

# Projects on the Go November 2024

Activities of OTTER  
prepared for the  
OTTER Customer Consultative Committee

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**OTTER Customer Consultative Committee**  
**Projects on the Go**  
**Meeting 3 / 2024**  
**November 2024**

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## 1. Water and Sewerage

### a. 2026 Price Determination Investigation and related preliminary activities

After considering issues raised by stakeholders in relation to the changes TasWater proposed to the regulatory framework that did not relate to the duration of the regulatory period,<sup>1</sup> the Regulator provided responses to TasWater's proposals and published a [Statement of Reasons](#) on 22 August 2024.

The Regulator published the final [Price and Service Plan Guideline](#) on 1 October 2024.

The Regulator also published the [regulatory notifications](#) in relation to the investigation and [required](#) TasWater to submit its proposed Price and Service Plan for the fifth regulatory period by 30 June 2025.

More information about the upcoming investigation is available [here](#).

### b. Review of Water and Sewerage Industry Customer Service Code

OTTER is currently preparing amendments to the Water and Sewerage Industry Customer Service Code (the CSC), primarily to introduce family violence provisions that are similar to those that apply to electricity and gas retailers. TasWater has suggested a number of other amendments to the CSC, which the Regulator will consider before conducting public consultation on the proposed amendments.

### c. State of the Water and Sewerage Industry Report

OTTER has commenced preparing its State of the Water and Sewerage Industry Report 2023-24 (SOIR), with input from the other industry regulators. In the interest of releasing performance information in a timelier manner, the Regulator intends publishing TasWater's Annual Performance Report on the OTTER website for the first time. A link will be circulated to OCCC members in due course.

## 2. Energy

### a. 2025 Standing Offer pricing investigation

The Regulator has commenced the 2025 Standing Offer pricing investigation, with Aurora Energy lodging its [Preliminary Submission](#) on 11 November 2024 (a link to the submission was provided to OCCC members on 12 November 2024).

The draft investigation report and draft determination will be released in February 2025 for public consultation during February and March 2025. As occurred during consultation on the 'Review of the Approach to Regulating Retail Electricity Prices - Draft Methodology Paper', the Regulator intends offering the option of face-to-face meetings to interested stakeholders.

More information about the investigation is available [here](#).

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<sup>1</sup> The Regulator made a [decision](#) with respect to the duration of the fifth regulatory period and published a [Statement of Reasons](#) explaining the reasons for that decision on 26 June 2024.

b. 2025 Regulated Feed-in Tariff rate determination investigation

The Regulator is currently collecting and analysing information, including considering the possible introduction of a time-of-use feed-in tariff, as part of the preparation of the draft investigation report. The Regulator intends releasing the draft report in February 2025 for public consultation during February and March 2025.

As occurred with recent water and sewerage consultations, the Regulator intends engaging directly with stakeholders with the objective of increasing stakeholder involvement in the process and thereby generating more submissions in response to the Regulator’s draft report and determination.

More information about the investigation is available [here](#).

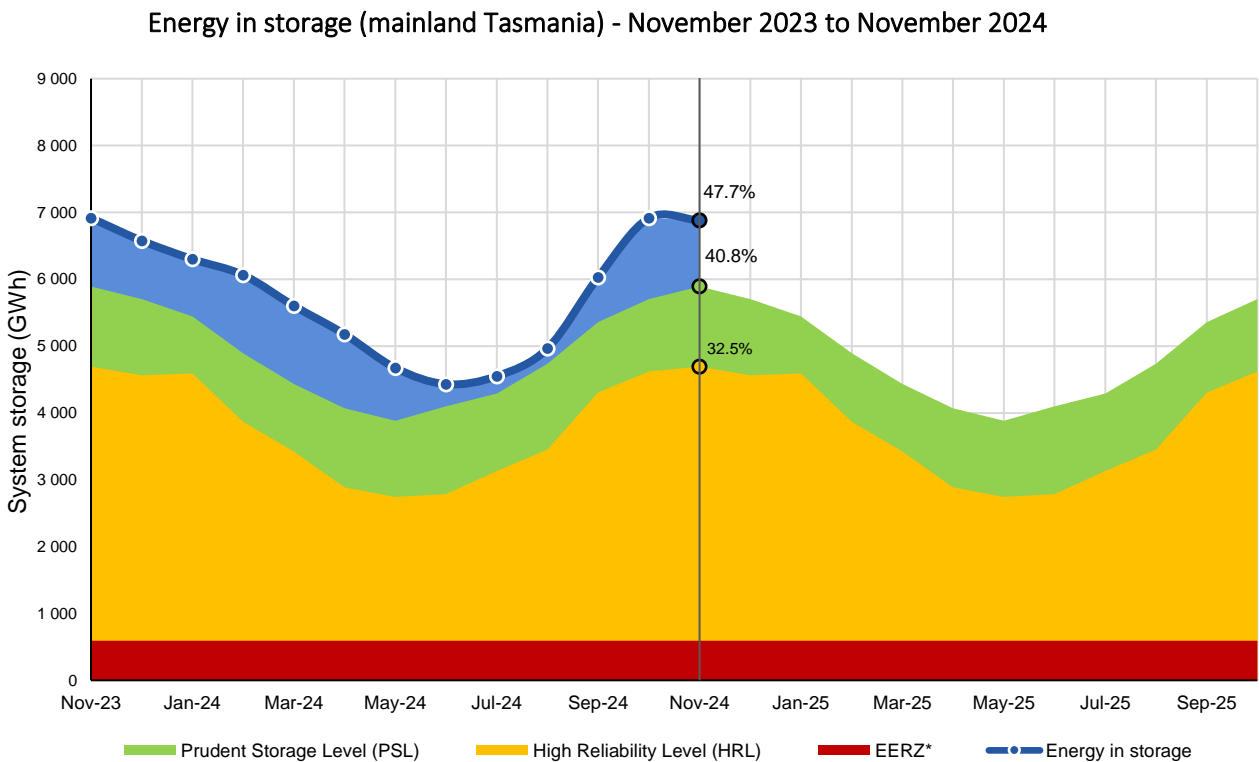
c. Energy Security Monitor and Assessor status update and overview of current energy security position

Energy in storage (EIS) as at 4 November 2024 was at 47.7 per cent. EIS at this level is above the Prudent Storage Level (PSL) and above the High Reliability Level (HRL) for November. EIS is equivalent to eight months of demand, based on average seasonal demand.

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

As at 4 November 2024, Hydro Tasmania’s modelling for the next 120 days shows that storages remain above the HRL and PSL.

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



In May 2024, the Monitor and Assessor increased its monitoring activities, requiring Hydro Tasmania to provide updated modelling on a fortnightly basis. Healthy inflows to Hydro storages during August, September and October 2024 have increased the margin between EIS and the PSL to 6.9 percentage points and returned EIS to a normal level for the time of year. In October 2024, the Regulator decided to cease increased monitoring of EIS.

OTTER has commenced preparing its Annual Energy Security Review for the 2023-24 water year. The Regulator is required to provide the report to the Minister for Energy no later than 30 November 2024.

### **3. Other industries**

#### **a. 2025 Motor Accidents Insurance Board pricing policies investigation**

In accordance with the *Economic Regulator Act 2009*, the Regulator is to conduct an investigation into the pricing policies of the Motor Accident Insurance Board (MAIB) to determine the maximum premium every four years. The current premium determination expires on 30 November 2025 and the Regulator is expected to receive the Terms of Reference from the Treasurer and the Minister for Transport in late November or early December 2024.

The Regulator is expected to receive the submission from MAIB in early February 2025 and will publish it on the website once received.

#### **b. 2025 taxi licence reserve price investigation and determination**

In accordance with the *Taxi and Hire Vehicle Industries Act 2008*, the Regulator sets reserve prices for Owner-Operator Taxi Licences. The reserve price is the minimum price a new Owner-Operator Taxi Licence can be purchased for from the Tasmanian Transport Commission.

The Regulator's 2021 determination of reserve prices will expire on 31 December 2025 and a new determination for the four years commencing on 1 January 2026 is required to be made.

Before the Regulator makes its determination, the Regulator is required to conduct an investigation to gather information to assist in setting these prices. The investigation is to be conducted in accordance with terms of reference given jointly by the Treasurer and Minister for Transport.

In late October 2024, the Regulator notified the Treasurer and the Minister for Transport of its intention to conduct the reserve price determination investigation and requested they provide terms of reference by no later than 31 January 2025.

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

Aurora Energy, 1st Energy, Shell Energy, Energy Locals, CovaU and Local Volts have provided their performance reports for Q1, Q2, Q3 and Q4 of 2023-24 as required under Regulation 12 of the *Electricity Supply Industry Regulations 2018*. Nectr Energy have provided reports for Q2, Q3 and Q4. Solstice Energy has provided reports for Q3 and Q4.

Electricity in a Box has ceased operating in the Tasmanian market, and its summary table has been omitted.

Summaries for each retailer are provided in Tables 1-15 inclusive in Appendix A.

## Appendix A - Retailer performance



Table 1: Aurora Energy quarterly performance – residential

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	238 980	238 674	237 861	237 805	237 517
<b>Payment difficulties</b>					
customers repaying a debt	14 406	14 632	14 109	14 028	12 462
average amount \$	1 075	1 030	868	852	754
debt over \$500 but less than or equal to \$1 500	4 302	3 808	4 699	3 623	3 000
debt over \$1 500 but less than or equal to \$2 500	1 421	1 263	1 705	1 041	855
debt over \$2 500	1 687	1 667	1 507	1 109	812
<b>Payment plans</b>					
customers on a payment plan	4 441	4 984	4 942	5 177	4 555
customers who had their plan cancelled for non-payment	3 408	3 997	4 628	4 504	4 165
customers with 2 or more plans cancelled in the previous 12 months	654	832	1 159	1 630	2 275
<b>Disconnections</b>					
residential disconnections	12	29	63	87	89
concession customers disconnected	7	10	30	37	35
customers disconnected who were on a payment plan in the previous 12 months	5	1	16	26	30
customers disconnected on more than once occasion in previous 24 months	1	0	1	2	0
<b>Reconnections</b>					
reconnections within 7 days	4	11	19	28	20
customers on a payment plan in the 12 months reconnected within 7 days	2	0	3	13	6
concession customers reconnected within 7 days	2	4	11	16	6
<b>Hardship program</b>					
customers on the hardship program	4 707	4 835	5 368	5 647	5 774
hardship customers with a concession	3 191	3 201	3 667	3 781	3 825
customers exiting the program	459	502	527	837	1 020
average debt upon entry to program \$	3 365	3 129	2 860	2 627	2 749
debt \$0 - \$500	51	66	101	121	107
debt over \$500 but less than or equal to \$1 500	191	185	234	315	289
debt over \$1 500 but less than or equal to \$2 500	117	107	227	217	210
debt over \$2 500	230	200	357	332	360
average debt \$	2 247	2 618	2 639	2 552	2 460
customers who successfully completed program	141	112	29	85	125

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
customers excluded from program for non-compliance	210	241	369	542	670
customers who transferred or left the retailer	108	149	129	210	225
<b>Complaints (residential)#</b>					
Billing	585	773	867	1 076	1 080
Marketing	4	0	0	3	1
customer transfer	13	5	1	4	9
Other	522	497	496	683	608
<b>TOTAL</b>	<b>1 279</b>	<b>1 446</b>	<b>1 497</b>	<b>1951</b>	<b>1881</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

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	29 293	29 326	29 337	29 345	29 424
market contracts	4 724	4 430	4 181	4 316	982
<b>Total small business</b>	<b>34 017</b>	<b>33 756</b>	<b>33 518</b>	<b>33 661</b>	<b>33 634</b>
<b>Payment difficulties</b>					
customers repaying a debt	442	454	563	538	469
average customer debt \$	1 113	1 293	1 087	1 633	2 309
<b>Disconnections</b>					
small business customers	7	3	4	9	11
<b>Reconnections</b>					
reconnections within 7 days	4	0	0	5	3
<b>Complaints</b>					
billing	25	24	99	162	196
marketing	0	0	0	0	0
customer transfer	0	0	0	0	1
other	8	19	40	86	52
<b>TOTAL</b>	<b>36</b>	<b>46</b>	<b>149</b>	<b>226</b>	<b>269</b>

Table 3: 1st Energy quarterly performance – residential

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	140	149	140	168	153
market offer	14 075	14 541	14 903	15 164	15 473
<b>Payment difficulties</b>					
customers repaying a debt	229	185	232	228	160
average amount \$	516	493	484	482	434
debt over \$500 but less than or equal to \$1 500	40	30	54	62	30
debt over \$1 500 but less than or equal to \$2 500	10	7	12	14	4
debt over \$2 500	10	8	4	6	5
<b>Payment plans</b>					
customers on a payment plan	164	192	203	188	125
customers who had their plan cancelled for non-payment	146	126	183	64	53
customers with 2 or more plans cancelled in the prev 12 months	85	64	92	92	0
<b>Disconnections</b>					
residential disconnections	80	60	78	70	60
concession customers disconnected	37	22	27	30	34
customers disconnected who were on a payment plan in the prev 12 months	57	31	51	45	44
customers disconnected on more than one occasion in prev 24 months	35	9	21	23	13
<b>Reconnections</b>					
reconnections within 7 days	21	23	25	19	16
customers on a payment plan in the prev 12 months reconnected within 7 days	17	14	19	17	12
concession customers reconnected within 7 days	10	9	6	9	11
<b>Hardship program</b>					
customers on the hardship program	98	129	160	151	196
hardship customers with a concession	80	98	117	111	138
customers exiting the program	108	92	104	110	115
average debt upon entry to program	605	317	358	639	413
debt \$0 - \$500	50	96	102	65	116
debt over \$500 but less than or equal to \$1 500	26	17	24	21	33
debt over \$1 500 but less than or equal to \$2 500	6	8	7	8	8
debt over \$2 500	4	2	2	7	3
average debt \$	722	447	692	830	530
customers who successfully completed program	16	18	17	21	19
customers excluded from program for non-compliance	71	57	63	70	77
customers who transferred or left the retailer	21	17	24	19	19
<b>Complaints (residential)</b>					
billing	33	38	36	30	17
marketing	1	1	2	0	0
customer transfer	0	0	0	0	0
other	30	35	36	30	27
<b>TOTAL</b>	<b>65</b>	<b>76</b>	<b>77</b>	<b>62</b>	<b>44</b>



Table 4: 1st Energy quarterly performance – small business

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	16	22	21	19	27
market contracts	1 464	1 500	1 478	1 433	1 480
<b>Total small business</b>	<b>1 480</b>	<b>1 522</b>	<b>1 499</b>	<b>1 452</b>	<b>1 507</b>
<b>Payment difficulties</b>					
customers repaying a debt	19	13	14	24	22
average customer debt \$	775	912	1 543	1 234	1 974
<b>Disconnections</b>					
small business customers	25	3	9	3	10
<b>Reconnections</b>					
reconnections within 7 days	2	1	2	0	1
<b>Complaints</b>					
billing	2	3	2	1	3
marketing	0	0	0	0	0
customer transfer	0	0	0	0	1
other	2	1	1	0	8
<b>TOTAL</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>12</b>

Table 5: Shell Energy quarterly performance – small business

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	84	104	97	162	140
market contracts	47	49	46	45	47
<b>Total small business</b>	<b>131</b>	<b>153</b>	<b>143</b>	<b>207</b>	<b>187</b>
<b>Payment difficulties</b>					
customers repaying a debt	2	3	3	3	4
average customer debt \$	537	893	2 280	1 670	546
<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

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	12	11	15	17	18
market offer	480	537	638	770	905
<b>Total residential</b>	<b>492</b>	<b>548</b>	<b>653</b>	<b>787</b>	<b>932</b>
<b>Payment difficulties</b>					
customers repaying a debt	13	17	12	13	10
average amount \$	724	1 063	979	563	762
debt over \$500 but less than or equal to \$1 500	6	6	4	4	5
debt over \$1 500 but less than or equal to \$2 500	0	3	3	2	1
debt over \$2 500	2	1	1	0	0
<b>Payment plans</b>					
customers on payment plan	12	10	11	11	13
customers who had their plan cancelled for non-payment	6	10	9	7	8
customers with 2 + plans cancelled (past 12 months)	1	1	4	2	2
<b>Disconnections</b>					
residential disconnections	0	1	2	2	2
concession customers disconnected	0	0	1	1	2
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	1	1	0	2
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	6	13	12	15
hardship customers with a concession	4	3	7	8	8
customers exiting the program	2	1	1	4	5
average debt upon entry to program	4 703	1 063	2 153	1 827	1 348
debt \$0 - \$500	0	0	3	1	3
debt over \$500 but less than or equal to \$1 500	0	0	0	1	2
debt over \$1 500 but less than or equal to \$2 500	0	0	1	1	0

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
debt over \$2 500	1	0	4	2	2
average debt \$	1 286	1 675	2 507	1 877	1 322
customers who successfully completed program	0	0	1	0	0
customers excluded for non-compliance	1	1	0	2	1
customers who transferred or left the retailer	1	0	1	2	4
<b>Complaints (residential)</b>					
billing	0	1	1	8	4
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	1	0	2	1	2
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>10</b>	<b>6</b>

Table 7: Energy Locals quarterly performance – small business

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	4	1	1	2	2
market contracts	42	45	44	58	62
<b>Total small business</b>	<b>46</b>	<b>46</b>	<b>45</b>	<b>60</b>	<b>64</b>
<b>Payment difficulties</b>					
customers repaying a debt	1	2	0	0	0
average customer debt \$	817	1 376	0	0	0
<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	1	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>1</b>	<b>0</b>

Table 8: CovaU quarterly performance – residential



	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	2	3	4	5	6
market offer	138	178	235	276	280
<b>Payment difficulties</b>					
customers repaying a debt	27	27	39	29	31
average amount \$	1 874	1 530	1 460	670	640
debt over \$500 but less than or equal to \$1 500	1	5	6	8	8
debt over \$1 500 but less than or equal to \$2 500	0	1	0	1	0
debt over \$2 500	1	1	1	1	1
<b>Payment plans</b>					
customers on a payment plan	0	0	0	1	4
customers who had their plan cancelled for non-payment	3	0	2	0	2
customers with 2 or more plans cancelled in the prev 12 months	1	0	0	0	0
<b>Disconnections</b>					
residential disconnections	1	1	1	3	2
concession customers disconnected	0	0	0	2	1
customers disconnected who were on a payment plan in the prev 12 months	0	0	1	0	1
customers disconnected on more than one occasion in prev 24 months	0	0	0	0	1
<b>Reconnections</b>					
reconnections within 7 days	1	0	0	1	0
customers on a payment plan in the prev 12 months reconnected within 7 days	0	0	0	1	0
concession customers reconnected within 7 days	0	0	0	1	0
<b>Hardship program</b>					
customers on the hardship program	15	2	8	12	15
hardship customers with a concession	0	0	1	7	6
customers exiting the program	7	1	2	2	6
average debt upon entry to program	1 696	2 254	2 544	1 713	1 880
debt \$0 - \$500	0	0	0	0	2
debt over \$500 but less than or equal to \$1 500	9	1	4	9	7
debt over \$1 500 but less than or equal to \$2 500	4	0	1	1	3
debt over \$2 500	2	1	3	2	3
average debt \$	2 754	2 890	3 754	2 800	2 463
customers who successfully completed program	0	0	1	1	2
customers excluded from program for non-compliance	7	1	1	1	4
customers who transferred or left the retailer	0	0	0	0	0
<b>Complaints (residential)</b>					
billing	0	0	0	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	1	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>

Table 9: CovaU quarterly performance – small business

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	0	1	1	2	4
market contracts	97	144	158	178	182
<b>Total small business</b>	<b>97</b>	<b>145</b>	<b>159</b>	<b>180</b>	<b>186</b>
<b>Payment difficulties</b>					
customers repaying a debt	22	29	30	25	23
average customer debt \$	1 592	1 262	1 042	805	848
<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 10: Localvolts quarterly performance – residential<sup>2</sup>

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	0	0	0	0	0
market offer	3	6	33	15	17
<b>Payment difficulties</b>					
customers repaying a debt	0	0	4	0	0
average amount \$	0	0	4	0	0
debt over \$500 but less than or equal to \$1 500	0	0	0	0	0
debt over \$1 500 but less than or equal to \$2 500	0	0	0	0	0
debt over \$2 500	0	0	0	0	0
<b>Payment plans</b>					
customers on a payment plan	0	0	0	0	0
customers who had their plan cancelled for non-payment	0	0	0	0	0
customers with 2 or more plans cancelled in the prev 12 months	0	0	0	0	0
<b>Disconnections</b>					
residential disconnections	0	0	0	0	0
concession customers disconnected	0	0	0	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	0	0	0
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	0	0	0
<b>Hardship program</b>					
customers on the hardship program	0	0	0	0	0
hardship customers with a concession	0	0	0	0	0
customers exiting the program	0	0	0	0	0
average debt upon entry to program	0	0	4	0	0
debt \$0 - \$500	0	0	0	0	0
debt over \$500 but less than or equal to \$1 500	0	0	0	0	0
debt over \$1 500 but less than or equal to \$2 500	0	0	0	0	0
debt over \$2 500	0	0	0	0	0
average debt \$	0	0	4	0	0
customers who successfully completed program	0	0	0	0	0
customers excluded from program for non-compliance	0	0	0	0	0
customers who transferred or left the retailer	0	0	0	0	0

<sup>2</sup> Localvolts entered the Tasmanian electricity retail market in 2022-23.

<b>Complaints (residential)</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 11: Localvolts quarterly performance – small business

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2 <sup>3</sup>	Q3	Q4
<b>Customer numbers</b>					
standing offer	-	0	0	0	0
market contracts	-	0	52	94	25
<b>Total small business</b>					
<b>Payment difficulties</b>					
customers repaying a debt	-	0	0	0	0
average customer debt \$	-	0	0	0	0
<b>Disconnections</b>					
small business customers	-	0	0	0	0
<b>Reconnections</b>					
reconnections within 7 days	-	0	0	0	0
<b>Complaints</b>					
billing	-	0	0	0	0
marketing	-	0	0	0	0
customer transfer	-	0	0	0	0
other	-	0	0	0	0
<b>TOTAL</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<sup>3</sup> Localvolts began retailing to small businesses in Q2 2023-24.



Table 12: Nectr Energy quarterly performance – residential<sup>4</sup>

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	-	-	0	0	0
market offer	-	-	78	78	78
<b>Payment difficulties</b>					
customers repaying a debt	-	-	0	0	0
average amount \$	-	-	0	0	0
debt over \$500 but less than or equal to \$1 500	-	-	0	0	0
debt over \$1 500 but less than or equal to \$2 500	-	-	0	0	0
debt over \$2 500	-	-	0	0	0
<b>Payment plans</b>					
customers on a payment plan	-	-	0	0	0
customers who had their plan cancelled for non-payment	-	-	0	0	0
customers with 2 or more plans cancelled in the prev 12 months	-	-	0	0	0
<b>Disconnections</b>					
residential disconnections	-	-	0	0	0
concession customers disconnected	-	-	0	0	0
customers disconnected who were on a payment plan in the prev 12 months	-	-	0	0	0
customers disconnected on more than one occasion in prev 24 months	-	-	0	0	0
<b>Reconnections</b>					
reconnections within 7 days	-	-	0	0	0
customers on a payment plan in the prev 12 months reconnected within 7 days	-	-	0	0	0
concession customers reconnected within 7 days	-	-	0	0	0
<b>Hardship program</b>					
customers on the hardship program	-	-	0	0	0
hardship customers with a concession	-	-	0	0	0
customers exiting the program	-	-	0	0	0
average debt upon entry to program	-	-	0	0	0
debt \$0 - \$500	-	-	0	0	0
debt over \$500 but less than or equal to \$1 500	-	-	0	0	0
debt over \$1 500 but less than or equal to \$2 500	-	-	0	0	0
debt over \$2 500	-	-	0	0	0
average debt \$	-	-	0	0	0
customers who successfully completed program	-	-	0	0	0
customers excluded from program for non-compliance	-	-	0	0	0
customers who transferred or left the retailer	-	-	0	0	0

<sup>4</sup> Nectr entered the Tasmanian electricity retail market in Q2 2023-24.

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

Table 13: Nectr quarterly performance – small business

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	-	-	0	0	0
market contracts	-	-	0	0	0
<b>Total small business</b>					
<b>Payment difficulties</b>					
customers repaying a debt	-	-	0	0	0
average customer debt \$	-	-	0	0	0
<b>Disconnections</b>					
small business customers	-	-	0	0	0
<b>Reconnections</b>					
reconnections within 7 days	-	-	0	0	0
<b>Complaints</b>					
billing	-	-	0	0	0
marketing	-	-	0	0	0
customer transfer	-	-	0	0	0
other	-	-	0	0	0
<b>TOTAL</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>



Table 14: Solstice Energy quarterly performance – residential<sup>5</sup>

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	-	-	-	0	0
market offer	-	-	-	9	240
<b>Payment difficulties</b>					
customers repaying a debt	-	-	-	0	0
average amount \$	-	-	-	0	0
debt over \$500 but less than or equal to \$1 500	-	-	-	0	0
debt over \$1 500 but less than or equal to \$2 500	-	-	-	0	0
debt over \$2 500	-	-	-	0	0
<b>Payment plans</b>					
customers on a payment plan	-	-	-	0	0
customers who had their plan cancelled for non-payment	-	-	-	0	0
customers with 2 or more plans cancelled in the prev 12 months	-	-	-	0	0
<b>Disconnections</b>					
residential disconnections	-	-	-	0	0
concession customers disconnected	-	-	-	0	0
customers disconnected who were on a payment plan in the prev 12 months	-	-	-	0	0
customers disconnected on more than one occasion in prev 24 months	-	-	-	0	0
<b>Reconnections</b>					
reconnections within 7 days	-	-	-	0	0
customers on a payment plan in the prev 12 months reconnected within 7 days	-	-	-	0	0
concession customers reconnected within 7 days	-	-	-	0	0
<b>Hardship program</b>					
customers on the hardship program	-	-	-	0	0
hardship customers with a concession	-	-	-	0	0
customers exiting the program	-	-	-	0	0
average debt upon entry to program	-	-	-	0	0
debt \$0 - \$500	-	-	-	0	0
debt over \$500 but less than or equal to \$1 500	-	-	-	0	0
debt over \$1 500 but less than or equal to \$2 500	-	-	-	0	0
debt over \$2 500	-	-	-	0	0
average debt \$	-	-	-	0	0
customers who successfully completed program	-	-	-	0	0
customers excluded from program for non-compliance	-	-	-	0	0
customers who transferred or left the retailer	-	-	-	0	0

<sup>5</sup> Solstice Energy entered the Tasmanian electricity retail market in Q3 2023-24.

<b>Complaints (residential)</b>					
billing	-	-	-	0	0
marketing	-	-	-	0	0
customer transfer	-	-	-	0	0
other	-	-	-	0	2
<b>TOTAL</b>	-	-	-	<b>0</b>	<b>2</b>

Table 15: Solstice energy quarterly performance – small business

	2022-23	2023-24	2023-24	2023-24	2023-24
	Q4	Q1	Q2	Q3	Q4
<b>Customer numbers</b>					
standing offer	-	-	-	0	0
market contracts	-	-	-	0	1
<b>Total small business</b>					
<b>Payment difficulties</b>					
customers repaying a debt	-	-	-	0	0
average customer debt \$	-	-	-	0	0
<b>Disconnections</b>					
small business customers	-	-	-	0	0
<b>Reconnections</b>					
reconnections within 7 days	-	-	-	0	0
<b>Complaints</b>					
billing	-	-	-	0	0
marketing	-	-	-	0	0
customer transfer	-	-	-	0	0
other	-	-	-	0	0
<b>TOTAL</b>	-	-	-	<b>0</b>	<b>0</b>