
SEQ retail electricity market monitoring 2022–23: Appendices

December 2023

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APPENDIX A: BILLS IN EACH QUARTER OF 2022–23

A.1 Annual bills based on plans available in each quarter

Chapter 2 of our market monitoring report for 2022–23 sets out the methodology we used to calculate annual bills for a typical south-east Queensland (SEQ) customer. In this appendix, we present annual bills based on the plans available in each quarter of 2022–23. Standing offer prices are capped by the default market offer (DMO) that the Australian Energy Regulator (AER) sets annually.¹ As such, standing offer prices cannot react to changes in market conditions in the same way as market offer prices do. Therefore, we only present quarterly changes in market offer bills for each of the five tariffs and tariff combinations we report on.

A.2 Residential flat rate offers

Standing offer bills were not always higher than market offer bills in 2022–23. During the year, for a typical SEQ residential flat rate customer:

- standing offer bills ranged from \$1,265 (Glow Power) to \$1,790 (Next Business Energy)
- market offer bills ranged from \$863 (AGL) to \$3,000 (Radian Energy).

The tables in this section show the bills, by retailer, for each quarter of 2022–23.

A.2.1 Bills in the September quarter of 2022

In the September quarter, 30 retailers had plans for the residential flat rate tariff on Energy Made Easy—and of these retailers, 27 had a standing offer, and 20 had at least one market offer.

Table A1 Annual bills for a typical residential flat rate customer, September quarter 2022

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,489	—	—	—
AGL	1,344	1,243	863	1,492
Alinta Energy	1,488	1,428	1,354	1,484
Amber Electric	1,510	1,625	1,359	1,890
Circular Energy	1,532	—	—	—
CovaU	1,482	2,003	1,978	2,028
Diamond Energy	1,455	1,426	1,426	1,426
Dodo Power & Gas	1,479	—	—	—
Electricity in a Box	—	1,487	1,487	1,487
Elysian Energy	1,433	—	—	—
Energy Locals	1,497	1,492	1,358	1,631
EnergyAustralia	1,311	1,474	1,459	1,484
Future X Power	1,338	—	—	—
GloBird Energy	1,487	2,377	1,880	3,155
Glow Power	1,265	—	—	—
Kogan Energy	—	1,435	1,376	1,494
Momentum Energy	1,486	—	—	—
Nectr	1,482	1,413	1,344	1,482
Origin Energy	1,490	1,417	1,341	1,490
Ovo Energy	1,480	1,425	1,360	1,480
Powerdirect	1,344	—	—	—
Powershop	1,494	1,412	1,375	1,430

¹ The AER is not required to set a DMO for small business time-of-use plans.

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
Radian Energy	—	2,814	2,629	3,000
ReAmped Energy	1,474	2,127	2,127	2,127
Red Energy	1,480	1,338	1,197	1,480
Simply Energy	1,482	1,482	1,482	1,482
Social Energy	1,283	1,233	1,099	1,367
Sumo Power	1,502	1,465	1,433	1,502
Tango Energy	1,487	—	—	—
Telstra Energy	1,338	—	—	—
Simple average	1,442	1,606	1,496	1,721

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2022:

- standing offer bills ranged from \$1,265 (Glow Power – Standing Offer (Single Rate)) to \$1,532 (Circular Energy – Community Energy Anytime)
- market offer bills ranged from \$863 (AGL – Value Saver (Westpac Customers)—New AGL Customers Only) to \$3,155 (GloBird Energy – GloGreen Residential (Flat Rate) Energex).

The lowest market offer—AGL’s Value Saver (Westpac Customers) – New AGL Customers Only plan—was only available to Westpac credit or debit customers. Customers had to receive bills and other account-related communications via email. The plan had two incentives attached—a bonus \$150 digital Mastercard if customers remained with AGL for at least 30 days from sign-up, and a \$75 sign-up credit that appeared on the first bill.

A.2.2 Bills in the December quarter of 2022

In the December quarter, 25 retailers had plans for the residential flat rate tariff on Energy Made Easy—and of these retailers, 21 had a standing offer, and 21 had at least one market offer.

Table A2 Annual bills for a typical residential flat rate customer, December quarter 2022

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,489	—	—	—
AGL	1,492	1,388	1,192	1,492
Alinta Energy	1,488	1,399	1,354	1,443
Amber Electric	1,510	1,890	1,890	1,890
CovaU	1,482	1,907	1,786	2,028
Diamond Energy	1,455	1,426	1,426	1,426
Dodo Power & Gas	1,479	—	—	—
Electricity in a Box	—	1,487	1,487	1,487
Energy Locals	—	1,515	1,485	1,545
EnergyAustralia	1,484	1,481	1,459	1,484
Enova Energy	1,342	1,328	1,314	1,342
GloBird Energy	1,487	1,725	1,291	2,305
Kogan Energy	—	1,415	1,356	1,494
Momentum Energy	1,486	1,672	1,635	1,709
Nectr	1,482	1,413	1,344	1,482
Origin Energy	1,490	1,472	1,400	1,609
Ovo Energy	1,480	1,397	1,360	1,508
Powerdirect	1,492	—	—	—
Powershop	1,494	1,412	1,375	1,430
Radian Energy	—	2,814	2,629	3,000
ReAmped Energy	1,474	2,127	2,127	2,127
Red Energy	1,480	1,480	1,480	1,480

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
Simply Energy	1,482	1,480	1,468	1,482
Sumo Power	1,502	1,425	1,307	1,502
Tango Energy	1,487	—	—	—
Simple average	1,479	1,603	1,532	1,679

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2022:

- standing offer bills ranged from \$1,342 (Enova Energy – Enova Standing Offer) to \$1,510 (Amber Electric – Standing Offer: Fixed Rate)
- market offer bills ranged from \$1,192 (AGL – Residential Electric Vehicle Plan (BMW Customers), and Electric Vehicle Plan (Residential)) to \$3,000 (Radian Energy – The Simple Switch 100% Renewable).

The lowest market offers—AGL’s Residential Electric Vehicle Plan (BMW Customers) and its Electric Vehicle Plan (Residential)—were only available to owners of an electric vehicle and included a \$60 credit every three months for two years (up to \$480 over two years). The lowest market offers that did not require customers to make any upfront investments—GloBird Energy’s Boost Residential (Flat Rate) Energex plans (\$1,291)—did not have any discounts or incentives attached, nor any eligibility restrictions.

A.2.3 Bills in the March quarter of 2023

In the March quarter, 24 retailers had plans for the residential flat rate tariff on Energy Made Easy—and of these retailers, 21 had a standing offer, and 21 had at least one market offer.

Table A3 Annual bills for a typical residential flat rate customer, March quarter 2023

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,489	—	—	—
AGL	1,492	1,398	1,192	1,492
Alinta Energy	1,488	1,399	1,354	1,443
Amber Electric	1,510	1,890	1,890	1,890
Ampol Energy	—	1,490	1,490	1,490
CovaU	1,482	1,711	1,484	1,836
Diamond Energy	1,455	1,426	1,426	1,426
Dodo Power & Gas	1,479	—	—	—
Energy Locals	1,497	1,515	1,485	1,545
EnergyAustralia	1,484	1,484	1,484	1,484
Enova Energy	1,342	1,328	1,314	1,342
GloBird Energy	1,487	1,390	1,250	1,643
Kogan Energy	—	1,424	1,331	1,494
Momentum Energy	1,486	1,605	1,389	1,709
Nectr	1,482	1,413	1,344	1,482
Origin Energy	1,490	1,466	1,400	1,490
Ovo Energy	1,480	1,434	1,360	1,508
Powershop	1,494	1,412	1,375	1,430
Radian Energy	—	2,814	2,629	3,000
ReAmped Energy	1,474	2,127	2,127	2,127
Red Energy	1,480	1,480	1,480	1,480
Simply Energy	1,482	1,469	1,393	1,482
Sumo Power	1,502	1,360	1,267	1,502
Tango Energy	1,487	—	—	—

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
Simple average	1,479	1,573	1,498	1,633

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2023:

- standing offer bills ranged from \$1,342 (Enova Energy – Enova Standing Offer) to \$1,510 (Amber Electric – Standing Offer: Fixed Rate)
- market offer bills ranged from \$1,192 (AGL – Residential Electric Vehicle Plan (BMW Customers), and Electric Vehicle Plan (Residential)) to \$3,000 (Radian Energy – The Simple Switch 100% Renewable).

The lowest market offers—AGL’s Residential Electric Vehicle Plan (BMW Customers) and its Electric Vehicle Plan (Residential)—were only available to owners of an electric vehicle and included a \$60 credit every three months for two years (up to \$480 over two years). The lowest market offer that did not require customers to make any upfront investments—GloBird Energy’s Boost Residential (Flat Rate) Energex plan (\$1,250)—had a \$50 sign-up credit attached and did not have any eligibility restrictions.

A.2.4 Bills in the June quarter of 2023

In the June quarter, 26 retailers had plans for the residential flat rate tariff on Energy Made Easy—and of these retailers, 24 had a standing offer, and 21 had at least one market offer.

Table A4 Annual bills for a typical residential flat rate customer, June quarter 2023

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,489	—	—	—
AGL	1,492	1,411	1,327	1,492
Alinta Energy	1,488	1,399	1,354	1,443
Amber Electric	1,510	1,890	1,890	1,890
Ampol Energy	1,478	1,440	1,390	1,490
CovaU	1,482	1,482	1,430	1,534
Diamond Energy	1,455	1,426	1,426	1,426
Dodo Power & Gas	1,479	1,551	1,551	1,551
Energy Locals	1,497	1,505	1,485	1,545
EnergyAustralia	1,484	1,484	1,484	1,484
GloBird Energy	1,487	1,431	1,246	2,066
Kogan Energy	—	1,418	1,331	1,494
Mojo Power	1,341	—	—	—
Momentum Energy	1,486	1,654	1,389	1,807
Nectr	1,482	1,530	1,344	1,951
Next Business Energy	1,790	—	—	—
Origin Energy	1,490	1,383	1,250	1,490
Ovo Energy	1,480	1,413	1,290	1,508
Powershop	1,494	1,412	1,375	1,430
QEnergy	1,341	—	—	—
Radian Energy	—	2,814	2,629	3,000
ReAmped Energy	1,474	2,127	2,127	2,127
Red Energy	1,480	1,480	1,480	1,480
Simply Energy	1,482	1,468	1,393	1,482
Sumo Power	1,502	1,358	1,257	1,502
Tango Energy	1,487	—	—	—
Simple average	1,486	1,575	1,498	1,676

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2023:

- standing offer bills ranged from \$1,341 (Mojo Power – Energy without Benefits SR; QEnergy – Home Your Way SR) to \$1,790 (Next Business Energy – NBE Standing QLD Energex Anytime)
- market offer bills ranged from \$1,246 (GloBird Energy – GloSave Residential (Flat Rate) Energex) to \$3,000 (Radian Energy – The Simple Switch 100% Renewable).

The lowest market offer—GloBird Energy’s GloSave Residential (Flat Rate) Energex plan—had a 1% direct debit discount off the bill attached when customers paid their bill on time by direct debit, and a 2% pay on time discount off the bill when customers paid their bill on time.

A.2.5 Quarterly change in market offer bills in 2022–23

In 2022–23, 24 retailers had at least one generally available residential flat rate market offer. Table A5 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2022–23 for the typical SEQ customer.

Table A5 Change (%) in lowest annual market offer bill, by quarter in 2022–23—residential flat rate

Retailer	September quarter	December quarter	March quarter	June quarter
AGL	0%	+38.1%	0%	+11.3%
Alinta Energy	+26.7%	0%	0%	0%
Amber Electric	0%	+39.1%	0%	0%
Ampol Energy	—	—	—	–6.7%
CovaU	+74.3%	–9.7%	–16.9%	–3.7%
Diamond Energy	+27.4%	0%	0%	0%
Electricity in a Box	+29.2%	0%	—	—
Energy Locals	+23.8%	+9.3%	0%	0%
EnergyAustralia	+35.8%	0%	+1.7%	0%
Enova Energy	—	—	0%	—
GloBird Energy	+46.5%	–31.3%	–3.2%	–0.3%
Kogan Energy	+3.3%	–1.5%	–1.8%	0%
Momentum Energy	—	—	–15.1%	0%
Nectr	+22.6%	0%	0%	0%
Origin Energy	+29.4%	+4.4%	0%	–10.7%
Ovo Energy	+33.8%	0%	0%	–5.1%
Powershop	+4.1%	0%	0%	0%
Radian Energy	+140.5%	0%	0%	0%
ReAmped Energy	+96.9%	0%	0%	0%
Red Energy	0%	+23.7%	0%	0%
Simply Energy	+32.2%	–1.0%	–5.1%	0%
Social Energy	0%	—	—	—
Sumo Power	+32.4%	–8.8%	–3.1%	–0.8%
Simple average	+29.9%	+2.4%	–2.2%	–0.1%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter. A dash (—) means the retailer did not have a market offer in the preceding or current quarter. Dodo Power & Gas only had market offers published in the June quarter of 2023. Percentages are rounded.

Sources: Energy Made Easy; QCA analysis.

Table A5 shows that the average lowest market offer bill increased in the first half of 2022–23. Most retailers increased their lowest market offer bill significantly in the September quarter and only 4 retailers kept their lowest market offer bill unchanged. Three of those 4 retailers increased their market offer bill in the following quarter, while the other retailer (Social Energy) did not publish any plans from the December quarter. Only 5 retailers decreased their lowest market offer bill in the December quarter, most of whom had increased it substantially in the previous quarter.

In the last two quarters of 2022–23, the average lowest market offer bill decreased marginally. Only one retailer increased its lowest market offer bill slightly in the March quarter, while 13 retailers left theirs unchanged and 6 retailers even decreased theirs. Similarly, 6 retailers decreased their lowest market offer bill in the June quarter (compared to the March quarter), and 13 retailers left theirs unchanged—only one retailer increased its lowest market offer bill.

A.3 Residential flat rate with controlled load super economy offers

Standing offer bills were not always higher than market offer bills in 2022–23. During the year, for a typical SEQ customer on this tariff combination:

- standing offer bills ranged from \$1,496 (Glow Power) to \$1,823 (Circular Energy)
- market offer bills ranged from \$1,062 (AGL) to \$4,102 (GloBird Energy).

The tables in this section show the bills, by retailer, for each quarter of 2022–23.

A.3.1 Bills in the September quarter of 2022

In the September quarter, 30 retailers had plans that combined a residential flat rate tariff with a controlled load super economy tariff on Energy Made Easy—and of these retailers, 27 had a standing offer, and 20 had at least one market offer.

Table A6 Annual bills for a typical residential flat rate with controlled load super economy customer, September quarter 2022

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,714	—	—	—
AGL	1,589	1,498	1,062	1,796
Alinta Energy	1,768	1,746	1,733	1,759
Amber Electric	1,810	1,909	1,609	2,210
Circular Energy	1,823	—	—	—
CovaU	1,772	2,506	2,481	2,531
Diamond Energy	1,754	1,719	1,719	1,719
Dodo Power & Gas	1,751	—	—	—
Electricity in a Box	—	1,779	1,779	1,779
Elysian Energy	1,615	—	—	—
Energy Locals	1,793	1,805	1,685	1,917
EnergyAustralia	1,531	1,742	1,727	1,752
Future X Power	1,579	—	—	—
GloBird Energy	1,777	3,060	2,443	4,102
Glow Power	1,496	—	—	—
Kogan Energy	—	1,723	1,660	1,789
Momentum Energy	1,772	—	—	—
Nectr	1,776	1,682	1,587	1,776
Origin Energy	1,723	1,694	1,603	1,782
Ovo Energy	1,770	1,715	1,650	1,770
Powerdirect	1,589	—	—	—
Powershop	1,789	1,701	1,701	1,701
Radian Energy	—	3,322	3,103	3,541
ReAmped Energy	1,764	2,645	2,645	2,645
Red Energy	1,773	1,610	1,448	1,773
Simply Energy	1,774	1,774	1,774	1,774
Social Energy	1,510	1,454	1,277	1,631
Sumo Power	1,799	1,767	1,733	1,806
Tango Energy	1,780	—	—	—
Telstra Energy	1,570	—	—	—
Simple average	1,710	1,943	1,821	2,078

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2022:

- standing offer bills ranged from \$1,496 (Glow Power – Standing Offer Single Rate + Controlled Load 1, and Standing Offer Single Rate + Controlled Load 1 & 2) to \$1,823 (Circular Energy – Community Energy Anytime with Control Load)
- market offer bills ranged from \$1,062 (AGL – Value Saver (Westpac Customers) – New AGL Customers Only) to \$4,102 (GloBird Energy – GloGreen Residential (Flat Rate CTL Load) Energex).

The lowest market offer—AGL’s Value Saver (Westpac Customers)—New AGL Customers Only plan—was only available to Westpac credit or debit customers. Customers had to receive bills and other account-related communications via email. The plan had two incentives attached—a bonus \$150 digital Mastercard if customers remained with AGL for at least 30 days from sign-up, and a \$75 sign-up credit that appeared on the first bill.

A.3.2 Bills in the December quarter of 2022

In the December quarter, 25 retailers had plans that combined a residential flat rate tariff with a controlled load super economy tariff on Energy Made Easy—and of these retailers, 21 had a standing offer, and 21 had at least one market offer.

Table A7 Annual bills for a typical residential flat rate with controlled load super economy customer, December quarter 2022

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,714	—	—	—
AGL	1,786	1,675	1,484	1,796
Alinta Energy	1,768	1,662	1,609	1,715
Amber Electric	1,810	2,210	2,210	2,210
CovaU	1,772	2,375	2,219	2,531
Diamond Energy	1,754	1,719	1,719	1,719
Dodo Power & Gas	1,751	—	—	—
Electricity in a Box	—	1,779	1,779	1,779
Energy Locals	—	1,819	1,789	1,849
EnergyAustralia	1,752	1,748	1,727	1,752
Enova Energy	1,556	1,539	1,523	1,556
GloBird Energy	1,777	2,310	1,646	2,933
Kogan Energy	—	1,702	1,640	1,789
Momentum Energy	1,772	1,994	1,949	2,039
Nectr	1,776	1,682	1,587	1,776
Origin Energy	1,723	1,760	1,675	1,924
Ovo Energy	1,770	1,694	1,650	1,827
Powerdirect	1,786	—	—	—
Powershop	1,789	1,701	1,701	1,701
Radian Energy	—	3,322	3,103	3,541
ReAmped Energy	1,764	2,645	2,645	2,645
Red Energy	1,773	1,773	1,773	1,773
Simply Energy	1,774	1,772	1,756	1,774
Sumo Power	1,799	1,721	1,584	1,806
Tango Energy	1,780	—	—	—
Simple average	1,759	1,933	1,846	2,021

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2022:

- standing offer bills ranged from \$1,556 (Enova Energy – Enova Standing Offer) to \$1,810 (Amber Electric – Standing Offer: Fixed Rate + Controlled Load)
- market offer bills ranged from \$1,484 (AGL – Residential Electric Vehicle Plan (BMW Customers), and Electric Vehicle Plan (Residential)) to \$3,541 (Radian Energy – The Simple Switch 100% Renewable).

The lowest market offers—AGL’s Residential Electric Vehicle Plan (BMW Customers) and its Electric Vehicle Plan (Residential)—were only available to owners of an electric vehicle and included a \$60 credit every three months for two years (up to \$480 over two years). The lowest market offer that did not require customers to make any upfront investments—Enova Energy’s Enova Community Plus plan (\$1,523)—had a 3% pay on time discount off usage charges attached, and no eligibility restrictions.

A.3.3 Bills in the March quarter of 2023

In the March quarter, 24 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load super economy tariff—and of these retailers, 21 had a standing offer, and 21 had at least one market offer.

Table A8 Annual bills for a typical residential flat rate with controlled load super economy customer, March quarter 2023

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,714	—	—	—
AGL	1,786	1,686	1,484	1,786
Alinta Energy	1,768	1,662	1,609	1,715
Amber Electric	1,810	2,210	2,210	2,210
Ampol Energy	—	1,770	1,770	1,770
CovaU	1,772	2,102	1,792	2,269
Diamond Energy	1,754	1,719	1,719	1,719
Dodo Power & Gas	1,751	—	—	—
Energy Locals	1,793	1,819	1,789	1,849
EnergyAustralia	1,752	1,752	1,752	1,752
Enova Energy	1,556	1,539	1,523	1,556
GloBird Energy	1,777	1,782	1,596	2,111
Kogan Energy	—	1,707	1,602	1,789
Momentum Energy	1,772	1,914	1,657	2,039
Nectr	1,776	1,682	1,587	1,776
Origin Energy	1,723	1,754	1,675	1,782
Ovo Energy	1,770	1,738	1,650	1,827
Powershop	1,789	1,701	1,701	1,701
Radian Energy	—	3,322	3,103	3,541
ReAmped Energy	1,764	2,645	2,645	2,645
Red Energy	1,773	1,773	1,773	1,773
Simply Energy	1,774	1,758	1,667	1,774
Sumo Power	1,799	1,648	1,544	1,806
Tango Energy	1,780	—	—	—
Simple average	1,760	1,890	1,802	1,961

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2023:

- standing offer bills ranged from \$1,556 (Enova Energy – Enova Standing Offer) to \$1,810 (Amber Electric – Standing Offer: Fixed Rate + Controlled Load)
- market offer bills ranged from \$1,484 (AGL – Residential Electric Vehicle Plan (BMW Customers), and Electric Vehicle Plan (Residential)) to \$3,541 (Radian Energy – The Simple Switch 100% Renewable).

The lowest market offers—AGL’s Residential Electric Vehicle Plan (BMW Customers) and its Electric Vehicle Plan (Residential)—were only available to owners of an electric vehicle and included a \$60 credit every three months for two years (up to \$480 over two years). The lowest market offer that did not require customers to make any upfront investments—Enova Energy’s Enova Community Plus plan (\$1,523)—had a 3% pay on time discount off usage charges attached, and no eligibility restrictions.

A.3.4 Bills in the June quarter of 2023

In the June quarter, 25 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load super economy tariff—and of these retailers, 23 had a standing offer, and 21 had at least one market offer.

Table A9 Annual bills for a typical residential flat rate with controlled load super economy customer, June quarter 2023

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,714	—	—	—
AGL	1,786	1,698	1,612	1,786
Alinta Energy	1,768	1,662	1,609	1,715
Amber Electric	1,810	2,210	2,210	2,210
Ampol Energy	1,755	1,720	1,670	1,770
CovaU	1,772	1,782	1,722	1,842
Diamond Energy	1,754	1,719	1,719	1,719
Dodo Power & Gas	1,751	1,913	1,913	1,913
Energy Locals	1,793	1,809	1,789	1,849
EnergyAustralia	1,752	1,752	1,752	1,752
GloBird Energy	1,777	1,812	1,596	2,494
Kogan Energy	—	1,697	1,602	1,789
Mojo Power	1,586	—	—	—
Momentum Energy	1,772	1,967	1,657	2,138
Nectr	1,776	1,814	1,587	2,304
Origin Energy	1,723	1,666	1,525	1,782
Ovo Energy	1,770	1,716	1,580	1,827
Powershop	1,789	1,701	1,701	1,701
QEnergy	1,586	—	—	—
Radian Energy	—	3,322	3,103	3,541
ReAmped Energy	1,764	2,645	2,645	2,645
Red Energy	1,773	1,773	1,773	1,773
Simply Energy	1,774	1,756	1,667	1,774
Sumo Power	1,799	1,646	1,534	1,806
Tango Energy	1,780	—	—	—
Simple average	1,753	1,894	1,808	2,006

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2023:

- standing offer bills ranged from \$1,586 (Mojo Power – Energy without Benefits SR+CL; QEnergy – Home Your Way SR+CL) to \$1,810 (Amber Electric – Standing Offer: Fixed Rate + Controlled Load)
- market offer bills ranged from \$1,525 (Origin Energy – Origin Advantage Variable ePlus (One Big Switch), Origin Advantage Variable ePlus (9Saver), and Origin Advantage Variable ePlus (FiftyUp Club)) to \$3,541 (Radian Energy – The Simple Switch 100% Renewable).

The lowest market offers—Origin Energy’s Origin Advantage Variable ePlus (One Big Switch) plan, Origin Advantage Variable ePlus (9Saver) plan, and Origin Advantage Variable ePlus (FiftyUp Club) plan—were only available to customers who opted to receive e-billing/correspondence via email on sign-up (but customers could cancel these at any time and still receive the plan). The plans had a \$150 account credit attached that was applied to the account if the plan was still active on 1 July.

A.3.5 Quarterly change in market offer bills in 2022–23

In 2022–23, 24 retailers had at least one generally available market offer for this tariff combination. Table A10 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2022–23 for the typical SEQ customer.

Table A10 Change (%) in lowest annual market offer bill, by quarter in 2022–23—residential flat rate with controlled load super economy

Retailer	September quarter	December quarter	March quarter	June quarter
AGL	0%	+39.8%	0%	+8.6%
Alinta Energy	+36.6%	-7.1%	0%	0%
Amber Electric	0%	+37.4%	0%	0%
Ampol Energy	—	—	—	-5.7%
CovaU	+84.9%	-10.6%	-19.2%	-3.9%
Diamond Energy	—	0%	0%	0%
Electricity in a Box	+29.4%	0%	—	—
Energy Locals	+29.5%	+6.2%	0%	0%
EnergyAustralia	+36.8%	0%	+1.4%	0%
Enova Energy	—	—	0%	—
GloBird Energy	+59.9%	-32.6%	-3.0%	0%
Kogan Energy	+6.4%	-1.2%	-2.3%	0%
Momentum Energy	—	—	-15.0%	0%
Nectr	+21.5%	0%	0%	0%
Origin Energy	+29.9%	+4.4%	0%	-9.0%
Ovo Energy	+29.4%	0%	0%	-4.2%
Powershop	+8.2%	0%	0%	0%
Radian Energy	+138.8%	0%	0%	0%
ReAmped Energy	+114.0%	0%	0%	0%
Red Energy	0%	+22.4%	0%	0%
Simply Energy	+33.8%	-1.0%	-5.1%	0%
Social Energy	0%	—	—	—
Sumo Power	+32.0%	-8.6%	-2.5%	-0.6%
Simple average	+33.0%	+1.4%	-2.4%	+0.3%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter. A dash (—) means the retailer did not have a market offer in the preceding or current quarter. Dodo Power & Gas only had market offers published in the June quarter of 2023. Percentages are rounded.

Sources: Energy Made Easy; QCA analysis.

Table A10 shows that the average lowest market offer bill increased in three of the four quarters of 2022–23. Most retailers increased their lowest market offer bill significantly in the September quarter and only 4 retailers kept their lowest market offer bill unchanged. Three of those 4 retailers increased their market offer bill substantially in the following quarter, while the other retailer (Social Energy) did not publish any plans from the December quarter. Six retailers decreased their lowest market offer bill in the December quarter, yet to a much smaller extent than their increases in the previous quarter.

In the March quarter, the average lowest market offer bill decreased slightly, but it increased again marginally in the June quarter. Only 2 retailers increased their lowest market offer bill during the last two quarters of 2022–23, while 9 retailers decreased their lowest market offer bills. However, the average lowest market offer bill was still significantly higher at the end of the financial year than it was a year before.

A.4 Residential flat rate with controlled load economy offers

Standing offer bills were not always higher than market offer bills in 2022–23. During the year, for a typical SEQ customer on this tariff combination:

- standing offer bills ranged from \$1,480 (Glow Power) to \$2,098 (Next Business Energy)
- market offer bills ranged from \$1,049 (AGL) to \$4,041 (GloBird Energy).

The tables in this section show the bills, by retailer, for each quarter of 2022–23.

A.4.1 Bills in the September quarter of 2022

In the September quarter, 30 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff—and of these retailers, 27 had a standing offer, and 20 had at least one market offer.

Table A11 Annual bills for a typical residential flat rate with controlled load economy customer, September quarter 2022

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,765	—	—	—
AGL	1,573	1,483	1,049	1,776
Alinta Energy	1,754	1,732	1,719	1,745
Amber Electric	1,790	1,890	1,593	2,188
Circular Energy	1,803	—	—	—
CovaU	1,752	2,506	2,481	2,531
Diamond Energy	1,730	1,699	1,699	1,699
Dodo Power & Gas	1,748	—	—	—
Electricity in a Box	—	1,760	1,760	1,760
Elysian Energy	1,617	—	—	—
Energy Locals	1,774	1,789	1,666	1,898
EnergyAustralia	1,539	1,747	1,732	1,757
Future X Power	1,563	—	—	—
GloBird Energy	1,757	3,016	2,408	4,041
Glow Power	1,480	—	—	—
Kogan Energy	—	1,718	1,662	1,771
Momentum Energy	1,757	—	—	—
Nectr	1,756	1,673	1,589	1,756
Origin Energy	1,763	1,676	1,586	1,763
Ovo Energy	1,751	1,696	1,631	1,751
Powerdirect	1,573	—	—	—
Powershop	1,771	1,702	1,702	1,702
Radian Energy	—	3,287	3,071	3,504
ReAmped Energy	1,744	2,630	2,630	2,630
Red Energy	1,753	1,592	1,431	1,753
Simply Energy	1,755	1,755	1,755	1,755
Social Energy	1,495	1,440	1,265	1,614
Sumo Power	1,780	1,761	1,734	1,787
Tango Energy	1,760	—	—	—
Telstra Energy	1,565	—	—	—
Simple average	1,699	1,928	1,808	2,059

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2022:

- standing offer bills ranged from \$1,480 (Glow Power – Standing Offer Single Rate + Controlled Load 2, and Standing Offer Single Rate + Controlled Load 1 & 2) to \$1,803 (Circular Energy – Community Energy Anytime with Control Load)
- market offer bills ranged from \$1,049 (AGL – Value Saver (Westpac Customers)–New AGL Customers Only) to \$4,041 (GloBird Energy – GloGreen Residential (Flat Rate CTL Load) Energex).

The lowest market offer—AGL’s Value Saver (Westpac Customers)–New AGL Customers Only plan—was only available to Westpac credit or debit customers ‘where AGL operates in Metro areas only’. Customers had to receive bills and other account-related communications via email. The plan had two incentives attached—a bonus \$150 digital Mastercard if customers remained with AGL for at least 30 days from sign-up, and a \$75 sign-up credit that appeared on the first bill.

A.4.2 Bills in the December quarter of 2022

In the December quarter, 25 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff—and of these retailers, 21 had a standing offer, and 21 had at least one market offer.

Table A12 Annual bills for a typical residential flat rate with controlled load economy customer, December quarter 2022

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,765	—	—	—
AGL	1,767	1,656	1,465	1,776
Alinta Energy	1,754	1,649	1,596	1,701
Amber Electric	1,790	2,188	2,188	2,188
CovaU	1,752	2,377	2,223	2,531
Diamond Energy	1,730	1,699	1,699	1,699
Dodo Power & Gas	1,748	—	—	—
Electricity in a Box	—	1,760	1,760	1,760
Energy Locals	—	1,800	1,770	1,830
EnergyAustralia	1,757	1,754	1,732	1,757
Enova Energy	1,560	1,543	1,526	1,560
GloBird Energy	1,757	2,274	1,624	2,893
Kogan Energy	—	1,699	1,642	1,771
Momentum Energy	1,757	1,978	1,935	2,020
Nectr	1,756	1,673	1,589	1,756
Origin Energy	1,763	1,741	1,657	1,904
Ovo Energy	1,751	1,675	1,631	1,806
Powerdirect	1,767	—	—	—
Powershop	1,771	1,702	1,702	1,702
Radian Energy	—	3,287	3,071	3,504
ReAmped Energy	1,744	2,630	2,630	2,630
Red Energy	1,753	1,753	1,753	1,753
Simply Energy	1,755	1,752	1,737	1,755
Sumo Power	1,780	1,717	1,586	1,787
Tango Energy	1,760	—	—	—
Simple average	1,749	1,919	1,834	2,004

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2022:

- standing offer bills ranged from \$1,560 (Enova Energy – Enova Standing Offer) to \$1,790 (Amber Electric – Standing Offer: Fixed Rate + Controlled Load)
- market offer bills ranged from \$1,465 (AGL – Residential Electric Vehicle Plan (BMW Customers), and Electric Vehicle Plan (Residential)) to \$3,504 (Radian Energy – The Simple Switch 100% Renewable).

The lowest market offers—AGL’s Residential Electric Vehicle Plan (BMW Customers) and its Electric Vehicle Plan (Residential)—were only available to owners of an electric vehicle, and included a \$60 credit every three months for two years (up to \$480 over two years). The lowest market offer that did not require customers to make any upfront investments—Enova Energy’s Enova Community Plus plan (\$1,526)—had a 3% pay on time discount off usage charges attached, and no eligibility restrictions.

A.4.3 Bills in the March quarter of 2023

In the March quarter, 24 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff—and of these retailers, 21 had a standing offer, and 21 had at least one market offer.

Table A13 Annual bills for a typical residential flat rate with controlled load economy customer, March quarter 2023

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,765	—	—	—
AGL	1,767	1,666	1,465	1,767
Alinta Energy	1,754	1,649	1,596	1,701
Amber Electric	1,790	2,188	2,188	2,188
Ampol Energy	—	1,761	1,761	1,761
CovaU	1,752	2,111	1,810	2,273
Diamond Energy	1,730	1,699	1,699	1,699
Dodo Power & Gas	1,748	—	—	—
Energy Locals	1,774	1,800	1,770	1,830
EnergyAustralia	1,757	1,757	1,757	1,757
Enova Energy	1,560	1,543	1,526	1,560
GloBird Energy	1,757	1,757	1,574	2,082
Kogan Energy	—	1,701	1,603	1,771
Momentum Energy	1,757	1,898	1,642	2,020
Nectr	1,756	1,673	1,589	1,756
Origin Energy	1,763	1,735	1,657	1,763
Ovo Energy	1,751	1,718	1,631	1,806
Powershop	1,771	1,702	1,702	1,702
Radian Energy	—	3,287	3,071	3,504
ReAmped Energy	1,744	2,630	2,630	2,630
Red Energy	1,753	1,753	1,753	1,753
Simply Energy	1,755	1,739	1,649	1,755
Sumo Power	1,780	1,645	1,546	1,787
Tango Energy	1,760	—	—	—
Simple average	1,750	1,877	1,791	1,946

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2023:

- standing offer bills ranged from \$1,560 (Enova Energy – Enova Standing Offer) to \$1,790 (Amber Electric – Standing Offer: Fixed Rate + Controlled Load)
- market offer bills ranged from \$1,465 (AGL – Residential Electric Vehicle Plan (BMW Customers), and Electric Vehicle Plan (Residential)) to \$3,504 (Radian Energy – The Simple Switch 100% Renewable).

The lowest market offers—AGL’s Residential Electric Vehicle Plan (BMW Customers) and its Electric Vehicle Plan (Residential)—were only available to owners of an electric vehicle and included a \$60 credit every three months for two years (up to \$480 over two years). The lowest market offer that did not require customers to make any upfront investments—Enova Energy’s Enova Community Plus plan (\$1,526)—had a 3% pay on time discount off usage charges attached, and no eligibility restrictions.

A.4.4 Bills in the June quarter of 2023

In the June quarter, 26 retailers had plans on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff—and of these retailers, 24 had a standing offer, and 21 had at least one market offer.

Table A14 Annual bills for a typical residential flat rate with controlled load economy customer, June quarter 2023

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,765	—	—	—
AGL	1,767	1,679	1,593	1,767
Alinta Energy	1,754	1,649	1,596	1,701
Amber Electric	1,790	2,188	2,188	2,188
Ampol Energy	1,736	1,711	1,661	1,761
CovaU	1,752	1,800	1,739	1,860
Diamond Energy	1,730	1,699	1,699	1,699
Dodo Power & Gas	1,748	1,915	1,915	1,915
Energy Locals	1,774	1,790	1,770	1,830
EnergyAustralia	1,757	1,757	1,757	1,757
GloBird Energy	1,757	1,788	1,574	2,465
Kogan Energy	—	1,692	1,603	1,771
Mojo Power	1,570	—	—	—
Momentum Energy	1,757	1,950	1,642	2,121
Nectr	1,756	1,811	1,589	2,308
Next Business Energy	2,098	—	—	—
Origin Energy	1,763	1,648	1,507	1,763
Ovo Energy	1,751	1,696	1,561	1,806
Powershop	1,771	1,702	1,702	1,702
QEnergy	1,570	—	—	—
Radian Energy	—	3,287	3,071	3,504
ReAmped Energy	1,744	2,630	2,630	2,630
Red Energy	1,753	1,753	1,753	1,753
Simply Energy	1,755	1,737	1,649	1,755
Sumo Power	1,780	1,643	1,536	1,787
Tango Energy	1,760	—	—	—
Simple average	1,757	1,882	1,797	1,992

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2023:

- standing offer bills ranged from \$1,570 (Mojo Power – Energy without Benefits SR+CL; QEnergy – Home Your Way SR+CL) to \$2,098 (Next Business Energy – NBE Standing QLD Energex Anytime + CL2)
- market offer bills ranged from \$1,507 (Origin Energy – Origin Advantage Variable ePlus (One Big Switch), Origin Advantage Variable ePlus (9Saver), and Origin Advantage Variable ePlus (FiftyUp Club)) to \$3,504 (Radian Energy – The Simple Switch 100% Renewable).

The lowest market offers—Origin Energy’s Origin Advantage Variable ePlus (One Big Switch) plan, Origin Advantage Variable ePlus (9Saver) plan, and Origin Advantage Variable ePlus (FiftyUp Club) plan—were only available to customers who opted to receive e-billing/correspondence via email on sign-up (but customers could cancel these at any time and still receive the plan). The plans had a \$150 account credit attached that was applied to the account if the plan was still active on 1 July.

A.4.5 Quarterly change in market offer bills in 2022–23

In 2022–23, 24 retailers had at least one generally available market offer for this tariff combination. Table A15 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2022–23 for the typical SEQ customer.

Table A15 Change (%) in lowest annual market offer bill, by quarter in 2022–23—residential flat rate with controlled load economy

Retailer	September quarter	December quarter	March quarter	June quarter
AGL	0%	+39.7%	0%	+8.7%
Alinta Energy	+35.0%	-7.1%	0%	0%
Amber Electric	—	+37.4%	0%	0%
Ampol Energy	—	—	—	-5.7%
CovaU	+82.4%	-10.4%	-18.6%	-3.9%
Diamond Energy	—	0%	0%	0%
Electricity in a Box	—	0%	—	—
Energy Locals	+27.6%	+6.2%	0%	0%
EnergyAustralia	+36.4%	0%	+1.4%	0%
Enova Energy	—	—	0%	—
GloBird Energy	+59.2%	-32.6%	-3.1%	0%
Kogan Energy	+6.1%	-1.2%	-2.4%	0%
Momentum Energy	—	—	-15.1%	0%
Nectr	+21.2%	0%	0%	0%
Origin Energy	+29.9%	+4.4%	0%	-9.1%
Ovo Energy	+27.4%	0%	0%	-4.3%
Powershop	+9.3%	0%	0%	0%
Radian Energy	—	0%	0%	0%
ReAmped Energy	+113.3%	0%	0%	0%
Red Energy	0%	+22.5%	0%	0%
Simply Energy	+33.7%	-1.0%	-5.1%	0%
Sumo Power	+31.5%	-8.5%	-2.5%	-0.6%
Simple average	+33.3%	+1.4%	-2.3%	+0.3%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter. A dash (—) means the retailer did not have a market offer in the preceding or current quarter. Dodo Power & Gas only had market offers published in the June quarter of 2023, and Social Energy only had market offers published in the September quarter of 2022 (but not in the preceding quarter). Percentages are rounded.

Sources: Energy Made Easy; QCA analysis.

Table A15 shows that the average lowest market offer bill increased in three of the four quarters of 2022–23. Most retailers increased their lowest market offer bill significantly in the September quarter and only two retailers kept their lowest market offer bill unchanged. Both of those retailers increased their market offer bill substantially in the following quarter. Six retailers decreased their lowest market offer bill in the December quarter, yet to a much smaller extent than their increases in the previous quarter.

In the March quarter, the average lowest market offer bill decreased slightly, but it increased again marginally in the June quarter. Only 2 retailers increased their lowest market offer bill during the last two quarters of 2022–23, while 9 retailers decreased their lowest market offer bills. However, the average lowest market offer bill was still significantly higher at the end of the financial year than it was a year before.

A.5 Small business flat rate offers

Standing offer bills were not always higher than market offer bills in 2022–23. During the year, for a typical SEQ small business flat rate customer:

- standing offer bills ranged from \$1,409 (Powershop) to \$2,049 (Next Business Energy)
- market offer bills ranged from \$1,327 (AGL) to \$2,482 (ReAmped Energy).

The tables in this section show the bills, by retailer, for each quarter of 2022–23.

A.5.1 Bills in the September quarter of 2022

In the September quarter, 22 retailers had small business flat rate plans on Energy Made Easy—and of these retailers, all 22 had a standing offer, but only 13 had at least one market offer.

Table A16 Annual bills for a typical small business flat rate customer, September quarter 2022

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,784	—	—	—
AGL	1,639	1,563	1,327	1,779
Alinta Energy	1,794	1,738	1,578	1,888
Amber Electric	1,885	1,893	1,706	2,081
Blue NRG	2,007	—	—	—
Circular Energy	1,856	—	—	—
CovaU	1,747	2,309	2,284	2,334
Diamond Energy	1,729	1,695	1,695	1,695
Elysian Energy	1,742	—	—	—
Energy Locals	1,886	1,831	1,733	2,107
EnergyAustralia	1,561	1,736	1,683	1,772
Future X Power	1,562	—	—	—
Glow Power	1,435	—	—	—
Momentum Energy	1,830	—	—	—
Origin Energy	1,809	1,776	1,664	1,809
Powerdirect	1,639	—	—	—
Powershop	1,409	1,825	1,825	1,825
ReAmped Energy	1,758	2,482	2,482	2,482
Red Energy	1,802	1,597	1,393	1,802
Simply Energy	1,756	1,756	1,756	1,756
Sumo Power	1,827	1,654	1,654	1,654
Tango Energy	1,793	—	—	—
Simple average	1,739	1,835	1,752	1,922

Note: A dash (—) means the retailer did not have a generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2022:

- standing offer bills ranged from \$1,409 (Powershop – Standing Offer) to \$2,007 (Blue NRG – DMO General Usage)
- market offer bills ranged from \$1,327 (AGL – Business Value Saver) to \$2,482 (ReAmped Energy – ReAmped Business (Anytime)).

The lowest market offer—AGL’s Business Value Saver plan—did not have any discounts or incentives attached. The plan required customers to receive bills and other account-related communications via email.

A.5.2 Bills in the December quarter of 2022

In the December quarter, 19 retailers had small business flat rate plans on Energy Made Easy—and of these retailers, 18 had a standing offer, and 15 had at least one market offer.

Table A17 Annual bills for a typical small business flat rate customer, December quarter 2022

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,784	—	—	—
AGL	1,816	1,721	1,670	1,779
Alinta Energy	1,794	1,681	1,578	1,787
Amber Electric	1,885	2,081	2,081	2,081
Blue NRG	2,007	—	—	—
CovaU	1,747	2,289	2,081	2,477
Diamond Energy	1,729	1,695	1,695	1,695
Energy Locals	—	1,920	1,733	2,107
EnergyAustralia	1,772	1,701	1,683	1,719
Enova Energy	1,622	1,590	1,590	1,590
Momentum Energy	1,830	2,060	2,014	2,106
Origin Energy	1,809	1,796	1,664	1,953
Powerdirect	1,816	—	—	—
Powershop	1,796	1,825	1,825	1,825
ReAmped Energy	1,758	2,482	2,482	2,482
Red Energy	1,802	1,802	1,802	1,802
Simply Energy	1,756	1,756	1,756	1,756
Sumo Power	1,827	1,654	1,654	1,654
Tango Energy	1,793	—	—	—
Simple average	1,797	1,870	1,821	1,921

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2022:

- standing offer bills ranged from \$1,622 (Enova Energy – Business Standing Offer) to \$2,007 (Blue NRG – DMO General Usage)
- market offer bills ranged from \$1,578 (Alinta Energy – Priority Business (Single Rate)) to \$2,482 (ReAmped Energy – ReAmped Business (Anytime)).

The lowest market offer—Alinta Energy’s Priority Business (Single Rate) plan—did not have any discounts or incentives attached. The plan was only available to small business customers who received an online sign-up invitation link from Alinta Energy or participating commercial partners.

A.5.3 Bills in the March quarter of 2023

In the March quarter, 18 retailers had small business flat rate plans on Energy Made Easy—and of these retailers, all 18 had a standing offer, and 16 retailers had at least one market offer.

Table A18 Annual bills for a typical small business flat rate customer, March quarter 2023

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,784	—	—	—
AGL	1,816	1,743	1,706	1,779
Alinta Energy	1,794	1,703	1,578	1,787
Amber Electric	1,885	2,081	2,081	2,081
Blue NRG	2,007	1,530	1,505	1,555
CovaU	1,747	2,200	1,904	2,477
Diamond Energy	1,729	1,695	1,695	1,695

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
Energy Locals	1,886	1,920	1,733	2,107
EnergyAustralia	1,772	1,701	1,683	1,719
Enova Energy	1,622	1,590	1,590	1,590
Momentum Energy	1,830	1,970	1,678	2,106
Origin Energy	1,809	1,780	1,664	1,809
Powershop	1,796	1,825	1,825	1,825
ReAmped Energy	1,758	2,482	2,482	2,482
Red Energy	1,802	1,802	1,802	1,802
Simply Energy	1,756	1,721	1,651	1,756
Sumo Power	1,827	1,654	1,654	1,654
Tango Energy	1,793	—	—	—
Simple average	1,801	1,837	1,764	1,889

Note: A dash (—) means the retailer did not have a generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2023:

- standing offer bills ranged from \$1,622 (Enova Energy – Business Standing Offer) to \$2,007 (Blue NRG – DMO General Usage)
- market offer bills ranged from \$1,505 (Blue NRG – Blue Biz Star Zembl 8500, 8520, 8550, 8570) to \$2,482 (ReAmped Energy – ReAmped Business (Anytime)).

The lowest market offers—Blue NRG’s four Blue Biz Star Zembl plans (8500, 8520, 8550, 8570)—had a \$50 sign-up credit attached that was applied to the third bill. The plans were only available by signing up with Make It Cheaper (Zembl), either online or over the phone.

A.5.4 Bills in the June quarter of 2023

In the June quarter, 19 retailers had small business flat rate plans on Energy Made Easy—and of these retailers, all 19 had a standing offer, and 15 had at least one market offer.

Table A19 Annual bills for a typical small business flat rate customer, June quarter 2023

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,784	—	—	—
AGL	1,816	1,743	1,706	1,779
Alinta Energy	1,794	1,681	1,578	1,787
Amber Electric	1,885	2,081	2,081	2,081
Blue NRG	2,007	1,555	1,555	1,555
CovaU	1,747	2,042	1,904	2,180
Diamond Energy	1,729	1,695	1,695	1,695
Energy Locals	1,886	1,920	1,733	2,107
EnergyAustralia	1,772	1,701	1,683	1,719
Momentum Energy	1,830	2,000	1,678	2,222
Next Business Energy	2,049	—	—	—
Origin Energy	1,809	1,780	1,664	1,809
Powershop	1,796	1,825	1,825	1,825
QEnergy	1,555	—	—	—
ReAmped Energy	1,758	2,482	2,482	2,482
Red Energy	1,802	1,802	1,802	1,802
Simply Energy	1,756	1,721	1,651	1,756
Sumo Power	1,827	1,654	1,654	1,654
Tango Energy	1,793	—	—	—
Simple average	1,810	1,845	1,779	1,897

Note: A dash (—) means the retailer did not have a generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2023:

- standing offer bills ranged from \$1,555 (QEnergy – Biz Your Way SR) to \$2,049 (Next Business Energy – NBE Standing QLD Energex Anytime)
- market offer bills ranged from \$1,555 (Blue NRG – Blue Biz Star (Tariff: 8500), Blue Biz Star (Tariff: 8520), Blue Biz Star (Tariff: 8550), and Blue Biz Star (Tariff: 8570)) to \$2,482 (ReAmped Energy – ReAmped Business (Anytime)).

The lowest market offers—Blue NRG’s four Blue Biz Star plans (Tariff: 8500, 8520, 8550, 8570)—did not have any discounts or incentives attached.

A.5.5 Quarterly change in market offer bills in 2022–23

In 2022–23, 16 retailers had at least one generally available small business flat rate market offer. Table A20 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2022–23 for the typical SEQ customer.

Table A20 Change (%) in lowest annual market offer bill, by quarter in 2022–23—small business flat rate

Retailer	September quarter	December quarter	March quarter	June quarter
AGL	0%	+25.8%	+2.2%	0%
Alinta Energy	+27.4%	0%	0%	0%
Amber Electric	0%	+22.0%	0%	0%
Blue NRG	—	—	—	+3.3%
CovaU	+72.5%	–8.9%	–8.5%	0%
Diamond Energy	+23.2%	0%	0%	0%
Energy Locals	+25.8%	0%	0%	0%
EnergyAustralia	+24.0%	0%	0%	0%
Enova Energy	—	—	0%	—
Momentum Energy	—	—	–16.7%	0%
Origin Energy	+19.6%	0%	0%	0%
Powershop	+12.7%	0%	0%	0%
ReAmped Energy	+93.8%	0%	0%	0%
Red Energy	0%	+29.3%	0%	0%
Simply Energy	+45.5%	0%	–6.0%	0%
Sumo Power	+21.6%	0%	0%	0%
Simple average	+26.3%	+3.9%	–3.1%	+0.8%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter. A dash (—) means the retailer did not have a market offer in the preceding or current quarter. Percentages are rounded.

Sources: Energy Made Easy; QCA analysis.

Table A20 shows that the average lowest market offer bill increased in three of the four quarters of 2022–23. Most retailers increased their lowest market offer bill significantly in the September quarter and only three retailers kept their lowest market offer bill unchanged. Each of these three retailers increased their lowest market offer bill substantially in the following quarter. Only one retailer decreased its lowest market offer bill in the December quarter, yet much less than its increase in the previous quarter.

In the March quarter, the average lowest market offer bill decreased slightly, but it increased again marginally in the June quarter. Only 2 retailers increased their lowest market offer bill during the last two quarters of 2022–23, while 3 retailers decreased their lowest market offer bills in the March quarter. There was hardly any change in the June quarter, but the average lowest market offer bill was still significantly higher at the end of 2022–23 than a year before.

A.6 Small business time-of-use offers

Standing offer bills were not always higher than market offer bills in 2022–23. During the year, for a typical SEQ customer on a small business time-of-use tariff:

- standing offer bills ranged from \$4,996 (Glow Power) to \$11,103 (Momentum Energy)
- market offer bills ranged from \$4,836 (Red Energy) to \$13,015 (Momentum Energy).

The tables in this section show the standing and market offer bills, by retailer, for each quarter of 2022–23.

A.6.1 Bills in the September quarter of 2022

In the September quarter, 17 retailers had small business time-of-use plans on Energy Made Easy—and of these retailers, all 17 had a standing offer, but only 12 had at least one market offer.

Table A21 Annual bills for a typical small business time-of-use customer, September quarter 2022

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	6,650	—	—	—
AGL	5,993	5,893	4,853	6,873
Alinta Energy	7,367	6,915	6,483	7,246
CovaU	9,879	10,591	10,566	10,616
Diamond Energy	6,508	6,378	6,378	6,378
Energy Locals	6,359	6,241	6,240	6,242
EnergyAustralia	5,781	7,339	7,115	7,489
Glow Power	4,996	—	—	—
Momentum Energy	11,103	—	—	—
Origin Energy	6,509	6,392	5,989	6,509
Powerdirect	5,993	—	—	—
Powershop	6,519	6,128	6,128	6,128
ReAmped Energy	6,809	9,514	9,514	9,514
Red Energy	6,351	5,594	4,836	6,351
Simply Energy	6,305	6,305	6,305	6,305
Sumo Power	6,823	6,259	6,259	6,259
Tango Energy	6,496	—	—	—
Simple average	6,849	6,962	6,722	7,159

Note: A dash (—) means the retailer did not have a generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2022:

- standing offer bills ranged from \$4,996 (Glow Power – Standing Offer (Time of Use)) to \$11,103 (Momentum Energy – Standing Offer 8800)
- market offer bills ranged from \$4,836 (Red Energy – Qantas Red Business Plus, Qantas Red Business Saver, Red BCNA Saver, and Red Business Saver) to \$10,616 (CovaU – Freedom Business TOU, and Freedom Solar Business TOU).

The lowest market offers—Red Energy’s Qantas Red Business Plus plan, Qantas Red Business Saver plan, Red BCNA Saver plan, and Red Business Saver plan—did not have any discounts or financial incentives attached. However, some plans had non-financial incentives attached, namely contributions to the BCNA (Red BCNA Saver plan) or bonus and ongoing Qantas points (Qantas Red Business Plus plan, and Qantas Red Business Saver plan).² The latter two plans were only available to new customers, who had an Australian Business Number (ABN) and a valid Qantas business

² For more information on these non-financial incentives, see section 3.5.3 of our report.

rewards membership, and the ABN on the energy account matched the ABN registered to the Qantas Business Rewards membership.

A.6.2 Bills in the December quarter of 2022

In the December quarter, 17 retailers had small business time-of-use plans on Energy Made Easy—and of these retailers, 16 had a standing offer, and all 14 had at least one market offer.

Table A22 Annual bills for a typical small business time-of use-customer, December quarter 2022

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	6,650	—	—	—
AGL	7,014	6,648	6,452	6,873
Alinta Energy	7,367	6,704	6,483	6,926
CovaU	9,879	10,054	9,492	10,616
Diamond Energy	6,508	6,378	6,378	6,378
Energy Locals	—	6,242	6,242	6,242
EnergyAustralia	7,489	7,190	7,115	7,265
Enova Energy	5,768	5,696	5,696	5,696
Momentum Energy	11,103	11,374	11,093	11,655
Origin Energy	6,509	6,462	5,989	7,030
Powerdirect	7,014	—	—	—
Powershop	6,519	6,128	6,128	6,128
ReAmped Energy	6,809	9,514	9,514	9,514
Red Energy	6,351	6,351	6,351	6,351
Simply Energy	6,305	6,305	6,305	6,305
Sumo Power	6,823	6,259	6,259	6,259
Tango Energy	6,496	—	—	—
Simple average	7,163	7,236	7,107	7,374

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.

Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2022:

- standing offer bills ranged from \$5,768 (Enova Energy – Business Standing Offer TOU) to \$11,103 (Momentum Energy – Standing Offer 8800)
- market offer bills ranged from \$5,696 (Enova Energy – Enova Business Economy Plus TOU) to \$11,655 (Momentum Energy – Strictly Business 8800).

The lowest market offer—Enova Energy’s Enova Business Economy Plus TOU plan—had a 3% pay on time discount off usage charges attached.

A.6.3 Bills in the March quarter of 2023

In the March quarter, 17 retailers had small business time-of-use plans on Energy Made Easy—and of these retailers, 16 had a standing offer, and 15 had at least one market offer.

Table A23 Annual bills for a typical small business time-of-use customer, March quarter 2023

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	6,650	—	—	—
AGL	7,014	6,732	6,592	6,873
Alinta Energy	7,367	6,793	6,483	6,926
Blue NRG	—	5,972	5,947	5,997
CovaU	9,879	8,680	6,981	9,542
Diamond Energy	6,508	6,378	6,378	6,378
Energy Locals	6,359	6,242	6,242	6,242

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
EnergyAustralia	7,489	7,190	7,115	7,265
Enova Energy	5,768	5,696	5,696	5,696
Momentum Energy	11,103	10,807	8,964	11,655
Origin Energy	6,509	6,405	5,989	6,509
Powershop	6,519	6,128	6,128	6,128
ReAmped Energy	6,809	9,514	9,514	9,514
Red Energy	6,351	6,351	6,351	6,351
Simply Energy	6,305	6,179	5,926	6,305
Sumo Power	6,823	6,259	6,259	6,259
Tango Energy	6,496	—	—	—
Simple average	7,122	7,022	6,704	7,176

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2023:

- standing offer bills ranged from \$5,768 (Enova Energy – Business Standing Offer TOU) to \$11,103 (Momentum Energy – Standing Offer 8800)
- market offer bills ranged from \$5,696 (Enova Energy – Enova Business Economy Plus TOU) to \$11,655 (Momentum Energy – Strictly Business 8800, and Suit Yourself Electricity 8800).

The lowest market offer—Enova Energy’s Enova Business Economy Plus TOU plan—had a 3% pay on time discount off usage charges attached.

A.6.4 Bills in the June quarter of 2023

In the June quarter, 18 retailers had small business time-of-use plans on Energy Made Easy—and of these retailers, 17 had a standing offer, and 14 had at least one market offer.

Table A24 Annual bills for a typical small business time-of-use customer, June quarter 2023

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	6,650	—	—	—
AGL	7,014	6,732	6,592	6,873
Alinta Energy	7,367	6,704	6,483	6,926
Blue NRG	—	5,997	5,997	5,997
CovaU	9,879	7,006	6,981	7,031
Diamond Energy	6,508	6,378	6,378	6,378
Energy Locals	6,359	6,242	6,242	6,242
EnergyAustralia	7,489	7,190	7,115	7,265
Momentum Energy	11,103	10,570	8,964	13,015
Next Business Energy	8,389	—	—	—
Origin Energy	6,509	6,405	5,989	6,509
Powershop	6,519	6,128	6,128	6,128
QEnergy	6,137	—	—	—
ReAmped Energy	6,809	9,514	9,514	9,514
Red Energy	6,351	6,351	6,351	6,351
Simply Energy	6,305	6,179	5,926	6,305
Sumo Power	6,823	6,259	6,259	6,259
Tango Energy	6,496	—	—	—
Simple average	7,218	6,975	6,780	7,199

Note: A dash (—) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2023:

- standing offer bills ranged from \$6,137 (QEnergy – Biz Your Way TOU) to \$11,103 (Momentum Energy – Standing Offer 8800)
- market offer bills ranged from \$5,926 (Simply Energy – QLD Business Saver 6% discount elec) to \$13,015 (Momentum Energy – Strictly Business 8800).

The lowest market offer—Simply Energy’s QLD Business Saver 6% discount elec plan—had a guaranteed 6% discount off the bill attached.

A.6.5 Quarterly change in market offer bills in 2022–23

In 2022–23, 15 retailers had at least one generally available small business time-of-use market offer. Table A25 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2022–23 for the typical SEQ customer.

Table A25 Change (%) in lowest annual market offer bill, by quarter in 2022–23—small business time-of-use

Retailer	September quarter	December quarter	March quarter	June quarter
AGL	0%	+32.9%	+2.2%	0%
Alinta Energy	+53.7%	0%	0%	0%
Blue NRG	—	—	—	+0.8%
CovaU	+104.6%	−10.2%	−26.5%	0%
Diamond Energy	+30.7%	0%	0%	0%
Energy Locals	+29.8%	0%	0%	0%
EnergyAustralia	+41.5%	0%	0%	0%
Enova Energy	—	—	0%	—
Momentum Energy	—	—	−19.2%	0%
Origin Energy	+19.8%	0%	0%	0%
Powershop	+8.4%	0%	0%	0%
ReAmped Energy	+119.4%	0%	0%	0%
Red Energy	0%	+31.3%	0%	0%
Simply Energy	+44.9%	0%	−6.0%	0%
Sumo Power	+20.4%	0%	0%	0%
Simple average	+33.2%	+5.7%	−5.7%	+1.1%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter. A dash (—) means the retailer did not have a market offer in the preceding or current quarter. Percentages are rounded.

Sources: Energy Made Easy; QCA analysis.

Table A25 shows that the average lowest market offer bill increased in three quarters of 2022–23. Most retailers increased their lowest market offer bill significantly in the September quarter, and only two retailers kept their lowest market offer bill unchanged. Both retailers’ lowest market offer bill increased substantially in the following quarter. In the December quarter, one retailer decreased its lowest market offer bill, yet much less than the increase in the previous quarter. In the March quarter, the average lowest market offer bill decreased, but then increased again slightly in the June quarter. Overall, the average lowest market offer bill was still significantly higher at the end of 2022–23 than a year before.

APPENDIX B: ASSUMPTIONS AND ADDITIONAL INFORMATION

B.1 Plans included in our analysis

Most common tariffs and tariff combinations

Our analysis is based on the most common tariffs and tariff combinations for small customers in SEQ, which we also covered in previous reports. For residential customers, these were the flat rate, flat rate with controlled load super economy and flat rate with controlled load economy tariffs. For small business customers, these were flat rate and time-of-use tariffs.³ We only included plans based on these most common tariffs in our analysis.

Some SEQ customers are now on a retail demand tariff. While not common during 2022–23 at the retail level, at the network-level demand tariffs are the default tariff for smart meter customers in SEQ. To the extent the number of residential customers on a retail demand tariff increases during 2023–24, we will incorporate those tariffs in our future market monitoring reports.

Plans available at the end of the quarter (2015–16 and 2016–17)

The plans we included in our analysis for 2015–16 and 2016–17 were those that were available on the last day of each quarter of these two financial years. This point-in-time approach meant that any plans that may have been available during a quarter but were not available on the last day of that quarter were not included in our analysis. We adopted this approach, as it was consistent with other regulators' approaches to price monitoring at the time.⁴

Plans available during the entire quarter (since 2017–18)

Since 2017–18, a significant number of plans have been published by retailers and expired *within* the quarters; that is, plans were published after the first day of the quarter and expired before the last day of that quarter. To provide a more complete analysis of the plans available to SEQ customers, we included these plans in our price monitoring for the for the reports since 2017–18, including this one.

B.2 Plans excluded from our analysis

We identified a number of plans on Energy Made Easy that we excluded from our analysis for the following reasons:

- The expiry date preceded the publication date.
- The plans were published and expired on the same day.
- The plans appeared to be, or were explicitly published as, 'dual fuel' plans.
- Supply or usage charges were missing or implausible.
- Market offers were restricted—that is, not generally available.
- The plans could not clearly be identified and allocated to a specific tariff or tariff combination.

³ From 1 July 2020, small business customers on basic meters consuming more than 20 MWh per year were reassigned from tariff 8500 (small business flat rate without controlled load) to tariff 6000 (small business wide inclining fixed rate without controlled load). However, Energex data suggests that most customers were still on a small business flat rate tariff at the network level (unpublished Energex data). While retail tariffs offered by retailers may deviate from the underlying network tariff, we based our analysis on network-level data, given that data on the number of customers on specific plans, and the individual retail tariff that applies to them, is not generally available.

⁴ QCA, *SEQ retail electricity market monitoring 2016–17* [scoping paper], 2016, pp 6–12.

We also excluded from our price monitoring any plans with publication dates before 1 July in the years of 2017 to 2022 that were expired already, on the basis that these plans did not reflect retailers' prices for the respective financial year.

Retailers coded some plans on Energy Made Easy as 'restricted plans'.⁵ We excluded restricted market offers, because the direction notice requires us to report on 'generally available market offers' only. However, we did not exclude restricted standing offers—other than those for embedded networks (explained in appendix B, section B.8)—because the direction notice does not specify that the standing offers we report on should only be those that are generally available.

B.3 Annual bill calculations—exclusions

As in our previous annual market monitoring reports, we excluded the value of the following when calculating bills, as they do not apply to all customers:

- additional features offered by retailers that incur an additional charge (e.g. GreenPower)⁶
- retail fees and charges (e.g. payment processing fees)⁷
- non-financial incentives
- solar feed-in tariffs.

Where retailers offered more than one standing offer per tariff or tariff combination, we report—as in our previous reports—the lowest standing offer, on the basis that the higher-priced standing offers were generally for solar customers.

Our bill calculations also exclude the value of assistance the Queensland Government provided to energy customers in response to the coronavirus pandemic, and the value of the various electricity rebates that the Queensland Government has paid out over time, including the annual asset ownership dividends.⁸ Our view is that excluding the value of these payments improves the comparability of our bill calculations over time.

B.4 Annual bill calculations—inclusions

As in our previous annual market monitoring reports, we accounted for the following when calculating bills:

- quantifiable one-off sign-up bonuses and incentives (a reduction of bills)
- guaranteed and conditional discounts (a reduction of bills)
- membership fees (an addition to bills)
- fees for access to wholesale prices (an addition to bills).

⁵ The AER's retail pricing information guidelines define restricted plans as plans that are 'specifically targeted at an individual or exclusive group and tailored to the specific circumstances of that customer and their need(s)'. Examples of restricted plans include family and friends plans, standing offers to satisfy retailers' financially responsible market participant requirements, plans for customers in residential embedded networks, and 'save' and 'win-back' plans (AER, [AER Retail Pricing Information Guidelines](#) [version 5.0], 2018, p 15, clauses 77, 78(b), 78(d)–(e), 78(i)–(j)).

⁶ Retailers' GreenPower options are reported in chapter 3 of our report.

⁷ We include fees that apply to all customers if they take up a plan with such fees attached (e.g. membership fees or fees to access wholesale prices—see section B.4 below).

⁸ A Lynham, [State Govt cost of living relief continues to roll out](#) [media release], Queensland Government, 23 July 2020; Queensland Government, [Coronavirus \(COVID-19\) electricity relief for small businesses](#), Business Queensland website, updated 1 May 2020, viewed 15 September 2021. For an overview of the rebates and dividends paid to vulnerable households, other households and small businesses since 2017–18, see Queensland Government, [Tackling the cost of living](#), Queensland Government website, updated 13 June 2023, viewed 6 July 2023.

Our bill calculations thereby show what the median SEQ customer would have paid during the first year after taking up the plan. Individual customers may have been charged additional fees and charges, which are not included in our bill calculations.

B.5 Solar plans

We have regularly commented in our market monitoring and solar feed-in tariff monitoring reports that retailers do not apply a common approach to identifying solar-only plans on Energy Made Easy. In the absence of retailers providing a common approach to identifying solar-only plans on Energy Made Easy, we included market offers with solar feed-in tariffs in our price monitoring analysis. This means that, in the case of retailers that do publish separate solar plans—and included solar-specific costs such as solar metering charges in the supply charge—some of their higher-priced plans may have been available only to solar customers. In cases where the most expensive market offer was a solar plan, we indicated which non-solar plan was the most expensive market offer.

We also note that where retailers were to have a common approach to solar-only plans on Energy Made Easy then Energex's solar metering charges to the daily supply charges on such plans could be readily incorporated. In 2022–23, the solar metering charge was 7.751 cents per day (around \$28.31 for the year, excluding GST).⁹ Our position is that publishing separate solar and non-solar plans, and adding the solar metering charge to the supply charge of solar plans, would:

- provide customers with a more accurate estimate of annual bills than either not disclosing solar metering charges or listing them as a separate fee type, as a small number of retailers do
- reduce the likelihood of non-solar customers covering part of the cost of solar customers' solar metering charges, thereby improving the cost reflectivity of prices on solar and non-solar plans¹⁰
- ensure that plans where the solar metering charge is added to the daily supply charge are not presented on Energy Made Easy as being more expensive than other plans for which retailers do not include solar metering charges in the supply charge but levy those charges as a separate fee
- be consistent with the ACCC's requirement under the Electricity Retail Code that recurring metering charges be included in the unconditional price of plans.¹¹

B.6 Controlled load plans

Retailers' approaches to plans with controlled load

The AER's retail pricing information guidelines do not have specific requirements for retailers' controlled load plans, other than requiring retailers to refer to 'controlled load' rather than 'off-peak' usage.¹² We note that retailers do not apply a consistent approach to publishing plans with controlled load tariffs on Energy Made Easy. The comparability of plans would be improved if all retailers separated their plans with one or more controlled load tariffs from their flat rate only plans.

⁹ Energex, *Last year's network tariffs & prices*, Energex website, n.d., viewed 7 November 2023.

¹⁰ The issue of differences in supply costs for solar and non-solar customers in different regions of the NEM was discussed in the AER's DMO draft determination for 2020–21 (AER, *Default Market Offer Prices 2020–21* [draft determination], 2020, pp 54, 63).

¹¹ ACCC, *Guide to the Electricity Retail Code* [version 3], 2021, p 5. Recurring fees are also included in the definition of 'price' in the guide to the code (p v).

¹² AER, *AER Retail Pricing Information Guidelines* [version 5.0], 2018, p 14 (Table 3).

These observations and suggestions remain relevant to the SEQ retail electricity market. We noted this year again that retailers did not apply a consistent approach to publishing plans with controlled load tariffs on Energy Made Easy and that they used different terms to describe the controlled load tariffs of their plans. To demonstrate the inconsistency in the way retailers publish plans with controlled load tariffs, Table B1 shows the various ways in which retailers have described their controlled load tariffs on plans in the SEQ market.

Table B1 Retailers' identification of controlled load on plans in SEQ

Tariff 31: controlled load super economy	Tariff 33: controlled load economy
Controlled Load Super Economy	Controlled Load Economy
Super Economy	Economy
Super Economy South East	Economy South East
CL1	CL2
Controlled Load 1 – Tariff 31	Controlled Load 2 – Tariff 33
Controlled Load (T31) Usage (Super Eco)	Controlled Load (T33) Usage (Economy)
Super Economy Tariff 31	Economy Tariff 33
Controlled Load 1	Controlled Load 2
All Controlled Load 1	All Controlled Load 2
Controlled Load One	Controlled Load Two
Controlled Load_9000	Controlled Load_9100
Home Controlled Load 1	Home Controlled Load 2
Off peak – Controlled load 1	Off peak – Controlled load 2
Controlled Load Off-Peak 1	Controlled Load Off-Peak 2
1 Separately metered usage	2 Separately metered usage
Supply will be available for a minimum 8 hours per day, at the discretion of the distributor, generally between 10 pm and 7 am.	Supply will be available for a minimum 18 hours per day, at the absolute discretion of the distributor.

Source: *Energy Made Easy*.

In our view, retailers could make definitions and explanatory text clearer with respect to which controlled load tariff applies. This would assist SEQ customers to understand and compare plans with one or more controlled load tariffs.

Plans without a clear distinction of the type of controlled load

In recent years, some retailers have published residential plans with controlled load tariffs on Energy Made Easy that did not clearly specify whether the controlled load tariff was economy or super economy. In those cases, we generally included the controlled load plans in our bill calculations for both the residential flat rate with controlled load economy and super economy tariff combinations.¹³

We discussed in our previous market monitoring reports how prices on the economy and super economy controlled load tariffs had converged in recent years, particularly since the default market offer (DMO) was introduced in July 2019.¹⁴

¹³ In our market monitoring report for 2019–20, we noted that GloBird Energy published flat rate with controlled load plans on Energy Made Easy for the first time in the June quarter of 2020. As we could not clearly identify the tariff combination based on information available on Energy Made Easy, we excluded these plans from our analysis of residential with controlled load economy and super economy plans (QCA, *SEQ retail electricity market monitoring 2019–20*, 2020, pp 13, 17).

¹⁴ This trend became apparent when we calculated bills for both controlled load tariffs with the same (DMO) consumption level from 2015–16 to 2022–23. As the bills for residential flat rate plans with a controlled load tariff are based on the median consumption of the typical SEQ customer, which is different for the two controlled load tariffs, the graphs in chapter 2 of our report do not reveal this convergence of prices to the same extent as using the DMO consumption level (see also QCA, *SEQ retail electricity market monitoring 2019–20*, 2020, pp 163–164; QCA, *SEQ retail electricity market monitoring 2020–21*, 2021, p 10).

The AER does not distinguish between economy and super economy controlled load tariffs either. Although both controlled load tariffs are commonly used by residential customers in SEQ, the AER only sets one annual DMO price for the two residential with controlled load tariffs in SEQ. EnergyAustralia had submitted (to the AER) that a single DMO for controlled load would require retailers to allocate peak usage rates across a fixed amount of consumption and would therefore have the unintended consequence of flattening both controlled loads into a single price, which in turn would remove any intended pricing signal.¹⁵

Controlled load metering charges

We note that some retailers include controlled load metering charges as a daily supply charge levied on the controlled load circuit, while others do not clearly identify whether the charge is passed through to customers. Although load control metering charges are not very high,¹⁶ we consider that all retailers should identify the charge on their controlled load plans to support the clarity and comparability of plan information on Energy Made Easy.

B.7 Small business time-of-use offers

A time-of-use tariff means that the price of electricity changes at different times of the day. The types of rates available with a small business time-of-use plan are:

- peak rates, which apply on weekdays from 7 am to 9 pm and are more expensive
- off-peak rates, which apply on weekdays from 9 pm to 7 am and on weekends and are cheaper.¹⁷

To calculate the bills for small business time-of-use customers, we applied the peak and off-peak split of median consumption to the plans' peak and off-peak rates.

B.8 Embedded networks

For the purpose of monitoring the SEQ retail electricity market, we assume that any restricted plan published by a retailer that is focused on embedded networks is site-specific, unless there is clear evidence on Energy Made Easy that the plan is generally available in the wider market.

Examples of retailers operating in SEQ that are focused on embedded networks are Altogether, Apex Energy, Flow Systems, Humenergy, Locality Planning Energy, Metered Energy, OC Energy, PowerHub, Real Utilities, Savant Energy, Seene, The Embedded Networks Company and Winenergy.

To our knowledge, Locality Planning Energy is the only retailer operating in SEQ that has customers in embedded networks and in the wider market.

B.9 Number of days in a year

Consistent with the approach in our previous market monitoring reports, we calculated annual bills based on 365.25 days per financial year to account for leap years and ensure the bills are comparable over time.

¹⁵ EnergyAustralia, [submission to the AER, Default Market Offer Prices 2019–20](#) [draft determination], 20 March 2019, p 5; EnergyAustralia, [submission to the AER, Default Market Offer Prices 2020–21](#) [draft determination], 13 March 2020, p 9.

¹⁶ Energex, [Last year's network tariffs & prices](#), Energex website, n.d., viewed 7 November 2023.

¹⁷ Energex, [Energex Network Tariff Guide, 1 July 2022 to 30 June 2023](#), 2022, p 26.

B.10 GST

All the bills for the typical SEQ customer we present in our market monitoring reports (and appendices) include goods and services tax (GST), unless otherwise specified.

B.11 Inflation

The prices of goods and services change over time. When performing year-on-year comparisons, the ACCC applied an inflation correction in its inquiry into the NEM by multiplying the effective price and bill amounts in the previous year(s) by the Australian Bureau of Statistics estimate of year-on-year growth in the Consumer Price Index.¹⁸

We present bills in nominal dollars—that is, we have not made any inflation adjustments to the bills in our analysis. Although it is important to keep inflation in mind when comparing bills over time, we consider that unadjusted prices and bills are more useful for customers who seek to understand how their plan compares to other plans in the market, and how bills have changed over time.

B.12 Treatment of specific plans in bill calculations

Certain elements of retailers' plans were either ambiguous and/or required some adjustments in order to calculate bills for our report. Table B2 explains how we approached these issues in this and our previous market monitoring reports.

Table B2 Treatment of indistinct information in bill calculations

Issue	Our approach
<p>Plans only available to certain customers</p> <p>Some plans were only available to customers who owned an electric vehicle, had a Seniors Card or were a member of an organisation (e.g. RACQ). Similar eligibility criteria were attached to numerous plans. Although such plans were only available to certain customers, they were included on Energy Made Easy as generally available plans.</p>	<p>The AER's retail pricing information guidelines define:</p> <ul style="list-style-type: none"> • <i>generally available plans</i> as '[a]ll plans that are available to any customers in the appropriate distribution zone with the appropriate metering configuration ... unless they are a restricted plan'¹⁹ • <i>restricted plans</i> as plans 'specifically targeted at an individual or exclusive group and tailored to the specific circumstances of that customer and their need(s)'. The guidelines add that restricted plans are 'typically not actively marketed' and include 'plans restricted to concession customers' as an example.²⁰ <p>The plans in question were, in our view, not generally available 'to any customers'. It can also not be said that they were 'typically not actively marketed' (that is, we consider the plans were marketed). However, as the plans were coded as generally available on Energy Made Easy, we included them in our analysis.</p>
<p>Plans coded as residential or small business plans</p> <p>Some plans appeared to be incorrectly coded. For example, we found small business plans that were published with a network tariff code reference in the plan name that suggested that the plans were for residential customers.</p>	<p>We checked the retailer's other plans on Energy Made Easy and/or checked with the retailer directly. In the example mentioned, the retailer confirmed that it only supplied business customers. Accordingly, we did not reallocate these plans to the residential tariff reporting, although the plan name suggested they were for residential customers.</p>

¹⁸ ACCC, *Inquiry into the National Electricity Market*, May 2021, p 54.

¹⁹ AER, *AER Retail Pricing Information Guidelines* [version 5.0], 2018, p 15, clause 76.

²⁰ AER, *AER Retail Pricing Information Guidelines* [version 5.0], 2018, p 15, clauses 77, 78, 78(g).

Issue	Our approach
<p>Credits/incentives paid at different points in time</p> <p>Some plans had bill credits attached that provided credits on the first bill and credits after 12 months. Other plans had incentives attached whereby the second part of the credit would be received 'on the first bill after 12 months'.</p>	<p>We only included the first part of such credits or incentives in our annual bill calculations, as we interpret the wording of the credit/incentive description such that the second part of the credit/incentive would not be received in the first 12 months.</p>
<p>Loyalty discounts</p> <p>Some plans had loyalty discounts attached that provided customers with a discount (off the total bill) after 12 months.</p>	<p>We did not include loyalty discounts in our annual bill calculations, as we considered that customers would not receive the benefit of these discounts during the first year.</p>
<p>Anniversary credits</p> <p>Some plans had ongoing credits attached, where customers received a credit each anniversary from the supply start date, with credits being applied to the customer's account on or before the anniversary. Other plans only had a 'first anniversary credit' attached.</p>	<p>It is not clear whether these credits are applied to the last bill in the first year or only at the beginning of the second year. We assumed that customers only receive these credits once they have been with the retailer for at least one full year. Consistent with the bill credits or sign-up incentives above, we did not include such (one-off or ongoing) anniversary credits in our bill calculations.</p>
<p>Referral discounts or credits</p> <p>As a reward for customers who referred others to the retailer, some plans had referral discounts (off the total bill) or one-off referral credits attached for each new customer that was referred.</p>	<p>We did not include such referral discounts or credits in our bill calculations, as we considered that such discounts or credits would only be realised if and when other people signed up, which is not under the control of a customer.</p>
<p>Discount off usage charges or off the bill</p> <p>Some plans had discounts attached that were described as being discounts off usage charges, but the discount method on Energy Made Easy was coded as being off the total bill (or vice versa).</p>	<p>We treated the discounts according to the discount method nominated by the retailer (discount code), rather than the description in the free text field on Energy Made Easy.</p>
<p>Guaranteed or conditional discount</p> <p>There were instances where the discount coding on Energy Made Easy appeared contradictory. For example, one plan had a discount off usage charges attached if customers paid with direct debit. However, the discount was described (coded) as a guaranteed discount. We note that the retailer attached some eligibility criteria to the plan, which included the customer paying bills by direct debit and agreeing to receive correspondence and bills via email.</p>	<p>The AER's retail pricing information guidelines distinguish between guaranteed and conditional discounts as follows:</p> <ul style="list-style-type: none"> • A <i>guaranteed discount</i> does not require a particular action or behaviour on the part of the customer. • <i>Conditional discounts</i> only apply if a customer satisfies certain requirements or conditions. Direct debit discounts are an example of a conditional discount.²¹ <p>In this case, we considered the AER's guideline and the eligibility criteria attached to the plan, but were mainly guided by the discount method nominated by the retailer (discount code). Accordingly, we treated the discount as a guaranteed discount.</p>
<p>Discounts versus incentives</p> <p>Some retailers listed bill credits or other benefits as a discount, rather than an incentive, on Energy Made Easy.</p>	<p>We treated such credits or financial benefits as an incentive, as they provide a reduction to customers' bills similar to financial incentives, whereas discounts generally provide a variable, percentage-based reduction off usage charges or off the total bill.</p>
<p>Plans classified as residential and small business</p> <p>Some plans had the same name, but some were classified as residential, and others were classified as small business plans.</p>	<p>We assessed the supply and usage charges attached to the retailer's other plans and compared these charges to the supply and usage charges of the plans in question. If the supply and usage charges were similar as or identical to the retailer's other residential (small business) plans, we reallocated the plans to the residential (small business) tariff reporting. We considered that a reallocation would deliver a more meaningful analysis of bills.</p>

²¹ AER, *AER Retail Pricing Information Guidelines* [version 5.0], 2018, pp 9–10, clauses 35–36.

Issue	Our approach
<p>Supply or usage charges with a value of zero</p> <p>We found controlled load plans on Energy Made Easy that had values of zero cents in the controlled load daily supply and usage charge fields.</p>	<p>We checked the retailer’s other controlled load plans and found that all had non-zero usage charges, and many had non-zero daily supply charges. We therefore excluded the plans with zero cents supply and usage charges from our analysis, as we assumed the zero values to be errors.</p>
<p>Missing controlled load charges</p> <p>For some plans, the eligibility restriction fields stated that the plans were controlled load tariffs that provide electricity supply for a minimum of 18 hours per day during time periods set at the discretion of the distribution network provider. This would suggest a controlled load economy tariff. However, no controlled load rates were included on Energy Made Easy.</p>	<p>We included these plans in our analysis of flat rate plans, as only a supply and a usage charge were included on Energy Made Easy. The supply and usage charges were slightly lower than those of the retailer’s other flat rate plans.</p>
<p>Plans that resulted in a negative bill</p> <p>One retailer had plans available that resulted in a negative annual bill due to the inclusion of a battery subsidy of \$2,000 that was attached as an incentive.</p>	<p>We excluded these plans from our analysis as we understand that these plans required a significant upfront investment—customers had to have a Tesla Powerwall installed.²² The inclusion of plans with negative bills would also have substantially distorted (lowered) the average bill and thereby our analysis of prices that were ‘generally available’ to the typical SEQ customer.</p>
<p>Plans with large incentives or credits</p> <p>Various plans had substantial VPP (virtual power plant) credits or battery subsidies attached—for example, a battery subsidy (sign-up credit) of \$800 per new eligible battery if customers purchased at least one new eligible battery from one of the retailer’s preferred installers.</p>	<p>We excluded these plans from our analysis as the incentives or credits would have resulted in substantially lower bills than most other plans and would thereby have distorted our analysis of average bills. These plans also required a significant upfront investment, which would not be reflected in our annual bill calculations. Moreover, the total value of the incentive or credit was not clear in some instances—for example, we do not have any visibility over the number of batteries the average SEQ customer would have likely purchased (i.e. how many \$800 incentives they would have received).</p>
<p>Residential plans available to business customers</p> <p>Some plans were classified as residential plans on Energy Made Easy but were only available to customers with an ABN and a valid Qantas business rewards membership.</p>	<p>If a retailer had such plans, we checked the supply and usage charges of these plans. In instances where we found that the charges were the same as the charges of most of the retailer’s other residential plans, and lower than most of the charges of the small business plans, we left these plans in the residential analysis. We considered that this would deliver a more meaningful analysis of small business and residential plans. However, in some instances where a retailer had many plans and/or the information was ambiguous, we considered it more appropriate to exclude these plans.</p>
<p>Residential small office plans</p> <p>We found ‘small office’ standing offers on Energy Made Easy that were only available to customers with an ABN and a residential address. These plans were coded residential plans.</p>	<p>We checked the retailer’s supply and usage charges and found that the supply charges of these plans were the same as for the retailer’s other residential standing offers. The usage charges were the same as all of the retailer’s residential plans. Therefore, we did not reallocate these plans to the small business tariff reporting.</p>

²² For more information, see Simply Energy, [Virtual Power Plant Energy Plan](#), Simply Energy website, n.d., viewed 26 August 2022.

Issue	Our approach
<p>Home office plans coded to residential and small business customers</p> <p>Similar to the small office plans above, we found home office plans for small business customers who operated from home on a residential tariff. Such plans were coded as both small business and residential plans on Energy Made Easy.</p>	<p>We checked the retailer’s supply and usage charges and found that the supply and usage charges of these plans were the same as the retailer’s other residential plans, and lower than the supply and usage charge of the retailer’s small business plans. Accordingly, we reallocated the plans coded to small business customers to the residential tariff reporting.</p>

B.13 Calculation of demand tariff bills

To calculate market offer bills based on residential demand plans (chapter 9), we used customer demand data for tariff 3900 customers using approximately 4,096 kWh/annum (the median annual consumption of a residential flat rate customer—see Table 2 of our report). The median peak demand level for this level of annual consumption was 3.88 kW.²³

To replicate the bill impact of differing demand levels, we calculated demand levels that are 0.5 and 1.5 times the median demand level (Table B3).

Table B3 Tariff 3900 demand customer data and assumptions

0.5x median daily peak demand	Median daily peak demand	1.5x median daily peak demand
1.94 kW	3.88 kW	5.83 kW

Note: The median daily peak demand value provided by Energex is the average of the 12 monthly peak demands for the median customer.

Source: Energex; QCA analysis

To calculate annual bills for a customer on a retail demand tariff we have multiplied the:

- daily supply charge (c/day) by 365.25
- usage charge (c/kWh) by the annual flat rate tariff customer consumption level (4,096 kWh/annum)
- daily peak demand charge (\$/kW/day) by the daily peak demand, multiplied by 365.25.

²³ Data provided by Energex (unpublished). If we report on retail demand tariffs in future reports, like we report on flat rate and time-of-use tariffs, we may base demand tariff bill estimates solely on usage and demand data for the median customer on the most popular small customer demand network tariff at the time.

APPENDIX C: BILLS FROM 2015–16 TO 2022–23

C.1 Recalculated bills

In our report, we show trends in retailers' standing offer bills and generally available market offer bills since 2015–16. We present simple (unweighted) average bills for all five tariffs and tariff combinations in chapter 2, and weighted average bills for residential flat rate and small business flat rate offers in chapter 5. Bills are expressed in nominal dollars.

For readers' reference, this appendix includes tables with the recalculated simple average bills and weighted average bills from 2015–16 to 2022–23. We recalculated all the bills since 2015–16 using the updated median annual consumption data for residential and small business customers in Table 2 of our report.

It is important to note that the bills in this report are not comparable to the bills in our previous market monitoring reports, as the bills in those reports were calculated based on the latest median consumption data at the time. The bills in this report and appendix are based on the updated median annual consumption data in Table 2 of our report.

C.2 Simple average bills

Table C1 Bills for a typical SEQ residential flat rate customer, 2015–16 to 2022–23 (simple average)

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2015–16	September	1,465	1,411	1,351	1,469
	December	1,466	1,406	1,367	1,448
	March	1,469	1,388	1,363	1,417
	June	1,469	1,383	1,354	1,422
2016–17	September	1,592	1,431	1,387	1,477
	December	1,578	1,429	1,393	1,466
	March	1,574	1,423	1,387	1,455
	June	1,574	1,444	1,404	1,477
2017–18	September	1,627	1,477	1,405	1,542
	December	1,631	1,458	1,390	1,531
	March	1,628	1,447	1,369	1,534
	June	1,636	1,429	1,356	1,532
2018–19	September	1,610	1,351	1,270	1,443
	December	1,610	1,364	1,282	1,448
	March	1,616	1,376	1,300	1,452
	June	1,633	1,366	1,300	1,439
2019–20	September	1,436	1,324	1,286	1,365
	December	1,436	1,324	1,288	1,365
	March	1,430	1,310	1,279	1,346
	June	1,429	1,280	1,239	1,328
2020–21	September	1,380	1,220	1,171	1,287
	December	1,371	1,198	1,160	1,262
	March	1,366	1,181	1,142	1,248
	June	1,362	1,162	1,115	1,226
2021–22	September	1,326	1,179	1,128	1,253
	December	1,322	1,174	1,132	1,240
	March	1,325	1,191	1,135	1,277
	June	1,330	1,268	1,152	1,412

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2022–23	September	1,442	1,606	1,496	1,721
	December	1,479	1,603	1,532	1,679
	March	1,479	1,573	1,498	1,633
	June	1,486	1,575	1,498	1,676

Note: The annual bill (in nominal dollars) for each quarter is based on the median consumption of a residential flat rate customer in Table 2 of our report.

Sources: Energy Made Easy; QCA analysis.

Table C2 Bills for a typical SEQ residential flat rate with controlled load super economy customer, 2015–16 to 2022–23 (simple average)

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2015–16	September	1,676	1,578	1,513	1,644
	December	1,674	1,573	1,529	1,618
	March	1,678	1,552	1,524	1,585
	June	1,678	1,554	1,520	1,597
2016–17	September	1,768	1,633	1,581	1,684
	December	1,762	1,644	1,603	1,686
	March	1,765	1,640	1,602	1,676
	June	1,765	1,667	1,626	1,706
2017–18	September	1,897	1,740	1,649	1,825
	December	1,918	1,712	1,637	1,792
	March	1,909	1,699	1,604	1,804
	June	1,920	1,682	1,589	1,803
2018–19	September	1,893	1,591	1,499	1,689
	December	1,893	1,604	1,509	1,705
	March	1,893	1,619	1,533	1,706
	June	1,911	1,608	1,533	1,691
2019–20	September	1,730	1,589	1,543	1,639
	December	1,730	1,591	1,547	1,641
	March	1,728	1,578	1,542	1,619
	June	1,729	1,554	1,506	1,611
2020–21	September	1,632	1,450	1,392	1,527
	December	1,617	1,425	1,382	1,495
	March	1,616	1,408	1,362	1,488
	June	1,611	1,381	1,318	1,465
2021–22	September	1,560	1,397	1,343	1,477
	December	1,564	1,396	1,346	1,474
	March	1,556	1,421	1,353	1,527
	June	1,562	1,515	1,369	1,695
2022–23	September	1,710	1,943	1,821	2,078
	December	1,759	1,933	1,846	2,021
	March	1,760	1,890	1,802	1,961
	June	1,753	1,894	1,808	2,006

Note: The annual bill (in nominal dollars) for each quarter is based on the median consumption of a residential flat rate with controlled load super economy customer in Table 2 of our report.

Sources: Energy Made Easy; QCA analysis.

Table C3 Bills for a typical SEQ residential flat rate with controlled load economy customer, 2015–16 to 2022–23 (simple average)

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2015–16	September	1,788	1,686	1,616	1,756
	December	1,785	1,668	1,608	1,729
	March	1,789	1,657	1,627	1,693
	June	1,789	1,655	1,619	1,702
2016–17	September	1,860	1,710	1,659	1,764
	December	1,853	1,717	1,675	1,760
	March	1,853	1,712	1,672	1,748
	June	1,853	1,736	1,693	1,776
2017–18	September	1,965	1,788	1,699	1,871
	December	1,980	1,761	1,685	1,844
	March	1,971	1,747	1,649	1,855
	June	1,983	1,730	1,634	1,852
2018–19	September	1,951	1,632	1,538	1,734
	December	1,951	1,645	1,548	1,747
	March	1,951	1,657	1,567	1,749
	June	1,969	1,645	1,569	1,732
2019–20	September	1,727	1,596	1,551	1,645
	December	1,726	1,590	1,545	1,641
	March	1,727	1,576	1,538	1,617
	June	1,728	1,545	1,494	1,605
2020–21	September	1,627	1,437	1,383	1,510
	December	1,620	1,414	1,368	1,487
	March	1,619	1,398	1,351	1,479
	June	1,615	1,368	1,304	1,452
2021–22	September	1,556	1,385	1,327	1,474
	December	1,551	1,382	1,328	1,467
	March	1,557	1,410	1,337	1,529
	June	1,557	1,488	1,356	1,654
2022–23	September	1,699	1,928	1,808	2,059
	December	1,749	1,919	1,834	2,004
	March	1,750	1,877	1,791	1,946
	June	1,757	1,882	1,797	1,992

Note: The annual bill (in nominal dollars) for each quarter is based on the median consumption of a residential flat rate with controlled load economy customer in Table 2 of our report.

Sources: Energy Made Easy; QCA analysis.

Table C4 Bills for a typical SEQ small business flat rate customer, 2015–16 to 2022–23 (simple average)

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2015–16	September	1,633	1,553	1,491	1,616
	December	1,634	1,545	1,501	1,589
	March	1,634	1,548	1,515	1,586
	June	1,634	1,557	1,533	1,588
2016–17	September	1,872	1,684	1,669	1,705
	December	1,864	1,687	1,674	1,703
	March	1,869	1,690	1,678	1,707
	June	1,886	1,716	1,697	1,735

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2017–18	September	1,909	1,697	1,639	1,747
	December	1,926	1,710	1,668	1,756
	March	1,915	1,698	1,655	1,747
	June	1,927	1,683	1,647	1,740
2018–19	September	1,874	1,633	1,595	1,670
	December	1,874	1,630	1,581	1,681
	March	1,853	1,625	1,575	1,675
	June	1,870	1,615	1,566	1,667
2019–20	September	1,738	1,576	1,545	1,609
	December	1,739	1,550	1,514	1,591
	March	1,740	1,532	1,507	1,561
	June	1,738	1,536	1,493	1,585
2020–21	September	1,721	1,474	1,426	1,540
	December	1,674	1,454	1,424	1,494
	March	1,664	1,444	1,405	1,489
	June	1,692	1,419	1,381	1,454
2021–22	September	1,595	1,401	1,355	1,454
	December	1,573	1,399	1,363	1,447
	March	1,586	1,403	1,367	1,444
	June	1,581	1,459	1,388	1,553
2022–23	September	1,739	1,835	1,752	1,922
	December	1,797	1,870	1,821	1,921
	March	1,801	1,837	1,764	1,889
	June	1,810	1,845	1,779	1,897

Note: The annual bill (in nominal dollars) for each quarter is based on the median consumption of a small business flat rate customer in Table 2 of our report.

Sources: Energy Made Easy; QCA analysis.

Table C5 Bills for a typical SEQ small business time-of-use customer, 2015–16 to 2022–23 (simple average)

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2015–16	September	5,606	5,316	5,088	5,538
	December	5,608	5,250	5,090	5,484
	March	5,610	5,278	5,183	5,401
	June	5,610	5,328	5,259	5,428
2016–17	September	6,778	5,942	5,841	6,043
	December	6,738	5,985	5,911	6,058
	March	6,666	5,993	5,940	6,064
	June	6,741	6,140	6,080	6,212
2017–18	September	7,109	6,226	6,013	6,449
	December	7,128	6,236	6,079	6,467
	March	7,291	6,299	6,122	6,494
	June	7,336	6,219	6,049	6,465
2018–19	September	6,846	5,979	5,789	6,285
	December	6,846	5,906	5,717	6,190
	March	6,786	5,903	5,724	6,094
	June	6,838	5,798	5,575	6,047
2019–20	September	6,379	5,628	5,490	5,764
	December	6,372	5,533	5,412	5,679
	March	6,394	5,483	5,394	5,584
	June	6,394	5,440	5,357	5,525

Quarter		Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
2020–21	September	6,217	5,241	5,151	5,336
	December	6,318	5,322	5,256	5,415
	March	6,226	5,241	5,151	5,378
	June	6,199	5,166	5,063	5,293
2021–22	September	6,128	5,180	5,025	5,368
	December	6,068	5,133	5,020	5,257
	March	6,126	5,152	5,026	5,316
	June	6,150	5,345	5,046	5,762
2022–23	September	6,849	6,962	6,722	7,159
	December	7,163	7,236	7,107	7,374
	March	7,122	7,022	6,704	7,176
	June	7,218	6,975	6,780	7,199

Note: The annual bill (in nominal dollars) for each quarter is based on the median consumption of a small business time-of-use customer in Table 2 of our report.

Sources: Energy Made Easy; QCA analysis.

C.3 Weighted average bills

Table C6 Bills for a typical SEQ residential and small business flat rate customer, 2015–16 to 2022–23 (weighted average)

Quarter		Residential flat rate		Small business flat rate	
		Standing offer bill (\$)	Average market offer bill (\$)	Standing offer bill (\$)	Average market offer bill (\$)
2015–16	September	1,469	1,382	1,638	1,526
	December	1,469	1,388	1,638	1,516
	March	1,469	1,371	1,638	1,524
	June	1,469	1,380	1,638	1,540
2016–17	September	1,514	1,416	1,806	1,685
	December	1,514	1,421	1,805	1,683
	March	1,515	1,415	1,806	1,683
	June	1,515	1,423	1,815	1,677
2017–18	September	1,568	1,466	1,875	1,718
	December	1,567	1,447	1,874	1,713
	March	1,567	1,402	1,873	1,711
	June	1,568	1,397	1,882	1,698
2018–19	September	1,546	1,362	1,825	1,662
	December	1,546	1,356	1,824	1,655
	March	1,546	1,351	1,823	1,649
	June	1,546	1,337	1,835	1,634
2019–20	September	1,443	1,309	1,701	1,561
	December	1,443	1,294	1,701	1,526
	March	1,443	1,297	1,701	1,529
	June	1,444	1,277	1,702	1,526
2020–21	September	1,387	1,237	1,637	1,462
	December	1,387	1,214	1,634	1,458
	March	1,387	1,199	1,634	1,463
	June	1,387	1,164	1,633	1,444
2021–22	September	1,342	1,160	1,509	1,406
	December	1,342	1,150	1,498	1,396
	March	1,341	1,136	1,508	1,393
	June	1,341	1,136	1,508	1,428
2022–23	September	1,435	1,375	1,744	1,709
	December	1,490	1,437	1,809	1,754
	March	1,490	1,437	1,809	1,752
	June	1,490	1,410	1,804	1,749

Note: The annual bill (in nominal dollars) for each quarter is based on the median consumption of a typical residential flat rate or small business flat rate customer in Table 2 of our report, weighted by retailers' market shares in that quarter.

Sources: Energy Made Easy; AER retail statistics; QCA analysis.

APPENDIX D: ASSISTED CUSTOMERS—AVERAGE BILLS AND DISTRIBUTION OF ANNUAL BILLS

D.1 Overview

In this appendix, we present the estimated bills by retailer for assisted customers and the distribution of annual bills for the three residential tariffs and tariff combinations we cover in our report, for each category of assisted customers. Our estimated bills are calculated as supply costs plus the cost of electricity consumed plus GST.²⁴ The tables and charts in this appendix show:

- average annual bills for assisted customers
- average bills paid by assisted customers vs available market offers
- trends in average annual bills for assisted customers
- distribution of annual bills.

D.2 Average annual bills for assisted customers

Residential flat rate

In section 6.5.2 of our report, we show a graph with average standing and market offer bills, by retailer, for assisted customers on a residential flat rate plan in the December quarter of 2022 across all categories of assistance, based on the plans they were on and the consumption of a typical SEQ customer. A table with the corresponding bills is included below.

Table D1 Average annual bills for assisted customers—residential flat rate by retailer, December quarter 2022

Retailer	Standing offer (\$)	Market offer (\$)
1st Energy	—	1,709
AGL	1,492	1,368
Alinta Energy	—	1,381
Altogether Group	—	1,155
Amber Electric	—	1,710
CovaU	—	2,207
Diamond Energy	1,949	1,754
Discover Energy	—	3,437
Dodo Power & Gas	1,750	1,850
Energy Locals	—	1,329
EnergyAustralia	1,474	1,502
Future X Power	—	1,472
GEE Energy	—	1,628
GloBird Energy	—	1,616
Glow Power	—	3,784
Humenergy	—	1,128

²⁴ Supply costs are calculated as the daily supply charge multiplied by 365.25 days; usage costs are calculated as the usage charge multiplied by the customer's annual consumption level and GST. For more details on how we calculate annual bills, see chapter 2 (Table 3) of our report.

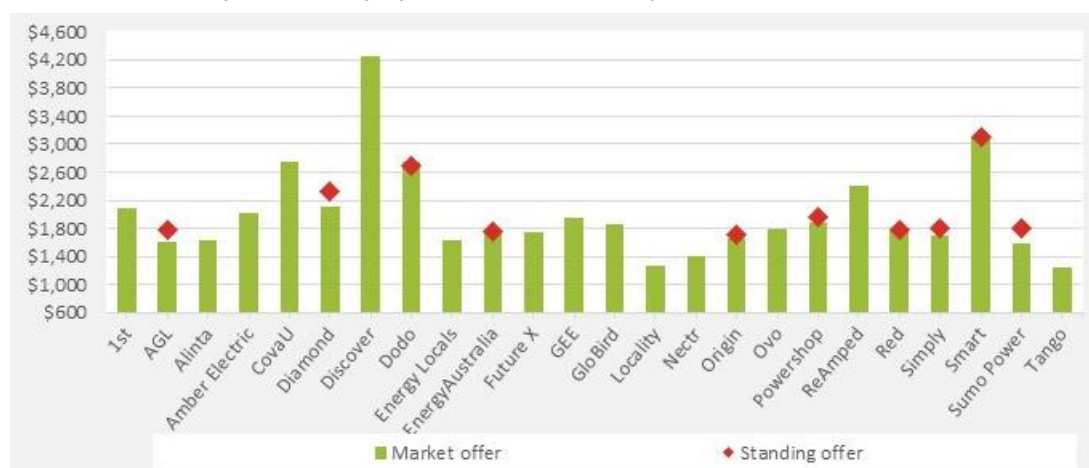
Retailer	Standing offer (\$)	Market offer (\$)
Locality Planning Energy	—	1,103
Metered Energy	1,527	—
Momentum Energy	—	1,498
Nectr Energy	—	1,153
Origin Energy	1,489	1,402
Ovo Energy	—	1,505
PowerHub	—	1,234
Powershop	1,644	1,560
ReAmped Energy	—	1,821
Red Energy	1,480	1,485
Savant Energy	1,361	1,261
Simply Energy	1,516	1,877
Smart Energy	2,635	2,661
Sumo Power	1,439	1,299
Tango Energy	—	1,191
The Embedded Networks Company	—	1,270
Winenergy	—	1,638

Notes: A dash (—) means the retailer did not have assisted customers on that type of plan. The standing offer for Diamond Energy, Dodo Power & Gas and EnergyAustralia is before any conditional discounts were applied. Retailers that did not report any assisted customers are not included in this table.

Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Residential flat rate with controlled load super economy

Figure D1 Average annual bills for assisted customers—residential flat rate with controlled load super economy by retailer, December quarter 2022



Note: Retailers that did not report any assisted customers are not included in this graph.

Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Table D2 Average annual bills for assisted customers—residential flat rate with controlled load super economy by retailer, December quarter 2022

Retailer	Standing offer (\$)	Market offer (\$)
1st Energy	—	2,084
AGL	1,786	1,607
Alinta Energy	—	1,633

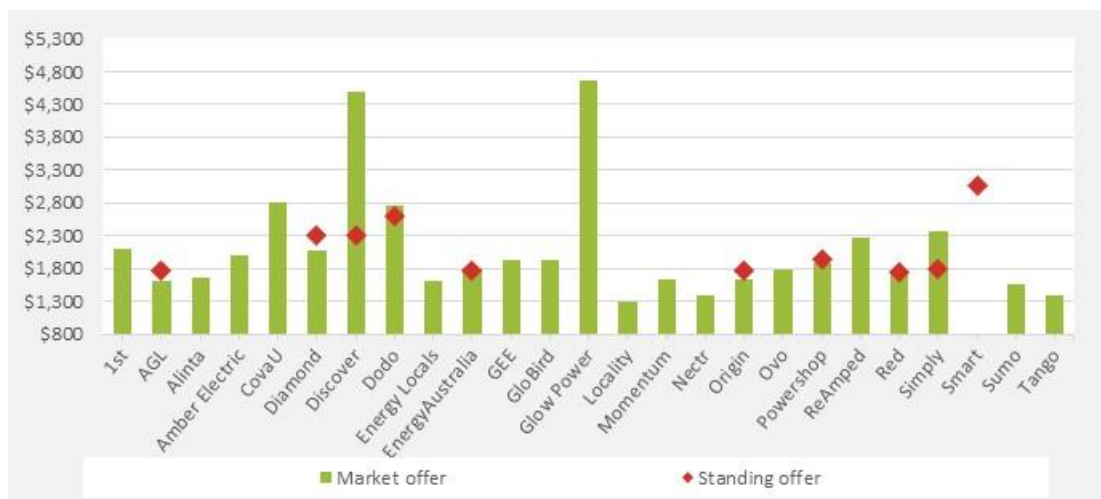
Retailer	Standing offer (\$)	Market offer (\$)
Amber Electric	—	2,030
CovaU	—	2,755
Diamond Energy	2,334	2,100
Discover Energy	—	4,242
Dodo Power & Gas	2,689	2,748
Energy Locals	—	1,634
EnergyAustralia	1,752	1,743
Future X Power	—	1,737
GEE Energy	—	1,948
GloBird Energy	—	1,869
Locality Planning Energy	—	1,267
Nectr Energy	—	1,395
Origin Energy	1,722	1,657
Ovo Energy	—	1,797
Powershop	1,969	1,872
ReAmped Energy	—	2,413
Red Energy	1,773	1,774
Simply Energy	1,805	1,699
Smart Energy	3,099	3,122
Sumo Power	1,799	1,595
Tango Energy	—	1,238

Notes: A dash (—) means the retailer did not have assisted customers on that type of plan. The standing offer for Diamond Energy, Dodo Power & Gas and EnergyAustralia is before any conditional discounts were applied. Retailers that did not report any assisted customers are not included in this table.

Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Residential flat rate with controlled load economy

Figure D2 Average annual bills for assisted customers —residential flat rate with controlled load economy by retailer, December 2022



Note: Retailers that did not report any assisted customers are not included in this graph.

Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Table D3 Average annual bills for assisted customers—residential flat rate with controlled load economy by retailer, December quarter 2022

Retailer	Standing offer (\$)	Market offer (\$)
1st Energy	—	2,094
AGL	1,767	1,607
Alinta Energy	—	1,659
Amber Electric	—	2,008
CovaU	—	2,797
Diamond Energy	2,308	2,077
Discover Energy	2,294	4,484
Dodo Power & Gas	2,611	2,769
Energy Locals	—	1,614
EnergyAustralia	1,757	1,810
GEE Energy	—	1,926
GloBird Energy	—	1,919
Glow Power	—	4,662
Locality Planning Energy	—	1,299
Momentum Energy	—	1,635
Nectr Energy	—	1,388
Origin Energy	1,762	1,645
Ovo Energy	—	1,771
Powershop	1,948	1,872
ReAmped Energy	—	2,268
Red Energy	1,753	1,758
Simply Energy	1,785	2,376
Smart Energy	3,067	—
Sumo Power	—	1,567
Tango Energy	—	1,380

Notes: A dash (—) means the retailer did not have assisted customers on that type of plan. The standing offer for Diamond Energy, Dodo Power and Gas and EnergyAustralia is before any conditional discounts were applied. Retailers that did not report any assisted customers are not included in this table.

Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

D.3 Average bills paid by assisted customers vs available market offers

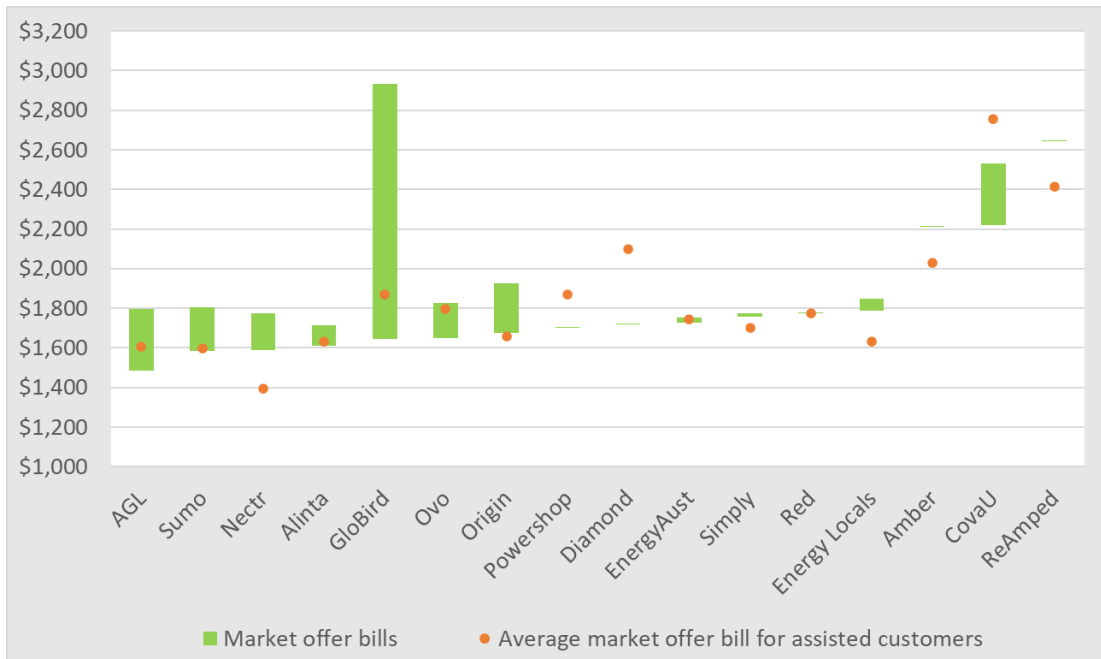
Residential flat rate

In section 6.5.2 of our report, we compare average market offer bills, by retailer, to the market offer(s) that the respective retailer had available in the December quarter of 2022 for customers on residential flat rate plans.

The graphs below show the same comparison for customers on residential flat rate with controlled load super economy plans and on residential flat rate with controlled load economy plans, again based on the usage level of the typical SEQ customer (see Table 2 of our report).

Residential flat rate with controlled load super economy

Figure D3 Average bills paid by assisted customers compared to available market offers, by retailer—flat rate with controlled load super economy offers only, December 2022

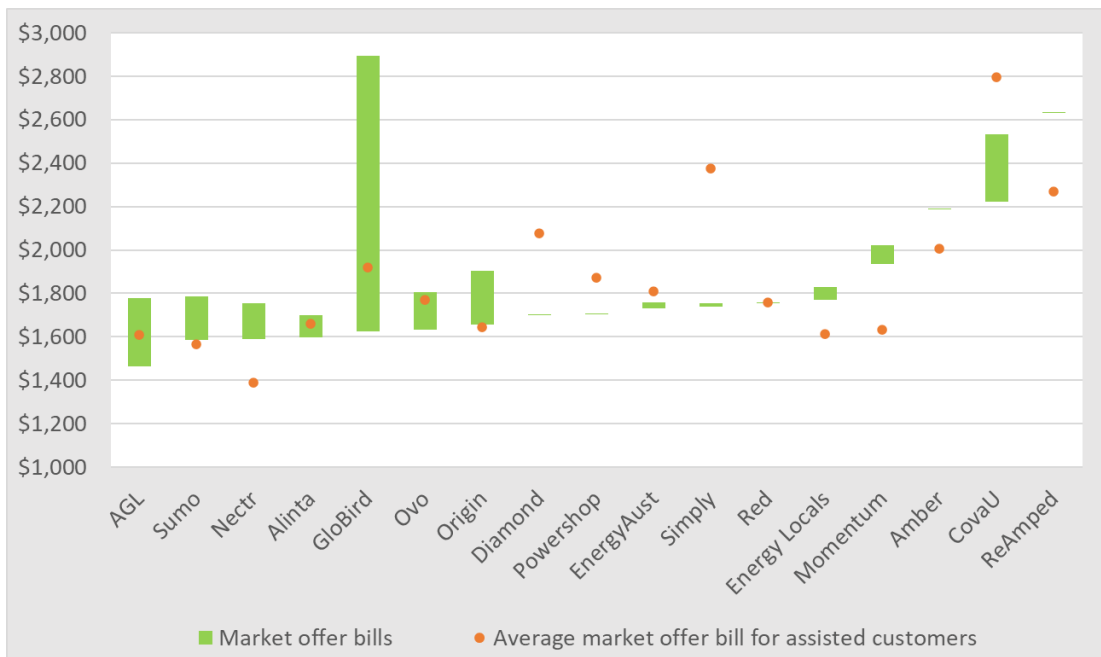


Note: Retailers that did not report any assisted customers are not included in this graph. Retailers that reported assisted customers but did not have market offers available on Energy Made Easy during the December quarter of 2022 are not included in this graph.

Sources: Retailers' responses to the QCA's information notice (unpublished); Energy Made Easy; QCA analysis.

Residential flat rate with controlled load economy

Figure D4 Average bills paid by assisted customers compared to available market offers, by retailer—flat rate with controlled load economy offers only, December 2022



Note: Retailers that did not report any assisted customers are not included in this graph. Retailers that reported assisted customers but did not have market offers available on Energy Made Easy during the December quarter of 2022 are not included in this graph.

Sources: Retailers' responses to the QCA's information notice (unpublished); Energy Made Easy; QCA analysis.

D.4 Trends in average annual bills for assisted customers

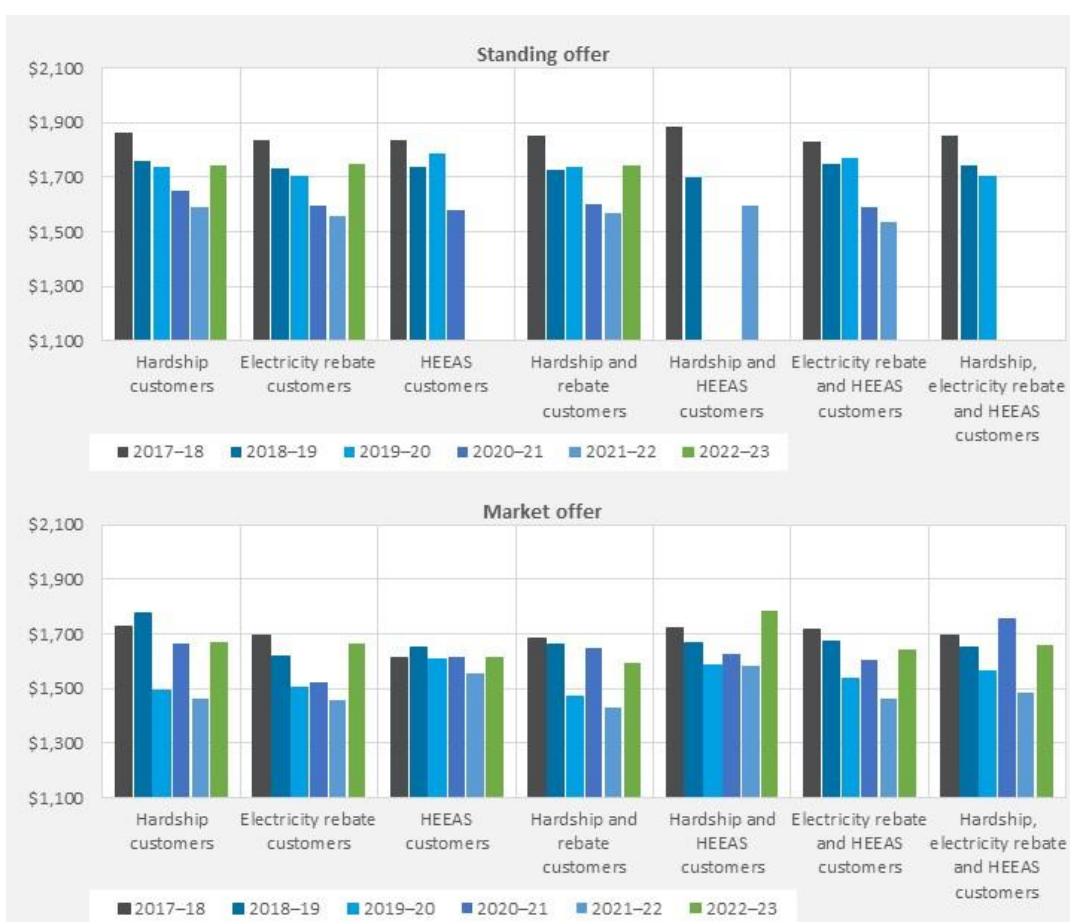
Residential flat rate

In section 6.5.3 of our report, we show average standing and market offer bills for assisted customers on residential flat rate plans between 2017–18 and 2022–23 (in nominal dollars) to illustrate how prices paid changed over time for each category of customers receiving assistance.

The graphs below show the same analysis for assisted customers on residential flat rate with controlled load super economy plans and on residential flat rate with controlled load economy plans.

Residential flat rate with controlled load super economy

Figure D5 Average annual bills for assisted customers—residential flat rate with controlled load super economy, 2017–18 to 2022–23

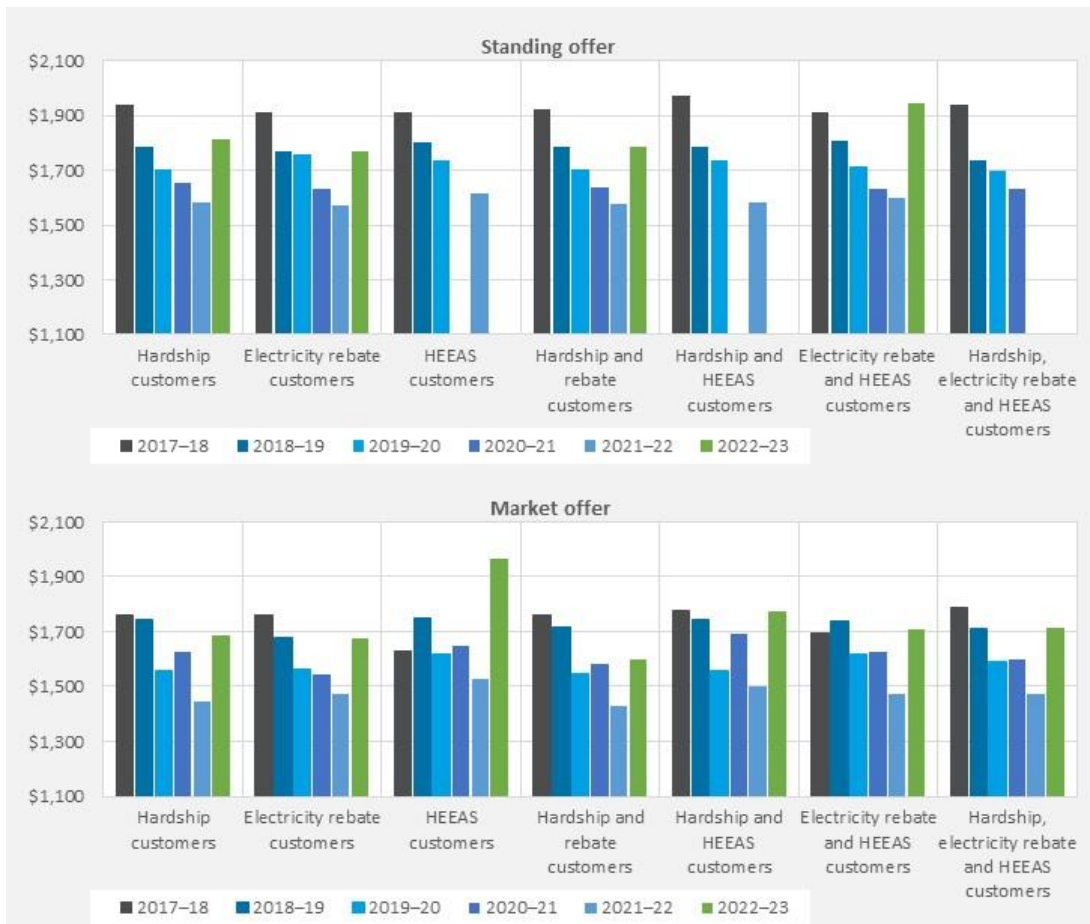


Note: For 2019–20 to 2022–23, we included bills from the December quarter of 2019, 2020, 2021 and 2022. No retailer reported having hardship and HEEAS customers on a standing offer for this tariff combination in 2019–20, 2020–21 and 2022–23. Also, no retailer reported having hardship, electricity rebate and HEEAS customers on a standing offer for this tariff combination in 2020–21, 2021–22 and 2022–23. Further, no retailer reported having HEEAS customers on a standing offer for this tariff combination in 2021–22 and 2022–23. And no retailer reported having electricity rebate and HEEAS customers on a standing offer for this tariff combination in 2022–23. Bills are in nominal dollars.

Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Residential flat rate with controlled load economy

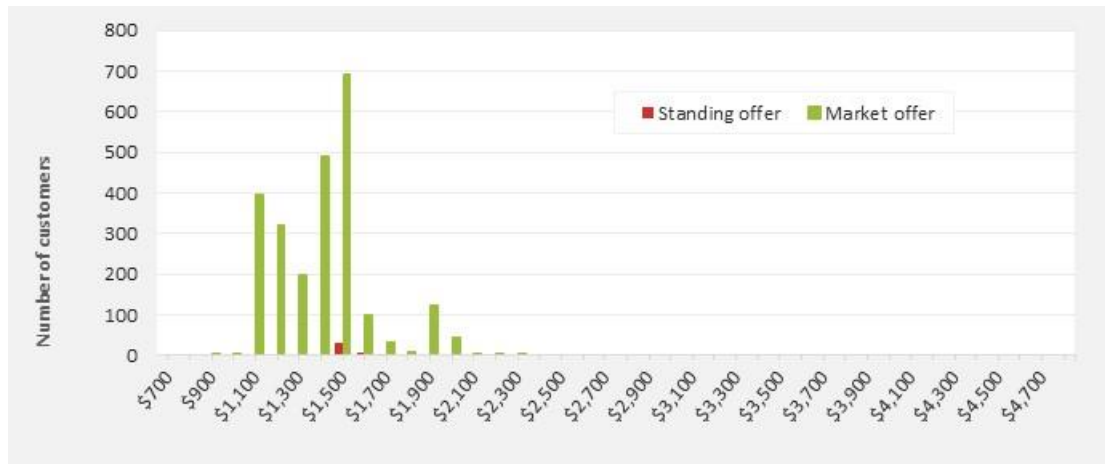
Figure D6 Average annual bills for assisted customers—residential flat rate with controlled load economy, 2017–18 to 2022–23



Note: For 2019–20 to 2022–23, we included bills from the December quarter of 2019, 2020, 2021 and 2022. No retailer reported having HEEAS customers, and hardship and HEEAS customers on a standing offer for this tariff combination in 2020–21 and 2022–23. Also, no retailer reported having hardship, electricity rebate and HEEAS customers on a standing offer for this tariff combination in 2021–22 and 2022–23. Bills are in nominal dollars. Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

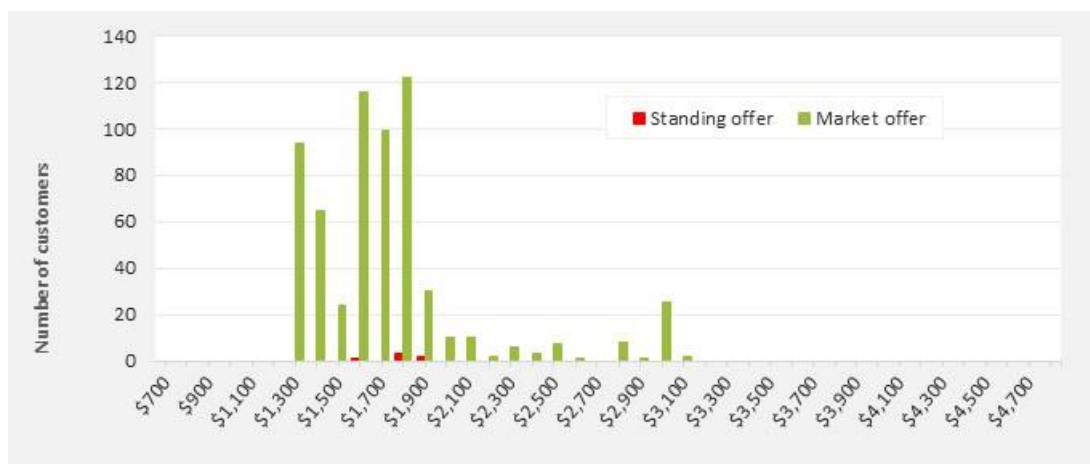
D.5 Distribution of annual bills—hardship only customers

Figure D7 Hardship customers—residential flat rate offers, distribution of bills, 2022–23



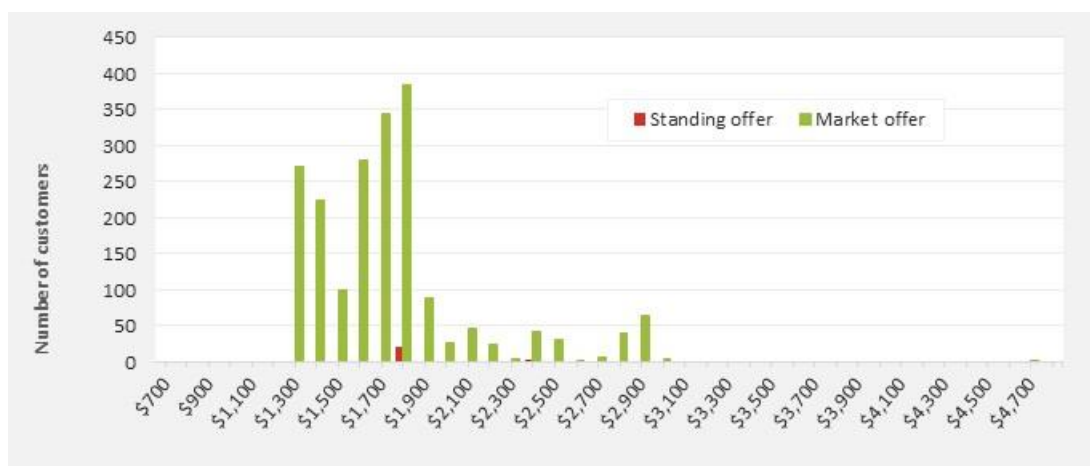
Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

Figure D8 Hardship customers—residential flat rate with controlled load super economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

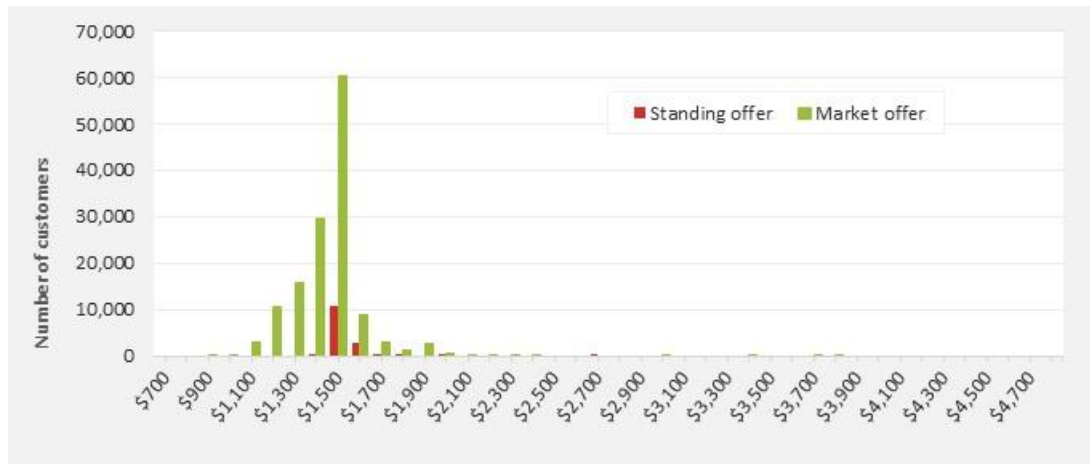
Figure D9 Hardship customers—residential flat rate with controlled load economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

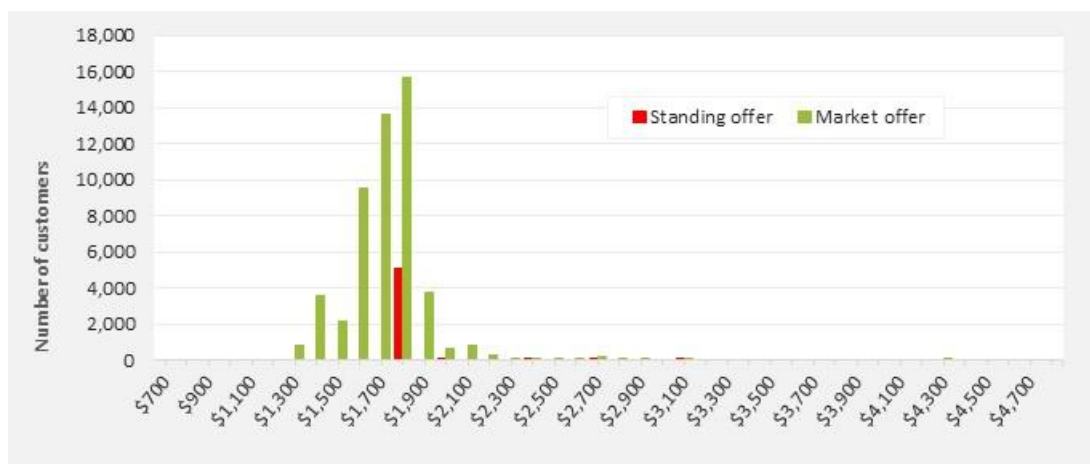
D.6 Distribution of annual bills—customers receiving the rebate only

Figure D10 Rebate customers—residential flat rate offers, distribution of bills, 2022–23



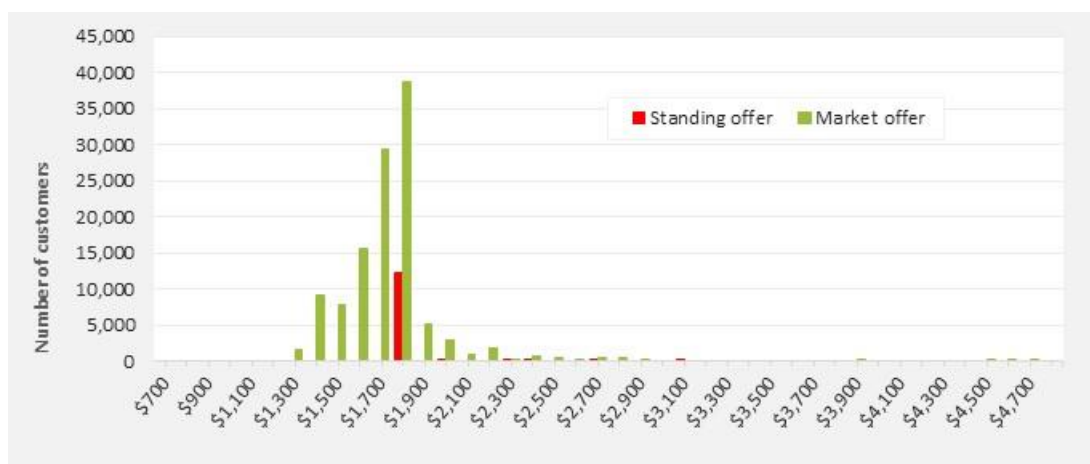
Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

Figure D11 Rebate customers—residential flat rate with controlled load super economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

Figure D12 Rebate customers—residential flat rate with controlled load economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

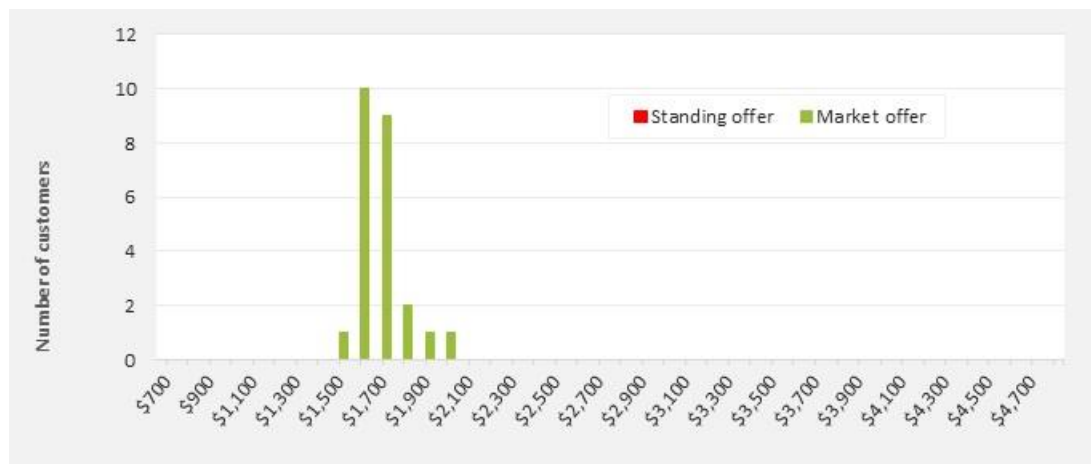
D.7 Distribution of annual bills—HEEAS only customers

Figure D13 HEEAS customers—residential flat rate offers, distribution of bills, 2022–23



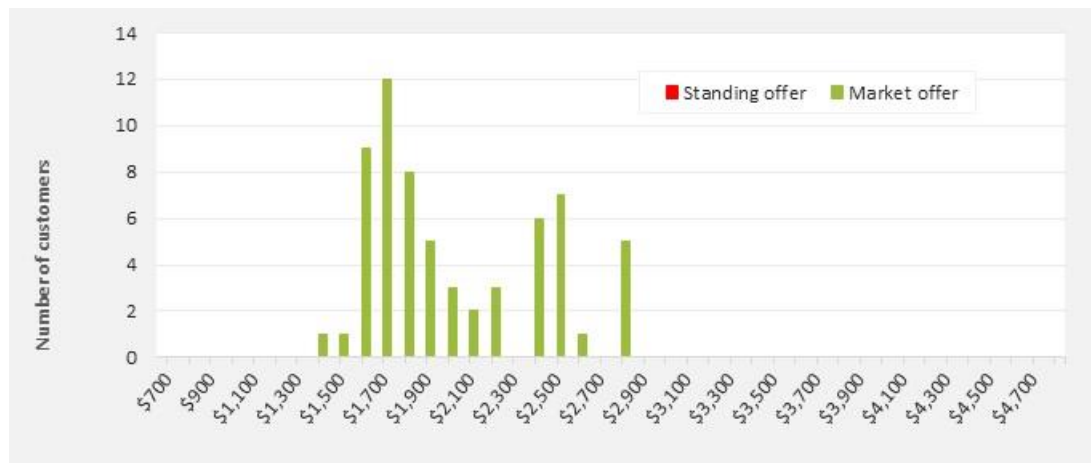
Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

Figure D14 HEEAS customers—residential flat rate with controlled load super economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

Figure D15 HEEAS customers—residential flat rate with controlled load economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

D.8 Distribution of annual bills—hardship and rebate customers

Figure D16 Hardship and rebate customers—residential flat rate offers, distribution of bills, 2022–23



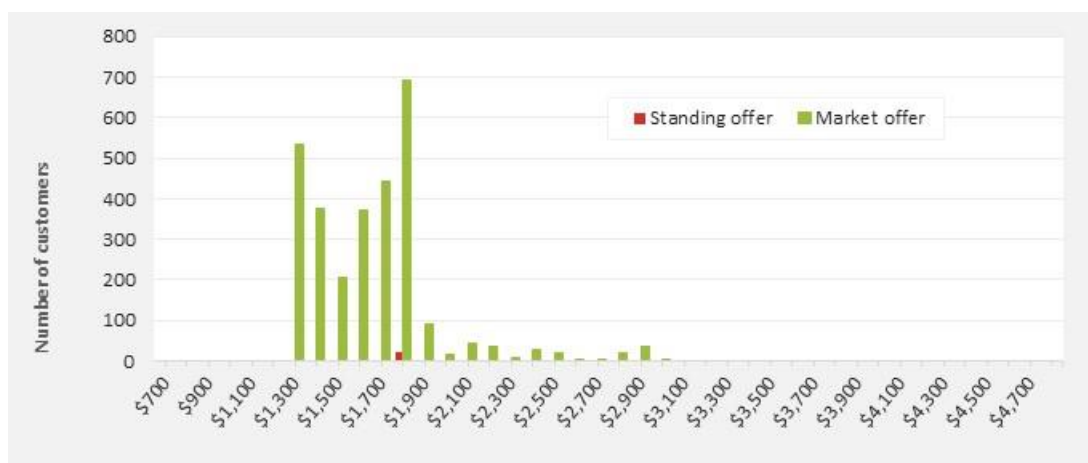
Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

Figure D17 Hardship and rebate customers—residential flat rate with controlled load super economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

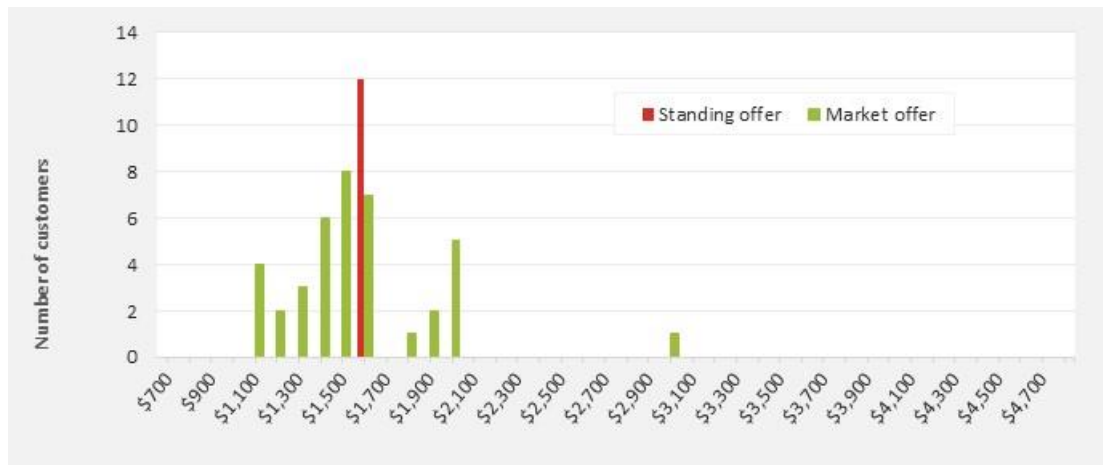
Figure D18 Hardship and rebate customers—residential flat rate with controlled load economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

D.9 Distribution of annual bills—hardship and HEEAS customers

Figure D19 Hardship and HEEAS customers—residential flat rate offers, distribution of bills, 2022–23



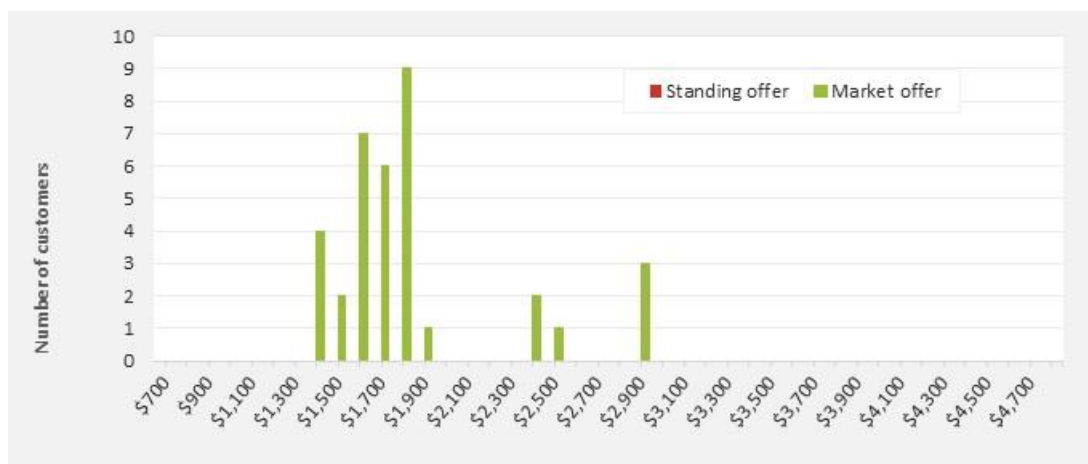
Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

Figure D20 Hardship and HEEAS customers—residential flat rate with controlled load super economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

Figure D21 Hardship and HEEAS customers—residential flat rate with controlled load economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

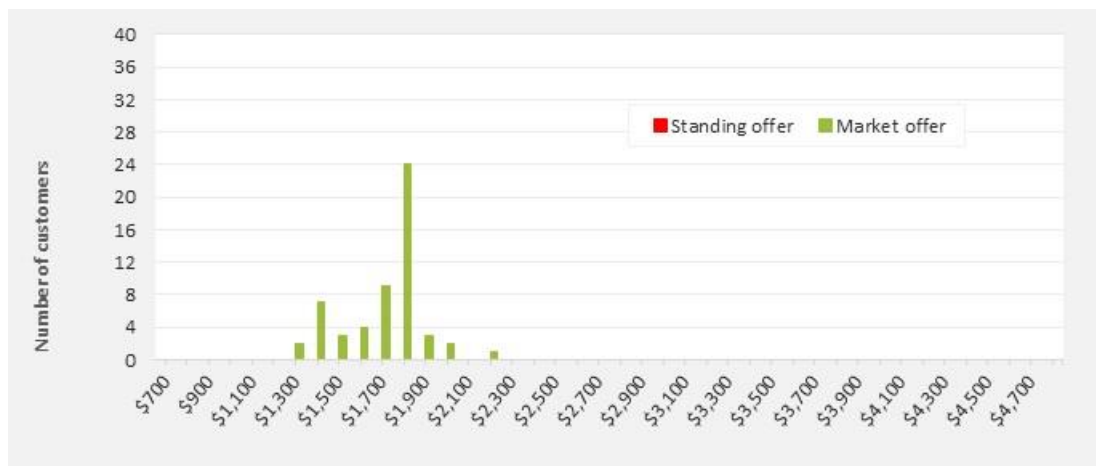
D.10 Distribution of annual bills—rebate and HEEAS customers

Figure D22 Rebate and HEEAS customers—residential flat rate offers, distribution of bills, 2022–23



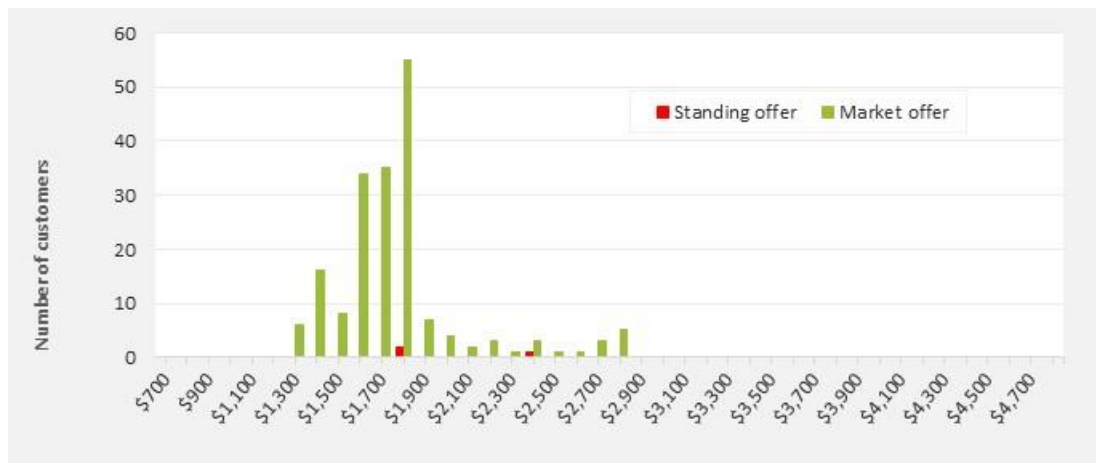
Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

Figure D23 Rebate and HEEAS customers—residential flat rate with controlled load super economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

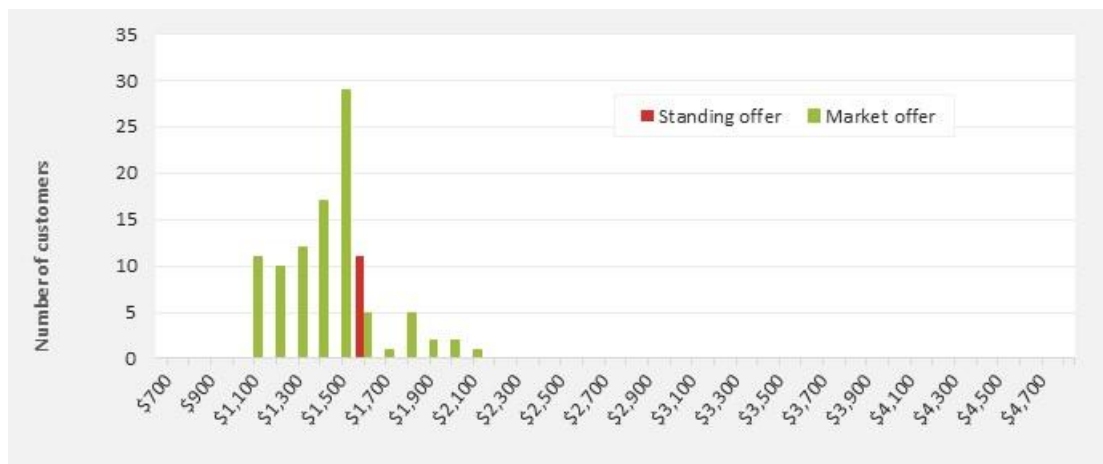
Figure D24 Rebate and HEEAS customers—residential flat rate with controlled load economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

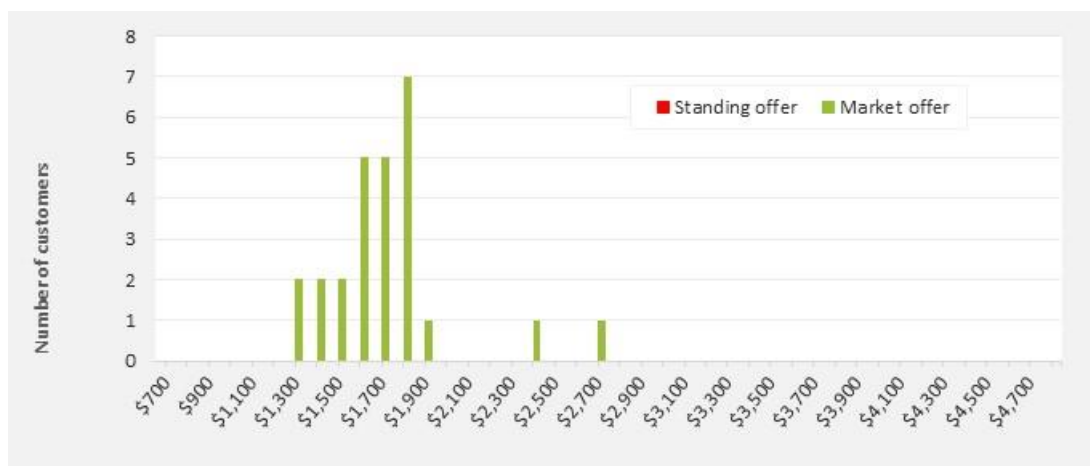
D.11 Distribution of annual bills—hardship, rebate and HEEAS customers

Figure D25 Hardship, rebate and HEEAS customers—residential flat rate offers, distribution of bills, 2022–23



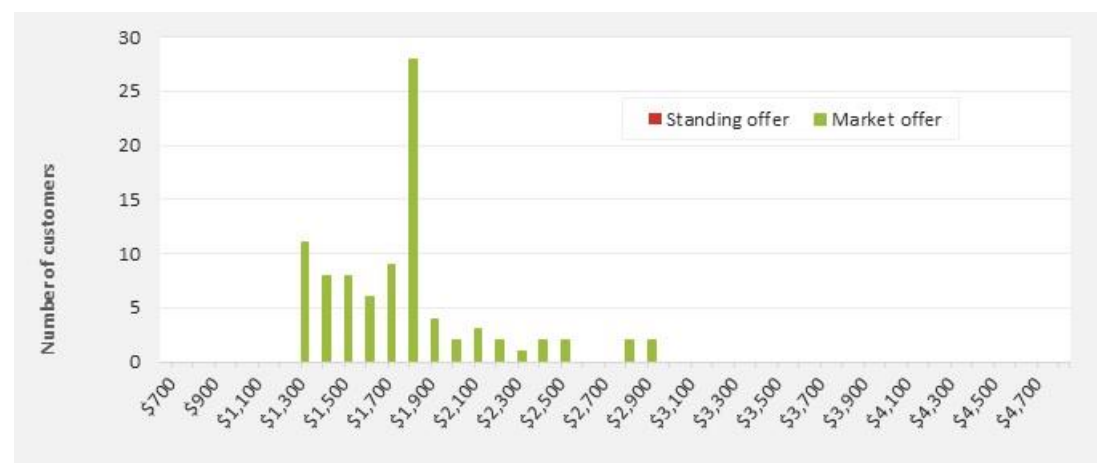
Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

Figure D26 Hardship, rebate and HEEAS customers—residential flat rate with controlled load super economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.

Figure D27 Hardship, rebate and HEEAS customers—residential flat rate with controlled load economy offers, distribution of bills, 2022–23



Source: Retailers’ responses to the QCA’s information notice (unpublished); QCA analysis.