

# Projects on the Go October 2023

Activities of OTTER  
prepared for the  
OTTER Customer Consultative Committee

Printed October 2023

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**OTTER Customer Consultative Committee**  
**Projects on the Go**  
**Meeting 3 / 2023**  
**October 2023**

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## 1. Water and Sewerage

### a. Price and Service Plan Guideline

The current water and sewerage price determination, and TasWater’s price and service plan for the fourth regulatory period, expire on 30 June 2026.

Prior to making a new price determination the Regulator is required to conduct an investigation. TasWater’s price and service plan is a key input into the investigation and, for the fifth regulatory period, is to be submitted by 30 June 2025.

The Regulator’s expectations and requirements with respect to TasWater’s price and service plan are set out in a price and service plan guideline. OTTER has commenced the preparation of the draft guideline. Subject to the Regulator’s approval at the Regulator’s meeting of 19 October 2023, the guideline will be released for public consultation between December 2023 and February 2024 prior to being finalised in June 2024.

## 2. Energy

### a. Energy Security Monitor and Assessor status update and overview of current energy security position

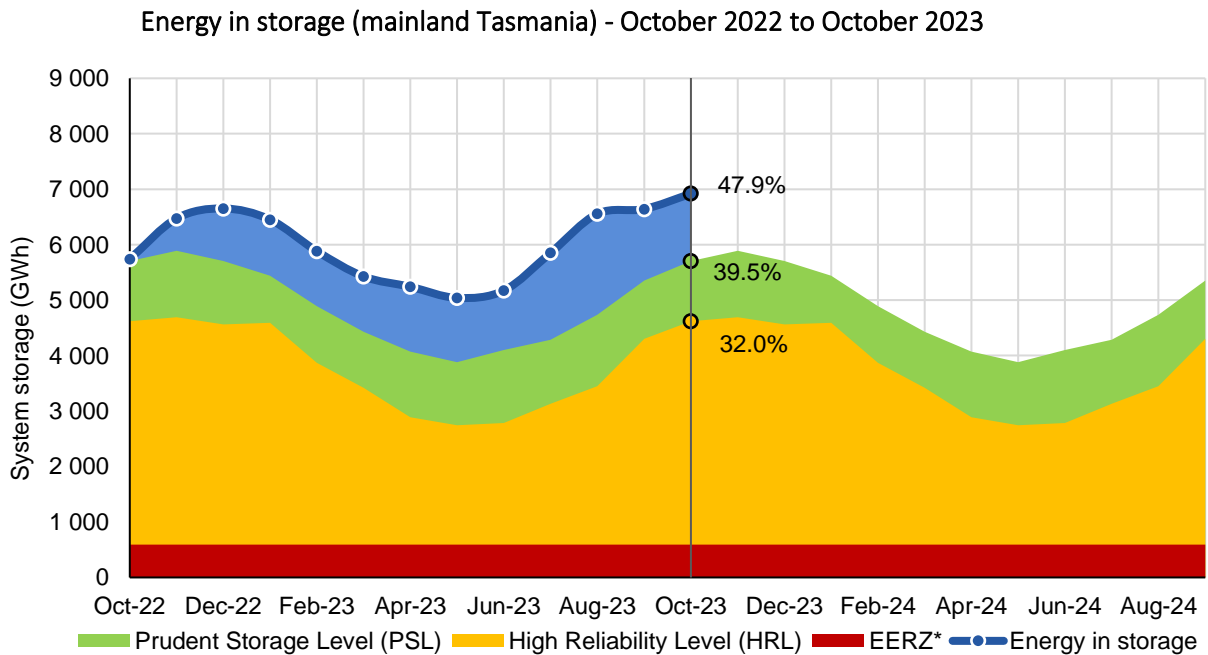
Energy in storage (EIS) as at 2 October 2023 was at 47.9 per cent. EIS at this level is above the Prudent Storage Level (PSL) and well above the High Reliability Level (HRL), for October. EIS is equivalent to 8.1 months of demand, based on average seasonal demand.

The monthly dashboards are available here: [Monthly dashboards](#).

Tasmanian wind generation during September 2023 was 173.76 GWh, a decrease from the July 2023 record of 239.97 GWh.

As at 2 October 2023, Hydro Tasmania’s modelling shows storages remaining above the PSL over the next 90 days in all of its simulated inflow sequences. Based on these simulations, entry into the HRL or PSL is highly unlikely over the next few months.

EIS over the past year is shown in the following chart.



## b. Wholesale Contract Regulatory Instrument pricing investigation

The current Wholesale Contract Regulatory Instrument expires on 30 June 2024.

Before releasing a new instrument and approving the types of wholesale contracts Hydro Tasmania is to offer weekly prices for, the Regulator must conduct a pricing investigation.

The Regulator has commenced a pricing investigation and will release a draft report setting out the Regulator's preliminary findings for public consultation in April 2024 prior to releasing a final report and a new instrument containing the required contract type approvals in June 2024.

## c. Review of the Guaranteed Service Level scheme

The Regulator has commenced a review of the Guaranteed Service Level Scheme (GSL), which requires TasNetworks to make payments to customers on mainland Tasmania that are affected by electricity outages when the frequency or duration of outages experienced by a customer exceeds prescribed thresholds.

The review will consider:

- the performance of TasNetworks against GSL requirements;
- GSL arrangements in other Australian jurisdictions;
- the level of GSL thresholds for the frequency and duration of outages;
- whether there is a need for additional or different guaranteed service levels;
- revisions to the 101 supply reliability areas that take into account changes to population and load since the area boundaries were developed;
- the financial value of GSL payments; and
- any other matters the Regulator considers relevant.

The Regulator published terms of reference on 28 September 2023, and will release a draft report for consultation on 23 February 2024. A revised GSL Guideline is to be published and commence on 1 July 2024.

## 3. Other

### Public Trustee prescribed body inquiry

In July 2023, the Treasurer directed the Regulator to conduct an inquiry into the Public Trustee's pricing policies and provided terms of reference. Under the Terms of Reference, the Regulator is to:

1. assess the Public Trustee's costs in providing services to clients, who are appointed by the Tasmanian Civil and Administration Tribunal or the Court to use its financial administration, trust management and estate administration services; and
2. whether the fees and charges imposed reflect the efficient costs of providing those services.

The full Terms of Reference of the inquiry can be found on the Regulator's website: <https://www.economicregulator.tas.gov.au/other-industries/prescribed-body-inquiries>

The Regulator is to deliver a report to the Treasurer with recommendations regarding matters in the Terms of Reference by 29 February 2024.

Staff from the Regulator's office have been engaging with the Public Trustee and consulting with stakeholders from the Public Trustee's stakeholder reference group to understand the impact the fees and charges have on the Public Trustee's clients.

#### 4. Electricity - Retail Quarterly Performance Reports

Aurora Energy, 1st Energy, Shell Energy, Energy Locals and CovaU have provided their performance reports for all four Quarters of 2022-23, and LocalVolts and Electricity in a Box have provided their performance reports for Q4 2022-23 as required under Regulation 12 of the *Electricity Supply Industry Regulations 2018*. Performance is reported in accordance with the AER's performance reporting procedures and guideline. Smart Energy is yet to provide the Regulator with its performance reports for all four quarters of 2022-23. The Regulator has contacted Smart Energy requesting these performance reports be provided.

Summaries for each retailer are provided in Tables 1-13 inclusive in Appendix A.

## Appendix A - Retailer performance



Table 1: Aurora Energy quarterly performance – residential

	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	239 815	239 565	239 468	238 360	238 980
APAYG customers	6	6	6	6	4
<b>Payment difficulties</b>					
customers repaying a debt	11 252	13 414	11 761 <sup>1</sup>	13 591	14 406
average amount \$	972	772	1 080 <sup>2</sup>	1 089	1 075
debt over \$500 but less than or equal to \$1 500	2 317	2 350	3 441	4 151	4 302
debt over \$1 500 but less than or equal to \$2 500	904	808	1 076	1 310	1 421
debt over \$2 500	1 266	1 142	1 397	1 618	1 687
<b>Payment plans</b>					
customers on a payment plan	4 896	5 509	5 078	4 446	4 441
customers who had their plan cancelled for non-payment	3 467	3 534	2 860	3 595	3 408
customers with 2 or more plans cancelled in the prev 12 months	2 188	2 534	1 397	1 709	654
<b>Disconnections</b>					
residential disconnections	110	44	19	25	12
concession customers disconnected	56	16	11	16	7
customers disconnected who were on a payment plan in the prev 12 months	50	20	13	14	5
customers disconnected on more than once occasion in prev 24 months	4	1	0	0	1
<b>Reconnections</b>					
reconnections within 7 days	30	22	6	8	4
customers on a payment plan in the prev 12 months reconnected within 7 days	12	10	3	2	2
concession customers reconnected within 7 days	15	9	3	5	2
<b>APAYG - Prepayment meter (PPM) customers</b>					
PPM customers with a concession	2	2	1	1	1
PPMs able to detect and report self-disconnections	0	0	0	0	0
PPM self-disconnection events	0	0	0	0	0
customers self-disconnected	0	0	0	0	0

<sup>1</sup> Revised from 18 806 after Aurora Energy identified a reporting error in April 2023.

<sup>2</sup> Revised from \$718 after Aurora Energy identified a reporting error in April 2023.

	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
average duration of self-disconnection events (minutes)	0	0	0	0	0
<b>Hardship program</b>					
customers on the hardship program	4 169	4 257	4 510	4 515	4 707
hardship customers with a concession	2 953	2 931	3 110	3 082	3 191
customers exiting the program	939	540	459	906	459
average debt upon entry to program \$	3 718	3 016	3 284	3 060	3 365
debt \$0 - \$500	24	30	56	84	51
debt over \$500 but less than or equal to \$1 500	106	128	216	300	191
debt over \$1 500 but less than or equal to \$2 500	94	78	125	183	117
debt over \$2 500	316	214	229	296	230
average debt \$	2 540	2 640	2 629	2 464	2 247
customers who successfully completed program	305	142	105	218	141
customers excluded from program for non-compliance	513	310	262	559	210
customers who transferred or left the retailer	121	88	92	129	108
<b>Complaints (residential)</b>					
billing	1 031	977	805	595	585
marketing	4	4	6	1	4
customer transfer	3	36	11	6	13
other	777	1 220	896	464	522
<b>TOTAL</b>	<b>1 815</b>	<b>2 237</b>	<b>1 718</b>	<b>1 218</b>	<b>1 279</b>

\* The majority of these complaints relate to the migration of customers to a new customer management system, which resulted in a change to their original account number



Table 2: Aurora Energy quarterly performance – small business

	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	28 795	28 907	28 523	28 985	29 293
market contracts	5 364	5 230	4 955	5 042	4 724
<b>Total small business</b>	<b>34 159</b>	<b>34 137</b>	<b>33 478</b>	<b>34 027</b>	<b>34 017</b>
<b>Payment difficulties</b>					
customers repaying a debt	264	304	368	372	442
average customer debt \$	1 610	1 594	1 298	1 178	1 113
<b>Disconnections</b>					
small business customers	5	3	0	1	7
<b>Reconnections</b>					
reconnections within 7 days	1	0	0	0	4
<b>Complaints</b>					
billing	30	48	60	38	25
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	28	48	29	15	8
<b>TOTAL</b>	<b>58</b>	<b>96</b>	<b>89</b>	<b>54</b>	<b>36</b>

Table 3: 1st Energy quarterly performance – residential

	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	72	91	98	115	140
market offer	10 985	12 372	13 120	13 581	14 075
<b>Payment difficulties</b>					
customers repaying a debt	161	125	221	224	229
average amount \$	381	503	549	506	516
debt over \$500 but less than or equal to \$1 500	30	24	54	40	40
debt over \$1 500 but less than or equal to \$2 500	7	7	11	14	10
debt over \$2 500	1	3	7	8	10
<b>Payment plans</b>					
customers on a payment plan	135	189	189	190	164
customers who had their plan cancelled for non-payment	78	84	152	133	146
customers with 2 or more plans cancelled in the prev 12 months	40	36	67	81	85
<b>Disconnections</b>					
residential disconnections	35	40	57	61	80
concession customers disconnected	15	18	23	28	37
customers disconnected who were on a payment plan in the prev 12 months	23	28	26	42	57
customers disconnected on more than one occasion in prev 24 months	13	9	7	8	35
<b>Reconnections</b>					
reconnections within 7 days	22	21	21	27	21
customers on a payment plan in the prev 12 months reconnected within 7 days	17	19	15	21	17
concession customers reconnected within 7 days	13	12	2	12	10
<b>Hardship program</b>					
customers on the hardship program	73	113	124	120	98
hardship customers with a concession	60	80	89	90	80
customers exiting the program	63	62	104	127	108
average debt upon entry to program	686	473	543	771	605
debt \$0 - \$500	45	74	79	60	50
debt over \$500 but less than or equal to \$1 500	20	20	23	45	26
debt over \$1 500 but less than or equal to \$2 500	5	4	6	12	6
debt over \$2 500	3	4	7	6	4
average debt \$	1 024	631	940	1 084	722
customers who successfully completed program	7	9	17	17	16
customers excluded from program for non-compliance	49	44	69	85	71
customers who transferred or left the retailer	7	9	18	25	21
<b>Complaints (residential)</b>					
billing	37	32	24	22	33
marketing	0	1	0	0	1
customer transfer	0	3	1	1	0
other	13	19	8	25	30
<b>TOTAL</b>	<b>50</b>	<b>55</b>	<b>33</b>	<b>48</b>	<b>65</b>



Table 4: 1st Energy quarterly performance – small business

	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	9	16	14	14	16
market contracts	1 149	1 324	1 367	1 410	1 464
<b>Total small business</b>	<b>1 158</b>	<b>1 340</b>	<b>1 381</b>	<b>1 424</b>	<b>1 480</b>
<b>Payment difficulties</b>					
customers repaying a debt	14	7	15	22	19
average customer debt \$	1 428	2 599	471	633	775
<b>Disconnections</b>					
small business customers	5	0	4	2	25
<b>Reconnections</b>					
reconnections within 7 days	3	0	2	1	2
<b>Complaints</b>					
billing	0	1	0	0	2
marketing	0	0	0	0	0
customer transfer	0	1	0	0	0
other	2	1	0	1	2
<b>TOTAL</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>4</b>



Table 5: Shell Energy quarterly performance – small business

	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	48	57	63	99	84
market contracts	61	53	49	44	47
<b>Total small business</b>	<b>109</b>	<b>110</b>	<b>112</b>	<b>143</b>	<b>131</b>
<b>Payment difficulties</b>					
customers repaying a debt	14	17	17	8	2
average customer debt \$	1 955	1 500	1 787	3 247	537
<b>Disconnections</b>					
small business customers	0	0	0	0	0
<b>Reconnections</b>					
reconnections within 7 days	0	0	0	0	0
<b>Complaints</b>					
billing	0	0	0	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Table 6: Energy Locals quarterly performance – residential

	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	4	17	13	12	12
market offer	487	498	495	488	480
<b>Total residential</b>	<b>491</b>	<b>515</b>	<b>508</b>	<b>500</b>	<b>492</b>
<b>Payment difficulties</b>					
customers repaying a debt	0	6	6	37	13
average amount \$	0	829	846	1 756	724
debt over \$500 but less than or equal to \$1 500	0	3	3	14	6
debt over \$1 500 but less than or equal to \$2 500	2	1	2	12	0
debt over \$2 500	0	0	0	7	2
<b>Payment plans</b>					
customers on payment plan	5	9	6	7	12
customers who had their plan cancelled for non-payment	7	3	5	7	6
customers with 2 + plans cancelled (past 12 months)	3	0	0	1	1
<b>Disconnections</b>					
residential disconnections	0	0	0	1	0
concession customers disconnected	0	0	0	1	0
customers disconnected who were on a payment plan in the previous 12 months	0	0	0	0	0
customers disconnected on more than once occasion in previous 24 months	0	0	0	0	0
<b>Reconnections</b>					
reconnections within 7 days	0	0	0	0	0
customers on a payment plan in the previous 12 months reconnected within 7 days	0	0	0	0	0
concession customers reconnected within 7 days	0	0	0	0	0
<b>Hardship program</b>					
customers on the hardship program	6	7	10	8	6
hardship customers with a concession	2	5	5	6	4
customers exiting the program	3		6	2	2
average debt upon entry to program	891	0	474	787	4 703
debt \$0 - \$500	2	4	6	1	0
debt over \$500 but less than or equal to \$1 500	1	0	0	0	0
debt over \$1 500 but less than or equal to \$2 500	1	0	0	1	0

	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
debt over \$2 500	0	0	1	0	1
average debt \$	605	309	370	1 258	1 286
customers who successfully completed program	0	0	1	1	0
customers excluded for non-compliance	3	0	3	0	1
customers who transferred or left the retailer	0	0	2	1	1
<b>Complaints (residential)</b>					
billing	1	0	1	1	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	1	0	1	0	1
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>

Table 7: Energy Locals quarterly performance – small business

	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	1	5	4	4	4
market contracts	59	48	48	46	42
<b>Total small business</b>	<b>60</b>	<b>53</b>	<b>52</b>	<b>50</b>	<b>46</b>
<b>Payment difficulties</b>					
customers repaying a debt	3	0	0	0	1
average customer debt \$	151	0	0	0	817
<b>Disconnections</b>					
small business customers	0	0	0	0	0
<b>Reconnections</b>					
reconnections within 7 days	0	0	0	0	0
<b>Complaints</b>					
billing	0	0	0	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Table 8: CovaU quarterly performance – residential



	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	1	4	2	5	2
market offer	338	180	154	137	138
<b>Payment difficulties</b>					
customers repaying a debt	31	72	27	23	27
average amount \$	236	824	863	1 996	1 874
debt over \$500 but less than or equal to \$1 500	3	26	6	7	1
debt over \$1 500 but less than or equal to \$2 500	0	12	2	5	0
debt over \$2 500	0	2	4	7	1
<b>Payment plans</b>					
customers on a payment plan	2	2	2	8	0
customers who had their plan cancelled for non-payment	2	3	3	4	3
customers with 2 or more plans cancelled in the prev 12 months	0	2	2	0	1
<b>Disconnections</b>					
residential disconnections	1	0	9	4	1
concession customers disconnected	0	0	1	0	0
customers disconnected who were on a payment plan in the prev 12 months	0	0	0	0	0
customers disconnected on more than one occasion in prev 24 months	0	0	0	0	0
<b>Reconnections</b>					
reconnections within 7 days	0	0	4	8	1
customers on a payment plan in the prev 12 months reconnected within 7 days	0	0	0	0	0
concession customers reconnected within 7 days	0	0	2	0	0
<b>Hardship program</b>					
customers on the hardship program	0	8	0	10	15
hardship customers with a concession	0	1	0	2	0
customers exiting the program	0	2	0	5	7
average debt upon entry to program	0	860	776	1 113	1 696
debt \$0 - \$500	0	2	1	2	0
debt over \$500 but less than or equal to \$1 500	0	4	6	6	9
debt over \$1 500 but less than or equal to \$2 500	0	2	0	1	4
debt over \$2 500	0	0	0	1	2
average debt \$	0	1 788	1 532	2 572	2 754
customers who successfully completed program	0	0	0	4	0
customers excluded from program for non-compliance	0	2	0	5	7
customers who transferred or left the retailer	0	0	0	0	0
<b>Complaints (residential)</b>					
billing	24	26	0	1	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	2	0	0
<b>TOTAL</b>	<b>24</b>	<b>26</b>	<b>0</b>	<b>1</b>	<b>0</b>

Table 9: CovaU quarterly performance – small business

	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	0	1	1	2	0
market contracts	273	180	120	101	97
<b>Total small business</b>	<b>273</b>	<b>181</b>	<b>121</b>	<b>103</b>	<b>97</b>
<b>Payment difficulties</b>					
customers repaying a debt	26	26	15	23	22
average customer debt \$	628	1 706	2 459	1 587	1 592
<b>Disconnections</b>					
small business customers	0	0	9	0	0
<b>Reconnections</b>					
reconnections within 7 days	0	0	4	0	0
<b>Complaints</b>					
billing	5	23	0	0	0
marketing	1	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	0	0	0
<b>TOTAL</b>	<b>6</b>	<b>23</b>	<b>0</b>	<b>0</b>	<b>0</b>



Table 10: Smart Energy quarterly performance – residential<sup>3</sup>



	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	0	-	-	-	-
market offer	16	-	-	-	-
<b>Payment difficulties</b>					
customers repaying a debt	1	-	-	-	-
average amount \$	277	-	-	-	-
debt over \$500 but less than or equal to \$1 500	0	-	-	-	-
debt over \$1 500 but less than or equal to \$2 500	0	-	-	-	-
debt over \$2 500	0	-	-	-	-
<b>Payment plans</b>					
customers on a payment plan	0	-	-	-	-
customers who had their plan cancelled for non-payment	0	-	-	-	-
customers with 2 or more plans cancelled in the prev 12 months	0	-	-	-	-
<b>Disconnections</b>					
residential disconnections	0	-	-	-	-
concession customers disconnected	0	-	-	-	-
customers disconnected who were on a payment plan in the prev 12 months	0	-	-	-	-
customers disconnected on more than one occasion in prev 24 months	0	-	-	-	-
<b>Reconnections</b>					
reconnections within 7 days	0	-	-	-	-
customers on a payment plan in the prev 12 months reconnected within 7 days	0	-	-	-	-
concession customers reconnected within 7 days	0	-	-	-	-
<b>Hardship program</b>					
customers on the hardship program	0	-	-	-	-
hardship customers with a concession	0	-	-	-	-
customers exiting the program	0	-	-	-	-
average debt upon entry to program	0	-	-	-	-
debt \$0 - \$500	0	-	-	-	-
debt over \$500 but less than or equal to \$1 500	0	-	-	-	-
debt over \$1 500 but less than or equal to \$2 500	0	-	-	-	-
debt over \$2 500	0	-	-	-	-
average debt \$	0	-	-	-	-
customers who successfully completed program	0	-	-	-	-
customers excluded from program for non-compliance	0	-	-	-	-
customers who transferred or left the retailer	0	-	-	-	-

<sup>3</sup> Smart Energy is yet to provide its quarterly performance reports for Quarter One to Quarter Four 2022-23 inclusive.

**Complaints (residential)**

billing	0	-	-	-	-
marketing	0	-	-	-	-
customer transfer	0	-	-	-	-
other	0	-	-	-	-
<b>TOTAL</b>	<b>0</b>	-	-	-	-

Table 11: Localvolts quarterly performance – residential<sup>4</sup>

	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	-	-	-	-	0
market offer	-	-	-	-	3
<b>Payment difficulties</b>					
customers repaying a debt	-	-	-	-	0
average amount \$	-	-	-	-	0
debt over \$500 but less than or equal to \$1 500	-	-	-	-	0
debt over \$1 500 but less than or equal to \$2 500	-	-	-	-	0
debt over \$2 500	-	-	-	-	0
<b>Payment plans</b>					
customers on a payment plan	-	-	-	-	0
customers who had their plan cancelled for non-payment	-	-	-	-	0
customers with 2 or more plans cancelled in the prev 12 months	-	-	-	-	0
<b>Disconnections</b>					
residential disconnections	-	-	-	-	0
concession customers disconnected	-	-	-	-	0
customers disconnected who were on a payment plan in the prev 12 months	-	-	-	-	0
customers disconnected on more than one occasion in prev 24 months	-	-	-	-	0
<b>Reconnections</b>					
reconnections within 7 days	-	-	-	-	0
customers on a payment plan in the prev 12 months reconnected within 7 days	-	-	-	-	0
concession customers reconnected within 7 days	-	-	-	-	0
<b>Hardship program</b>					
customers on the hardship program	-	-	-	-	0
hardship customers with a concession	-	-	-	-	0
customers exiting the program	-	-	-	-	0
average debt upon entry to program	-	-	-	-	0
debt \$0 - \$500	-	-	-	-	0
debt over \$500 but less than or equal to \$1 500	-	-	-	-	0
debt over \$1 500 but less than or equal to \$2 500	-	-	-	-	0
debt over \$2 500	-	-	-	-	0
average debt \$	-	-	-	-	0
customers who successfully completed program	-	-	-	-	0
customers excluded from program for non-compliance	-	-	-	-	0
customers who transferred or left the retailer	-	-	-	-	0

<sup>4</sup> Localvolts entered the Tasmanian electricity retail market in 2022-23 and have only provided a performance report for Q4 2022-23.

**Complaints (residential)**

billing	-	-	-	-	0
marketing	-	-	-	-	0
customer transfer	-	-	-	-	0
other	-	-	-	-	0
<b>TOTAL</b>	-	-	-	-	<b>0</b>



Table 12: Electricity in a Box quarterly performance – residential<sup>5</sup>

	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	-	-	-	-	0
market offer	-	-	-	-	40
<b>Payment difficulties</b>					
customers repaying a debt	-	-	-	-	0
average amount \$	-	-	-	-	0
debt over \$500 but less than or equal to \$1 500	-	-	-	-	0
debt over \$1 500 but less than or equal to \$2 500	-	-	-	-	0
debt over \$2 500	-	-	-	-	0
<b>Payment plans</b>					
customers on a payment plan	-	-	-	-	0
customers who had their plan cancelled for non-payment	-	-	-	-	0
customers with 2 or more plans cancelled in the prev 12 months	-	-	-	-	0
<b>Disconnections</b>					
residential disconnections	-	-	-	-	0
concession customers disconnected	-	-	-	-	0
customers disconnected who were on a payment plan in the prev 12 months	-	-	-	-	0
customers disconnected on more than one occasion in prev 24 months	-	-	-	-	0
<b>Reconnections</b>					
reconnections within 7 days	-	-	-	-	0
customers on a payment plan in the prev 12 months reconnected within 7 days	-	-	-	-	0
concession customers reconnected within 7 days	-	-	-	-	0
<b>Hardship program</b>					
customers on the hardship program	-	-	-	-	0
hardship customers with a concession	-	-	-	-	0
customers exiting the program	-	-	-	-	0
average debt upon entry to program	-	-	-	-	0
debt \$0 - \$500	-	-	-	-	0
debt over \$500 but less than or equal to \$1 500	-	-	-	-	0
debt over \$1 500 but less than or equal to \$2 500	-	-	-	-	0
debt over \$2 500	-	-	-	-	0
average debt \$	-	-	-	-	0
customers who successfully completed program	-	-	-	-	0
customers excluded from program for non-compliance	-	-	-	-	0
customers who transferred or left the retailer	-	-	-	-	0

<sup>5</sup> Electricity in a Box entered the Tasmanian electricity retail market in 2022-23 and have only provided a performance report for Q4 2022-23.

**Complaints (residential)**

billing	-	-	-	-	0
marketing	-	-	-	-	0
customer transfer	-	-	-	-	0
other	-	-	-	-	1
<b>TOTAL</b>	-	-	-	-	<b>1</b>

Table 13: Elysian Energy quarterly performance – residential<sup>6</sup>

	2021-22	2022-23	2022-23	2022-23	2022-23
	Q4	Q1	Q2	Q3	Q3
<b>Customer numbers</b>					
standing offer	11	-	-	-	-
market offer	431	-	-	-	-
<b>Payment difficulties</b>					
customers repaying a debt	19	-	-	-	-
average amount \$	730	-	-	-	-
debt over \$500 but less than or equal to \$1 500	12	-	-	-	-
debt over \$1 500 but less than or equal to \$2 500	0	-	-	-	-
debt over \$2 500	0	-	-	-	-
<b>Payment plans</b>					
customers on a payment plan	7	-	-	-	-
customers who had their plan cancelled for non-payment	0	-	-	-	-
customers with 2 or more plans cancelled in the prev 12 months	0	-	-	-	-
<b>Disconnections</b>					
residential disconnections	0	-	-	-	-
concession customers disconnected	0	-	-	-	-
customers disconnected who were on a payment plan in the prev 12 months	0	-	-	-	-
customers disconnected on more than one occasion in prev 24 months	0	-	-	-	-
<b>Reconnections</b>					
reconnections within 7 days	0	-	-	-	-
customers on a payment plan in the prev 12 months reconnected within 7 days	0	-	-	-	-
concession customers reconnected within 7 days	0	-	-	-	-
<b>Hardship program</b>					
customers on the hardship program	0	-	-	-	-
hardship customers with a concession	0	-	-	-	-
customers exiting the program	0	-	-	-	-
average debt upon entry to program	0	-	-	-	-
debt \$0 - \$500	0	-	-	-	-
debt over \$500 but less than or equal to \$1 500	0	-	-	-	-
debt over \$1 500 but less than or equal to \$2 500	0	-	-	-	-
debt over \$2 500	0	-	-	-	-
average debt \$	0	-	-	-	-
customers who successfully completed program	0	-	-	-	-
customers excluded from program for non-compliance	0	-	-	-	-
customers who transferred or left the retailer	0	-	-	-	-

<sup>6</sup> Elysian Energy was placed into voluntary administration on 30 August 2022 and suspended from operating in the National Electricity Market on 2 September 2022 and thus has not provided any performance reporting information since the conclusion of the 2021-22 financial year.

<b>Complaints (residential)</b>					
billing	0	-	-	-	-
marketing	0	-	-	-	-
customer transfer	0	-	-	-	-
other	0	-	-	-	-
<b>TOTAL</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>