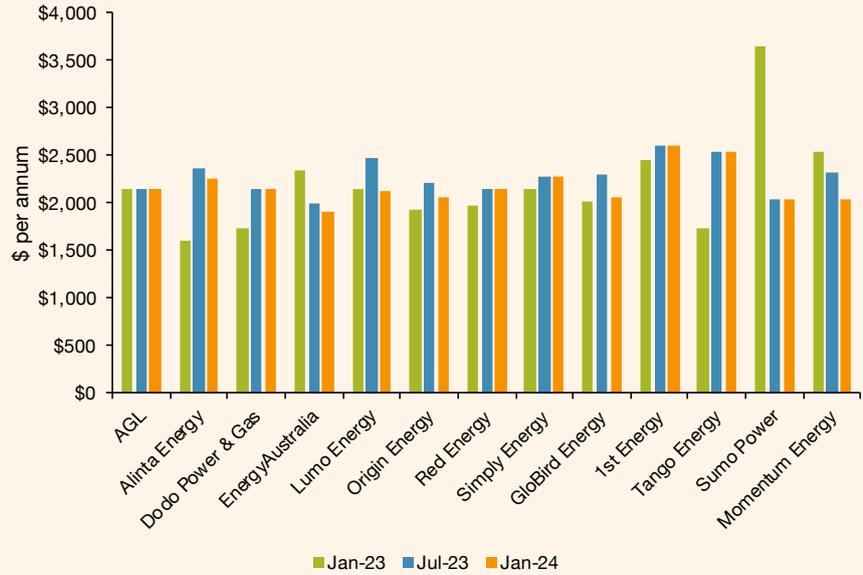


CHART 32 | AGN North gas zone: Changes to annual bills for gas market offers from January 2022 to January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum, incl. GST

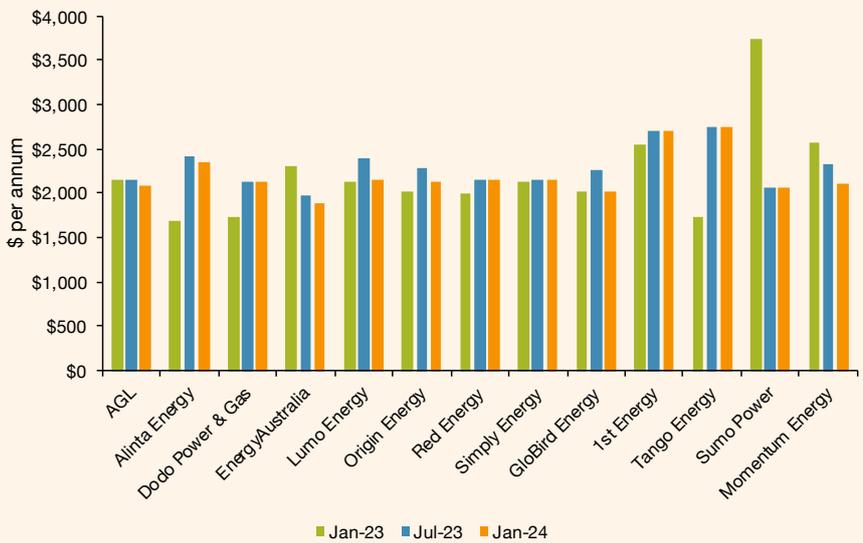


CHART 33 | AGN Central 2 gas zone: Changes to annual bills for gas market offers from January 2022 to January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum, incl. GST

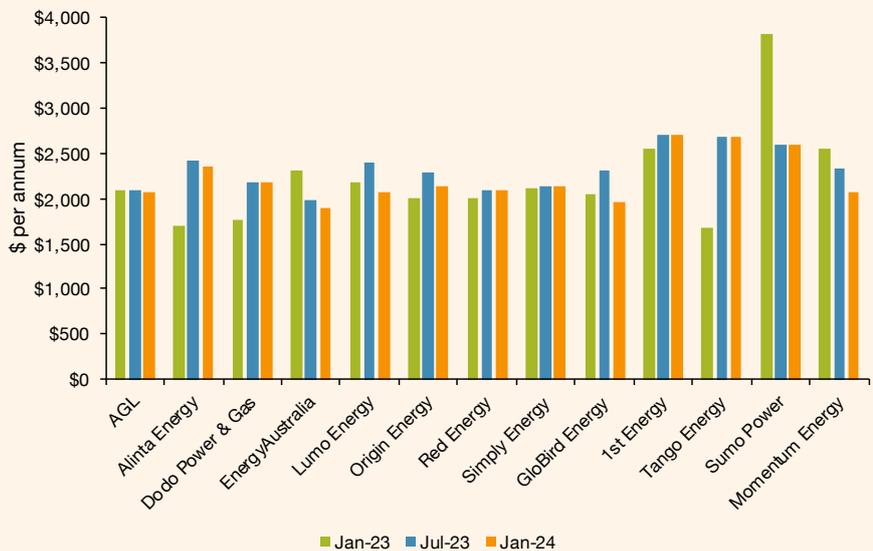


CHART 34 | AGN Central

1 gas zone: Changes to annual bills for gas market offers from January 2022 to January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum, incl. GST

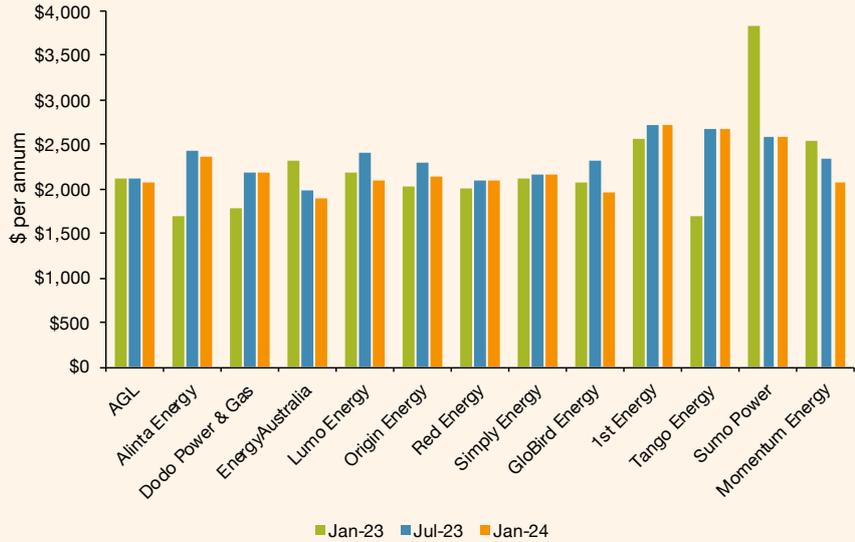


CHART 35 | Ausnet West

gas zone: Changes to annual bills for gas market offers from January 2022 to January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum, incl. GST

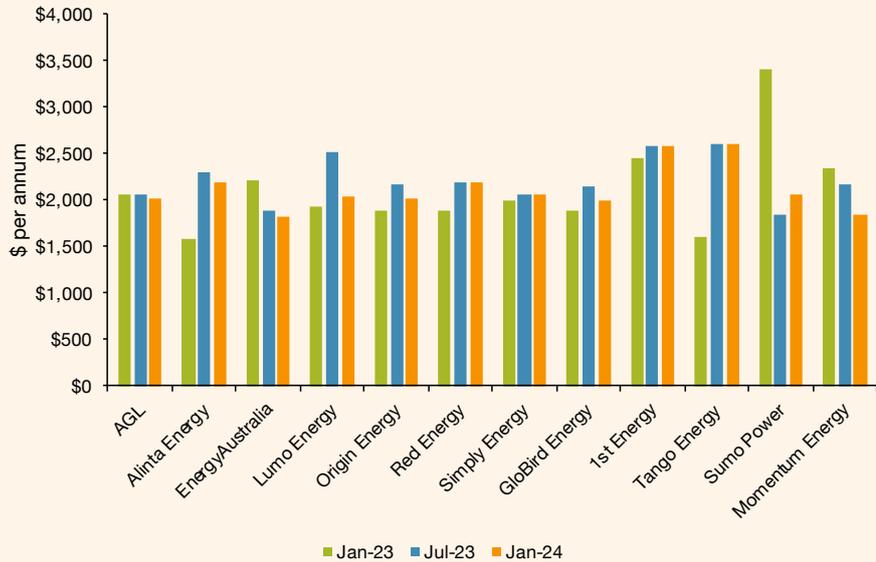
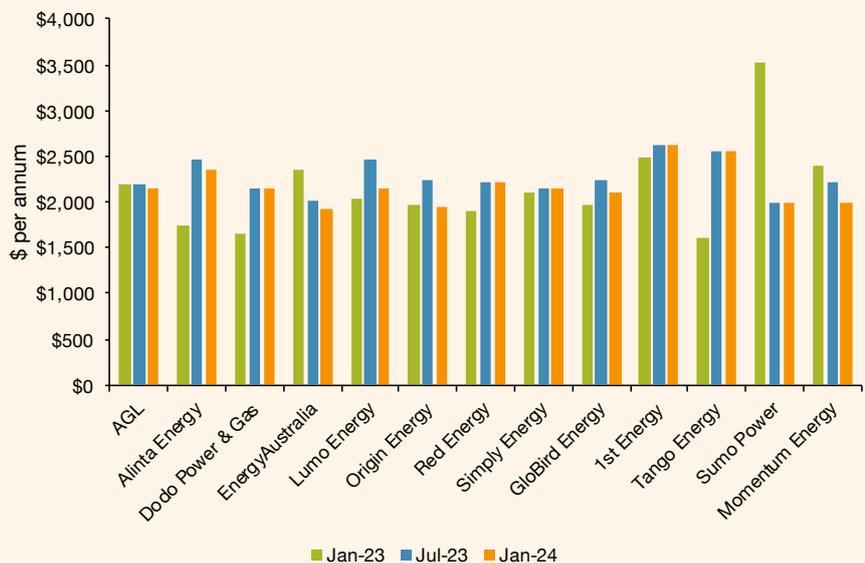
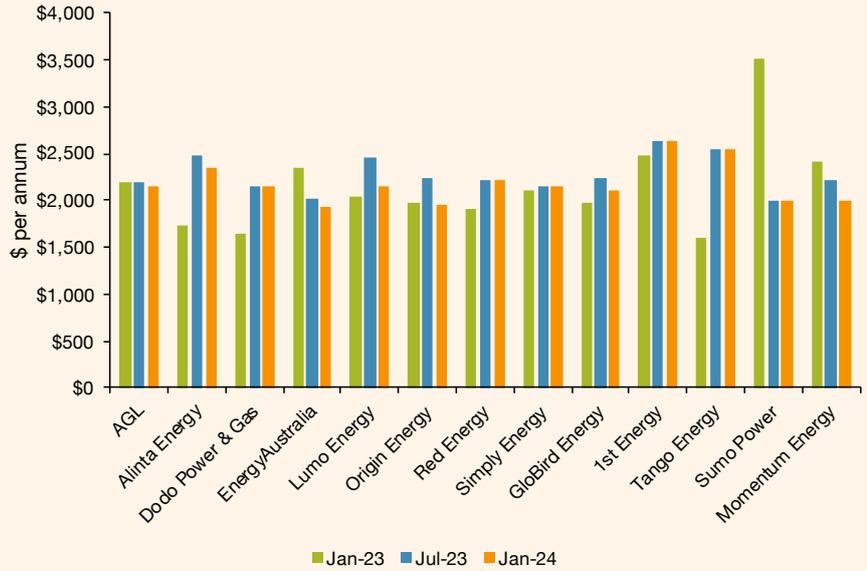


CHART 36 | Ausnet

Central 2 gas zone: Changes to annual bills for gas market offers from January 2022 to January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum, incl. GST

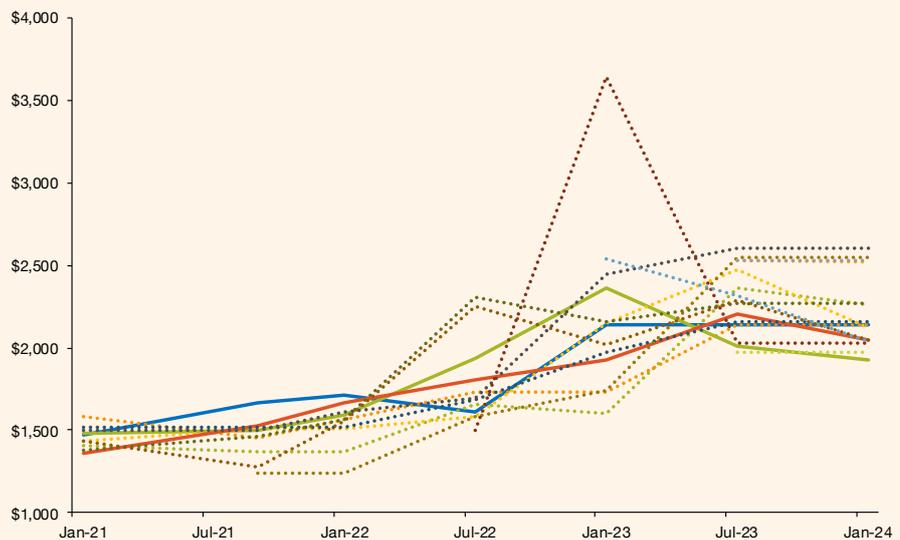


**CHART 37 | Ausnet
Central 1 gas zone:**
Changes to annual bills for gas market offers from January 2022 to January 2024, including discounts and pay on time discounts - Households consuming 63,000MJ per annum, incl. GST



Approximately 59% of residential gas customers are with the 'big 3' (AGL, Origin Energy and Energy Australia).⁶³ In the Multinet 1 gas zone, these three retailers, on average, decreased their prices by \$105 (or -5%) from January 2023 to January 2024.⁶⁴ Chart 38 contains retailers' gas market offers (as annual bills) from January 2021 to January 2024 and, as it did for electricity, it shows that the 'big 3' (shown with solid lines) has relatively little price movement compared to many of the 2nd tier retailers (shown with dotted lines).

CHART 38 | Changes to gas market offers from January 2021 to January 2024. AGL (blue line), Origin (red line) and Energy Australia (green line) Vs. 2nd tier retailers (dotted lines) in the Citipower network area. Households consuming 63,000 MJ per annum, incl. GST



63. According to the ESC's Energy Market Dashboard AGL had 26% of the market share in 2022/23, Origin had 16% and Energy Australia had 17%. See <https://www.esc.vic.gov.au/electricity-and-gas/market-performance-and-reporting/victorian-energy-market-report/energy-market-dashboard>

64. Based on market offers available to new customers and an annual consumption of 63,000 MJ per annum.

2.3 Solar market offers January 2024

- ▲ The difference between the best and the worst market offer, the maximum price-spread, is around \$285 in Citipower, \$325 in Powercor, \$370 in Ausnet, \$305 in United Energy and \$315 in Jemena.⁶⁵
- ▲ Depending on network area, Melbourne solar customers with a 3kW system installed would on average pay between \$690 and \$755 less per annum compared to non-solar households.⁶⁶
- ▲ Non-metropolitan households would on average pay between \$800 and \$935 less per annum compared to non-solar households.⁶⁷

There are more than 600,000 small to medium scale solar systems in Victoria.⁶⁸ Many of these solar customers are currently receiving a solar feed in rate (FIT) of 60 cents (the premium FIT scheme) but as this scheme is closed to new entrants, customers currently looking for solar offers need to assess both the retailers' FIT rates as well as the cost of electricity imported.⁶⁹

This section analyses and compares market offer bills for Victorian customers with 1.5 kW and 3 kW systems installed. As retailers are not required to publish rates for solar products purchased and installed through them, this analysis only examines electricity offers available to customers independently of solar panels and installation.⁷⁰

Methodology and assumptions

To calculate the annual bills for the various solar market offers the following assumptions and methodology have been applied:

- ▲ An annual household consumption of 4,800kWh (including both produced and imported).
- ▲ Calculations have been produced for households with 1.5 kW and 3 kW systems only.
- ▲ For Melbourne households, an annual generation capacity per kW installed of 1.539 MWh and an export rate of 47.4% for 3 kW systems and 14.9% for 1.5 kW systems.
- ▲ For non-metropolitan households, an annual generation capacity per kW installed of 1.789 MWh and an export rate of 54.8% for 3 kW systems and 26.8% for 1.5 kW systems.⁷¹
- ▲ Only FIT rates available to new customers have been included. Retailer funded FIT rates have been applied as per offer (see table 3 below).
- ▲ A flat annual consumption has been assumed.
- ▲ The annual bills have been based on quarterly bill calculations and all step increases have been applied as quarterly thresholds (including when the retail offer refers to daily or monthly thresholds). Daily fixed charges have been multiplied by 91 to calculate the quarterly amount.

65. Based on the worst and the best of the published market offers for single rate customers using 4,800 kWh per annum and a 3kW solar system installed. Bills include additional discounts and/or pay on time discounts and FIT, 3kW solar system.

66. *Ibid.*

67. *Ibid.*

68. Small scale is defined as systems up to 100 kW. Clean Energy Council, Clean Energy Australia Report 2022, 76

69. The PFIT scheme and the 60 cents rate is set to last until November 2024

70. We note that these systems are small compared to the size of the typical systems that are currently being installed. However, as a key objective of the Tariff-Tracker is to compare developments over time, we continue to base the analysis on 3 kW and 1.5 kW systems.

71. *Ibid*

TABLE 3 | Retailers' FIT rates

Retailer	Offer	FIT rate (c/kWh)
AGL	Solar Saver	15*
EnergyAustralia	Solar Max	12**
Origin Energy	Solar Boost	12***
Simply Energy	Solar	11
1st Energy	1st Solar Bonus	9.9
Red Energy	Living Energy Saver	7
OVO Energy	The One Plan	7
Arcline by RACV	Market Offer	6
Lumo Energy	Basic	5.5
Momentum Energy	Nothing Fancy	5.4
Diamond Energy	Renewable Saver POT	5.2
Powershop	Power House	5.2
Kogan Energy	Free Kogan First Membership	5.2
Energy Locals	Online Member	5
Alinta Energy	Better Deal	4.9
Dodo Power & Gas	Market offer	4.9
CovaU	Super Saver	4.9
Tango Energy	Home Select	4.9
GloBird Energy	GloSave	3.9

*AGL offers 15c for the first 10 kWh exported each day and 4.9c after that.

**Energy Australia offers 12c for the first 15 kWh exported each day and 5.4c after that.

***Origin Energy offers 12c for the first 14 kWh exported each day and 4.9c after that.

Chart 39 below compares annual retail bills for solar customers in Melbourne (Citipower) with 3 kW and 1.5 kW installed. It shows that for this consumption level, the average market offer bill for households in this area with a 3kW system installed is \$790 and that is around \$690 less than the average market offer bill for non-solar customers (see section 2.1.1 above). Households with a 1.5 kW system installed will typically have an annual bill of around \$1,050.

Melbourne (Citipower) solar customers with 3 kW systems (and this consumption level) would be approximately \$285 per annum better off on CovaU's offer compared to Diamond Energy's.

CHART 39 | Annual bills including discounts and FIT credits for *Melbourne/Citipower* customers with 3 kW and 1.5 kW solar systems. Electricity offers in January 2024 as annual bills, Single rate, 4,800kWh (GST inc).⁷²

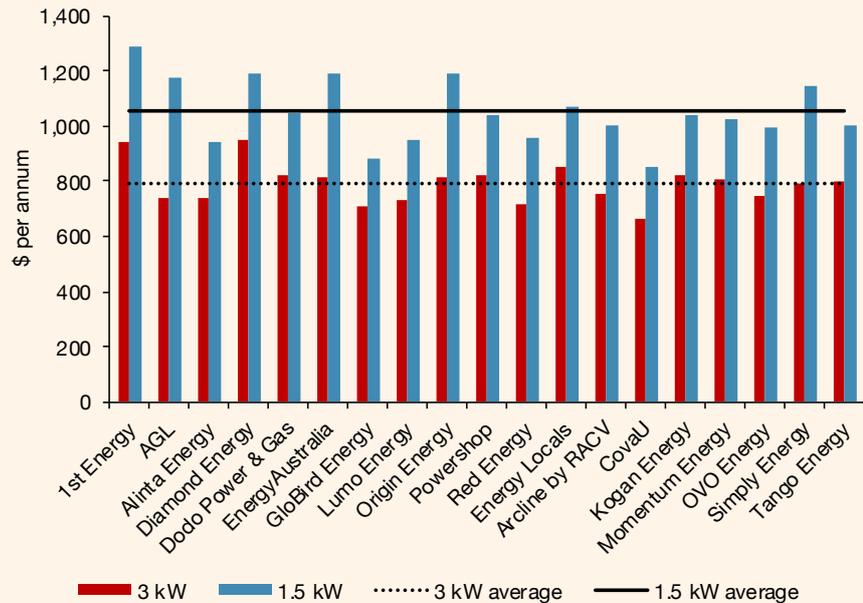


Chart 40 below shows annual bills for Melbourne solar customers in the Jemena network. It shows that for this consumption level, the average market offer bill for households in this area with a 3kW system installed is around \$855 and that is around \$755 less than the average market offer bill for non-solar customers (see section 2.1.1 above). Households with a 1.5 kW system installed will have an annual bill of \$1,130.

CHART 40 | Annual bills including discounts and FIT credits for *Melbourne/Jemena* customers with 3 kW and 1.5 kW solar systems. Electricity offers in January 2024 as annual bills, Single rate, 4,800kWh (GST inc).⁷³

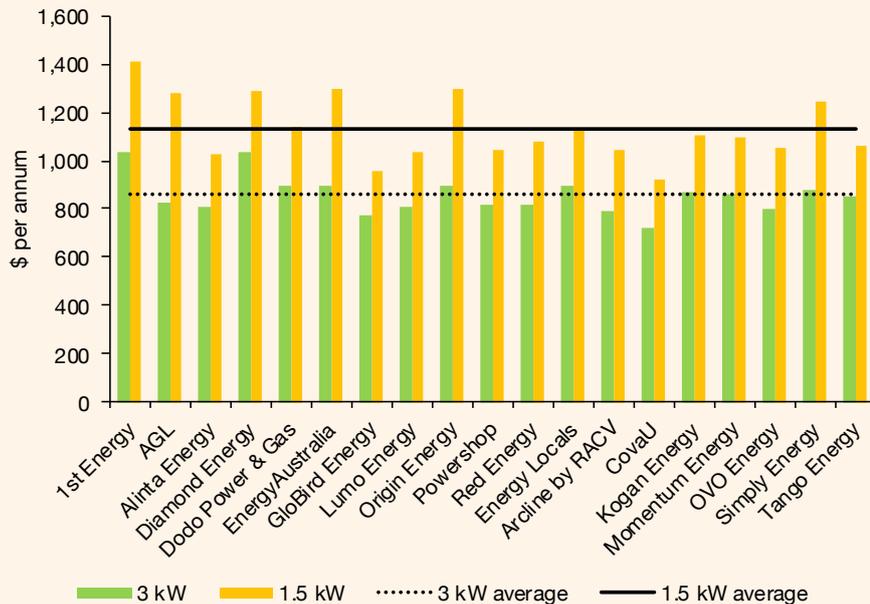
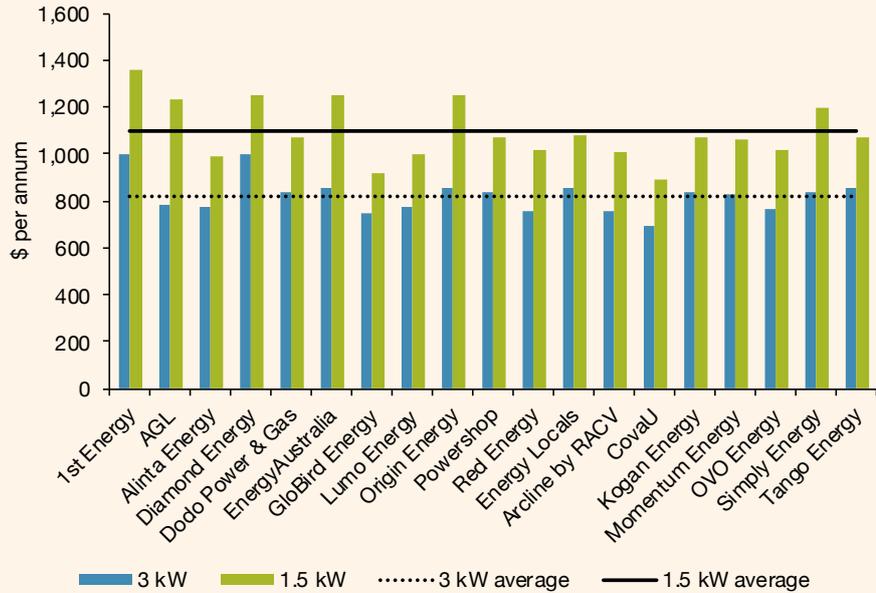


Chart 41 below shows annual bills for Melbourne solar customers in the United Energy network. It shows that for this consumption level, the average market offer bill for households in this area with a 3kW system installed is \$825 and that is \$745 less than the average market offer bill for non-solar customers (see section 2.1.1 above). Households with a 1.5 kW system installed will have an annual bill of around \$1,095.

72. Calculations include discounts off usage or bill as well as pay on time discounts off usage or bill.

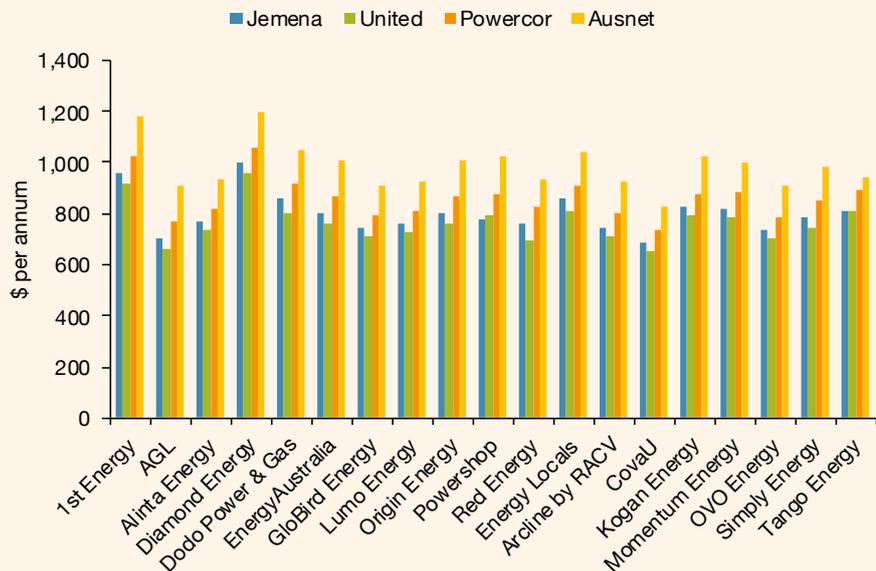
73. *Ibid.*

CHART 41 | Annual bills including discounts and FIT credits for *Melbourne/United Energy* customers with 3 kW and 1.5 kW solar systems. Electricity offers in January 2024 as annual bills, Single rate, 4,800kWh (GST inc).⁷⁴



Homes outside Melbourne’s metropolitan area will typically have less overshadowing and therefore a higher generation capacity and export rate. Chart 42 compares annual retail bills for non-metropolitan solar customers with 3 kW systems in four network areas (Jemena, United, Powercor and Ausnet). It shows that the average annual bill for non-metropolitan solar customers with this consumption level is approximately \$765 in United, \$800 in Jemena, \$860 in Powercor and \$985 in Ausnet. The average annual bill is \$800 to \$935 lower than the annual bill for non-solar customers (see section 2.1.1 above for non-solar customers).

CHART 42 | Annual bills including discounts and FIT credits for *non-metropolitan customers in Jemena, United Energy, Powercor and Ausnet* with 3 kW solar systems. Electricity offers in January 2024 as annual bills, Single rate, 4,800kWh (GST inc).⁷⁵



74. *Ibid.*
75. *Ibid.*

Figures 14 - 18 below show estimated annual bills for solar market offers including FIT and discounts for Melbourne customers in Citipower, Jemena and United Energy's networks and non-metropolitan customers in the Powercor and Ausnet networks (all based on 3 kW systems).⁷⁶ The maximum price-spread is around \$285 in Citipower, \$305 in United Energy, \$315 in Jemena, \$325 in Powercor and in \$370 Ausnet.

FIGURE 14 | Citipower's network area:
Lowest to highest annual bills (incl GST)
for solar market offers in January 2024

	CovaU	\$665
	GloBird Energy	\$710
	Red Energy	\$713
	Lumo Energy	\$736
	AGL	\$739
	Alinta Energy	\$740
	OVO Energy	\$746
	Arcline by RACV	\$752
	Simply Energy	\$791
	Tango Energy	\$800
	Momentum Energy	\$805
	Origin Energy	\$811
	EnergyAustralia	\$811
	Powershop	\$821
	Kogan Energy	\$821
	Dodo Power & Gas	\$822
	Energy Locals	\$851
	1st Energy	\$939
	Diamond Energy	\$952

FIGURE 15 | Jemena's network area:
Lowest to highest annual bills (incl GST)
for solar market offers in January 2024

	CovaU	\$723
	GloBird Energy	\$773
	Arcline by RACV	\$791
	OVO Energy	\$796
	Lumo Energy	\$805
	Alinta Energy	\$808
	Red Energy	\$815
	Powershop	\$821
	AGL	\$826
	Tango Energy	\$848
	Momentum Energy	\$863
	Kogan Energy	\$871
	Simply Energy	\$875
	Dodo Power & Gas	\$896
	EnergyAustralia	\$898
	Origin Energy	\$898
	Energy Locals	\$898
	1st Energy	\$1,037
	Diamond Energy	\$1,037

76. These bill estimates are based on rates that were collected from the retailers' between 17 and 23 January 2024. Bill calculations include guaranteed discounts and pay on time discount but any additional discounts for customers choosing to pay by direct debit are not included. Annual consumption of 4,800kWh annum (including both produced and imported), single rate, and GST inclusive.

FIGURE 16 | United Energy's network area: Lowest to highest annual bills (incl GST) for solar market offers in January 2024

	CovaU	\$693
	GloBird Energy	\$743
	Red Energy	\$753
	Arcline by RACV	\$758
	OVO Energy	\$763
	Lumo Energy	\$772
	Alinta Energy	\$776
	AGL	\$784
	Momentum Energy	\$832
	Simply Energy	\$835
	Powershop	\$837
	Kogan Energy	\$837
	Dodo Power & Gas	\$839
	Tango Energy	\$851
	Energy Locals	\$853
	EnergyAustralia	\$857
	Origin Energy	\$857
	1st Energy	\$996
	Diamond Energy	\$997

FIGURE 17 | Powercor's network area: Lowest to highest annual bills (incl GST) for solar market offers in January 2024

	CovaU	\$735
	AGL	\$770
	OVO Energy	\$785
	GloBird Energy	\$794
	Arcline by RACV	\$798
	Lumo Energy	\$813
	Alinta Energy	\$821
	Red Energy	\$824
	Simply Energy	\$849
	EnergyAustralia	\$867
	Origin Energy	\$867
	Powershop	\$873
	Kogan Energy	\$873
	Momentum Energy	\$881
	Tango Energy	\$893
	Energy Locals	\$913
	Dodo Power & Gas	\$917
	1st Energy	\$1,028
	Diamond Energy	\$1,061

FIGURE 18 | Ausnet's network area: Lowest to highest annual bills (incl GST) for solar market offers in January 2024

	CovaU	\$831
	GloBird Energy	\$908
	OVO Energy	\$910
	AGL	\$912
	Lumo Energy	\$925
	Arcline by RACV	\$927
	Alinta Energy	\$931
	Red Energy	\$938
	Tango Energy	\$943
	Simply Energy	\$985
	Momentum Energy	\$999
	EnergyAustralia	\$1,009
	Origin Energy	\$1,009
	Powershop	\$1,026
	Kogan Energy	\$1,026
	Energy Locals	\$1,039
	Dodo Power & Gas	\$1,052
	1st Energy	\$1,185
	Diamond Energy	\$1,200

3. Network charges

This section examines changes to electricity network charges since 2009 and gas distribution charges since 2020.

3.1 Electricity network charges

Electricity bills are made up of several components, including generation (wholesale market) costs, network costs (distribution and transmission), “green schemes” and costs associated with other public policy initiatives, and retail costs. Prior to July 2021, the Victorian electricity networks introduced new Network Use of System (NUOS) charges as of 1 January every year. Since July 2021, however, these changes will occur on 1 July every year. These NUOS charges comprise Transmission Use of System (TUOS) and Distribution Use of System (DUOS). Both the regulator and the retailers amend the retail tariffs to reflect these underlying changes to the NUOS.⁷⁷

Chart 43 below shows annual NUOS charges from 2008 to 2023/24 and that the maximum difference to the NUOS (for this consumption level) is currently around \$300 per annum compared to \$100 in 2008. In July 2023, the NUOS increased in all network areas except Citipower. The greatest increase was in the Jemena network (9%), and the smallest increase was in Uniting Energy (3%).

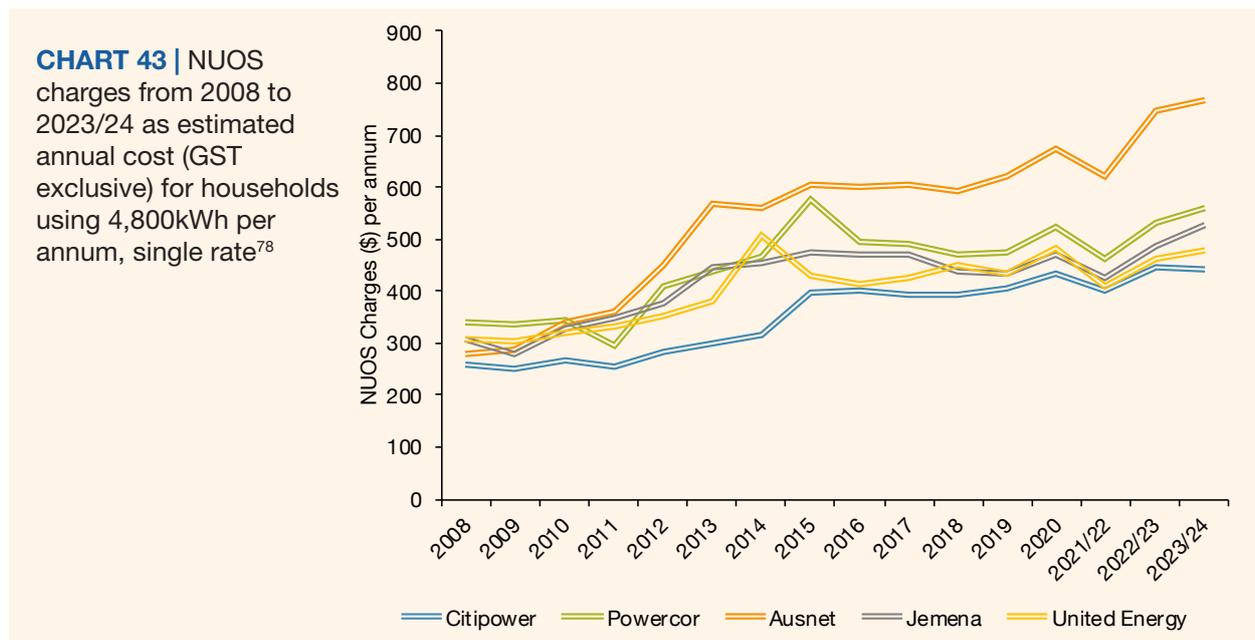
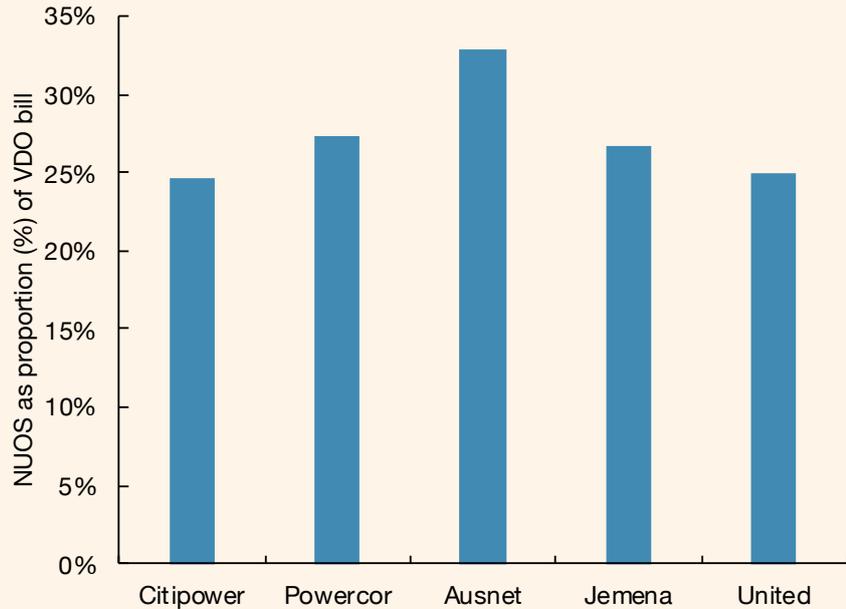


Chart 44 below looks at NUOS charges as a proportion of total bill. It is based on the VDO (last changed in July 2023) and it shows that the NUOS proportion of electricity bills is greatest in the Ausnet network (33%) and lowest in Citipower and United Energy (25%).

77. Note that NUOS charges do not include smart metering costs.

78. The annual NUOS charges have been calculated by allocating 1,200kWh per quarter (again based on annual consumption of 4,800kWh) to the step charges stipulated in the NUOS. The annual NUOS cost also includes fixed charges. Note that as United Energy’s NUOS charge has been a seasonal tariff over the last four years, the United Energy consumption used in these calculations is thus based on a proportional allocation of a 5 month summer tariff and a 7 month non-summer (off-peak) rate. The Jurisdictional Scheme Amounts (JSA) charge has not been included in United Energy’s fixed supply charge.

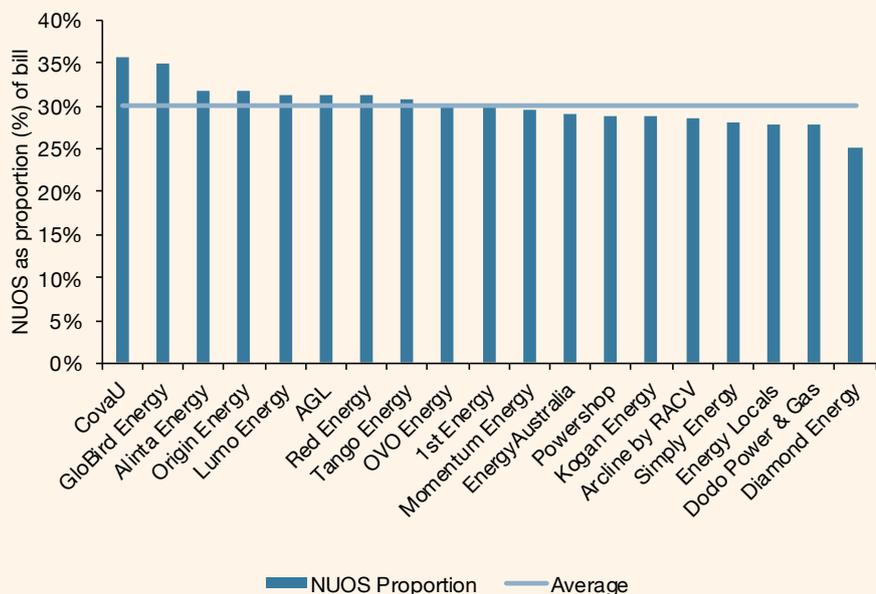
CHART 44 | NUOS charges (excl GST) as proportion (%) of annual VDO electricity retail bill (incl. GST) as of January 2024, 4,800kWh per annum, single rate⁷⁹



For market offers, the NUOS proportion varies significantly between retailers. On average (across all retailers’ market offers), the NUOS proportion of the total bill is 40% in Ausnet, 34% in Powercor, 33% in Jemena, 31% in United Energy and 30% Citipower.⁸⁰ The NUOS proportion of market offers is thus greater than it is for the VDO.

Charts 45 – 49 below show the NUOS proportion of bills for market offers post January 2024 in each of the five network areas. It shows that bills by Diamond Energy have the lowest NUOS proportion in all five networks areas while CovaU and Globird’s bills have the highest NUOS proportion.

CHART 45 | Citipower network - NUOS charges (excl GST) as proportion (%) of annual retail bill (incl. GST) for electricity market offers (including guaranteed and pay on time discounts) post January 2024, 4,800kWh per annum, single rate



79. The Jurisdictional Scheme Amounts (JSA) charge has not been included in United Energy’s fixed supply charge.

80. Based on market offers inclusive of guaranteed and pay on time discounts, annual consumption of 4,800 kWh on the single rate tariff.

CHART 46 | Powercor network - NUOS charges (excl GST) as proportion (%) of annual retail bill (incl. GST) for electricity market offers (including guaranteed and pay on time discounts) post January 2024, 4,800kWh per annum, single rate

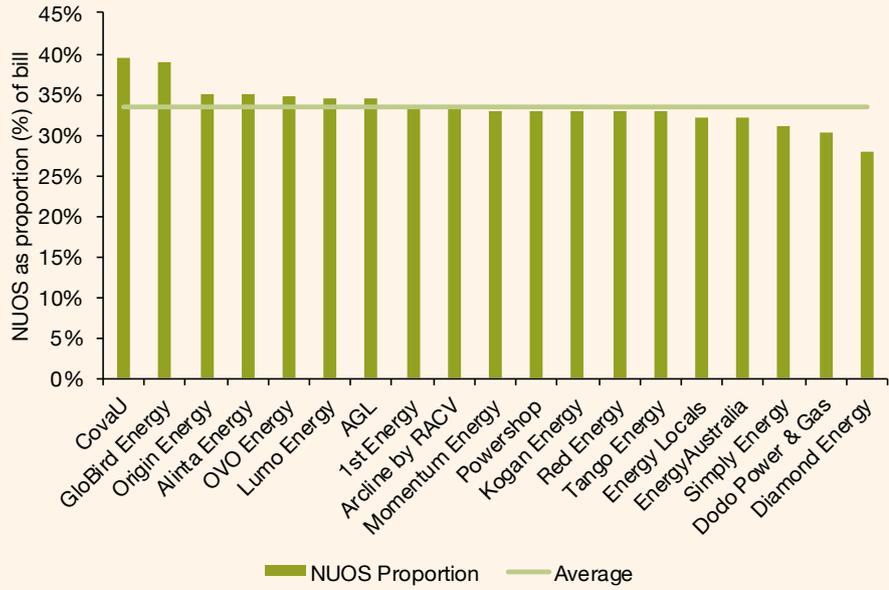


CHART 47 | Ausnet network - NUOS charges (excl GST) as proportion (%) of annual retail bill (incl. GST) for electricity market offers (including guaranteed and pay on time discounts) post January 2024, 4,800kWh per annum, single rate

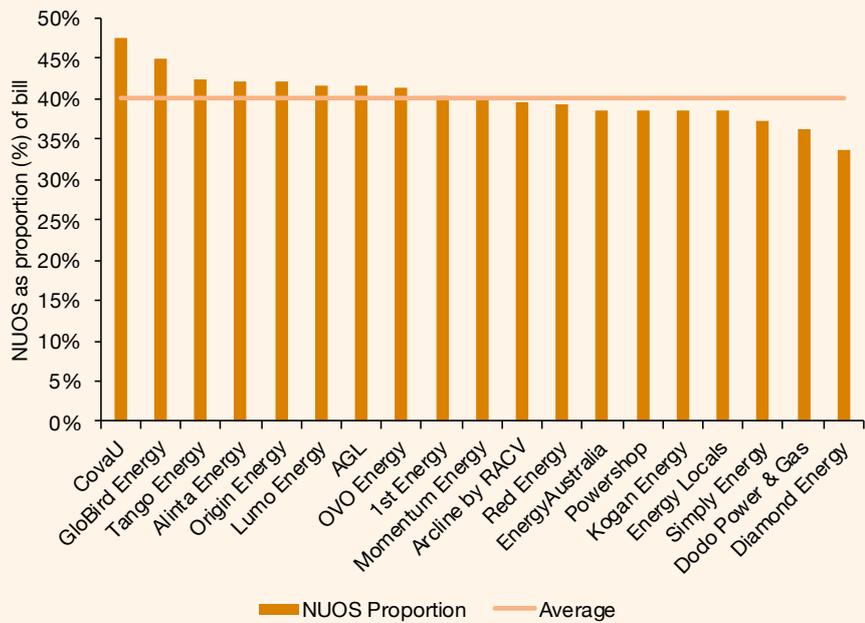


CHART 48 | Jemena network - NUOS charges (excl GST) as proportion (%) of annual retail bill (incl. GST) for electricity market offers (including guaranteed and pay on time discounts) post January 2024, 4,800kWh per annum, single rate

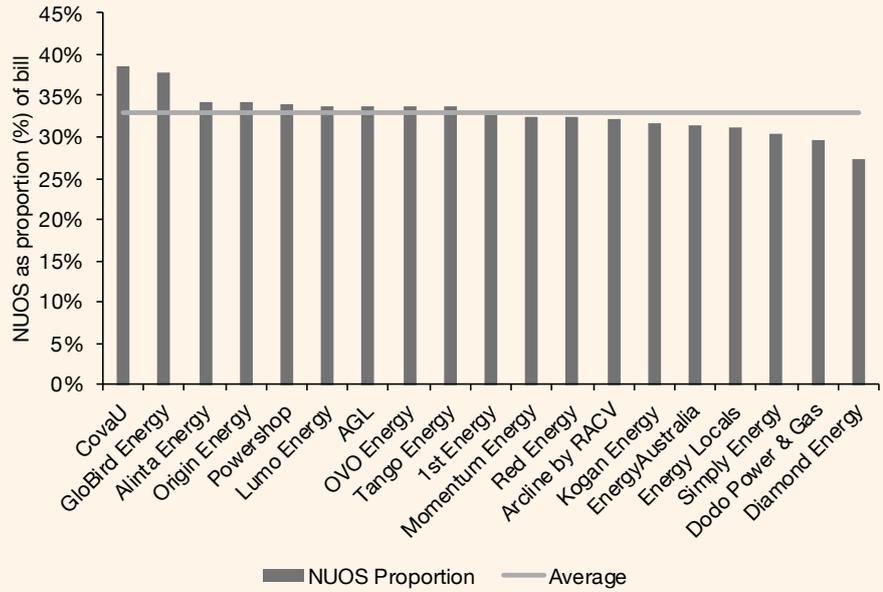
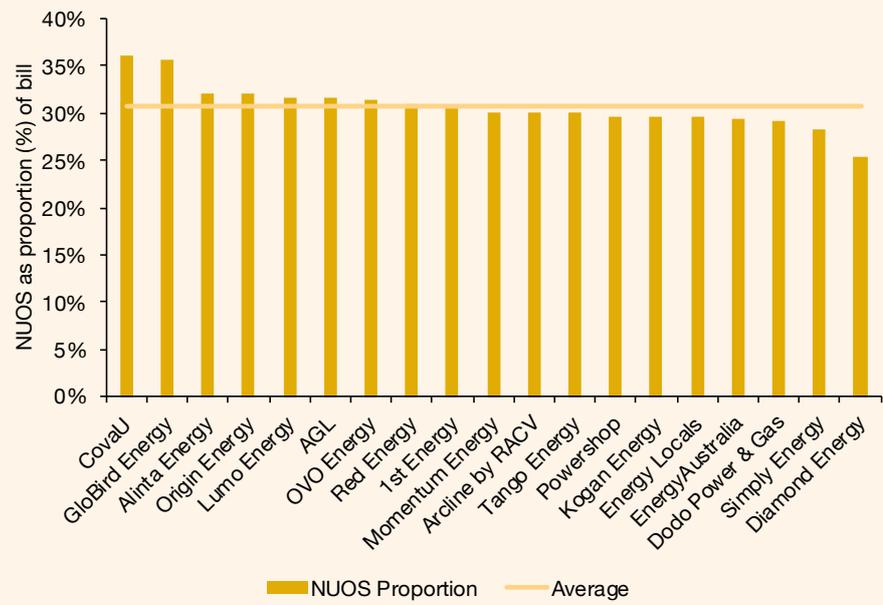
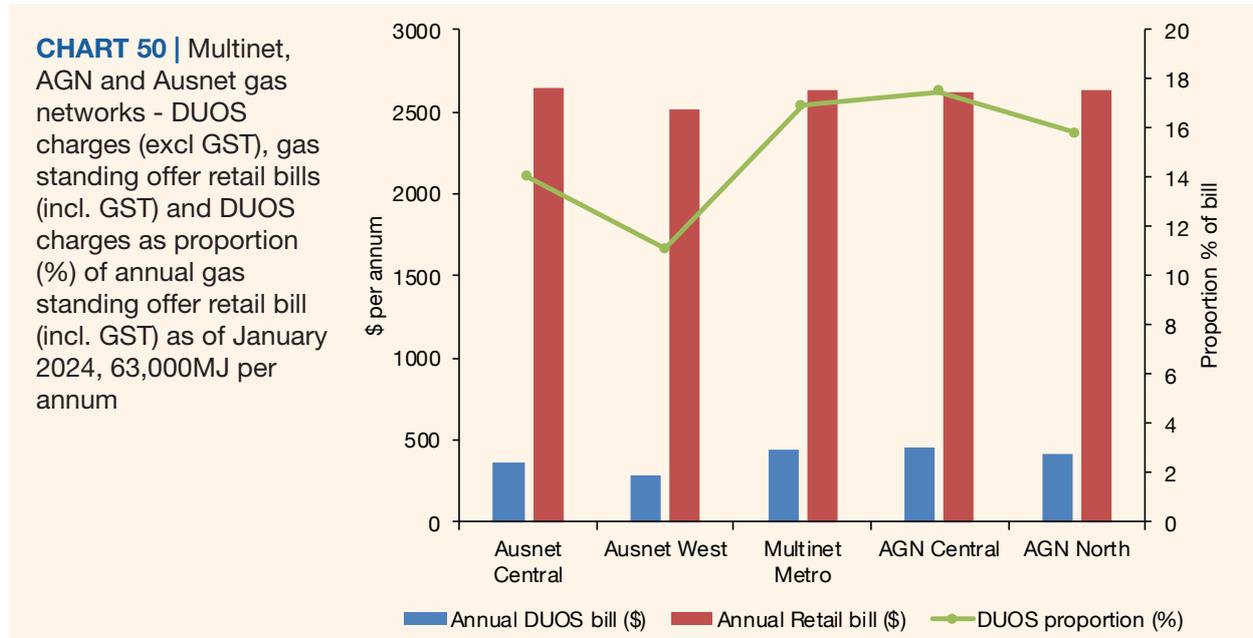


CHART 49 | United Energy network - NUOS charges (excl GST) as proportion (%) of annual retail bill (incl. GST) for electricity market offers (including guaranteed and pay on time discounts) post January 2024, 4,800kWh per annum, single rate

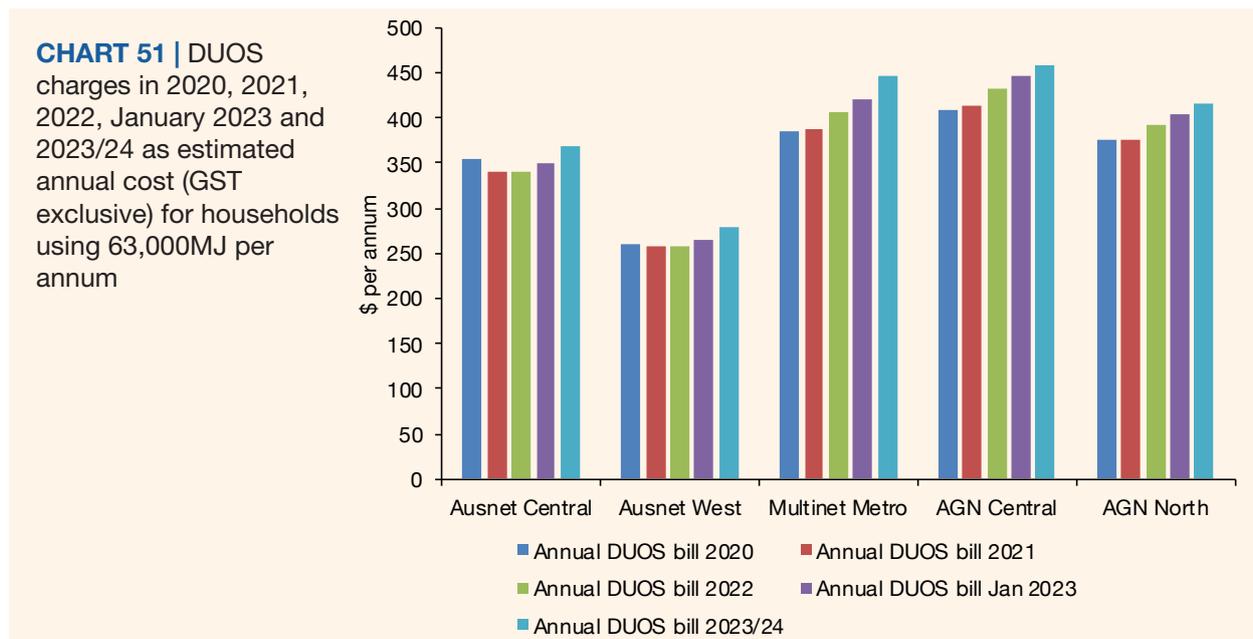


3.2 Gas network charges

A more recent addition to the Tariff-Tracking project has been to analyse changes to gas DUOS charges. Until July 2023, the Victorian gas distributors (AGN, Ausnet and Multinet) introduced new Distribution Use of System (DUOS) charges as of 1 January every year. Since July, however, new charges will be applied to each financial year instead of calendar year. The current DUOS charge for households using 63,000MJ is between \$280 and \$460 per annum. It is lowest in the Ausnet West gas zone and highest in the AGN Central gas zone. The DUOS proportion of gas retail bills is currently between 11 and 17%.⁸¹

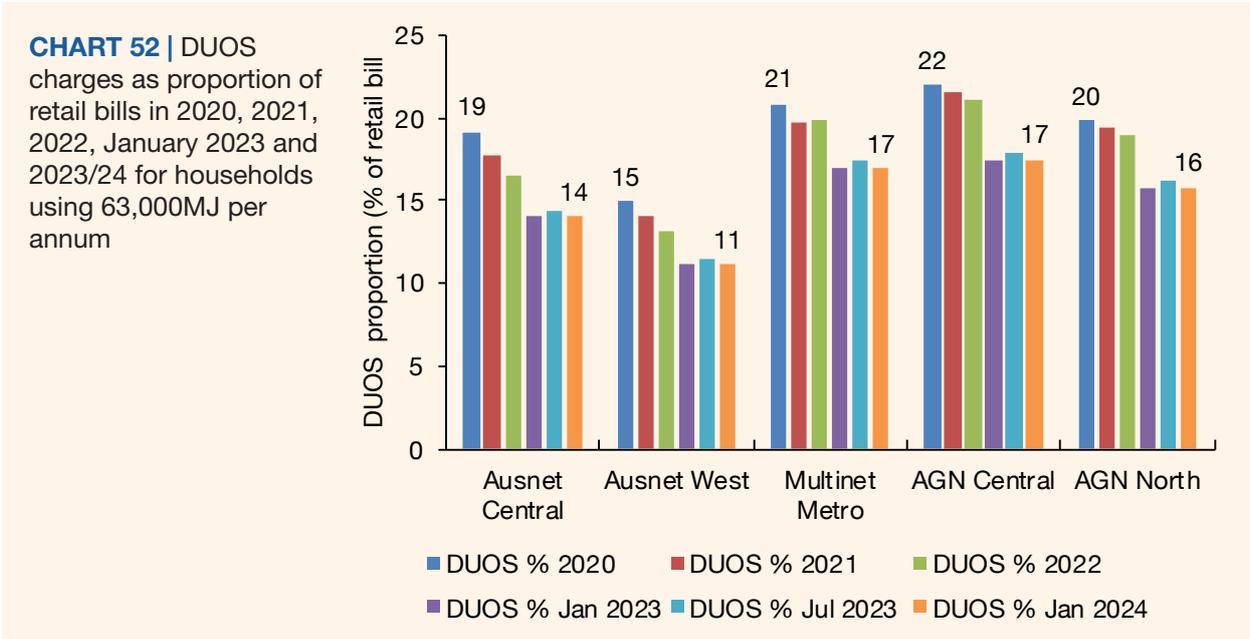


In July 2023, gas DUOS charges increased by around 3% in the AGN pricing zones, 5% in Ausnet’s zones and 6.5% in the Multinet zones. Chart 51 below shows annual DUOS costs for each pricing zone in January 2020, 2021, 2022 and January 2023 and 2023/24.



81. Based on the incumbent retailers’ (AGL, Energy Australia and Origin) average gas standing offer as of January 2024. Presented as annual bills for households using 63,000MJ per annum

As gas retail bills have increased more than the gas DUOS, the DUOS proportion of bills have declined. Chart 52 below shows the DUOS proportion of gas retail bills from 2020 to 2023/24.⁸²



82. Based on the incumbent retailers' (AGL, Energy Australia and Origin) average gas standing offer as of January 2024. Presented as annual bills for households using 63,000MJ per annum

4. Total cost of energy and price changes by area

As approximately 60% of Victorian households are connected to both electricity and gas, it is important to analyse whether there are areas that have experienced high increases in both electricity and gas prices, and conversely, whether there are areas where the increases in electricity and gas prices are at the lower end. Such analysis allows for a more detailed understanding of the total energy costs faced by households across Victoria.⁸³ The analysis presented in this section shows that the total energy costs (based on the average electricity and gas market offers) have increased the most for households in the Western and North Western suburbs.⁸⁴ Dual fuel customers in the Eastern, South Eastern and Bayside suburbs, on the other hand, have had the lowest increase to their combined energy costs.⁸⁵

TABLE 4 | Electricity price changes (average) by area from January 2023 to January 2024

Area	Annual bill change since January 2023		Percentage change	
Inner city and Eastern suburbs (Citipower)	-\$5		0%	
Outer Western suburbs and Western Victoria (Powercor)	\$75	\$120*	5%	6%*
Outer Northern and Eastern suburbs and Eastern Victoria (SP Ausnet)	\$50	\$95*	3%	4%*
Inner West and Northern suburbs (Jemena)	\$65		4%	
Outer South Eastern suburbs and Mornington Peninsula (United Energy)	\$45		3%	

* For all-electric households with peak/off-peak (controlled load) rates

TABLE 5 | Gas market offer price changes (average) by area from January 2023 to January 2024

Area	Annual bill change since January 2023	Percentage change
Eastern and South Eastern suburbs (Multinet 1/Origin Metro zone)	\$20	1%
Bayside and outer South Eastern suburbs (Multinet 2/AGL South zone)	\$25	1%
Northern and North Eastern Victoria (AGN North/Origin North zone)	\$20	1%
CBD, inner city and North Eastern suburbs (AGN Central 2/TRU East zone)	\$30	1%
Frankston, Mornington Peninsula and Gippsland (AGN Central 1/Origin South East zone)	\$30	1%
Macedon Ranges, Bendigo, Ballarat and Western Victoria (Ausnet West/TRU West zone)	\$30	1%
Western and North Western suburbs (Ausnet Central 2/AGL North zone)	\$80	4%
Outer Western suburbs, Geelong and Bellarine Peninsula (Ausnet Central 1/TRU Central zone)	\$70	3%

83. The figures in tables 4 - 7 are based on the average electricity and gas market offer including guaranteed and pay on time discounts. The average market offer is based on all retailers that had offers in January 2023 and all retailers that had offers in January 2024. Note that this differs to the analysis presented in section 2 which compares price changes for retailers that had market offers in January 2023 as well as January 2024 only. The annual consumption used for dual fuel households is 4800kWh and 63,000MJ per annum, and for all-electric households it is 7000kWh (thereof 30% off-peak).

84. Jemena's electricity distribution network and the Ausnet Central 2/AGL North gas zone.

85. Citipower's electricity distribution network and the Multinet 1/Origin Metro gas zone and the Multinet 2/AGL South zone.

TABLE 6 | Annual electricity bill by area. Based on the average market offer, January 2024

Area	Annual bill	
Inner city and Eastern suburbs (Citipower)	\$1,485	
Outer Western suburbs and Western Victoria (Powercor)	\$1,685	\$2,135*
Outer Northern and Eastern suburbs and Eastern Victoria (SP Ausnet)	\$1,920	\$2,440*
Inner West and Northern suburbs (Jemena)	\$1,610	
Outer South Eastern suburbs and Mornington Peninsula (United Energy)	\$1,565	

* For all-electric households with peak/off-peak (controlled load) rates

TABLE 7 | Average annual gas bill by area. Based on the average market offer, January 2024

Area	Avg. annual bill
Eastern and South Eastern suburbs (Multinet 1/Origin Metro zone)	\$2,210
Bayside and outer South Eastern suburbs (Multinet 2/AGL South zone)	\$2,210
Northern and North Eastern Victoria (AGN North/Origin North zone)	\$2,235
CBD, inner city and North Eastern suburbs (AGN Central 2/TRU East zone)	\$2,250
Frankston, Mornington Peninsula and Gippsland (AGN Central 1/Origin South East zone)	\$2,250
Macedon Ranges, Bendigo, Ballarat and Western Victoria (Ausnet West/TRU West zone)	\$2,130
Western and North Western suburbs (Ausnet Central 2/AGL North zone)	\$2,230
Outer Western suburbs, Geelong and Bellarine Peninsula (Ausnet Central 1/TRU Central zone)	\$2,230

4.1 Inner city, inner North and Eastern suburbs

In this area, the average market offer has decreased electricity bills by \$5 for customers with an annual consumption of 4,800 kWh. Gas prices have increased by \$20 - \$30 (for households consuming 63,000MJ/annum) over the same period.



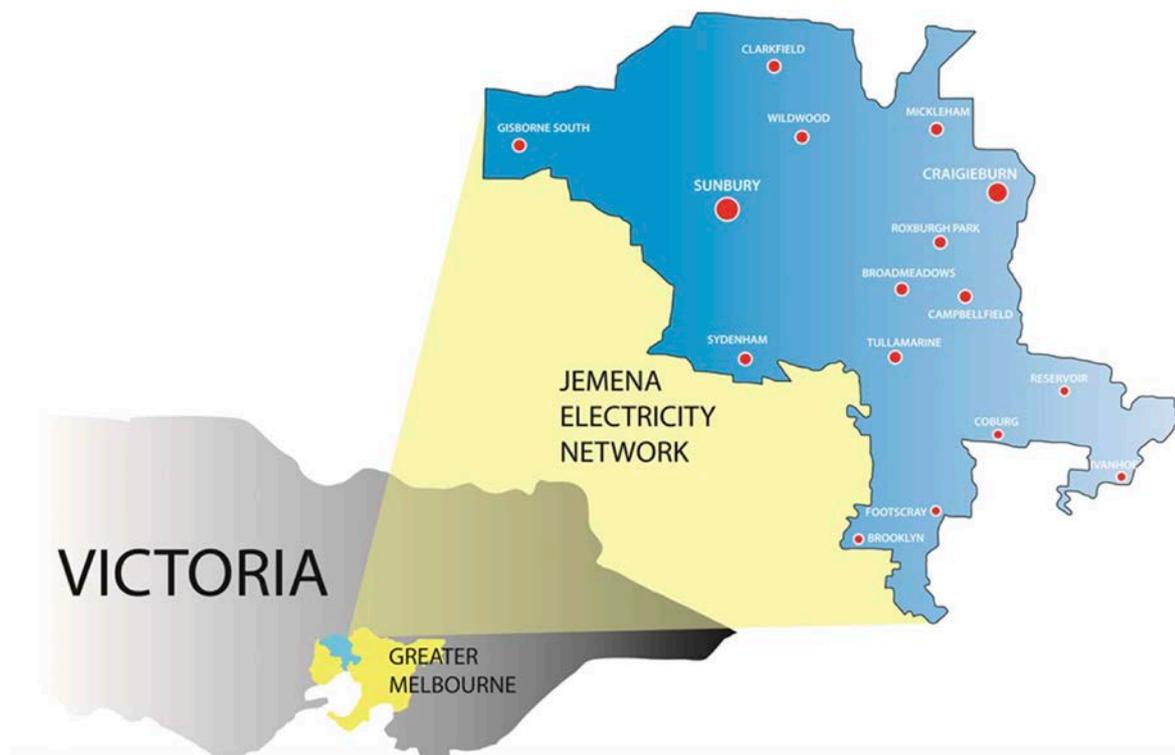
- ▲ Households with an average consumption of electricity and gas in Melbourne (CBD), Brunswick, Carlton, Fitzroy, Northcote, Richmond and Collingwood will typically receive an increase in *energy costs* of \$20 compared to last year.⁸⁶ The average annual combined energy bills in this area is currently around \$3,730.
- ▲ Households with an average consumption of electricity and gas in the inner Eastern suburbs of Kew, Hawthorn, Camberwell and Balwyn, and the inner South East areas of South Yarra, Prahran, Armadale, Toorak and Caulfield, will typically receive an increase in *energy costs* of \$15 compared to last year.⁸⁷ The average annual combined energy bills in this area is currently around \$3,690.
- ▲ Households with an average consumption of electricity and gas in the inner city bay side suburbs of St Kilda, Port Melbourne, Albert Park and South Melbourne will typically receive an increase in *energy costs* of \$15 compared to last year.⁸⁸ The average annual combined energy bills in this area is currently around \$3,690.

86. Citipower's electricity distribution network and the AGN Central 2/TRU East gas zone.

87. Citipower's electricity distribution network and the Multinet 1/Origin Metro gas zone.

88. Citipower's electricity distribution network and the Multinet 2/AGL South gas zone.

4.2 Inner West and North Western Suburbs



In this area, the average market offer has increased electricity bills by \$65 for customers with an annual consumption of 4,800 kWh. Gas prices have increased by \$30 - \$80 (for households consuming 63,000MJ/annum) over the same period.

- ▲ Households with an average consumption of electricity and gas in Footscray, Yarraville, Williamstown, Flemington, Moonee Ponds, Broadmeadows, Coolaroo, Braybrook and Sydenham will typically receive an increase in *energy costs* of \$145 compared to last year.⁸⁹ The average annual combined energy bills in this area is currently around \$3,840.
- ▲ Households with an average consumption of electricity and gas in Heidelberg, Fairfield, Ivanhoe, Bundoora, Thomastown, Preston, Reservoir will typically receive an increase in *energy costs* of \$90 compared to last year.⁹⁰ The average annual combined energy bills in this area is currently around \$3,860.

89. Jemena's electricity distribution network and the Ausnet Central 2/AGL North gas zone.

90. Jemena's electricity distribution network and the AGN Central 2/TRU East gas zone.

4.3 South Eastern suburbs and Mornington Peninsula



In this area, the average electricity market offer has increased by \$45 for customers with an annual consumption of 4,800 kWh. Gas prices have increased by \$20 - \$30 (for households consuming 63,000MJ/annum) over the same period.

- ▲ Households with an average consumption of electricity and gas in the bayside suburbs of Elwood, Elsternwick, Brighton, Sandringham, Beaumaris, Chelsea and South Eastern Suburbs of Bentleigh, Moorabbin, Springvale, Noble Park, Keysborough will typically receive an increase in *energy costs* of \$65 compared to last year.⁹¹ The average annual combined energy bills in this area is currently around \$3,775.
- ▲ Households with an average consumption of electricity and gas in the suburbs of Seaford and Frankston and on the Mornington Peninsula will typically receive an increase in *energy costs* of \$70 compared to last year.⁹² The average annual combined energy bills in this area is currently around \$3,815.
- ▲ Households with an average consumption of electricity and gas in the Eastern suburbs of Bulleen, Templestowe, Box Hill, Doncaster, Mitcham, Vermont, Glen Waverly and Chadstone will typically receive an increase in *energy costs* of \$65 compared to last year.⁹³ The average annual combined energy bills in this area is currently around \$3,775.

91. United Energy's electricity distribution network and the Multinet 2/AGL South gas zone.

92. United Energy's electricity distribution network and the AGN Central 1/Origin South East gas zone.

93. United Energy's electricity distribution network and the Multinet 1/Origin Metro gas zone.

4.4 Outer Western suburbs and Western Victoria

For all-electric households in this area, the average electricity market offer has increased by \$120 for customers with an annual consumption of 7,000 kWh.⁹⁴ For dual fuel households the electricity bills have increased by approximately \$75 over the last year (based on average consumption of 4800kWh). Gas prices have increased by \$20 - \$70 (for households consuming 63,000MJ/annum) over the same period.

For average consumption dual fuel households, the total *energy cost* increase is:

- ▲ \$145 in Hoppers Crossing, Werribee, Geelong region and on the Bellarine peninsula.⁹⁵ The average annual combined energy bills in this area is currently around \$3,910.
- ▲ \$100 in Macedon, Kyneton, Ballarat, Colac, Warrnambool, Portland, Hamilton, Horsham, Ararat and Daylesford.⁹⁶ The average annual combined energy bills in this area is currently around \$3,810.
- ▲ \$95 in Northern Victorian towns such as Echuca, Shepparton and Heathcote.⁹⁷ The average annual combined energy bills in this area is currently around \$3,915.



94. Based on the average electricity standing offer for households taking controlled load off-peak (annual consumption of 7000 kWh, 70% peak and 30% off-peak).

95. Powercor's electricity distribution network and Ausnet Central 1/TRU Central gas zone.

96. Powercor's electricity distribution network and the Ausnet West/TRU West gas zone.

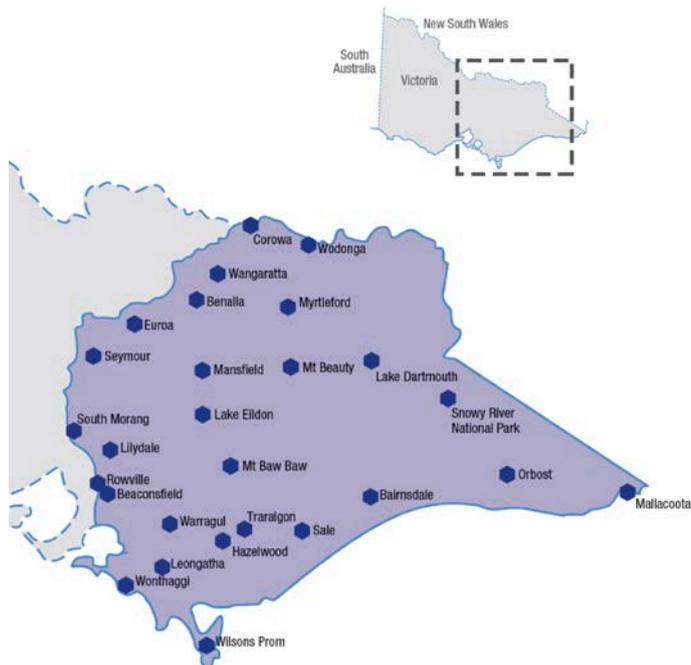
97. Powercor's electricity distribution network and the AGN North/Origin North gas zone.

4.5 Outer Northern and Eastern suburbs and Eastern Victoria

For all-electric households in this area, the average electricity market offer has increased by \$95 for customers with an annual consumption of 7,000 kWh.⁹⁸ For dual fuel households the electricity bills have increased by approximately \$50 over the last year (based on average consumption of 4800kWh). Gas prices have increased by \$20 - \$30 (for households consuming 63,000MJ/annum) over the same period.

Total *energy cost* increases for dual fuel households in the Eastern Victoria will typically amount to:

- ▲ \$70 for average consumption households in the Outer Northern and Eastern suburbs of Warrandyte, Ringwood, Chirnside Park and the area around Mount Dandenong.⁹⁹ The average annual combined energy bills in this area is currently around \$4,130.
- ▲ \$70 for average consumption households in Kilmore, Seymour, Violet Town, Nagambie, Wangaratta, Chiltern and Wodonga.¹⁰⁰ The average annual combined energy bills in this area is currently around \$4,155.
- ▲ \$75 for average consumption households in the La Trobe Valley and Sale in the Gippsland region.¹⁰¹ The average annual combined energy bills in this area is currently around \$4,170.



98. Based on the average electricity standing offer for households taking controlled load off-peak (annual consumption of 7000 kWh, 70% peak and 30% off-peak).

99. Ausnet's electricity distribution network and the Multinet 1/Origin Metro gas zone.

100. Ausnet's electricity distribution network and the AGN North/ Origin North gas zone.

101. Ausnet's electricity distribution network and the AGN Central 1/Origin South East gas zone.