

Assisted customer fact sheet

Active customers are likely to pay less than inactive or disengaged customers.

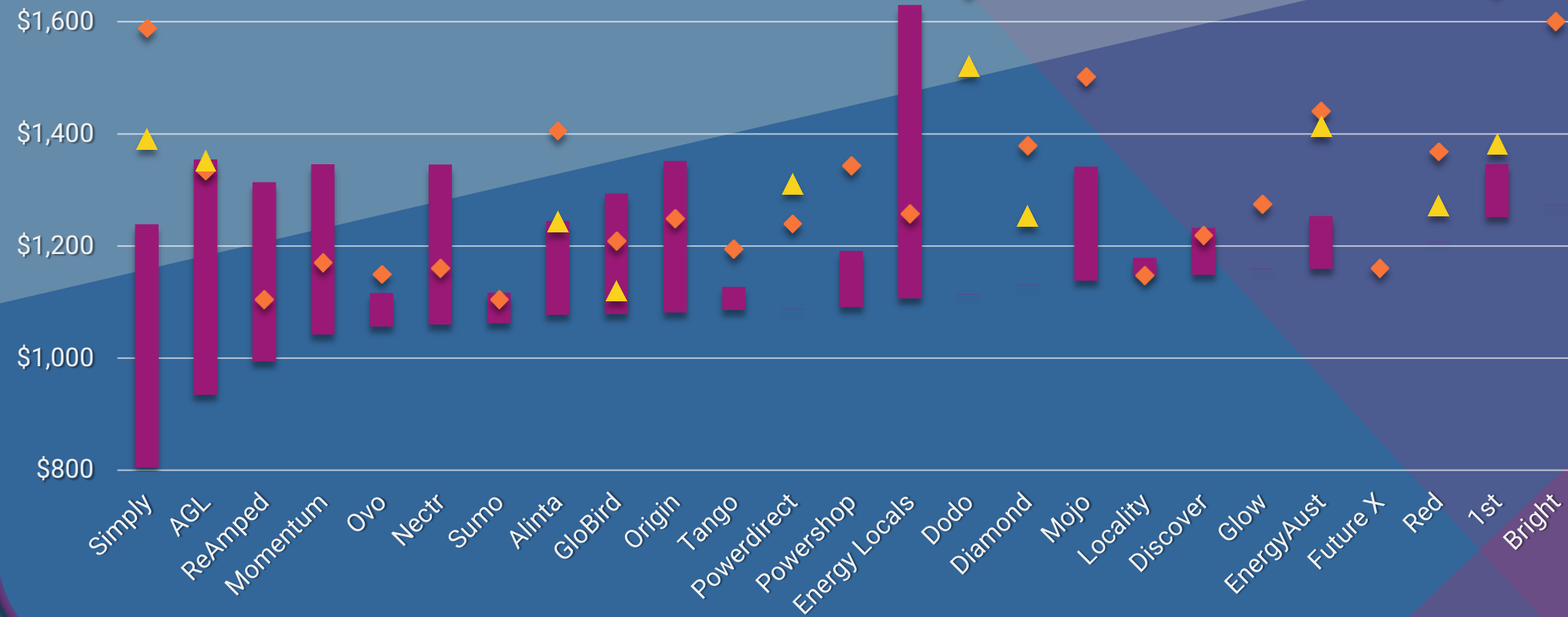
We encourage customers to regularly check whether they can find a better electricity plan by using [Energy Made Easy](#).

It is a free website developed by the Australian Energy Regulator – independent of commercial third parties, and includes all generally available electricity plans.

[Our current and past monitoring reports](#)

SEQ retail electricity market monitoring 2021–22

Are assisted customers on the best deal?



Assisted customers' bills could have been lower

Some assisted customers were paying prices higher than their retailer's lowest market offer available in 2021–22.

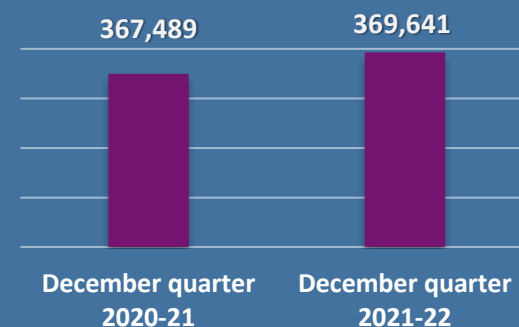
- Range of market offers available in the December quarter of 2021
- Assisted customers average market offer **without** conditional discounts
- Assisted customers average market offer **with** conditional discounts

CovaU's bills are not included above for presentational purposes.

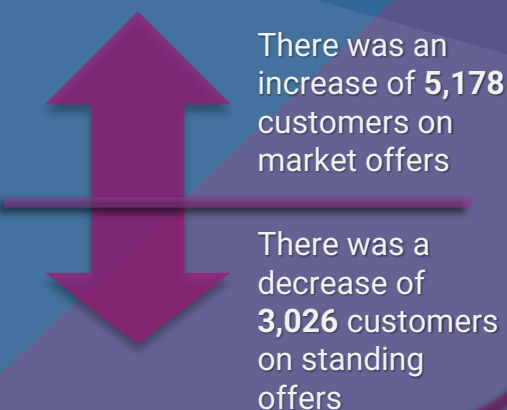
90.4 % of assisted customers were on market offers

- There are seven assistance categories—which include retailer hardship programs, government electricity rebates and the Home Energy Emergency Assistance Scheme
- 96.8% of assisted customers receive only the electricity rebate.

The number of total assisted customers increased by 6%



Movement between offer types



Advice for assisted customers

Vulnerable customers may find it difficult to navigate the market and compare plans. But it pays to be active and engaged.

- Assisted customers could pay lower prices than their current offer if they actively engage with retailers to get the best deal available.
- Assisted customers should consider if they are benefiting from conditional discounts attached to their offer and engage with retailers to get the best deal for their circumstances.
- Customers can ask retailers to assess the most economical tariff option for their individual circumstance and change the frequency of payments (to pay smaller amounts more often).