



# Queensland Energy Prices July 2024

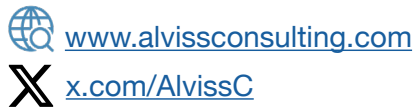
An update report on the  
Queensland Tariff-Tracking Project



**St Vincent de Paul Society**  
NATIONAL COUNCIL of AUSTRALIA Inc. *good works*

**Queensland Energy Prices July 2024**  
**An Update Report on the Queensland Tariff-Tracking Project**

**May Mauseth Johnston, October 2024**  
**Alviss Consulting Pty Ltd**



Contact: Gavin Dufty  
National Director Energy Policy and Research  
St Vincent de Paul Society  
Phone: 0439 357 129

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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 AER'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.

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## The Queensland Tariff-Tracking Project: Purpose and outputs

This project has tracked electricity and gas tariffs in Queensland 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. The first report for the Queensland Tariff-Tracking project was published in August 2012 and this is the tenth up-date report focusing on price changes that have occurred over the last year.

We have developed workbooks that allow the user to enter consumption levels and analyse household bills for regulated gas and electricity offers from July 2009 to July 2024, as well as published electricity and gas market offers post the July price resets in 2012 to 2024.<sup>1</sup> A 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.

Workbook 1: Standing/Regulated electricity offers July 2009-July 2024

Workbook 2: Standard gas retail offers July 2009-July 2024<sup>2</sup>

Workbook 3: Electricity market offers July 2012 - July 2024

Workbook 4: Gas market offers post July 2012 - July 2024

Workbook 5: Solar market offers post 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 can be accessed at the St Vincent de Paul Society's website: [www.vinnies.org.au/energy](http://www.vinnies.org.au/energy)

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1. 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' own websites to collect market offer for the Queensland Tariff-Tracking tool. If the retailer has more than one market offer we use the offer that produces the lowest annual bill and/or the offer the retailer promotes as it's best offer. Prior to July 2016, the Tariff-Tracking tool does not include any additional discounts or bonuses, but key market offer features are listed in the spreadsheets. This report contains analysis of some of those features.

2. Note: Queensland does not have regulated gas offers.

## Key findings

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

- ▲ The **Default Market Offer (DMO) bill increased by around 5% for single rate and 3% for controlled load** (Tariff 31) on 1 July 2024.<sup>3</sup> **See charts 1 and 2 in section 1.**
- ▲ **Annual electricity bills for all-electric households** using 8,000 kWh per annum on the DMO (tariff 11) have typically **increased by around \$155 (or 5%)** since last year.<sup>4</sup> **See chart 3.**
- ▲ For customers on the **Time of Use tariff (tariff 12), the annual bill has typically decreased by -\$30 (or -1%).**<sup>5</sup> **See chart 3.**
- ▲ **Gas bills have increased by 4% to 8%** (depending on the gas pricing zone) between July 2023 and July 2024.<sup>6</sup> **See charts 4, 5 and 6.**
- ▲ The **average annual electricity bill** (all retailers) for households using 8,000 kWh per annum is currently around **\$3,205 for DMO/standing offer customers and \$2,845 for market offer customers** (including additional discounts). **See chart 8 in section 2.1.**
- ▲ Compared to last year (July 2023), **the average electricity market offer** (inclusive of additional) **has decreased by \$50 or -2%. However, some of the individual retailers with market offers in both 2023 and 2024 have significantly increased their prices.** **See section 2.1.**
- ▲ A household **switching from Origin or AGL's standing offer** (Tariff 11) **to the best electricity market offer can save around \$700 per annum.**<sup>7</sup> **See section 2.1.**
- ▲ **The difference between the best and the worst market offers is \$725** (Tariff 11).<sup>8</sup> Dodo is the retailer that currently has the best market offer for single rate customers. **See charts 9-12 in section 2.1.**
- ▲ The **average gas market offer** (inclusive of additional discounts) has **decreased by \$25 (-3%)** since July 2023.<sup>9</sup> one retailer (GloBird) has significantly increased its prices since last year while Origin's prices have remained unchanged. Alinta's annual bills have decreased the most (by -19%), Red Energy's by -14-11% and AGL by -9%. The average gas market offer is currently around \$855 for households consuming 10,000KJ per annum.<sup>10</sup> **See Section 2.2.**
- ▲ The **difference between the best and the worst gas market offers** (including additional discounts) is **\$275** in the APT zone (**Brisbane South**) and **\$300** AGN zone (**Brisbane North**).<sup>11</sup> **See Section 2.2.**
- ▲ The **fixed supply charge** for single rate electricity customers (Tariff 11) **has increased by 2% since July 2023.** The average supply charge (based on AGL and Origin's standing offers) is almost 136 cents per day meaning that **households pay around \$496 per annum in fixed charges alone.** **See chart 17 in section 3.**

3. These bill calculations are based on the consumption levels used by the AER to set the DMO.

4. These calculations are based AGL and Origin's standing offers for households using 8,000kWh per annum (single rate).

5. These calculations are based AGL and Origin's standing offers for households using 8,000kWh per annum and 20% peak/55% shoulder/25% off-peak.

6. These calculations are based the average standard gas offer for households using 10,000MJ per annum.

7. These calculations are based the market offers for households using 8,000kWh per annum.

8. Ibid.

9. Based on households using 10,000MJ per annum.

10. Average based on all retailers in the Brisbane North and Brisbane South pricing zones.

11. These calculations are based the market offers for households using 10,000MJ per annum.

- ▲ The average residential gas consumption in Queensland is relatively low and as such the supply charges comprise a significant proportion of the annual gas bill.<sup>12</sup> For households consuming 10,000MJ per annum in **the APT gas zone, the supply charge makes up 52-54% of the annual bill**, depending on the retailer. **In the Envestra/AGN zone (Brisbane North), the supply charge makes up 33-35% of the annual bill** (for the same consumption level). **See section 3.**
- ▲ The Network Use of System (NUOS) charges increased in July 2024 but as the increase to the NUOS is greater, the **NUOS proportion of bills has increased to 31%**.<sup>13</sup> **See chart 20 in section 4.1.**
- ▲ In relation to gas, the **Distribution Use of System (DUOS) increased in July 2024 in both AGN (Brisbane North) and APT (Brisbane South)**. The DUOS proportion of gas retail bills, however, decreased in July 2024. It is currently **48% in AGN and 45% in APT**. **See charts 22 and 23 in section 4.2.**
- ▲ It is becoming increasingly common that retailers offer a relatively high Feed-in tariff (FIT) for a set amount of kWh exported each day and a much lower FIT rate for export beyond that. Energy Australia, Origin, GloBird, 1st Energy and AGL all apply a daily export threshold for their maximum FIT rate. In the case of GloBird, only the first 8 kWh exported each day will attract a higher FIT. **As of July 2024, the average FIT rate** (for initial export below any threshold applied) **is 5.6 c/kWh compared to 8.6 c/kWh one year ago** (July 2023). **See section 5.**
- ▲ Compared to last year, **the average market offer for solar customers (3 kW systems) has increased by \$90 or approximately 3%**.<sup>14</sup> **See section 5.**
- ▲ **The average annual bill is approximately \$2,005 for households with 3 kW systems installed**. This means that the **average annual bill is \$840 less for solar households compared to non-solar households**. **See section 5.**
- ▲ The comparison of market offers available to new solar customers shows that there are significant differences between the bills the retailers' offers produce. **Brisbane solar customers with a typical consumption and a 3 kW system installed, may save \$720 per annum if switching from the worst market offer (GloBird) to the best (Alinta)**.<sup>15</sup> **See figure 4 in section 5.**
- ▲ Several retailers are offering products available to solar customers only and most of these offers contain higher rates for electricity used compared to their general offers. **For households with a 3kW solar system installed, only four of the 'solar only' offers would produce annual bills that are lower than the general offers**.<sup>16</sup> **See chart 26 in section 5.**

12. We have assumed typical residential annual gas consumption in Queensland to be 10,000MJ per annum while in Victoria, for example, we base it on 63,000MJ.

13. Based on AGL and Origin's standing offers (average) as of July 2024. Presented as annual bills for households using 8,000kWh per annum (flat rate).

14. Based on electricity offers post July 2024 as annual bills, Tariff 11, 8,000kWh, bills including discounts and FIT credits for Brisbane customers with 3 kW solar systems.

15. Ibid.

16. Based on electricity offers post July 2024 as annual bills, Tariff 11, 8,000kWh, bills including discounts and FIT credits for Brisbane customers with 3 kW solar systems.

# 1. Energy price changes from July 2023 to July 2024

On 1 July 2019, the Australian Energy Regulator’s (AER) initial Default Market Offer (DMO) took effect in South East Queensland. 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”.<sup>17</sup> The Regulations stipulate that retailers must structure their prices to not exceed the annual DMO price for that consumption level.<sup>18</sup> In both July 2020 and July 2021, the price of the DMO decreased while it increased in July 2022, July 2023 and July 2024.

The DMO prices for single rate and controlled load tariffs in Queensland are listed in Table 1 below.

**TABLE 1 | Residential DMO prices in QLD for 2024-25 (including GST)<sup>19</sup>**

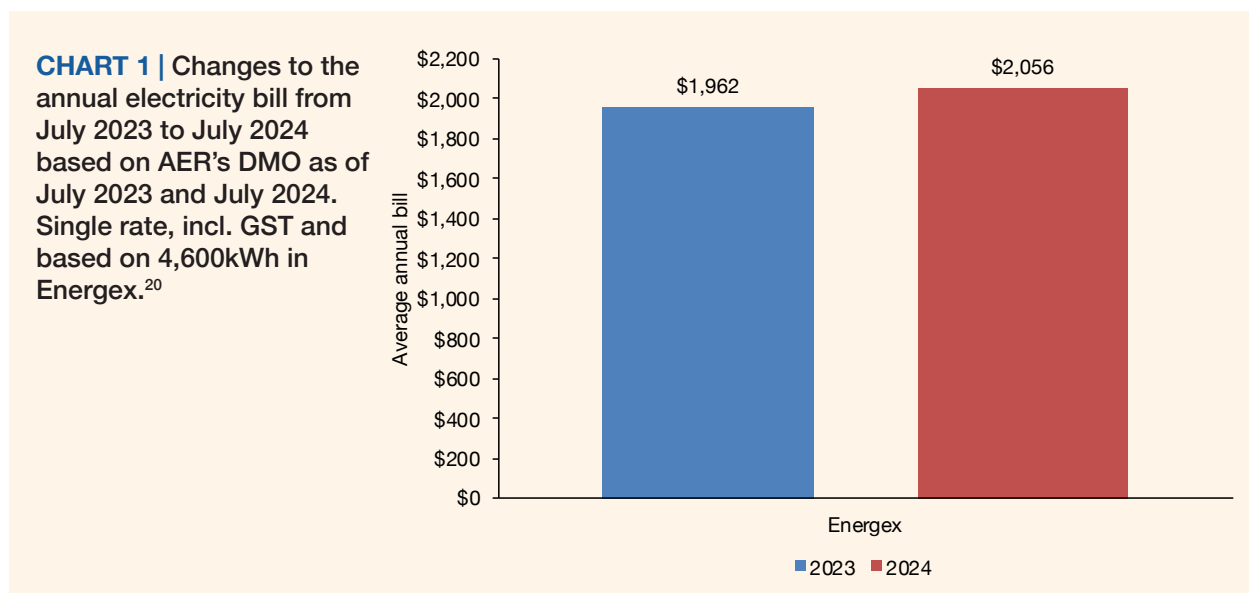
Energex	
<b>SINGLE / FLAT RATE</b>	
Annual bill	\$2,052
Consumption level*	4,600 kWh/annum
<b>CONTROLLED LOAD<sup>^</sup></b>	
Annual bill	\$2,400
Consumption level*	6,300 kWh/annum

<sup>^</sup>Approximately 30% of the annual consumption is allocated to the controlled load tariff.

\* Rounded to nearest 100 kWh.

Charts 1 and 2 below show changes to annual bills from July 2023 to July 2024 for households on the DMO (single rate and controlled load) in the Energex network. These bill calculations are based on the consumption levels used by the AER to set the DMO (see Table 1 above).

Chart 1 shows that the current DMO, for customers on the single rate, produces an annual bill that is approximately \$95 more (5%) than the DMO for 2023/24.



17. AER, Default Market Offer Prices 2020-21, Final Determination, April 2020, 9

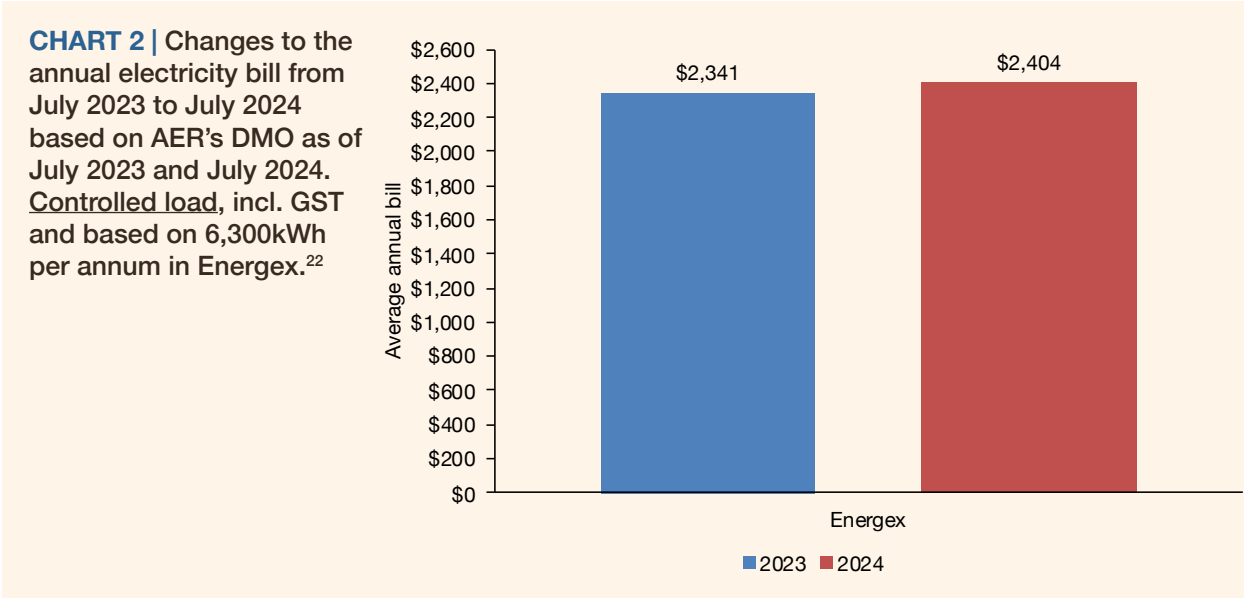
18. Ibid., 9

19. AER, Default Market Offer Prices 2024-25, Final Determination, May 2024. Note that AER does not state to which controlled load tariff (31 or 33) these residential DMO prices apply to.

20. Annual bill calculations based on AGL and Origin Energy’s average DMO



For controlled load tariffs, Chart 2 shows that the current DMO in Energex produces an annual bill that is approximately \$65 more (3%) than the DMO for 2023/24.<sup>21</sup>

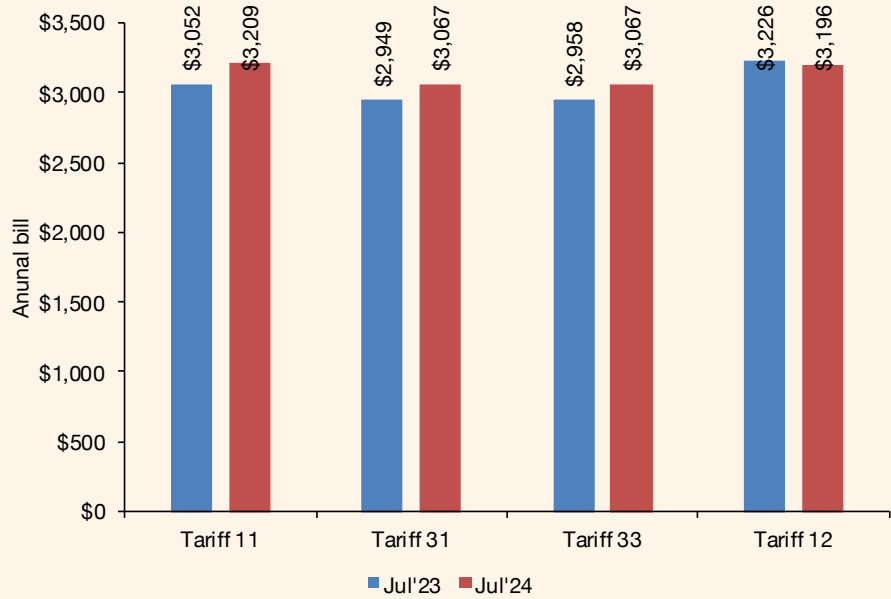


As the Tariff-Tracking project aims to monitor and assess changes to energy prices over time, the remaining analysis presented in this report will be based on the consumption levels previous Tariff-Tracking reports have used for Queensland. That is 8,000 kWh per annum for electricity customers and 10,000 MJ per annum for households with gas.

Chart 3 shows changes to the host retailers' annual DMO/standing offer bills from July 2023 to July 2024 for average consumption households in the Energex network. It shows that the average annual bill has increased for single rate and controlled load tariffs while it has decreased for the TOU tariff. For Tariff 11, the average annual bill has increased by approximately \$155 (5%). Table 2 below shows the changes to annual bills by tariff type.<sup>23</sup>

21. Note that our calculation is based on controlled load tariff 31.  
 22. Annual bill calculations based on AGL and Origin Energy's average DMO  
 23. 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 annual DMO/standing offer bills from July 2023 to July 2024, 8,000kWh per annum, GST inclusive<sup>24</sup>



**TABLE 2 |** Changes to annual bills for electricity by tariff type July 2023 – July 2024<sup>25</sup>

	Tariff 11	Tariff 31	Tariff 33	Tariff 12
<b>\$ Change</b>	\$155	\$120	\$110	-\$30
<b>% Change</b>	5%	4%	4%	-1%

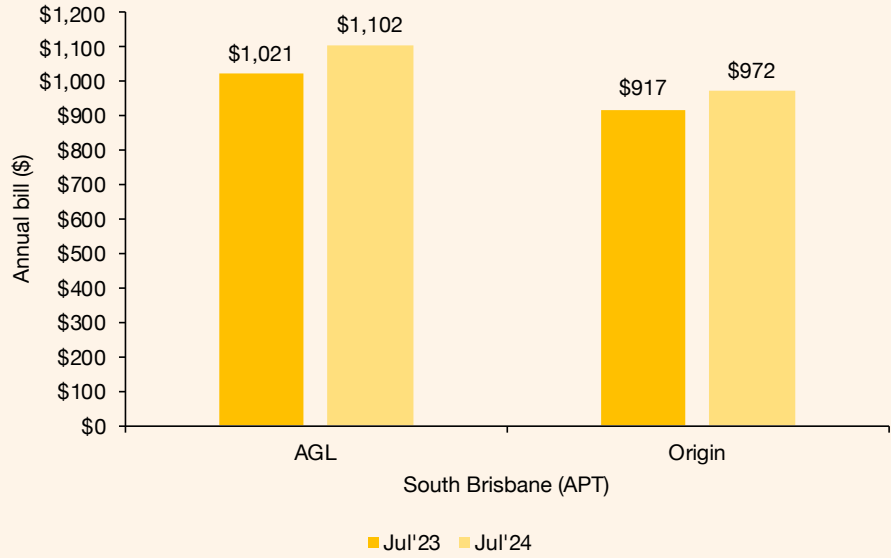
Gas bills have increased in all gas pricing zones between July 2023 and July 2024. Origin’s offers produce the lowest gas bills in both Brisbane South and Brisbane North.

In the Brisbane South gas zone, AGL and Origin Energy have increased their annual bills by \$80 (8%) and \$55 (6%) respectively. See chart 4. In the Brisbane North gas zone, AGL has increased its bill by \$75 (8%) while Origin Energy’s bills have increased by \$55 (6%). See Chart 5.

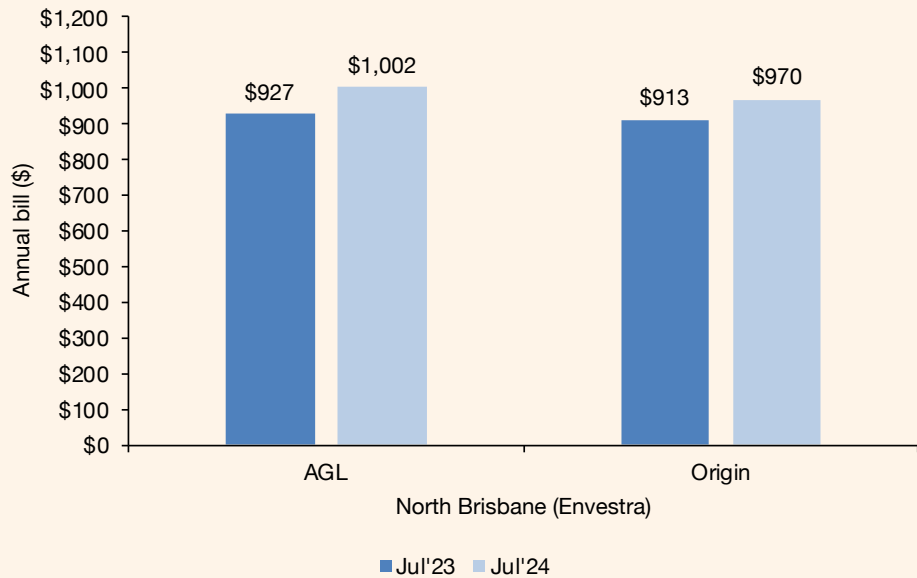
24. Based Origin and AGL’s DMO/standing offers. For Tariff 31 and 33, 15% of consumption has been allocated to off-peak rates. For Tariff 12, the allocations are: 20% peak, 55% shoulder and 25% off-peak.

25. Ibid.

**CHART 4 | Annual gas bills from July 2023 to July 2024, 10,000MJ - South Brisbane & South Queensland<sup>26</sup>**



**CHART 5 | Annual gas bills from July 2023 to July 2024, 10,000MJ - North Brisbane & Ipswich<sup>27</sup>**

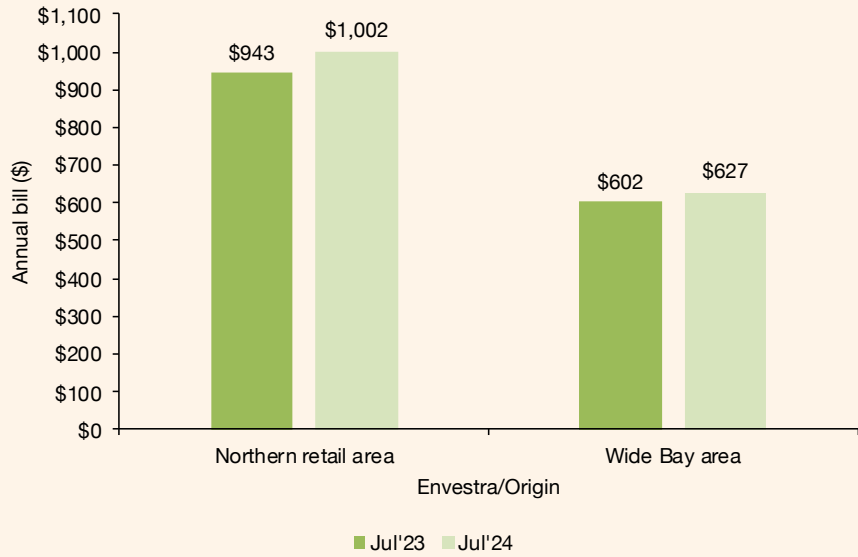


For the other Envestra/AGN pricing zones, annual bills have increased by around \$60 (6%) for the Northern retail area and by \$25 (4%) for the Wide Bay area. See Chart 6.

26. AGL and Origin's standard rates and customers using 10,000MJ per annum.

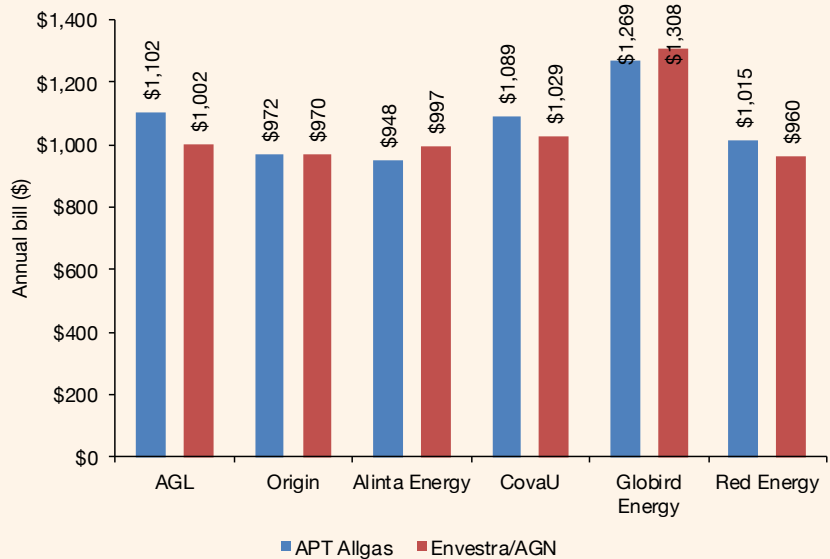
27. Ibid.

**CHART 6 | Annual gas bills as of July 2023 and July 2024, 10,000MJ – Origin’s rates in the Northern retail area and Wide Bay<sup>28</sup>**



While the majority of customers are with AGL and Origin Energy, four additional retailers (Alinta, Covau, GloBird and Red Energy) also offer gas to residential customers. Chart 7 shows annual gas standing offer bills for all retailers in the Envestra/AGN North (Brisbane North) and APT Allgas (Brisbane South) areas. It shows that GloBird’s standing offers produce the highest bills while Alinta Energy has the lowest offer in Brisbane South and Red Energy in Brisbane North.

**CHART 7 | Annual standing offer gas bills as of July 2024, 10,000MJ – All retailers in the AGN North and APT Allgas retail areas**



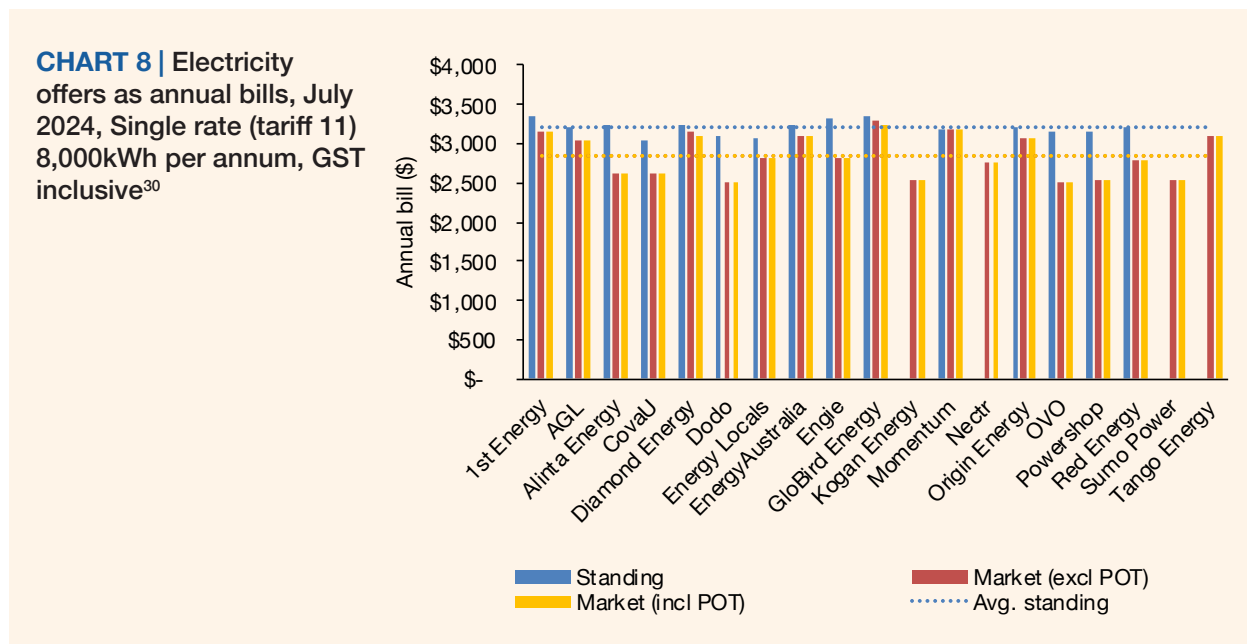
28. The Northern retail area covers Rockhampton and Gladstone and the Wide Bay area covers Bundaberg, Maryborough and Hervey Bay. Based on Origin Energy’s standing offer for customers using 10,000MJ per annum.

## 2. Market offers post July 2024

### 2.1 Electricity market offers post July 2024

Chart 8 below shows that the average annual bill for households using 8,000kWh per annum is around \$3,205 for standing offer customers and \$2,845 for market offer customers (including additional discounts). Since the introduction of the DMO in July 2019, many retailers have moved away from pay on time discounts to offer guaranteed discounts or no discount at all, and this trend has continued in July 2024.

Compared to last year (July 2023), the average market offer (inclusive of additional discounts) has decreased by \$50 or around -2%.<sup>29</sup>



Market offers often include features such as discounts on consumption rates, vouchers, sign-up credits, loyalty bonuses and discounts if bills are paid on time or paid by direct debit. Consumers assessing market offers should take these additional features into account and be aware of contract conditions such as late payment fees, the length of the contract and fees for exiting the contract early.

Charts 9 - 12 below show the difference in annual bills between retailers' standing offers and market offers based on guaranteed discounts (if any), as well as market offers including pay on time discounts (if any) for tariff 11, tariff 31, tariff 33 and tariff 12. Tariff 11 customers on AGL and Origin's standing offers can save around \$700 by switching to the best market offer (Dodo). If the same standing offer customers switched to GloBird, however, they could be worse off (by \$15 to \$35).<sup>31</sup>

29. 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. The retail offers were collected from the retailers' websites on 23 September 2024 and it must be noted that retailers may change their rates at any time. Annual bill calculations shown as green columns include guaranteed discounts and pay on time discounts. This analysis only includes retailers that have published market offers and some of these retailers do not have published standing offers. 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.

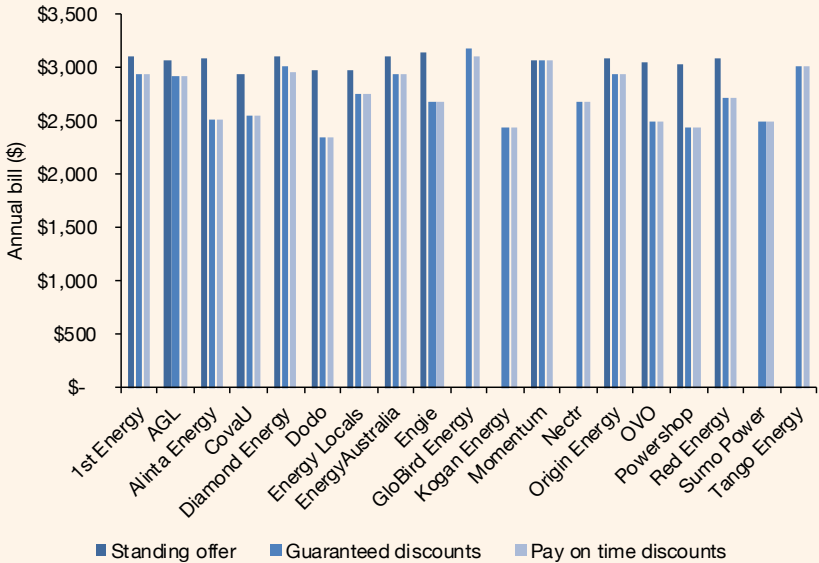
31. This analysis only includes retailers that have published market offers and some of these retailers do not have published standing offers. Note that Amber Electric has been excluded from this analysis as its published market offer is based on a maximum price for usage instead of the wholesale market rates actually charged.

The maximum difference, or price spread, between annual bills for market offers (including additional discounts) is approximately \$725 for tariff 11, \$755 for tariff 31, \$670 for tariff 33, and \$810 for tariff 12. The maximum price-spread is slightly higher compared to one year ago (July 2023). Furthermore, the charts show that none of the retailers currently have market offers that produce higher bills than their standing offers.

**CHART 9 | Tariff 11: Annual bills based on guaranteed discounts vs. pay on time discounts as of July 2024 (8,000kWh per annum, including GST).<sup>32</sup>**



**CHART 10 | Tariff 31: Annual bills based on guaranteed discounts vs. pay on time discounts as of July 2024 (8,000kWh per annum, 15% off-peak, including GST).<sup>33</sup>**



32. Ibid.  
33. Ibid.

**CHART 11 | Tariff 33: Annual bills based on guaranteed discounts vs. pay on time discounts as of July 2024 (8,000kWh per annum, 15% off-peak, including GST).<sup>34</sup>**




















**CHART 12 | Tariff 12: Annual bills based on guaranteed discounts vs. pay on time discounts as of July 2024 (8,000kWh per annum, 20% peak, 55% shoulder and 25% off-peak, including GST).**



34. Ibid.

Figure 1 below shows estimated annual bills for market offers post discounts ranked from the lowest annual bill to the highest (for Tariff 11).<sup>35</sup>

**FIGURE 1 |** Lowest to highest annual bills (incl GST) for market offers post July 2024, including discounts and pay on time discounts - Households consuming 8,000kWh per annum (Tariff 11)

	Dodo	\$2,511		Nectr	\$2,758		Diamond Energy	\$3,098
	OVO	\$2,514		Red Energy	\$2,798		Tango Energy	\$3,102
	Sumo Power	\$2,529		Energy Locals	\$2,813		1st Energy	\$3,169
	Kogan Energy	\$2,544		Engie	\$2,818		Momentum	\$3,183
	Powershop	\$2,544		AGL	\$3,055		GloBird Energy	\$3,236
	CovaU	\$2,609		Origin Energy	\$3,058			
	Alinta Energy	\$2,613		EnergyAustralia	\$3,090			

The discounts (including pay on time discounts) used to estimate annual bills for Charts 9-12, as well as Figure 1, above are shown in table 3 below. Table 3 also shows other contract terms and features, such as early termination fees, associated with these market offers. Some of the retailers have multiple market offers and may offer higher discounts than those listed here. However, if discounts are higher they are typically tied to other conditions such as payment by direct debit, e-billing or dual fuel contracts.

35. These bill estimates are based on rates published on the retailers' websites on the 23rd of September 2024 and it must be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations. 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.



**TABLE 3 |** Published electricity market offers, effective as of July 2023: Key additional features and contract conditions

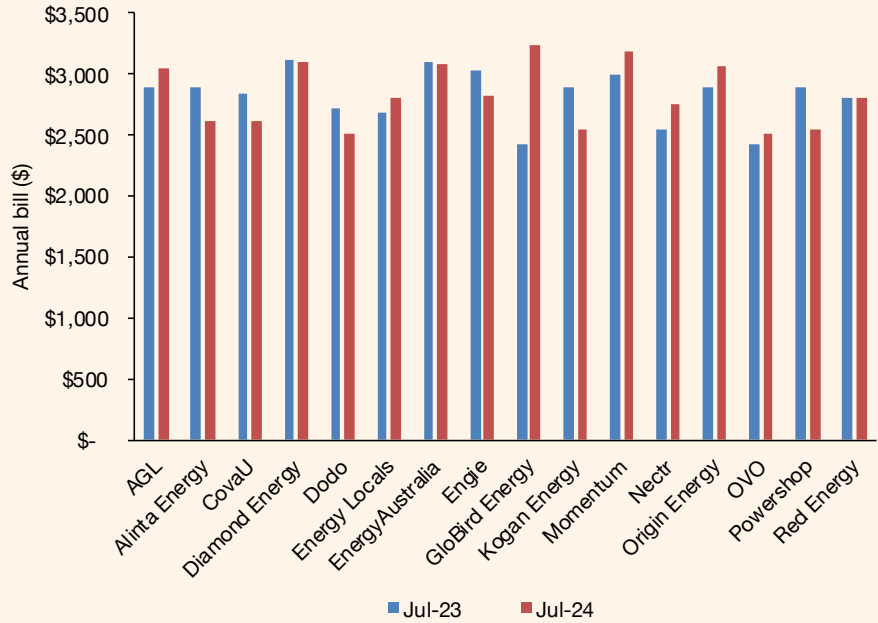
Retail product	Guaranteed discounts	Pay on time discounts	ETF*	LPF*	Shortened billing cycle <sup>^</sup>	Offer took effect
<b>AGL</b> Value Saver	No	No	No	\$12	No	12/8/24
<b>Diamond Energy</b> Renewable Saver	No	2% off bill	No	\$15	No	15/7/24
<b>Energy Australia</b> Flexi Plan	5% off bill	No	No	\$12	No	1/9/24
<b>Energy Locals</b> Online Member	No	No	No	\$16	No	9/9/24
<b>Origin Energy</b> Go Variable	No	No	No	\$12	No	5/7/24
<b>Engie</b> Saver Plus	15% off bill	No	No	\$12	No	31/7/24
<b>Powershop</b> Power House	No	No	No	No	Yes	17/9/24
<b>Red Energy</b> Living Easy Saver	No	No	No	No	No	5/9/24
<b>Alinta Energy</b> Home Saver	No	No	No	No	Yes	19/8/24
<b>Kogan Energy</b> Free Kogan First	No	No	No	No	Yes	17/9/24
<b>GloBird Energy</b> GloSave	No	2% off bill	No	No	No	3/9/24
<b>CovaU</b> Freedom	15% off usage	No	No	No	No	1/8/24
<b>Dodo</b> Market offer	No	No	No	No	No	16/9/24
<b>Momentum Energy</b> Suit Yourself	No	No	No	No	No	1/7/24
<b>Nectr Energy</b> 100% Clean	No	No	No	No	Yes	19/9/24
<b>OVO Energy</b> The One Plan	No	No	No	No	Yes	1/9/24
<b>1st Energy</b> 1st Saver	5% off bill	No	No	No	No	10/7/24
<b>Sumo Power</b> Switch	No	No	No	No	Yes	6/9/24
<b>Tango Energy</b> Home Select	No	No	No	No	No	5/7/24

\* ETF = Early Termination Fee and LPF = Late Payment Fee

<sup>^</sup> If yes, the offer has a mandatory shortened billing cycle (monthly billing)

As mentioned above, there has been a small decrease (-2%) to the average electricity market offer over the last year. Some of the individual retailers with market offers in both 2023 and 2024 have, however, significantly increased their prices. Chart 13 below shows that retailers such as GloBird, Nectr, Momentum, Origin, AGL, Energy Locals and OVO all increased their annual bills post July 2024.

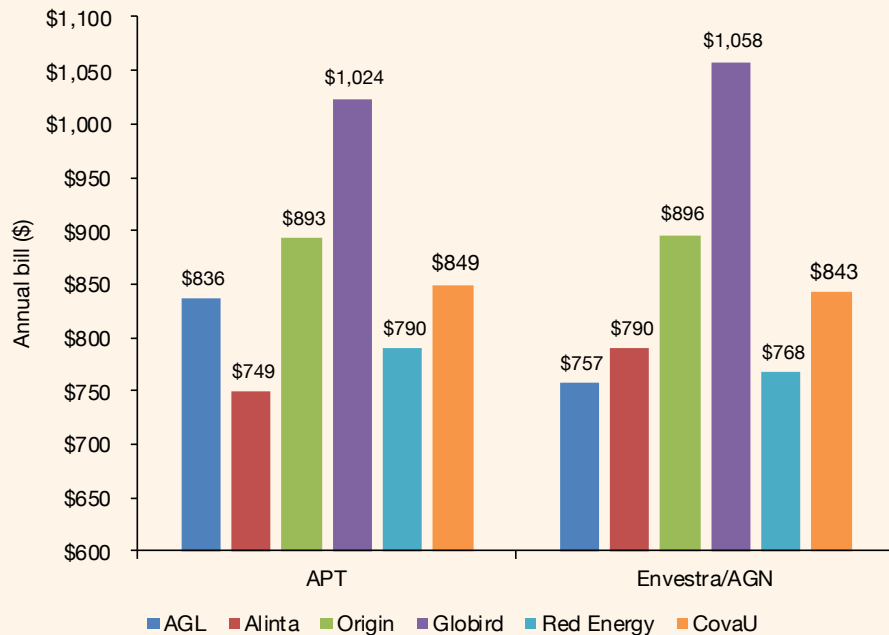
**CHART 13 | Tariff**  
**11: Annual bill for customers on electricity market offers post July 2023 and July 2024, 8,000 kWh per annum (GST inc).<sup>36</sup>**



## 2.2 Gas market offers post July 2024

There are no regulated gas offers in Queensland and currently AGL, Origin Energy, Alinta Energy, GloBird Energy, Red Energy and CovaU have gas market offers for residential consumers. As only North Brisbane (including Ipswich) and South Brisbane (including Gold Coast, Toowoomba, Oakey) have multiple market offers, this analysis only comprises market offers in these two areas. Chart 14 below shows that Alinta’s offer produces the lowest bill in the APT zone and AGL in the Envestra/AGN zone. The average market offer has decreased by \$25, or -3%, since July 2023. The average gas market offer is currently around \$855 for households consuming 10,000KJ per annum.<sup>37</sup>

**CHART 14 | Gas market offers as annual bills (including discounts), Post July 2024 (10,000MJ per annum)**



36. This analysis only includes retailers that had published market offers in July 2023 as well as July 2024. 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 a change in offer has occurred, the offers used for this comparison (2023/2024) are: Powershop (Carbon Neutral/Power House), Alinta (Home Deal/Home Saver).

37. Average based on all retailers in the Brisbane North and Brisbane South pricing zones.

As is the case for electricity, gas market offers contain fewer discounts as well as other conditions compared to previously. Table 5 below shows the key features and contract conditions of the gas market offers used in this analysis.

**TABLE 5 | Published gas market offers in the APT and Envestra/AGN gas zones as of July 2024: Key features and contract conditions**

	Guaranteed discounts	Pay on time discounts	ETF*	LPF*	Contract term/Limited benefit period	Offer took effect
<b>AGL</b> Value Saver	No	No	No	\$12	12 months	4/7/24
<b>Origin Energy</b> Go Variable	No	No	No	\$12	12 months	5/7/24
<b>Alinta Energy</b> Home Saver	No	No	No	No	No	19/8/24
<b>GloBird Energy</b> GloSave	No	2% off bill	No	No	No	3/9/24
<b>Red Energy</b> Living Energy Saver	No	No	No	No	No	5/9/24
<b>CovaU</b> Freedom	No	No	No	No	No	29/8/24

\* ETF = Early Termination Fee and LPF = Late Payment Fee







The difference between the best and the worst market offers is less for gas than electricity. The difference between the highest and the lowest market offers is of approximately \$275 in the APT zone (Brisbane South) and around \$300 in the Envestra/AGN zone (Brisbane North).

Figures 2 and 3 below show estimated annual bills for gas market offers post discounts in the APT and Envestra/AGN gas zones.<sup>38</sup>

**FIGURE 2 | APT gas zone: Lowest to highest annual bills (incl GST) for market offers post July 2024, including discounts and pay on time discounts - Households consuming 10,000MJ per annum**

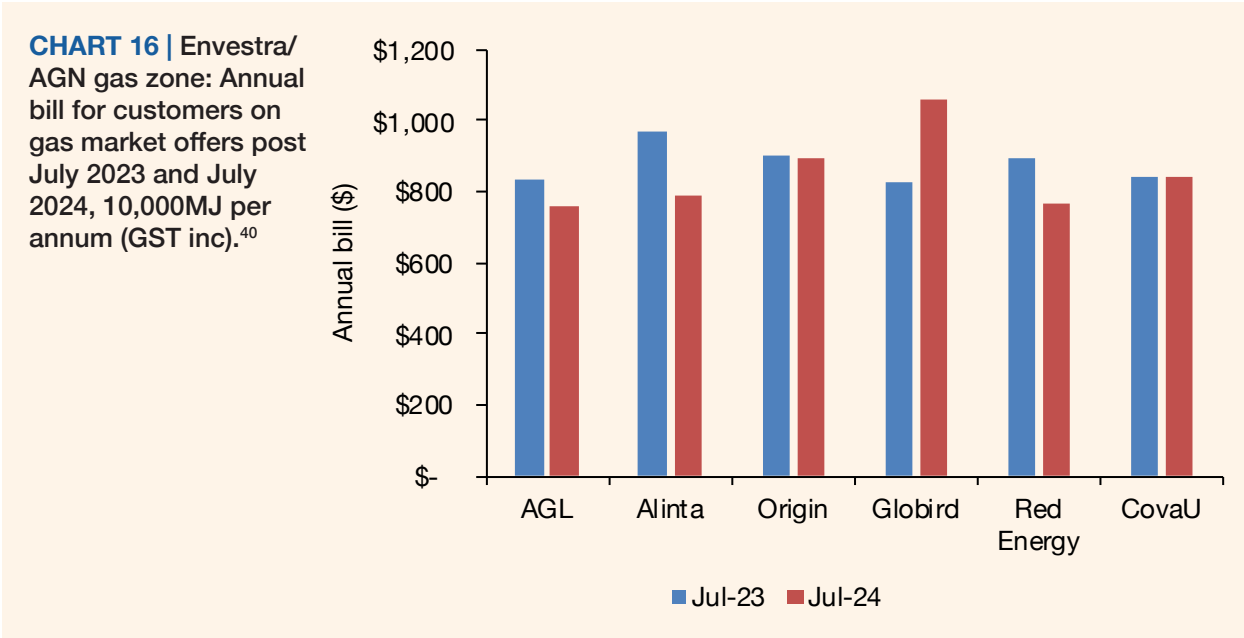
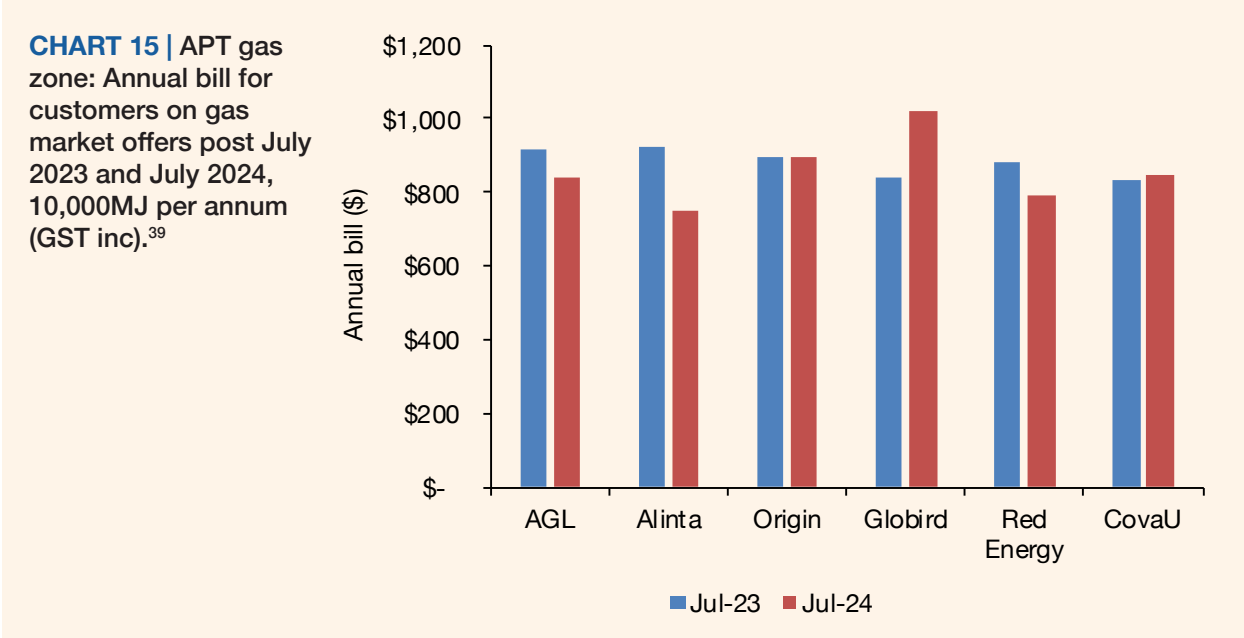
	Alinta	\$749
	Red Energy	\$790
	AGL	\$836
	CovaU	\$849
	Origin	\$893
	Globird	\$1,024

**FIGURE 3 | Envestra/AGN gas zone: Lowest to highest annual bills (incl GST) for market offers post July 2024, including discounts and pay on time discounts - Households consuming 10,000MJ per annum**

	AGL	\$757
	Red Energy	\$768
	Alinta	\$790
	CovaU	\$843
	Origin	\$896
	Globird	\$1,058

38. These bill estimates are based on rates published on the retailers' websites on the 24th of September 2024 and it must be noted that retailers may change their rates at any time.

As discussed above, the average gas market offer decreased by -3% over the last year. However, one retailer (GloBird) has significantly increased its prices since last year while Origin’s prices have remained unchanged. Alinta’s annual bills have decreased the most (by -19%), Red Energy’s by -14-11% and AGL by -9%. GloBird’s bills, on the other hand, have increased by 22-28% (depending on gas zone). Charts 15-16 below show the estimated annual gas bill for published gas offers in the APT and Envestra/AGN gas zones post July 2023 and 2024. .

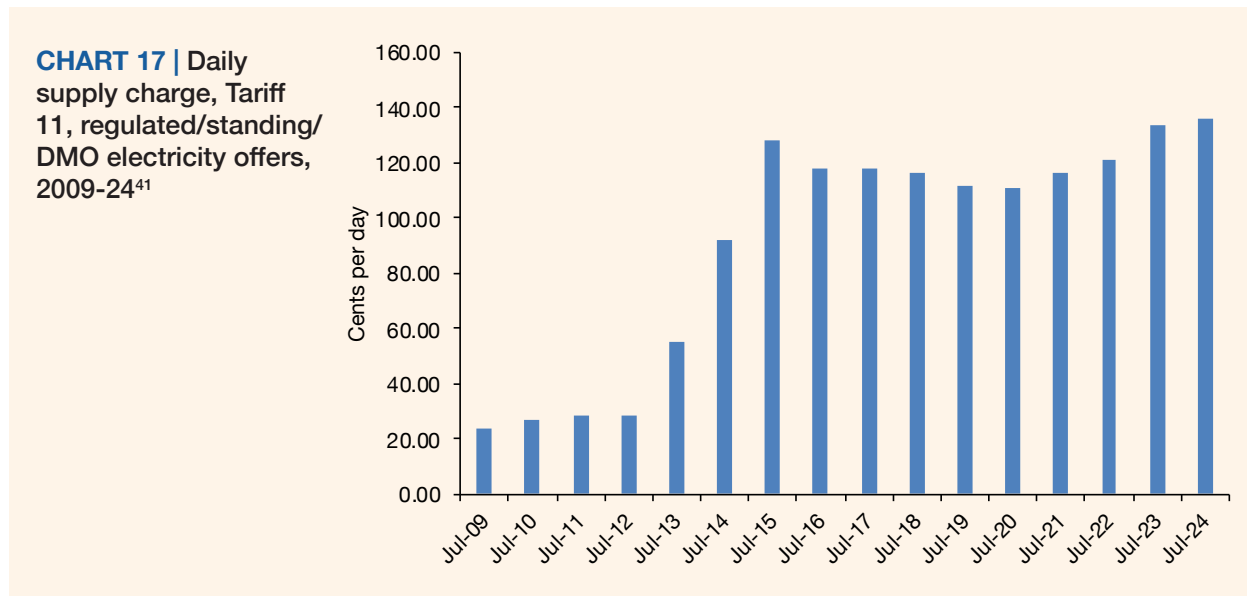


39. This analysis only includes retailers that had published market offers in July 2022 as well as July 2023.  
 40. Ibid.

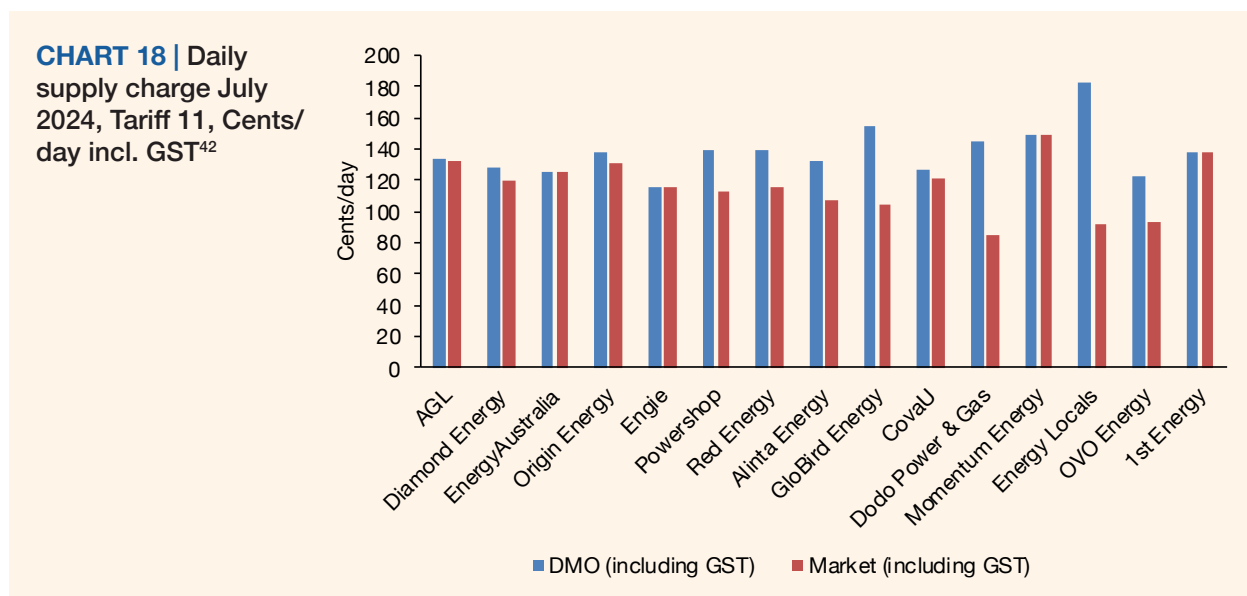
### 3. Supply charges

#### 3.1 Electricity supply charges

The supply charge is a fixed daily charge that is paid in addition to the consumption charges for electricity used. In Queensland the supply charge for single rate electricity customers (tariff 11) has increased by 2% since July 2023. The average supply charge (based on AGL and Origin’s standing offers) is almost 136 cents per day meaning that households pay around \$496 per annum in fixed charges. Chart 17 below shows the changes to the daily supply charge from July 2009 to July 2024.



The supply charge varies between retailers. Chart 18 shows that most retailers apply higher fixed supply charges to their DMOs than their market offers, while some (Energy Australia, Momentum and Engie) apply the same supply charge to DMOs and market offers. Furthermore, it shows that Momentum’s market offer supply charge is 64 cents/day (or \$234/annum) more than Dodo’s market offer supply charge.

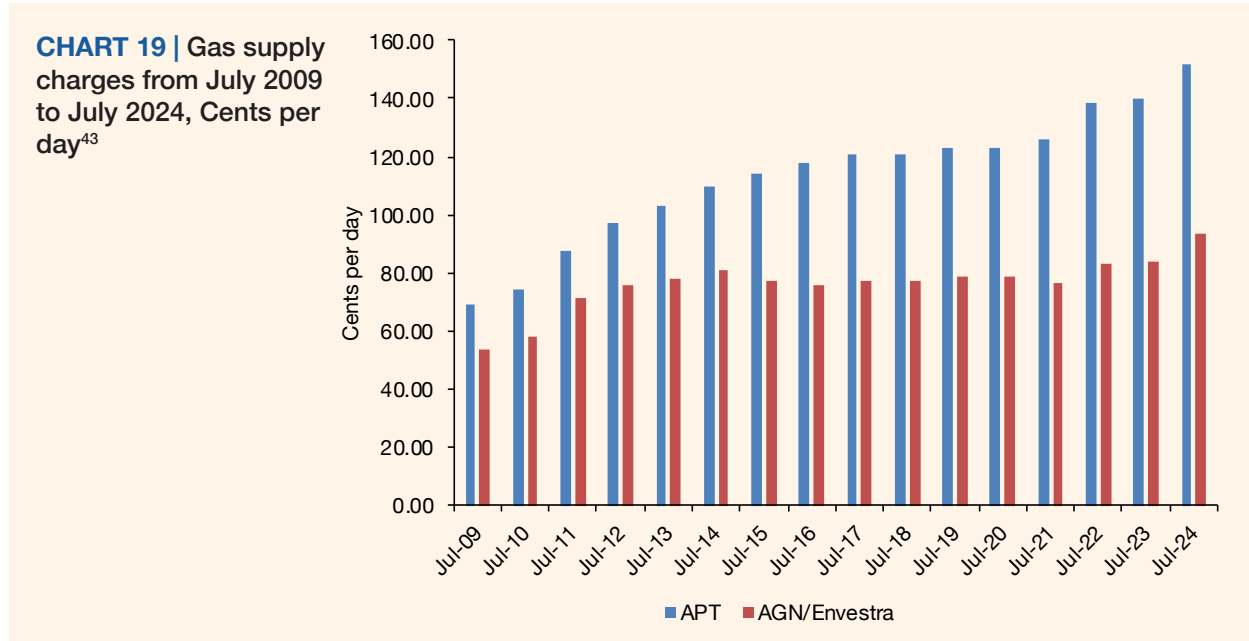


41. The 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023 and 2024 charges are based on AGL and Origin’s average supply charge

42. Note that only retailers that have published DMO offers as well as market offers have been included in this chart.

### 3.2 Gas supply charges

In July 2024, the average fixed supply increased in both the APT (Brisbane South) distribution zone and in the Envestra/AGN (Brisbane North) zone in comparison to July 2023. The average gas supply charge is just over 151 cents/day in the APT distribution area and approximately 93 cents/day in the Envestra/AGN (Brisbane North) pricing zone. This effectively means that South Brisbane households (APT zone) pay just over \$554 per annum in order to be connected to natural gas. Chart 19 below shows changes to the gas supply charge from July 2009 to July 2024 for both gas zones.



The average domestic gas consumption in Queensland is relatively low and as such the supply charges comprise a significant proportion of the annual gas bill.<sup>44</sup> For households consuming 10,000MJ per annum in the APT gas zone, the supply charge makes up 52-54% of the annual bill. In the Envestra/AGN zone (Brisbane North), the supply charge makes up 33 – 35% of the annual bill (for the same consumption level).

43. Based on the average gas supply charge (AGL and Origin) for the standard gas offer.

44. We have assumed typical residential annual gas consumption in Queensland to be 10,000MJ per annum while in Victoria we base it on 63,000MJ.

## 4. Network charges

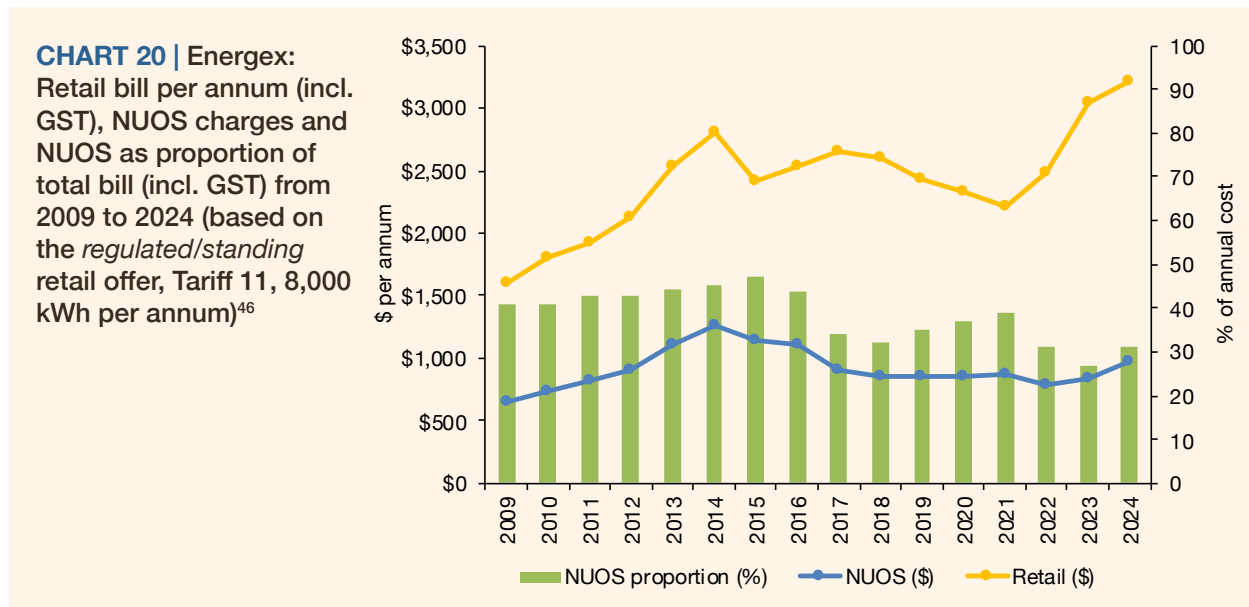
This section examines changes to electricity network charges since 2009 and gas distribution charges since 2019.

### 4.1 Electricity network charges

The Queensland electricity networks, Energex and Ergon, introduce new Network Use of System (NUOS) charges as of 1 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) and the retailers can, and generally will, build changes to the NUOS (in relation to both shape and price) into their retail tariffs.

Chart 20 shows annual retail bills (yellow line), NUOS charges as annual cost (blue line) and NUOS as proportion of annual bill (columns).<sup>45</sup>

It shows that the both the NUOS charges and retail bills increased in 2024 but as the increase to the NUOS charge is greater, the NUOS proportion of bills has increased to 31%.

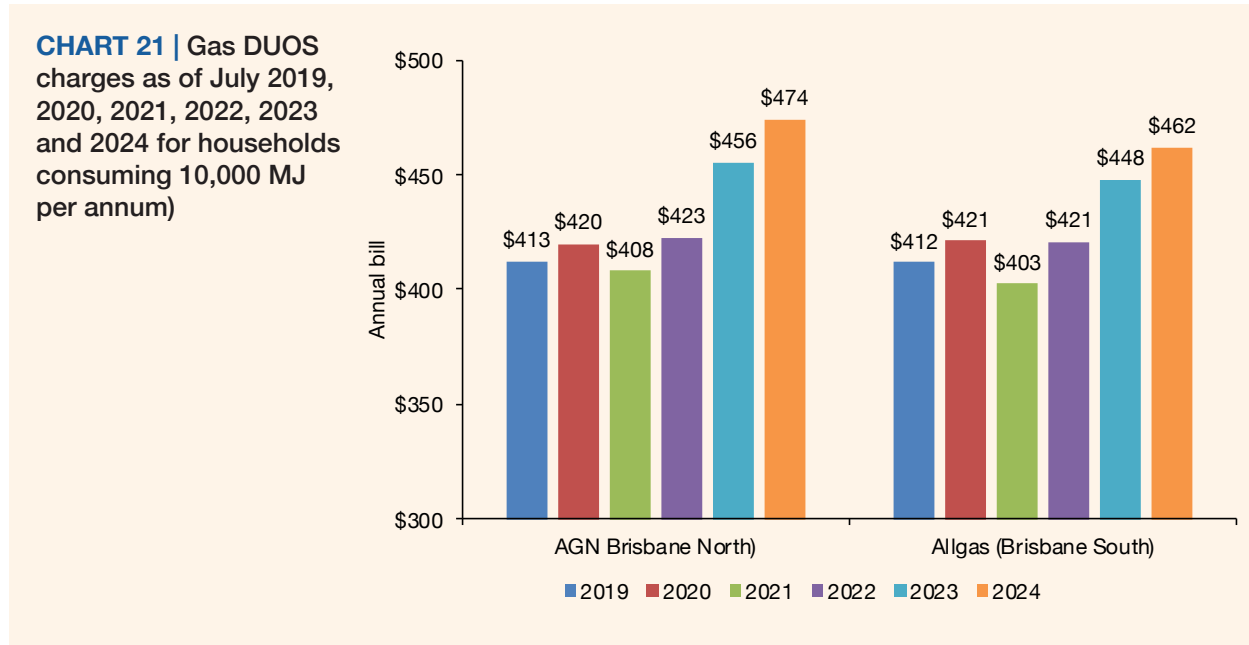


45. The regulated residential retail tariff, which applies to residential customers across Queensland, is based on Energex' network tariff only.

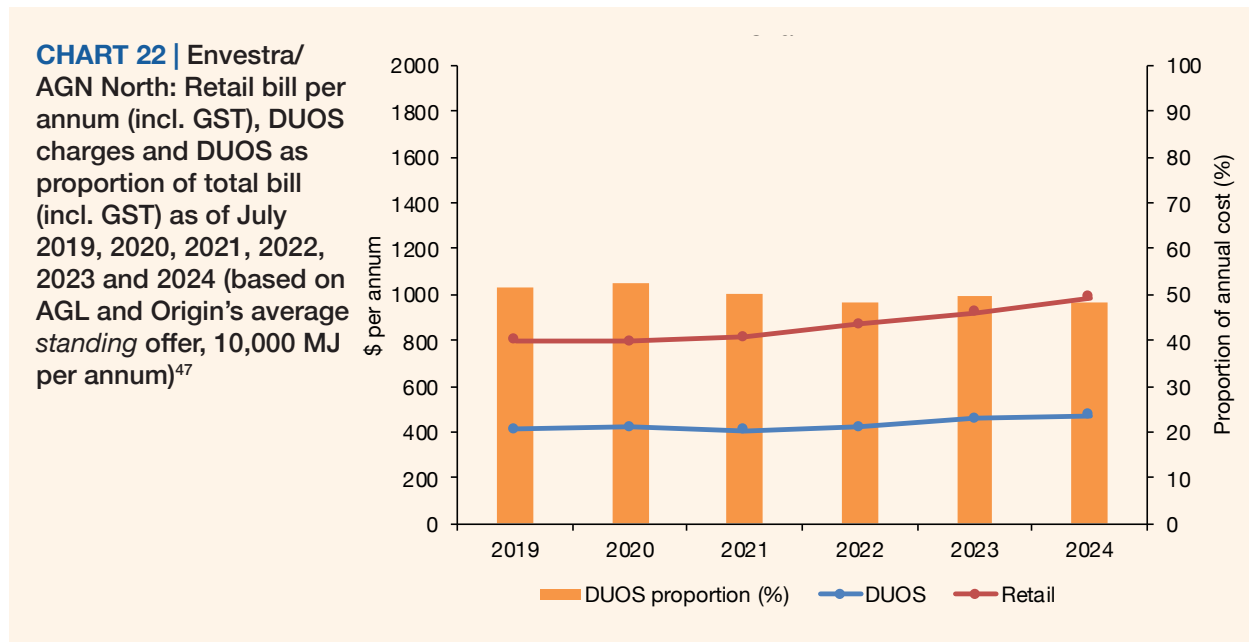
46. Based on the regulated retail offer rates from 2009 to 2015 and AGL and Origin's standing/DMO offers (average) as of July 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023 and 2024. Presented as annual bills for households using 8,000kWh per annum (flat rate). The annual NUOS charges have been calculated by allocating 2,000kWh per quarter (again based on annual consumption of 8,000kWh) to the step charges stipulated in the NUOS. The annual NUOS cost also includes fixed charges.

## 4.2 Gas distribution charges

As for electricity, the Queensland gas distributors, Envestra/AGN and APT Allgas, introduce new Distribution Use of System (DUOS) charges as of 1 July every year. A more recent addition to the Tariff-Tracking project has been to analyse changes to gas DUOS charges. This analysis includes the two main gas distribution areas: Envestra/AGN North (Brisbane North) and APT Allgas (Brisbane South and the Gold Coast). Chart 21 below shows that the DUOS charges increased in both areas in July 2024.



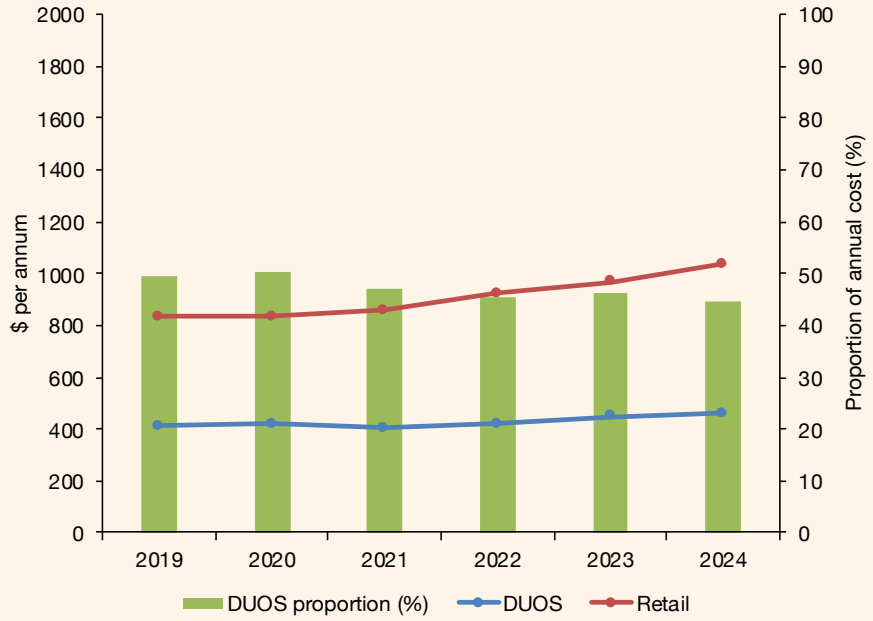
Charts 22 and 23 below show that the DUOS and the retail bills increased in the Envestra/AGN North gas zone (chart 22) and the in the APT Allgas zone (chart 23) in July 2024. The DUOS proportion of bills, however, decreased in both gas zones. The DUOS proportion of gas retail bills is currently 48% in Envestra/AGN North and 45% in APT Allgas.



47. Based AGL and Origin's standing offers (average) as of July 2019, 2020, 2021, 2022, 2023 and 2024. Presented as annual bills for households using 10,000 MJ per annum. The annual DUOS charges have been calculated by allocating 2,500 MJ per quarter (again based on annual consumption of 10,000 MJ) to the step charges stipulated in the DUOS. The annual DUOS cost also includes fixed charges.



**CHART 23 | APT Allgas:** Retail bill per annum (incl. GST), DUOS charges and DUOS as proportion of total bill (incl. GST) as of July 2019, 2020, 2021, 2022, 2023 and 2024 (based on AGL and Origin's average standing offer, 10,000 MJ per annum)<sup>48</sup>



48. Ibid.

## 5. Solar offers

There are more than 1,015,000 small scale rooftop solar systems in Queensland.<sup>49</sup> Many of these households are currently receiving a solar feed in rate (FIT) of 44 cents per exported kWh but as these schemes are closed to new entrants, customers currently looking for solar offers need to assess both the retailers' FIT rates as well as the cost of electricity imported.<sup>50</sup>

This section analyses and compares market offer bills for South East Queensland customers with 1.5 kW and 3 kW systems installed.<sup>51</sup> 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 8,000kWh (including both produced and imported).
- ▲ Calculations have been produced for households with 1.5 kW and 3 kW systems only.
- ▲ For Brisbane households, an annual generation capacity per kW installed of 1.736 MWh and an export rate of 53.4% for 3 kW systems and 24.6% for 1.5 kW systems.
- ▲ For rural households, an annual generation capacity per kW installed of 1.857 MWh and an export rate of 56.4% for 3 kW systems and 29.5% 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.
- ▲ For tariffs with controlled load, 15% of the total load has been allocated to the off-peak rate.
- ▲ 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.

It is becoming increasingly common that retailers offer a relatively high FIT rate for a set amount of kWh exported each day and a much lower FIT rate for export beyond that. Energy Australia, Origin, GloBird, 1st Energy and AGL all apply a daily export threshold for their maximum FIT rate. In the case of GloBird, only the first 8 kWh exported each day will attract a higher FIT. As of July 2024, the average FIT rate (for initial export below any threshold applied) is 5.6 c/kWh compared to 8.6 c/kWh one year ago (July 2023).<sup>52</sup>

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49. Small scale is defined as systems up to 100 kW. Australian Energy Council, Solar Report, Quarter 1, 2024, 3

50. The Solar Bonus Scheme that currently pays the 44 cents FIT to eligible consumers is set to expire on 1 July 2028.

51. 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.

52. Note that the averages are based on fewer retailers in July 2023 compared to July 2024

**TABLE 6 | Retailers' FIT rates July 2024**

Retailer	Offer	1 <sup>st</sup> FIT rate (c/kWh)	Threshold	2 <sup>nd</sup> FIT rate (c/kWh)
<b>EnergyAustralia</b>	Solar Max	12	15 kWh/day	6.6
<b>Origin Energy</b>	Solar Boost	12	14 kWh/day	4
<b>GloBird Energy</b>	SolarPlus	11	8 kWh/day	3
<b>AGL</b>	Solar Savers	10	10 kWh/day	4
<b>Engie</b>	Solar	10		
<b>Red Energy</b>	Solar Savers	8		
<b>Alinta Energy</b>	Home Saver	8		
<b>Sumo Power</b>	Solar Advantage	6		
<b>CovaU</b>	Freedom	5.5		
<b>Diamond Energy</b>	Renewable Saver	5.2		
<b>1st Energy</b>	1st Saver	5	15 kWh/day	2.5
<b>Dodo</b>	Market Offer	3.5		
<b>OVO</b>	The One Plan	3		
<b>Momentum</b>	Suit Yourself	2.9		
<b>Energy Locals</b>	Online Member	2		
<b>Powershop</b>	Power House	1.4		
<b>Kogan Energy</b>	Free Kogan First Membership	1.4		
<b>Nectr</b>	100% Clean	0		
<b>Tango Energy</b>	Home Select	0		

Chart 24 below compares annual retail bills for solar customers in Brisbane with 3 kW and 1.5 kW installed.<sup>53</sup> It shows that Diamond Energy, Engie, GloBird and Momentum's offers produce annual bills above the average for both 3 kW and 1.5 kW systems. Brisbane solar customers with 3 kW systems (and this consumption level) would be \$720 per annum better off on Alinta's offer compared to GloBird's offer. Customers with a 1.5 kW system installed may save \$924 per annum if they switched from GloBird to Dodo's offer.

The average annual bill is approximately \$2,005 for households with 3 kW systems and \$2,285 for households with 1.5 kW systems installed. This means that the average annual bill is \$840 less for solar households with 3 kW systems installed compared to non-solar households.<sup>54</sup> Compared to last year, the average market offer for solar customers (3 kW systems) has increased by approximately \$90 or 3%.

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.

54. For non-solar households, the average market offer bill (including pay on time discounts) is \$2,844 See section 2.1.

**CHART 24 | Annual bills including discounts and FIT credits for Brisbane customers with 3 kW and 1.5 kW solar systems. Electricity offers post July 2024 as annual bills, Tariff 11, 8,000kWh (GST incl).<sup>55</sup>**

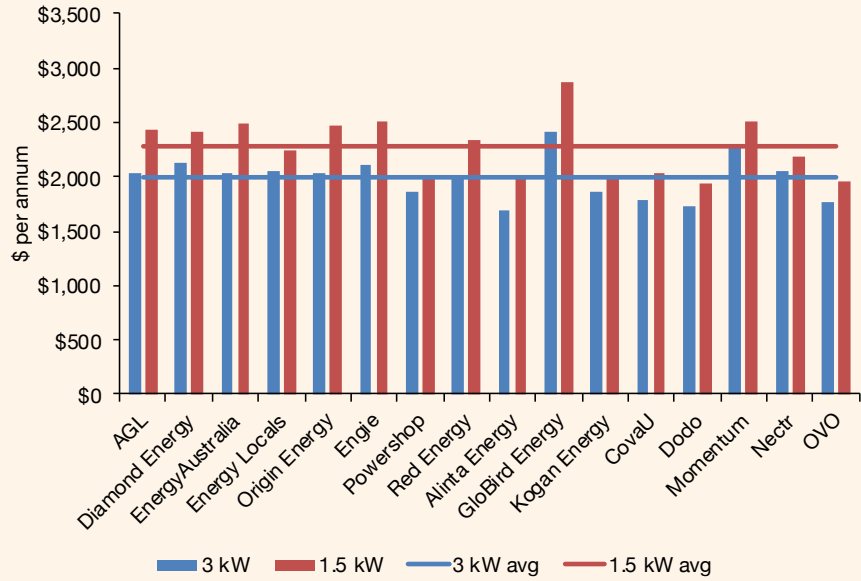


Figure 4 below shows estimated annual bills for solar market offers post discounts ranked from the lowest annual bill to the highest.<sup>56</sup>

**FIGURE 4 | Lowest to highest annual bills (incl GST) for solar market offers post July 2024, including discounts, pay on time discounts and Feed-in-tariff – Metropolitan households with 3 kW solar systems, consuming 8,000kWh per annum (including generated and imported electricity), Tariff 11**

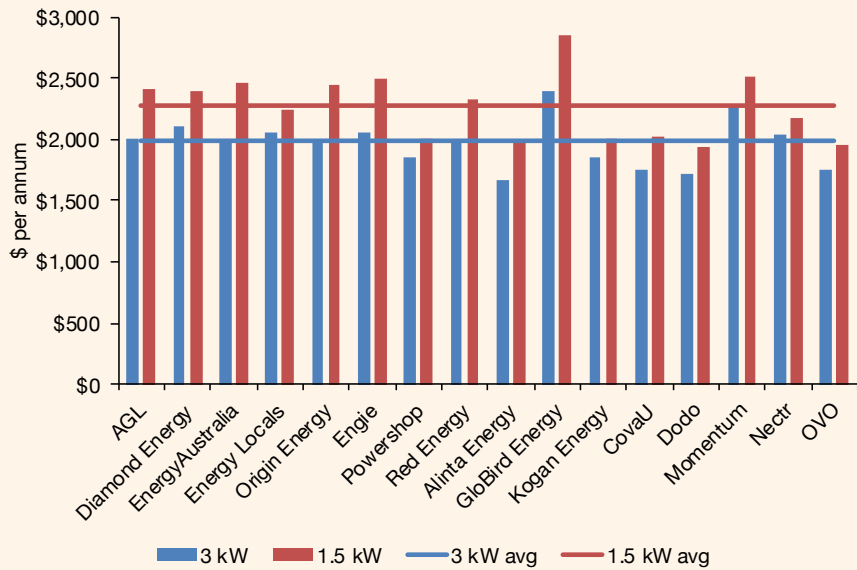
	Alinta Energy	\$1,694		Red Energy	\$2,008		1st Energy	\$2,111
	Dodo	\$1,736		Origin Energy	\$2,028		Diamond Energy	\$2,129
	OVO	\$1,763		EnergyAustralia	\$2,038		Tango Energy	\$2,282
	CovaU	\$1,782		AGL	\$2,040		Momentum	\$2,293
	Sumo Power	\$1,834		Nectr	\$2,048		GloBird Energy	\$2,415
	Powershop	\$1,854		Energy Locals	\$2,060			
	Kogan Energy	\$1,854		Engie	\$2,103			

Homes outside Brisbane’s metropolitan area will typically have less overshadowing and therefore a higher generation capacity and export rate. Chart 25 compares annual retail bills for solar customers in non-metropolitan Queensland with 3 kW and 1.5 kW installed. It shows that the annual bills for solar customers are somewhat lower in non-metropolitan areas but the same retailers produce higher than average bills and the price-spread is similar to that in metropolitan areas (see chart 24 above).

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

56. These bill estimates are based on rates published on the retailers’ websites on the 25th of September 2024 and it must be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

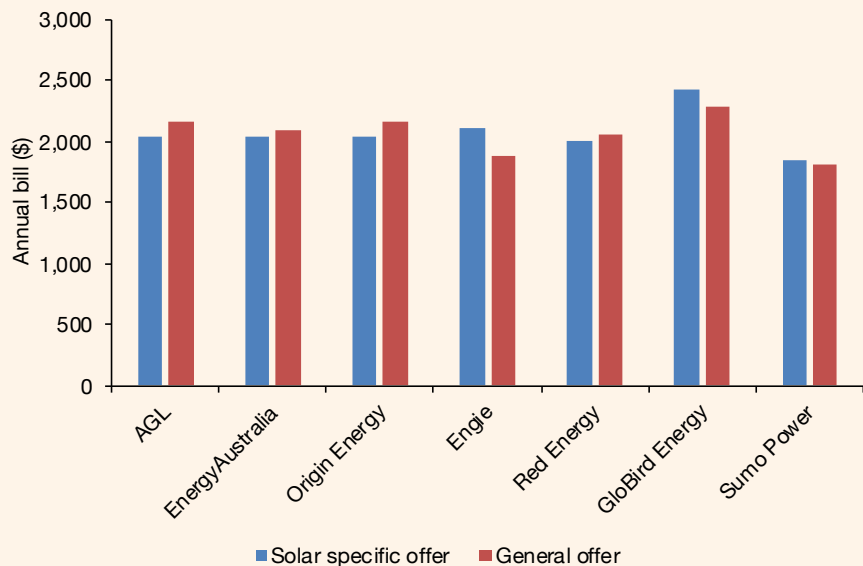
**CHART 25 | Annual bills including discounts and FIT credits for regional and rural customers with 3 kW and 1.5 kW solar systems. Electricity offers post July 2024 as annual bills, Tariff 11, 8,000kWh (GST incl).<sup>57</sup>**



Several retailers are offering products available to solar customers only. However, most of these offers contain higher rates for electricity used compared to their general offers.

In terms of annual bills for Brisbane households with a 3kW system installed, only four of the ‘solar only’ offers would produce annual bills that are lower than the general offers.<sup>58</sup> Chart 26 below shows that AGL, Energy Australia, Origin Energy and Red Energy’s ‘solar only’ offers produce lower annual bills than their general offers while Engie, GloBird and Sumo Power’s solar specific offers produce higher annual bills. In Engie’s case, solar customers would be as much as \$220 better off per annum on the general Saver Plus product instead of the Solar product.

**CHART 26 | ‘Solar only’ offers Vs. general offers: Annual bills including discounts and FIT credits for Brisbane customers with 3 kW solar systems. Electricity offers post July 2024 as annual bills, Tariff 11, 8,000kWh (GST incl).<sup>59</sup>**



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

58. Electricity offers post July 2024 as annual bills, Tariff 11, 8,000kWh (GST incl)

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