



Victoria Energy Prices July 2023

An update report on the Victorian Tariff-Tracking Project



St Vincent de Paul Society
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The Victorian Tariff-Tracking Project

To date, this project has tracked electricity and gas tariffs in Victoria from July 2008 (retail price deregulation took effect on 1 January 2009) to July 2023, and developed a spreadsheet based tool that allows consumer advocates to build on the initial analysis and continue to track changes as they occur. In 2016, market offers available to new solar customers were added to the Tariff-Tracking project. The workbook allows users to calculate annual bills based on retailers' rates, feed in tariffs offered and additional discounts. Again, the user can enter consumption level as well as choosing to run the bill calculation based on 1.5 kW or 3 kW solar systems.

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

Workbook 1: Electricity standing offers July 2008 – July 2023

Workbook 2: Gas standing offers July 2008 – July 2023

Workbook 3: Electricity market offers 2010 to 2023

Workbook 4: Gas market offers 2010 to 2023

Workbook 5: Solar market offers 2016 to 2023

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

Key findings

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

- ▲ The new Victorian Default Offer (VDO) for electricity that took effect in July 2023, increased an average annual bill by \$420 or 26%.¹ See section 1.1.
- ▲ For gas standing offers, AGL and Origin Energy's prices are 23% higher compared to last year (July 2022) and Energy Australia's gas prices have increased by 28%.² See section 1.2.
- ▲ Typical consumption households (4,800kWh per annum) on the VDO can save around \$450 and \$595 per annum if switching to the best published market offer (depending on their network area).³ This is more than it was a year ago (July 2022), when the maximum saving was between \$120 - \$350 per annum. See section 2.1.
- ▲ The difference between the best and the worst market offers ranges from \$520 per annum in Citipower to \$690 in Ausnet's area for customers with typical consumption level.⁴ This is less than it was a year ago (July 2022), when the maximum saving was \$700 - \$945 per annum. See section 2.1.1.
- ▲ OVO Energy and 1st Energy's electricity market offers produce the lowest annual bill for average consumption households in all network areas. Lumo Energy, on the other hand, has the most expensive market offer in all network areas.⁵ See section 2.1.1.
- ▲ All the electricity retailers have published new market offers since July 2022, and the majority of retailers have increased their market offer rates. Lumo Energy, Diamond Energy, Alinta Energy, Powershop, Red Energy and Energy Locals have had the greatest price increases while GloBird and 1st Energy have reduced their prices in all network areas. See section 2.1.2.
- ▲ Gas customers with typical consumption (63,000Mj) can save up to \$1,820 - \$1,980 per annum (depending on their gas zone) if switching from the worst standing offer to the best market offer.⁶ See section 2.2.
- ▲ The price-spread for gas market offers ranges from \$630 per annum (Multinet) to approximately \$785 (AGN North) for customers with typical consumption levels.⁷ See section 2.2.1.
- ▲ CovaU and Energy Australia's gas market offers produce the lowest annual bill for average consumption households in the Multinet and AGN gas zones while Sumo Power's gas offers produce the lowest bills in the Ausnet gas zones.⁸ See section 2.2.1.
- ▲ All the gas retailers changed their gas market offers between July 2022 and July 2023. Simply Energy reduced its prices while all others increased theirs. 1st Energy, Lumo Energy, Dodo, Tango Energy, Alinta Energy, Sumo Power and AGL are the retailers with some of the greatest price increases. See section 2.2.2.

1. Average VDO across all network areas. Compared to the previous VDO that took effect 1 July 2022. Based on households using 4,800kWh per annum (single rate).

2. Average standing offers across all pricing zones. Based on households using 63,000Mj per annum. Note that while electricity standing offers (the VDO) changed in July 2023, the incumbent's gas standing offers changed in January 2023.

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

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

5. *Ibid.* These market offers were collected from the retailers' websites between 1 and 4 August 2023 and it should be noted that retailers may change their rates at any time.

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

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

8. *Ibid.*

- ▲ New solar customers with a 3kW system installed will have an annual bill that is between \$745 and \$1,000 less (depending on network area) than non-solar customers with the same consumption level.⁹ See section 2.3.
- ▲ For solar offers, the maximum price-spread is around \$440 in Powercor, \$430 in Ausnet, \$360 in United Energy and Jemena, and \$210 in Citipower.¹⁰ See section 2.3.
- ▲ In July 2023, the Network Use of System (NUOS) charges increased in all network areas except Citipower. The greatest increase was in the Jemena network (9%). See section 3.1.
- ▲ As of July 2023, the NUOS proportion of the VDO/standing offer bills is greatest in the Ausnet network (33%) and lowest in Citipower and United Energy (25%). See section 3.1.
- ▲ For gas, the Distribution Use of System (DUOS) charges did not change in July 2023 after an increase by around 3% (on average) in January 2023. See section 3.2.
- ▲ The DUOS proportion of gas standing offer retail bills is currently between 11 and 17%.¹¹ See section 3.2.
- ▲ The total energy costs (based on the average electricity and gas market offers) have increased the most for households in the outer South Eastern suburbs and Gippsland.¹² Dual fuel customers in the CBD, inner city and North Eastern suburbs, on the other hand, have had the lowest increase to their combined energy costs.¹³ See section 4.
- ▲ Dual fuel customers in Kilmore, Seymour, Violet Town, Nagambie, Wangaratta, Chiltern, Wodonga as well as Gippsland and the Mornington Peninsula have the highest combined energy bills. Based on typical consumption levels, the average combined annual energy bill in these areas is now between \$4,400 and \$4,425.¹⁴ See section 4.

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

10. *Ibid.*

11. Based on the incumbent retailers' (AGL, Energy Australia and Origin) average gas standing offer as of July 2022. Presented as annual bills for households using 63,000MJ per annum

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

13. Citipower's electricity distribution network and the Multinet gas zones.

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

Preamble

While electricity and gas prices have increased over the last year, many Victorians have been able to reduce the financial impact of these price increases by applying for the \$250 Power Saving Bonus.

The last round of the Victorian Government's \$250 Power Saving Bonus Program commenced on 24 March 2023.¹⁵ The program encourages Victorians to compare energy prices by visiting the Victorian Energy Compare website to apply for the \$250 payment.¹⁶ Some retailers appear to have anticipated an increase in search and switching activity and thus produced new, and better, offers around this time. For example:

- ▲ Momentum Energy reduced the electricity usage rates for its 'Nothing Fancy' offer on 20 March¹⁷
- ▲ Tango Energy reduced the electricity supply charge for its 'eSelect' offer on 20 March¹⁸
- ▲ Lumo Energy reduced the electricity supply charge and usage rates for its 'Basic' offer on 22 March¹⁹
- ▲ Simply Energy introduced a new 'Energy Saver' offer with a 19% guaranteed discount and a \$110 "welcome credit" on 24 March
- ▲ Energy Australia introduced offers with a \$50 "welcome credit" for customers that sign up online on 28 March
- ▲ AGL added a \$75 "welcome credit" to its 'Basics' and 'Value Saver' offers on 30 March

Consumers would benefit from better offers being introduced due to an anticipated increase in search and switching activity. However, there is no way of knowing whether customers that switched to one of the offers with lower rates received these rates for a reasonable period. Most retailers increased their rates from around July 2023 and customers that switched retailers in late March or April as a result of the Power Saving Bonus may only have received lower rates for 2-3 months. One customer that contacted us expressed frustration with the process having switched from Tango Energy to Simply Energy on the 24th of March.²⁰ The Victorian Energy Compare site indicated that they would save \$240 per annum by making this change. On the 7th of July, however, the customer was notified by Simply Energy that their annual bill would increase by an estimated \$435 per annum. The customer initially thought the comparison exercise had saved them \$490 (\$240 by finding a better offer and \$250 from the Power Saving Bonus) but was now wondering whether they would have been better off not switching retailer.

We compared the customer's new rates as communicated by Simply Energy, Simply Energy's published rates that took effect post 1 August as well as Tango Energy's published rates that took effect on 1 August.²¹

15. This round of applications closed on 31 August 2023.

16. See [https://www.energy.vic.gov.au/_data/assets/pdf_file/0025/625066/\\$250-Power-Saving-Bonus-Factsheet-Print.pdf](https://www.energy.vic.gov.au/_data/assets/pdf_file/0025/625066/$250-Power-Saving-Bonus-Factsheet-Print.pdf)

17. The rates were reduced from 19.91c/kWh to 17.6 c/kWh for the single rate tariff in the Citipower network.

18. The rates were reduced from 91.08 c/day to 85.03 c/day for the single rate tariff in the Citipower network.

19. The rates were reduced from 108.09 c/day and 19.91c/kWh to 90.97 c/day 18.65 c/kWh for the single rate tariff in the Citipower network.

20. This case study is based on one customer that switched from Tango's 'Home Select' offer to Simply's 'Energy Saver' offer.

21. The customer is on a single rate tariff in the Jemena network and all rates are inclusive of GST. Note that discounts are applied to rates exclusive of GST.

	Daily supply charge (c/day)	Usage (c/kWh)	Additional features	Daily supply charge (c/day) inclusive of discount	Usage (c/kWh) inclusive of discount
Customer's new rates with Simply Energy when switching on 24 March (Offer: Energy Saver)	115.76	23.21	19% discount and \$110 account credit	93.77	18.8
Customer's new rates with Simply Energy from 1 August (Offer: Energy Saver)	114.38	32.52	19% discount	92.65	26.34
Simply Energy's published rates from 18 August (Offer: Energy Saver)	114.38	32.52	11% discount and \$200 account credit	101.8	28.94
Tango Energy's published rates from 1 August (Offer: Home Select)	111.10	31.48		111.10	31.48

As the customer's household uses approximately 5,500 kWh per annum their annual bill on Simply Energy's rates as of 24 March would have been approximately \$1,375 (including discount). Their annual bill post 1 August is around \$1,785 (up by \$410). If they had stayed with Tango Energy (and we assume that they would have been placed on Tango Energy's new rates as of 1 August), their annual bill would have been around \$2,135 (\$350 more than they are currently paying).

Our analysis indicates that the customer saved money from switching after doing the bill comparison on 24 March. However, receiving a notification about significant price increases shortly after having made the comparison, and changed retailer, nonetheless creates suspicion regarding the genuineness of the original offer. This is a dilemma presented by competitive energy retail markets. We need customers to trust the market in order to stay engaged and change to better deals and thus put downward pressure on prices. At the same time, price changes are inevitable and constantly comparing and switching retailers is not a viable option for most. It is also important to note that basic regulatory requirements such as fixed price contracts or a limited number of price changes may not benefit consumers. This year prices increased significantly but there are also times when prices do come down. The timing of programs such as the Power Saving Bonus could however be more considered. Launching a round just prior to foreshadowed price increases may have caused unnecessary doubt amongst consumers that compared and switched retailers. As the Victorian Government already knew when the new regulated Victorian Default Offers (VDO) would come into effect, better outcomes could have been achieved by simply delaying the Power Saving Bonus until after the new VDO, and associated changes to market offers, had occurred. Had the Power Saving Bonus round commenced 24 of July instead of 24 March, it would have allowed consumers to undertake a more realistic price comparison and potentially delivered downward pressure on margins (assuming that retailers would still use the increase in search activity to sign up new customers). Furthermore, it would not have provided the retailers with a reasonable excuse for increasing their rates shortly thereafter.

1. Changes to the standing offers

The Victorian Government deregulated retail prices from 1 January 2009, and between January 2009 and July 2019 the retailers determined both their standing offer and market offer rates. In July 2019, the Victorian Default Offer (VDO) was introduced and all customers previously on a retailer's standing offer have been moved to the VDO. The VDO is a Victorian Government initiative that aims to make the electricity market simpler and more affordable for all consumers.²² Under this arrangement the Essential Services Commission (ESC) is required to set a VDO for basic metering types in each network area.²³ All retailers are required to offer the VDO but they can, and still do, offer other market contracts.

1.1 Electricity standing offers July 2023

As in the previous Tariff-Tracking reports, the bill calculations in this report have assumed an average consumption of 4,800kWh per annum for households on the single rate.²⁴ These are generally households connected to mains gas and therefore have a lower consumption than all-electric households. For all-electric households, which are predominantly in rural areas, the bill calculations have assumed an average consumption of 7,000kWh per annum. The rates used in the calculations are those for the controlled load offers and a split of 70% peak and 30% off-peak has been assumed. There are five network businesses in Victoria: Powercor and Ausnet distributing electricity to rural and regional Victoria and Citipower, Jemena and United Energy.

On average, across all five network areas, the VDO increased by \$420 (or 26%) in July 2023.²⁵ Charts 1 – 3 below show the incumbent retailers' electricity standing offer as of January 2019 and the VDO as annual bills in July 2019, January 2020, January 2021, September 2021, January 2022, July 2022, January 2023 and July 2023.²⁶

AGL is the incumbent retailer in the Jemena and United Energy networks. Between July 2022 and July 2023, customers on a standing offer/VDO with an annual consumption of 4,800 kWh (single rate) will experience an annual increase of \$440 (or 29%) in Jemena and \$410 (or 27%) in United Energy's area.

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

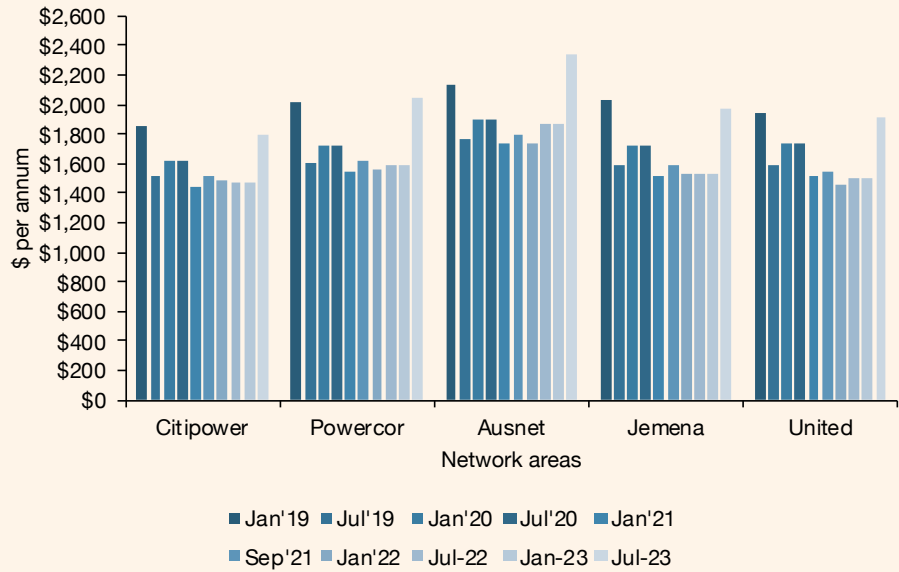
23. Until January 2020 the VDO only applied to single rate and controlled load tariffs. For customers on a two-rate (peak/off-peak) tariff, a time of use (TOU) tariff or a demand tariff, the retailers continued to set the standing offer price. From January 2020, however, retailers have been required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

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

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

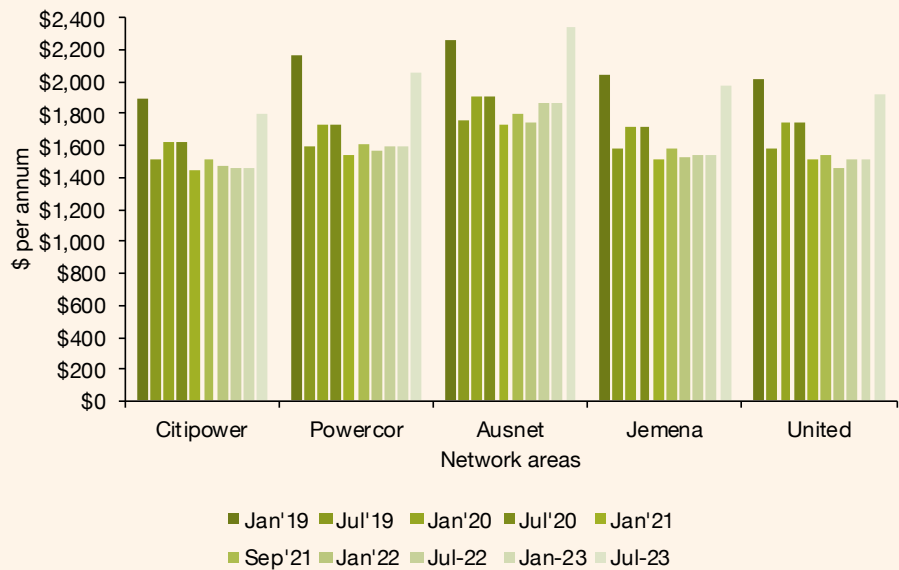
26. The retailers set the price for standing offers in January 2019 while the ESC has determined the price changes since.

CHART 1 | Changes to **AGL's standing offers/VDO** (as annual bills, inc GST) from January 2019 to July 2023 - Calculations based on **single rate tariff** and annual consumption of 4,800kWh



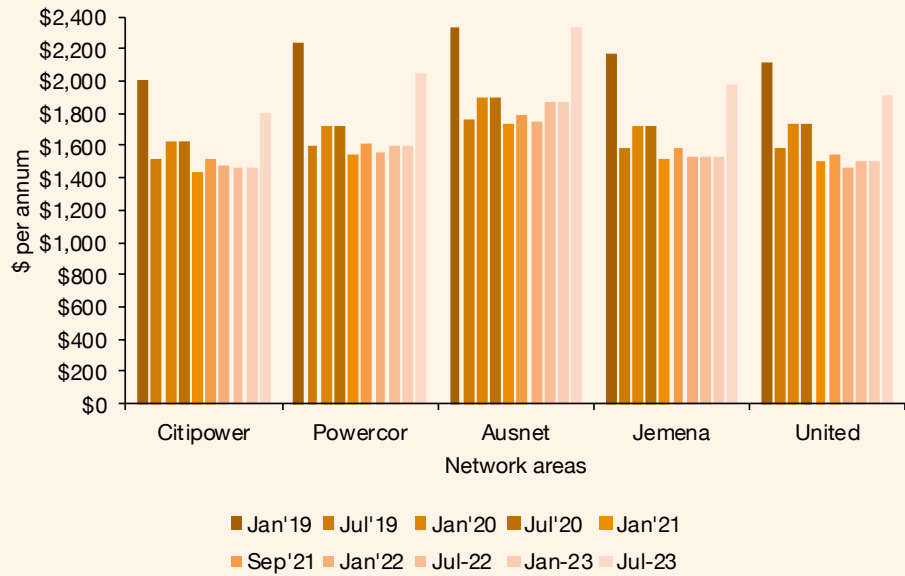
Origin is the incumbent retailer in the Citipower and Powercor networks. Standing offer/VDO customers with an annual consumption of 4,800 kWh (single rate) will experience an annual increase of approximately \$335 (or 23%) in Citipower and an increase of \$455 (29%) in Powercor's area. See chart 2 below.

CHART 2 | Changes to **Origin's standing offers/VDO** (as annual bills, inc GST) from January 2019 to July 2023 - Calculations based on **single rate tariff** and annual consumption of 4,800kWh



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

CHART 3 | Changes to Energy Australia's standing offers/VDO
 (as annual bills, inc GST) from January 2019 to July 2023 - Calculations based on **single rate tariff** and annual consumption of 4,800kWh



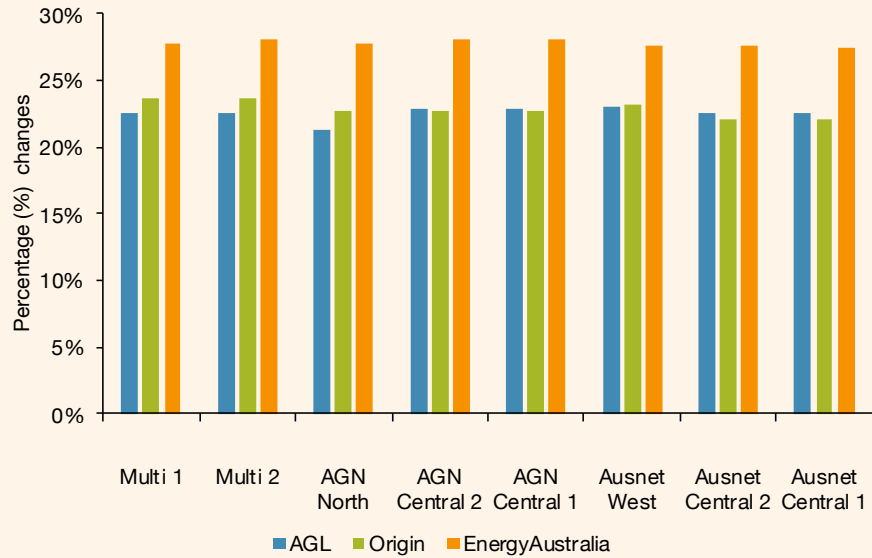
1.2 Gas standing offers July 2023

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

Chart 4 below shows that households with Origin Energy and AGL experienced price increases in July 2023 (compared to July 2022 prices).²⁷ AGL and Origin Energy's prices have increased by 23% (on average across all price zones) and Energy Australia's prices have increased by 28%.

27. Note that while electricity standing offers (the VDO) changed in September 2021, January 2022, July 2022 and July 2023, the incumbent's gas standing offers only changed in January 2021, January 2022 and January 2023.

CHART 4 | Changes (%) to incumbent retailers' standing offers from January 2022 to July 2023 - Calculations based on an annual consumption of 63,000MJ



Charts 5 – 7 below show the incumbent retailers' gas standing offer as of July 2021, January 2022, July 2022, January 2023 and July 2023.

CHART 5 | Changes to AGL's standing offers (as annual bills, inc GST) from July 2021 to July 2023 - Calculations based on an annual consumption of 63,000MJ

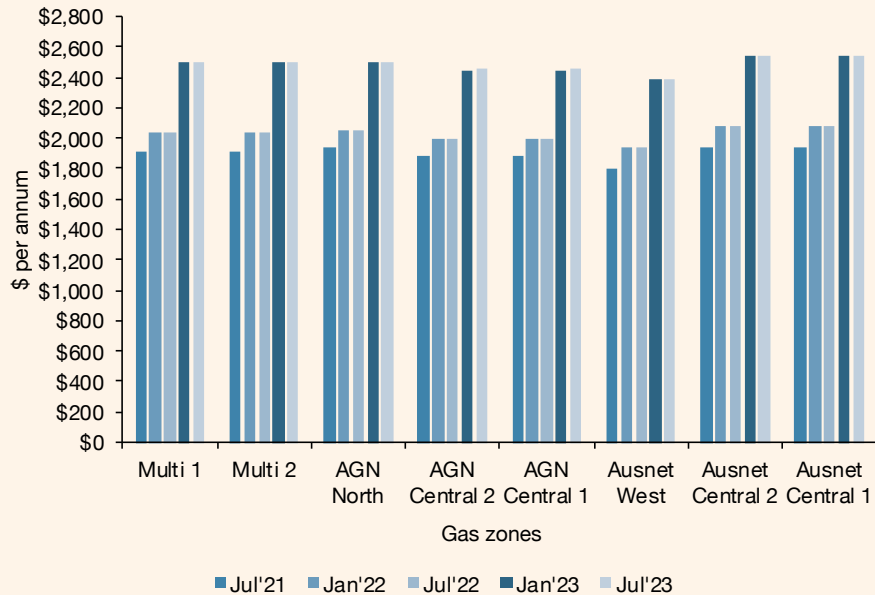


CHART 6 | Changes to **Origin's standing offers** (as annual bills, inc GST) from July 2021 to July 2023 - Calculations based on an annual consumption of 63,000MJ

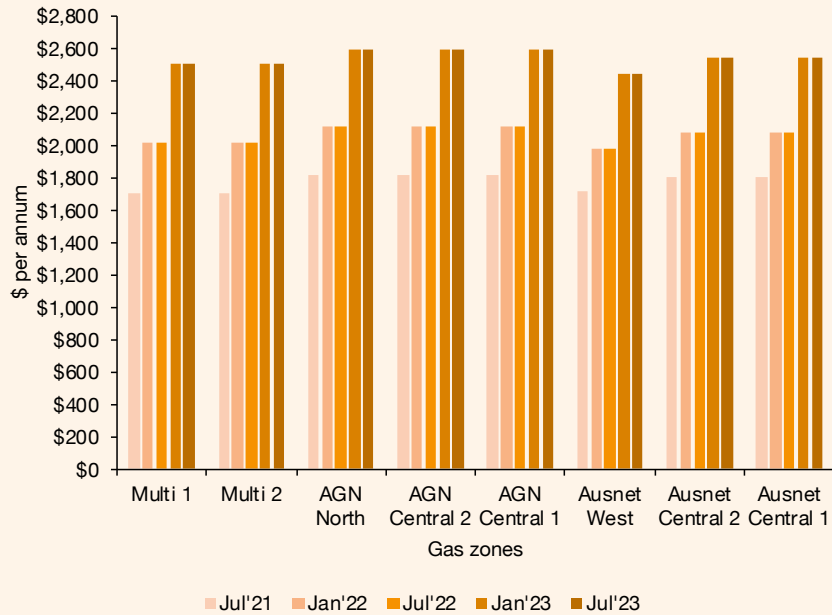
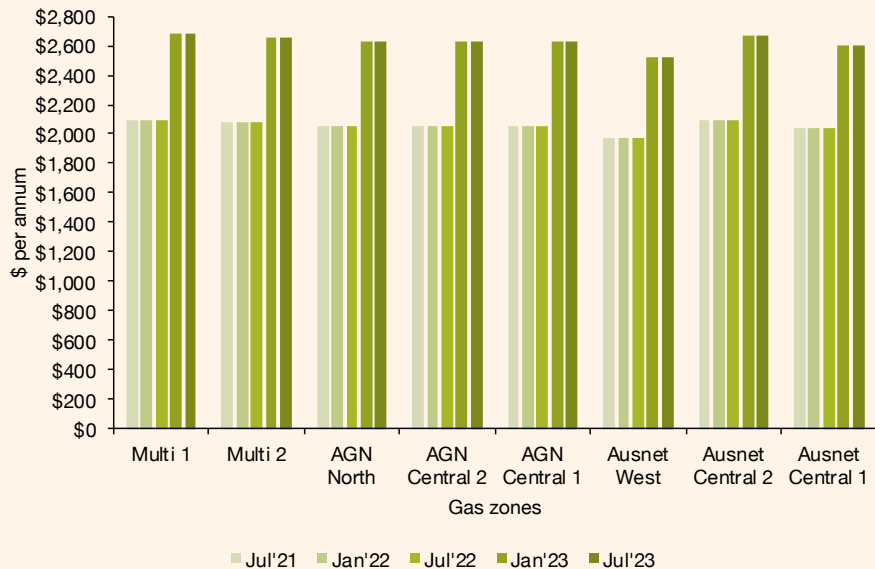
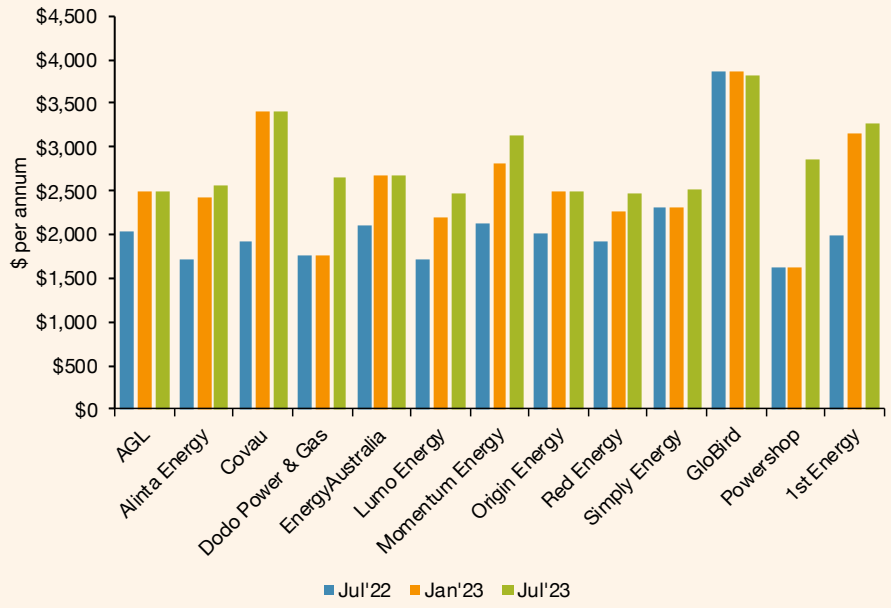


CHART 7 | Changes to **Energy Australia's standing offers** (as annual bills, inc GST) from July 2021 to July 2023 - Calculations based on an annual consumption of 63,000MJ



Some of the 2nd tier retailers that did not increase their gas standing offers in January 2023 have had significant increases in July 2023 (Powershop, Dodo and Simply Energy). Other 2nd tier retailers increased their prices in both January and July 2023 (Alinta, Lumo, Momentum, Red Energy and 1st Energy). GloBird is the only retailer that decreased its prices in July 2023 (albeit after increasing its prices significantly a year earlier). The three incumbent retailers (AGL, Energy Australia and Origin), as well as CovaU, only increased their prices in January 2023. Chart 8 below compares annual bills as of July 2022, January 2023 and July 2023 for 13 retailers in the Multinet 1/Origin metro gas zone.

CHART 8 | Changes to standing offers (as annual bills, inc GST) from July 2022 to July 2023 in the Multinet 1/ Origin Metro gas zone - Calculations based on an annual consumption of 63,000Mj²⁸



28. Note that only retailers that had published standing offers in July 2022 as well as July 2023 have been included in this chart.

2. Market offers

2.1 Electricity market offers July 2023²⁹

The price-spread, or the difference between the best market offer and the VDO (as well as the differences between market offers), will change somewhat throughout the year but as of July 2023:

- ▲ Typical consumption households (4,800kWh per annum) on the VDO can save around \$450 and \$595 per annum if switching to the best published market offer (depending on their network area).³⁰ This is more than it was a year ago (July 2022), when the maximum saving was between \$120 - \$350 per annum.
- ▲ The greatest potential annual saving is in Ausnet's network area (approximately \$595).³¹
- ▲ The difference between the best and the worst market offers ranges from \$520 per annum in Citipower to \$690 in Ausnet's area for customers with typical consumption level.³² This is less than it was a year ago (July 2022), when the maximum saving was \$700 - \$945 per annum.

Table 1 shows additional discounts applicable to the electricity retailers' published market offer rates. Some of the retailers have multiple market offers and may offer higher (or lower) discounts than those listed here. However, if the discount is higher the length of the contract term is typically longer. In other cases, the discount might be higher, but the customer must agree to pay by direct debit.³³

29. These market offers were collected from the retailers' websites between 1 and 4 August 2023 and it should be noted that retailers may change their rates at any time. See table 1 for the dates these offers took effect. 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.

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

31. *Ibid.*

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

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

TABLE 1 | Electricity market offer features July 2023³⁴

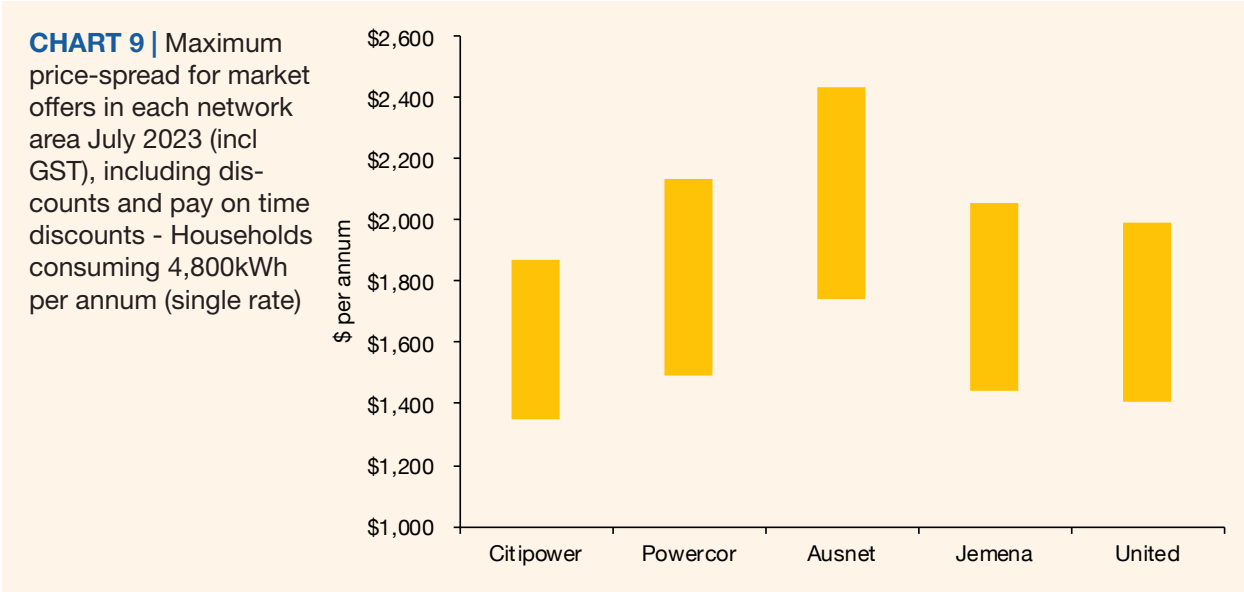
Retailer	Name	Effective from	Guaranteed discount	Pay on time discount	Contract term/benefit period	Other conditions
1st Energy	1st Saver	17/7/23	32% off usage	No	No	Monthly billing only
AGL	Value Saver	7/7/23	No	No	No	No
Alinta Energy	Home Deal	1/7/23	No	No	No	Monthly billing only
Diamond Energy	Renewable Saver	1/8/23	No	2% off bill	No	No
Dodo Power & Gas	Market offer	2/8/23	No	No	No	Monthly billing only
EnergyAustralia	Flexi Plan	1/7/23	20% off bill	No	12 months	No
GloBird Energy	GloSave	27/7/23	No	2% off bill	No	Monthly billing only
Lumo Energy	Value	6/7/23	No	No	No	Monthly billing only and price fixed until 31/8/24
Origin Energy	Go Variable	1/7/23	No	No	12 months	No
Powershop	Carbon Neutral	1/8/23	No	No	No	Monthly billing and direct debit only
Red Energy	Living Energy Saver	6/7/23	No	No	No	Monthly billing only
Energy Locals	Online Member	1/8/23	No	No	No	Monthly billing only
Arcline by RACV	Market offer	1/8/23	No	No	No	Monthly billing only
CovaU	Super Saver	1/8/23	5% off usage	No	No	No
Kogan Energy	Free Kogan First Membership	1/7/23	No	No	No	Monthly billing only
Momentum Energy	Nothing Fancy	1/7/23	No	No	No	Monthly billing and direct debit only
OVO Energy	The One Plan	1/8/23	No	No	No	Monthly billing and direct debit only. Price fixed until 1/9/24
Simply Energy	Blue Perks	1/7/23	10% off bill	No	No	Monthly billing only
Tango Energy	Home Select	1/8/23	No	No	No	Monthly billing only
Ovo Energy	The One Plan	16/8/22	No	No	No	Monthly billing only
Simply Energy	Good by ENGIE	4/1/23	10% off bill	No	No	Monthly billing only
Tango Energy	Home Select	17/10/22	No	No	No	Monthly billing only

34. Most retailers have more than one market offer product. The offers used for this analysis are those we deem on-going, key products with as few conditions (i.e. direct debit, e-billing and exit fees) as possible. These market offers were collected from the retailers' websites between 1 and 4 August 2023.

2.1.1 Potential savings - Differences between electricity offers

Typical consumption households (4,800kWh per annum) on the VDO can save around \$450 and \$595 per annum if switching to the best published market offer (depending on their network area).³⁵ This potential saving is more than it was last year (July 2022). The difference between the worst and the best market offers, however, has decreased. Customers on the best market offer will pay approximately \$520 - \$690 less per annum compared to customers on the worst market offer.

Chart 9 below shows the retail market offer price-spread within each of the five network areas.³⁶

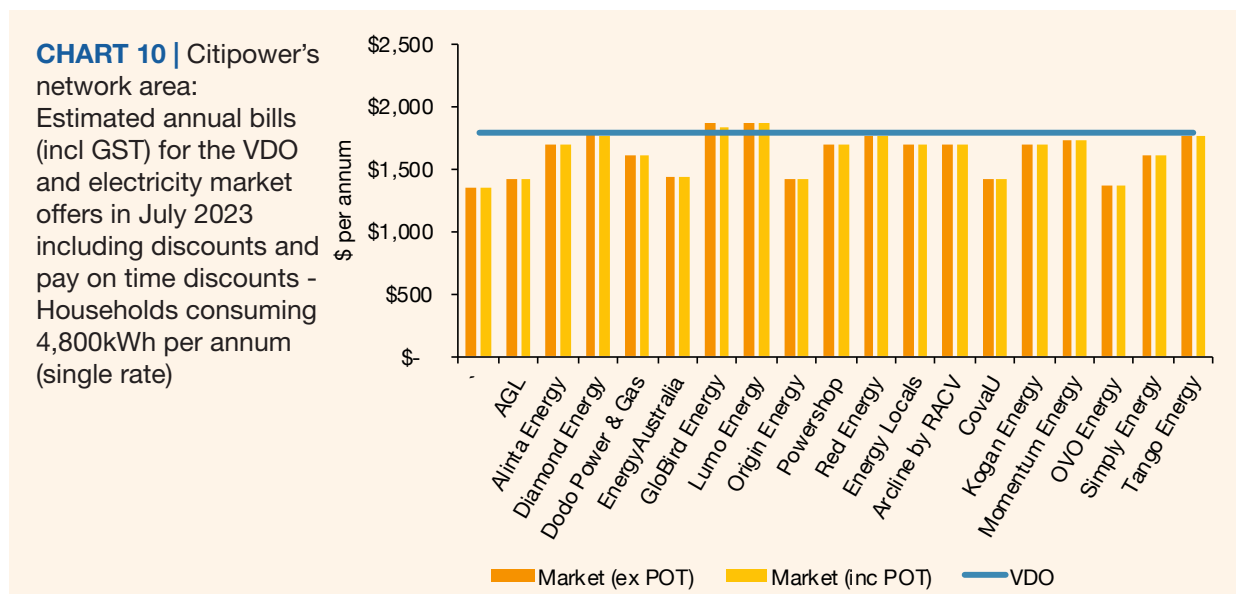


Charts 10 – 14 below show annual retail bills for typical consumption (4,800kWh per annum, single rate) for each of the five network areas. The red columns to the left represent market offers including guaranteed discounts (but not pay on time discounts), the orange columns are market offer bills including pay on time discounts while the blue line represents the VDO bill.³⁷

35. Based on market offer bills that include guaranteed discounts and pay on time discounts.
 36. Households using 4,800kWh per annum (single rate) and all market offer bills include guaranteed discounts and/or pay on time discounts.
 37. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in table 1. 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.

Citipower

In Citipower’s area, the average market offer post July 2023 is \$1,625. A typical consumption household on the VDO can save around \$450 per annum if switching to the best published market offer. 1st Energy is the retailer that currently offers the best market offer rates in this area.



The difference between the best and the worst market offer is greater than the difference between the VDO and the best market offer. 1st Energy’s offer is approximately \$615 less than Lumo Energy’s market offer for households with this consumption level. Figure 1 below shows estimated annual bills for market offers post discounts in Citipower’s network area.³⁸

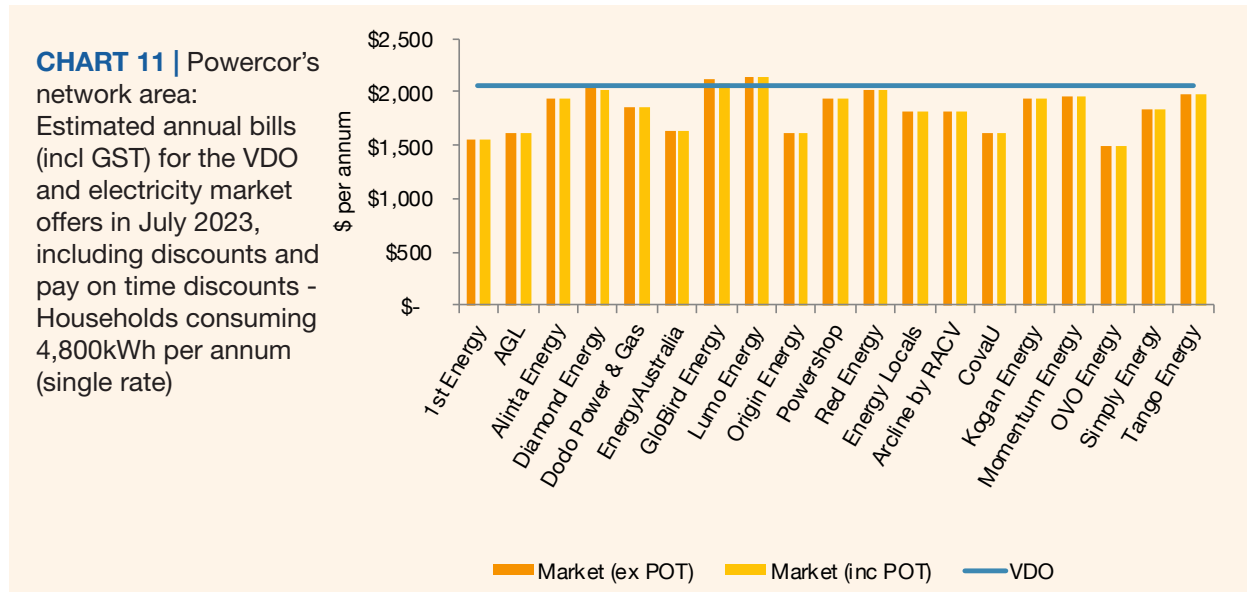
FIGURE 1 | Citipower’s network area: Lowest to highest annual bills

	1st Energy	\$1,350		Simply Energy	\$1,618		Diamond Energy	\$1,760
	OVO Energy	\$1,368		Alinta Energy	\$1,689		Tango Energy	\$1,764
	CovaU	\$1,419		Energy Locals	\$1,691		Red Energy	\$1,773
	AGL	\$1,420		Arcline by RACV	\$1,691		GloBird Energy	\$1,829
	Origin Energy	\$1,421		Powershop	\$1,704		Lumo Energy	\$1,869
	EnergyAustralia	\$1,438		Kogan Energy	\$1,704			
	Dodo Power & Gas	\$1,603		Momentum Energy	\$1,725			

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

Powercor

In Powercor’s network area, the average market offer post July 2023 is approximately \$1,835. A typical consumption household on the VDO can save around \$560 per annum if switching to the best published market offer. OVO Energy is the retailer that currently offers the best market offer in this area.



The difference between the best and the worst market offer is greater than the difference between the VDO and the best market offer. OVO Energy’s offer is \$640 less than Lumo Energy’s market offer (post discounts) for households with this consumption level. Figure 2 below shows estimated annual bills for market offers post discounts in Powercor’s network area.³⁹

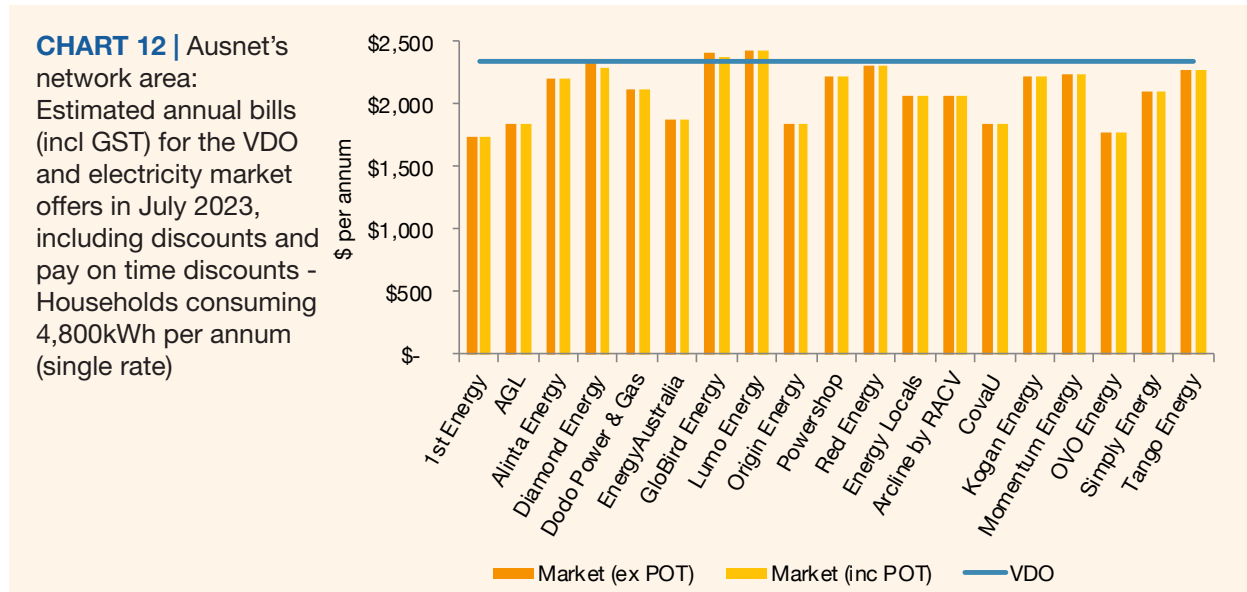
FIGURE 2 | Powercor’s network area: Lowest to highest annual bills

	OVO Energy	\$1,495		Arcline by RACV	\$1,817		Tango Energy	\$1,988
	1st Energy	\$1,546		Simply Energy	\$1,848		Diamond Energy	\$2,011
	CovaU	\$1,621		Dodo Power & Gas	\$1,850		Red Energy	\$2,025
	AGL	\$1,622		Alinta Energy	\$1,930		GloBird Energy	\$2,077
	Origin Energy	\$1,622		Powershop	\$1,939		Lumo Energy	\$2,135
	EnergyAustralia	\$1,643		Kogan Energy	\$1,939			
	Energy Locals	\$1,817		Momentum Energy	\$1,968			

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

Ausnet

In Ausnet’s network area, the average market offer post July 2023 is approximately \$2,095. A typical consumption household on the VDO can save around \$595 per annum if switching to the best published market offer. 1st Energy is the retailer that currently offers the best market offer rates in this area.



As in other network areas, the difference between the best and the worst market offers is greater than the difference between the VDO and the best market offer. 1st Energy’s offer is approximately \$690 less per annum than Lumo Energy’s market offer for households with this consumption level. Figure 3 below shows estimated annual bills for market offers post discounts in Ausnet’s network area.⁴⁰

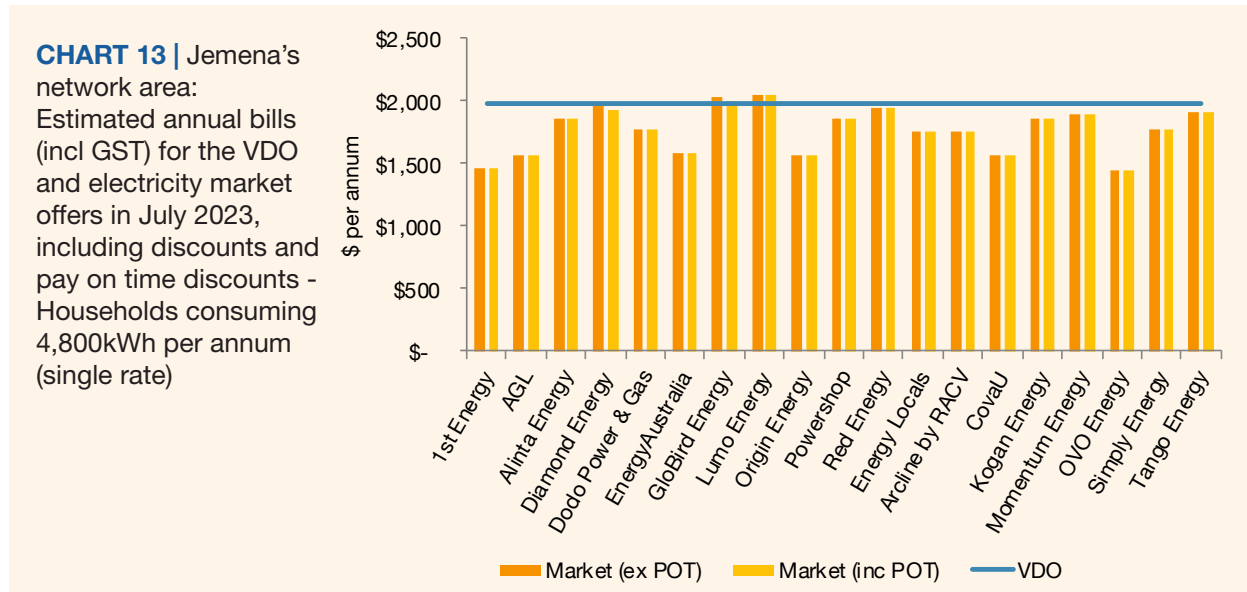
FIGURE 3 | Ausnet’s network area: Lowest to highest annual bills

	1st Energy	\$1,742		Arcline by RACV	\$2,075		Tango Energy	\$2,275
	OVO Energy	\$1,767		Simply Energy	\$2,104		Diamond Energy	\$2,290
	CovaU	\$1,846		Dodo Power & Gas	\$2,123		Red Energy	\$2,306
	AGL	\$1,847		Alinta Energy	\$2,198		GloBird Energy	\$2,371
	Origin Energy	\$1,848		Powershop	\$2,216		Lumo Energy	\$2,432
	EnergyAustralia	\$1,871		Kogan Energy	\$2,216			
	Energy Locals	\$2,075		Momentum Energy	\$2,243			

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

Jemena

In Jemena’s network area, the average market offer post July 2023 is approximately \$1,770. A typical consumption household on the VDO can save around \$535 per annum if switching to the best published market offer. OVO Energy is the retailer that currently offers the best market offer in this area.



The difference between the best and the worst market offer is greater than the difference between the VDO and the best market offer. OVO Energy’s offer is \$615 less than Lumo Energy’s market offer (post discounts) for households with this consumption level. Figure 4 below shows estimated annual bills for market offers post discounts in Jemena’s network area.⁴¹

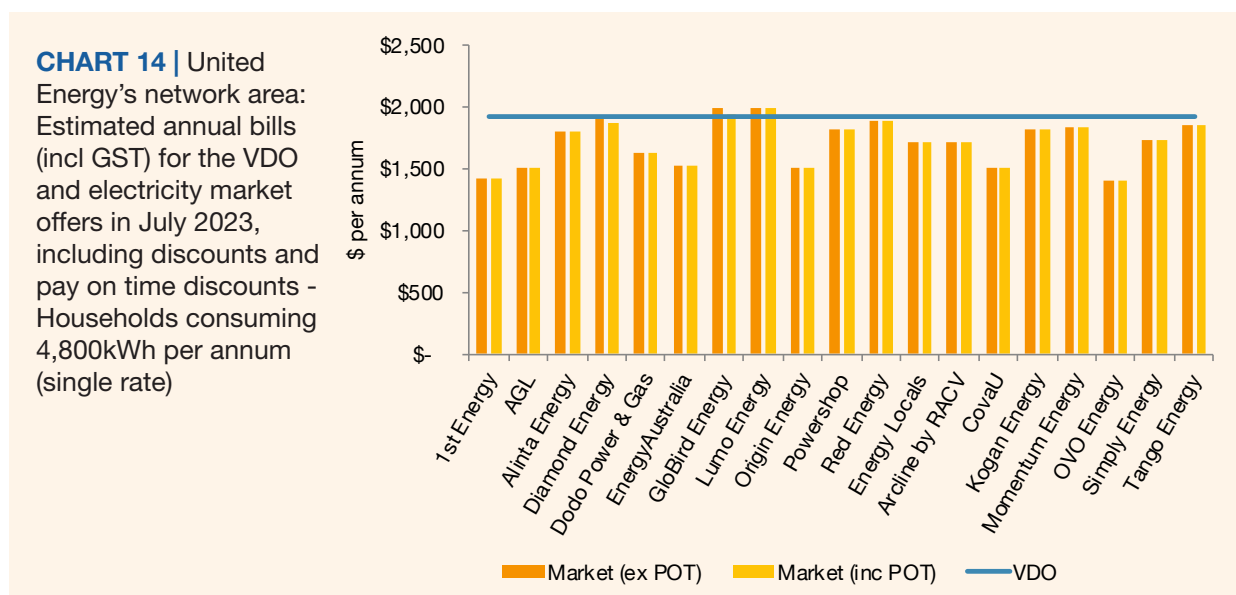
FIGURE 4 | Jemena’s network area: Lowest to highest annual bills

	OVO Energy	\$1,441		Arcline by RACV	\$1,763		Tango Energy	\$1,915
	1st Energy	\$1,472		Simply Energy	\$1,780		Diamond Energy	\$1,936
	CovaU	\$1,561		Dodo Power & Gas	\$1,780		Red Energy	\$1,950
	AGL	\$1,562		Alinta Energy	\$1,859		GloBird Energy	\$2,001
	Origin Energy	\$1,563		Powershop	\$1,867		Lumo Energy	\$2,057
	EnergyAustralia	\$1,582		Kogan Energy	\$1,867			
	Energy Locals	\$1,763		Momentum Energy	\$1,896			

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

United Energy

In United Energy’s network area, the average market offer post July 2023 is approximately \$1,710. A typical consumption household on the VDO can save around \$510 per annum if switching to the best published market offer. OVO Energy is the retailer that currently offers the best market offer in this area.



As in other network areas, the difference between the best and the worst market offers is greater than the difference between the VDO and the best market offer. OVO Energy’s offer is approximately \$590 less per annum than Lumo Energy’s market offer (post discounts) for households with this consumption level. Figure 5 below shows estimated annual bills for market offers post discounts in United Energy’s network area.⁴²

FIGURE 5 | United Energy’s network area: Lowest to highest annual bills

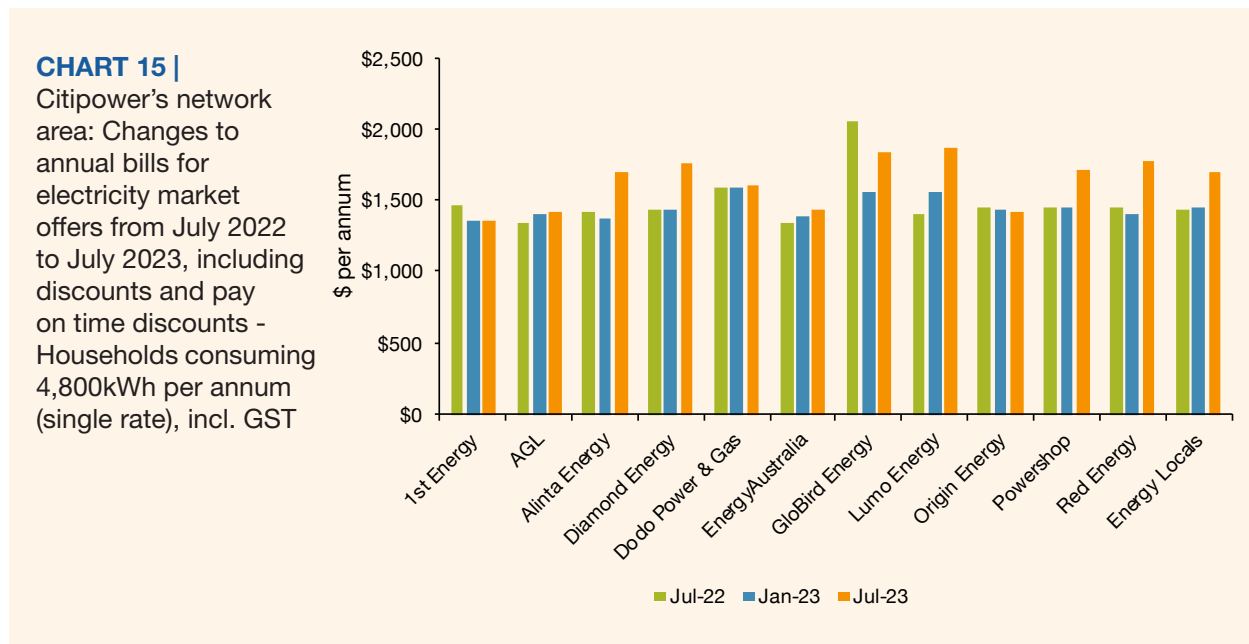
	OVO Energy	\$1,406		Energy Locals	\$1,717		Tango Energy	\$1,859
	1st Energy	\$1,426		Arcline by RACV	\$1,717		Diamond Energy	\$1,877
	CovaU	\$1,514		Simply Energy	\$1,725		Red Energy	\$1,890
	AGL	\$1,514		Alinta Energy	\$1,802		GloBird Energy	\$1,946
	Origin Energy	\$1,515		Powershop	\$1,811		Lumo Energy	\$1,994
	EnergyAustralia	\$1,534		Kogan Energy	\$1,811			
	Dodo Power & Gas	\$1,636		Momentum Energy	\$1,836			

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

2.1.2 Changes to electricity market offers

All the retailers have published new market offers since July 2022. Lumo Energy, Diamond Energy, Alinta Energy, Powershop, Red Energy and Energy Locals have had the greatest price increases while GloBird and 1st Energy have reduced their prices in all network areas. Charts 15 – 19 below show retailers’ market offers (as annual bills) as of July 2022, January 2022 and July 2023, for each network area.⁴³

From July 2022 to July 2023, the VDO increased by around \$335 (23%) in Citipower’s network area. Lumo Energy increased their market offer bill by \$465 (40%) while GloBird decreased its offer by \$215 (18%). We note, however, that GloBird’s bill in July 2022 was significantly greater than the other retailers.



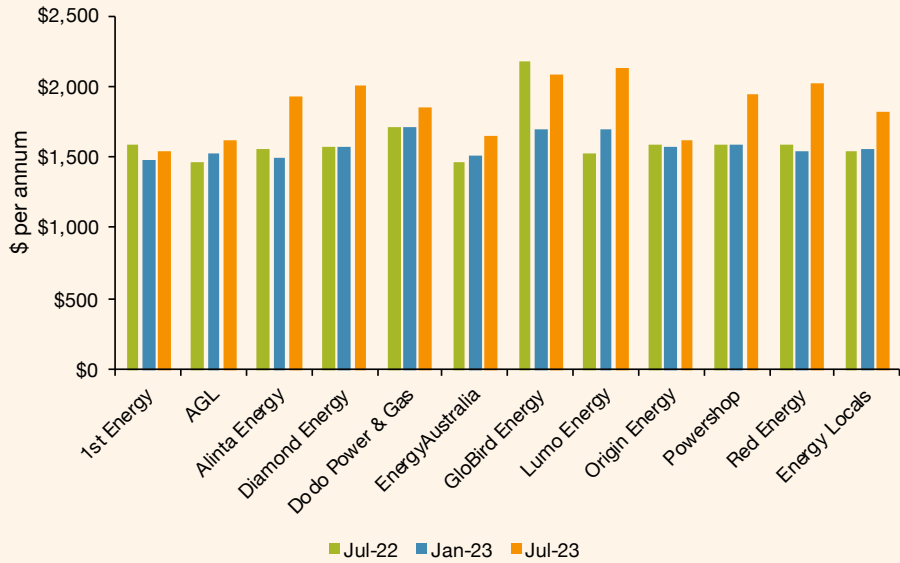
From July 2022 to July 2023, the VDO increased by around \$455 (29%) in Powercor’s network area. Diamond Energy increased their market offer bill by \$445 (30%) while GloBird decreased its offer by \$95 (7%).⁴⁴

43. This analysis only includes retailers that had published market offers as of July 2022 and July 2023 and the relatively low number of retailers included reflects that many retailers paused offering market offers in July 2022. As some retailers have discontinued their offers and/or introduced new market offers over this period, this analysis is based on market offers deemed best value as well as “standard” (e.g. no direct debit requirements etc.) in July 2022, January 2023 and July 2023. Where a change in offer has occurred, the offers used for this comparison (July 2022/January 2023/ July 2023) are: 1st Energy (1st Super Saver/1st Saver/1st Super Saver) and Origin Energy (Go/Go Variable/ Go Variable).

44. Note that GloBird’s bill in July 2022 was significantly greater than the other retailers.

CHART 16 |

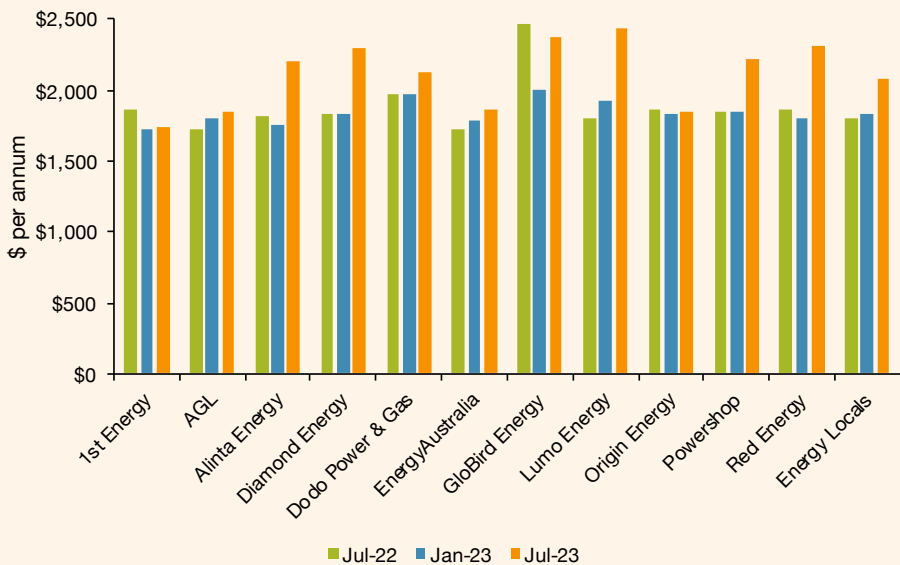
Powercor’s network area: Changes to annual bills for electricity market offers from July 2022 to July 2023, including discounts and pay on time discounts – Households consuming 4,800kWh per annum (single rate), incl. GST



From July 2022 to July 2023, the VDO increased by around \$465 (25%) in Ausnet’s network area. Lumo Energy increased their market offer bill by \$630 (35%) while 1st Energy decreased its offer by \$125 (7%).

CHART 17 |

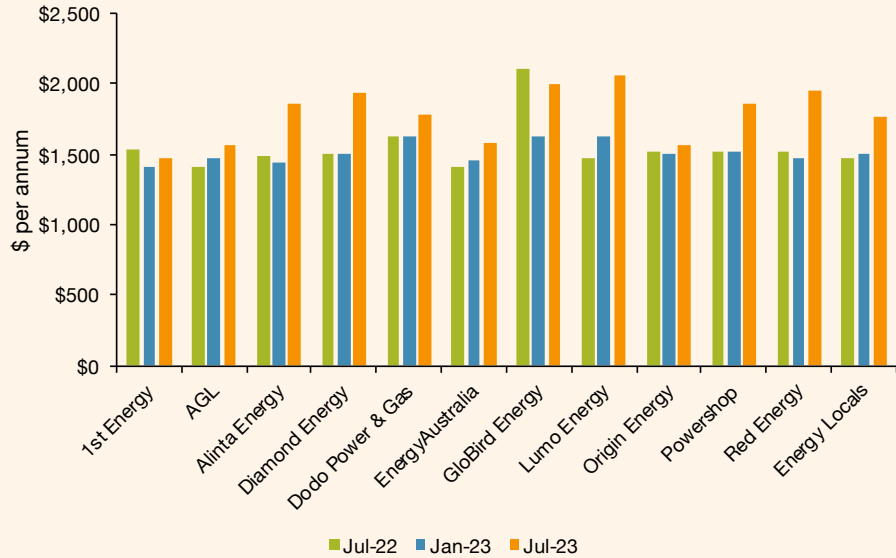
Ausnet’s network area: Changes to annual bills for electricity market offers from July 2022 to July 2023, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate), incl. GST



From July 2022 to July 2023, the VDO increased by around \$440 (29%) in Jemena’s network area. Lumo Energy increased their market offer bill by \$580 (39%) while GloBird decreased its offer by \$110 (5%).⁴⁵

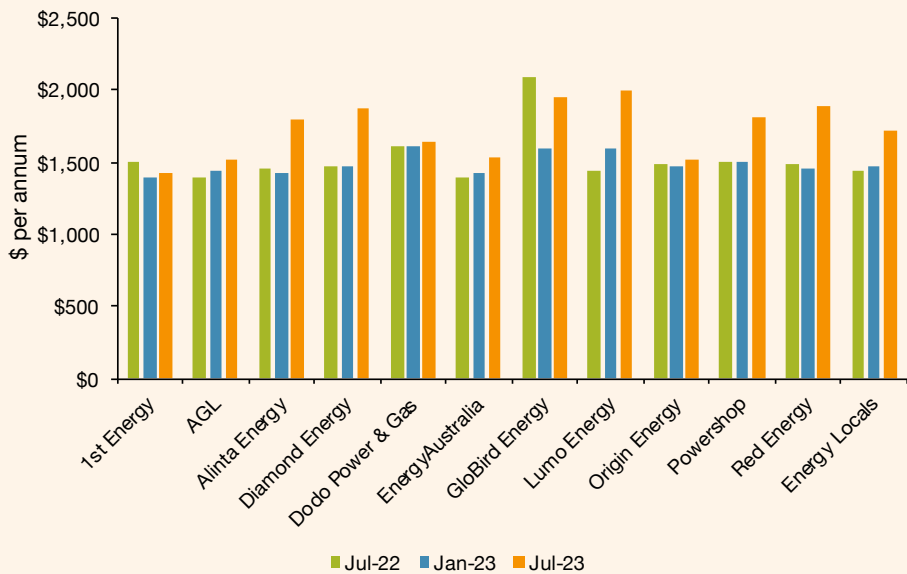
45. Note that GloBird’s bill in July 2022 was significantly greater than the other retailers.

CHART 18 | Jemena's network area: Changes to annual bills for electricity market offers from July 2022 to July 2023, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate), incl. GST



From July 2022 to July 2023, the VDO increased by around \$410 (27%) in United Energy's network area. Lumo Energy increased their market offer bill by \$545 (38%) while GloBird decreased its offer by \$140 (7%).⁴⁶

CHART 19 | United Energy's network area: Changes to annual bills for electricity market offers from July 2022 to July 2023, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate), incl. GST

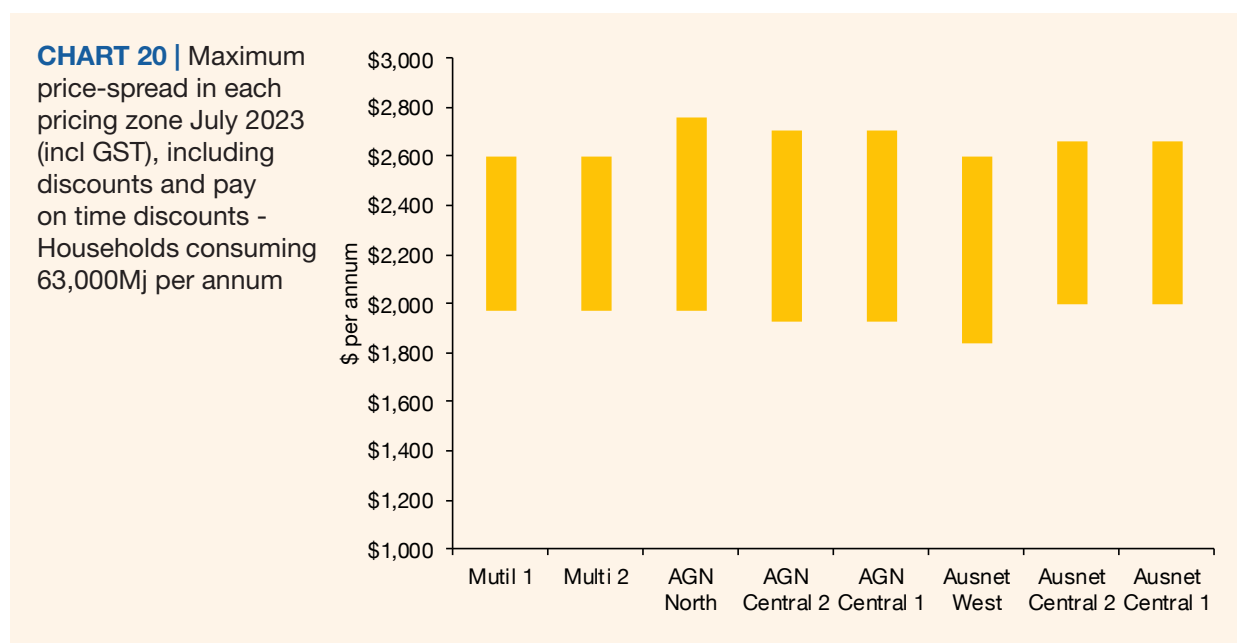


46. Note that GloBird's bill in July 2022 was significantly greater than the other retailers.

2.2 Gas market offers July 2023⁴⁷

- ▲ Typical consumption households (63,000Mj) can save \$1,820 - \$1,980 per annum (depending on their gas zone) if switching from the worst standing offer to the best market offer.⁴⁸
- ▲ The greatest potential savings are in the Ausnet gas zones.⁴⁹
- ▲ The difference between the best and the worst market offers ranges from \$630 per annum (Multinet) to approximately \$785 (AGN North) for customers with typical consumption levels.⁵⁰

Chart 20 below shows the retail market offer price-spread within each of the eight main gas pricing zones.



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

47. These bill estimates are based on rates that were collected from the retailers' websites on 2 August 2023 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

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

49. *Ibid.*

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

TABLE 2 | Gas market offer features July 2023⁵¹

Retailer	Name	Effective from	Guaranteed discount	Pay on time discount	Contract term/benefit period	Other conditions
AGL	Value Saver	1/7/23	No	No	No	E-billing only
Alinta Energy	Home Deal	1/7/23	No	No	No	No
Dodo Power & Gas	Market offer	2/8/23	No	No	No	No
EnergyAustralia	Flexi Plan	17/5/23	25% off bill	No	12 months	No
Lumo Energy	Value	15/6/23	No	No	No	Price fixed until 31/8/24
Origin Energy	Go Variable	1/7/23	No	No	12 months	No
Red Energy	Living Energy Saver	19/4/23	No	No	No	No
Simply Energy	Blue Perks	1/7/23	10% off bill	No	No	No
GloBird Energy	GloSave	26/6/23	No	2% off bill	No	Monthly billing only
Powershop	Carbon Neutral	18/1/23	No	No	No	No
1st Energy	1st Saver Plus	1/7/23	7% off usage	3% off usage	No	Monthly billing only
Kogan Energy	Kogan Basic	18/1/23	No	No	No	Direct debit only
Tango Energy	Home Select	1/8/23	No	No	No	No
Sumo Power	Lite	20/7/23	No	No	No	No
CovaU	Super Saver	1/7/23	No	No	No	No
Momentum	Nothing Fancy	19/6/23	No	No	No	Direct debit only

2.2.1 Potential savings - Differences between gas offers

Typical consumption households (63,000Mj per annum) on the worst standing offer can save \$1,820 - \$1,980 per annum if switching to the best published market offer (depending on their gas zone).

Charts 21 - 28 below show annual retail bills for typical consumption (63,000Mj per annum) for each of the eight main gas zones. The blue columns to the left represent the standing offer bill, the red columns are the market offers including guaranteed discounts (but not pay on time discounts) while the green columns are market offer bills including pay on time discounts.⁵² Figures 6 – 13 below rank gas market offers according to size of annual bill.⁵³

51. Most retailers have more than one market offer product. The offers used for this analysis are those we deem on-going, key products with as few conditions (i.e. direct debit, e-billing and exit fees) as possible. These bill estimates are based on rates that were collected from the retailers' websites 2 August 2023 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.

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

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

Multinet 1/Origin Metro Gas Zone

In the Multinet 1 gas zone, average consumption households on the worst standing offer can save approximately \$1,845 per annum if switching to the best published market offer. CovaU is the retailer with the best market offer rates in this gas zone.

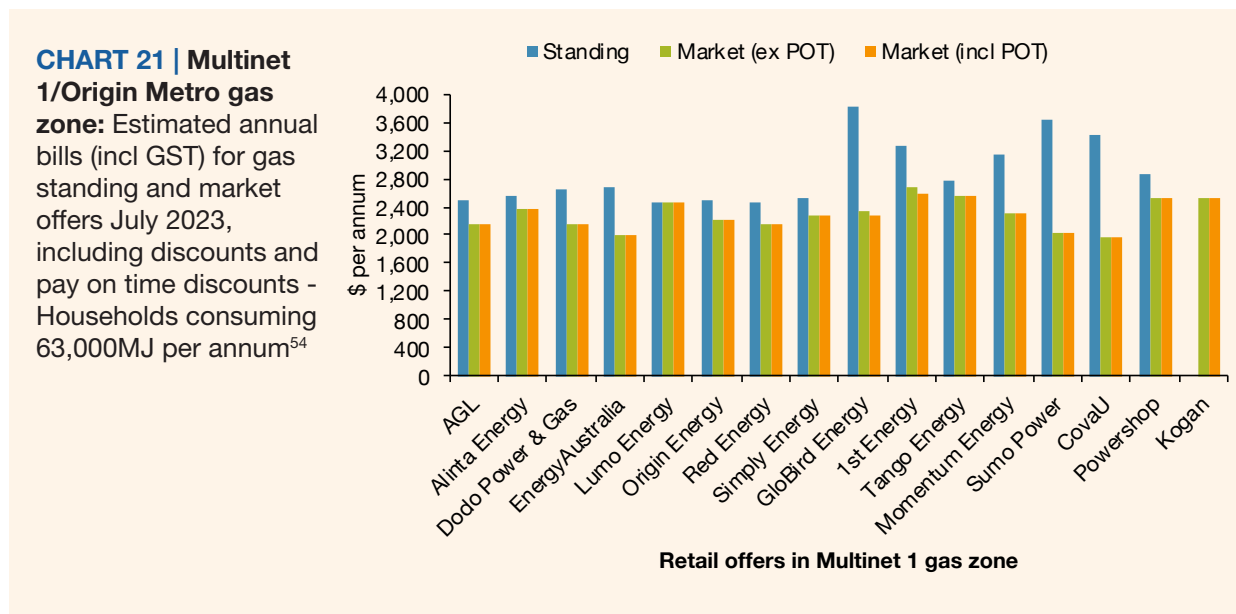


Figure 6 below shows estimated annual bills for gas market offers post discounts in the Multinet 1 gas zone. The difference between the best (CovaU) and the worst (1st Energy) is \$630 per annum.

FIGURE 6 | Multinet 1/Origin Metro gas zone: Lowest to highest annual bills (incl GST) for market offers July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁵⁵

 CovaU	\$1,968	 Origin Energy	\$2,205	 Powershop	\$2,527
 EnergyAustralia	\$2,012	 Simply Energy	\$2,267	 Kogan	\$2,527
 Sumo Power	\$2,030	 GloBird Energy	\$2,289	 Tango Energy	\$2,547
 Dodo Power & Gas	\$2,142	 Momentum Energy	\$2,317	 1st Energy	\$2,599
 AGL	\$2,144	 Alinta Energy	\$2,364		
 Red Energy	\$2,156	 Lumo Energy	\$2,477		

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

55. These bill estimates are based on rates that were collected from the retailers' websites on 2 August 2023 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

Multinet 2/AGL South Gas Zone

In the Multinet 2 gas zone, average consumption households on the worst standing offer can save approximately \$1,845 per annum if switching to the best published market offer. CovaU is the retailer with the best market offer rates in this gas zone.

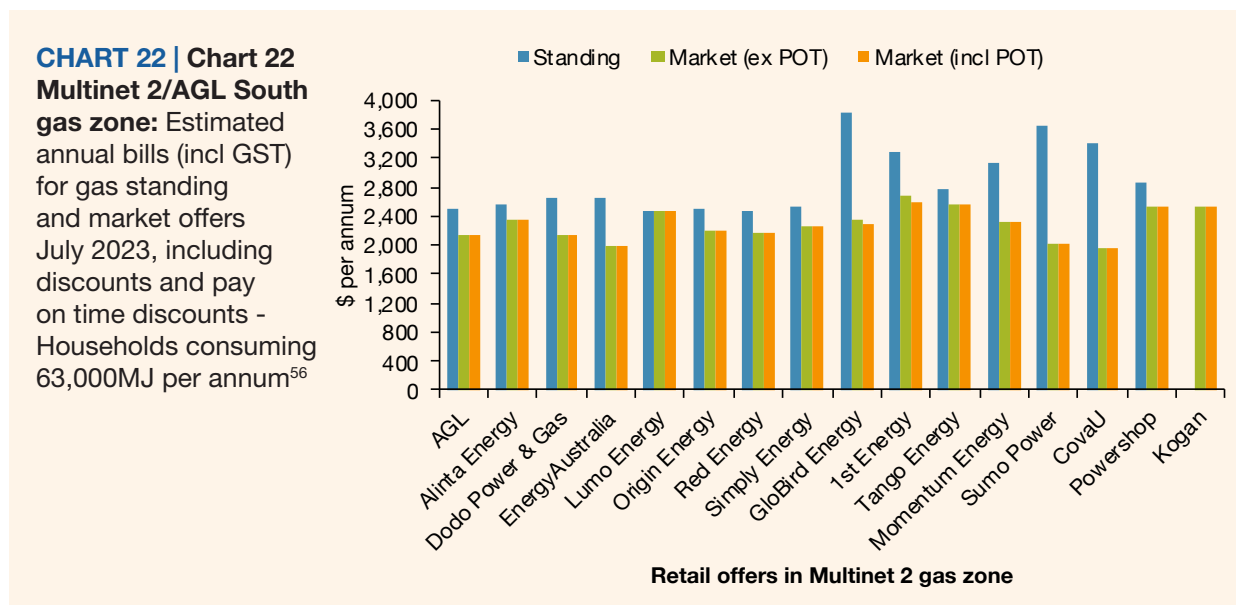


Figure 7 below shows estimated annual bills for gas market offers post discounts in the Multinet 2 gas zone. The difference between the best (CovaU) and the worst (1st Energy) is \$630 per annum.

FIGURE 7 | Multinet 2/AGL South gas zone: Lowest to highest annual bills (incl GST) for market offers July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁵⁷

 CovaU	\$1,968	 Origin Energy	\$2,205	 Powershop	\$2,527
 EnergyAustralia	\$1,992	 Simply Energy	\$2,267	 Kogan	\$2,527
 Sumo Power	\$2,030	 GloBird Energy	\$2,289	 Tango Energy	\$2,547
 Dodo Power & Gas	\$2,142	 Momentum Energy	\$2,317	 1st Energy	\$2,599
 AGL	\$2,144	 Alinta Energy	\$2,364		
 Red Energy	\$2,156	 Lumo Energy	\$2,477		

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

57. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites between 13 July and 1 August 2022 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

AGN North/Origin North Gas Zone

In the AGN North gas zone, average consumption households on the worst standing offer can save approximately \$1,935 per annum if switching to the best published market offer. Energy Australia is the retailer with the best market offer rates in this gas zone.

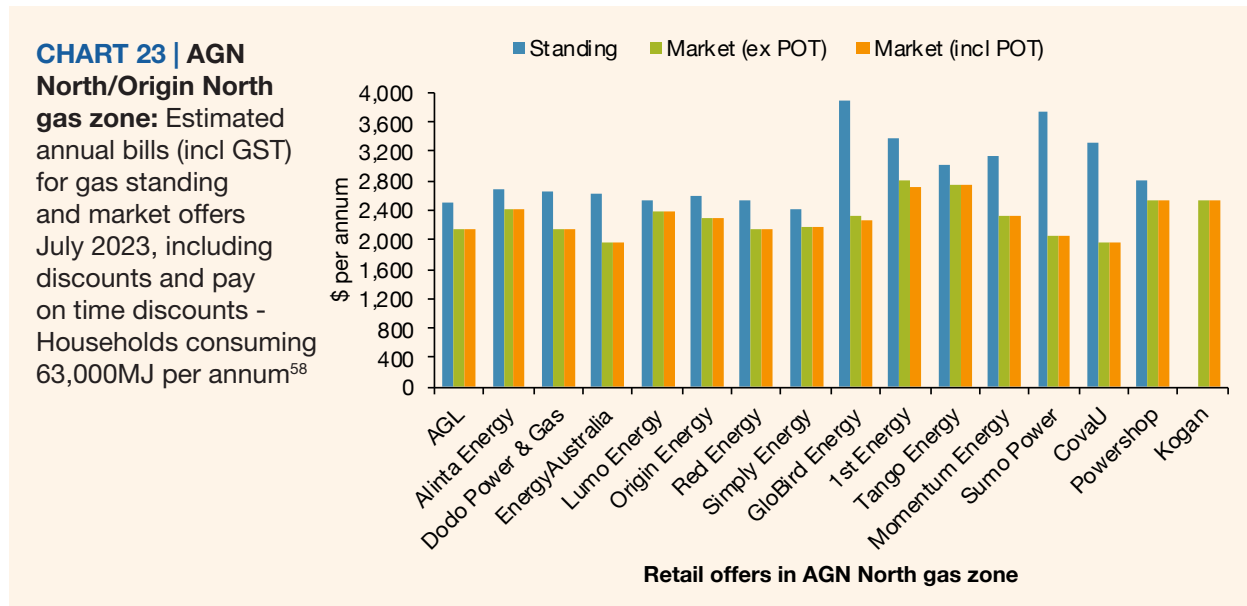





Figure 8 below shows estimated annual bills for gas market offers post discounts in the AGN North gas zone. The difference between the best (Energy Australia) and the worst (Tango Energy) is approximately \$785 per annum.

FIGURE 8 | AGN North/Origin North gas zone: Lowest to highest annual bills (incl GST) for market offers July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁵⁹

 EnergyAustralia	\$1,971	 Simply Energy	\$2,163	 Powershop	\$2,532
 CovaU	\$1,973	 GloBird Energy	\$2,271	 Kogan	\$2,532
 Sumo Power	\$2,060	 Origin Energy	\$2,291	 1st Energy	\$2,708
 Dodo Power & Gas	\$2,133	 Momentum Energy	\$2,325	 Tango Energy	\$2,755
 AGL	\$2,149	 Lumo Energy	\$2,391		
 Red Energy	\$2,151	 Alinta Energy	\$2,412		

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

59. These bill estimates are based on rates that were collected from the retailers' websites on 2 August 2023 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

AGN Central 2/Tru East Gas Zone

In the AGN Central 2 gas zone, average consumption households on the worst standing offer can save approximately \$1,975 per annum if switching to the best published market offer. CovaU is the retailer with the best market offer rates in this gas zone.

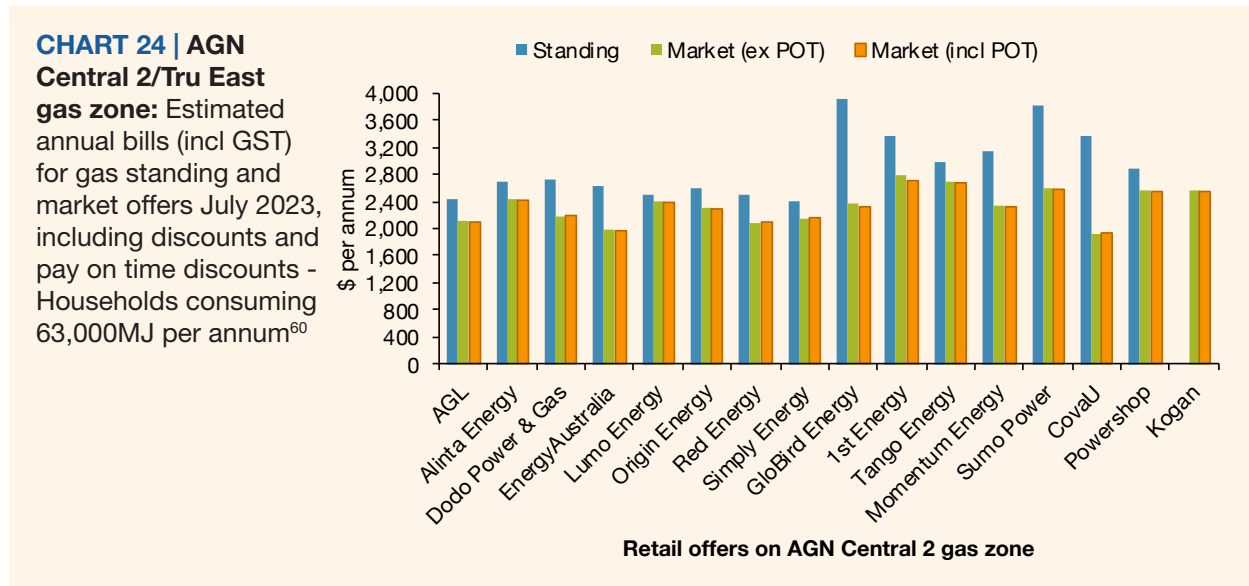


Figure 9 below shows estimated annual bills for gas market offers post discounts in the AGN Central 2 gas zone. The difference between the best (CovaU) and the worst (1st Energy) is approximately \$780 per annum.

FIGURE 9 | AGN Central 2/Tru East gas zone: Lowest to highest annual bills (incl GST) for market offers July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁶¹

 CovaU	\$1,928	 Origin Energy	\$2,291	 Kogan	\$2,555
 EnergyAustralia	\$1,974	 GloBird Energy	\$2,316	 Sumo Power	\$2,590
 Red Energy	\$2,093	 Momentum Energy	\$2,336	 Tango Energy	\$2,679
 AGL	\$2,104	 Lumo Energy	\$2,391	 1st Energy	\$2,708
 Simply Energy	\$2,148	 Alinta Energy	\$2,422		
 Dodo Power & Gas	\$2,181	 Powershop	\$2,555		

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

61. These bill estimates are based on rates that were collected from the retailers' websites on 2 August 2023 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

AGN Central 1/Origin South East Gas Zone

In the AGN Central 1 gas zone, average consumption households on the worst standing offer can save approximately \$1,975 per annum if switching to the best published market offer. CovaU is the retailer with the best market offer rates in this gas zone.

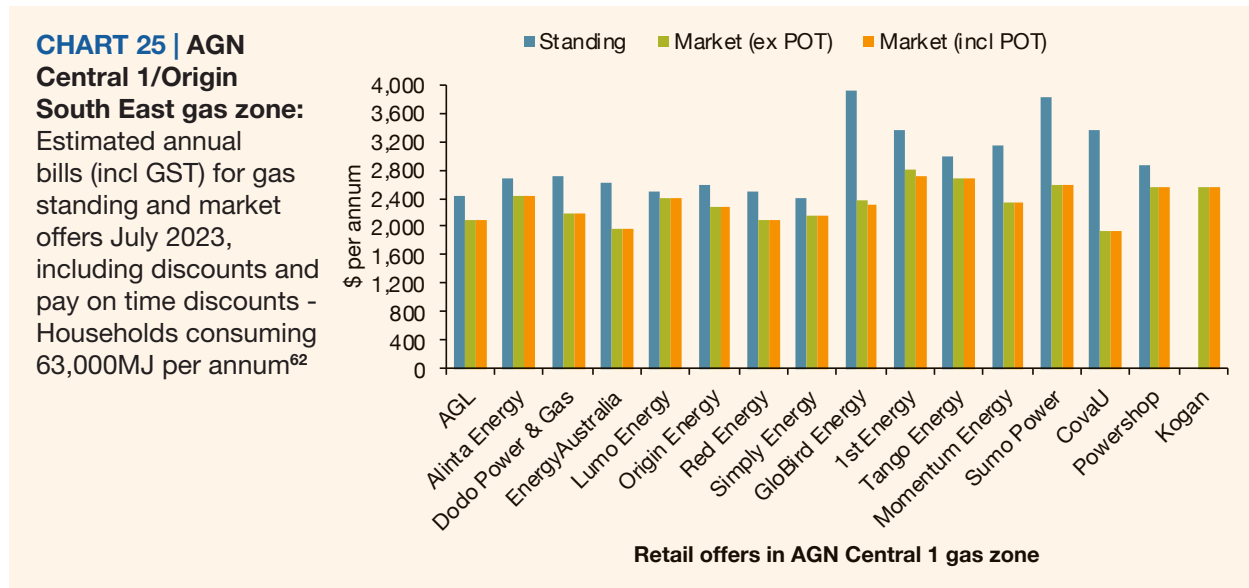


Figure 10 below shows estimated annual bills for gas market offers post discounts in the AGN Central 1 gas zone. The difference between the best (CovaU) and the worst (1st Energy) is approximately \$780 per annum.

FIGURE 10 | AGN Central 1/Origin South East gas zone: Lowest to highest annual bills (incl GST) for market offers July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁶³

 CovaU	\$1,928	 Origin Energy	\$2,291	 Kogan	\$2,555
 EnergyAustralia	\$1,971	 GloBird Energy	\$2,316	 Sumo Power	\$2,590
 Red Energy	\$2,093	 Momentum Energy	\$2,336	 Tango Energy	\$2,679
 AGL	\$2,104	 Lumo Energy	\$2,391	 1st Energy	\$2,708
 Simply Energy	\$2,148	 Alinta Energy	\$2,422		
 Dodo Power & Gas	\$2,181	 Powershop	\$2,555		

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

63. These bill estimates are based on rates that were collected from the retailers' websites on 2 August 2023 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

Ausnet West/Tru West Gas Zone

In the Ausnet West gas zone, average consumption households on the worst standing offer can save approximately \$1,980 per annum if switching to the best published market offer. Sumo Power is the retailer with the best market offer rates in this gas zone.

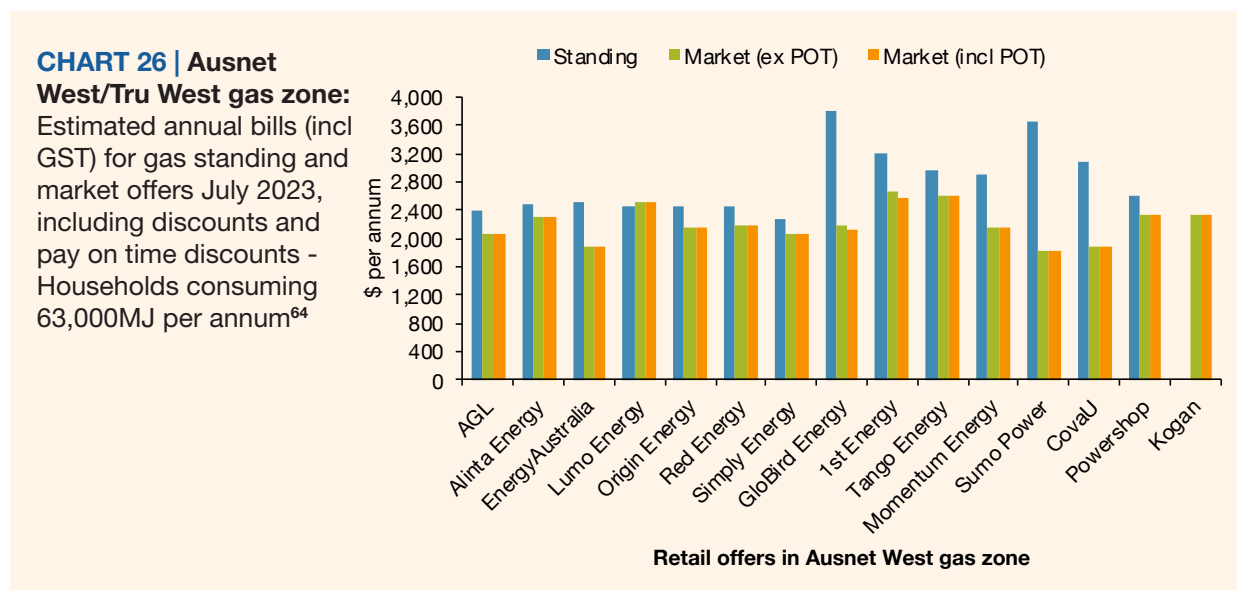



Figure 11 below shows estimated annual bills for gas market offers post discounts in the Ausnet West gas zone. The difference between the best (Sumo Power) and the worst (Tango Energy) is approximately \$760 per annum.

FIGURE 11 | Ausnet West/Tru West gas zone: Lowest to highest annual bills (incl GST) for market offers July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁶⁵

 Sumo Power	\$1,838	 GloBird Energy	\$2,131	 Powershop	\$2,345
 CovaU	\$1,884	 Origin Energy	\$2,154	 Kogan	\$2,345
 EnergyAustralia	\$1,886	 Momentum Energy	\$2,163	 Lumo Energy	\$2,515
 AGL	\$2,050	 Red Energy	\$2,179	 1st Energy	\$2,583
 Simply Energy	\$2,055	 Alinta Energy	\$2,294	 Tango Energy	\$2,599

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

65. These bill estimates are based on rates that were collected from the retailers' websites on 2 August 2023 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

Ausnet Central 2/AGL North Gas Zone

In the Ausnet Central 2 gas zone, average consumption households on the worst standing offer can save approximately \$1,820 per annum if switching to the best published market offer. Sumo Power is the retailer with the best market offer rates in this gas zone.

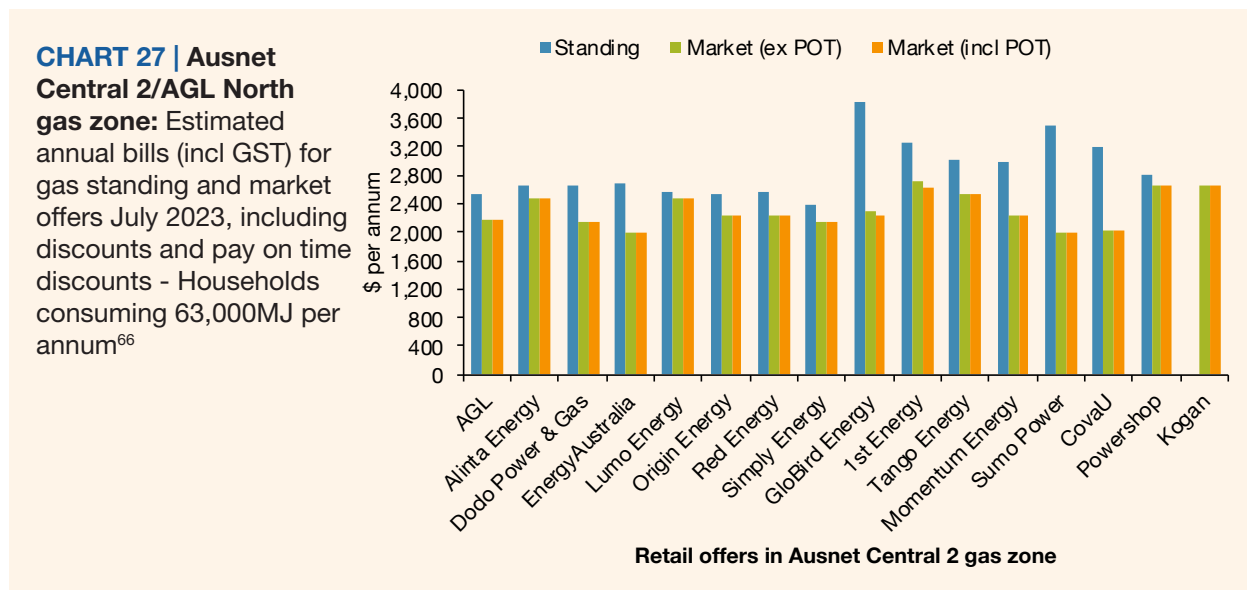







Figure 12 below shows estimated annual bills for gas market offers post discounts in the Ausnet Central 2. The difference between the best (Sumo Power) and the worst (Powershop and Kogan) is approximately \$665 per annum.

FIGURE 12 | Ausnet Central 2/AGL North gas zone: Lowest to highest annual bills (incl GST) for market offers July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁶⁷

	Sumo Power	\$1,999		Red Energy	\$2,222		Tango Energy	\$2,550
	EnergyAustralia	\$2,004		Momentum Energy	\$2,225		1st Energy	\$2,627
	CovaU	\$2,010		Origin Energy	\$2,238		Powershop	\$2,665
	Dodo Power & Gas	\$2,151		GloBird Energy	\$2,241		Kogan	\$2,665
	Simply Energy	\$2,155		Lumo Energy	\$2,461			
	AGL	\$2,189		Alinta Energy	\$2,471			

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

67. These bill estimates are based on rates that were collected from the retailers' websites on 2 August 2022 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

Ausnet Central 1/Tru Central Gas Zone

In the Ausnet Central 1 gas zone, average consumption households on the worst standing offer can save approximately \$1,820 per annum if switching to the best published market offer. Sumo Power is again the retailer with the best market offer rates in this gas zone.

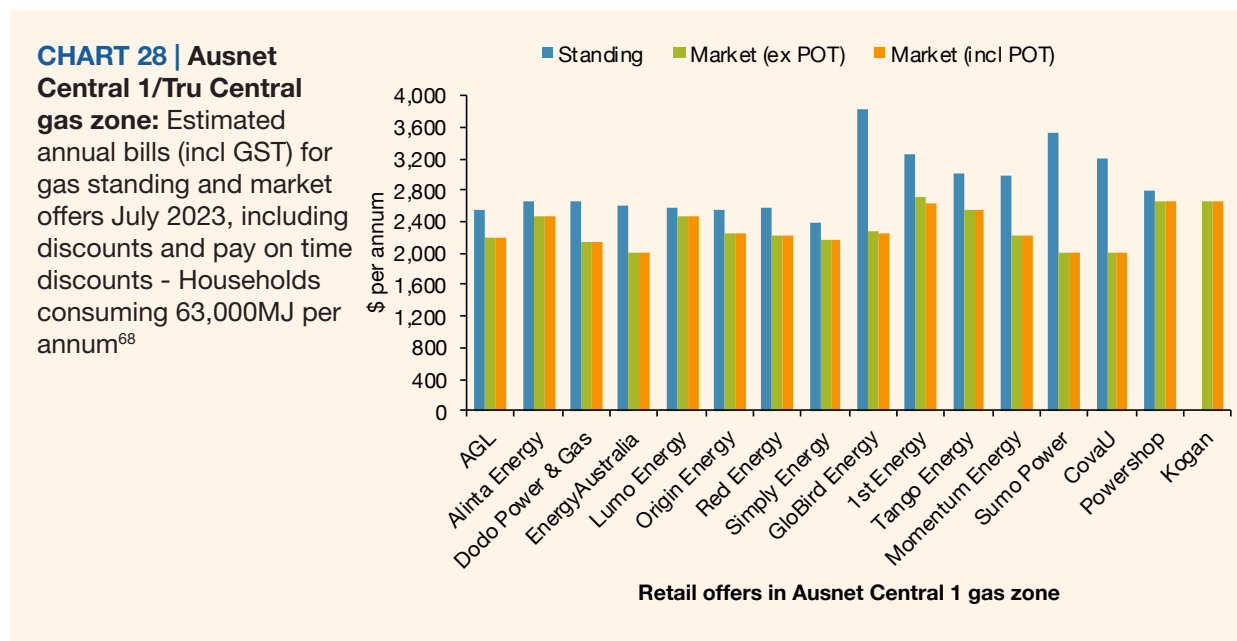







Figure 13 below shows estimated annual bills for gas market offers post discounts in the Ausnet Central 1 gas zone. The difference between the best (Sumo Power) and the worst (Powershop and Kogan) is approximately \$665 per annum.

FIGURE 13 | Ausnet Central 1/Tru Central gas zone: Lowest to highest annual bills (incl GST) for market offers July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum⁶⁹

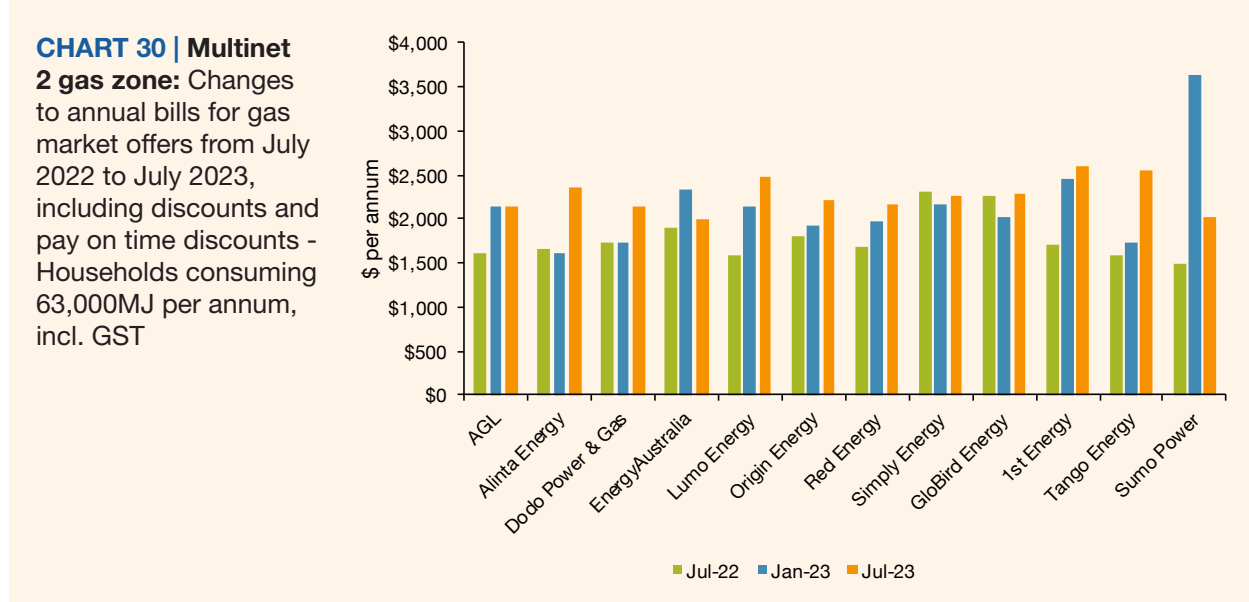
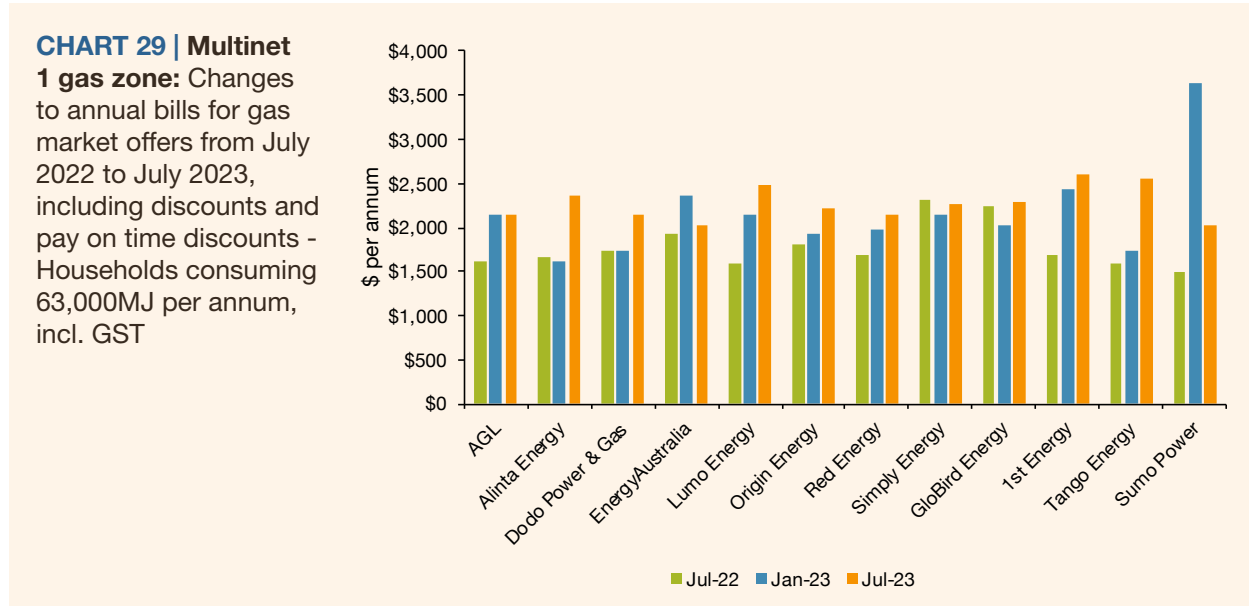
 Sumo Power	\$1,999	 Red Energy	\$2,222	 Tango Energy	\$2,550
 EnergyAustralia	\$2,007	 Momentum Energy	\$2,225	 1st Energy	\$2,627
 CovaU	\$2,010	 Origin Energy	\$2,238	 Powershop	\$2,665
 Dodo Power & Gas	\$2,151	 GloBird Energy	\$2,241	 Kogan	\$2,665
 Simply Energy	\$2,155	 Lumo Energy	\$2,461		
 AGL	\$2,189	 Alinta Energy	\$2,471		

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

69. These bill estimates are based on rates that were collected from the retailers' websites on 2 August 2022 and it must be noted that retailers may change their rates at any time. See table 2 for the dates these offers took effect. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

2.2.2 Changes to gas market offers

All the retailers changed their gas market offers between July 2022 and July 2023. Simply Energy reduced its prices while all others increased theirs. 1st Energy, Lumo Energy, Dodo, Tango Energy, Alinta Energy, Sumo Power and AGL are the retailers with some of the greatest price increases. Charts 29 – 36 below show retailers’ market offers (as annual bills) as of July 2022, January 2022 and July 2023 for each gas zone.⁷⁰



70. This analysis only includes retailers that had published market offers as of July 2022 and July 2023. As some retailers have discontinued their offers and/or introduced new market offers over this period, this analysis is based on market offers deemed best value as well as “standard” (e.g. no direct debit requirements etc.) in July 2022, January 2023 and July 2023. Where this has occurred, the offers used for this comparison (July 2022/January 2023/July 2023) are: Simply Energy (Basics/Stay Plus/Blue Perks) and Sumo Power (Assure/Lite/Lite).

CHART 31 | AGN North

gas zone: Changes to annual bills for gas market offers from July 2022 to July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum, incl. GST

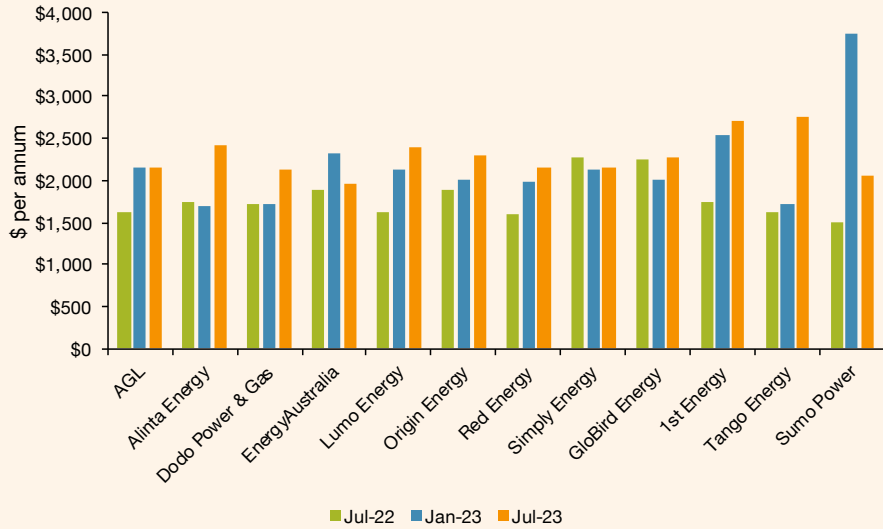


CHART 32 | AGN Central

2 gas zone: Changes to annual bills for gas market offers from July 2022 to July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum, incl. GST

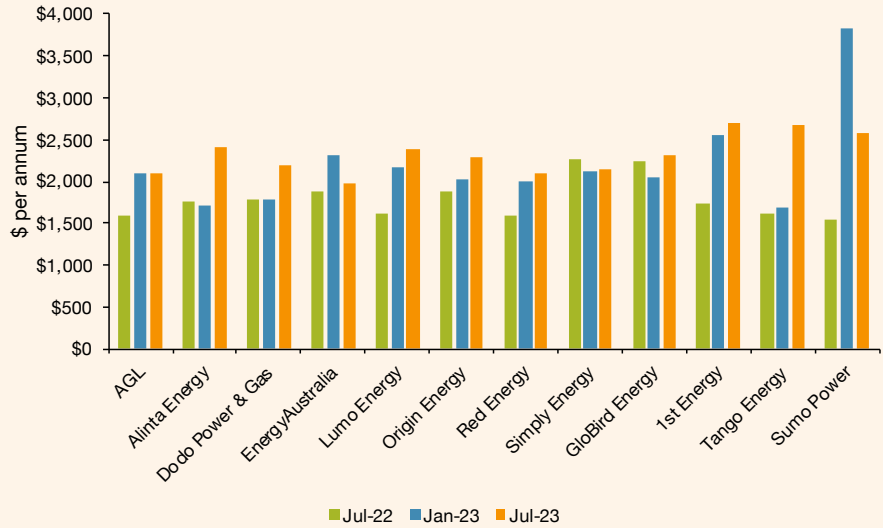


CHART 33 | AGN Central

1 gas zone: Changes to annual bills for gas market offers from July 2022 to July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum, incl. GST

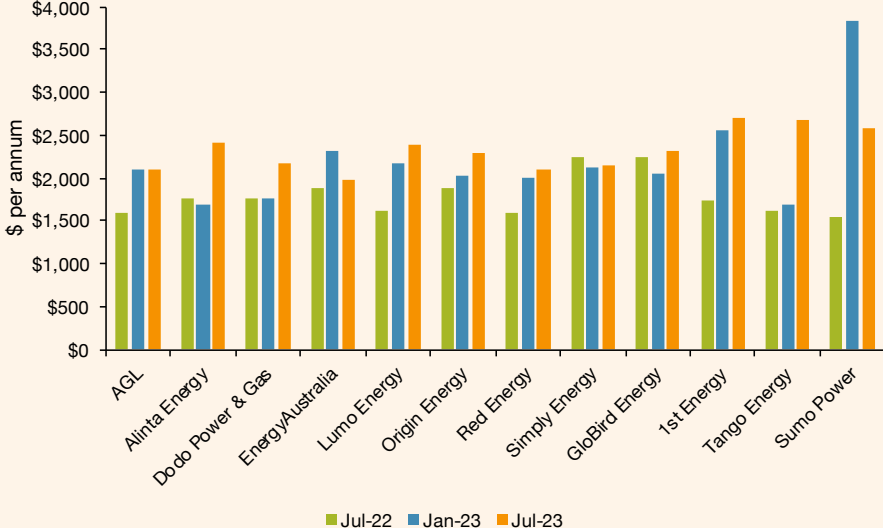


CHART 34 | Ausnet

West gas zone: Changes to annual bills for gas market offers from July 2022 to July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum, incl. GST



CHART 35 | Ausnet

Central 2 gas zone: Changes to annual bills for gas market offers from July 2022 to July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum, incl. GST

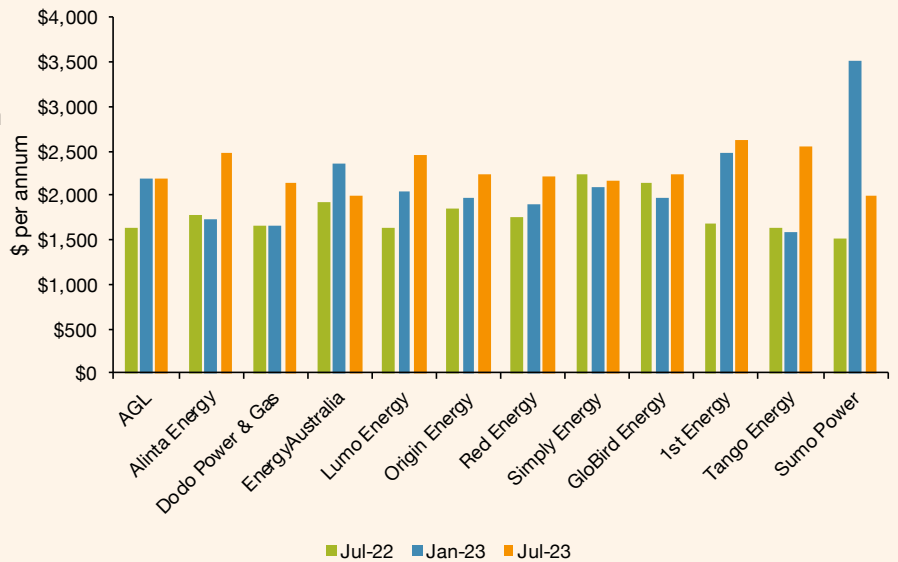
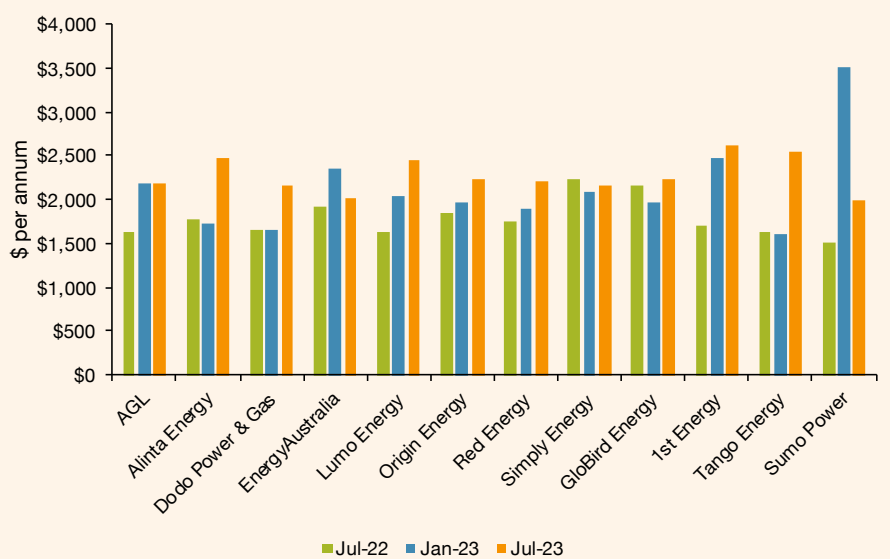


CHART 36 | Ausnet

Central 1 gas zone: Changes to annual bills for gas market offers from July 2022 to July 2023, including discounts and pay on time discounts - Households consuming 63,000MJ per annum, incl. GST



2.3 Solar market offers July 2023

- ▲ The maximum price-spread is around \$440 in Powercor, \$430 in Ausnet, \$360 in United Energy and Jemena, and \$310 in Citipower.⁷¹
- ▲ Depending on network area, Melbourne solar customers with a 3kW system installed would on average pay between \$745 and \$815 less per annum compared to non-solar households.⁷²
- ▲ Non-metropolitan households would on average pay between \$875 and \$1,000 less per annum compared to non-solar households.⁷³

There are approximately 603,000 small to medium scale solar systems in Victoria.⁷⁴ Many of these solar customers are currently receiving a solar feed in rate (FIT) of 60 cents (the premium FIT scheme) but as this scheme is closed to new entrants, customers currently looking for solar offers need to assess both the retailers' FIT rates as well as the cost of electricity imported.⁷⁵

This section analyses and compares market offer bills for Victorian customers with 1.5 kW and 3 kW systems installed. As retailers are not required to publish rates for solar products purchased and installed through them, this analysis only examines electricity offers available to customers independently of solar panels and installation.⁷⁶

Methodology and assumptions

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

- ▲ An annual household consumption of 4,800kWh (including both produced and imported).
- ▲ Calculations have been produced for households with 1.5 kW and 3 kW systems only.
- ▲ For Melbourne households, an annual generation capacity per kW installed of 1.539 MWh and an export rate of 47.4% for 3 kW systems and 14.9% for 1.5 kW systems.
- ▲ For non-metropolitan households, an annual generation capacity per kW installed of 1.789 MWh and an export rate of 54.8% for 3 kW systems and 26.8% for 1.5 kW systems.⁷⁷
- ▲ Only FIT rates available to new customers have been included. Retailer funded FIT rates have been applied as per offer (see table 3 below).
- ▲ A flat annual consumption has been assumed.
- ▲ The annual bills have been based on quarterly bill calculations and all step increases have been applied as quarterly thresholds (including when the retail offer refers to daily or monthly thresholds). Daily fixed charges have been multiplied by 91 to calculate the quarterly amount.

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

72. *Ibid.*

73. *Ibid.*

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

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

76. 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.

77. *Ibid.*

TABLE 3 | Retailers' FIT rates

Retailer	Offer	1st FIT rate (c/kWh)	Threshold	2nd FIT rate (c/kWh)
OVO Energy	The Solar Plan	14	11 kWh/day	7
AGL	Solar Saver	12	14 kWh/day	4.9
Origin Energy	Solar Boost	12	14 kWh/day	4.9
Simply Energy	Solar	11		
Energy Locals	Online Member	8.8	10 kWh/day	5.2
Arcline by RACV	Market Offer	8.8	10 kWh/day	5.2
Red Energy	Living Energy Saver	5.5		
EnergyAustralia	Solar Max	5.4		
Momentum Energy	Nothing Fancy	5.4		
Diamond Energy	Renewable Saver POT	5.2		
Powershop	Carbon Neutral	5.2		
Kogan Energy	Free Kogan First Membership	5.2		
1st Energy	1st Saver	4.9		
Alinta Energy	Home Deal	4.9		
Dodo Power & Gas	Market offer	4.9		
Lumo Energy	Value	4.9		
Amber Electric	Amber Plan	4.9		
CovaU	Super Saver	4.9		
Tango Energy	Home Select	4.9		
GloBird Energy	GloSave	3.9		

Chart 37 below compares annual retail bills for solar customers in Melbourne (Citipower) with 3 kW and 1.5 kW installed. It shows that for this consumption level, the average market offer bill for households in this area with a 3kW system installed is \$880 and that is around \$745 less than the average market offer bill for non-solar customers (see section 2.1.1 above). Households with a 1.5 kW system installed will typically have an annual bill of around \$1,145.

Melbourne (Citipower) solar customers with 3 kW systems (and this consumption level) would be approximately \$310 per annum better off on OVO Energy's offer compared to Lumo Energy's.

CHART 37 | Annual bills including discounts and FIT credits for Melbourne/ Citipower customers with 3 kW and 1.5 kW solar systems. Electricity offers post July 2023 as annual bills, Single rate, 4,800kWh (GST inc).⁷⁸

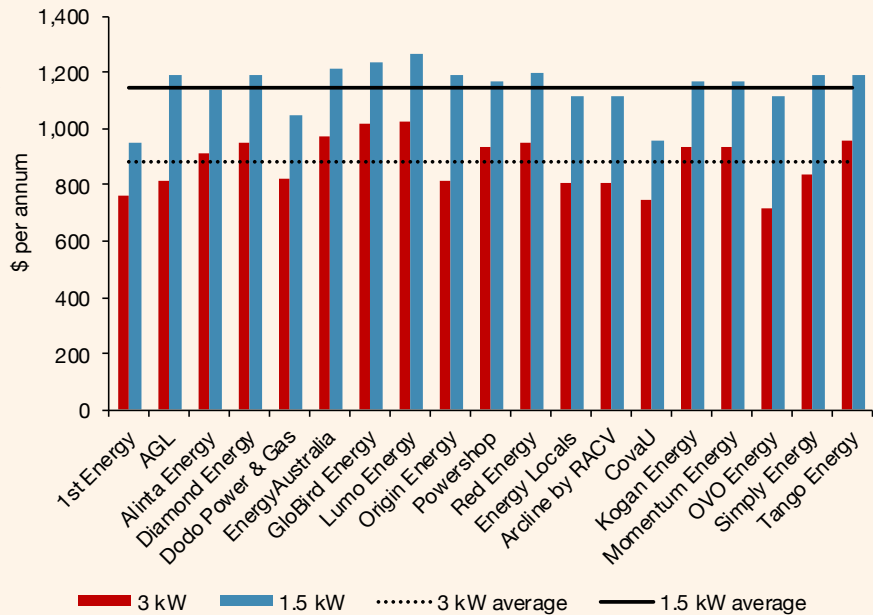


Chart 38 below shows annual bills for Melbourne solar customers in the Jemena network. It shows that for this consumption level, the average market offer bill for households in this area with a 3kW system installed is around \$955 and that is around \$815 less than the average market offer bill for non-solar customers (see section 2.1.1 above). Households with a 1.5 kW system installed will have an annual bill of \$1,235.

CHART 38 | Annual bills including discounts and FIT credits for Melbourne/ Jemena customers with 3 kW and 1.5 kW solar systems. Electricity offers post July 2023 as annual bills, Single rate, 4,800kWh (GST inc).⁷⁹

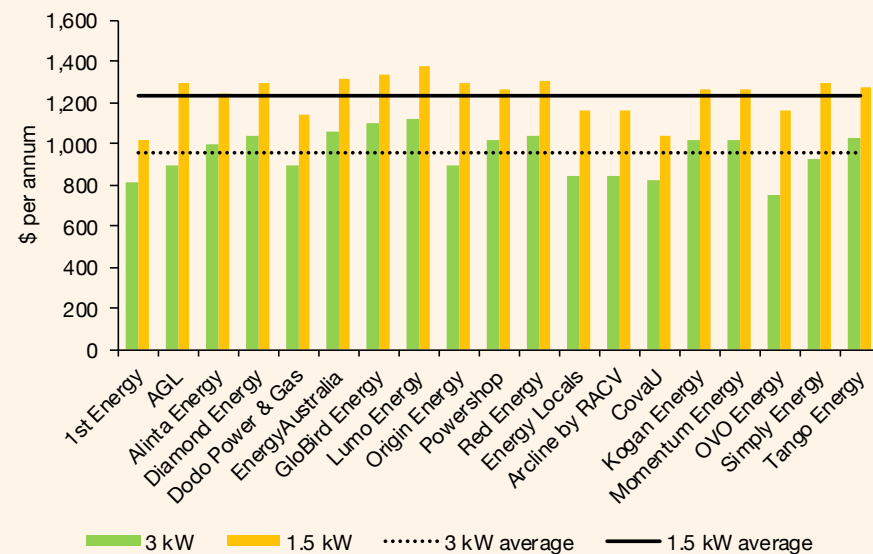
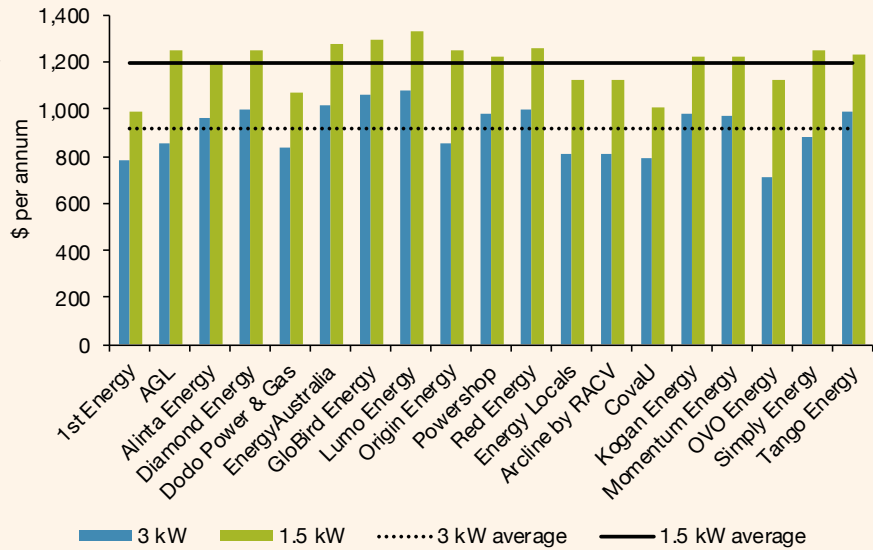


Chart 39 below shows annual bills for Melbourne solar customers in the United Energy network. It shows that for this consumption level, the average market offer bill for households in this area with a 3kW system installed is \$915 and that is \$795 less than the average market offer bill for non-solar customers (see section 2.1.1 above). Households with a 1.5 kW system installed will have an annual bill of around \$1,195.

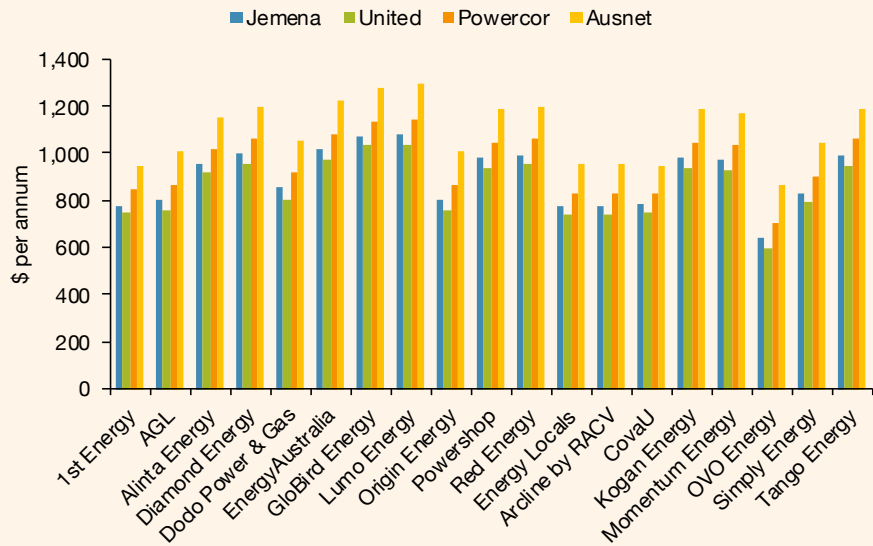
78. Calculations include discounts off usage or bill as well as pay on time discounts off usage or bill.
79. *Ibid.*

CHART 39 | Annual bills including discounts and FIT credits for Melbourne/ United Energy customers with 3 kW and 1.5 kW solar systems. Electricity offers post July 2023 as annual bills, Single rate, 4,800kWh (GST inc).⁸⁰



Homes outside Melbourne’s metropolitan area will typically have less overshadowing and therefore a higher generation capacity and export rate. Chart 40 compares annual retail bills for non-metropolitan solar customers with 3 kW systems in four network areas (Jemena, United, Powercor and Ausnet). It shows that the average annual bill for non-metropolitan solar customers with this consumption level is approximately \$900 in Jemena, \$860 in United, \$960 in Powercor and \$1,100 in Ausnet. The average annual bill is \$855 to \$1,000 lower than the annual bill for non-solar customers (see section 2.1.1 above for non-solar customers).

CHART 40 | Annual bills including discounts and FIT credits for non-metropolitan customers in Jemena, United Energy, Powercor and Ausnet with 3 kW solar systems. Electricity offers post July 2023 as annual bills, Single rate, 4,800kWh (GST inc).⁸¹



Figures 14 - 18 below show estimated annual bills for solar market offers including FIT and discounts for Melbourne customers in Citipower, Jemena and United Energy’s networks and non-metropolitan customers in the Powercor and Ausnet networks (all based on 3 kW systems).⁸² The maximum price-spread is around \$440 in Powercor, \$430 in Ausnet, \$360 in United Energy and Jemena, and \$310 in Citipower.

80. *Ibid.*

81. *Ibid.*

82. These bill estimates are based on rates that were collected from the retailers’ between 12 July and 1 August 2022. Bill calculations include guaranteed discounts and pay on time discount but any additional discounts for customers choosing to pay by direct debit are not included. Annual consumption of 4,800kWh annum (including both produced and imported), single rate, and GST inclusive.

FIGURE 14 | Citipower's network area:
Lowest to highest annual bills (incl GST)
for solar market offers post July 2023











	OVO Energy	\$714
	CovaU	\$750
	1st Energy	\$759
	Energy Locals	\$810
	Arcline by RACV	\$810
	Origin Energy	\$811
	AGL	\$811
	Dodo Power & Gas	\$822
	Simply Energy	\$835
	Alinta Energy	\$916
	Momentum Energy	\$932
	Powershop	\$935
	Kogan Energy	\$935
	Diamond Energy	\$952
	Red Energy	\$953
	Tango Energy	\$958
	EnergyAustralia	\$970
	GloBird Energy	\$1,019
	Lumo Energy	\$1,026

FIGURE 15 | Jemena's network area:
Lowest to highest annual bills (incl GST)
for solar market offers post July 2023


	OVO Energy	\$754
	1st Energy	\$817
	CovaU	\$819
	Energy Locals	\$846
	Arcline by RACV	\$846
	Dodo Power & Gas	\$896
	AGL	\$898
	Origin Energy	\$898
	Simply Energy	\$922
	Alinta Energy	\$998
	Momentum Energy	\$1,014
	Powershop	\$1,021
	Kogan Energy	\$1,021
	Tango Energy	\$1,032
	Diamond Energy	\$1,037
	Red Energy	\$1,039
	EnergyAustralia	\$1,057
	GloBird Energy	\$1,102
	Lumo Energy	\$1,117

FIGURE 16 | United Energy's network area: Lowest to highest annual bills (incl GST) for solar market offers post July 2023




	OVO Energy	\$715
	1st Energy	\$785
	CovaU	\$787
	Energy Locals	\$812
	Arcline by RACV	\$812
	Dodo Power & Gas	\$839
	AGL	\$857
	Origin Energy	\$857
	Simply Energy	\$881
	Alinta Energy	\$959
	Momentum Energy	\$974
	Powershop	\$982
	Kogan Energy	\$982
	Tango Energy	\$987
	Diamond Energy	\$997
	Red Energy	\$998
	EnergyAustralia	\$1,016
	GloBird Energy	\$1,063
	Lumo Energy	\$1,074

FIGURE 17 | Powercor's network area: Lowest to highest annual bills (incl GST) for solar market offers post July 2023














	OVO Energy	\$705
	Energy Locals	\$830
	Arcline by RACV	\$830
	CovaU	\$833
	1st Energy	\$845
	AGL	\$867
	Origin Energy	\$867
	Simply Energy	\$899
	Dodo Power & Gas	\$917
	Alinta Energy	\$1,021
	Momentum Energy	\$1,036
	Powershop	\$1,041
	Kogan Energy	\$1,041
	Tango Energy	\$1,061
	Red Energy	\$1,061
	Diamond Energy	\$1,061
	EnergyAustralia	\$1,081
	GloBird Energy	\$1,136
	Lumo Energy	\$1,147

FIGURE 18 | Ausnet's network area: Lowest to highest annual bills (incl GST) for solar market offers post July 2023

	OVO Energy	\$866
	1st Energy	\$944
	CovaU	\$945
	Energy Locals	\$959
	Arcline by RACV	\$959
	AGL	\$1,009
	Origin Energy	\$1,009
	Simply Energy	\$1,041
	Dodo Power & Gas	\$1,052
	Alinta Energy	\$1,155
	Momentum Energy	\$1,173
	Powershop	\$1,189
	Kogan Energy	\$1,189
	Tango Energy	\$1,192
	Diamond Energy	\$1,200
	Red Energy	\$1,201
	EnergyAustralia	\$1,223
	GloBird Energy	\$1,279
	Lumo Energy	\$1,295

3. Network charges

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

3.1 Electricity network charges

Electricity bills are made up of several components, including generation (wholesale market) costs, network costs (distribution and transmission), “green schemes” and costs associated with other public policy initiatives, and retail costs. Prior to July 2021, the Victorian electricity networks introduced new Network Use of System (NUOS) charges as of 1 January every year. Since July 2021, however, these changes will occur on 1 July every year. These NUOS charges comprise Transmission Use of System (TUOS) and Distribution Use of System (DUOS). Both the regulator and the retailers amend the retail tariffs to reflect these underlying changes to the NUOS.⁸³

Chart 41 below shows annual NUOS charges from 2008 to 2023/24 and that the maximum difference between the electricity networks (for this consumption level) is now around \$325 per annum compared to only \$100 in 2008. In July 2023, the NUOS increased in all network areas except Citipower. The greatest increase was in the Jemena network (9%).

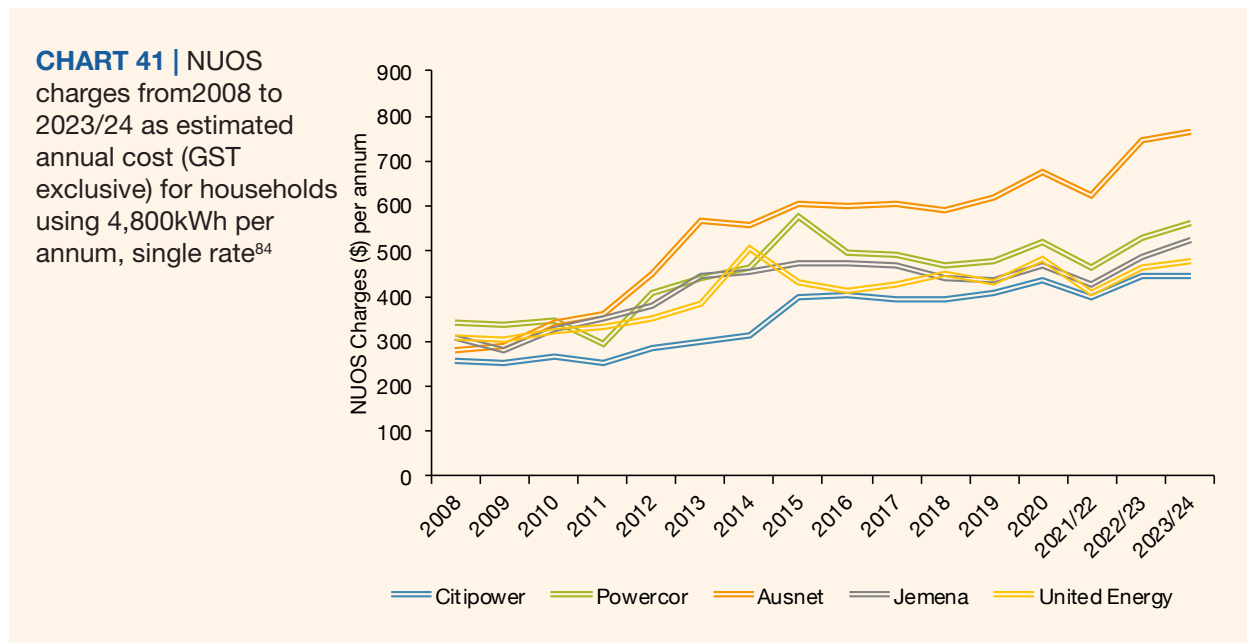
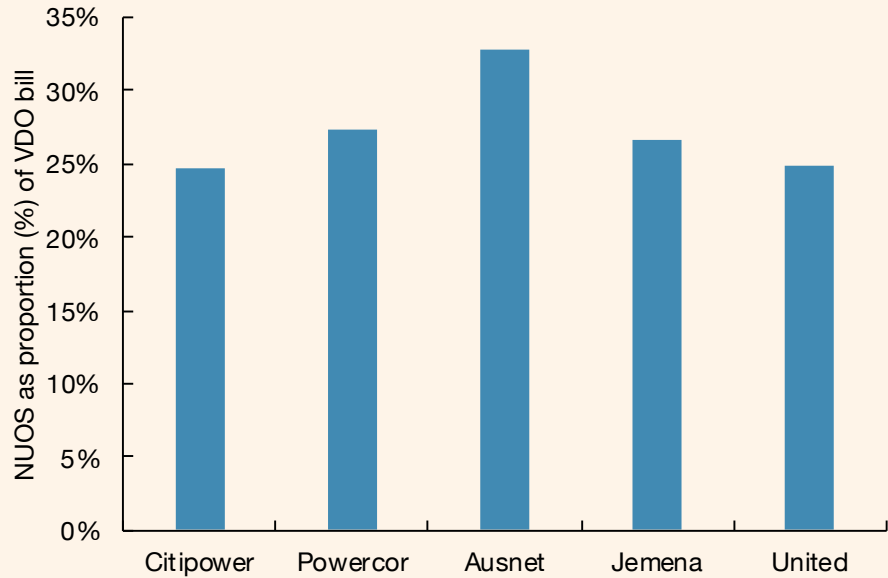


Chart 42 below looks at NUOS charges as a proportion of total bill. It is based on the VDO as of July 2023 and it shows that the NUOS proportion of electricity bills is greatest in the Ausnet network (33%) and lowest in Citipower and United Energy (25%).

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

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

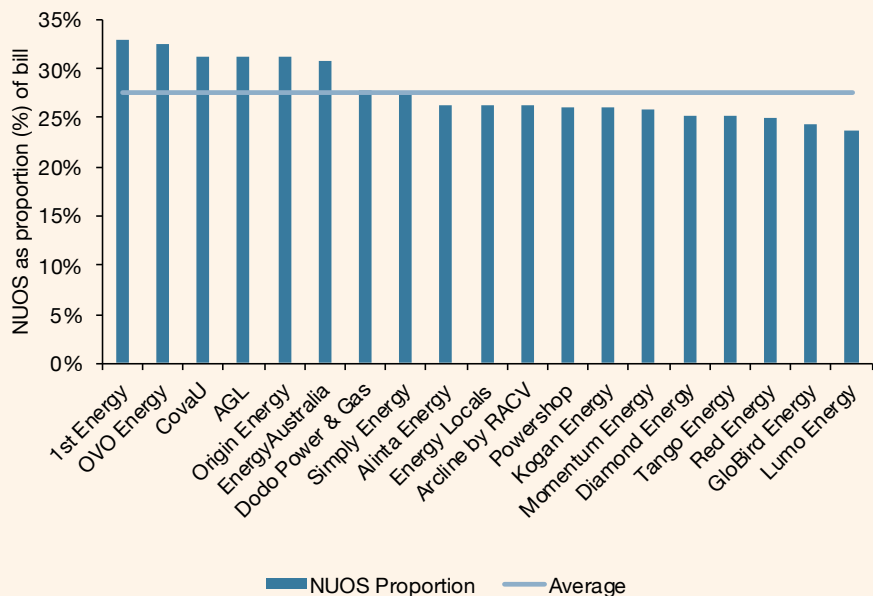
CHART 42 | NUOS charges (excl GST) as proportion (%) of annual VDO electricity retail bill (incl. GST) as of July 2023, 4,800kWh per annum, single rate⁸⁵



For market offers, the NUOS proportion varies significantly between retailers. On average (across all retailers' market offers), the NUOS proportion of the total bill is 37% in Ausnet, 31% in Powercor, 30% in Jemena and 28% in United Energy and Citipower.⁸⁶ That means the NUOS proportion of bills is greater for market offers than the VDO.

Charts 43 – 47 below show the NUOS proportion of bills for market offers post July 2023 in each of the five network areas. It shows that bills by Lumo Energy have the lowest NUOS proportion in all five network areas while OVO Energy and 1st Energy's bills have the highest NUOS proportion.

CHART 43 | Citipower network - NUOS charges (excl GST) as proportion (%) of annual retail bill (incl. GST) for electricity market offers (including guaranteed and pay on time discounts) post July 2023, 4,800kWh per annum, single rate



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

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

CHART 44 | Powercor network - NUOS charges (excl GST) as proportion (%) of annual retail bill (incl. GST) for electricity market offers (including guaranteed and pay on time discounts) post July 2023, 4,800kWh per annum, single rate

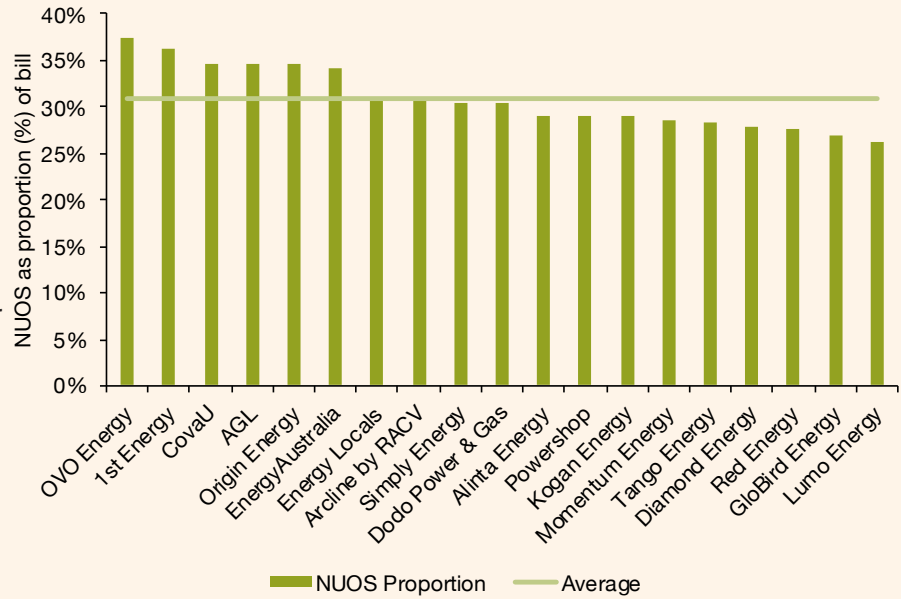


CHART 45 | Ausnet network - NUOS charges (excl GST) as proportion (%) of annual retail bill (incl. GST) for electricity market offers (including guaranteed and pay on time discounts) post July 2023, 4,800kWh per annum, single rate

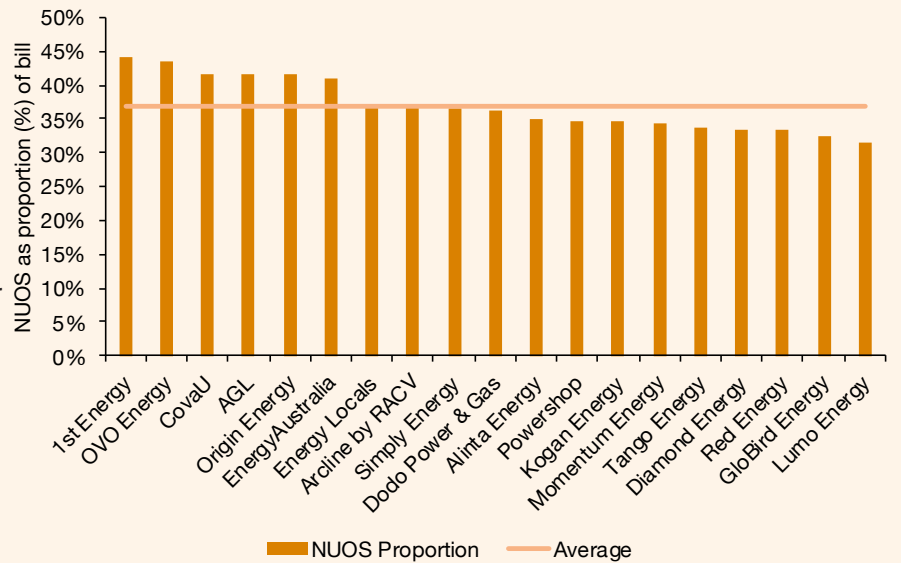


CHART 46 | Jemena network - NUOS charges (excl GST) as proportion (%) of annual retail bill (incl. GST) for electricity market offers (including guaranteed and pay on time discounts) post July 2023, 4,800kWh per annum, single rate

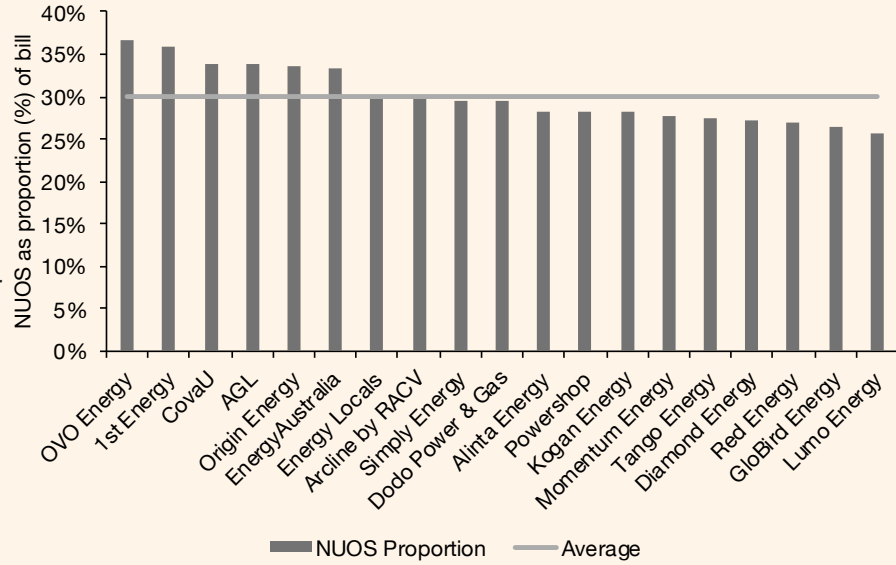
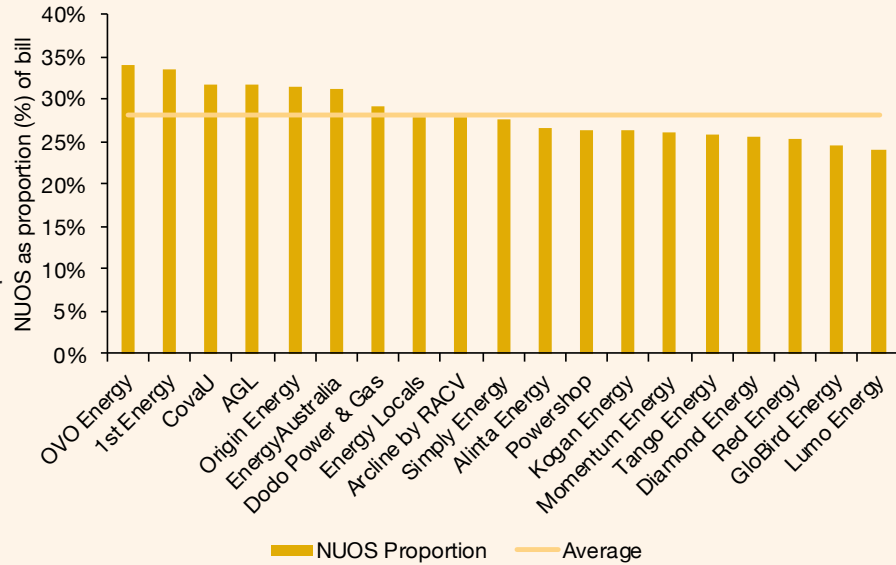
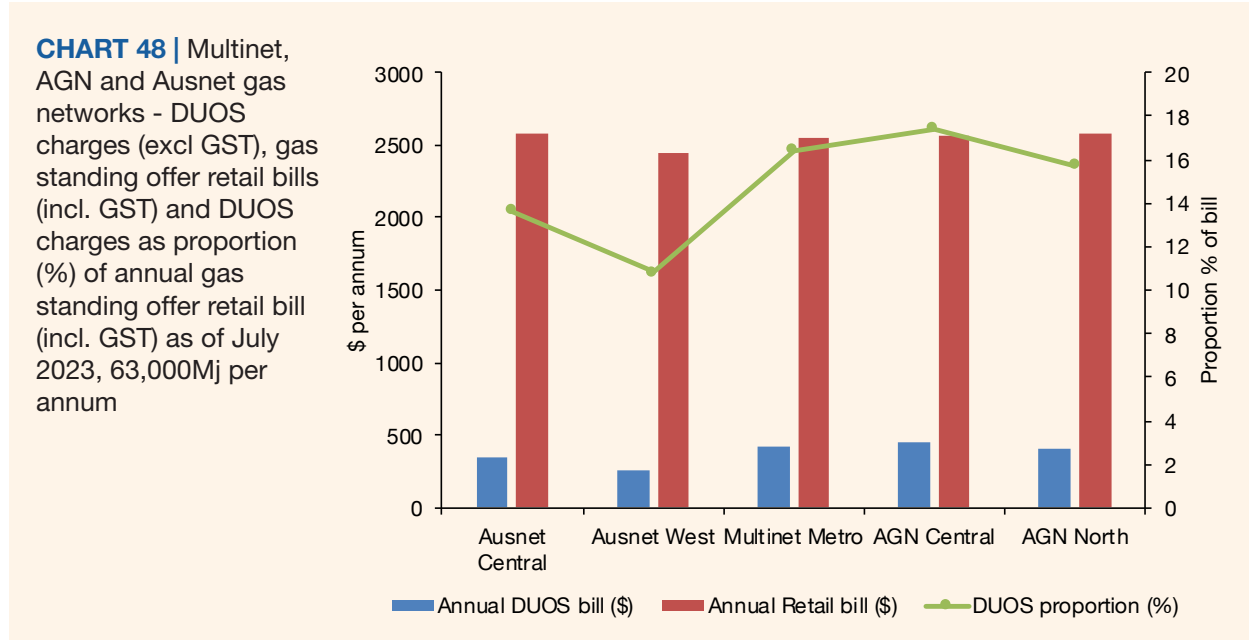


CHART 47 | United Energy network - NUOS charges (excl GST) as proportion (%) of annual retail bill (incl. GST) for electricity market offers (including guaranteed and pay on time discounts) post July 2023, 4,800kWh per annum, single rate

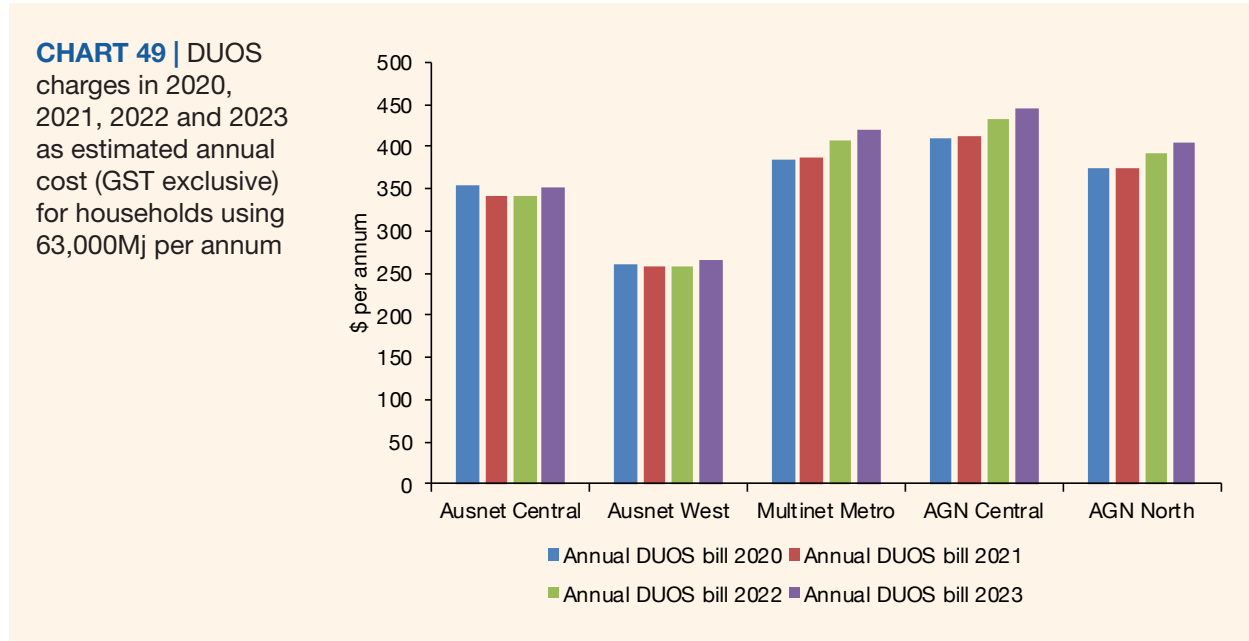


3.2 Gas network charges

The Victorian gas distributors (AGN, Ausnet and Multinet) introduce new Distribution Use of System (DUOS) charges as of 1 January every year. A more recent addition to the Tariff-Tracking project has been to analyse changes to gas DUOS charges. The current DUOS charge for households using 63,000Mj is between \$265 and \$445 per annum. It is lowest in the Ausnet West gas zone and highest in the AGN Central gas zone. The DUOS proportion of gas retail bills is currently between 11 and 17%.⁸⁷



In January 2023, gas DUOS charges increased by around 3% in all gas pricing zones. Chart 49 below shows annual DUOS costs for each pricing zone in 2020, 2021, 2022 and 2023.



87. Based on the incumbent retailers' (AGL, Energy Australia and Origin) average gas standing offer as of July 2023. Presented as annual bills for households using 63,000Mj per annum

4. Total cost of energy and price changes by area

As approximately 60% of Victorian households are connected to both electricity and gas, it is important to analyse whether there are areas that have experienced high increases in both electricity and gas prices, and conversely, whether there are areas where the increases in electricity and gas prices are at the lower end. Such analysis allows for a more detailed understanding of the total energy costs faced by households across Victoria.⁸⁸ The analysis presented in this section shows that the total energy costs (based on the average electricity and gas market offers) have increased the most for households in the outer South Eastern suburbs and Gippsland.⁸⁹ Dual fuel customers in the CBD, inner city and North Eastern suburbs, on the other hand, have had the lowest increase to their combined energy costs.⁹⁰

TABLE 4 | Electricity price changes (average) by area from July 2022 to July 2023

Area	Annual bill change since July 2022		Percentage change	
Inner city and Eastern suburbs (Citipower)	\$140		9%	
Outer Western suburbs and Western Victoria (Powercor)	\$230	\$305*	14%	15%*
Outer Northern and Eastern suburbs and Eastern Victoria (SP Ausnet)	\$260	\$360*	14%	16%*
Inner West and Northern suburbs (Jemena)	\$220		14%	
Outer South Eastern suburbs and Mornington Peninsula (United Energy)	\$195		13%	

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

TABLE 5 | Gas market offer price changes (average) by area from July 2022 to July 2023

Area	Annual bill change since July 2022	Percentage change
Eastern and South Eastern suburbs (Multinet 1/Origin Metro zone)	\$535	31%
Bayside and outer South Eastern suburbs (Multinet 2/AGL South zone)	\$535	31%
Northern and North Eastern Victoria (AGN North/Origin North zone)	\$530	30%
CBD, inner city and North Eastern suburbs (AGN Central 2/TRU East zone)	\$555	31%
Frankston, Mornington Peninsula and Gippsland (AGN Central 1/Origin South East zone)	\$550	31%
Macedon Ranges, Bendigo, Ballarat and Western Victoria (Ausnet West/TRU West zone)	\$500	29%
Western and North Western suburbs (Ausnet Central 2/AGL North zone)	\$545	31%
Outer Western suburbs, Geelong and Bellarine Peninsula (Ausnet Central 1/TRU Central zone)	\$545	31%

88. The figures in tables 4 - 7 are based on the average electricity and gas market offer including guaranteed and pay on time discounts. The average market offer is based on all retailers that had offers in July 2022 and all retailers that had offers in July 2023. Note that this differs to the analysis presented in section 2 which compares price changes for retailers that had market offers in July 2022 as well as July 2023 only. The annual consumption used for dual fuel households is 4800kWh and 63,000Mj per annum, and for all-electric households it is 7000kWh (thereof 30% off-peak).

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

90. Citipower's electricity distribution network and the Multinet gas zones.

TABLE 6 | Annual electricity bill by area. Based on the average market offer, July 2023

Area	Annual bill	
Inner city and Eastern suburbs (Citipower)	\$1,625	
Outer Western suburbs and Western Victoria (Powercor)	\$1,835	\$2,315*
Outer Northern and Eastern suburbs and Eastern Victoria (SP Ausnet)	\$2,095	\$2,650*
Inner West and Northern suburbs (Jemena)	\$1,770	
Outer South Eastern suburbs and Mornington Peninsula (United Energy)	\$1,710	

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

TABLE 7 | Average annual gas bill by area. Based on the average market offer, July 2023

Area	Avg. annual bill
Eastern and South Eastern suburbs (Multinet 1/Origin Metro zone)	\$2,285
Bayside and outer South Eastern suburbs (Multinet 2/AGL South zone)	\$2,285
Northern and North Eastern Victoria (AGN North/Origin North zone)	\$2,300
CBD, inner city and North Eastern suburbs (AGN Central 2/TRU East zone)	\$2,330
Frankston, Mornington Peninsula and Gippsland (AGN Central 1/Origin South East zone)	\$2,330
Macedon Ranges, Bendigo, Ballarat and Western Victoria (Ausnet West/TRU West zone)	\$2,200
Western and North Western suburbs (Ausnet Central 2/AGL North zone)	\$2,305
Outer Western suburbs, Geelong and Bellarine Peninsula (Ausnet Central 1/TRU Central zone)	\$2,305

4.1 Inner city, inner North and Eastern suburbs

Dual fuel customers in Melbourne (CBD), Brunswick, Carlton, Fitzroy, Northcote, Richmond and Collingwood have the highest average annual combined energy bills in this area, at approximately \$3,955.

In this area, the average market offer has increased electricity bills by \$140 for customers with an annual consumption of 4,800 kWh. Households in the AGN Central 2 gas zone (CBD and inner North) have experienced an increase in gas prices of approximately \$555 over the same period.



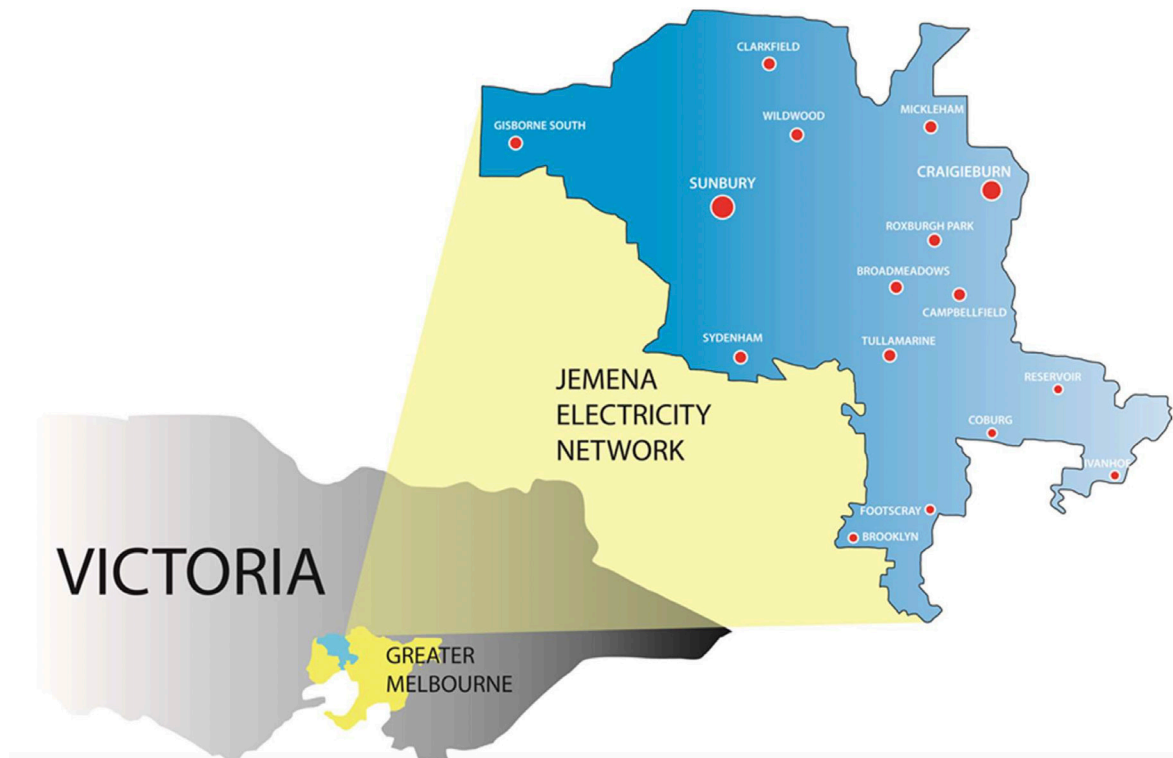
- ▲ Households with an average consumption of electricity and gas in Melbourne (CBD), Brunswick, Carlton, Fitzroy, Northcote, Richmond and Collingwood will typically receive an increase in *energy costs* of \$690 compared to last year.⁹¹
- ▲ Households with an average consumption of electricity and gas in the inner Eastern suburbs of Kew, Hawthorn, Camberwell and Balwyn, and the inner South East areas of South Yarra, Prahran, Armadale, Toorak and Caulfield, will typically receive an increase in *energy costs* of \$675 compared to last year.⁹²
- ▲ Households with an average consumption of electricity and gas in the inner city bay side suburbs of St Kilda, Port Melbourne, Albert Park and South Melbourne will typically receive an increase in *energy costs* of \$675 compared to last year.⁹³

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

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

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

4.2 Inner West and North Western Suburbs



Dual fuel customers in the suburbs of Heidelberg, Fairfield, Ivanhoe, Bundoora, Thomastown, Preston and Reservoir have the highest average annual combined energy bills in this area, at \$4,100.

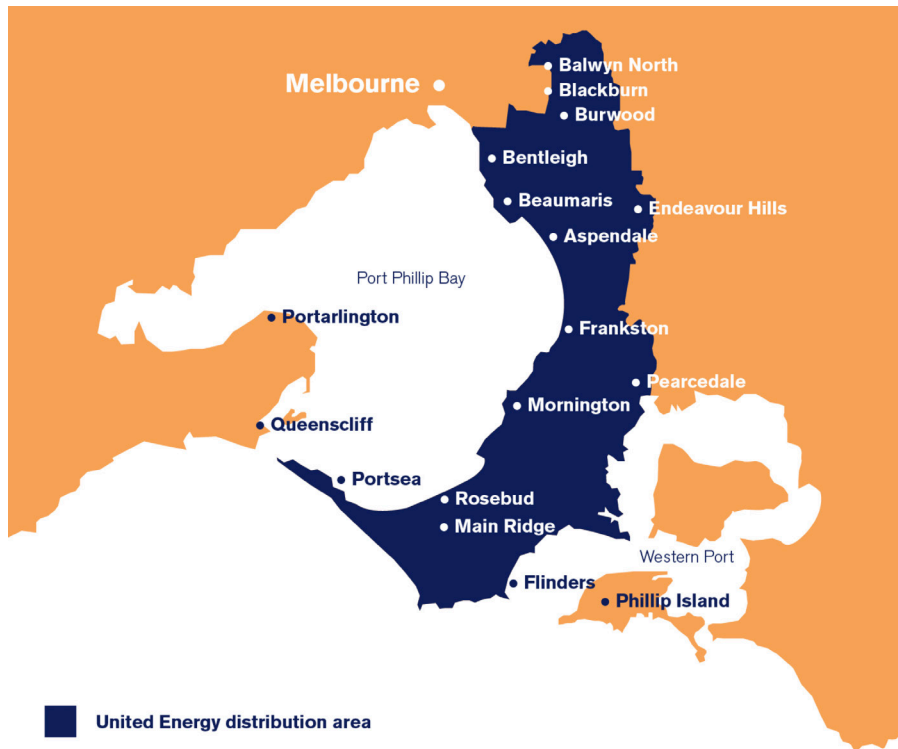
In this area, the average market offer has increased electricity bills by \$220 for customers with an annual consumption of 4,800 kWh. Households in the AGN Central 2 (Northern and North Eastern suburbs) have experienced an increase in gas prices of approximately \$555 over the same period.

- ▲ Households with an average consumption of electricity and gas in Heidelberg, Fairfield, Ivanhoe, Bundoora, Thomastown, Preston and Reservoir will typically receive an increase in *energy costs* of \$775 compared to last year.⁹⁴
- ▲ Households with an average consumption of electricity and gas in Footscray, Yarraville, Williamstown, Flemington, Moonee Ponds, Broadmeadows, Coolaroo, Braybrook and Sydenham will typically receive an increase in *energy costs* of \$765 compared to last year.⁹⁵

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

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

4.3 South Eastern suburbs and Mornington Peninsula



Dual fuel customers in the suburbs of Seaford and Frankston and on the Mornington Peninsula have the highest average annual combined energy bills in this area, at approximately \$4,040.

In this area, the average electricity market offer has increased by \$195 for customers with an annual consumption of 4,800 kWh. Households in the AGN Central 1 gas zone have experienced an increase in gas prices of close to \$550 over the same period.

- ▲ Households with an average consumption of electricity and gas in the bayside suburbs of Elwood, Elsternwick, Brighton, Sandringham, Beaumaris, Chelsea and South Eastern Suburbs of Bentleigh, Moorabbin, Springvale, Noble Park, Keysborough will typically receive an increase in *energy costs* of \$730 compared to last year.⁹⁶
- ▲ Households with an average consumption of electricity and gas in the suburbs of Seaford and Frankston and on the Mornington Peninsula will typically receive an increase in *energy costs* of \$745 compared to last year.⁹⁷
- ▲ Households with an average consumption of electricity and gas in the Eastern suburbs of Bulleen, Templestowe, Box Hill, Doncaster, Mitcham, Vermont, Glen Waverly and Chadstone will typically receive an increase in *energy costs* of \$730 compared to last year.⁹⁸

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

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

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

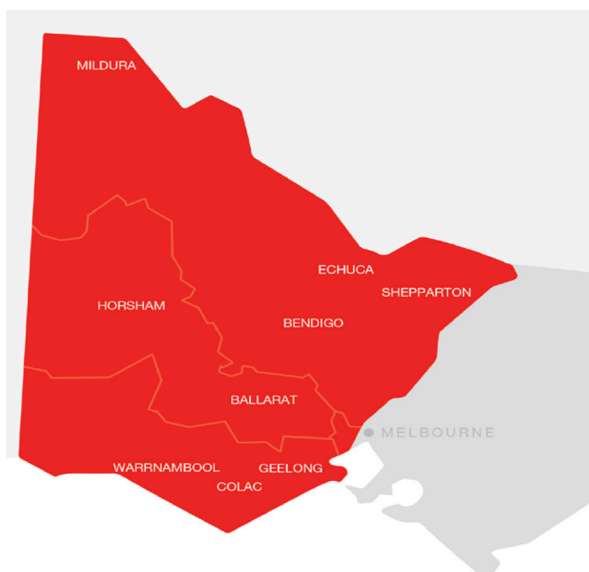
4.4 Outer Western suburbs and Western Victoria

Dual fuel customers in Northern Victorian towns such as Echuca, Shepparton, Heathcote as well as Hoppers Crossing, Werribee and the Geelong region have the highest average annual combined energy bills in this area, at approximately \$4,140. For all-electric households, the average annual energy bill is of \$2,315.

For all-electric households in this area, the average electricity market offer has increased by \$305 for customers with an annual consumption of 7,000 kWh.⁹⁹ For dual fuel households the electricity bills have increased by approximately \$230 over the last year (based on average consumption of 4800kWh).

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

- ▲ \$775 in Hoppers Crossing, Werribee, Geelong region and on the Bellarine peninsula.¹⁰⁰
- ▲ \$730 in Macedon, Kyneton, Ballarat, Colac, Warrnambool, Portland, Hamilton, Horsham, Ararat and Daylesford.¹⁰¹
- ▲ \$760 in Northern Victorian towns such as Echuca, Shepparton and Heathcote.¹⁰²



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

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

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

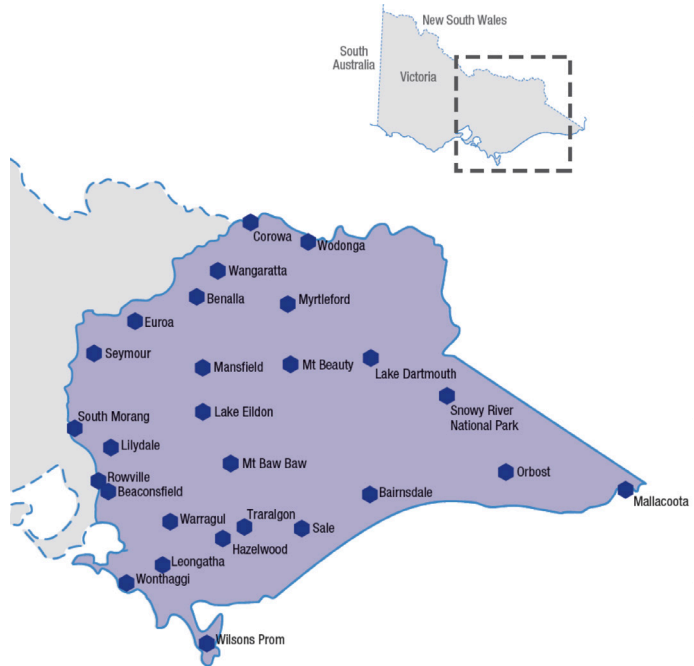
102. Powercor's electricity distribution network and the AGN North/Origin North gas zone.

4.5 Outer Northern and Eastern suburbs and Eastern Victoria

Dual fuel customers in the La Trobe Valley and Sale in the Gippsland region have the highest average annual combined energy bills in this area, at approximately \$4,425, the highest of all Victoria. For all-electric households, the average annual energy bill is of \$2,650.

For all-electric households in this area, the average electricity market offer has increased by \$360 for customers with an annual consumption of 7,000 kWh.¹⁰³ For dual fuel households the electricity bills have increased by approximately \$260 over the last year (based on average consumption of 4800kWh).

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



- ▲ \$795 for average consumption households in the Outer Northern and Eastern suburbs of Warrandyte, Ringwood, Chirnside Park and the area around Mount Dandenong.¹⁰⁴
- ▲ \$790 for average consumption households in Kilmore, Seymour, Violet Town, Nagambie, Wangaratta, Chiltern and Wodonga.¹⁰⁵
- ▲ \$810 for average consumption households in the La Trobe Valley and Sale in the Gippsland region.¹⁰⁶

¹⁰³.Based on the average electricity standing offer for households taking controlled load off-peak (annual consumption of 7000 kWh, 70% peak and 30% off-peak).

¹⁰⁴.Ausnet's electricity distribution network and the Multinet 1/Origin Metro gas zone.

¹⁰⁵.Ausnet's electricity distribution network and the AGN North/ Origin North gas zone.

¹⁰⁶.Ausnet's electricity distribution network and the AGN Central 1/Origin South East gas zone.