New South Wales Energy Prices 2024

An update report on the New South Wales Tariff-Tracking Project

St Vincent de Paul Society
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May Mauseth Johnston, September 2024
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Disclaimer

The energy offers, tariffs and bill calculations presented in this report and associated workbooks should be used as a general guide only and should not be relied upon. The workbooks are not an appropriate substitute for obtaining an offer from an energy retailer. The information presented in this report and the workbooks is not provided as financial advice. While we have taken great care to ensure accuracy of the information provided in this report and the workbooks, they are suitable for use only as a research and advocacy tool. We do not accept any legal responsibility for errors or inaccuracies. The St Vincent de Paul Society and Alviss Consulting Pty Ltd do not accept liability for any action taken based on the information provided in this report or the associated workbooks or for any loss, economic or otherwise, suffered as a result of reliance on the information presented. If you would like to obtain information about energy offers available to you as a customer, go to Australian Energy Regulator's "Energy Made Easy" website or contact the energy retailers directly.

Acknowledgements

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The views expressed in this document do not necessarily reflect the views of Energy Consumers Australia.

Contents

The NSW Tariff-Tracking Project: purpose and outputs

To date, this project has tracked electricity and gas tariffs in NSW from July 2009 to July 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.[1] The first report for the NSW Tariff-Tracking project was published in August 2011 and this is the eleventh up-date report focusing on price changes that have occurred over the last year. A more recent addition to the Tariff-Tracking project is market offers available to new solar customers. 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 NSW gas and electricity offers.
Workbook 1: Regulated electricity offers July 2008 – July 2024
Workbook 2: Regulated gas offers July 2009 – July 2024
Workbook 3: Electricity market offers July 2011 – July 2024[2]
Workbook 4: Gas market offers July 2011 – July 2024
Workbook 5: Solar market offers July 2016 – July 2024

The jurisdictional update reports will be followed by a NEM comparison report that discusses market issues and customer impacts in more detail as well as making recommendations.

All workbooks and reports are available at: www.vinnies.org.au/energy

1. The regulated electricity offers workbook also contains the 2008 rates.
2. All market offers are published offers and do not include special offers that retailers market through door-knocking campaigns or brokers. We use the retailers' websites to collect market offer for the Tariff-Tracking tool. If the retailer has more than one market offer we use the offer with the best rates/discounts that do not require direct debit arrangements.

Key findings

In terms of general trends, the NSW tariff analysis found that:

- **The regulated Default Market Offer (DMO) for electricity that took effect in July 2024 has remained unchanged or is slightly lower compared to last year (down by 1% in Ausgrid).** See charts 1 and 2 in section 1 below.[3]
- **The maximum price spread (the difference between the best and the worst DMO) is highest in Essential at $745. In Ausgrid the price spread is $580 and in Endeavour it is $460.**[4] See chart 5 in section 1 below.
- **Gas standing offer prices increased by $175 per annum (15%) in Sydney (AGL/Jemena) post July 2024. The annual bill is now around $1,375 per annum for households using 24,000 MJ.**[5] **In the gas zones where Origin is the incumbent retailer, standing offer prices have increased by between 4 to 11%.** In ActewAGL's gas zones, standing offer customers have experienced price increases of 8 and 13%.[6] See table 3 in section 1.
- **Households with typical electricity consumption** (7,200kWh) **can save $710 - $790 per annum (depending on their network area) if switching from the incumbent retailer's standing offer to the best market offer.**[7] The maximum saving is slightly less compared to last year when it was $785 - $950. See section 2.1.
- The average electricity market offer (including guaranteed and pay on time discounts) **produces an annual bill of $3,170 in the Essential Energy network, $2,650 in Ausgrid and $2,685 in Endeavour.**[8] See section 2.1.
- In July 2024, **the average electricity market offer** for households consuming 7,200 kWh per annum **decreased by 4% in Endeavour and Essential, and by 3% in Ausgrid**.[9] See section 2.1.
- The difference between electricity market offers continues to be significant. **The difference between the best and the worst market offer ranges $645 (in Essential's area) to $745 (in Ausgrid and Endeavour's area)** for customers with typical consumption levels.[10] See section 2.1.
- **Typical consumption gas customers in Jemena's Sydney price zone can potentially save $415 on their annual gas bill** (including pay on time discounts) **by switching from AGL's standard offer to the best market offer.**[11] See section 2.2.
- In July 2024, **the average gas market offer** for households consuming 24,000KJ per annum **decreased by 2% in the Sydney/Jemena gas zone.**[12] See section 2.2.
- Compared to electricity offers, **the difference between the best and the worst gas market offers is quite small. The difference between the best and the worst market offers is $375 per annum.** See section 2.2.
- **Most electricity retailers decreased their market offers between July 2023 and July 2024.**[13] Kogan and Powershop have the greatest decreases while Tango, GloBird, Red, Engie, Sumo and OVO's offers have increased. See section 3.

3. Based on the incumbent retailers' standing offers as of July 2018 and the DMO for each network area. This bill comparison is based on the consumption levels AER uses to determine the DMO price.
4. Based on a comparison of all DMO offers (single rate) for households consuming 7,200 kWh per annum.
5. Based on households consuming 24,000MJ per annum on AGL's standing offer.
6. These bill calculations are based on the incumbent retailers' published standard offer as of July 2023 and July 2024.
7. Based on the incumbent retailer's standing offer (single rate) and the best of the published market offers (*including* additional discounts and/or pay on time discounts).
8. Based on the average market offer (all retailers) for each network area, single rate and inclusive of pay on time discounts.
9. Ibid. Post July 2024 offers compared to post July 2023 offers.
10. Households using 7,200kWh per annum (single rate) and all market offer bills include additional discounts and/or pay on time discounts.
11. Based on AGL's standing offer and the best of the published market offers (including pay on time discounts).
12. Post July 2024 offers compared to post July 2023 offers.
13. Note that this analysis only includes retailers that had published market offers in July 2024 as well as July 2023.

- **Seven retailers decreased their market offers between July 2023 and July 2024.**[14] Two retailers (GloBird and Red Energy) increased their market offers and three retailers (Origin, Sumo and Alinta) did not change their prices. Engie is the retailer with the greatest decrease (-21%) while Red Energy has the greatest increase (30%). **See section 3.**
- **As of July 2024, the electricity network charges increased in all network areas.** Network charges as proportion of total bill also increase in all networks in July 2024. **The network proportion of bills is currently 29% in Endeavour, 31% in Ausgrid 37% in Essential. See section 4.1.**
- **For gas, the distribution charges increased in July 2024.**[15] Both distribution charges and the retail bill increased, and the distribution charge proportion of gas retail bills is currently 22% (down from 23% last year). **See section 4.2.**
- **The average annual bill for new solar customers** (using 7,200 kWh/annum) with 3kW systems installed **is around $855 to $965 less compared to non-solar customers. See section 5.**
- **The average Feed-in tariff (FIT) has been declining in recent years and the average FIT rate is currently 5.8 c/kWh** (down from 8.2 c/kWh in July 2023). Furthermore, more retailers (Red Energy, Energy Locals, AGL, Origin Energy, Energy Australia, 1st Energy and GloBird) are offering a relatively high FIT rate for a set amount of kWh exported each day and a much lower FIT rate for any export above the threshold. **See section 5.**
- The analysis of solar offers in the Ausgrid network shows that customers with a 3kW system installed may save $490 per annum if they switched from the worst to the best market offer.[16] **See section 5.**
- **Dual fuel households in Western Sydney have received the greatest increases to energy costs as gas prices have increased in by approximately $175 per annum in the Jemena Coastal gas zone combined with electricity prices remaining unchanged in the Endeavour Energy network.**[17] **See section 6.**
- Section 7 analyses selected time of use (TOU) tariffs in the Ausgrid network. It finds that:
  - The presentation of TOU offers on the Energy Made Easy website is somewhat confusing;
  - **Most retailers do not follow the underlying network tariff structure when shaping their TOU offers;**
  - Most TOU offers are relatively similar but that individual retailers can stand out in terms of price and/or tariff structure;
  - **Annual bills (for our assumed standard consumption profile) would in most cases decrease slightly if switching from a retailer's flat rate tariff to the same retailer's TOU tariff;**
  - Savings to annual bills can be greater on a TOU tariff, compared to a flat rate tariff, if the customer also changes retailer.

14. Note that this analysis only includes retailers that had published market offers in July 2023 as well as July 2024.
15. Based on the Jemena gas zone in greater Sydney.
16. 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.
17. Based on the incumbent retailers' standing offers and an annual consumption of 7,000 kWh and 24,000 MJ.

1. Energy price changes (standing offers)

On 1 July 2019, the Australian Energy Regulator's (AER) initial Default Market Offer (DMO) took effect in NSW. The DMO replaced the previously retailer-set standing offers. The AER's DMO is expressed as an annual bill for a set consumption level and retailers are still able to "translate the annual amount into different tariff structures".[18] The Regulations stipulate that retailers must structure their prices to not exceed the annual DMO price for that consumption level.[19] In both July 2020 and July 2021, the price of the DMO decreased while it increased significantly in July 2022 and July 2023. In July 2024 the DMO price in NSW had a moderate decrease.

The DMO prices for single rate and controlled load tariffs in NSW are listed in Table 1 below.[20]

TABLE 1 | Residential DMO prices in NSW for 2024-25 (including GST)

	Ausgrid	Endeavour Energy	Essential Energy
SINGLE/FLAT RATE			
Annual bill	$1,810	$2,209	$2,499
Consumption level*	3,900 kWh/annum	4,900 kWh/annum	4,600 kWh/annum
CONTROLLED LOAD^			
Annual bill	$2,495	$2,787	$2,918
Consumption level*	6,800 kWh/annum	7,400 kWh/annum	6,600 kWh/annum

^Approximately 30% of the annual consumption is allocated to the controlled load tariff.

**Rounded to nearest 100 kWh*

The introduction of the DMO resulted in lower standing offer prices until July 2022. Now, however, the DMO price is higher than the incumbent retailers' standing offers prior to the DMO taking effect in 2019 in all three network areas. Charts 1 and 2 below show changes to annual bills from July 2018 to July 2024 for households on the incumbent retailers standing offers (single rate and controlled load) in the three network areas. These bill calculations are based on the consumption levels used by the AER to set the DMO (see table 1 above).

18. AER, Default Market Offer Prices 2020-21, Final Determination, April 2020, 9
19. Ibid., 9
20. AER, Default Market Offer Prices 2024-25, Final Determination, May 2024, 6.

CHART 1 | Changes to the annual electricity bill from July 2018 to July 2024, incumbent retailers' standing offer in July 2018 and AER's DMO in July 2019, 2020, 2021, 2022, 2023 and 2024. Single rate, incl. GST and based on 3,900kWh per annum in Ausgrid, 4,900kWh in Endeavour and 4,600kWh in Essential.

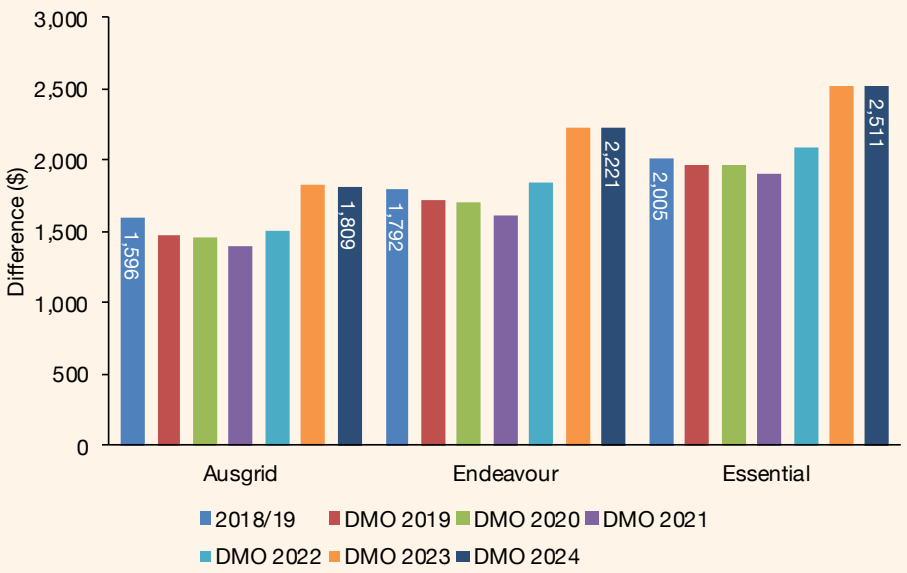
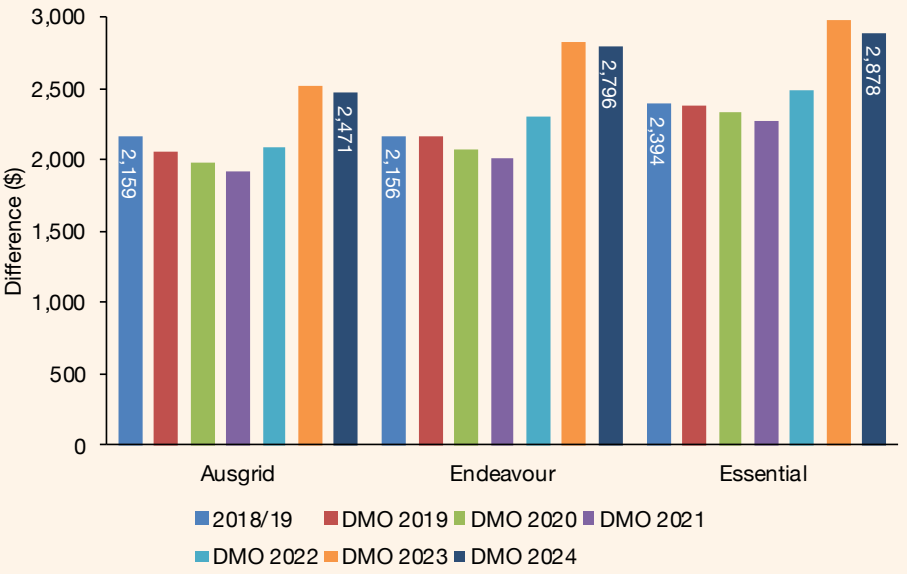


CHART 2 | Changes to the annual electricity bill from July 2018 to July 2024, incumbent retailers' standing offer in July 2018 and AER's DMO in July 2019, 2020, 2021, 2022, 2023 and 2024. Controlled load, incl. GST and based on 6,800kWh per annum in Ausgrid, 7,400kWh in Endeavour and 6,600kWh in Essential.



As the Tariff-Tracking project aims to monitor and assess changes to energy prices over time, the remaining analysis presented in this report will be based on the consumption levels previous Tariff-Tracking reports have used for NSW. That is 7,200 kWh per annum for single rate customers and 8,000 kWh per annum for households with controlled load.[21]

Chart 3 shows changes to the host retailers' annual bills from July 2018 to July 2024 for average consumption households (single rate) in the three network areas. It shows that compared to last year (July 2023), Energy Australia's annual bill in the Ausgrid network decreased by $40 (-1%), Origin's annual bills in the Endeavour network remained unchanged and Origin's annual bills in the Essential network decreased slightly ($10).[22]

21. These calculations are based on changes to the incumbent retailers' standing offer for single rate electricity customers using 7,200kWh per annum, changes to the incumbent retailers' standing offer for controlled load electricity customers (typically all-electric households) using 8,000kWh per annum (thereof 30% off-peak) and changes to the regulated offer for gas customers using 24,000MJ per annum.
22. Note that these calculations are based on retail offers only and do not take government assistance such as the Energy Bill Relief Fund into account.

CHART 3 | Changes to the annual electricity bill from July 2018 to July 2024, incumbent retailers' standing offer incl GST based on 7,200kWh per annum for single rate

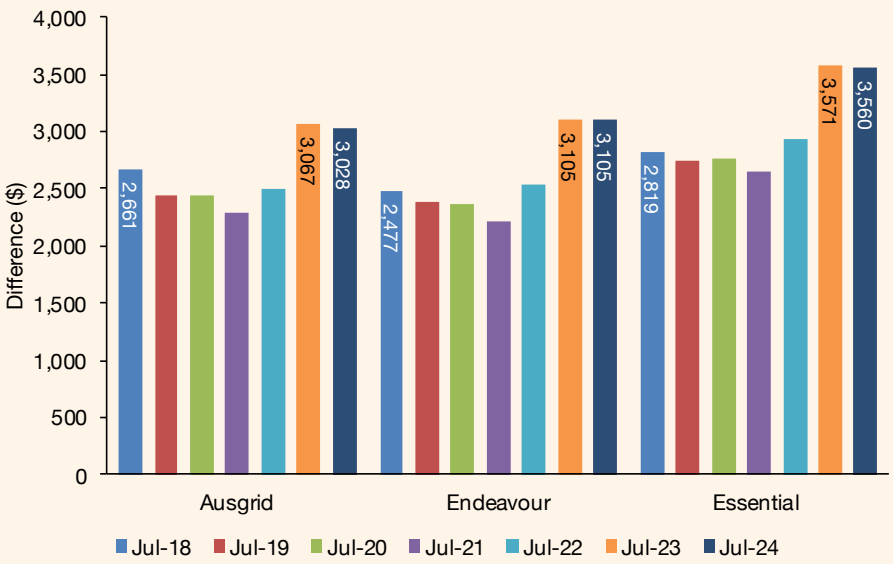


Chart 4 shows changes to the host retailers' annual bills from July 2018 to July 2024 for average consumption households with controlled load. It shows that compared to last year (July 2023), Energy Australia's annual bill in the Ausgrid network decreased by approximately $55, Origin's annual bills in the Endeavour network decreased by around $30 and Origin's annual bills in the Essential network decreased by $100.

CHART 4 | Changes to the annual electricity bill from July 2018 to July 2024, incumbent retailers' standing offer incl GST based on 8,000kWh per annum, thereof 30% controlled load

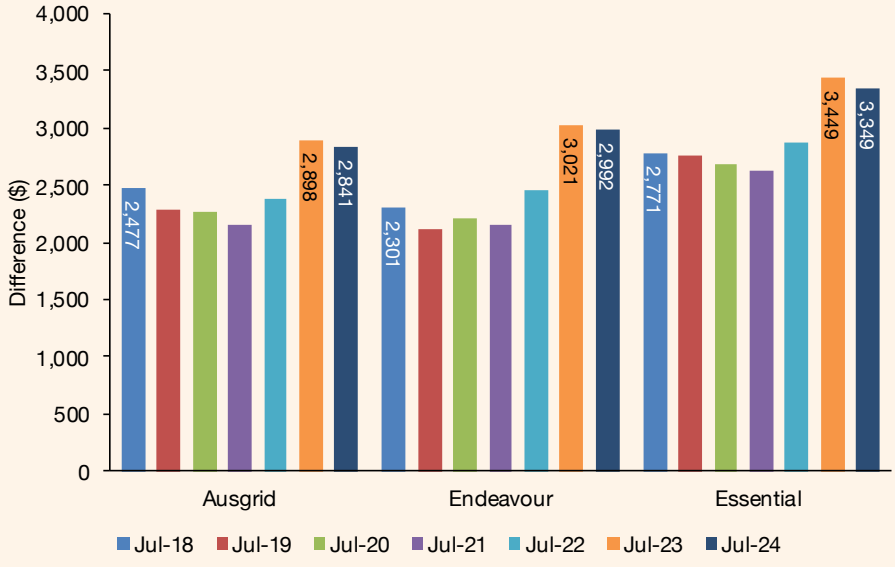
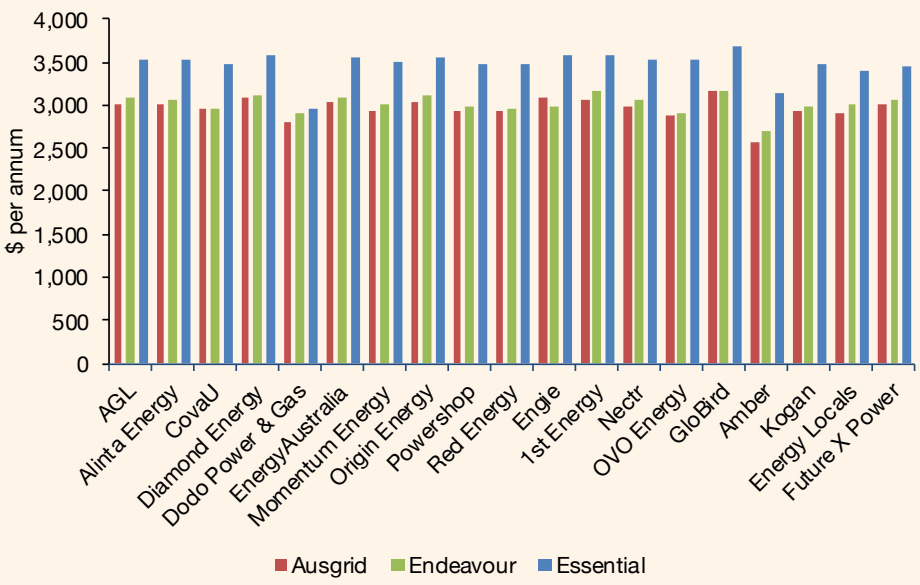


Chart 5 shows estimated annual bills for standing offer/DMO customers (single rate, 7,200kWh/annum) in each of the three network areas. The average standing offer (across all retailers) is highest in Essential's area ($3,475) while Endeavour and Ausgrid's average standing offer are approximately $3,015 and $2,965 respectively. The maximum price spread (the difference between the best and the worst offer) is highest in Essential at $745. In Endeavour the price spread is $460 and in Ausgrid it is $580.

CHART 5 | Electricity standing offers as annual bills, July 2024, based on 7,200kWh per annum for single rate, incl GST.



The three standard gas retailers are AGL, ActewAGL and Origin Energy. Jemena's Sydney zone (AGL) is the largest in terms of customer numbers. Origin is the incumbent retailer in seven pricing zones while ActewAGL is in three.

TABLE 2 | Gas supply areas in NSW

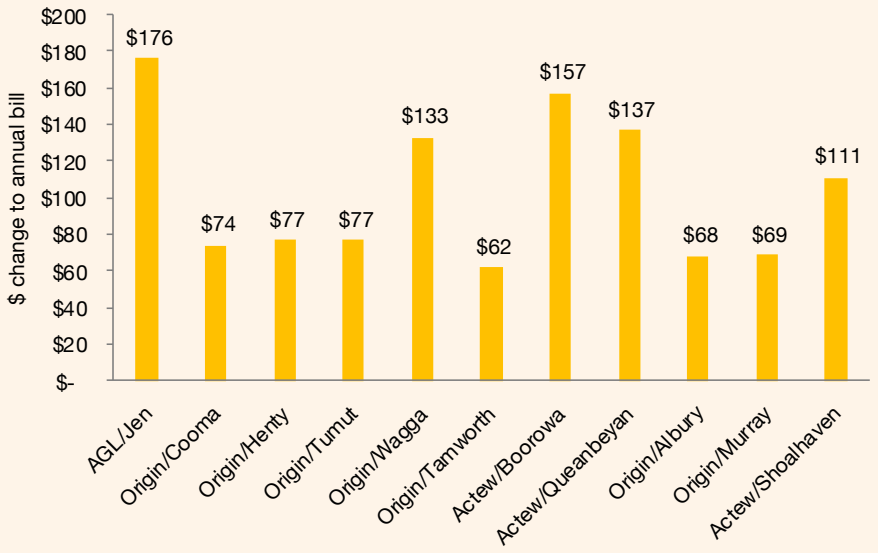
NSW Gas Zones and incumbent retailers	
Jemena Sydney (AGL)	Sydney, Newcastle, Wollongong, Blue Mountains
Jemena Regional (ActewAGL)	Boroowa, Goulburn, Yass and Young
Envestra (Origin)	Cooma and Bombala
	Temora*, Holbrook, Henty, Culcairn and Walla Walla
	Tumut and Gundagai
	Wagga Wagga and Uranquity
	Albury, Moama and Jindera
	Murray Valley Towns
Central ranges (Origin)	Tamworth
ActewAGL (ActewAGL)	Queanbeyan and Bundgendore
	Shoalhaven

** Temora has been under the same pricing zone as Holbrook, Henty etc. since July 2013*

The difference between winter and summer consumption will vary significantly from household to household (depending primarily upon usage of gas space heating). The charts below do not adjust for increased winter consumption but assume consistent consumption levels throughout the year. Because of the seasonality of gas consumption and gas tariffs the annual bill calculations presented in this report are indicative only, and their primary purpose is to track changes over time and analyse differences between gas zones.

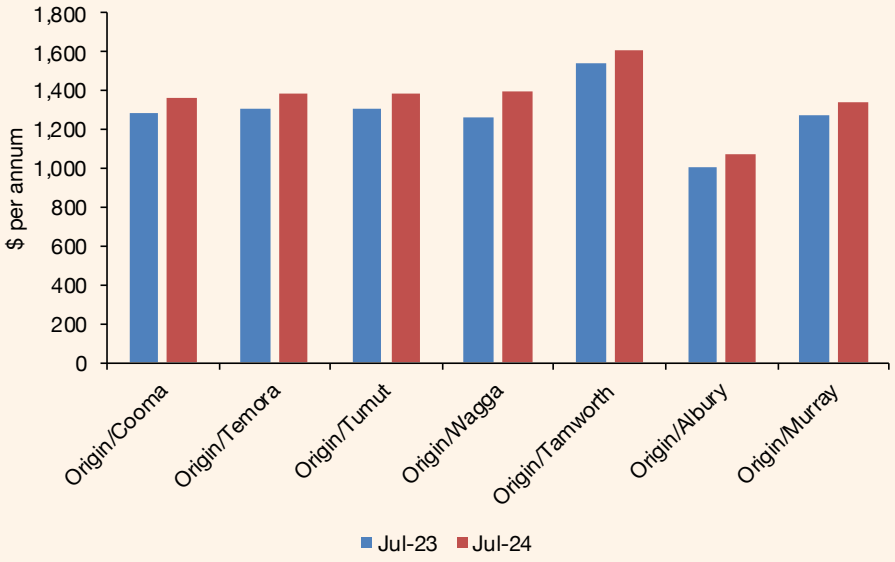
Gas prices increased by just over $175 per annum (15%) in Sydney (AGL/Jemena) post July 2024. The annual bill is now around $1,375 per annum for households using 24,000 MJ.[23] In the gas zones where Origin is the incumbent retailer, standing offer prices have increased by between 4 to 11%. In ActewAGL's gas zones, standing offer customers have experienced price increases of between 8 and 13%.[24]

CHART 6 | Changes to gas standing offers in NSW, from July 2023 to July 2024. As changes ($) to annual bills for households using 24,000MJ per annum, inc GST



Charts 7 and 8 below show annual gas bills for the regional gas zones based on the incumbent retailer's standing offer as of July 2023 and July 2024.

CHART 7 | Estimated annual bills for gas standing offers in Origin's areas, July 2023 and July 2024 (24,000MJ per annum, inc GST)[25]



23. Based on households consuming 24,000MJ per annum on AGL's standing offer.
24. These bill calculations are based on the incumbent retailers' published standing offer as of July 2023 and July 2024.
25. Note: The Cooma zone includes Bombala. The Henty zone includes Holbrook, Culcairn, Temora and Walla Walla. The Tumut zone includes Gundagai. The Wagga Wagga zone includes Uranquity. The Albury zone includes Moama and Jindera. The Murray Valley zone covers Murray Valley towns.

CHART 8 | Estimated annual bills for gas standing offers in ActewAGL's areas, July 2023 and July 2024 (24,000MJ per annum, inc GST)[26]

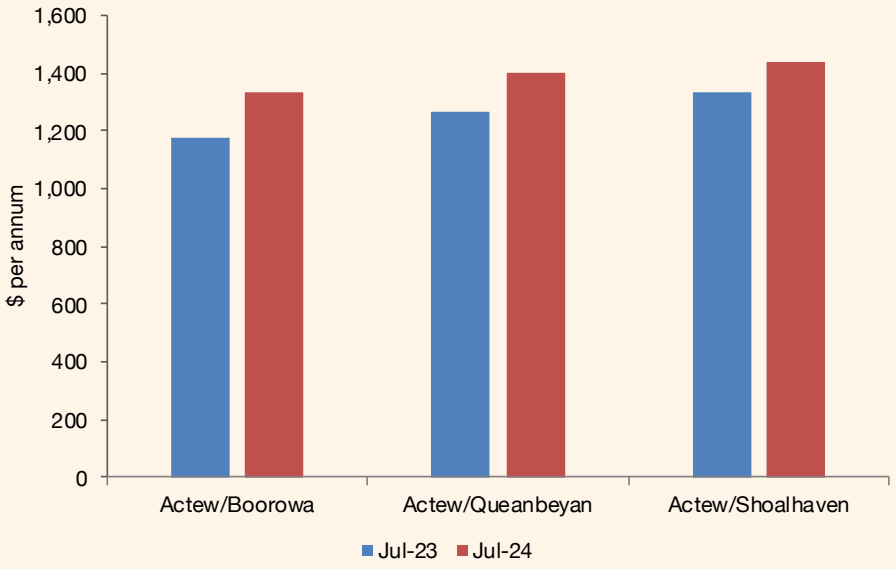


Table 3 below summarises the price trends for NSW gas offers. For more detailed information about the areas and differences in energy price changes see section 5.

TABLE 3 | Changes to gas prices by area July 2022 – July 2023[27]

Area	Changes to annual bill since July 2022	Percentage
Sydney, Newcastle, Wollongong, Blue Mountains (AGL)	$100	9%
Cooma and Bombala (Origin)	$100	8%
Temora, Holbrook, Henty, Culcairn and Walla (Origin)	$95	8%
Tumut and Gundagai (Origin)	$95	8%
Wagga Wagga and Uranquity (Origin)	$90	8%
Tamworth (Origin)	$80	5%
Boroowa, Goulburn, Yass and Young (ActewAGL)	$135	13%
Queanbeyan and Bundgendore (ActewAGL)	$120	10%
Shoalhaven (ActewAGL)	$130	11%
Albury, Moama and Jindera (Origin)	$85	9%
Murray Valley Towns (Origin)	$90	8%

26. Note: The Boorowa zone includes Goulbourn, Yass and Young. The Queanbeyan zone includes Bungendore.
27 Based on standing offer gas rates for customers using 24,000MJ per annum.

2. Market offers July 2024

2.1 Electricity market offers July 2024

- The average electricity market offer (including guaranteed and pay on time discounts) produces an annual bill of $3,170 in the Essential Energy network, $2,650 in Ausgrid and $2,685 in Endeavour.[28]
- In July 2024, the average market offer for households consuming 7,200 kWh per annum decreased by -4% in Endeavour and Essential, and by -3% in Ausgrid.[29]
- Typical consumption households (7,200kWh) can save $710 - $790 per annum (depending on their network area) if switching from the incumbent retailer's standing offer to the best market offer.[30] The maximum saving is slightly less compared to last year when it was $785 - $950.
- The difference between the best and the worst market offer ranges $645 (in Essential's area) to around $745 (in Ausgrid and Endeavour's area) for customers with typical consumption levels.[31] Chart 9 below shows the retail market offer price-spread within each of the three network areas. This difference is lower compared to last year when it was $790 - $1,030.

CHART 9 | Price-spread for electricity market offers in each network area as of July 2024 (incl GST), including discounts and pay on time discounts - Households consuming 7,200kWh per annum (single rate)

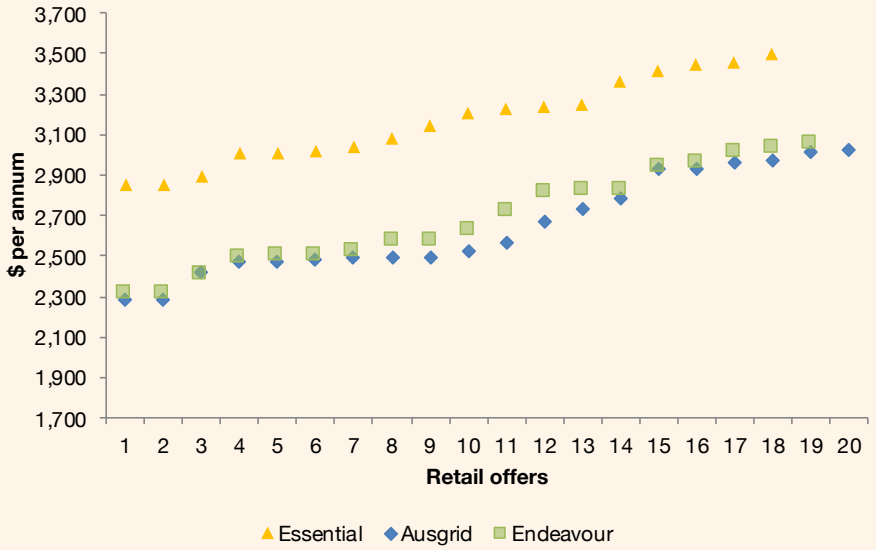


Table 4 below shows additional discounts applicable to the electricity retailers' published market offer rates. Table 4 also shows other contract terms and features, such as late payment fees, associated with these market offers. Some of the retailers have multiple market offers and may offer higher (or lower) discounts than those listed here. However, if the discounts are higher they are tied to other conditions such as payment by direct debit.

One retailer (Energy Locals) currently has an offer that includes a membership fee. When offers include a membership fee, we have added this amount to the fixed supply charge in the analysis.

28. Based on the average market offer (all retailers) for each network area, single rate and inclusive of pay on time discounts.
29. Ibid. Post July 2024 offers compared to post July 2023 offers. Note the 2023 average are made up of fewer retailers than the 2024 average. Note that these calculations are based on retail offers only and do not take government assistance such as the Energy Bill Relief Fund into account.
30. Based on the incumbent retailer's standing offer (single rate) and the best of the published market offers (*including* additional discounts and/or pay on time discounts).
31. Households using 7,200kWh per annum (single rate) and all market offer bills include additional discounts and/or pay on time discounts.

TABLE 4 | Published electricity market offers as of July 2024: Key additional features and contract conditions

Retailer	Name	Effective from	Guaranteed discount	Pay on time discount	Late payment fee	Shortened billing cycle^	Early termination fee
Energy Locals	Online Member	9/07/24	no	no	$16	no	no
AGL	Value Saver	8/07/24	no	no	$12	no	no
Alinta Energy	Priority Plus	15/07/24	no	no	no	yes	no
Diamond Energy	Renewable Saver	15/07/24	no	2% off bill	$15	no	no
Dodo Power & Gas	Market offer	5/07/24	no	no	no	no	no
EnergyAustralia	Flexi Plan	5/07/24	18% off bill	no	$12	no	no
Origin Energy	Go Variable	5/07/24	no	no	$12	no	no
Powershop	Power House	11/07/24	no	no	no	yes	no
Red Energy	Living Energy Saver	8/07/24	no	no	no	no	no
Engie	Saver	8/07/24	5% off bill	no	$12	no	no
Sumo Power	Freedom	14/07/24	no	no	no	yes	no
Globird Energy	GloSave	11/07/24	no	2% off bill	no	yes	no
Kogan Energy*	Free Kogan First membership	11/07/24	no	no	no	yes	no
1st Energy	1st Saver	11/07/24	10% off bill	no	no	no	no
CovaU	Freedom	1/8/24	15% off usage	no	no	no	no
Momentum Energy	Suit Yourself	1/07/24	no	no	no	no	no
Nectr	100% Clean	16/07/24	no	no	no	yes	no
OVO	The One Plan	9/07/24	no	no	no	yes	no
Tango Energy	Home Select	5/07/24	no	no	no	no	no
Future X Power	Anytime	9/07/24	no	no	no	no	no

^ If yes, the offer has a mandatory shortened billing cycle (monthly billing)
** Must be or become a Kogan First member*

2.1.1 Potential savings - Differences between electricity offers

Typical consumption households (7,200kWh per annum) on the incumbent retailer's standing offer can save $710 - $790 per annum if switching to the best published market offer.[32] Importantly, it is the difference between individual retailers' offers that can produce significant savings if switching from a standing offer to a market offer. Customers who choose to stay with the same retailer, but changes to a market offer, are unlikely to experience annual savings as large as these.

Charts 10-12 below show annual retail bills for typical consumption (7,200kWh per annum, single rate) for each of the three network areas. The columns to the left represent the market offer bills including guaranteed discounts (but not pay on time discounts) while the columns to the right are market offer bills including pay on time discounts.[33] The dotted lines show the average market offer (including pay on time discounts) in each network area.

Ausgrid

In Ausgrid's area, average consumption households on Energy Australia's standing offer can save around $740 per annum if switching to the best published market offer. Kogan and Powershop are the retailers that currently offer the best market offer rates in this area.

CHART 10 | Ausgrid's network area: Estimated annual bills (incl GST) for electricity market offers July 2024, including discounts and pay on time discounts - Households consuming 7,200kWh per annum (single rate)

The difference between the best and the worst market offer is the same. Kogan and Powershop's offers are approximately $740 less than Sumo Power's market offer post discounts (and pay on time discounts) for households with this consumption level. Figure 1 below shows estimated annual bills for market offers post discounts in Ausgrid's network area.[34]

32. Based on market offer bills that include discounts and pay on time discounts.
33. These market offers were collected between 15 and 16 July 2024 (except CovaU's offer which was collected on 1 August 2024) and it should be noted that retailers may change their rates at any time. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in table 3. Note that Amber Electric has been excluded from this analysis as its published market offer is based on a maximum price for usage instead of the wholesale market rates actually charged.
34. These market offers were collected between 15 and 16 July 2024 (except CovaU's offer which was collected on 1 August 2024) and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

FIGURE 1 | Ausgrid's network area: Lowest to highest annual bills (incl GST) for market offers July 2024, including discounts and pay on time discounts - Households consuming 7,200kWh per annum (single rate)

Kogan	$2,287	CovaU	$2,492	Momentum Energy	$2,928
Powershop	$2,287	GloBird	$2,494	Engie	$2,932
Red Energy	$2,420	Origin Energy	$2,521	Diamond Energy	$2,959
OVO Energy	$2,470	Energy Locals	$2,572	Tango Energy	$2,970
AGL	$2,478	Nectr	$2,667	Future X Power	$3,015
EnergyAustralia	$2,483	1st Energy	$2,730	Sumo Power	$3,029
Dodo Power & Gas	$2,489	Alinta Energy	$2,790		

Endeavour

In Endeavour's network area, average consumption households on Origin's standing offer can save approximately $790 per annum if switching to the best published market offer. Kogan and Powershop are the retailers with the best market offer rates.

CHART 11 | Endeavour's network area: Estimated annual bills (incl GST) for electricity market offers July 2024, including discounts and pay on time discounts - Households consuming 7,200kWh per annum (single rate)

The difference between the best and the worst market offer is slightly less. Kogan and Powershop's offers are approximately $745 less than Future X Power's market offer post discounts (and pay on time discounts) for households with this consumption level. Figure 2 below shows estimated annual bills for market offers post discounts in Endeavour's network.[35]

35. These market offers were collected between 15 and 16 July 2024 (except CovaU's offer which was collected on 1 August 2024) and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

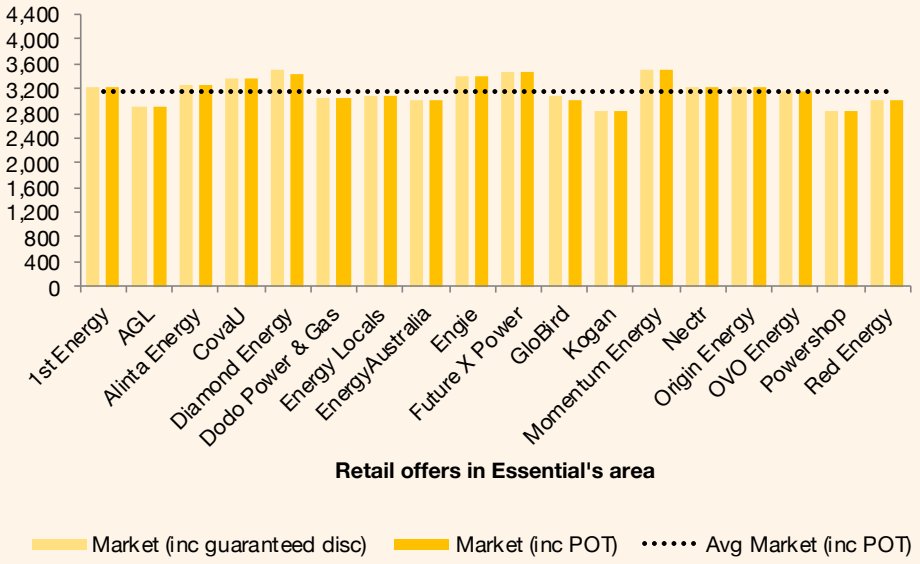
FIGURE 2 | Endeavour's network area: Lowest to highest annual bills (incl GST) for market offers July 2024, including discounts and pay on time discounts - Households consuming 7,200kWh per annum (single rate)

Kogan	$2,316		Energy Locals	$2,580		Engie	$2,942
Powershop	$2,316		CovaU	$2,581		Diamond Energy	$2,966
GloBird	$2,414		EnergyAustralia	$2,626		Momentum Energy	$3,015
OVO Energy	$2,493		Nectr	$2,721		Sumo Power	$3,034
Red Energy	$2,502		Alinta Energy	$2,812		Future X Power	$3,059
Dodo Power & Gas	$2,502		Origin Energy	$2,825			
AGL	$2,525		1st Energy	$2,826			

Essential

In Essential's network area, average consumption households on Origin's standing offer can save approximately $710 per annum if switching to the best published market offer. Kogan and Powershop are the retailers with the best market offer rates in this network area.

CHART 12 | Essential's network area: Estimated annual bills (incl GST) for electricity market offers July 2024, including discounts and pay on time discounts - Households consuming 7,200kWh per annum (single rate)



As in other network areas, the difference between the best and the worst market offer is significant. Kogan and Powershop's offers are approximately $645 less per annum than Momentum's market offer post discounts (and pay on time discounts) for households with this consumption level. Figure 3 below shows estimated annual bills for market offers post discounts in Essential's network area.[36]

36. These market offers were collected 8 August 2024 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

FIGURE 3 | Essential's network area: Lowest to highest annual bills (incl GST) for market offers July 2024, including discounts and pay on time discounts - Households consuming 7,200kWh per annum (single rate)

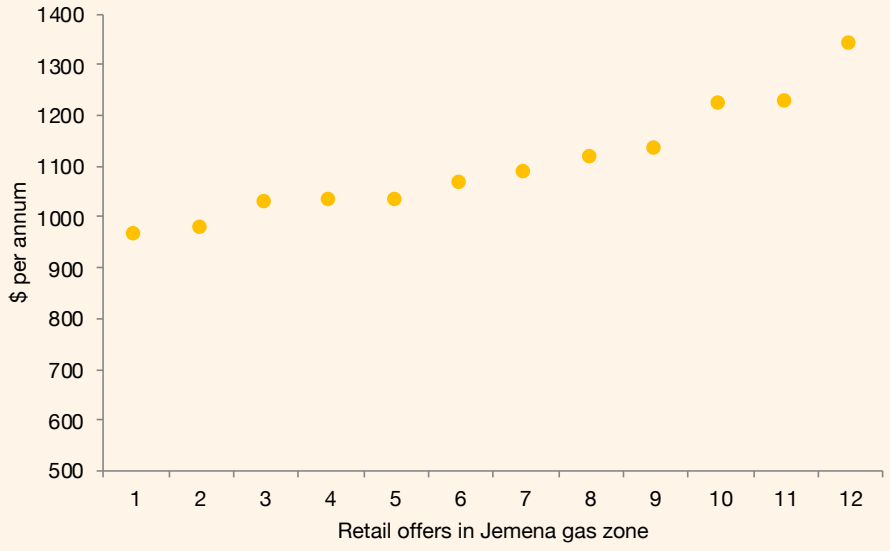
kogan energy	Kogan	$2,852	dodo	Dodo Power & Gas	$3,041	alintaenergy	Alinta Energy	$3,252
POWERSHOP	Powershop	$2,852	EnergyLocals	Energy Locals	$3,086	COVAU energy	CovaU	$3,367
agl	AGL	$2,899	OVO	OVO Energy	$3,147	ENGIE	Engie	$3,412
red energy	Red Energy	$3,007	1stenergy.	1st Energy	$3,209	Diamond Energy	Diamond Energy	$3,449
GloBird energy	GloBird	$3,011	nectr share the energy	Nectr	$3,227	FUTURE X POWER	Future X Power	$3,457
EnergyAustralia	EnergyAustralia	$3,022	origin	Origin Energy	$3,240	momentum energy	Momentum Energy	$3,496

2.2 Gas market offers July 2024

There is a number of gas market offers available in NSW but the Sydney area (Jemena/AGL gas zone) is the only area that has more than three offers. As such, this analysis only comprises market offers in the greater Sydney area.

- The average gas market offer (including guaranteed and pay on time discounts) produces an annual bill of $1,100 in the greater Sydney area.[37]
- In July 2024, the average market offer for households consuming 24,000 MJ per annum decreased by -2%.[38]
- The difference between the best and the worst gas market offer is almost $375 per annum. See chart 13 below. This is less than last year when the difference was $430.
- Typical consumption households (24,000 MJ) can save $415 per annum if switching from AGL's standing offer to the best market offer.[39] See chart 15 below. This is an increase from last year (July 2023), when the maximum saving was $185.

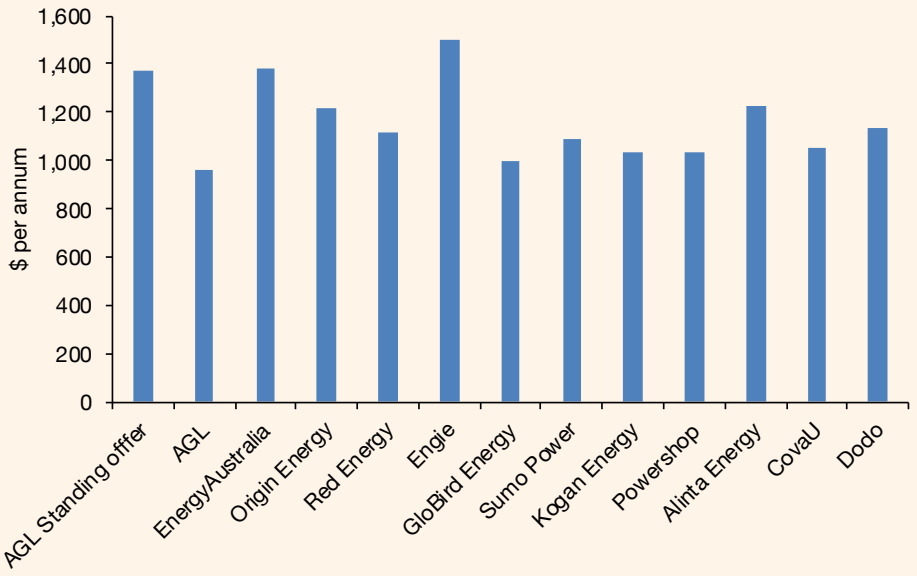
CHART 13 | Price-spread for nine gas market offers in the Jemena pricing zone post July 2024 (incl GST), including discounts and pay on time discounts - Households consuming 24,000MJ per annum.



37. Based on the average market offer (all retailers) for each network area, single rate and inclusive of pay on time discounts.
38. Ibid. Post July 2024 offers compared to post July 2023 offers.
39. Based on the regulated offer and the best of the published market offers (including pay on time discounts).

Chart 14 below shows that only one retailer has rates (prior to discounts) that are higher than AGL's standing offer rates.[40]

CHART 14 | Gas offers in Jemena/ AGL zone as annual bills (excluding discounts), July 2024 (24,000MJ per annum, inc GST)



The calculations for the market offers in chart 14 include rates only (cost per MJ and fixed charges) and do not include other market offer features such as discounts on consumption rates, vouchers, sign-up credits, loyalty bonuses and discounts if bills are paid on time. As such, consumers assessing market offers should take these additional features into account as well as being aware of contract conditions such as late payment fees, the length of the contract and fees for exiting the contract early.

Table 5 below shows additional discounts applicable to the gas retailers' published market offer rates. It also shows other contract terms and features, such as late payment fees, associated with these market offers.

40. These market offers were collected on 8 August 2024 and it should be noted that retailers may change their rates at any time.

TABLE 5 | Published gas market offers in Jemena/AGL gas zone post July 2024: Key additional features and contract conditions

Retailer	Name	Effective from	Guaranteed discount	Pay on time discount	Late payment fee	Contract term/ benefit period	Early termination fee
AGL	Value Saver	4/07/24	no	no	$12	12 months	no
EnergyAustralia	Flexi Plan	1/08/24	23% off bill	no	$12	12 months	no
Origin Energy	Go Variable	5/07/24	no	no	$12	12 months	no
Red Energy	Living Energy Saver	31/07/24	no	no	no	no	no
Engie	Saver	31/07/24	11% off bill	no	$12	no	no
GloBird	GloSave	11/07/24	no	2% off bill	no	no	no
Sumo Power	Assure	6/05/24	no	no	no	no	no
Kogan Energy^	Kogan First	1/08/24	no	no	no	no	no
Powershop*	Power House	11/07/24	no	no	no	no	no
Alinta Energy	Priority Plus	5/07/24	no	no	no	no	no
CovaU	Freedom	1/07/24	3% off usage	no	no	no	no
Dodo	Market Offer	5/07/24	no	no	no	no	no

^Must be or become a Kogan First member
**Only available as a dual fuel product*

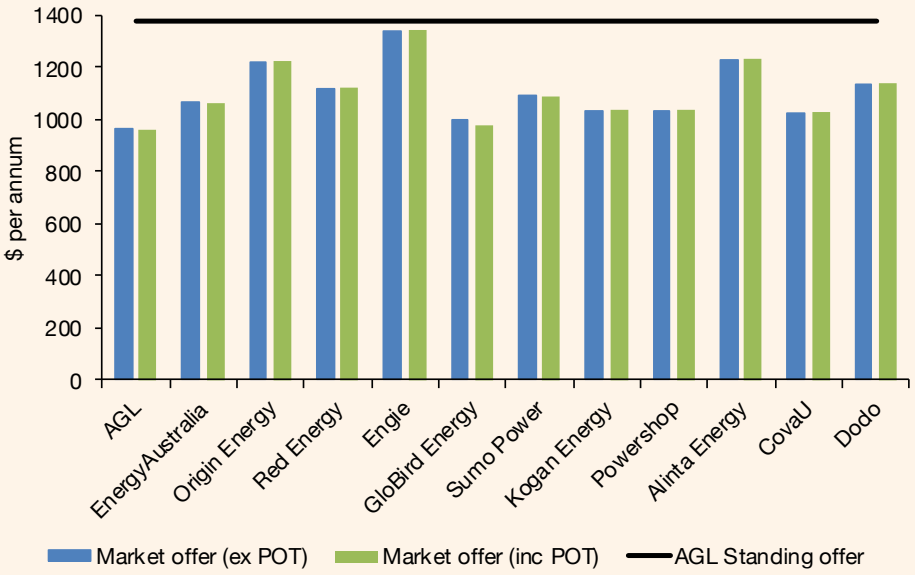
2.2.1 Potential savings - Differences between gas offers

Chart 15 below shows annual retail bills for market offers compared to AGL's standing offer for typical consumption households (24,000kMJ per annum) in the Jemena/AGL gas zone. The blue 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.[41] The line represents AGL's standing offer rates that took effect in July 2024.

Customers switching from AGL's standard offer to AGL's market offer can potentially save $415 on their annual gas bill. Furthermore, it shows that all market offers produce lower bills than AGL's standard offer.

41. These market offers were collected on 8 August 2024 and it should be noted that retailers may change their rates at any time. Discounts have been applied to consumption and/or total bill as per offers listed in table 5.

CHART 15 | Gas offers in Jemena/ AGL area: Estimated annual bill for market offers post July 2024 (guaranteed discount only and all discounts) compared to the regulated rates (based on 24,000MJ, incl GST)



Compared to electricity offers, the difference between the best and the worst gas market offers is quite small. Figure 4 below shows estimated annual bills for gas market offers post discounts in the Jemena/AGL gas zone. The difference between the best (AGL) and the worst (Engie) market offer is currently $375 per annum (last year the difference was $305).

FIGURE 4 | Jemena/AGL gas zone: Lowest to highest annual bills (incl GST) for gas market offers post July 2024, including discounts and pay on time discounts - Households consuming 24,000MJ per annum[42]

agl	AGL	$963	sumo	Sumo Power	$1,088
GloBird	GloBird Energy	$978	red energy	Red Energy	$1,117
CovaU	CovaU	$1,026	dodo	Dodo	$1,134
kogan energy	Kogan Energy	$1,033	origin	Origin Energy	$1,221
POWERSHOP	Powershop	$1,033	alinta energy	Alinta Energy	$1,227
EnergyAustralia	EnergyAustralia	$1,063	ENGIE	Engie	$1,339

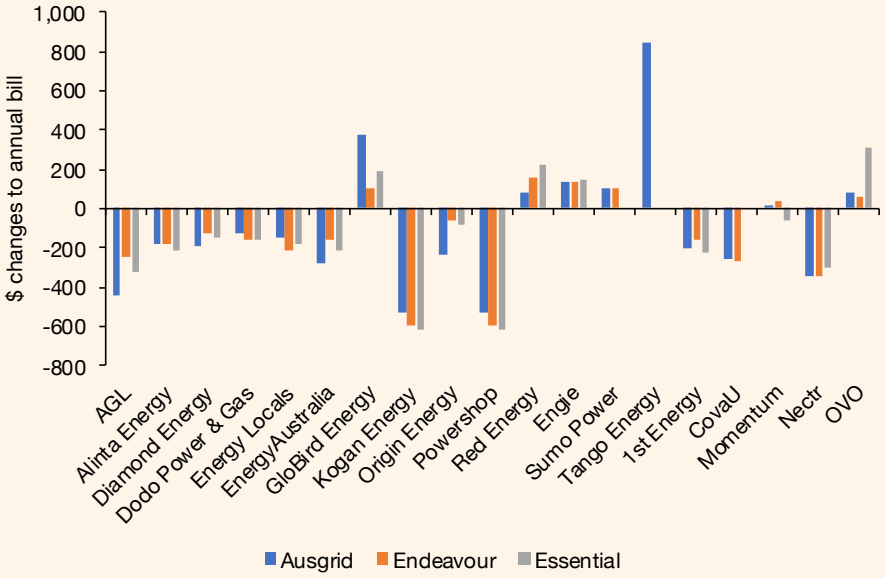
42. These market offers were collected between 20 and 24 July 2023 and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

3. Changes to market offers from July 2023 to 2024

This section analyses changes to individual retailers' market offers from July 2023 to July 2024.

Chart 16 below shows that most electricity retailers decreased their market offers between July 2023 and July 2024.[43] Furthermore, it shows that there are significant differences in the size of the individual retailers' price changes. Kogan and Powershop have the greatest decreases while Tango, GloBird, Red , Engie, Sumo and OVO's offers have increased.[44]

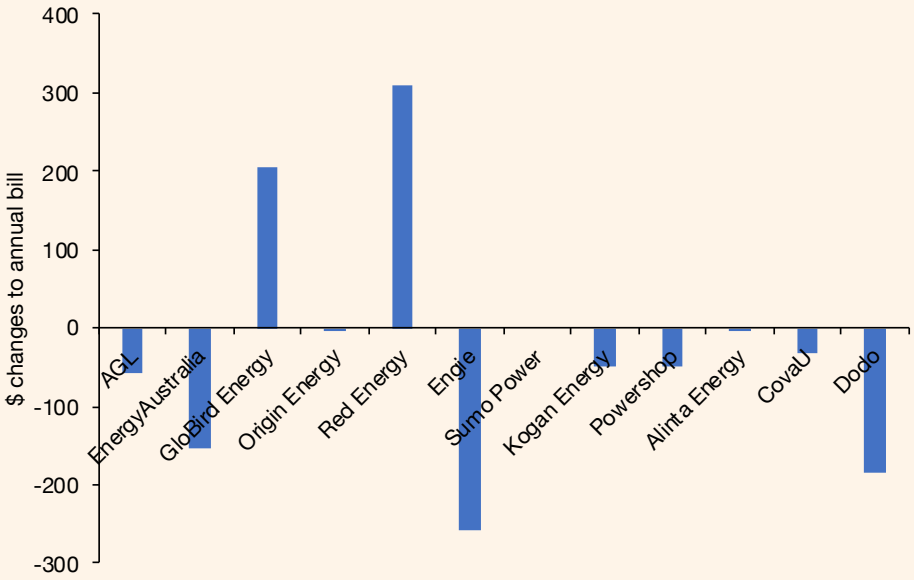
CHART 16 | Changes to electricity market offers' annual bills (inclusive of additional discounts) in the Ausgrid, Endeavour and Essential networks, July 2023 to 2024, based on 7,200kWh per annum, single rate, incl GST.[45]



43. Note that this analysis only includes retailers that had published market offers in July 2023 as well as July 2024.
44. Note that Tango Energy did not have published market offers in the Endeavor and Essential networks and Sumo Power did not have an offer in Essential.
45. As retailers may discontinue offers and/or 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 both July 2023 and July 2024. Where this has occurred, the offers used for this comparison (2023/2024) are: Engie (Blue Perks/Saver), Alinta (Home Deal/Priority Plus), Powershop (Carbon neutral/Power House) and Sumo (Assure/Freedom).

Chart 17 below shows that two gas retailers, GloBird and Red Energy, increased their market offers between July 2023 and July 2024.[46] Three retailers (Origin, Sumo and Alinta) did not change their prices while the remaining 7 decreased theirs. Engie is the retailer with the greatest decrease (-21%) while Red Energy has the greatest increase (30%).

CHART 17 | Changes to gas market offers' annual bills (inclusive of additional discounts) in the Jemena (Sydney) pricing zone, July 2023 to 2024, based on 24,000 MJ per annum, incl GST.[47]



46. Note that this analysis only includes retailers that had published market offers in July 2023 as well as July 2024.
47. As retailers may discontinue offers and/or 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 both July 2023 and July 2024. Where this has occurred, the offers used for this comparison (2023/2024) are: Simply Energy (Blue Perks/Saver), Powershop (Carbon neutral/Power House) and Alinta (Home Deal/Priority Plus).

4. Network charges

This section examines changes to electricity network charges since 2009 and gas distribution charges since 2019.

4.1 Electricity network charges

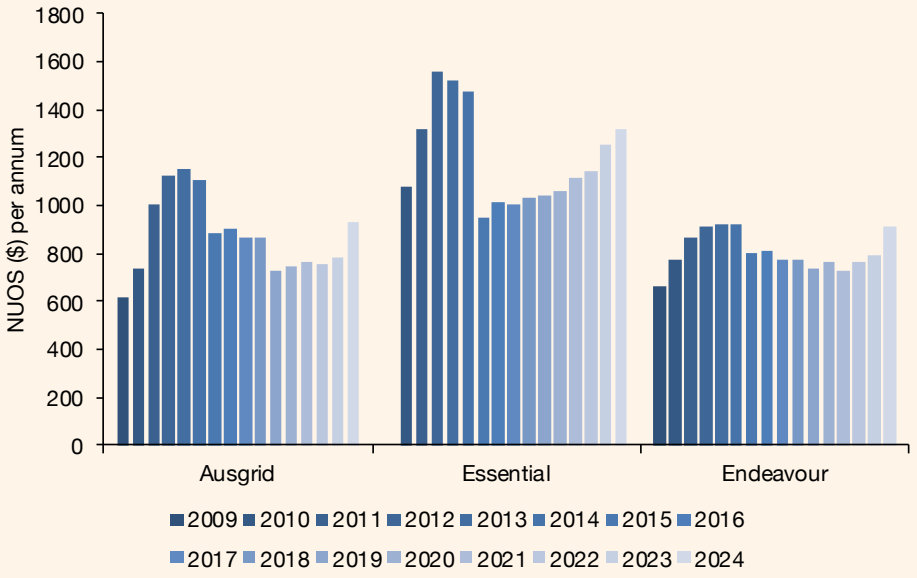
The NSW electricity networks (Ausgrid, Essential and Endeavour) introduce new Network Use of System (NUOS) charges in July every year. These NUOS charges are approved by the Australian Energy Regulator (AER) and comprise Transmission Use of System (TUOS) and Distribution Use of System (DUOS) as well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

The charts presented below show that while the NUOS charges for average consumption households increased significantly from 2009 to 2012, they then flattened out before substantially decreasing in 2015. Over the last three years, however, the NUOS has increased across NSW. See chart 18 below.

Network charges as a proportion of total bill increased in all networks in July 2024. The network proportion of bills is currently 29% in Endeavour, 31% in Ausgrid 37% in Essential. See chart 19 below.

CHART 18 | NUOS charges as annual cost to residential consumers from 2009* to 2024, all networks (based on single rate, 7,200kWh per annum, GST exclusive)[48]

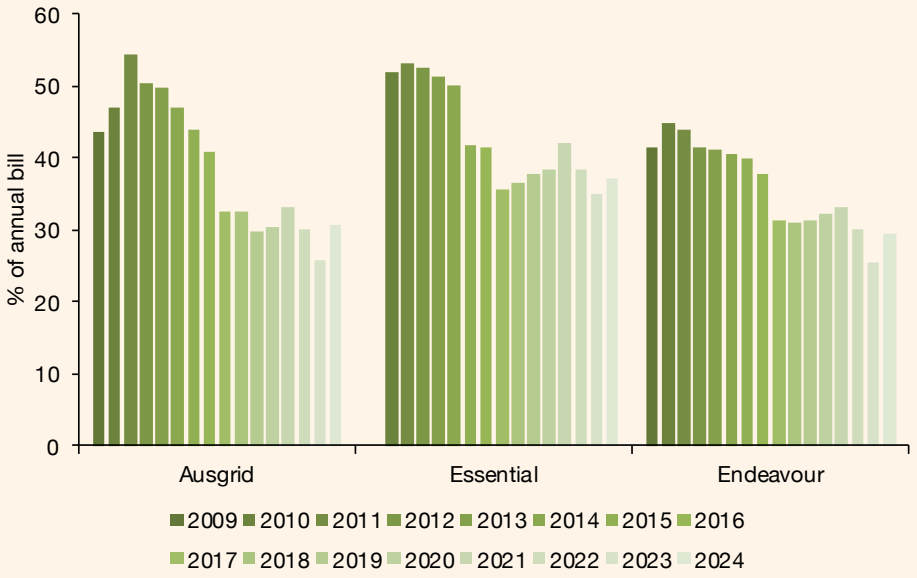
***Essential's area includes NUOS charges from 2010 to 2022 only.**



48. The annual NUOS charges have been calculated by allocating 1,800kWh per quarter (again based on annual consumption of 7,200kWh) to the step charges stipulated in the NUOS (excluding GST). The annual NUOS cost also includes fixed charges.

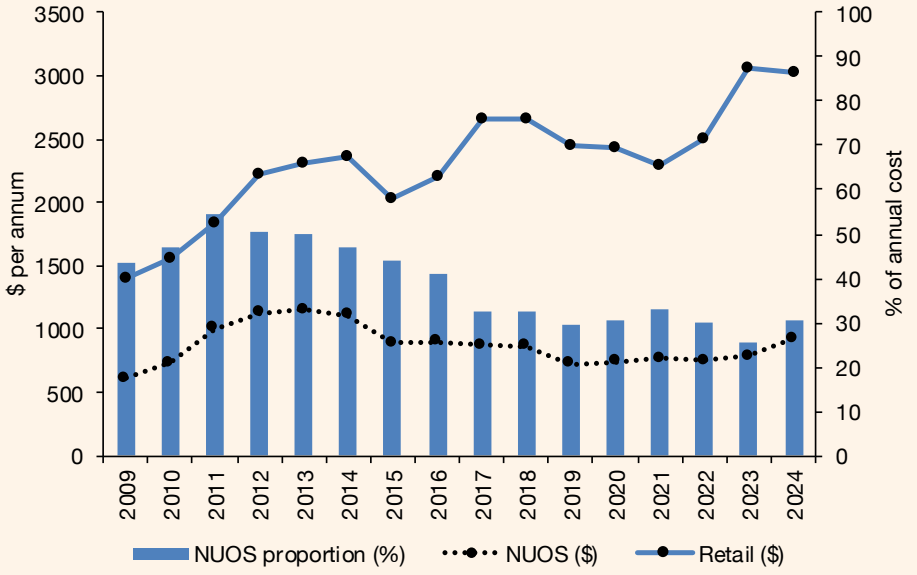
CHART 19 | NUOS charges as proportion of annual bill from 2009* to 2024, all networks. Based on regulated offer (2009-2013) and the incumbent retailers' single rate standing offer (2014-2024), 7,200kWh per annum, incl. GST[49]

*Essential's area includes NUOS charges from 2010 to 2022 only.



Charts 20-22 below show annual retail bills (solid line), NUOS charges as annual cost (dotted line) and as proportion of annual bill (columns) for each of the network areas. The methodology used for these calculations is the same as for charts 18-19 above.

CHART 20 | Ausgrid: Retail bill per annum, NUOS charges and NUOS as proportion of total bill Based on regulated offer (2009-2013) and Energy Australia's single rate standing offer (2014 - 2024), 7,200kWh per annum, incl GST.



49. The NUOS proportion of total bill has been calculated using annual NUOS cost calculations (see footnote above) and the retailers' regulated/ standing offers as of July every year (from 2009 to 2023), presented as annual bills for households using 7,200kWh per annum (single rate, incl. GST) across the three distribution areas. Post 2013 the retail bills are based on the incumbent retailers' (Origin and Energy Australia) standing offers.

CHART 21 | Endeavour Energy: Retail bill per annum, NUOS charges and NUOS as proportion of total bill Based on regulated offer (2009-2013) and Origin's single rate standing offer (2014 - 2024), 7,200kWh per annum, incl. GST

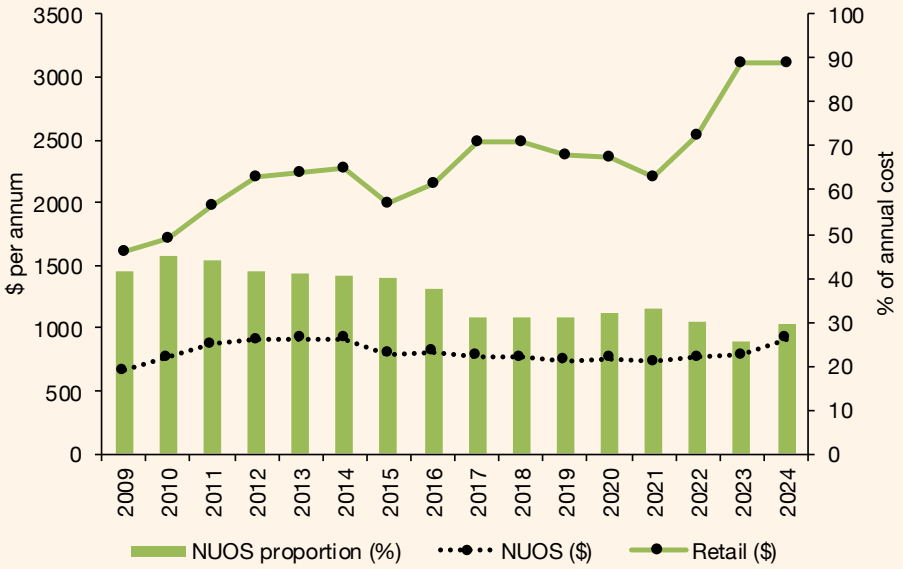
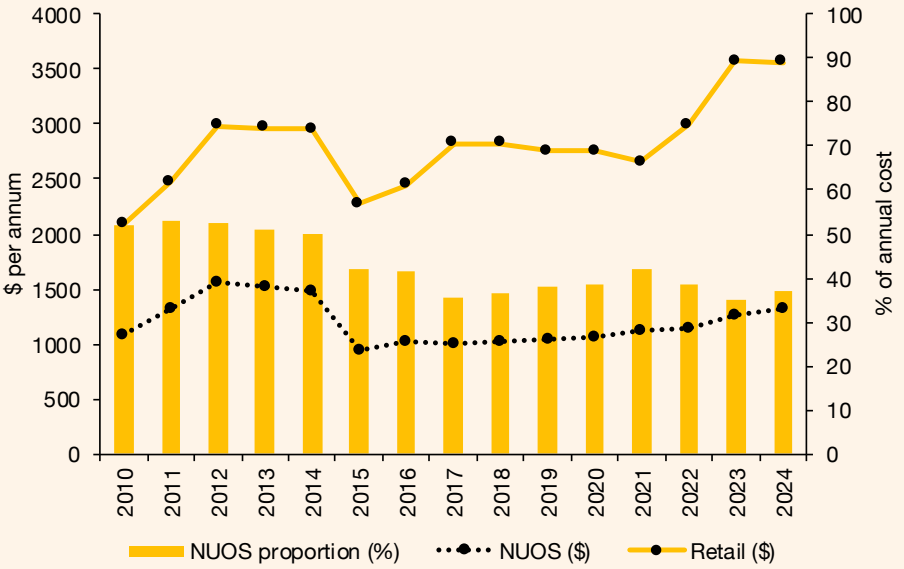


CHART 22 | Essential Energy: Retail bill per annum, NUOS charges and NUOS as proportion of total bill Based on regulated offer (2010-2013) and Origin's single rate standing offer (2014 - 2024), 7,200kWh per annum, incl. GST

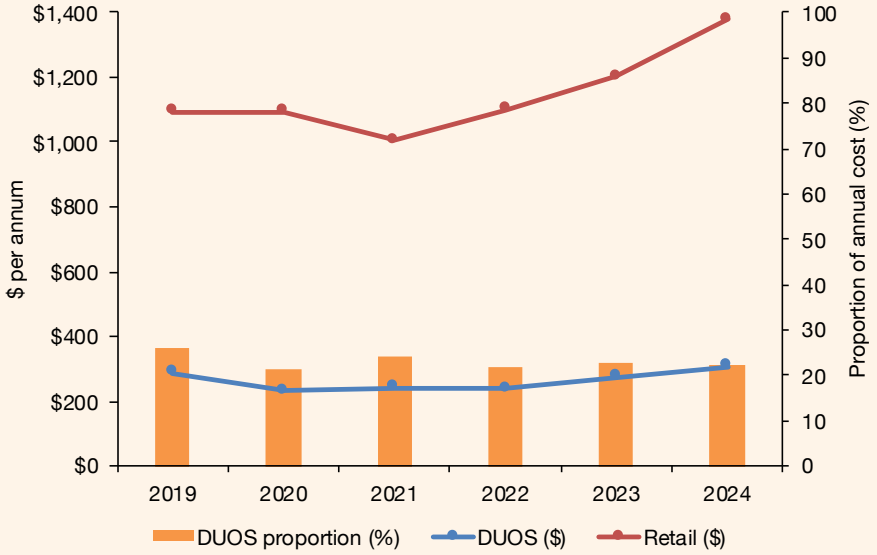


4.2 Gas network charges

A more recent addition to the Tariff-Tracking project has been to analyse changes to gas distribution charges. As discussed in section 1.2 above, there are several gas distributor in NSW and this analysis therefore focuses on the main gas distribution area which is Jemena Coastal.

As for electricity, the NSW gas distributor, Jemena, introduces new Distribution Use of System (DUOS) charges as of 1 July every year. Chart 23 below shows that the DUOS charges decreased in July 2020, increased in July 2021, decreased slightly in July 2022 and increased in July 2023 and 2024. In July 2024, both the DUOS and the retail bill increased, and the DUOS proportion of gas retail bills is currently 22% (down from 23% last year).

CHART 23 | Jemena: Retail bill per annum (incl. GST), DUOS charges and DUOS as proportion of total bill (incl. GST) as of July 2019 and July 2024 (based on AGL's standing offer, 24,000 MJ per annum)[50]



50. Based AGL's standing offer as of July 2019 and 2024. Presented as annual bills for households using 24,000 MJ per annum. The annual DUOS charges have been calculated by allocating 6,000 MJ per quarter (again based on annual consumption of 24,000 MJ) to the step charges stipulated in the DUOS. The annual DUOS cost also includes fixed charges.

5. Solar offers

There are over 663,000 small scale solar systems in NSW.[51] For 2024-25, IPART stated that a fair and reasonable benchmark range for solar electricity fed back into the grid is between 4.9 and 6.3 cents per kWh.[52] However, the retailers are not obliged to offer a FIT in this range. Customers looking for solar offers need to assess both the retailers' FIT rates as well as the cost of electricity imported.

This section analyses and compares market offer bills for NSW customers with 1.5 kW and 3 kW systems installed.[53] 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.

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 7,200kWh (including both produced and imported).
- Calculations have been produced for households with 1.5 kW and 3 kW systems only.
- For Sydney households, an annual generation capacity per kW installed of 1.614 MWh and an export rate of 49.9% for 3 kW systems and 18.9% for 1.5 kW systems.
- For non-metropolitan households, an annual generation capacity per kW installed of 1.801 MWh and an export rate of 55.1% for 3 kW systems and 27.3% for 1.5 kW systems.
- Only FIT rates available to new customers have been included. Retailer funded FIT rates have been applied as per offer (see table 6 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.

The average FIT rate (across all retailers) has been declining in recent years and the average FIT rate is currently 5.8 c/kWh (down from 8.2 c/kWh in July 2023). Furthermore, more retailers (Red Energy, Energy Locals, AGL, Origin Energy, Energy Australia, 1st Energy and GloBird) are offering a higher FIT rate for a set amount of kWh exported each day and a lower FIT rate for any export above the threshold.

A declining FIT rate can have a notable impact on households with even a moderate export capacity. A Sydney household exporting 604 kWh per quarter, for example, would receive an annual FIT credit of approximately $210 on Red Energy's declining FIT rate of 10 cents and 5 cents. The same household would have received an annual FIT credit of around $240 if they were with a retailer offering a 10 cent FIT without the daily threshold (e.g. Engie).

51. Small scale is defined as systems up to 100 kW. Australian Energy Council, Solar Report, Quarter 1, 2024, 3
52. See IPART, Solar feed-in tariff benchmark 2024-25, Fact Sheet, 28 May 2024 at https://www.ipart.nsw.gov.au/sites/default/files/cm9_documents/Fact-Sheet-Solar-feed-in-tariff-benchmark-range-for-2024-25-28-May-2024.PDF
53. 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.

TABLE 6 | Retailers' FIT rates (July 2024)

Retailer*	Offer	1st FIT rate (c/kWh)	Threshold	2nd FIT rate (c/kWh)
1st Energy	1st Saver	5	15 kWh/day	2.5
EnergyAustralia	Solar Max	12	15 kWh/day	7.6
Origin Energy	Solar Boost	10	14 kWh/day	5
AGL	Solar Savers	10	10kWh/day	5
Energy Locals	Online Member	5	8 kWh/day	3
GloBird Energy	SolarPlus	12	8 kWh/day	4
Red Energy	Solar Saver	10	5 kWh/day	5
Tango Energy	Home Select	0		
Powershop	Power House	1.4		
Kogan Energy	Free Kogan First Membership	1.4		
OVO	The One Plan	3		
Future X Power	Anytime	3		
Dodo Power & Gas	Market offer	3.5		
Momentum	Suit Yourself	5		
Diamond Energy	Renewable Saver	5.2		
CovaU	Freedom	5.5		
Alinta Energy	Priority Plus	6.7		
Sumo Power	Freedom	8.1		
Engie	Solar	10		
Nectr	100% Clean	0		

Chart 24 below compares annual retail bills for solar customers in Sydney (Ausgrid) with 3 kW and 1.5 kW installed.[54] It shows that for this consumption level, the average market offer bill for households in this area with a 3 kW system installed is $1,800 and that is $855 less than the average market offer bill for non-solar customers (see section 2.1 above). Households with a 1.5 kW system installed will have an average annual bill of $2,075.

Chart 24 also shows that Diamond, Energy Australia, Origin, Red Energy, Engie, Sumo, Momentum Tango and Future X Power all have offers that produce annual bills above the average for both 3 kW and 1.5 kW systems. Customers with a 3kW system installed may save $490 per annum if they switched from Tango to AGL's offer.

54. 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.

CHART 24 | Annual bills including discounts and FIT credits for Sydney/ Ausgrid customers with 3 kW and 1.5 kW solar systems. Electricity offers post July 2024 as annual bills, Single rate, 7,200kWh (GST inc)[55]

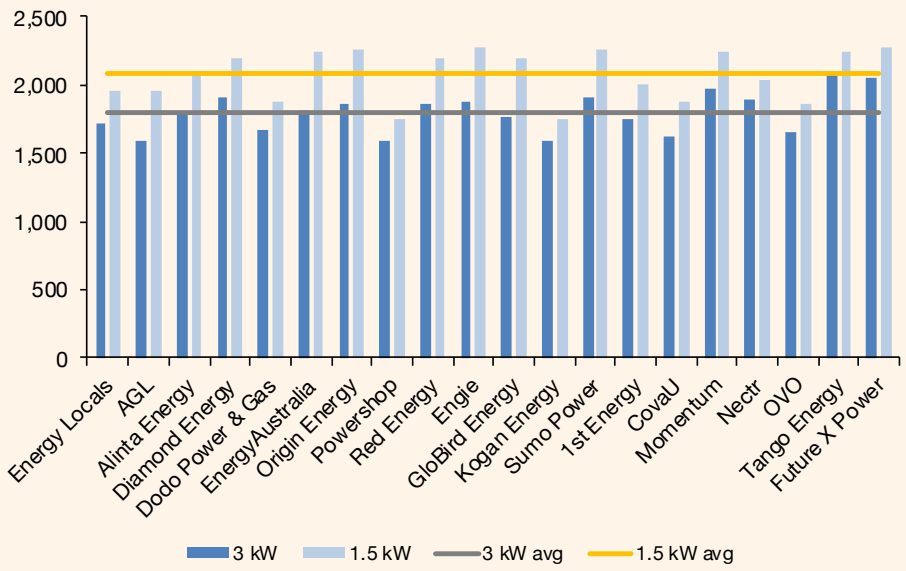
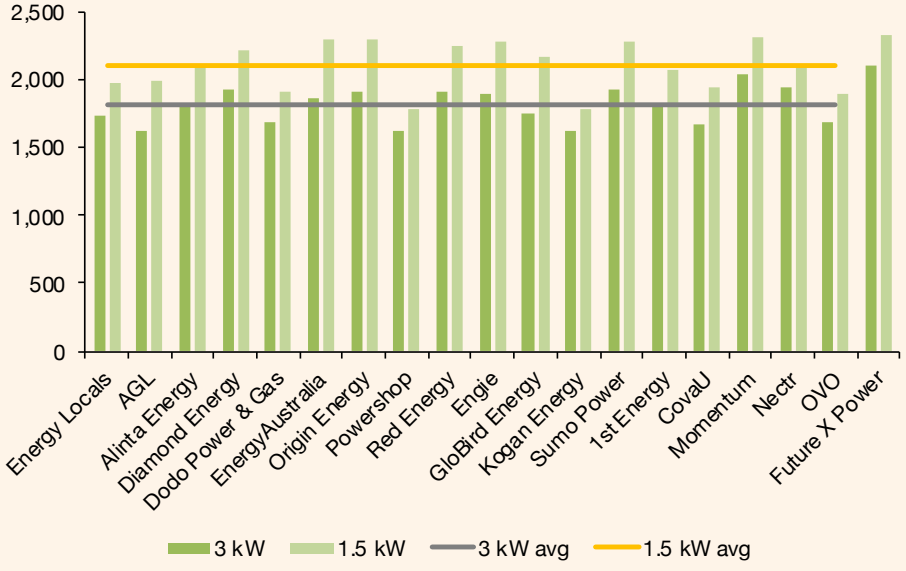


Chart 25 below shows annual bills for Sydney solar customers in the Endeavour network. It shows that for this consumption level, the average market offer bill for households in this area with a 3 kW system installed is $1,815 and that is $870 less than the average market offer bill for non-solar customers (see section 2.1 above). Households with a 1.5 kW system installed will have an average annual bill of $2,100.

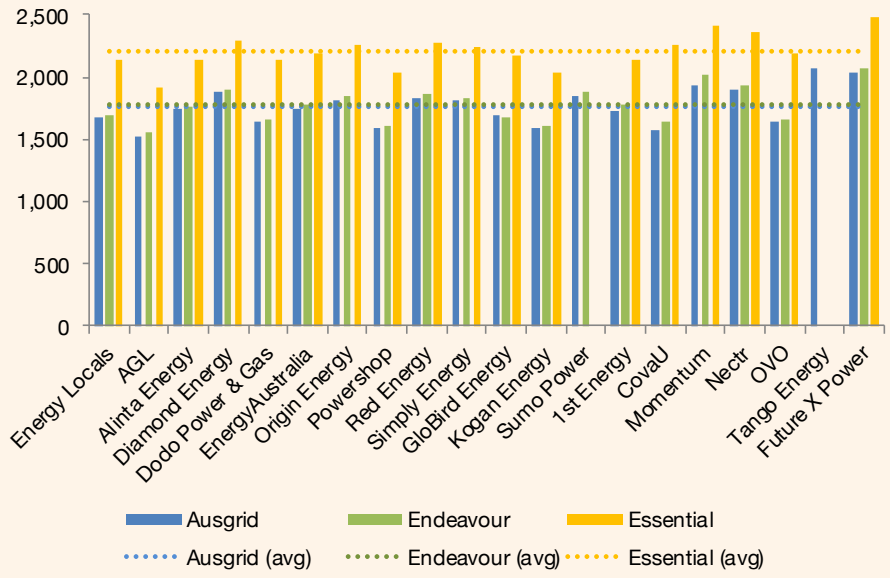
CHART 25 | Annual bills including discounts and FIT credits for Sydney/ Endeavour customers with 3 kW and 1.5 kW solar systems. Electricity offers post July 2024 as annual bills, Single rate, 7,200kWh (GST inc)[56]



55. Calculations include discounts off usage or bill as well as pay on time discounts off usage or bill.
56. Ibid.

Homes outside Sydney's metropolitan area will typically have less overshadowing and therefore a higher generation capacity and export rate. Chart 26 compares annual retail bills for non-metropolitan solar customers with 3 kW systems in the three network areas. It shows that the average annual bill for non-metropolitan solar customers with this consumption level is $1,765 in Ausgrid, $1,780 in Endeavour and $2,205 in Essential. Compared to non-solar households, the average bill is around $890 less in Ausgrid, $905 in Endeavour, and $965 less in Essential (see section 2.1 above for non-solar customers).

CHART 26 | Annual bills including discounts and FIT credits for non-metropolitan customers in Ausgrid, Endeavour and Essential with 3 kW solar systems. Electricity offers post July 2024 as annual bills, Single rate, 7,200kWh (GST inc)[57]



Figures 6 - 8 below show estimated annual bills for solar market offers including FIT and discounts for Sydney customers in Ausgrid and Endeavour's networks and non-metropolitan customers in the Essential network (all based on 3 kW systems).[58]

FIGURE 6 | Lowest to highest annual bills (incl GST) for solar market offers post July 2024, including discounts and pay on time discounts – Sydney households in the Ausgrid network with 3kW systems installed and consuming 7,200kWh annum (including both produced and imported), single rate

AGL	$1,588
Powershop	$1,597
Kogan Energy	$1,597
CovaU	$1,614
OVO	$1,660
Dodo Power & Gas	$1,662
Energy Locals	$1,712

1st Energy	$1,756
GloBird Energy	$1,758
Alinta Energy	$1,779
EnergyAustralia	$1,814
Red Energy	$1,859
Origin Energy	$1,869
Engie	$1,880

Nectr	$1,892
Sumo Power	$1,907
Diamond Energy	$1,910
Momentum	$1,971
Future X Power	$2,047
Tango Energy	$2,079

57. Ibid. Note that Sumo does not have published offers in the Essential Energy network and Tango Energy only has published offers available in the Ausgrid network.
58. These market offers were collected between 15 and 16 July 2024 (except CovaU's offer which was collected on 1 August 2024) and it should be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

FIGURE 7 | Lowest to highest annual bills (incl GST) for solar market offers post July 2024, including discounts and pay on time discounts – Sydney households in the Endeavour network with 3kW systems installed and consuming 7,200kWh annum (including both produced and imported), single rate

AGL	$1,625		GloBird Energy	$1,746		Sumo Power	$1,928
Powershop	$1,626		Alinta Energy	$1,800		Diamond Energy	$1,928
Kogan Energy	$1,626		1st Energy	$1,816		Nectr	$1,934
CovaU	$1,671		EnergyAustralia	$1,856		Momentum	$2,042
OVO	$1,685		Engie	$1,895		Future X Power	$2,096
Dodo Power & Gas	$1,690		Red Energy	$1,905			
Energy Locals	$1,731		Origin Energy	$1,907			

FIGURE 8 | Lowest to highest annual bills (incl GST) for solar market offers post July 2024, including discounts and pay on time discounts – households in the Essential network with 3kW systems installed and consuming 7,200kWh annum (including both produced and imported), single rate

AGL	$1,916		1st Energy	$2,142		CovaU	$2,268
Powershop	$2,042		GloBird Energy	$2,170		Red Energy	$2,279
Kogan Energy	$2,042		EnergyAustralia	$2,189		Diamond Energy	$2,289
Dodo Power & Gas	$2,135		OVO	$2,198		Nectr	$2,362
Alinta Energy	$2,137		Engie	$2,240		Momentum	$2,409
Energy Locals	$2,138		Origin Energy	$2,254		Future X Power	$2,475

6. Total cost of energy by area

As approximately 40% of NSW households are connected to both electricity and gas, it is important to analyse whether there are areas that have experienced high increases/decreases in both electricity and gas prices, and conversely, whether there are areas where the increases/decreases in electricity and gas prices are at the lower end.[59] Such analysis allows for a more detailed understanding of the total energy costs faced by households across NSW. This year, dual fuel households in Western Sydney have received the greatest increases to energy costs as gas prices have increased in by approximately $175 per annum in the Jemena Coastal gas zone combined with electricity prices remaining unchanged in the Endeavour Energy network.[60] Dual fuel households with typical consumption levels across NSW will experience price increases of between $50 and $175 per annum.[61]

6.1 Inner Sydney, Northern Sydney, Swansea, Newcastle, Maitland, Cessnock Singleton and Upper Hunter

In this area, Energy Australia's annual electricity standing offer bill is $40 less in July 2024 compared to July 2023 (based on households consuming 7,200kWh/annum). Higher gas prices in the Jemena/AGL gas zone, however, means that annual bills for customers on AGL's gas standing offer have increased by around $175 per annum (based on households consuming 24,000MJ/annum).

- Dual fuel households with an average consumption of electricity and gas in inner and Eastern Sydney, Sydney's North, Swansea and Newcastle will typically experience an *increase* in annual *energy* costs of $135 from July 2023.[62]
- All-electric households in Sydney, Newcastle, Maitland, Singleton, Muswellbrook and the Upper Hunter will typically experience a *decrease* in annual *electricity* costs of $55 from July 2024.[63]

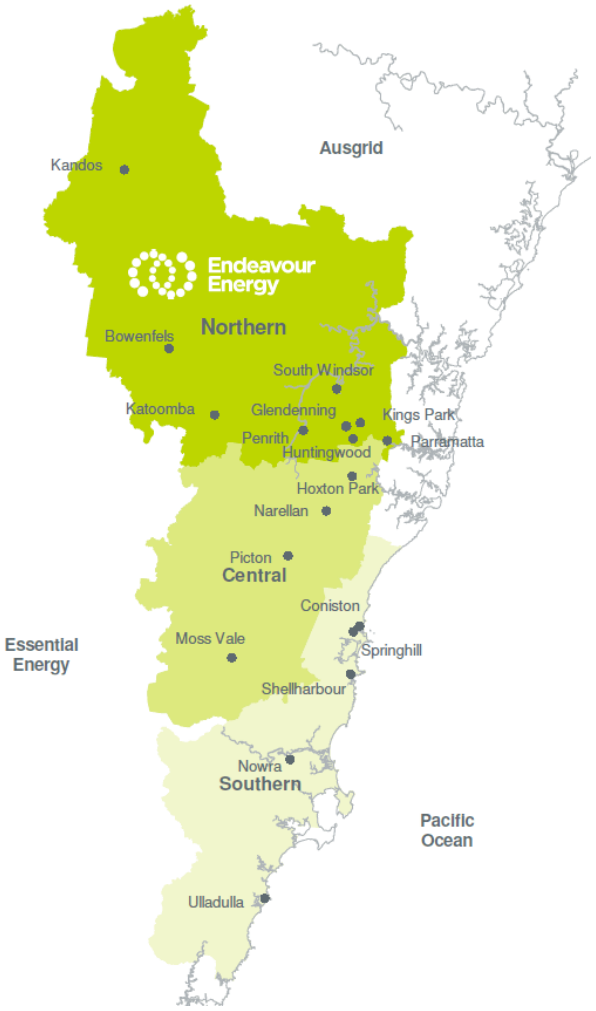
Source: www.ausgrid.com.au

59. According to IPART, approximately 40% of all NSW households use gas and in the Sydney metropolitan area approximately 50% of households use gas. IPART, *Review of regulated retail prices and charges for gas*, Final report, June 2014, p 52
60. Based on the incumbent retailers' standing offers and an annual consumption of 7,000 kWh and 24,000 MJ.
61. Ibid.
62. These are households in Ausgrid's electricity distribution network and Jemena/AGL's gas zone.
63. These are households on a two-rate (controlled load) tariff in Ausgrid's electricity distribution network using 8,000 kWh per annum (thereof 30% controlled load).

6.2 Western Sydney, Wollongong, Blue Mountains, Lithgow, Kandos, Moss Vale, Nowra, Ulladulla

In this area, Origin's annual electricity standing offer bill has not changed since last year (July 2023). Higher gas prices in the Jemena/AGL gas zone, however, means that annual bills for customers on AGL's gas standing offer have increased by around $175 per annum (based on households consuming 24,000MJ/annum).

- Dual fuel households with an average consumption of electricity and gas in Western Sydney, Wollongong, Blue Mountains and Lithgow will typically experience an *increase* in annual *energy* costs of $175 from July 2024.[64]
- As gas prices in the Nowra/ Shoalhaven have increased by approximately $110 per annum, dual fuel households in this area will typically experience an *increase* in annual *energy* costs of $110 from July 2024.[65]
- All-electric households in Western Sydney, Wollongong, Blue Mountains, Lithgow, Kandos, Moss Vale, Nowra and Ulladulla will typically experience a *decrease* in annual *electricity* costs of $30 from July 2024.[66]



Source: www.endeavourenergy.com.au

64. These are households in Endeavour Energy's electricity distribution network and Jemena/AGL's gas zone.
65. These are households in Endeavour Energy's electricity distribution network and ActewAGL's Shoalhaven gas zone.
66. These are households on a two-rate (controlled load) tariff in Endeavour Energy 's electricity distribution network using 8,000 kWh per annum (thereof 30% controlled load).

6.3 Rural and Regional NSW

In rural and regional NSW, Origin's annual electricity standing offer bill is $10 less in July 2024 compared to July 2023 (based on households consuming 7,200kWh/annum). For all-electric households (8,000kWh, 30% controlled off peak) the average electricity standing offer has *decreased* by $100.

Source: Country Energy, Annual Report 2009-10

- Dual fuel households with an average consumption of electricity and gas in Bathurst, Orange, Newcastle and Wollongong will typically experience a $165 *increase* to their annual *energy* costs from July 2024.[67]
- Dual fuel households in Queanbeyan and Bungendore will typically experience an *increase* in annual *energy* costs of $125 from July 2024.[68]
- Dual fuel households in Goulburn, Boorowa, Yass and Young will typically experience an *increase* in annual *energy* costs of $145 from July 2024.[69]
- Dual fuel households in Wagga Wagga and Uranquinty will typically experience an *increase* in annual *energy* costs of $125 from July 2024.[70]
- Dual fuel households in Tamworth will typically experience an *increase* in annual *energy* costs of $50 from July 2024.[71]
- Dual fuel households in the Murray Valley towns will typically experience an *increase* in annual *energy* costs of $60 from July 2024.[72]
- Dual fuel households in Tumut and Gundagai will typically experience an *increase* in annual *energy* costs of $65 from July 2024.[73]
- Dual fuel households in Albury, Moama and Jindera will typically experience an *increase* in annual *energy* costs of $60 from July 2024.[74]
- Dual fuel households in Cooma, Bombala, Temora, Holbrook, Henty, Culcairn and Walla will typically experience an *increase* in annual *energy* costs of $65 from July 2024.[75]

67. These are households in Essential Energy's electricity distribution network and the Jemena/AGL gas zones.
68. These are households in Essential Energy's electricity distribution network and ActewAGL's Queanbeyan gas zone.
69. These are households in Essential Energy's electricity distribution network and ActewAGL's Goulburn gas zone.
70. These are households in Essential Energy's electricity distribution network and Origin Energy's Wagga Wagga gas zone.
71. These are households in Essential Energy's electricity distribution network and Origin Energy's Tamworth gas zone.
72. These are households in Essential Energy's electricity distribution network and Origin Energy's Murray gas zone.
73. These are households in Essential Energy's electricity distribution network and Origin Energy's Tumut gas zone.
74. These are households in Essential Energy's electricity distribution network and Origin Energy's Albury gas zone.
75. These are households in Essential Energy's electricity distribution network and Origin Energy's Temora and Cooma gas zone.

7. Time of use pricing

It is becoming increasingly common that households in NSW are on a time of use (TOU) tariff.[76] According to the Australian Energy Regulator's (AER) Regulatory Information Notices (RIN) there were just over 345,000 households on the TOU tariff in the Ausgrid network (tariff EA025) as of June 2023.[77] In the Essential network there were just under 246,000 households on TOU tariffs (tariffs BLNT3AU and BLNT3AL) and in the Endeavour network there were 1,370 households on the seasonal TOU tariff (tariff N71). According to the ABC, the total number of households in NSW on TOU or flexible tariffs had grown to almost 736,000 by the 2nd quarter of 2024.[78]

Electricity distributors (Ausgrid, Endeavour and Essential in NSW) develop the tariff structures, but the retailers can change, as well as simplify, the tariffs if they wish. Just as the majority of retail offers do not pass on wholesale rates, retailers can manage risk on behalf of their customers by changing the tariff structure. To date, however, there has been very little retail innovation in this area.

The Australian Energy Market Commission (AEMC) recently issued a directions paper to protect customers from "bill shock".[79] The proposal includes a three-year explicit informed consent period where customers that have had a TOU enabling smart meter installed can refuse to be reassigned from a flat tariff to a TOU tariff.[80] The AEMC's view is that this will allow customers to understand their load profile and have the ability to compare and identify products that best suit their needs.

This section examines the comparability of TOU offers on the Government's Energy Made Easy website, compares selected TOU market offers in the Ausgrid network for set consumption profiles, as well as a comparing annual bills for TOU offers and flat rate offers. It finds that:

- The presentation of TOU offers on the Energy Made Easy website is somewhat confusing (see section 7.2);
- Most retailers do not follow the underlying network tariff structure when shaping their TOU offers[81];
- Most TOU offers are relatively similar but that individual retailers can stand out in terms of price and/or tariff structure;
- Annual bills (for our assumed standard consumption profile) would in most cases decrease slightly if switching from a retailer's flat rate tariff to the same retailer's TOU tariff;
- Savings to annual bills can be greater on a TOU tariff, compared to a flat rate tariff, if the customer also changes retailer.

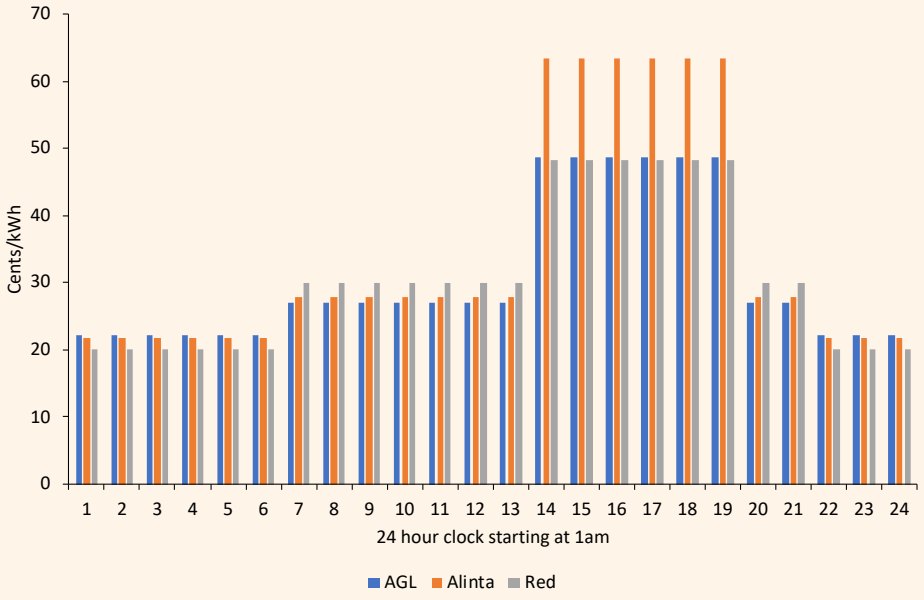
76. With the rollout of smart meters customers have been migrated from a flat rate tariff to a TOU tariff (or a demand tariff) upon new meters being installed.
77. See AER RIN data, Pricing, P1 Cost reflective tariffs.
78. See ABC, "Power price structures have radically changed, but nobody thought to tell consumers about it" by Daniel Mercer, 15 June 2024 at https://www.abc.net.au/news/2024-06-15/power-tariffs-are-changing-radically-but-no-one-is-telling-you/103944598
79. See AEMC, Accelerating smart meter deployment, Information sheet, Directions paper 15 August 2024 at https://www.aemc.gov.au/sites/default/files/2024-08/information_sheet_-_erc0378_-_directions_paper_140824.pdf
80. Note that while this analysis focuses on TOU tariffs, households can also be transferred to other more cost reflective tariffs, such as demand tariffs.
81. The underlying network tariff is a seasonal tariff with peak and off-peak times only (no shoulder rates). Ausgrid's peak pricing window is from 3pm and 9 pm every day from 1 June to 31 August and 1 November to 31 March. At all other times the off-peak network tariff applies. See https://www.ausgrid.com.au/Your-Energy-Use/Meters/Time-of-use-pricing

The presentation of the various TOU retail offers available to households in NSW on the Energy Made Easy website is complex. There are typically three consumption prices but the time these prices are charged can vary between weekdays and weekends as well as season (summer, winter, spring and autumn). As transferring customers from a flat rate to a TOU tariff can cause "bill shock", we believe it is crucial than customers are informed in a timely way about any changes and have the tools to compare and shop around for the most suitable retail offers. We acknowledge that it is more complex to provide a comparison tool for households comparing TOU tariffs, as both the consumption profile and more complex tariff structures impact on how much the customer will pay. That said, with a significant proportion of households being migrated to more complex tariff structures, governments' comparison sites will be obsolete if they do not address these challenges. Appendix A contains three examples of how Energy Made Easy presents TOU tariffs in the Ausgrid network and two of these examples are discussed in more detail under section 7.2.

7.1 Non-seasonal TOU tariffs[82]

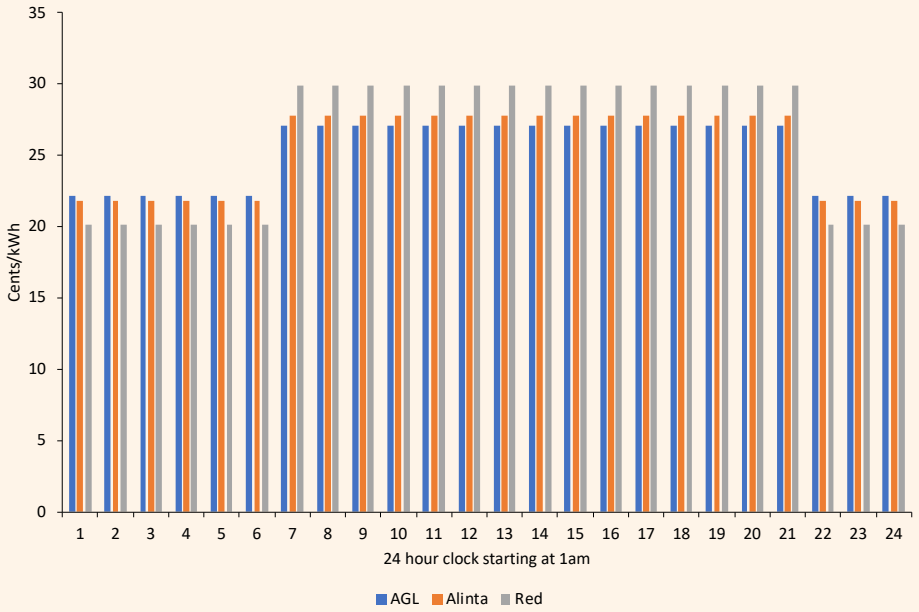
The non-seasonal tariffs are quite easy to compare.[83] Charts 27 and 28 below show AGL, Alinta and Red Energy's TOU tariffs for weekdays and weekends. They show that the price differentiation is very low between the three retailers except for Alinta's weekday peak rates.

CHART 27 | AGL, Alinta and Red Energy's TOU usage charges (c/kWh) for weekday consumption, July 2024, incl. GST



82. Note that these are retail tariffs. The underlying network tariff is a seasonal tariff with peak and off-peak times only (no shoulder rates). See https://www.ausgrid.com.au/Your-Energy-Use/Meters/Time-of-use-pricing
83. See example 1 from Energy Made Easy in Appendix A

CHART 28 | AGL, Alinta and Red Energy's TOU usage charges (c/kWh) for weekend consumption, July 2024, incl. GST



The Energy Made Easy website estimated that a medium consumption household would pay $1,960 per annum on AGL's offer, $1,980 on Red Energy's offer and $2,180 on Alinta's offer. That is a maximum price difference of $220 per annum.

We know that Energy Made Easy base the bill calculations on a daily consumption of 15 kWh for medium consumption households, but we do not know how they allocate these kWh to the various times of year, week or day.

Doing our own comparison of the offers based on a usage of around 15 kWh per day, the bills were slightly lower with AGL at $1,925, Red at $1,960 and Alinta at $2,125. That is a maximum price difference of $200 per annum.

Charts 29 and 30 below show the assumed consumption profile applied to our bill calculations for weekdays and weekends.[84]

CHART 29 | Weekday consumption profile for households using 15 kWh per day on average (5,471 kWh/ annum).

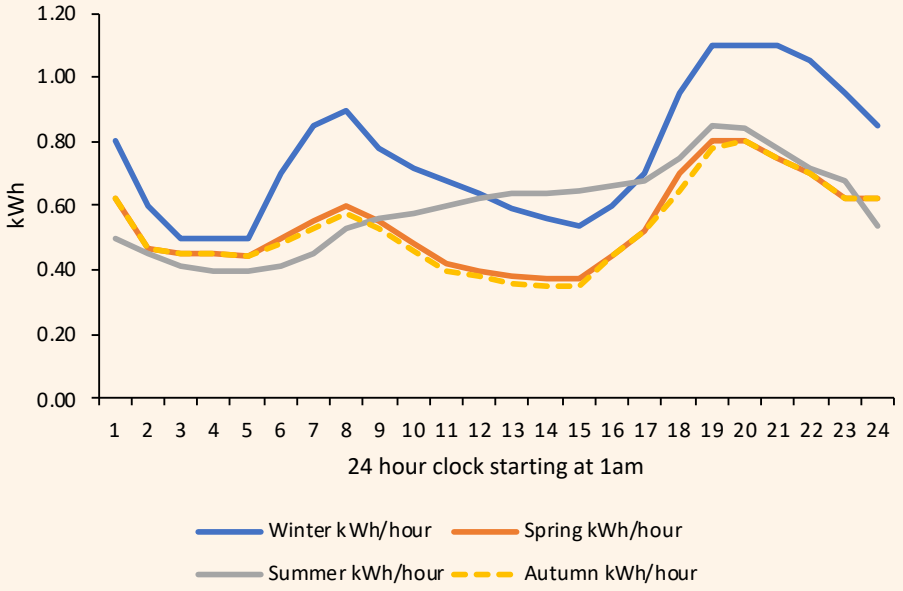
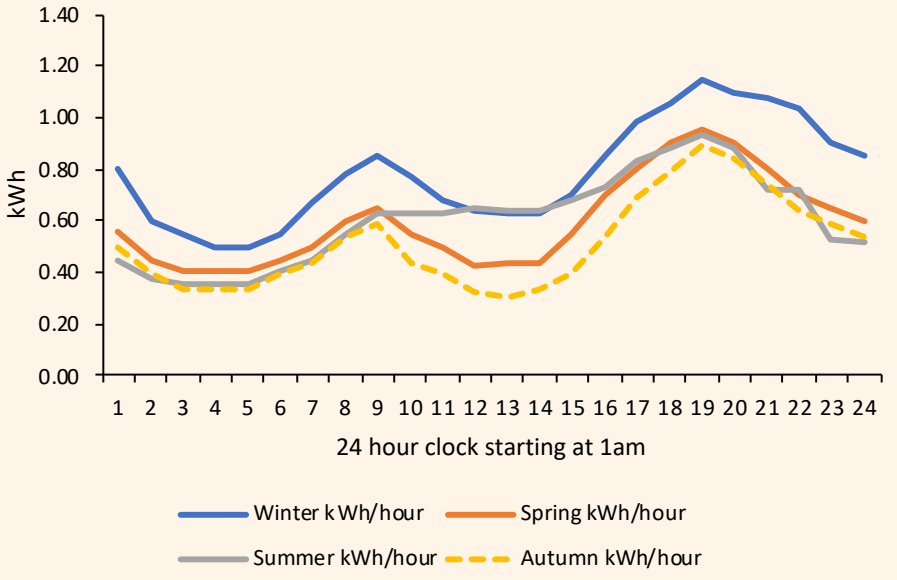


CHART 30 | Weekend consumption profile for households using 15 kWh per day on average (5,471 kWh/ annum).



84. Out of the total annual usage, 21% of usage has been allocated to winter weekdays and 10% to winter weekends/holidays, 27% to summer weekdays and 13% to summer weekends/holidays, 10% to spring weekdays and 5% to spring weekends/holidays, 10 % to autumn weekdays and 4% to autumn weekends/holidays. These assumptions have been developed in consultation with Ausgrid.

7.2 Seasonal TOU tariffs[85]

Seasonal tariffs bring additional tariff variations to consider and therefore make them harder to compare. The winter season is three months (1 June to 31 August), the spring season is two months (1 September to 31 October), the summer season is 5 months (1 November to 31 March), and the autumn season is two months (1 April to 31 May). Peak rates are typically applied to certain times of the day during the winter and summer seasons. Most retailers (but not all) apply the same rates to the shorter spring and autumn seasons.

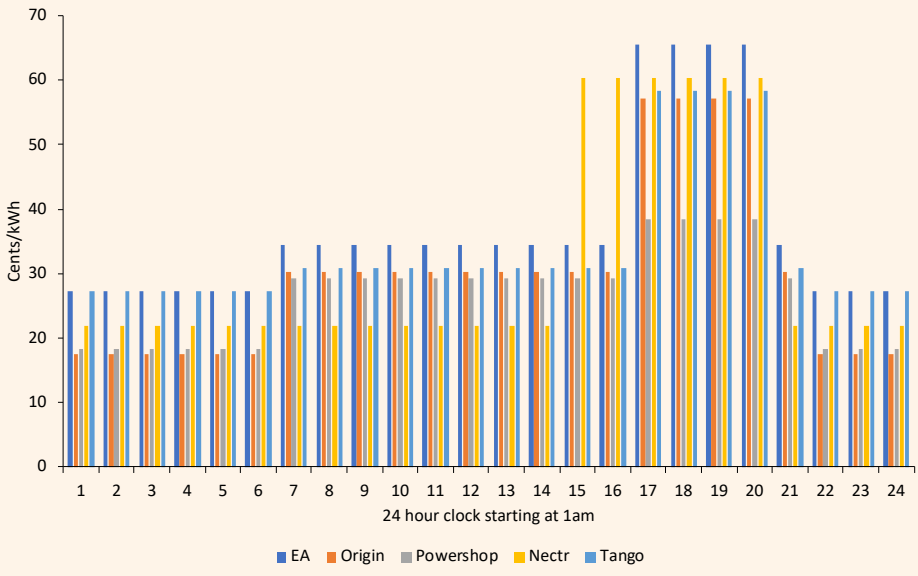
Example 2 and 3 in Appendix A shows how two seasonal TOU tariffs are shown on the Energy Made Easy website. Example 2 (Energy Australia) is a typical seasonal tariff. The summer and winter seasons have peak, shoulder and off-peak times but the summer peak is 6 hours per day compared to the winter peak of 4 hours. The shoulder seasons (spring and autumn) only have shoulder and off-peak times and they are the same for both seasons.

Example 3 (Nectr), however, is a different type of seasonal TOU tariff. It operates with two rates during the winter and summer seasons and a single rate (albeit different) for the two shoulder seasons (spring/autumn). Combined (across all seasons) the offer includes three different rates in total. The way the offer is presented, however, makes it look like it only contains peak (red time slots) and off-peak (green time slots) tariffs. In reality, the winter season contains a mix of peak (60.39 c/kWh) and off-peak (21.89 c/kWh), spring is a flat shoulder rate (31.62 c/kWh), summer is a mix of peak (60.39 c/kWh) and off-peak (21.89 c/kWh) and autumn is a flat off-peak rate (21.89 c/kWh).

7.2.1 Winter season

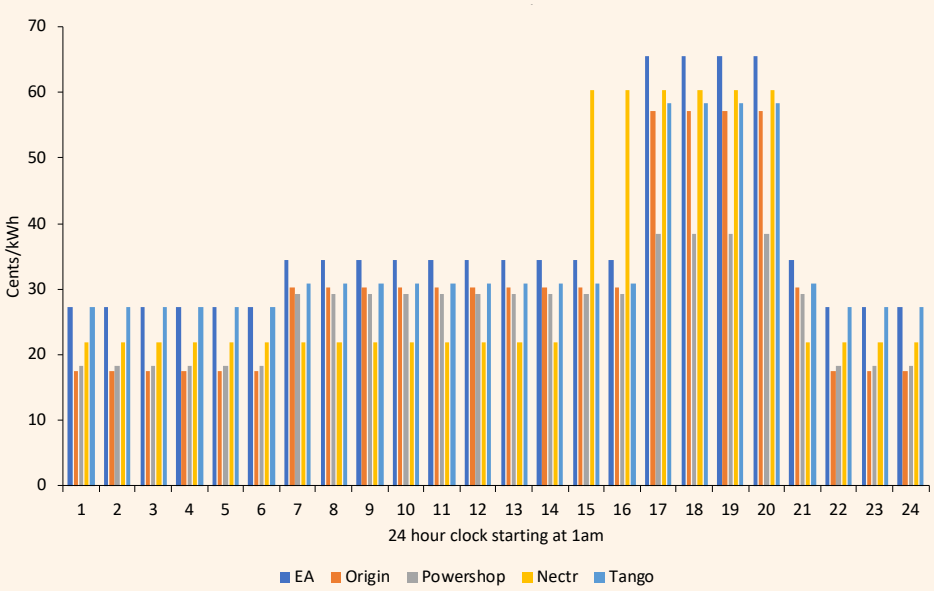
Charts 31 and 32 below show Energy Australia, Origin, Powershop, Nectr and Tango Energy's TOU tariffs for winter weekdays and weekends.[86] They show that the price differentiation is quite low except for Powershop's much lower weekday peak rate (chart 31) and Nectr's weekend peak rates (chart 32). Nectr's peak rate also starts 2 hours earlier compared to the other retailers.

CHART 31 | Winter prices - Energy Australia, Origin, Powershop, Nectr and Tango Energy's TOU usage charges (c/kWh) for weekday consumption, July 2024, incl. GST



85. Note that these are retail tariffs. The underlying network tariff is a seasonal tariff with peak and off-peak times only (no shoulder rates). See https://www.ausgrid.com.au/Your-Energy-Use/Meters/Time-of-use-pricing
86. Note that these are rates only and do not include discounts. Energy Australia's offer does include a discount off bill that is not shown in these charts.

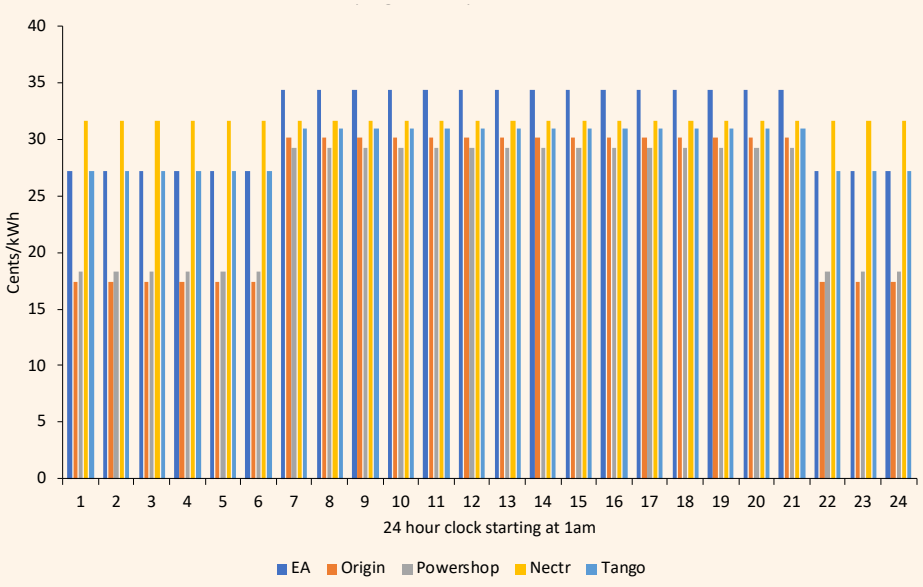
CHART 32 | Winter prices - Energy Australia, Origin, Powershop, Nectr and Tango Energy's TOU usage charges (c/kWh) for weekend consumption, July 2024, incl. GST



7.2.2 Spring season

Chart 33 below shows Energy Australia, Origin, Powershop, Nectr and Tango Energy's TOU tariffs for spring weekdays/weekends. It shows that Origin and Powershop have much lower night rates than the other retailers and that Nectr has a flat spring rate.[87]

CHART 33 | Spring prices - Energy Australia, Origin, Powershop, Nectr and Tango Energy's TOU usage charges (c/kWh) for weekday and weekend consumption, July 2024, incl. GST



87. Note that these are rates only and do not include discounts. Energy Australia's offer does include a discount off bill that is not shown in these charts.

7.2.3 Summer season

Charts 34 and 35 below show Energy Australia, Origin, Powershop, Nectr and Tango Energy's TOU tariffs for summer weekdays and weekends.[88] Similar to the winter season, the price differentiation is quite low except for Powershop's much lower weekday peak rate (chart 34) and Nectr's weekend peak rates (chart 35). Nectr's peak rate also lasts 1 hour longer compared to the other retailers.

CHART 34 | Summer prices - Energy Australia, Origin, Powershop, Nectr and Tango Energy's TOU usage charges (c/kWh) for weekday consumption, July 2024, incl. GST

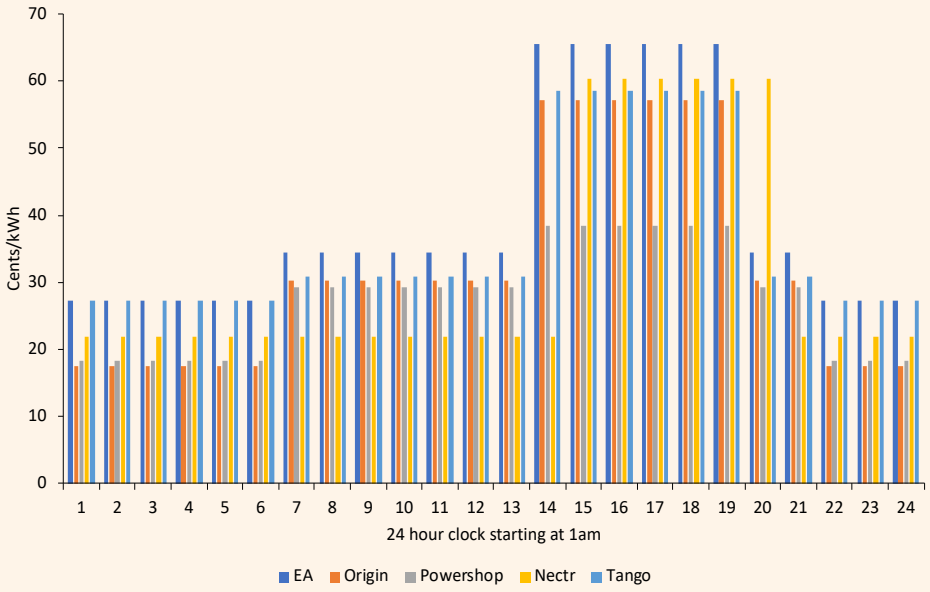
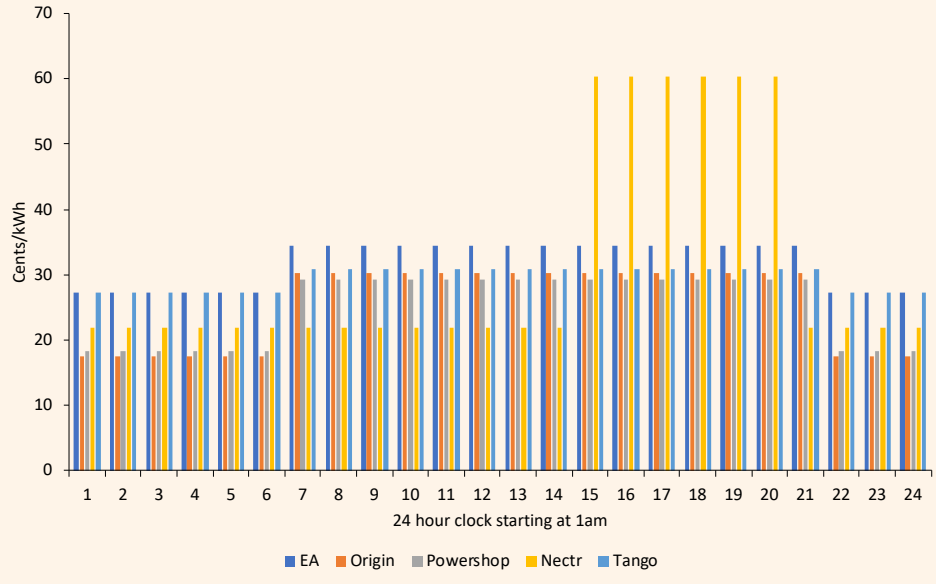


CHART 35 | Summer prices - Energy Australia, Origin, Powershop, Nectr and Tango Energy's TOU usage charges (c/kWh) for weekend consumption, July 2024, incl. GST

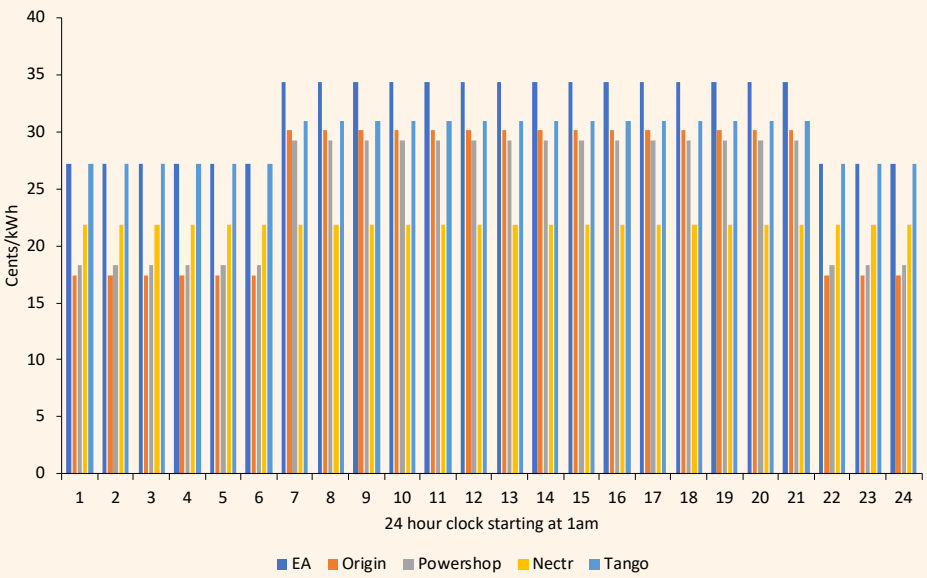


88. Note that these are rates only and do not include discounts. Energy Australia's offer does include a discount off bill that is not shown in these charts.

7.2.4 Autumn season

Chart 36 below shows Energy Australia, Origin, Powershop, Nectr and Tango Energy's TOU tariffs for spring weekdays/weekends. It shows that Origin and Powershop have much lower night rates than the other retailers and that Nectr has a flat rate.[89]

CHART 36 | Autumn prices - Energy Australia, Origin, Powershop, Nectr and Tango Energy's TOU usage charges (c/kWh) for weekday and weekend consumption, July 2024, incl. GST



The Energy Made Easy website estimated that a medium consumption household would pay $1,810 per annum on Powershop's offer, $1,970 on Origin's offer, $2,180 on Nectr's offer, $2,310 on Tango's and $2,410 on Energy Australia's offer (prior to their discount being applied).

Doing our own comparison of the offers based on an average usage of around 15 kWh per day (see charts 29 and 30 above for usage profiles), the bills were slightly lower or the same with Powershop at $1,810, Origin at $1,955, Nectr at $2,140, Tango at $2,275 and Energy Australia at $2,375 (excluding discount) and $1,945 (including discount). That is a maximum price difference of $465 per annum (post discounts).

89. Note that these are rates only and do not include discounts. Energy Australia's offer does include a discount off bill that is not shown in these charts.

7.3 Bill comparison

Chart 37 below compares the annual bills for AGL, Alinta, Red, Energy Australia, Origin, Powershop, Nectr and Tango Energy's TOU offers (based on the consumption profiles shown in charts 29 and 30 above). It shows that Powershop's offer produces the lowest bill and that Tango's produces the highest.

CHART 37 | Annual bill comparison, TOU offers in Ausgrid post July 2024, based on an average daily consumption of 15 kWh.

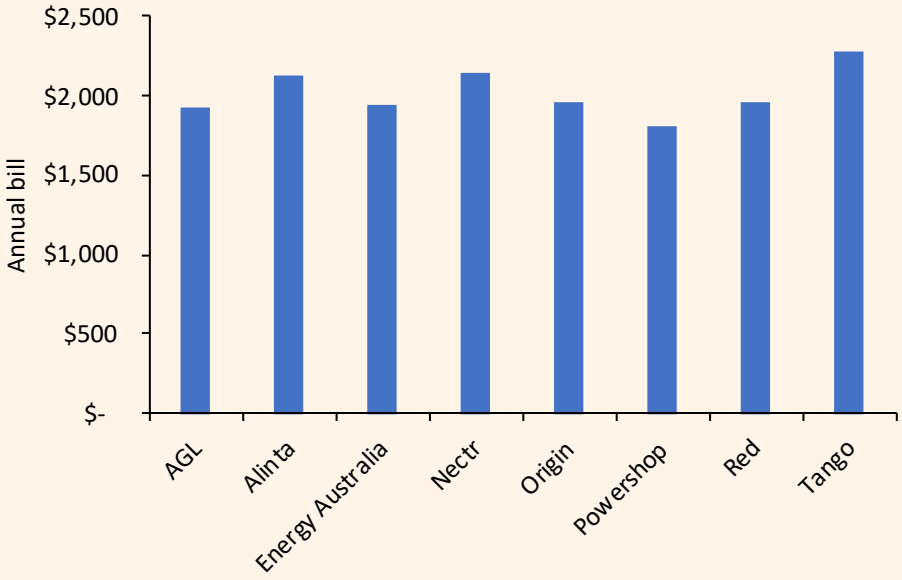
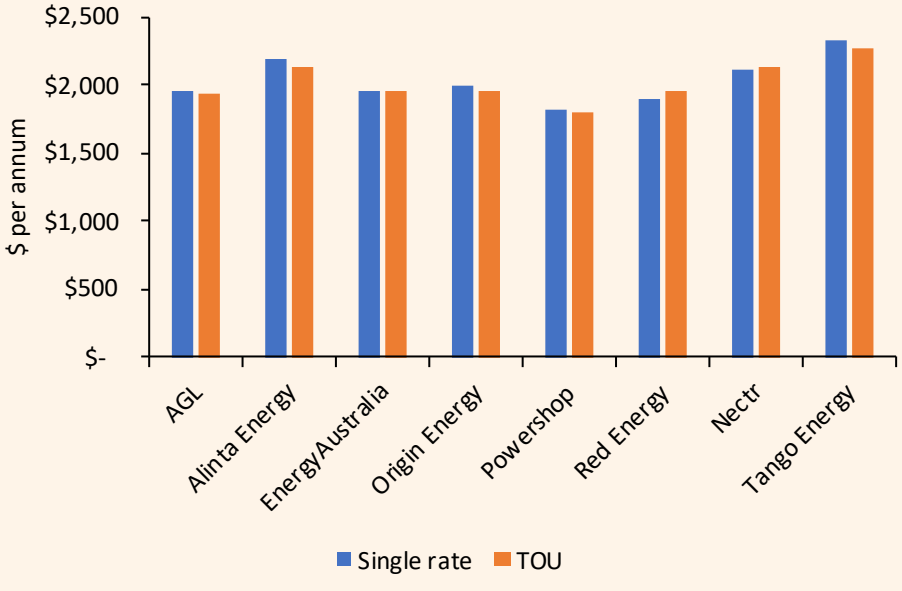


Chart 38 below compares the annual bills for the TOU tariff to the same retailers' annual bills for the single/flat rate. It shows that only two of the retailers' TOU bills (Red Energy and Nectr) are greater than the retailers' single rate bills (for this consumption level and assumed consumption profile). Furthermore, households on a single rate tariff may be significantly better off on a different retailer's TOU tariff. A customer on Tango's single rate tariff, for example, may be $525 better off on Powershop's TOU tariff.

CHART 38 | Annual bill comparison, TOU vs. Single/flat rate offers in Ausgrid post July 2024, based on an average daily consumption of 15 kWh.



That said, relatively minor changes to the usage profile can have material impact on the annual bills for households on a TOU tariff. For the comparison below, we have still assumed an average usage of 15 kWh per day but allocated more of the total usage to the summer season and created a flatter usage profile (see chart 39). This relatively minor change in the usage pattern would increase the annual TOU bill by $170 (Alinta) and $90 (Tango). However, a household with this usage profile on Powershop's TOU offer, would still have an annual bill that is lower than if they were on AGL, Alinta, Energy Australia, Nectr, Origin or Tango's single rate offer.

Chart 40 compares single rate offers, TOU with standard usage profile (see charts 29 and 30 above) and TOU with alternative usage profile (as per chart 39).[90]

CHART 39 | Alternative consumption profile (all week/7days) for households using 15 kWh per day on average (5,470 kWh/ annum).

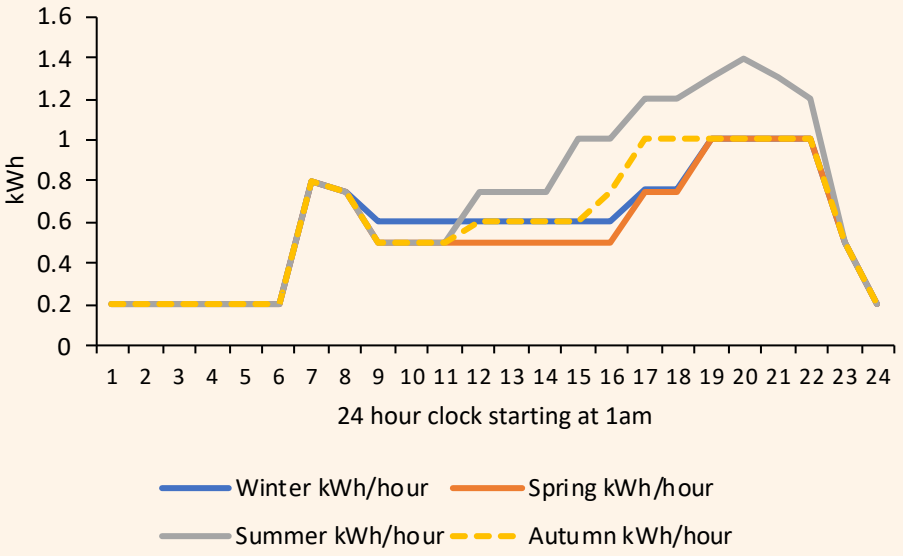
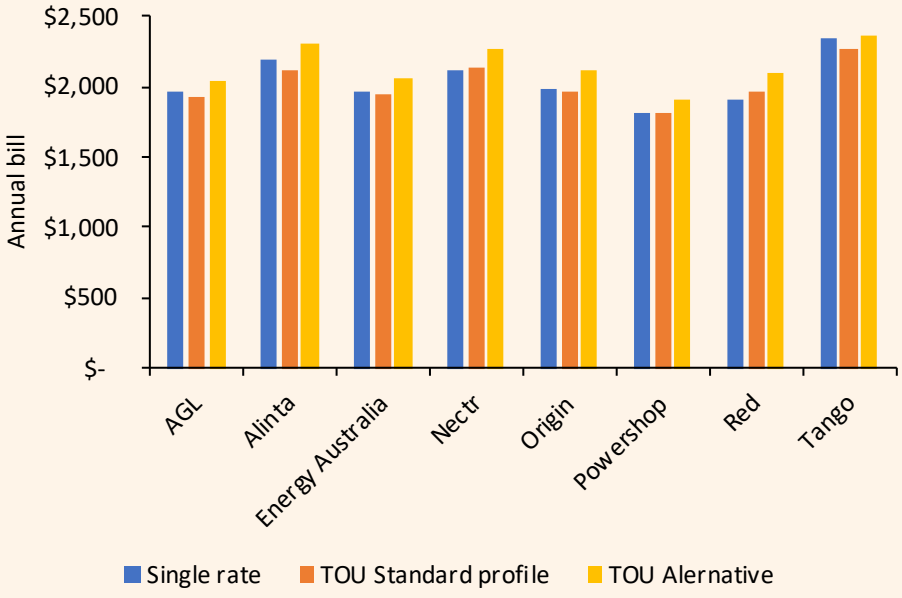


CHART 40 | Annual bill comparison, Single rate vs. TOU consumption profiles in Ausgrid post July 2024, based on an average daily consumption of 15 kWh.



90. For the alternative usage profile, 16% of usage has been allocated to winter weekdays and 7% to winter weekends/holidays, 32% to summer weekdays and 15% to summer weekends/holidays, 10% to spring weekdays and 4% to spring weekends/holidays, 11 % to autumn weekdays and 5% to autumn weekends/holidays.

Appendix A

Examples (screenshots) of TOU tariffs in NSW's Ausgrid network on Energy Made Easy's website.

Example 1: AGL, Value Saver (effective on 8/7/24)
Supply charge per day (incl GST) $0.8742
Tariffs apply to all seasons.

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
12pm	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c
1pm	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c
2pm	48.62c	48.62c	48.62c	48.62c	48.62c	27.09c	27.09c
3pm	48.62c	48.62c	48.62c	48.62c	48.62c	27.09c	27.09c
4pm	48.62c	48.62c	48.62c	48.62c	48.62c	27.09c	27.09c
5pm	48.62c	48.62c	48.62c	48.62c	48.62c	27.09c	27.09c
6pm	48.62c	48.62c	48.62c	48.62c	48.62c	27.09c	27.09c
7pm	48.62c	48.62c	48.62c	48.62c	48.62c	27.09c	27.09c
8pm	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c
9pm	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c
10pm	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c
11pm	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c
12am	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c
1am	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c
2am	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c
3am	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c
4am	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c
5am	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c
6am	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c	22.20c
7am	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c
8am	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c
9am	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c
10am	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c
11am	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c	27.09c

Example 2: Energy Australia, Flexi Plan (effective on 5/7/24)
Supply charge per day (incl GST) $1.1209
Seasonal tariff.

Winter 1 June to 31 August

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
12pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
1pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
2pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
3pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
4pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
5pm	65.44c	65.44c	65.44c	65.44c	65.44c	34.42c	34.42c
6pm	65.44c	65.44c	65.44c	65.44c	65.44c	34.42c	34.42c
7pm	65.44c	65.44c	65.44c	65.44c	65.44c	34.42c	34.42c
8pm	65.44c	65.44c	65.44c	65.44c	65.44c	34.42c	34.42c
9pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
10pm	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
11pm	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
12am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
1am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
2am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
3am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
4am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
5am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
6am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
7am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
8am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
9am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
10am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
11am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c

Example 2: Energy Australia, Flexi Plan (effective on 5/7/24)
Supply charge per day (incl GST) $1.1209
Seasonal tariff.

Spring 1 September to 31 October

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
12pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
1pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
2pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
3pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
4pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
5pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
6pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
7pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
8pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
9pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
10pm	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
11pm	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
12am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
1am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
2am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
3am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
4am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
5am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
6am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
7am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
8am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
9am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
10am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
11am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c

Example 2: Energy Australia, Flexi Plan (effective on 5/7/24)
Supply charge per day (incl GST) $1.1209
Seasonal tariff.

Summer 1 November to 31 March

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
12pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
1pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
2pm	65.44c	65.44c	65.44c	65.44c	65.44c	34.42c	34.42c
3pm	65.44c	65.44c	65.44c	65.44c	65.44c	34.42c	34.42c
4pm	65.44c	65.44c	65.44c	65.44c	65.44c	34.42c	34.42c
5pm	65.44c	65.44c	65.44c	65.44c	65.44c	34.42c	34.42c
6pm	65.44c	65.44c	65.44c	65.44c	65.44c	34.42c	34.42c
7pm	65.44c	65.44c	65.44c	65.44c	65.44c	34.42c	34.42c
8pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
9pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
10pm	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
11pm	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
12am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
1am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
2am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
3am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
4am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
5am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
6am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
7am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
8am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
9am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
10am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
11am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c

Example 2: Energy Australia, Flexi Plan (effective on 5/7/24)
Supply charge per day (incl GST) $1.1209
Seasonal tariff.

Autumn 1 April to 31 May

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
12pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
1pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
2pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
3pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
4pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
5pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
6pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
7pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
8pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
9pm	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
10pm	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
11pm	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
12am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
1am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
2am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
3am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
4am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
5am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
6am	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c	27.24c
7am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
8am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
9am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
10am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c
11am	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c	34.42c

Example 3: Nectr, 100% Clean (effective on 16/7/24)
Supply charge per day (incl GST) $1.1385
Seasonal tariff.

Winter 1 June to 31 August

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
12pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
1pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
2pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
3pm	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c
4pm	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c
5pm	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c
6pm	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c
7pm	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c
8pm	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c
9pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
10pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
11pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
12am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
1am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
2am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
3am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
4am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
5am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
6am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
7am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
8am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
9am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
10am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
11am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c

Example 3: Nectr, 100% Clean (effective on 16/7/24)
Supply charge per day (incl GST) $1.1385
Seasonal tariff.

Spring 1 September to 31 October

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
12pm	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
1pm	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
2pm	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
3pm	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
4pm	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
5pm	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
6pm	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
7pm	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
8pm	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
9pm	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
10pm	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
11pm	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
12am	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
1am	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
2am	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
3am	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
4am	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
5am	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
6am	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
7am	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
8am	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
9am	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
10am	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c
11am	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c	31.62c

Example 3: Nectr, 100% Clean (effective on 16/7/24)
Supply charge per day (incl GST) $1.1385
Seasonal tariff.

Summer 1 November to 31 March

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
12pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
1pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
2pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
3pm	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c
4pm	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c
5pm	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c
6pm	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c
7pm	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c
8pm	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c	60.39c
9pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
10pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
11pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
12am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
1am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
2am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
3am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
4am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
5am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
6am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
7am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
8am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
9am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
10am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
11am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c

Example 3: Nectr, 100% Clean (effective on 16/7/24)
Supply charge per day (incl GST) $1.1385
Seasonal tariff.

Autumn 1 April to 31 May

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
12pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
1pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
2pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
3pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
4pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
5pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
6pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
7pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
8pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
9pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
10pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
11pm	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
12am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
1am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
2am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
3am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
4am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
5am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
6am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
7am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
8am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
9am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
10am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c
11am	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c	21.89c