



Victoria Energy Prices January 2022

An update report on the Victorian Tariff-Tracking Project



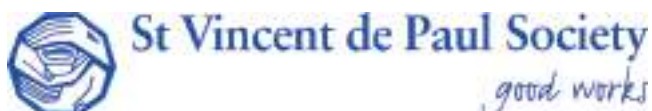
St Vincent de Paul Society
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Victorian Energy Prices January 2022
An Update Report on the Victorian Tariff-Tracking Project

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Disclaimer

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

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The Victorian Tariff-Tracking Project

To date, this project has tracked electricity and gas tariffs in Victoria from July 2008 (retail price deregulation took effect on 1 January 2009) to January 2022, and developed a spreadsheet based tool that allows consumer advocates to build on the initial analysis and continue to track changes as they occur. In 2016, market offers available to new solar customers were added to the Tariff-Tracking project. The workbook allows users to calculate annual bills based on retailers' rates, feed in tariffs offered and additional discounts. Again, the user can enter consumption level as well as choosing to run the bill calculation based on 1.5 kW or 3 kW solar systems.

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

Workbook 1: Electricity standing offers July 2008 – January 2022

Workbook 2: Gas standing offers July 2008 – January 2022

Workbook 3: Electricity market offers 2010 to 2022

Workbook 4: Gas market offers 2010 to 2022

Workbook 5: Solar market offers 2016 to 2022

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 January 2022, decreased an average annual bill by \$57 or 4%.¹ [See chart 1 below.](#)
- ▲ For gas standing offers, AGL's prices increased by 7% in January 2022 and Origin's prices increased by 16% (on average across all price zones). Energy Australia's gas prices, on the other hand, remained unchanged in January 2022. [See chart 4 below.](#)
- ▲ Typical consumption households (4,800kWh per annum) on the VDO can save around \$290 and \$405 per annum if switching to the best published market offer (depending on their network area).² This is more than it was a year ago (January 2021), when the maximum saving was between \$235 - \$275 per annum. It is, however, significantly less compared to January 2019 (prior to the first VDO taking effect), when the maximum saving was \$1,800 - \$2,270 per annum (depending on the network area), if switching from the worst standing offer to the best market offer. [See section 2.1.](#)
- ▲ The difference between the best and the worst market offers ranges from \$310 per annum (in Powercor's area) to \$420 (in United Energy's area) for customers with typical consumption level.³ [See section 2.1.1.](#)
- ▲ Kogan Energy's market offers produce the lowest annual bill for average consumption households in Jemena and Ausnet, Alinta Energy has the lowest bill in Citipower, Lumo Energy in Powercor and QEnergy's offer produces the lowest bill in United Energy. Amber Electric, on the other hand, has the most expensive market offer in all network areas.⁴ [See section 2.1.1.](#)
- ▲ While not all retailers changed their market offers in January 2022, around half of the retailers that introduced new offers increased their market offer rates despite there being a decrease to the VDO. Compared to September 2021 (the previous VDO price re-set), AGL, Momentum, Powershop, Sumo and Kogan Energy are the retailers with the greatest price decreases while GloBird, Amber Electric and 1st Energy introduced significant price increases. [See section 2.1.2.](#)
- ▲ Gas customers with typical consumption (63,000Mj) can save up to \$920 - \$1,065 per annum (depending on their gas zone) if switching from the worst standing offer to the best market offer.⁵ [See section 2.2.](#)
- ▲ The price-spread for gas market offers ranges from \$450 per annum (Ausnet West) to approximately \$540 (AGN Central and Ausnet Central) for customers with typical consumption levels.⁶ [See section 2.2.1.](#)
- ▲ While around half of the retailers did not change their gas market offers in January 2022, the other half mostly increased their rates. GloBird, Dodo Power & Gas, Simply Energy, 1st Energy, Origin and Energy Australia are the retailers with some of the greatest price increases.⁷ [See section 2.2.2.](#)

1. Compared to the previous VDO that took effect 1 September 2022. Based on households using 4,800kWh per annum (single rate).

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

3. Households using 4,800kWh per annum (single rate) and all market offer bills include additional discounts and/or pay on time discounts. While Amber Electric is the retailer with offers that produce the highest market offer bills in this analysis it should be noted that Amber Electric's offer includes a monthly membership fee that gives customers access to wholesale prices and that the prices they list in their offers are indicative only.

4. *Ibid.*

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

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

7. Bill calculations based on average electricity (4,800kWh) market offers including guaranteed discounts and pay on time discounts.

- ▲ New solar customers with a 3kW system installed will have an annual bill that is between \$665 and \$835 less (depending on network area) than non-solar customers with the same consumption level.⁸ See section 2.3.
- ▲ For solar offers, the maximum price-spread is around \$430 in Ausnet, \$280 in United Energy, \$235 in Jemena, \$230 in Powercor and \$220 in Citipower.⁹ See section 2.3.
- ▲ As of January 2022 the Network Use of System (NUOS) proportion of the VDO/standing offer bills is greatest in the Ausnet network (36%) and lowest in Citipower (27%). See section 3.1.
- ▲ For market offers, the NUOS proportion varies significantly between retailers. On average (across all retailers' market offers), the NUOS proportion of the total bill is 40% in Ausnet, 33% in Powercor, 32% in Jemena and in United Energy and 31% Citipower.¹⁰ See section 3.1.
- ▲ For gas, the Distribution Use of System (DUOS) charges increased by around 5% in the Multinet and the AGN pricing zones in January 2022 while they remained unchanged in the Ausnet pricing zones. See section 3.2.
- ▲ The DUOS proportion of gas standing offer retail bills is currently between 13 and 21%.¹¹ See section 3.2.
- ▲ The analysis presented in this section shows that while the new VDO has reduced electricity bills for standing offer customers across Victoria, the recent increases to gas prices have still resulted in an overall increase to energy costs for dual fuel households. See section 4.
- ▲ Dual fuel standing offer customers in Kilmore, Seymour, Violet Town, Nagambie, Wangaratta, Chiltern and Wodonga continue to have the highest average annual combined energy bills. Based on typical consumption levels, the average combined annual energy bill in these areas is now \$3,735.¹² See section 4.

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

9. *Ibid.*

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

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

12. Bill calculations are based on the incumbent retailers' average standing 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 gas zone.

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.¹³ Under this arrangement the Essential Services Commission (ESC) is required to set a VDO for basic metering types in each network area.¹⁴ All retailers are required to offer the VDO but they can, and still do, offer other market contracts.

1.1 Electricity standing offers January 2022

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.¹⁵ 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 decreased by \$57 (or 4%) in January 2022.¹⁶ Furthermore, a comparison of January 2022 prices to January 2019 (when retailers still determined their own standing offers), shows that there have been significant price reductions although there are some differences between the retailers.

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 and January 2022.¹⁷

AGL is the incumbent retailer in the Jemena and United Energy networks. Between September 2021 and January 2022, customers on a standing offer/VDO with an annual consumption of 4,800 kWh (single rate) will experience an annual decrease of \$60 (or 4%) in Jemena and \$80 (or 5%) in United Energy's area.

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

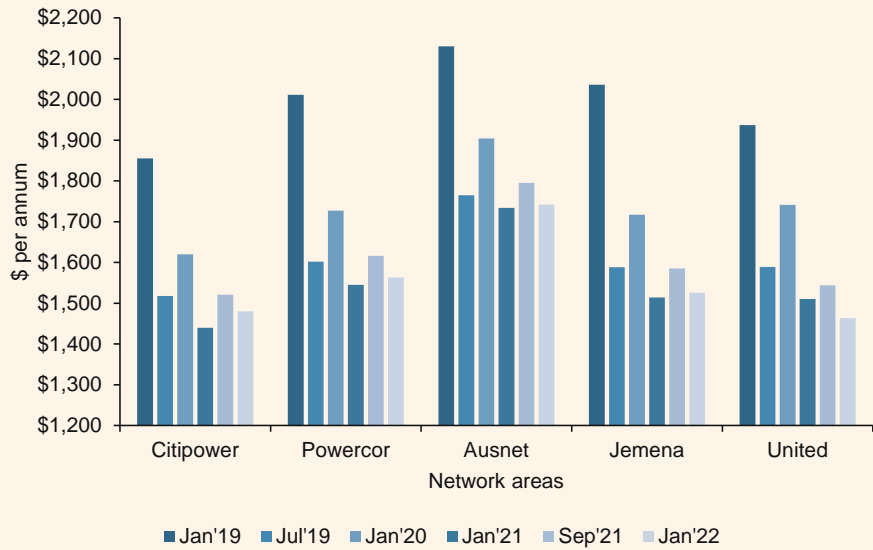
14. Until January 2020 the VDO only applied to single rate and controlled load tariffs. For customers on a two-rate (peak/off-peak) tariff, a time of use (TOU) tariff or a demand tariff, the retailers continued to set the standing offer price. From January 2020, however, retailers have been required 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.

15. 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.

16. Compared to the previous VDO that took effect on 1 September 2021.

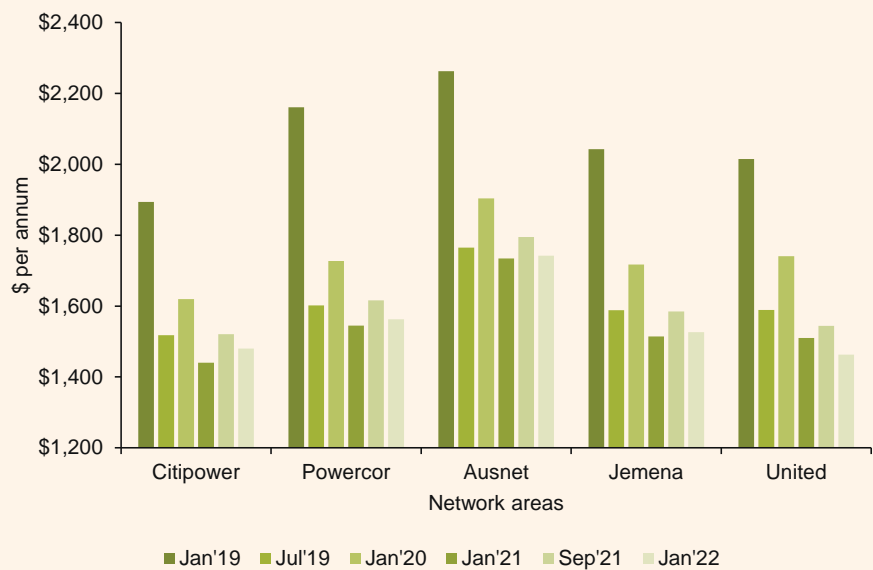
17. The retailers set the price for standing offers in January 2019 while the ESC has determined the price changes since.

CHART 1 | Changes to AGL's standing offers/VDO (as annual bills, inc GST) from January 2019 to January 2022 - Calculations based on single rate tariff and annual consumption of 4,800kWh



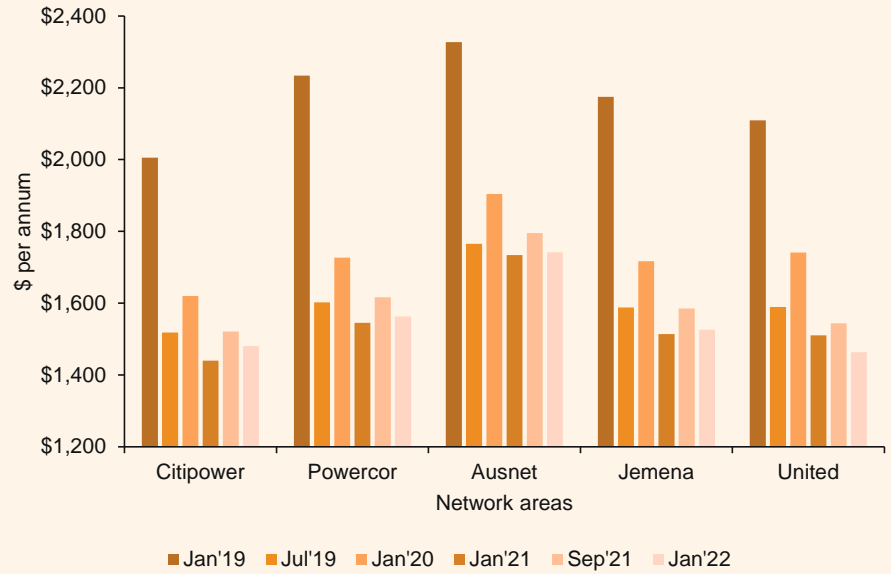
Origin is the incumbent retailer in the Citipower and Powercor networks. Standing offer/VDO customers with an annual consumption of 4,800 kWh (single rate) will experience an annual decrease of approximately \$40 (or 3%) in Citipower and \$55 (also 3%) in Powercor's area. See chart 2 below.

CHART 2 | Changes to Origin's standing offers/VDO (as annual bills, inc GST) from January 2019 to January 2022 - 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 decrease of \$55 (or 3%) in this network area. See chart 3 below.

CHART 3 | Changes to Energy Australia's standing offers/VDO (as annual bills, inc GST) from January 2019 to January 2022 - Calculations based on single rate tariff and annual consumption of 4,800kWh



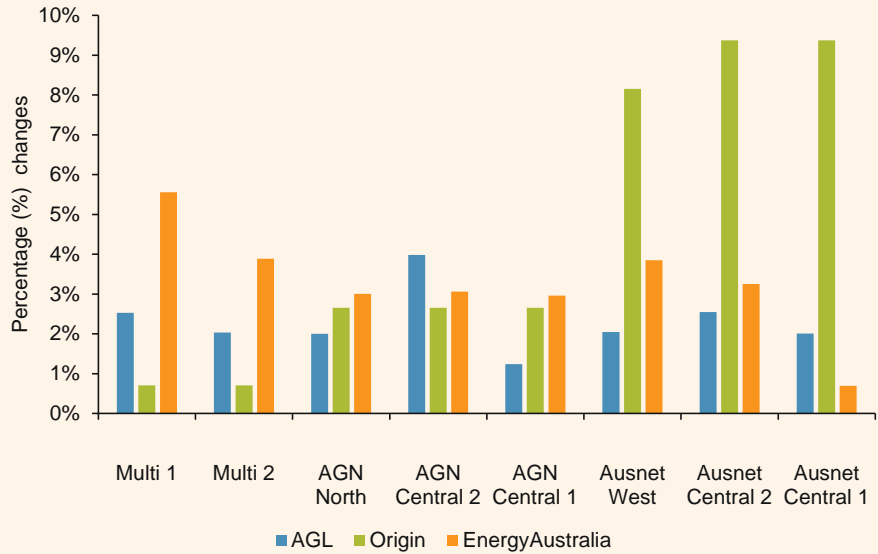
1.2 Gas standing offers January 2022

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 January 2022 (compared to January 2021 prices).¹⁸ While Energy Australia's prices have remained unchanged, Origin's prices have increased by 16% (on average across all price zones) and AGL's prices have increased by 7%.

18. Note that while electricity standing offers (the VDO) changed on 1 September 2021, the incumbent's gas standing offers only changed in January 2021 and January 2022.

CHART 4 | Changes (%) to incumbent retailers' standing offers from January 2021 to January 2022 - Calculations based on an annual consumption of 63,000Mj



Charts 5 – 7 below show the incumbent retailers' gas standing offer as of January 2019, January 2020, January 2021 and January 2022.

CHART 5 | Changes to AGL's standing offers (as annual bills, inc GST) from January 2019 to January 2022 - Calculations based on an annual consumption of 63,000Mj

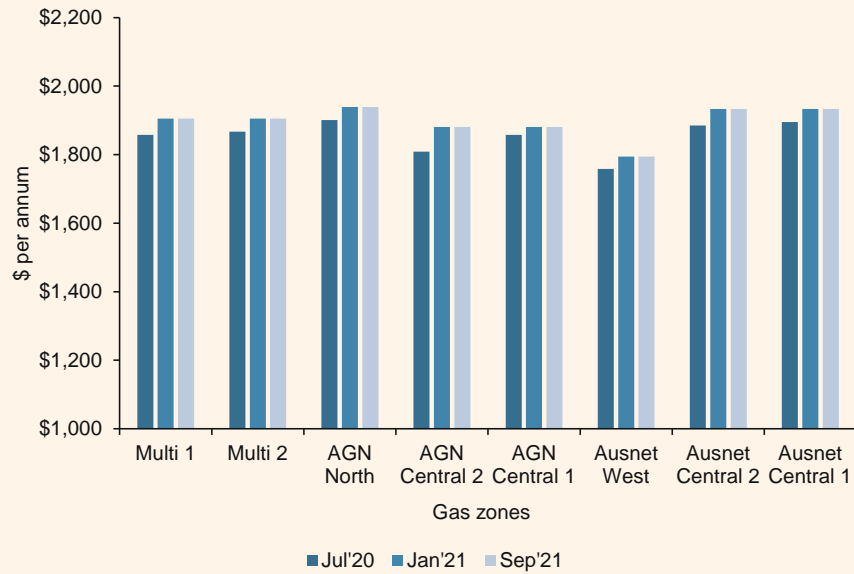


CHART 6 | Changes to Origin's standing offers (as annual bills, inc GST) from January 2019 to January 2022 - Calculations based an annual consumption of 63,000Mj

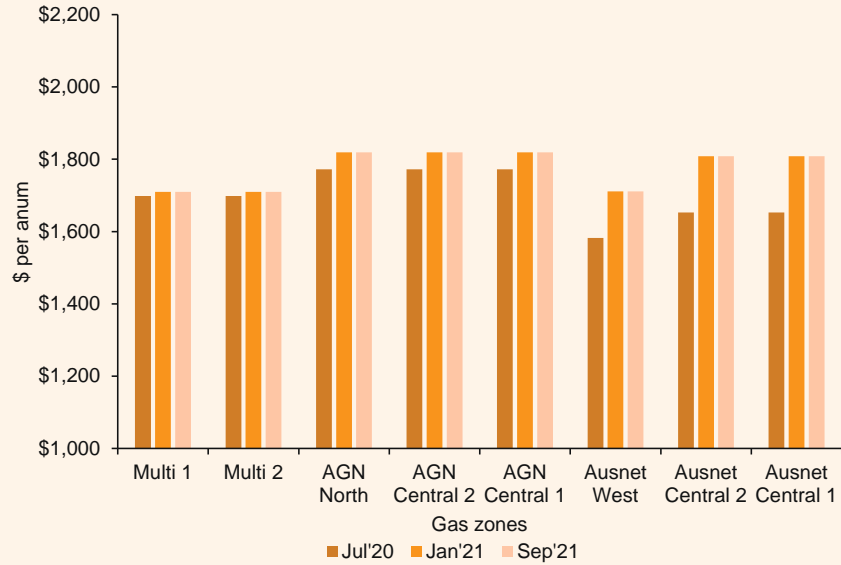
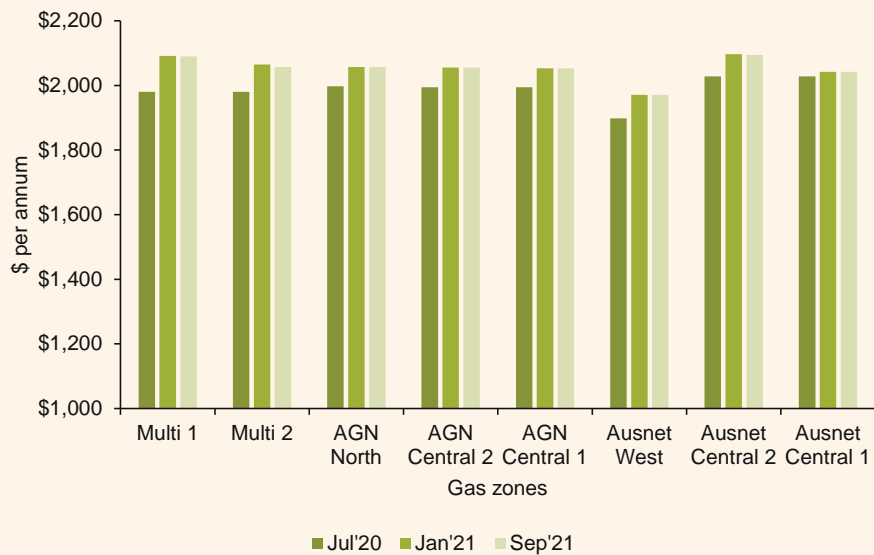
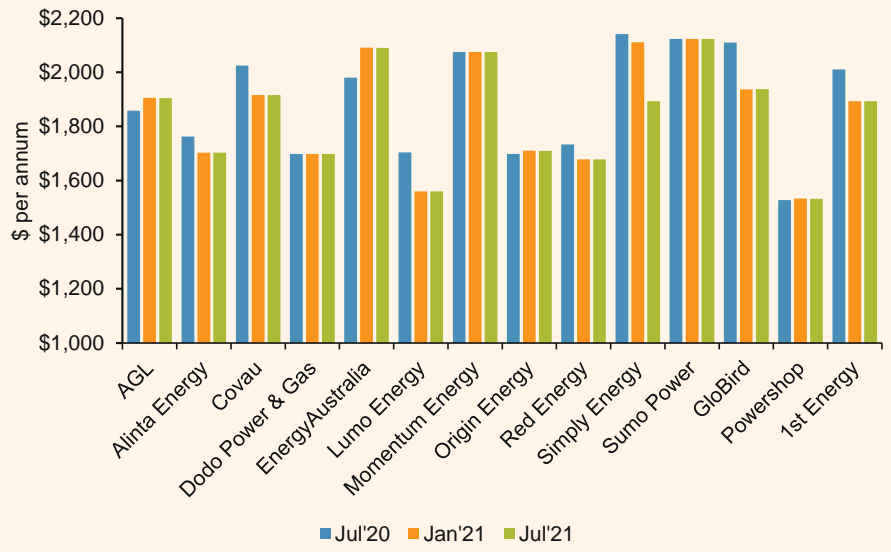


CHART 7 | Changes to Energy Australia's standing offers (as annual bills, inc GST) from January 2019 to January 2022 - Calculations based an annual consumption of 63,000Mj



Most of the 2nd tier retailers have increased their gas standing offers as well. While Alinta and CovaU's standing offers have remained unchanged since January 2021, Red Energy, Lumo Energy and Simply Energy have increased their prices by around 10% or more. Chart 8 below compares annual bills as of January 2020, January 2021 and January 2022 for 13 retailers in the Multinet 1/Origin metro gas zone.

CHART 8 | Changes to standing offers (as annual bills, inc GST) from January 2020 to January 2022 in the Multinet 1/ Origin Metro gas zone - Calculations based on an annual consumption of 63,000Mj¹⁹



19. Note that only retailers that had published standing offers in January 2020 as well as January 2021 have been included in this chart.

2. Market offers

2.1 Electricity market offers January 2022²⁰

The price-spread, or the difference between the best market offer and the VDO (as well as the differences between market offers), will change somewhat throughout the year but as of January 2022:

- ▲ Typical consumption households (4,800kWh per annum) on the VDO can save around \$290 and \$405 per annum if switching to the best published market offer (depending on their network area).²¹ This is more than it was a year ago (January 2021), when the maximum saving was between \$235 - \$275 per annum. It is, however, significantly less compared to January 2019 (prior to the first VDO taking effect), when the maximum saving was \$1,800 - \$2,270 per annum (depending on the network area), if switching from the worst standing offer to the best market offer.
- ▲ The greatest potential annual saving is in United Energy's network area (approximately \$405).²²
- ▲ The difference between the best and the worst market offers ranges from \$310 per annum (in Powercor's area) to \$420 (in United Energy's area) for customers with typical consumption level.²³

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.²⁴

TABLE 1 | Electricity market offer features January 2022²⁵

Retailer	Name	Effective from	Guaranteed discount	Pay on time discount	Contract term/benefit period	Other conditions
1st Energy	1st Super Saver	1/1/22	15% off usage	No	No	Monthly billing only
AGL	Flexible Saver	1/12/21	No	No	No	No
Alinta Energy	Home Deal	1/8/21	No	No	No	Monthly billing only
CovaU	Super Saver Plus	27/1/21	30% off usage	No	No	Monthly billing only
Diamond Energy	Renewable Saver	1/8/21	No	3% off bill	No	E-billing only
Dodo Power & Gas	Market offer	16/12/21	No	No	No	Monthly billing only
EnergyAustralia	Total Plan Home	1/1/22	12% off bill	No	12 months	Fixed price for 12 months
GloBird Energy	IdeaSave	1/11/21	No	No	No	Monthly billing only

20. These market offers were collected from the retailers' websites in mid-January 2022 and it should be noted that retailers may change their rates at any time.

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

22. *Ibid.*

23. Households using 4,800kWh per annum (single rate) and all market offer bills include additional discounts and/or pay on time discounts. While Amber Electric is the retailer with offers that produce the highest market offer bills in this analysis it should be noted that Amber Electric's offer includes a monthly membership fee that gives customers access to wholesale prices and that the prices they list in their offers are indicative only.

24. Diamond Energy, for example, has a direct debit discount where customers receive a 7% discount off their electricity bill. This discount is not included in the bill calculations presented in this report.

25. 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 in mid-January 2022 and it should be noted that retailers may change their rates at any time.

Retailer	Name	Effective from	Guaranteed discount	Pay on time discount	Contract term/benefit period	Other conditions
Lumo Energy	Value	23/11/21	No	No	No	Monthly billing only and price fixed until 31/8/23
Momentum Energy	SmilePower Flexi	2/12/21	No	No	No	Monthly billing only
Origin Energy	Go	7/12/22	No	No	12 months	Fixed price for 12 months
Tango Energy	Home Select	1/9/21	No	No	No	Monthly billing only and fixed price for 12 months
Powerdirect	Rate Saver	1/1/22	No	No	12 months	Fixed price for 12 months
Powershop	Carbon Neutral	1/10/21	No	No	No	Monthly billing and direct debit only
Red Energy	Living Energy Saver	16/12/21	No	No	No	No
Simply Energy	Blue Perks	1/1/22	10% off bill	No	No	Monthly billing only
Sumo Power	Assure	11/10/21	No	No	No	Monthly billing only
Powerclub	Powerbank Home	1/8/21	No	No	No	Monthly billing and direct debit only
Amber Electric	Amber Plan	1/1/22	No	No	No	Monthly billing and direct debit only
Energy Locals	Online Member	27/10/21	No	No	No	Monthly billing and direct debit only
Kogan Energy	Free Kogan First Membership	1/1/22	No	No	No	Monthly billing and direct debit only
Ovo Energy	The One Plan	5/8/21	No	No	No	Monthly billing and direct debit only
QEnergy	MiniMe	30/9/21	No	No	No	No
ReAmped Energy	Classic	8/9/21	No	No	No	Monthly billing and direct debit only
Discover Energy	Smart Saver	1/1/22	No	No	No	Monthly billing only

2.1.1 Potential savings - Differences between electricity offers

Typical consumption households (4,800kWh per annum) on the VDO can save around \$290 to \$405 per annum if switching to the best published market offer (depending on their network area).²⁶ This potential saving is higher than it was last year (January 2021). The difference between the worst and the best market offers, however, is decreasing. Customers on the best market offer will pay approximately \$310 - \$420 less per annum compared to customers on the worst market offer. It should be stressed that some of these discounts are conditional on bills being paid on time and households with cash-flow issues thus may find themselves unable to achieve the annual bills estimated for some of the best offers included in the charts below.

Chart 9 below shows the retail market offer price-spread within each of the five network areas.²⁷

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

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

CHART 9 | Maximum price-spread for market offers in each network area January 2022 (incl GST), including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate)

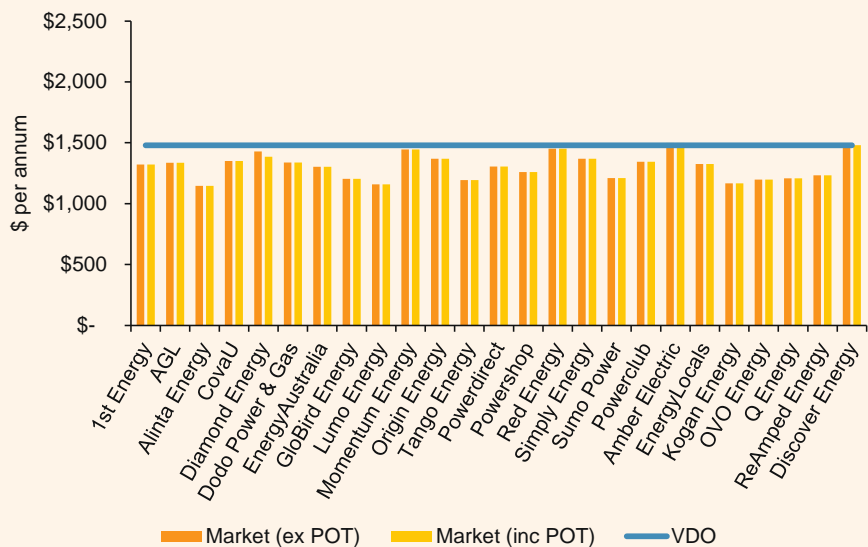


Charts 10 – 14 below show annual retail bills for typical consumption (4,800kWh per annum, single rate) for each of the five network areas. The red columns to the left represent market offers including guaranteed discounts (but not pay on time discounts), the orange columns are market offer bills including pay on time discounts while the blue line represents the VDO bill.²⁸

Citipower

In Citipower’s area, the average market offer post January 2022 is \$1,305. A typical consumption household on the VDO can save around \$335 per annum if switching to the best published market offer. Alinta is the retailer that currently offers the best market offer rates in this area.

CHART 10 | Citipower’s network area: Estimated annual bills (incl GST) for the VDO and electricity market offers in January 2022 including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate)



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

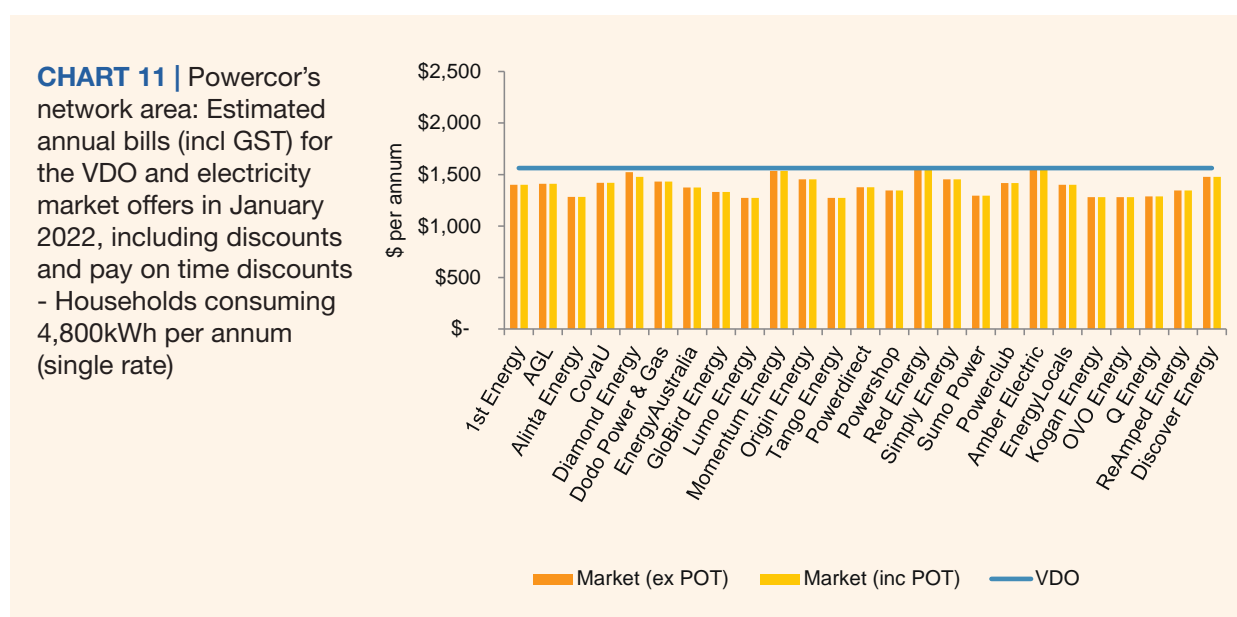
The difference between the best and the worst market offer is similar to the difference between the VDO and the best market offer. Alinta's offer is approximately \$350 less than Amber Electric's market offer post discounts (and pay on time discounts) for households with this consumption level.²⁹ Figure 1 below shows estimated annual bills for market offers post discounts in Citipower's network area.³⁰

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

	Alinta Energy	\$1,147		Powershop	\$1,259		Simply Energy	\$1,368
	Lumo Energy	\$1,159		EnergyAustralia	\$1,302		Origin Energy	\$1,369
	Kogan Energy	\$1,166		Powerdirect	\$1,305		Diamond Energy	\$1,385
	Tango Energy	\$1,194		1st Energy	\$1,321		Momentum Energy	\$1,445
	OVO Energy	\$1,198		Energy Locals	\$1,326		Red Energy	\$1,452
	GloBird Energy	\$1,204		AGL	\$1,337		Discover Energy	\$1,479
	Q Energy	\$1,208		Dodo Power & Gas	\$1,338		Amber Electric	\$1,498
	Sumo Power	\$1,211		Powerclub	\$1,345			
	ReAmped Energy	\$1,233		CovaU	\$1,351			

Powercor

In Powercor's network area, the average market offer post January 2022 is approximately \$1,390. A typical consumption household on the VDO can save around \$290 per annum if switching to the best published market offer. Lumo Energy is the retailer that currently offers the best market offer rates in this area.







29. While Amber Electric is the retailer with offers that produce the highest market offer bills in this analysis it should be noted that Amber Electric's offer includes a monthly membership fee that gives customers access to wholesale prices and that the prices they list in their offers are indicative only.

30. Bills (incl GST) for market offers January 2022, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate). These bill estimates are based on rates that were collected from the retailers' websites in mid-January 2022 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.

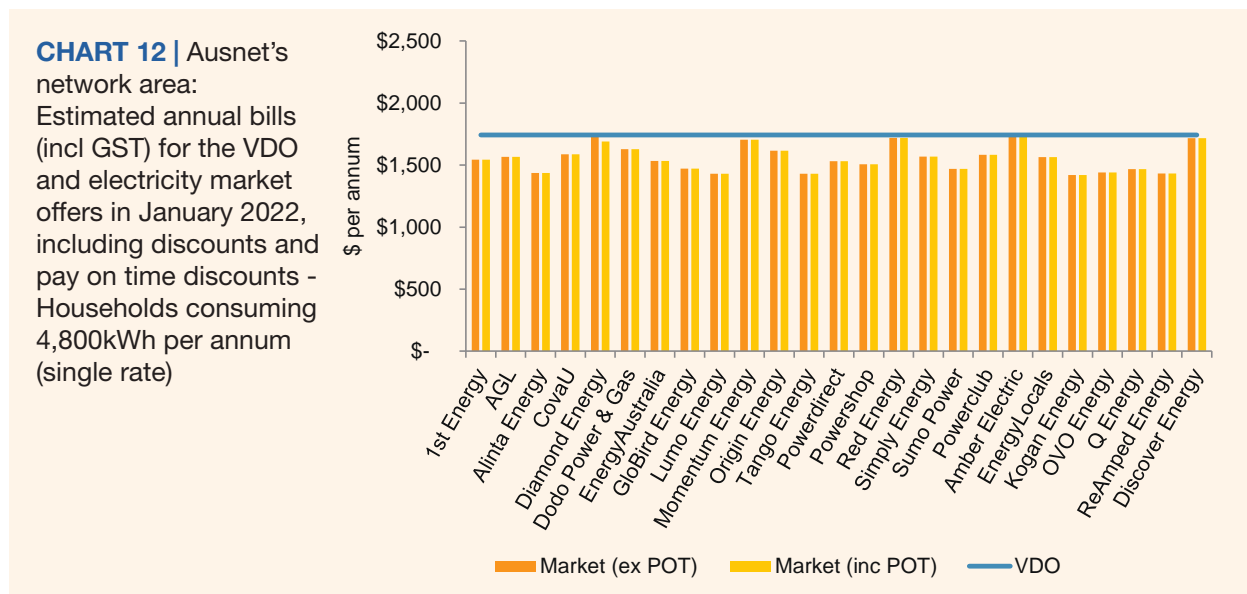
The difference between the best and the worst market offer is similar to the difference between the VDO and the best market offer. Lumo Energy’s offer is \$310 less than Amber Electric’s market offer post discounts (and pay on time discounts) for households with this consumption level.³¹ Figure 2 below shows estimated annual bills for market offers post discounts in Powercor’s network area.³²

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

	Lumo Energy	\$1,273		ReAmped Energy	\$1,345		Simply Energy	\$1,454
	Tango Energy	\$1,274		EnergyAustralia	\$1,375		Origin Energy	\$1,455
	OVO Energy	\$1,279		Powerdirect	\$1,378		Discover Energy	\$1,477
	Kogan Energy	\$1,281		1st Energy	\$1,400		Diamond Energy	\$1,478
	Alinta Energy	\$1,282		Energy Locals	\$1,400		Momentum Energy	\$1,535
	Q Energy	\$1,289		AGL	\$1,410		Red Energy	\$1,546
	Sumo Power	\$1,295		Powerclub	\$1,416		Amber Electric	\$1,581
	GloBird Energy	\$1,332		CovaU	\$1,420			
	Powershop	\$1,345		Dodo Power & Gas	\$1,432			

Ausnet

In Ausnet’s network area, the average market offer post January 2022 is approximately \$1,555. A typical consumption household on the VDO can save around \$320 per annum if switching to the best published market offer. Kogan Energy is the retailer that currently offers the best market offer rates in this area.




























31. While Amber Electric is the retailer with offers that produce the highest market offer bills in this analysis it should be noted that Amber Electric’s offer includes a monthly membership fee that gives customers access to wholesale prices and that the prices they list in their offers are indicative only.

32. Bills (incl GST) for market offers January 2022, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate). These bill estimates are based on rates that were collected from the retailers’ websites in mid-January 2022 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.

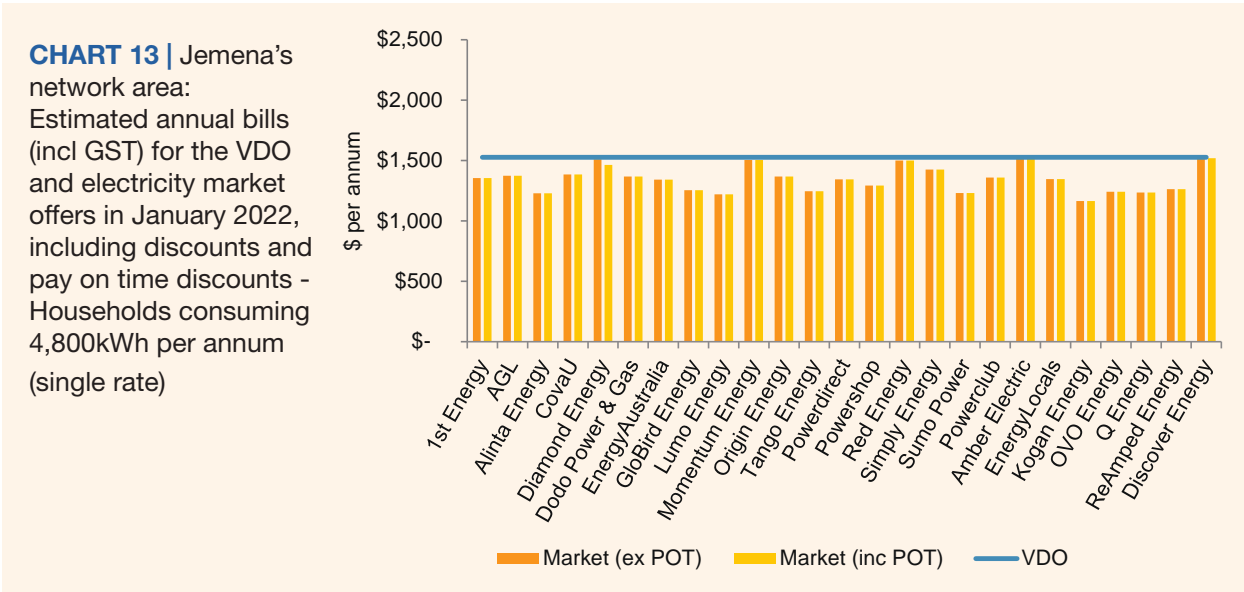
As in other network areas, the difference between the best and the worst market offers is similar to the difference between the VDO and the best market offer. Kogan Energy’s offer is approximately \$335 less per annum than Amber Electric’s market offer post discounts for households with this consumption level.³³ Figure 3 below shows estimated annual bills for market offers post discounts in Ausnet’s network area.³⁴

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

	Kogan Energy	\$1,420		Powershop	\$1,507		Origin Energy	\$1,616
	Lumo Energy	\$1,431		Powerdirect	\$1,531		Dodo Power & Gas	\$1,628
	Tango Energy	\$1,431		EnergyAustralia	\$1,533		Diamond Energy	\$1,690
	ReAmped Energy	\$1,432		1st Energy	\$1,544		Momentum Energy	\$1,705
	Alinta Energy	\$1,437		Energy Locals	\$1,565		Discover Energy	\$1,717
	OVO Energy	\$1,442		AGL	\$1,567		Red Energy	\$1,719
	Q Energy	\$1,468		Simply Energy	\$1,568		Amber Electric	\$1,756
	Sumo Power	\$1,469		Powerclub	\$1,583			
	GloBird Energy	\$1,472		CovaU	\$1,586			

Jemena
























In Jemena’s network area, the average market offer post January 2022 is approximately \$1,345. A typical consumption household on the VDO can save around \$360 per annum if switching to the best published market offer. Kogan Energy is the retailer that currently offers the best market offer rates in this area.



33. While Amber Electric is the retailer with offers that produce the highest market offer bills in this analysis it should be noted that Amber Electric’s offer includes a monthly membership fee that gives customers access to wholesale prices and that the prices they list in their offers are indicative only.
 34. Bills (incl GST) for market offers January 2022, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate). These bill estimates are based on rates that were collected from the retailers’ websites in mid-January 2022 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.

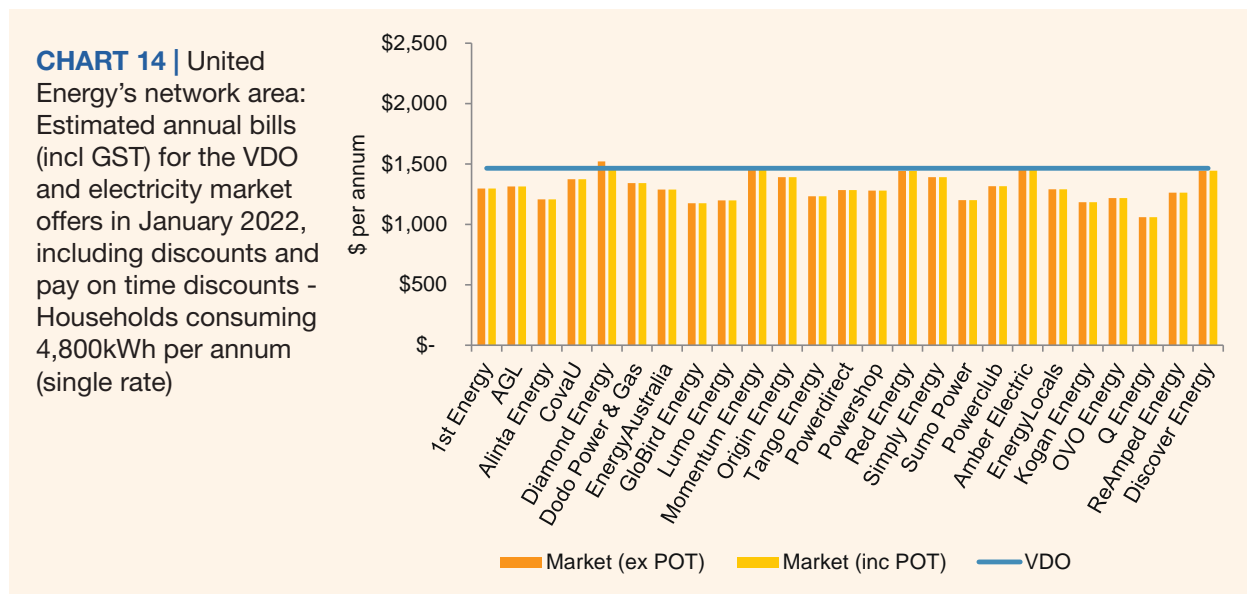
The difference between the best and the worst market offer is similar to the difference between the VDO and the best market offer. Kogan Energy’s offer is \$375 less than Amber Electric’s market offer post discounts (and pay on time discounts) for households with this consumption level.³⁵ Figure 4 below shows estimated annual bills for market offers post discounts in Jemena’s network area.³⁶

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

	Kogan Energy	\$1,166		Powershop	\$1,294		CovaU	\$1,386
	Lumo Energy	\$1,220		EnergyAustralia	\$1,343		Simply Energy	\$1,426
	Alinta Energy	\$1,228		Powerdirect	\$1,344		Diamond Energy	\$1,465
	Sumo Power	\$1,231		Energy Locals	\$1,346		Red Energy	\$1,500
	Q Energy	\$1,236		1st Energy	\$1,354		Momentum Energy	\$1,506
	OVO Energy	\$1,242		Powerclub	\$1,360		Discover Energy	\$1,519
	Tango Energy	\$1,247		Dodo Power & Gas	\$1,367		Amber Electric	\$1,542
	GloBird Energy	\$1,255		Origin Energy	\$1,369			
	ReAmped Energy	\$1,263		AGL	\$1,375			

United Energy


























In United Energy’s network area, the average market offer post January 2022 is approximately \$1,305. A typical consumption household on the VDO can save around \$405 per annum if switching to the best published market offer. QEnergy is the retailer that currently offers the best market offer rates in this area.



35. While Amber Electric is the retailer with offers that produce the highest market offer bills in this analysis it should be noted that Amber Electric’s offer includes a monthly membership fee that gives customers access to wholesale prices and that the prices they list in their offers are indicative only.
 36. Bills (incl GST) for market offers January 2022, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate). These bill estimates are based on rates that were collected from the retailers’ in mid-January 2022 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.

As in other network areas, the difference between the best and the worst market offers is similar to the difference between the VDO and the best market offer. QEnergy’s offer is approximately \$420 less per annum than Amber Electric’s market offer post discounts for households with this consumption level.³⁷ Figure 5 below shows estimated annual bills for market offers post discounts in United Energy’s network area.³⁸

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

	Q Energy	\$1,059		Powershop	\$1,279		Simply Energy	\$1,389
	GloBird Energy	\$1,175		Powerdirect	\$1,283		Origin Energy	\$1,390
	Kogan Energy	\$1,184		EnergyAustralia	\$1,288		Red Energy	\$1,442
	Lumo Energy	\$1,197		Energy Locals	\$1,289		Discover Energy	\$1,444
	Sumo Power	\$1,200		1st Energy	\$1,295		Momentum Energy	\$1,467
	Alinta Energy	\$1,207		AGL	\$1,314		Diamond Energy	\$1,475
	OVO Energy	\$1,218		Powerclub	\$1,316		Amber Electric	\$1,478
	Tango Energy	\$1,233		Dodo Power & Gas	\$1,341			
	ReAmped Energy	\$1,263		CovaU	\$1,374			

2.1.2 Changes to electricity market offers

While not all retailers changed their market offers in January 2022, around half of the retailers that introduced new offers increased their market offer rates despite there being a decrease to the VDO. Compared to September 2021 (the previous VDO price re-set), AGL, Momentum, Powershop, Sumo and Kogan Energy are the retailers with the greatest price decreases while GloBird, Amber Electric and 1st Energy introduced significant price increases. United Energy is the network where the most retailers decreased their prices as well as being where the decreases are greatest. Charts 15 – 19 below show retailers’ market offers (as annual bills) as of September 2021 and January 2022, for each network area.

From September 2021 to January 2022, the VDO decreased by around \$40 (3%) in Citipower’s network area. Five of the retailers with market offers in this network area decreased their prices at a rate higher than the VDO. Sumo Power and Kogan Energy have the highest decreases, with a 9.4% and 7.7% decrease, respectively. Amber Electric, on the other hand, increased their prices by 10.8%.

37. While Amber Electric is the retailer with offers that produce the highest market offer bills in this analysis it should be noted that Amber Electric’s offer includes a monthly membership fee that gives customers access to wholesale prices and that the prices they list in their offers are indicative only.

38. Bills (incl GST) for market offers January 2022, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate). These bill estimates are based on rates that were collected from the retailers’ in mid-January 2022 and it must be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

CHART 15 |

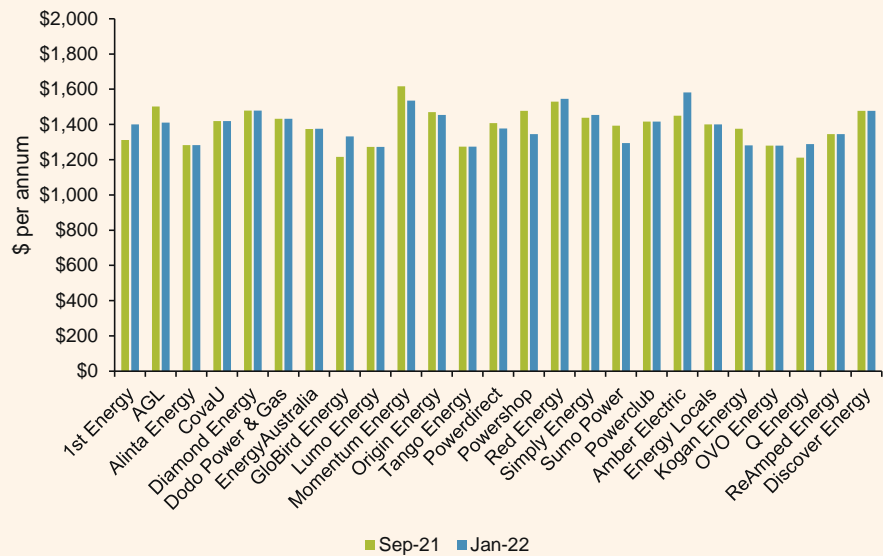
Citipower’s network area: Changes to annual bills for electricity market offers from September 2021 to January 2022, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate), incl. GST



From September 2021 to January 2022, the VDO decreased by approximately \$55 (3%) in Powercor’s network area. Five of the retailers with market offers in this network area decreased their prices at a rate higher than the VDO. Powershop and Sumo Power have the highest decreases, with an 8.9% and 7% decrease, respectively. GloBird, on the other hand, increased their prices by 9.6%.

CHART 16 |

Powercor’s network area: Changes to annual bills for electricity market offers from September 2021 to January 2022, including discounts and pay on time discounts – Households consuming 4,800kWh per annum (single rate), incl. GST



From September 2021 to January 2022, the VDO decreased by approximately \$55 (3%) in Ausnet’s network area. Five of the retailers with market offers in this network area decreased their prices at a rate higher than the VDO. Kogan Energy and AGL have the highest decreases, with a 7.5% and 6.1% decrease, respectively. Amber Electric, on the other hand, increased their prices by 8.1%.

CHART 17 | Ausnet's network area: Changes to annual bills for electricity market offers from September 2021 to January 2022, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate), incl. GST



From September 2021 to January 2022, the VDO decreased by approximately \$60 (4%) in Jemena's network area. Six of the retailers with market offers in this network area decreased their prices at a rate higher than the VDO. Kogan Energy, Sumo and Powershop have the highest decreases, with a 10.2%, 9.9% and 9.2% decrease, respectively. Amber Electric, on the other hand, increased their prices by 8.9%.

CHART 18 | Jemena's network area: Changes to annual bills for electricity market offers from September 2021 to January 2022, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate), incl. GST



From September 2021 to January 2022, the VDO decreased by approximately \$80 (5%) in United Energy's network area. Eleven (out of 25) retailers with market offers in this network area decreased their prices in January 2022 and five decreased their prices at a rate higher than the VDO. Sumo Power, QEnergy and AGL have the highest decreases, with a 14%, 8.6% and 8.5% decrease, respectively. Amber Electric, on the other hand, increased their prices by 7.4%.

CHART 19 | United Energy's network area: Changes to annual bills for electricity market offers from September 2021 to January 2022, including discounts and pay on time discounts - Households consuming 4,800kWh per annum (single rate), incl. GST



2.2 Gas market offers January 2022³⁹

- ▲ Typical consumption households (63,000Mj) can save \$920 - \$1,065 per annum (depending on their gas zone) if switching from the worst standing offer to the best market offer.⁴⁰
- ▲ The greatest potential savings are in the Multinet gas zones.⁴¹
- ▲ The difference between the best and the worst market offers ranges from \$450 per annum (Ausnet West) to approximately \$540 (AGN Central and Ausnet Central) for customers with typical consumption levels.⁴²

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

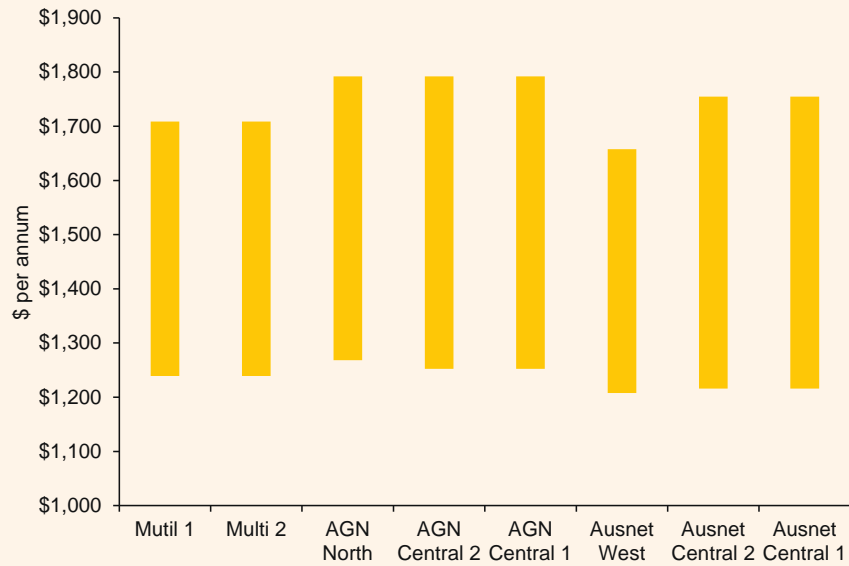
39. These bill estimates are based on rates that were collected from the retailers' websites in mid-January 2022 and it must be noted that retailers may change their rates at any time. Additional discounts for customers choosing to pay by direct debit are not included in these bill calculations.

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

41. *Ibid.*

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

CHART 20 | Maximum price-spread in each pricing zone January 2022 (incl GST), including discounts and pay on time discounts - Households consuming 63,000Mj per annum



As with electricity, additional discounts apply to the gas market offer rates. The majority of these discounts are now conditional on the customer paying the bill by the due date. Table 2 below shows additional discounts applicable to the gas retailers' published market offer rates.

TABLE 2 | Gas market offer features January 2022⁴³

Retailer	Name	Effective from	Guaranteed discount	Pay on time discount	Contract term/benefit period	Other conditions
AGL	Flexible Savers	1/1/22	No	No	No	No
Alinta Energy	Home Deal	22/11/21	No	No	No	No
Covau	Super Saver Plus	12/1/22	20% off usage	No	No	Monthly billing only
Dodo Power & Gas	Market offer	16/12/21	No	No	No	No
EnergyAustralia	Total Plan	13/1/22	24% off bill	No	12 months	Price fixed for 12 months
Lumo Energy	Value	16/12/21	No	No	No	Price fixed until 31/8/23
Momentum Energy	Market offer	1/4/21	No	No	No	No
Origin Energy	Go	1/1/22	No	No	12 months	Price fixed for 12 months
Red Energy	Living Energy Saver	16/12/21	No	No	No	No
Simply Energy	Blue Perks	1/1/22	32% off bill	No	No	No
GloBird Energy	GloSave	2/1/22	No	No	No	Monthly billing only
Powershop	Market offer	1/2/21	No	No	No	Direct debit only

43. Most retailers have more than one market offer product. The offers used for this analysis are those we deem on-going, key products with as few conditions (i.e. direct debit, e-billing and exit fees) as possible. These bill estimates are based on rates that were collected from the retailers' websites in mid-January 2022 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.

Retailer	Name	Effective from	Guaranteed discount	Pay on time discount	Contract term/ benefit period	Other conditions
1st Energy	1st Saver Plus	1/1/22	12% off usage	3% off usage	No	Monthly billing only
Kogan Energy	Kogan First	1/1/22	No	No	No	No
Tango Energy	Home Select	13/9/21	No	No	No	Price fixed for 12 months

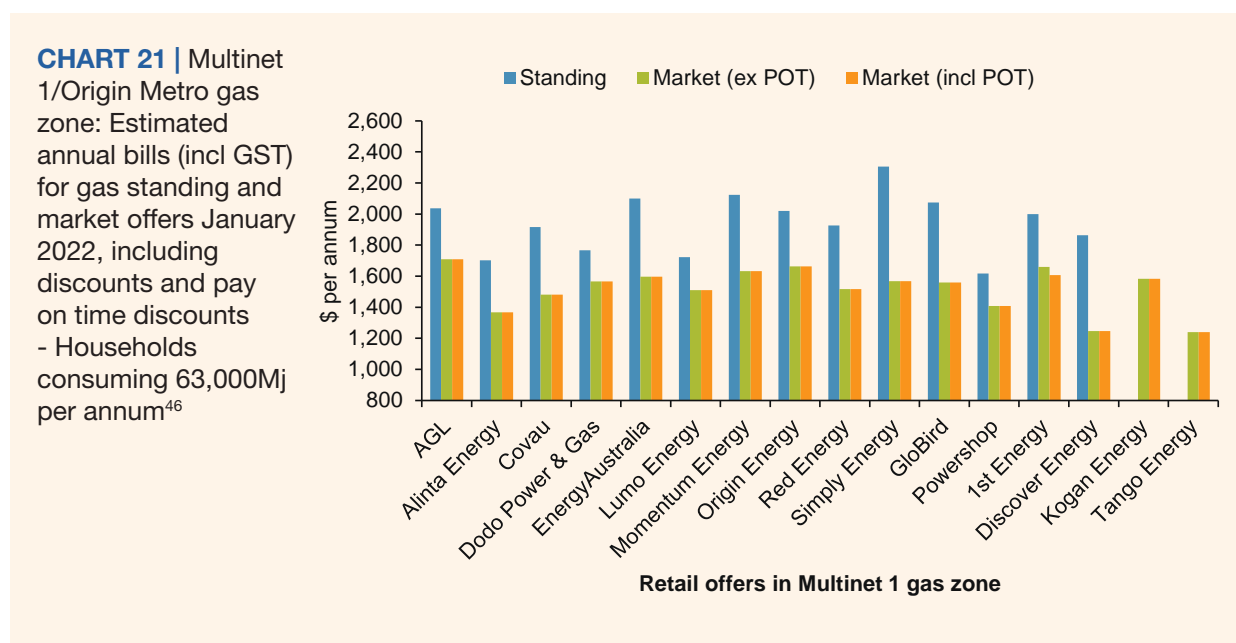
2.2.1 Potential savings - Differences between gas offers

Typical consumption households (63,000Mj per annum) on the worst standing offer can save \$920 - \$1,065 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.⁴⁴ Figures 6 – 13 below rank gas market offers according to size of annual bill.⁴⁵

Multinet 1/Origin Metro Gas Zone

In the Multinet 1 gas zone, average consumption households on the worst standing offer can save approximately \$1,065 per annum if switching to the best published market offer. Tango Energy is the retailer with the best market offer rates in this gas zone.



















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

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

46. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2.

Figure 6 below shows estimated annual bills for gas market offers post discounts in the Multinet 1 gas zone. The difference between the best (Tango Energy) and the worst (AGL) is approximately \$470 per annum.

FIGURE 6 | Multinet 1/Origin Metro gas zone: Lowest to highest annual bills (incl GST) for market offers January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum⁴⁷

 Tango Energy	\$1,239	 Red Energy	\$1,517	 Momentum Energy	\$1,633
 Discover Energy	\$1,247	 GloBird Energy	\$1,559	 1st Energy	\$1,660
 Alinta Energy	\$1,367	 Dodo Power & Gas	\$1,566	 Origin Energy	\$1,662
 Powershop	\$1,409	 Simply Energy	\$1,567	 AGL	\$1,708
 Covau	\$1,481	 Kogan Energy	\$1,584		
 Lumo Energy	\$1,510	 EnergyAustralia	\$1,596		

Multinet 2/AGL South Gas Zone

In the Multinet 2 gas zone, average consumption households on the worst standing offer can save approximately \$1,065 per annum if switching to the best published market offer. Tango Energy is the retailer with the best market offer rates in this gas zone.

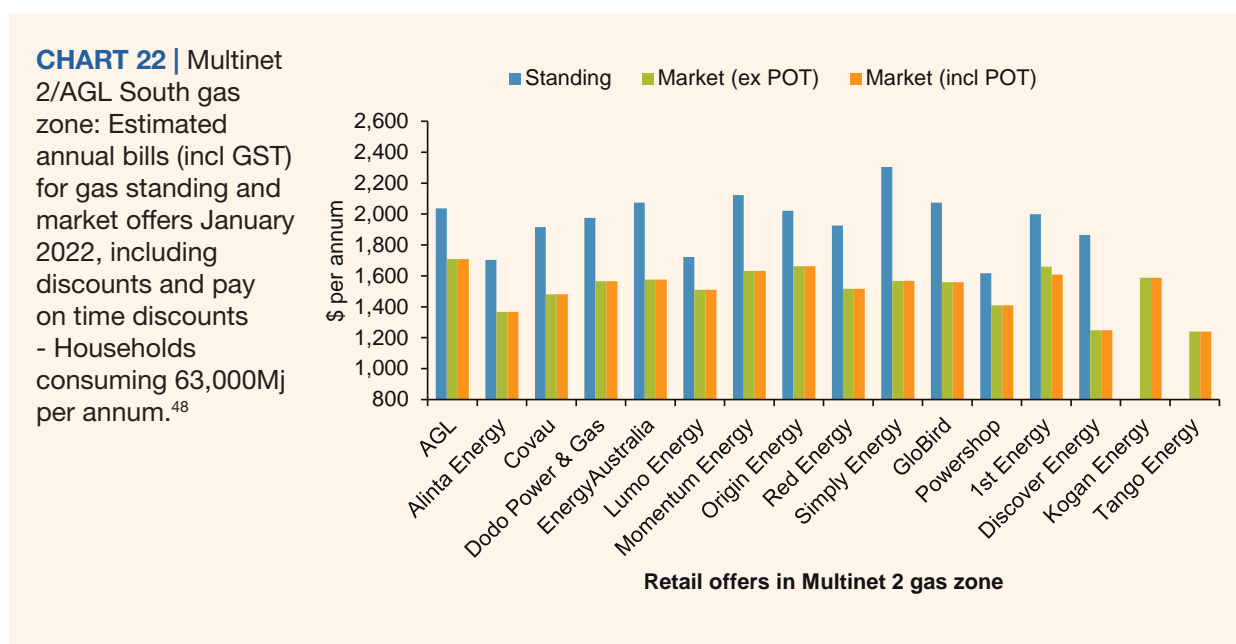


















Figure 7 below shows estimated annual bills for gas market offers post discounts in the Multinet 2 gas zone. The difference between the best (Tango Energy) and the worst (AGL) is approximately \$470 per annum.

47. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites in mid-January 2022 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.

48. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2.

FIGURE 7 | Multinet 2/AGL South gas zone: Lowest to highest annual bills (incl GST) for market offers January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum⁴⁹

	Tango Energy	\$1,239		Red Energy	\$1,517		Momentum Energy	\$1,633
	Discover Energy	\$1,247		GloBird Energy	\$1,559		1st Energy	\$1,660
	Alinta Energy	\$1,367		Dodo Power & Gas	\$1,566		Origin Energy	\$1,662
	Powershop	\$1,409		Simply Energy	\$1,567		AGL	\$1,708
	Covau	\$1,481		EnergyAustralia	\$1,576			
	Lumo Energy	\$1,510		Kogan Energy	\$1,587			

AGN North/Origin North Gas Zone

In the AGN North gas zone, average consumption households on the worst standing offer can save approximately \$1,000 per annum if switching to the best published market offer. Discover Energy is the retailer with the best market offer rates in this gas zone.

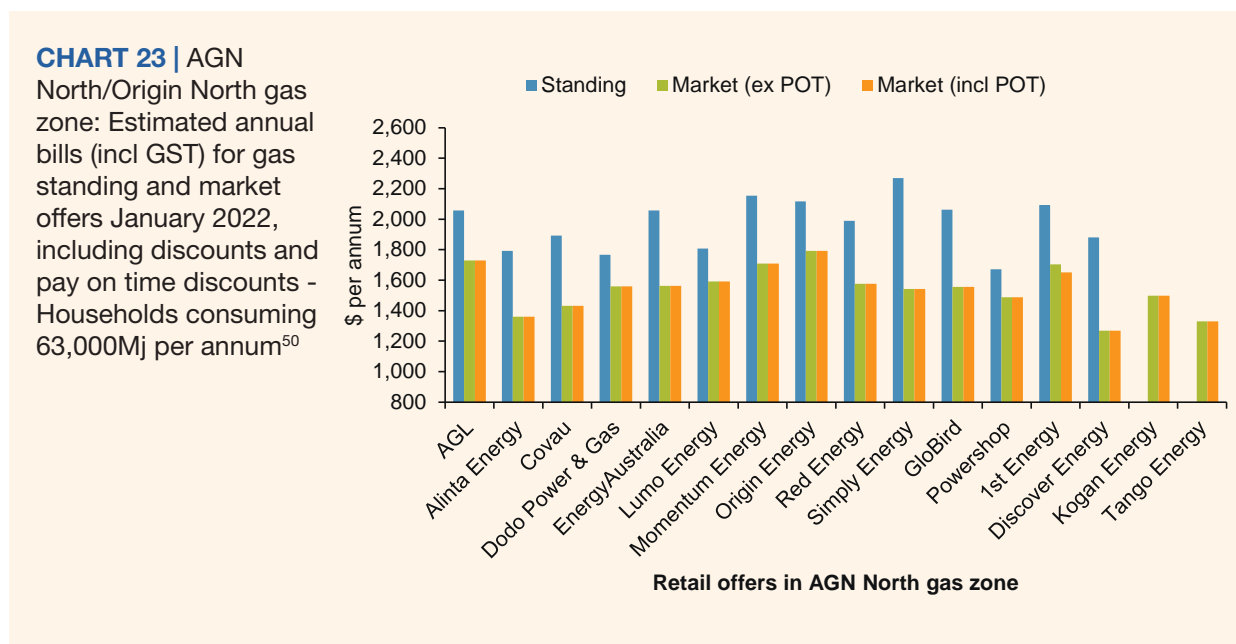






Figure 8 below shows estimated annual bills for gas market offers post discounts in the AGN North gas zone. The difference between the best (Discover Energy) and the worst (Origin Energy) is approximately \$525 per annum.

49. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites in mid-January 2022 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.

50. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2.

FIGURE 8 | AGN North/Origin North gas zone: Lowest to highest annual bills (incl GST) for market offers January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum⁵¹

 Discover Energy	\$1,268	 Simply Energy	\$1,543	 1st Energy	\$1,704
 Tango Energy	\$1,329	 GloBird Energy	\$1,556	 Momentum Energy	\$1,708
 Alinta Energy	\$1,361	 Dodo Power & Gas	\$1,558	 AGL	\$1,730
 Covau	\$1,432	 EnergyAustralia	\$1,563	 Origin Energy	\$1,792
 Powershop	\$1,489	 Red Energy	\$1,575		
 Kogan Energy	\$1,499	 Lumo Energy	\$1,592		

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 \$1,000 per annum if switching to the best published market offer. Tango Energy is the retailer with the best market offer rates in this gas zone.

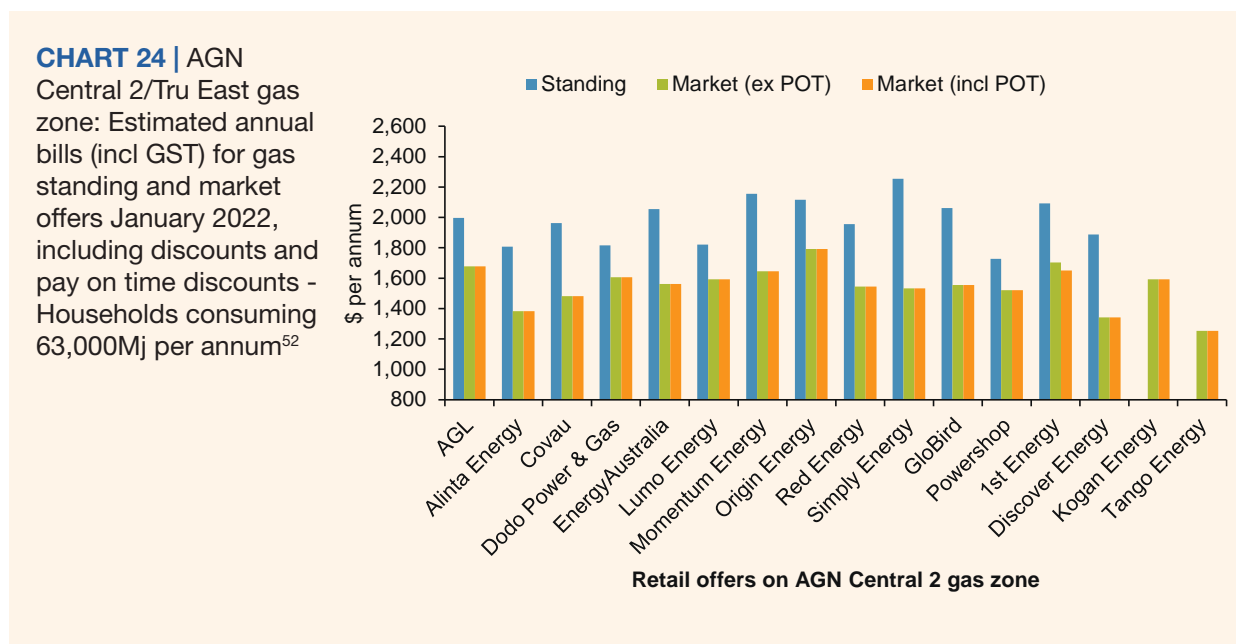


















Figure 9 below shows estimated annual bills for gas market offers post discounts in the AGN Central 2 gas zone. The difference between the best (Tango Energy) and the worst (Origin Energy) is approximately \$540 per annum.

51. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites in mid-January 2022 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. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2.

FIGURE 9 | AGN Central 2/Tru East gas zone: Lowest to highest annual bills (incl GST) for market offers January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum⁵³

	Tango Energy	\$1,252		Red Energy	\$1,544		Momentum Energy	\$1,645
	Discover Energy	\$1,342		GloBird Energy	\$1,556		AGL	\$1,677
	Alinta Energy	\$1,383		EnergyAustralia	\$1,562		1st Energy	\$1,704
	Covau	\$1,481		Kogan Energy	\$1,593		Origin Energy	\$1,792
	Powershop	\$1,520		Lumo Energy	\$1,593			
	Simply Energy	\$1,533		Dodo Power & Gas	\$1,606			

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 \$1,000 per annum if switching to the best published market offer. Tango Energy is the retailer with the best market offer rates in this gas zone.

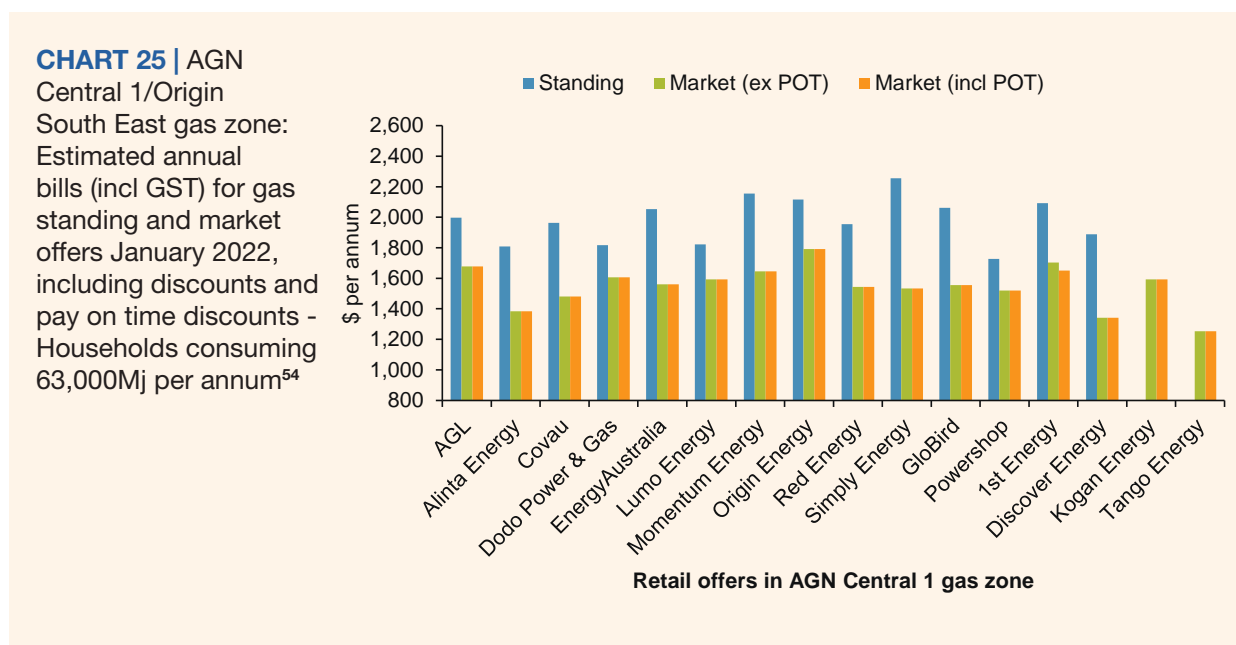














Figure 10 below shows estimated annual bills for gas market offers post discounts in the AGN Central 1 gas zone. The difference between the best (Tango Energy) and the worst (Origin Energy) is approximately \$540 per annum.

53. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites in mid-January 2022 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.

54. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2.

FIGURE 10 | AGN Central 1/Origin South East gas zone: Lowest to highest annual bills (incl GST) for market offers January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum⁵⁵

	Tango Energy	\$1,252		Red Energy	\$1,544		Momentum Energy	\$1,645
	Discover Energy	\$1,342		GloBird Energy	\$1,556		AGL	\$1,677
	Alinta Energy	\$1,383		EnergyAustralia	\$1,560		1st Energy	\$1,704
	Covau	\$1,481		Kogan Energy	\$1,593		Origin Energy	\$1,792
	Powershop	\$1,520		Lumo Energy	\$1,593			
	Simply Energy	\$1,533		Dodo Power & Gas	\$1,606			

Ausnet West/Tru West Gas Zone

In the Ausnet West gas zone, average consumption households on the worst standing offer can save approximately \$920 per annum if switching to the best published market offer. Tango Energy is the retailer with the best market offer rates in this gas zone.

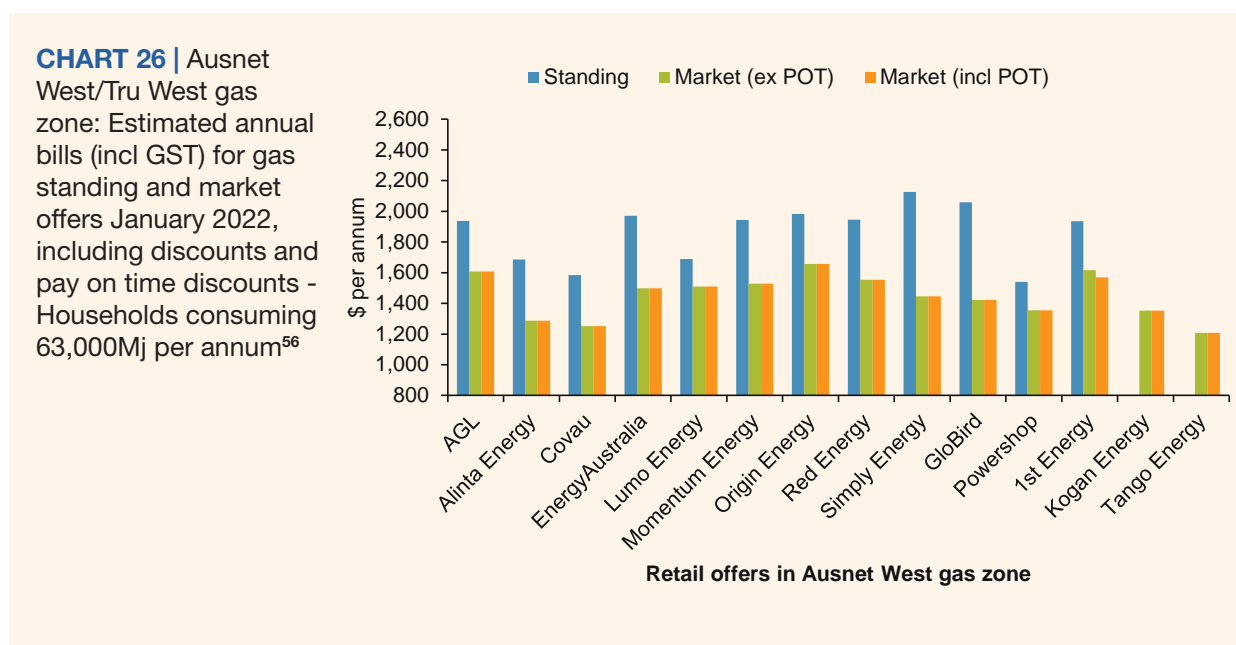


Figure 11 below shows estimated annual bills for gas market offers post discounts in the Ausnet West gas zone. The difference between the best (Tango Energy) and the worst (Origin Energy) is approximately \$450 per annum.

55. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites in mid-January 2022 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.

56. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2.

FIGURE 11 | Ausnet West/Tru West gas zone: Lowest to highest annual bills (incl GST) for market offers January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum⁵⁷

 Tango Energy	\$1,208	 GloBird Energy	\$1,422	 Red Energy	\$1,554
 Covau	\$1,251	 Simply Energy	\$1,446	 AGL	\$1,608
 Alinta Energy	\$1,287	 EnergyAustralia	\$1,498	 1st Energy	\$1,617
 Kogan Energy	\$1,354	 LUMO Energy	\$1,509	 Origin Energy	\$1,658
 Powershop	\$1,355	 Momentum Energy	\$1,528		

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 \$1,015 per annum if switching to the best published market offer. Tango Energy is the retailer with the best market offer rates in this gas zone.

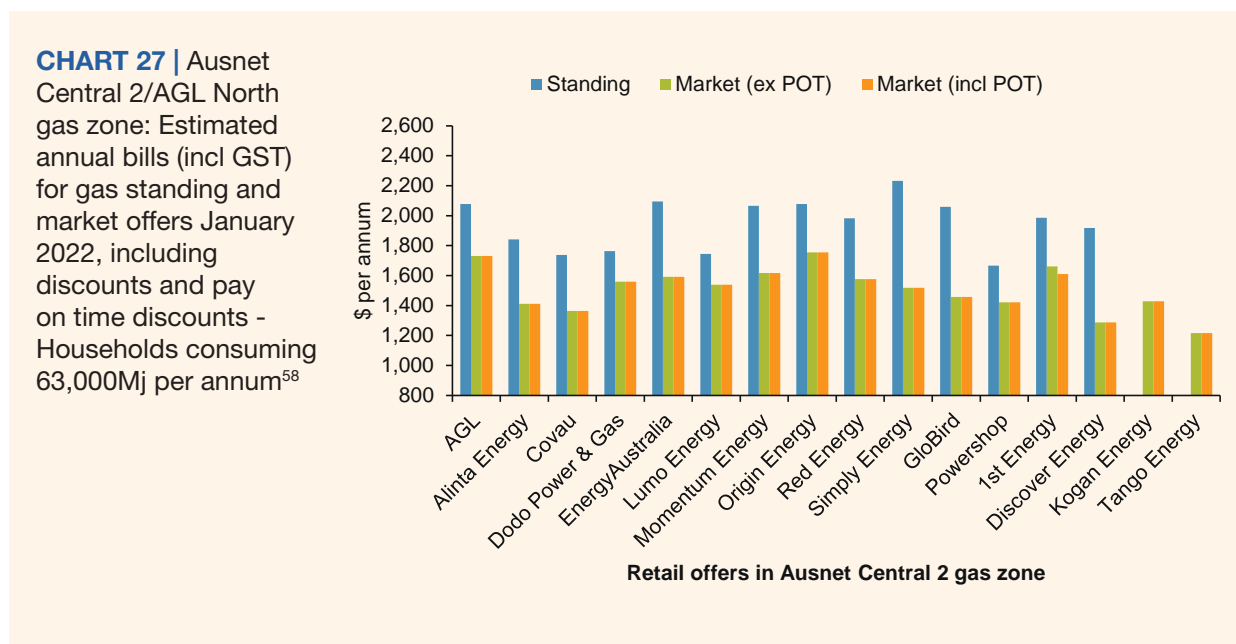


















Figure 12 below shows estimated annual bills for gas market offers post discounts in the Ausnet Central 2. The difference between the best (Tango Energy) and the worst (Origin Energy) is approximately \$540 per annum.

57. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites in mid-January 2022 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.

58. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2.

FIGURE 12 | Ausnet Central 2/AGL North gas zone: Lowest to highest annual bills (incl GST) for market offers January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum⁵⁹

 Tango Energy	\$1,216	 GloBird Energy	\$1,457	 Momentum Energy	\$1,616
 Discover Energy	\$1,288	 Simply Energy	\$1,518	 1st Energy	\$1,661
 Covau	\$1,364	 Lumo Energy	\$1,539	 AGL	\$1,730
 Alinta Energy	\$1,411	 Dodo Power & Gas	\$1,559	 Origin Energy	\$1,755
 Powershop	\$1,422	 Red Energy	\$1,577		
 Kogan Energy	\$1,429	 EnergyAustralia	\$1,592		

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 \$1,015 per annum if switching to the best published market offer. Tango Energy is again the retailer with the best market offer rates in this gas zone.

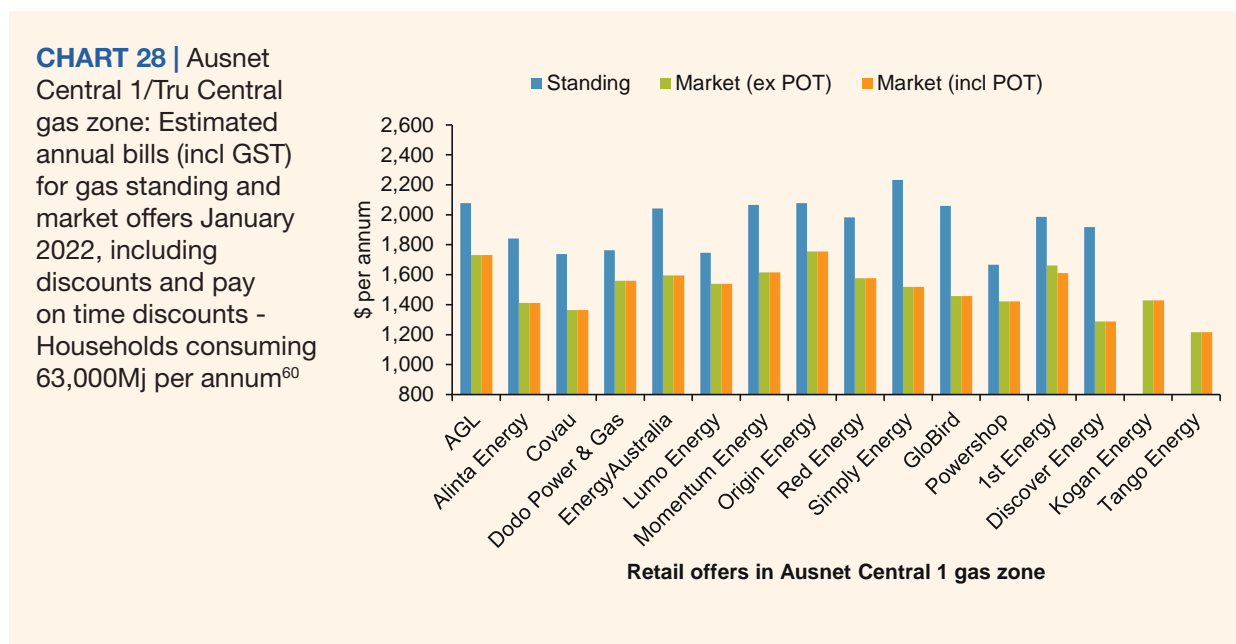


















Figure 13 below shows estimated annual bills for gas market offers post discounts in the Ausnet Central 1 gas zone. The difference between the best (Tango) and the worst (Origin) is approximately \$540 per annum.

59. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers' websites in mid-January 2022 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.

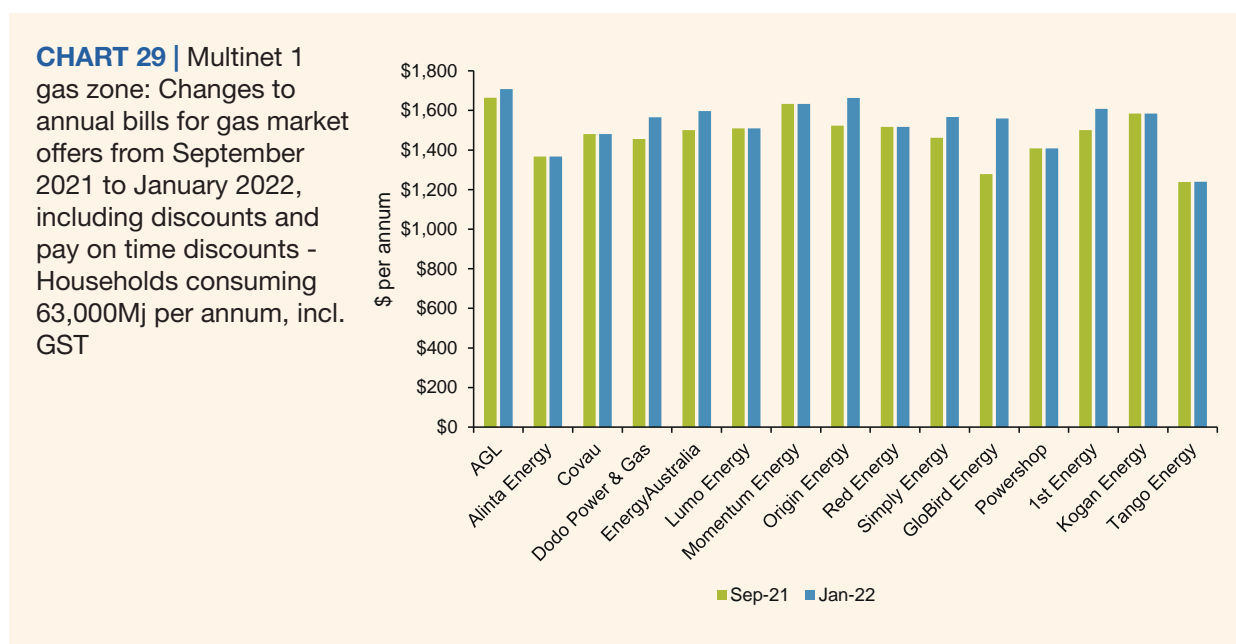
60. Discounts (excluding GST) have been applied to consumption and/or total bill as per offers listed in the table 2.

FIGURE 13 | Ausnet Central 1/Tru Central gas zone: Lowest to highest annual bills (incl GST) for market offers January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum⁶¹

 Tango Energy	\$1,216	 GloBird Energy	\$1,457	 Momentum Energy	\$1,616
 Discover Energy	\$1,288	 Simply Energy	\$1,518	 1st Energy	\$1,661
 Covau	\$1,364	 Lumo Energy	\$1,539	 AGL	\$1,730
 Alinta Energy	\$1,411	 Dodo Power & Gas	\$1,559	 Origin Energy	\$1,755
 Powershop	\$1,422	 Red Energy	\$1,577		
 Kogan Energy	\$1,429	 EnergyAustralia	\$1,595		

2.2.2 Changes to gas market offers

While around half of the retailers did not change their gas market offers in January 2022, the other half mostly increased their rates (the exception being Origin in the AGN pricing zones). GloBird, Dodo Power & Gas, Simply Energy, 1st Energy, Origin and Energy Australia are the retailers with some of the greatest price increases. Charts 29 – 36 below show retailers’ market offers (as annual bills) as of September 2021 and January 2022 for each gas zone.⁶²



61. Only retailers that offer stand-alone gas contracts have been included in this figure. These bill estimates are based on rates that were collected from the retailers’ websites in mid-January 2022 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.

62. We have compared price changes in January 2022 to September 2021 to keep it consistent with the comparison for electricity. Note that while electricity standing offers (the VDO) changed on 1 September 2021, the incumbent’s gas standing offers only changed in January 2021 and January 2022.

CHART 30 | Multinet 2 gas zone: Changes to annual bills for gas market offers from September 2021 to January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum, incl. GST

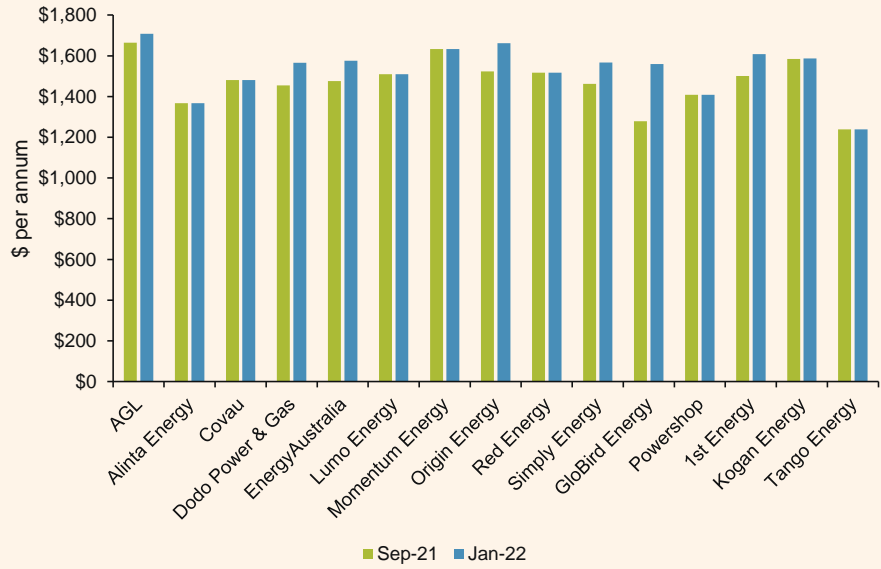


CHART 31 | AGN North gas zone: Changes to annual bills for gas market offers from September 2021 to January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum, incl. GST

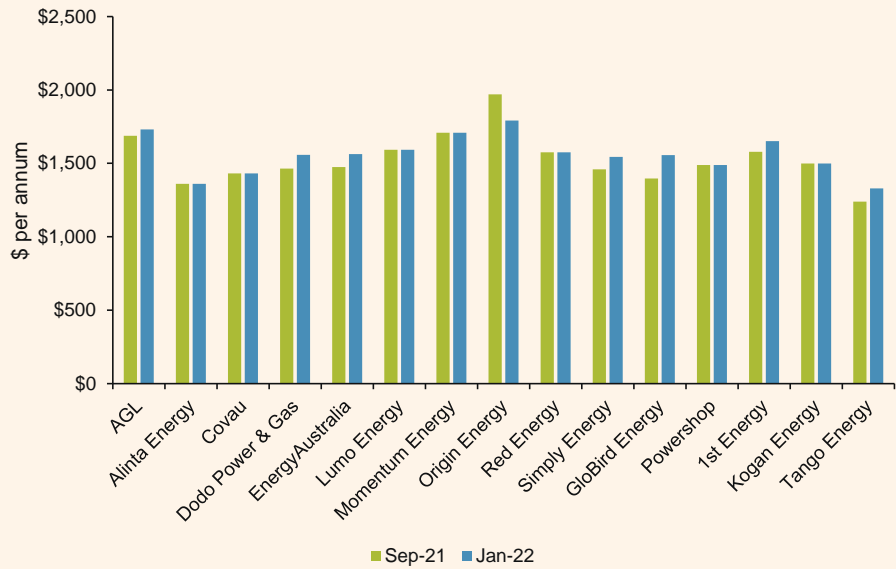


CHART 32 | AGN

Central 2 gas zone:
Changes to annual bills for gas market offers from September 2021 to January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum, incl. GST

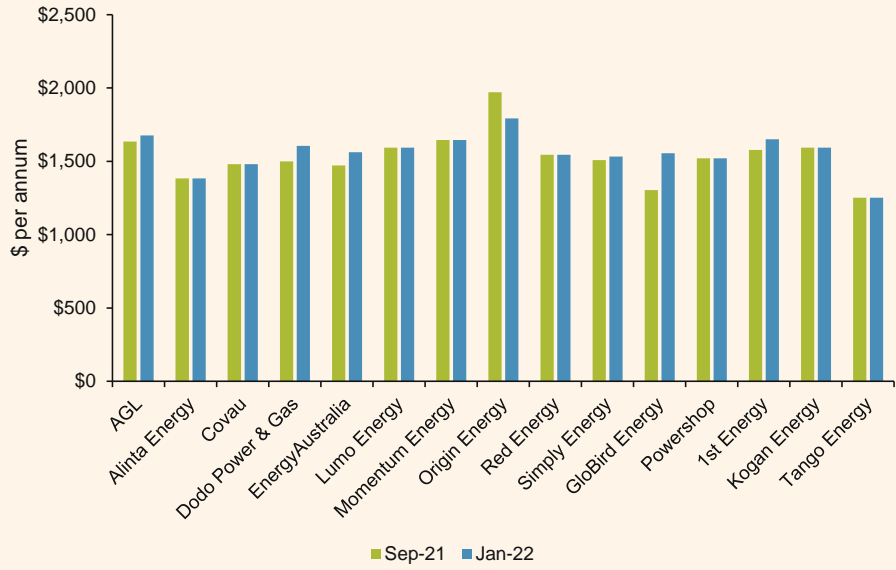


CHART 33 | AGN

Central 1 gas zone:
Changes to annual bills for gas market offers from September 2021 to January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum, incl. GST

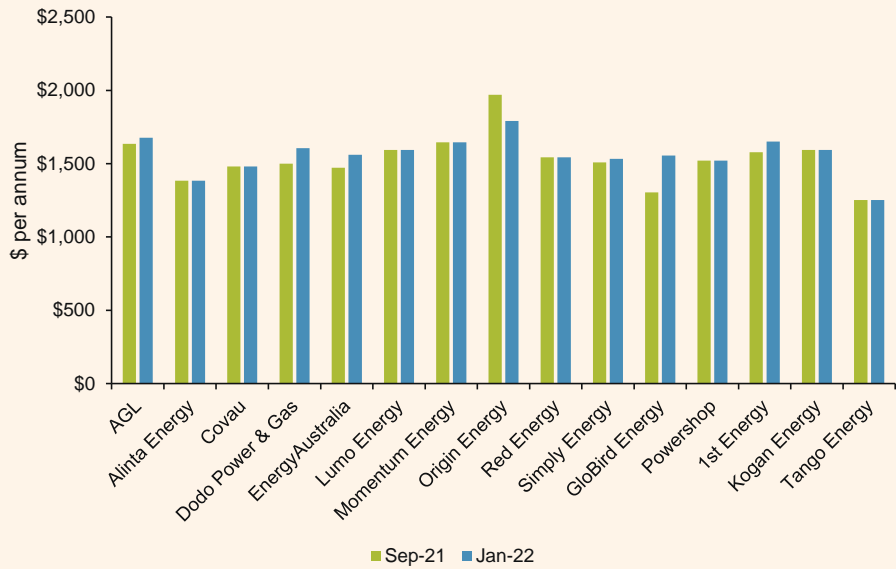


CHART 34 | Ausnet
West gas zone: Changes to annual bills for gas market offers from September 2021 to January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum, incl. GST

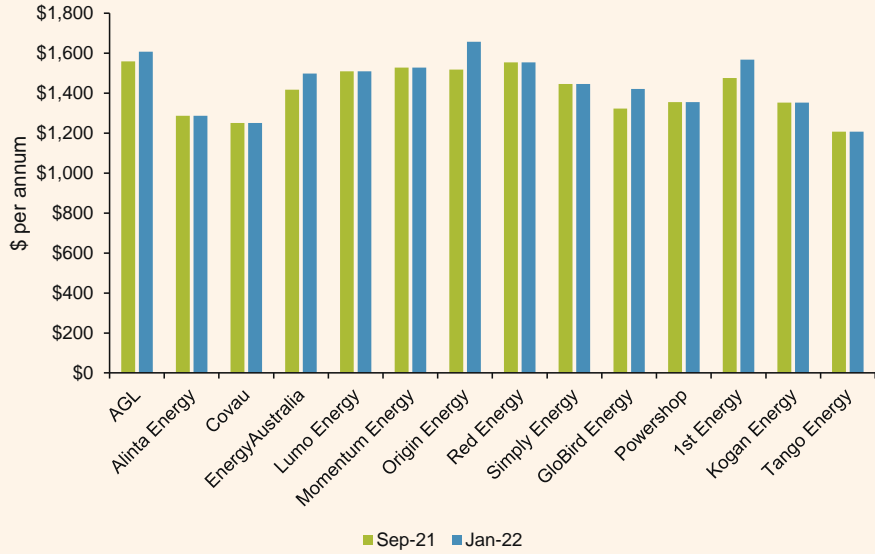
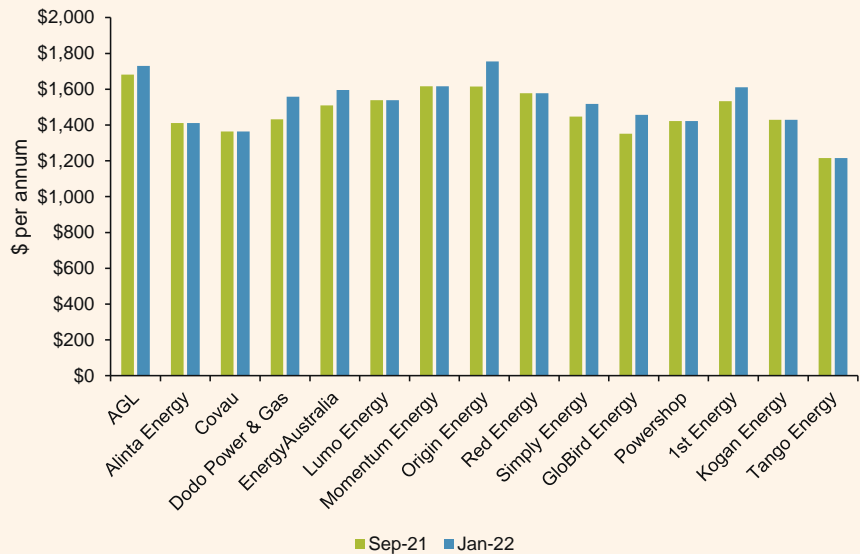


CHART 35 | Ausnet
Central 2 gas zone: Changes to annual bills for gas market offers from September 2021 to January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum, incl. GST



CHART 36 | Ausnet
Central 1 gas zone: Changes to annual bills for gas market offers from September 2021 to January 2022, including discounts and pay on time discounts - Households consuming 63,000Mj per annum, incl. GST



2.3 Solar market offers January 2022

- ▲ The maximum price-spread is around \$430 in Ausnet, \$280 in United Energy, \$235 in Jemena, \$230 in Powercor and \$220 in Citipower.⁶³
- ▲ Depending on network area, Melbourne solar customers with a 3kW system installed would on average pay between \$665 and \$690 less per annum compared to non-solar households.⁶⁴
- ▲ Non-metropolitan households would on average pay between \$745 and \$835 less per annum compared to non-solar households.⁶⁵

There are approximately 517,000 small to medium scale solar systems in Victoria.⁶⁶ 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.⁶⁷

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.⁶⁸

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.⁶⁹
- ▲ 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.⁷⁰
- ▲ 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.

63. 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.

64. *Ibid.*

65. *Ibid.*

66. Small scale is defined as systems up to 100 kW. Clean Energy Council, Clean Energy Australia Report 2021, 74

67. Approximately 88,000 households, small businesses and community groups are on the PFIT scheme and the 60 cents rate is set to last until 2024 see <http://delwp.vic.gov.au/energy/electricity/victorian-feed-in-tariff/closed-feed-in-tariff-schemes/premium-feed-in-tariff>

68. 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.

69. These figures are based analysis presented in a report for the Alternative Technology Association (ATA) by Alvis Consulting (Alvis Consulting, Retail Offers and Market Transparency for New Solar Customers, June 2013).

70. *Ibid.*

TABLE 3 | Retailers' FIT rates⁷¹

Retailer	Offer	FIT rate (c/kWh)
1st Energy	Solar Bonus	11.7
CovaU	Super Saver Plus Solar	10.2
Momentum Energy	Solar Step Up	10
Origin Energy	Solar Boost	10
ReAmped Energy	Solar	9.1
Dodo Power & Gas	Market offer	8
Red Energy	Living Energy Saver	8
OVO Energy	The One Plan	8
EnergyAustralia	Total Plan Home	7.1
Diamond Energy	Renewable Saver POT	7
Energy Locals	Online Member	7
AGL	Flexible Saver	6.7
Alinta Energy	Home Deal	6.7
GloBird Energy	IdeaSave	6.7
Lumo Energy	Value	6.7
Tango Energy	Home Select	6.7
Powerdirect	Rate Saver	6.7
Powershop	Carbon Neutral	6.7
Simply Energy	Blue Perks	6.7
Sumo Power	Assure	6.7
Powerclub	Powerbank Home	6.7
Amber Electric	Amber Plan	6.7
Kogan Energy	Free Kogan First Membership	6.7
Q Energy	MiniMe	6.7
Discover Energy	Smart Saver	6.7

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 \$640 and that is around \$665 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 \$890.

Melbourne (Citipower) solar customers with 3 kW systems (and this consumption level) would be approximately \$220 per annum better off on Kogan Energy's offer compared to Amber Electric's.

Chart 37 also shows that 1st Energy, CovaU, Momentum, Origin Energy and ReAmped Energy produce annual bills that are above the average for 1.5 kW systems despite having some of the highest FIT rates (11.7, 10.2, 10, 10 and 9.1 c/kWh respectively). This highlights the importance of solar customers not choosing retail offers based on FIT rates alone.

71. Note that Origin Energy has a higher FIT rate (10c/kWh) that applies to the first 1274 kWh exported each quarter. Any export above that attracts a FIT rate of 6.7c.

CHART 37 | Annual bills including discounts and FIT credits for Melbourne/ Citipower customers with 3 kW and 1.5 kW solar systems. Electricity offers in January 2022 as annual bills, Single rate, 4,800kWh (GST inc).⁷²

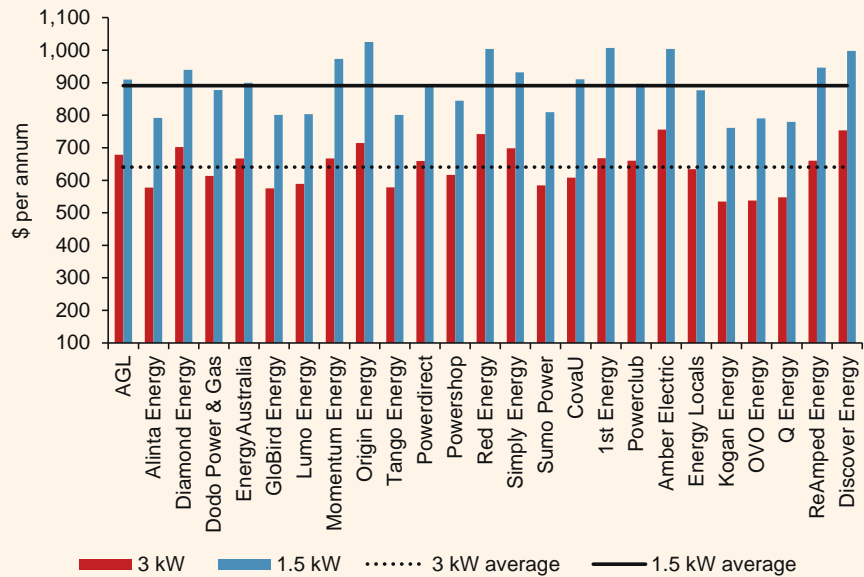


Chart 38 below shows annual bills for Melbourne solar customers in the Jemena network. It shows that for this consumption level, the average market offer bill for households in this area with a 3kW system installed is around \$655 and that is around \$690 less than the average market offer bill for non-solar customers (see section 2.1.1 above). Households with a 1.5 kW system installed will have an annual bill of \$910.

CHART 38 | Annual bills including discounts and FIT credits for Melbourne/ Jemena customers with 3 kW and 1.5 kW solar systems. Electricity offers in January 2022 as annual bills, Single rate, 4,800kWh (GST inc).⁷³

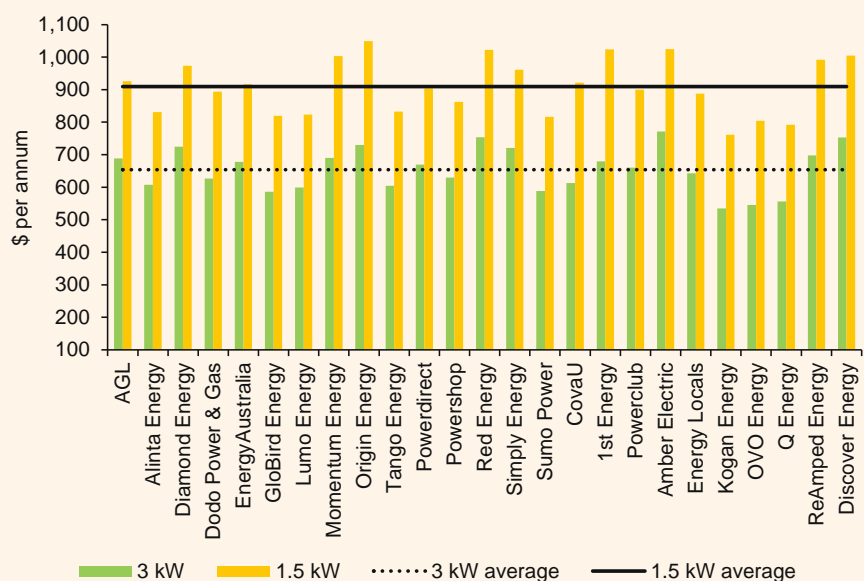
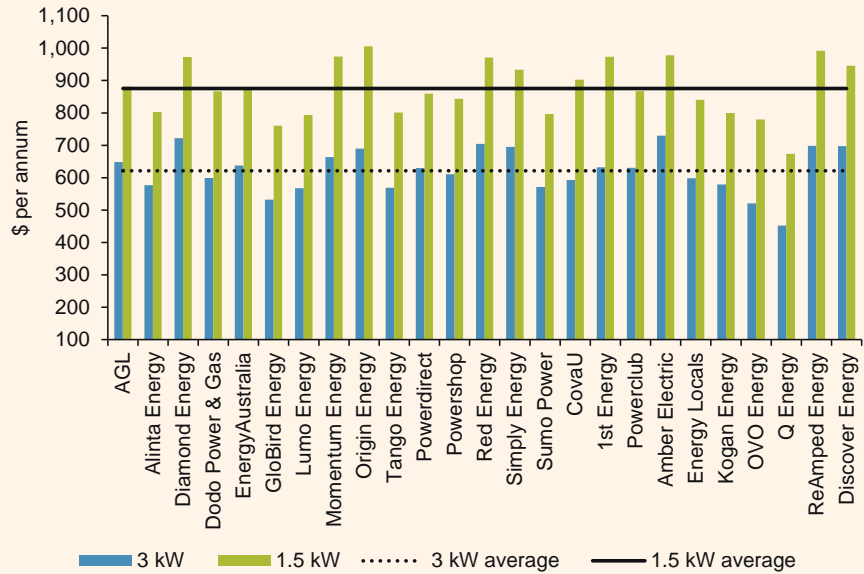


Chart 39 below shows annual bills for Melbourne solar customers in the United Energy network. It shows that for this consumption level, the average market offer bill for households in this area with a 3kW system installed is \$620 and that is \$680 less than the average market offer bill for non-solar customers (see section 2.1.1 above). Households with a 1.5 kW system installed will have an annual bill of around \$875.

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

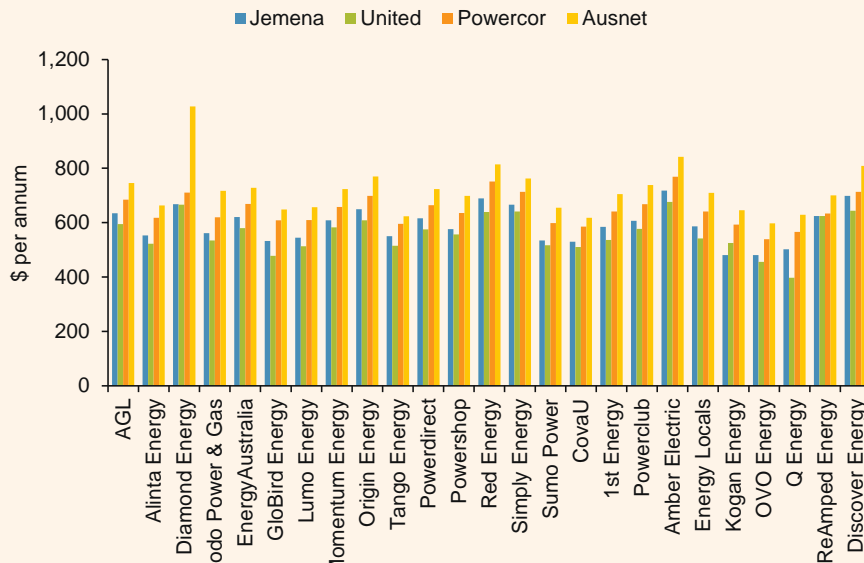
73. *Ibid.*

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 in January 2022 as annual bills, Single rate, 4,800kWh (GST inc).⁷⁴



Homes outside Melbourne’s metropolitan area will typically have less overshadowing and therefore a higher generation capacity and export rate. Chart 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 \$595 in Jemena, \$560 in United, \$645 in Powercor and \$715 in Ausnet. The average annual bill is \$745 to \$835 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 in January 2022 as annual bills, Single rate, 4,800kWh (GST inc).⁷⁵



Figures 14 - 18 below show estimated annual bills for solar market offers including FIT and discounts for Melbourne customers in Citipower, Jemena and United Energy’s networks and non-metropolitan customers in the Powercor and Ausnet networks (all based on 3 kW systems).⁷⁶ The maximum price-spread is around \$430 in Ausnet, \$280 in United Energy, \$235 in Jemena, \$230 in Powercor and \$220 in Citipower.

74. *Ibid.*

75. *Ibid.*

76. These bill estimates are based on rates that were collected from the retailers’ websites in mid-January 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 | Lowest to highest annual bills (incl GST) for solar market offers in January 2022 in the Citipower network


	Kogan Energy	\$535		Dodo Power & Gas	\$613		AGL	\$679
	OVO Energy	\$538		Powershop	\$616		Simply Energy	\$699
	Q Energy	\$547		Energy Locals	\$634		Diamond Energy	\$703
	GloBird Energy	\$575		Powerdirect	\$659		Origin Energy	\$714
	Alinta Energy	\$577		ReAmped Energy	\$660		Red Energy	\$742
	Tango Energy	\$578		Powerclub	\$660		Discover Energy	\$753
	Sumo Power	\$584		EnergyAustralia	\$667		Amber Electric	\$756
	Lumo Energy	\$589		Momentum Energy	\$667			
	CovaU	\$608		1st Energy	\$668			

FIGURE 15 | Lowest to highest annual bills (incl GST) for solar market offers in January 2022 in the Jemena network


























	Kogan Energy	\$535		Dodo Power & Gas	\$626		ReAmped Energy	\$698
	OVO Energy	\$545		Powershop	\$630		Simply Energy	\$720
	Q Energy	\$556		Energy Locals	\$643		Diamond Energy	\$725
	GloBird Energy	\$586		Powerclub	\$660		Origin Energy	\$730
	Sumo Power	\$588		Powerdirect	\$669		Discover Energy	\$753
	Lumo Energy	\$599		EnergyAustralia	\$678		Red Energy	\$753
	Tango Energy	\$604		1st Energy	\$679		Amber Electric	\$771
	Alinta Energy	\$607		AGL	\$689			
	CovaU	\$613		Momentum Energy	\$690			

FIGURE 16 | Lowest to highest annual bills (incl GST) for solar market offers in January 2022 in the *United Energy* network


























	Q Energy	\$452		Energy Locals	\$598		Origin Energy	\$689
	OVO Energy	\$520		Dodo Power & Gas	\$599		Simply Energy	\$695
	GloBird Energy	\$532		Powershop	\$610		Discover Energy	\$697
	Lumo Energy	\$568		Powerdirect	\$629		ReAmped Energy	\$698
	Tango Energy	\$569		Powerclub	\$631		Red Energy	\$704
	Sumo Power	\$571		1st Energy	\$632		Diamond Energy	\$722
	Alinta Energy	\$577		EnergyAustralia	\$637		Amber Electric	\$730
	Kogan Energy	\$579		AGL	\$649			
	CovaU	\$593		Momentum Energy	\$663			

FIGURE 17 | Lowest to highest annual bills (incl GST) for solar market offers in January 2022 in the *Powercor* network



































	OVO Energy	\$539		Dodo Power & Gas	\$620		AGL	\$685
	Q Energy	\$566		ReAmped Energy	\$633		Origin Energy	\$698
	CovaU	\$585		Powershop	\$635		Diamond Energy	\$710
	Kogan Energy	\$593		1st Energy	\$641		Simply Energy	\$713
	Tango Energy	\$596		Energy Locals	\$641		Discover Energy	\$713
	Sumo Power	\$598		Momentum Energy	\$658		Red Energy	\$751
	GloBird Energy	\$608		Powerdirect	\$664		Amber Electric	\$768
	Lumo Energy	\$610		Powerclub	\$668			
	Alinta Energy	\$618		EnergyAustralia	\$669			

FIGURE 18 | Lowest to highest annual bills (incl GST) for solar market offers in January 2022 in the Ausnet network

	OVO Energy	\$597		Powershop	\$698		AGL	\$745
	CovaU	\$618		ReAmped Energy	\$700		Simply Energy	\$762
	Tango Energy	\$623		1st Energy	\$705		Origin Energy	\$770
	Q Energy	\$629		Energy Locals	\$709		Discover Energy	\$809
	Kogan Energy	\$646		Dodo Power & Gas	\$717		Red Energy	\$814
	GloBird Energy	\$648		Powerdirect	\$723		Amber Electric	\$842
	Sumo Power	\$655		Momentum Energy	\$724		Diamond Energy	\$1,027
	Lumo Energy	\$656		EnergyAustralia	\$728			
	Alinta Energy	\$663		Powerclub	\$738			

3. Network charges

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

3.1 Electricity network charges

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

Chart 41 below shows annual NUOS charges from January 2008 to January 2022 and that the maximum difference to the NUOS (for this consumption level) is currently around \$200 per annum compared to \$100 in 2008. In July 2021, the NUOS decreased in all network areas. The greatest decrease was in the United Energy network (18%) and the smallest decrease was in Citipower (8%).

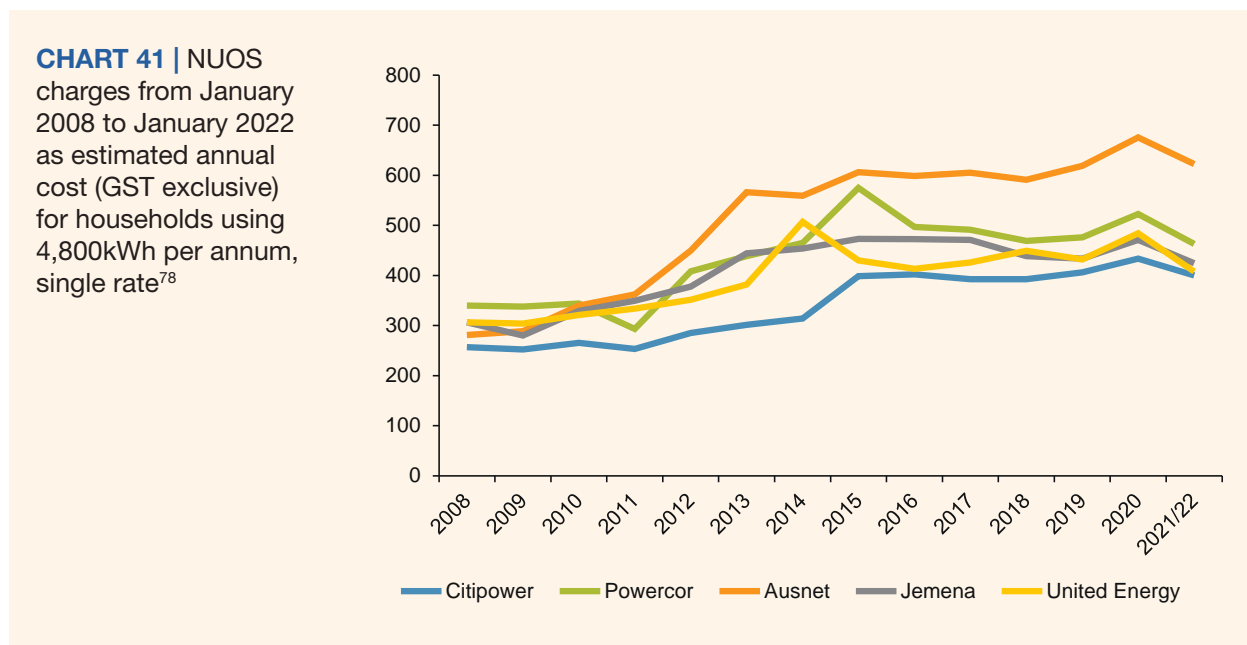
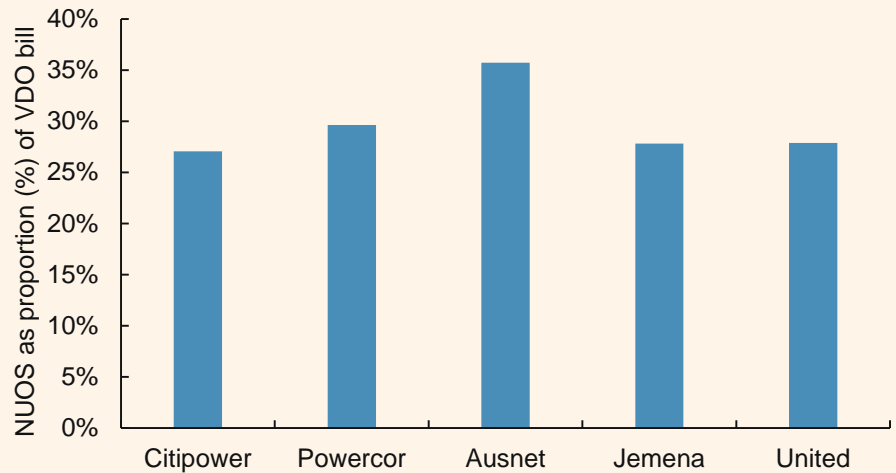


Chart 42 below looks at NUOS charges as a proportion of total bill. It is based on the VDO as of January 2022 and it shows that the NUOS proportion of electricity bills is greatest in the Ausnet network (36%) and lowest in Citipower (27%).

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

78. The annual NUOS charges have been calculated by allocating 1,200kWh per quarter (again based on annual consumption of 4,800kWh) to the step charges stipulated in the NUOS. The annual NUOS cost also includes fixed charges. Note that as United Energy’s NUOS charge has been a seasonal tariff over the last four years, the United Energy consumption used in these calculations is thus based on a proportional allocation of a 5 month summer tariff and a 7 month non-summer (off-peak) rate.

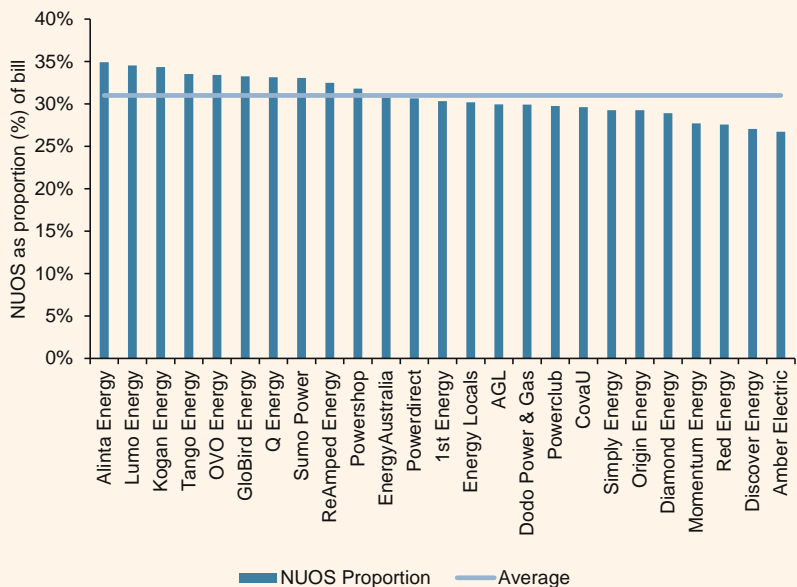
CHART 42 | NUOS charges (excl GST) as proportion (%) of annual VDO electricity retail bill (incl. GST) as of January 2022, 4,800kWh per annum, single rate



For market offers, the NUOS proportion varies significantly between retailers. On average (across all retailers’ market offers), the NUOS proportion of the total bill is 40% in Ausnet, 33% in Powercor, 32% in Jemena and in United Energy and 31% Citipower.⁷⁹ That is slightly higher proportions compared to the VDO.

Charts 43 – 47 below show the NUOS proportion of bills for market offers post January 2022 in each of the five network areas. It shows that bills from Amber Electric have the lowest NUOS proportion in all five networks areas while Kogan, Lumo and Tango’s bills in the Ausnet network have the highest NUOS proportion at 44%. See chart 45 below.

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 January 2022, 4,800kWh per annum, single rate



79. 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 January 2022, 4,800kWh per annum, single rate

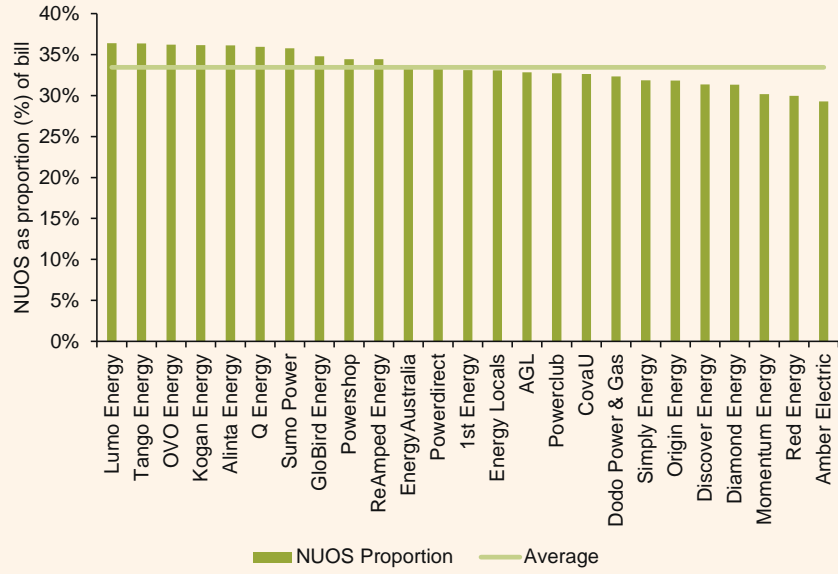


CHART 45 | Ausnet network - NUOS charges (excl GST) as proportion (%) of annual retail bill (incl. GST) for electricity market offers (including guaranteed and pay on time discounts) post January 2022, 4,800kWh per annum, single rate

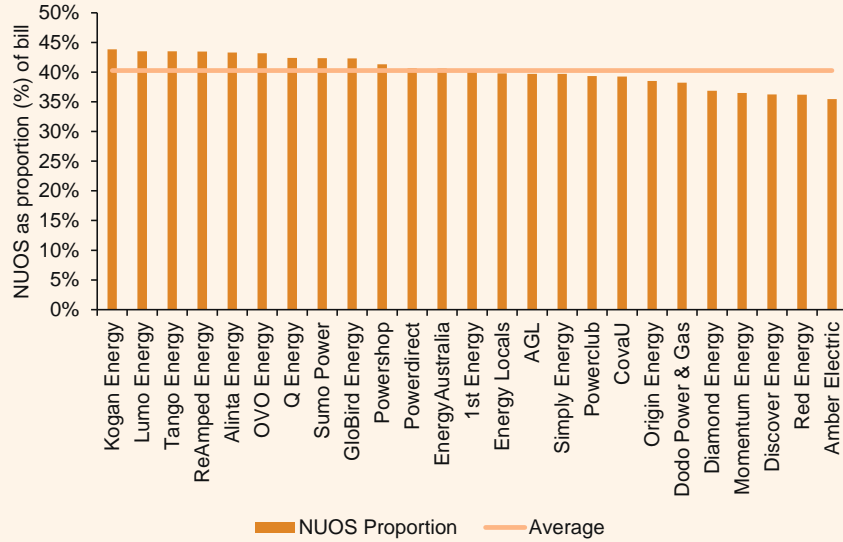


CHART 46 | Jemena network - NUOS charges (excl GST) as proportion (%) of annual retail bill (incl. GST) for electricity market offers (including guaranteed and pay on time discounts) post January 2022, 4,800kWh per annum, single rate

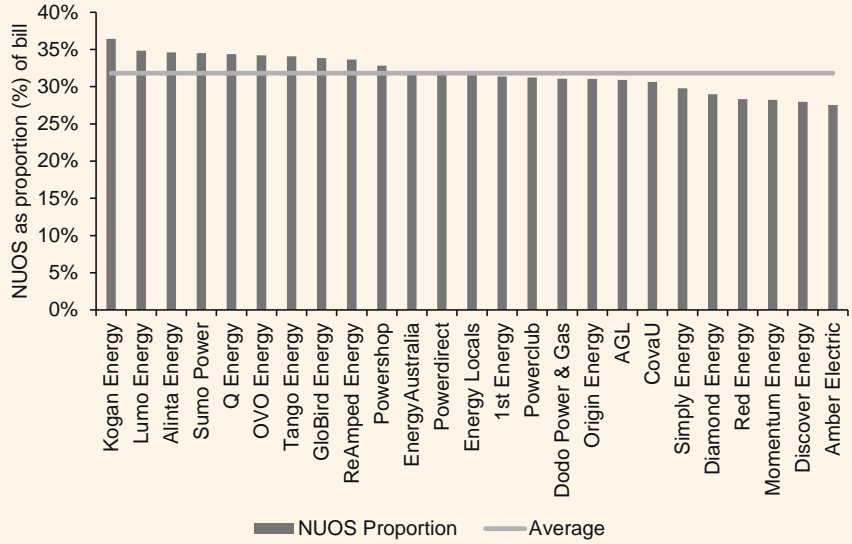
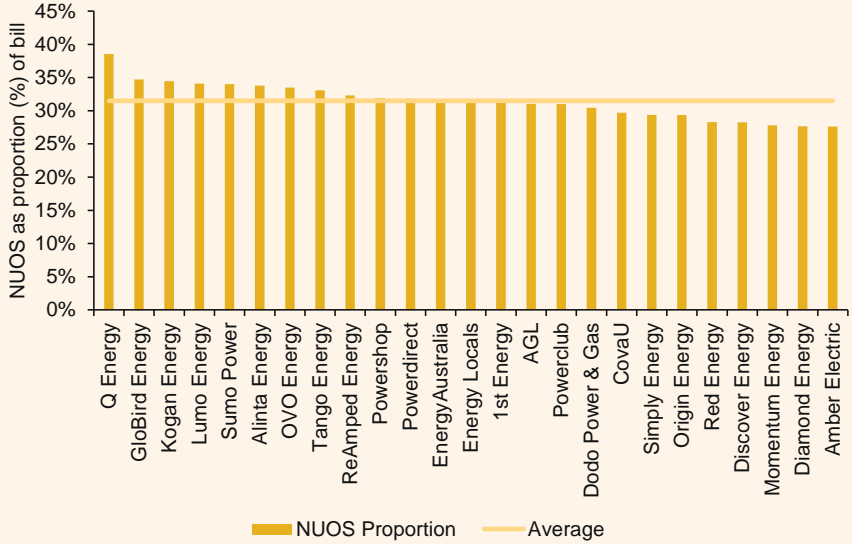
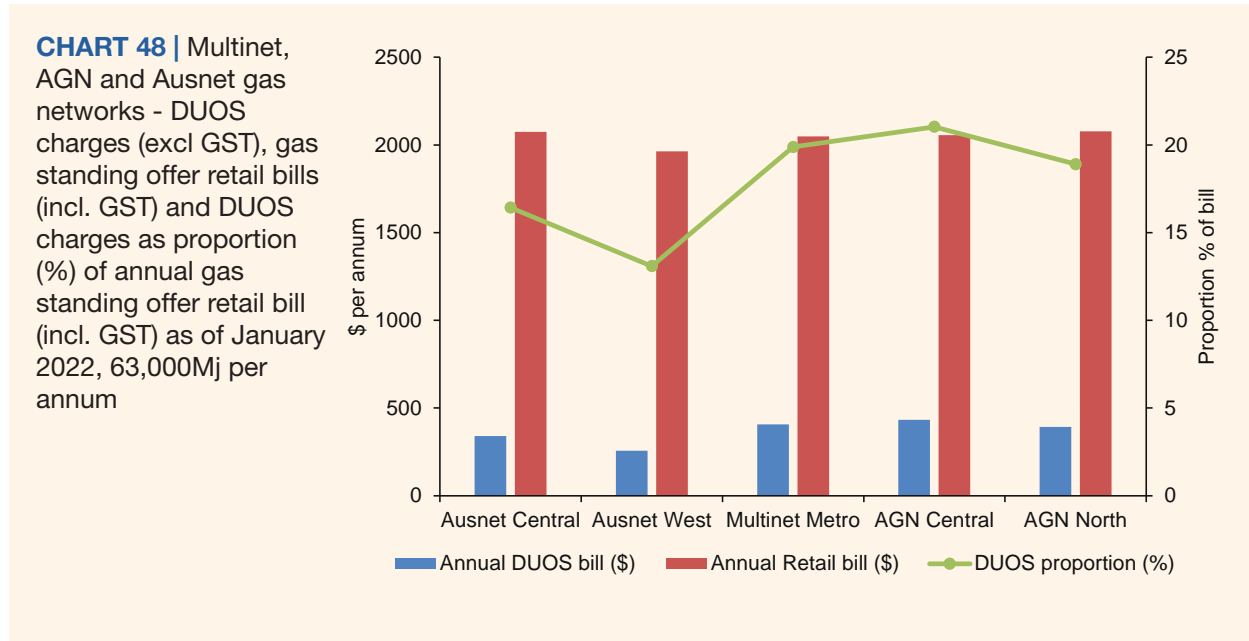


CHART 47 | United Energy network - NUOS charges (excl GST) as proportion (%) of annual retail bill (incl. GST) for electricity market offers (including guaranteed and pay on time discounts) post January 2022, 4,800kWh per annum, single rate

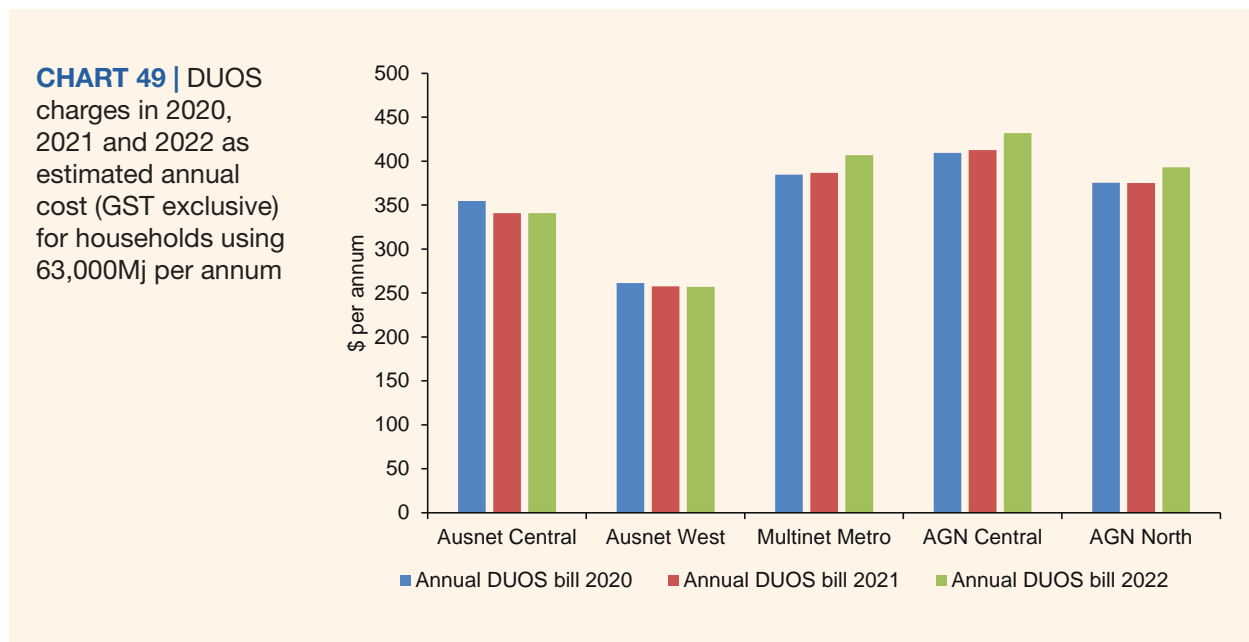


3.2 Gas network charges

The Victorian gas distributors (AGN, Ausnet and Multinet) introduce new Distribution Use of System (DUOS) charges as of 1 January every year. A recent addition to the Tariff-Tracking project has been to analyse changes to gas DUOS charges. The current DUOS charge for households using 63,000 Mj is between \$255 and \$430 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 13 and 21%.⁸⁰



In January 2022, gas DUOS charges increased by around 5% in the Multinet and the AGN pricing zones while they remained unchanged in the Ausnet pricing zones. Chart 49 below shows annual DUOS costs for each pricing zone in January 2020, 2021 and 2022.



80. Based on the incumbent retailers's (AGL, Energy Australia and Origin) average gas standing offer as of January 2022. Presented as annual bills for households using 63,000 MJ 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.⁸¹ The analysis presented in this section shows that while the new VDO has reduced electricity bills for standing offer customers across Victoria, the recent increases to gas prices have still resulted in an overall increase to energy costs for dual fuel households.

TABLE 4 | Electricity VDO price changes (average) by area September 2021 to January 2022⁸²

Area	Annual bill change since September 2021		Percentage change	
Inner city and Eastern suburbs (Citipower)	-\$40		-3%	
Outer Western suburbs and Western Victoria (Powercor)	-\$55	-\$90*	-3%	-4%*
Outer Northern and Eastern suburbs and Eastern Victoria (SP Ausnet)	-\$55	-\$85*	-3%	-4%*
Inner West and Northern suburbs (Jemena)	-\$60		-4%	
Outer South Eastern suburbs and Mornington Peninsula (United Energy)	-\$80		-5%	

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

TABLE 5 | Gas standing offer price changes (average) by area from January 2021 to January 2022⁸³

Area	Annual bill change since January 2021	Percentage change
Eastern and South Eastern suburbs (Multinet 1/Origin Metro zone)	\$150	8%
Bayside and outer South Eastern suburbs (Multinet 2/AGL South zone)	\$155	8%
Northern and North Eastern Victoria (AGN North/Origin North zone)	\$140	7%
CBD, inner city and North Eastern suburbs (AGN Central 2/TRU East zone)	\$140	7%
Frankston, Mornington Peninsula and Gippsland (AGN Central 1/Origin South East zone)	\$140	7%
Macedon Ranges, Bendigo, Ballarat and Western Victoria (Ausnet West/TRU West zone)	\$140	8%
Western and North Western suburbs (Ausnet Central 2/AGL North zone)	\$140	7%
Outer Western suburbs, Geelong and Bellarine Peninsula (Ausnet Central 1/TRU Central zone)	\$135	7%

81. The figures in tables 4 - 7 are based on the VDO for electricity and the incumbent retailers' average standing offer for gas. 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). To calculate the changes to gas standing offers we have used the average of the incumbent retailers' standing offer rates rather than the average of all standing offers. This was done because the vast majority of customers on the standing offer are with the incumbents (AGL, Origin and Energy Australia). Furthermore, as discussed above, market offers do generally reflect the increases to the standing offers.

82. The previous VDO took effect on 1 September 2021

83. Note that while electricity standing offers (the VDO) changed on 1 September 2021, the incumbent's gas standing offers only changed in January 2021 and January 2022.

TABLE 6 | Annual electricity bill by area. Based on the VDO, January 2022

Area	Avg. annual bill	
Inner city and Eastern suburbs (Citipower)	\$1,480	
Outer Western suburbs and Western Victoria (Powercor)	\$1,565	\$1,915*
Outer Northern and Eastern suburbs and Eastern Victoria (SP Ausnet)	\$1,740	\$2,155*
Inner West and Northern suburbs (Jemena)	\$1,525	
Outer South Eastern suburbs and Mornington Peninsula (United Energy)	\$1,465	

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

TABLE 7 | Average annual gas bill by area. Based on standing offers January 2022

Area	Avg. annual bill
Eastern and South Eastern suburbs (Multinet 1/Origin Metro zone)	\$2,050
Bayside and outer South Eastern suburbs (Multinet 2/AGL South zone)	\$2,045
Northern and North Eastern Victoria (AGN North/Origin North zone)	\$2,075
CBD, inner city and North Eastern suburbs (AGN Central 2/TRU East zone)	\$2,055
Frankston, Mornington Peninsula and Gippsland (AGN Central 1/Origin South East zone)	\$2,055
Macedon Ranges, Bendigo, Ballarat and Western Victoria (Ausnet West/TRU West zone)	\$1,965
Western and North Western suburbs (Ausnet Central 2/AGL North zone)	\$2,085
Outer Western suburbs, Geelong and Bellarine Peninsula (Ausnet Central 1/TRU Central zone)	\$2,065

4.1 Inner city, inner North and Eastern suburbs

Dual fuel standing offer customers in Melbourne (CBD), Brunswick, Carlton, Fitzroy, Northcote, Richmond and Collingwood have the highest average annual combined energy bills in this area, at approximately \$3,535.

In this area, the new VDO has decreased electricity bills by \$40 for standing offer 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 \$140 over the same period.



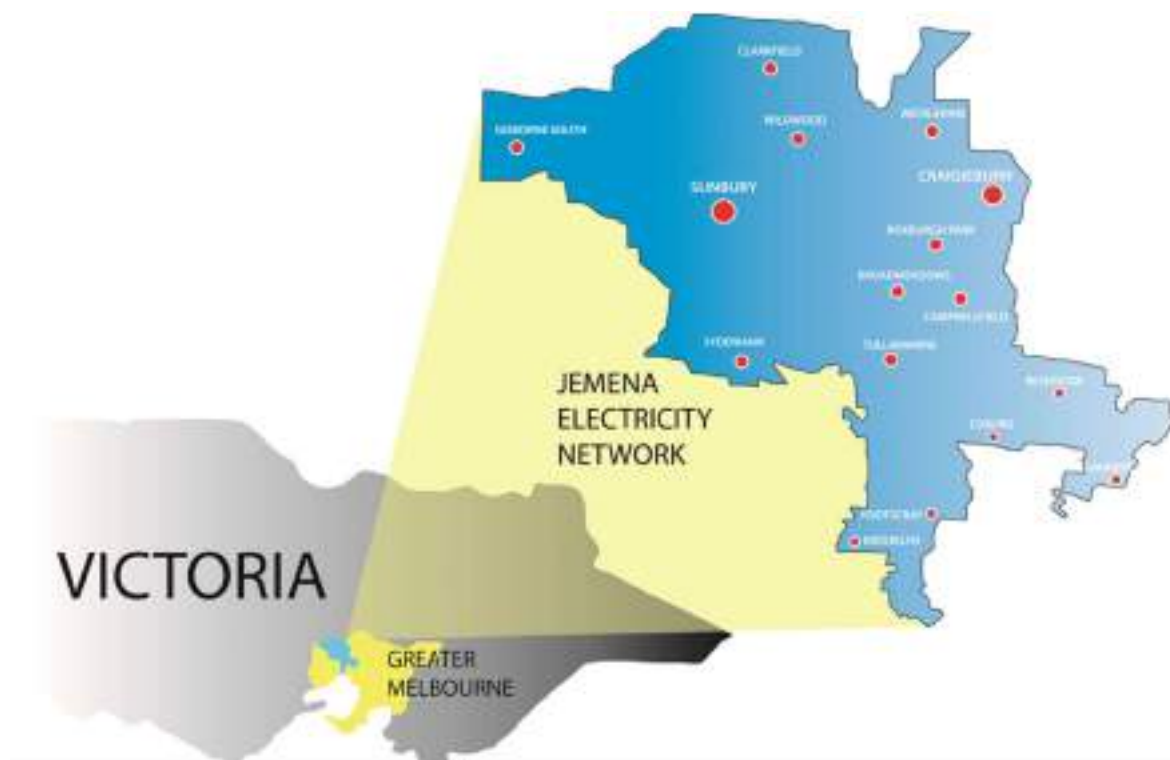
- ▲ Households with an average consumption of electricity and gas in Melbourne (CBD), Brunswick, Carlton, Fitzroy, Northcote, Richmond and Collingwood will typically receive an increase in *energy costs* of \$95 compared to last year.⁸⁴
- ▲ Households with an average consumption of electricity and gas 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 \$110 compared to last year.⁸⁵
- ▲ 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 a increase in *energy costs* of \$115 compared to last year.⁸⁶

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

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

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

4.2 Inner West and North Western Suburbs



Dual fuel standing offer customers in the suburbs of Footscray, Yarraville, Williamstown, Flemington, Moonee Ponds, Broadmeadows, Coolaroo, Braybrook and Sydenham have the highest average annual combined energy bills in this area, at \$3,610.

In this area, the new VDO has decreased electricity bills by \$60 for standing offer customers with an annual consumption of 4,800 kWh. Households in the Ausnet Central 2 (Western and North Western suburbs) have experienced an increase in gas prices of approximately \$140 over the same period.

- ▲ Households with an average consumption of electricity and gas in Footscray, Yarraville, Williamstown, Flemington, Moonee Ponds, Broadmeadows, Coolaroo, Braybrook and Sydenham will typically receive an increase in *energy costs* of \$80 compared to last year.⁸⁷
- ▲ Households with an average consumption of electricity and gas in Heidelberg, Fairfield, Ivanhoe, Bundoora, Thomastown, Preston, Reservoir will typically receive an increase in *energy costs* of \$80 compared to last year.⁸⁸

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

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

4.3 South Eastern suburbs and Mornington Peninsula



Dual fuel standing offer 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 \$3,520.

In this area, the new VDO has decreased electricity bills by \$80 for standing offer customers with an annual consumption of 4,800 kWh. Households in the Multi 1 gas zone (Eastern suburbs) have experienced an increase in gas prices of close to \$150 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 \$75 compared to last year.⁸⁹
- ▲ 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 \$55 compared to last year.⁹⁰
- ▲ 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 \$70 compared to last year.⁹¹

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

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

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

4.4 Outer Western suburbs and Western Victoria

Dual fuel standing offer customers in Northern Victorian towns such as Echuca, Shepparton and Heathcote have the highest average annual combined energy bills in this area, at approximately \$3,640. For all-electric households, the average annual energy bill is of \$1,915.

For all-electric households in this area, the new VDO has decreased electricity bills by \$90 for standing offer customers with an annual consumption of 7,000 kWh.⁹² For dual fuel households the bills have decreased by approximately \$55 over the last year (based on average consumption of 4800kWh).

For average consumption dual fuel households, the total *energy cost* increase is \$85 in:

- ▲ Hoppers Crossing, Werribee, Geelong region and on the Bellarine peninsula.⁹³
- ▲ Macedon, Kyneton, Ballarat, Colac, Warrnambool, Portland, Hamilton, Horsham, Ararat and Daylesford.⁹⁴
- ▲ Northern Victorian towns such as Echuca, Shepparton and Heathcote.⁹⁵



92. 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).

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

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

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

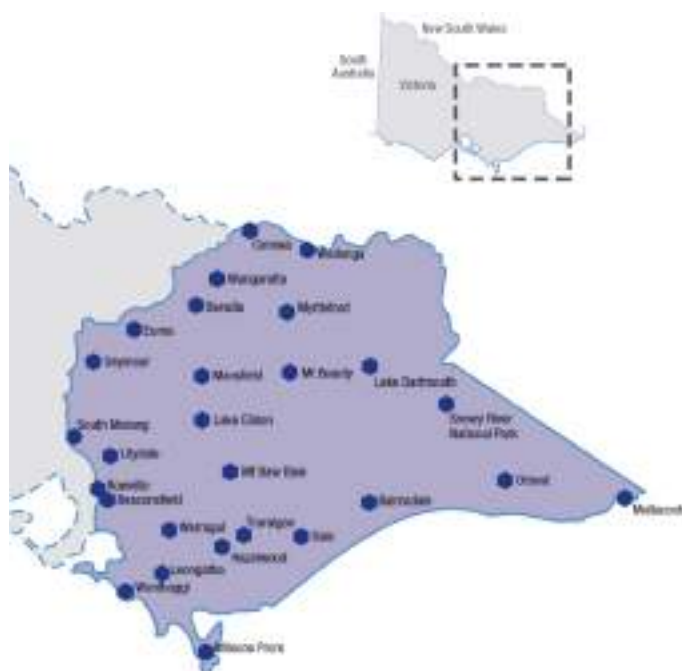
4.5 Outer Northern and Eastern suburbs and Eastern Victoria

Dual fuel standing offer customers Kilmore, Seymour, Violet Town, Nagambie, Wangaratta, Chiltern and Wodonga have the highest average annual combined energy bills in this area, at approximately \$3,735, the highest of all Victoria. For all-electric households, the average annual energy bill is of \$2,240.

For all-electric households in this area, the new VDO has decreased electricity bills by \$85 for standing offer customers with an annual consumption of 7,000 kWh.⁹⁶ For dual fuel households the bills have decreased by approximately \$55 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:

- ▲ \$100 for average consumption households in the Outer Northern and Eastern suburbs of Warrandyte, Ringwood, Chirnside Park and the area around Mount Dandenong.⁹⁷
- ▲ \$85 for average consumption households in Kilmore, Seymour, Violet Town, Nagambie, Wangaratta, Chiltern and Wodonga.⁹⁸
- ▲ \$85 for average consumption households in the La Trobe Valley and Sale in the Gippsland region.⁹⁹



96. 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).

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

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

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