

Projects on the Go March 2024

Activities of OTTER
prepared for the
OTTER Customer Consultative Committee

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OTTER Customer Consultative Committee
Projects on the Go
Meeting 1 / 2024
March 2024

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1. Water and Sewerage

a. TasWater's capex report

On 31 January 2024, TasWater submitted its capex report for the six months ending 31 December 2023.

In the report, TasWater stated that its half year capex was \$125.4 million which is 90 percent of its half year target capex of \$138.4 million. TasWater's forecast capex for 2023-24 is \$259.6 million which is 90 percent of its 2023-24 capex budget of \$286.4 million.

TasWater also advised that practical completion of the Bryn Estyn Water Treatment plant (WTP) upgrade was achieved on 14 July 2023 and initial performance testing indicates that the plant is operating as designed.

The report also states that the Tamar Estuary River Health Action Plan project continued with the completion of the first of two tunnels under the Tamar River.

TasWater has received a permit from the EPA regarding the decommissioning of the Macquarie Point STP and has lodged a development application with respect to the related expansion of the Selfs Point STP.

TasWater has not provided indicative start dates for some of its major projects and has pushed out completion dates for other projects; in response, OTTER intends seeking further information from TasWater and other industry regulators (as relevant) on the status of these projects.

b. Review of TasWater's licence

The Regulator has commenced a review of TasWater's licence, as required every five years under section 46(1) of the *Water and Sewerage Industry Act 2008*. The Regulator has sought feedback from TasWater and industry regulators on proposed changes, which are designed to ensure that the licence instrument remains contemporary and to make minor corrections. Once the review is finalised, the Regulator is required provide a report to the Minister for Primary Industries and Water (the Minister) and consult with the Minister, the Minister for Health and the Minister for Environment and Climate Change on the proposed amendments.

c. State of the Water and Sewerage Industry Report

OTTER is currently preparing the annual State of the Industry Report. Industry regulators and TasWater have provided their contributions and the Report will be published in May 2024.

2. Energy

a. Wholesale Contract Regulatory Instrument pricing investigation

In September 2023, the Regulator notified stakeholders that it intended to conduct a pricing investigation with respect to the approvals set out in the current wholesale contract regulatory instrument which expires on 30 June 2024.

The Regulator subsequently contacted market participants to obtain details of any issues they had identified with the current approvals and instrument.

The Regulator has prepared a draft report based on this feedback which is scheduled for release for consultation on 3 April 2024.

After considering the issues raised in submissions on the draft report, the Regulator will publish a new Instrument containing the required approvals in June 2024.

b. Standing offer and regulated Feed-in Tariff (FiT) rate pricing investigations

Prior to the expiry of a price determination and before making a new determination, the Regulator is required to conduct a pricing investigation. As the 2022 Standing Offer Price Determination and the 2022 Regulated FiT Rate Determination both expire on 30 June 2025, the associated standing offer and regulated FiT rate pricing investigations, which will each include public consultation, need to be concluded well in advance of this date.

The regulated FiT rate pricing investigation is anticipated to commence in July 2024 and the standing offer pricing investigation is anticipated to commence in September 2024. Both investigations are expected to be completed in April 2025.

In advance of the standing offer pricing investigation, the Regulator is preparing a methodology paper. The purpose of this paper is to review the approaches of previous determinations and the arrangements in other jurisdictions in order to set out the Regulator's proposed approach for the next investigation and determination.

The anticipated timeframes for the methodology paper are set out in the following table:

Description	Due date
Regulator releases draft methodology paper for consultation	5 July 2024
Consultation period	5 July - 2 August 2024
Regulator releases final methodology paper	31 August 2024

On a related matter, Aurora Energy has advised OTTER that preliminary consultation on its Draft Retail Tariff Strategy has commenced and that it intends undertaking further consultation in August 2024. The Regulator's standing offer investigation draft report will also seek comments from interested parties on Aurora Energy's draft strategy.

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

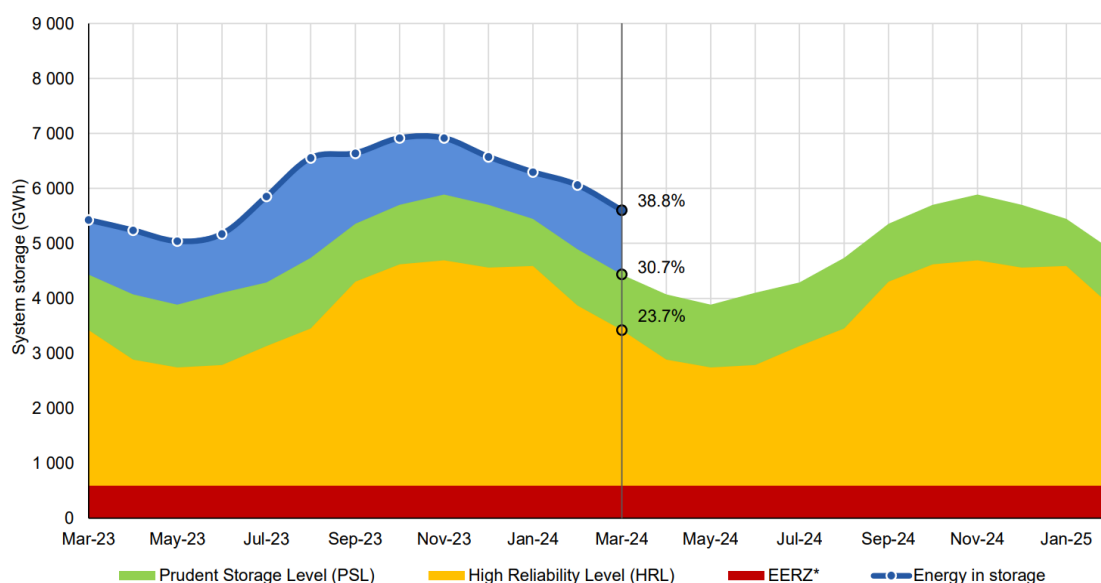
Energy in storage (EIS) as at 4 March 2024 was at 38.8 per cent. EIS at this level is above the Prudent Storage Level (PSL) and well above the High Reliability Level (HRL) for March. EIS is equivalent to 5.9 months of demand, based on average seasonal demand.

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

As at 4 March 2024, 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 three months.

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

Energy in storage (mainland Tasmania) - March 2023 - March 2024



3. Other

a. 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 was required to, among other things:

- 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
- whether the fees and charges imposed reflected the efficient costs of providing those services.

The Regulator delivered a report to the Treasurer with findings and recommendations with respect to the Terms of Reference on 23 February 2024.

Further information relating to the inquiry can be found on the Regulator’s website at [Prescribed body inquiries](#) under **Completed inquiries**.

4. Electricity - Retail Quarterly Performance Reports

Aurora Energy, 1st Energy, Shell Energy, Energy Locals, CovaU and Electricity in a Box have provided their performance reports for Q1 and Q2 2023-24 as required under Regulation 12 of the *Electricity Supply Industry Regulations 2018*. Localvolts are yet to provide their Q1 2023-24 performance report but have provided their Q2 2023-24 performance report. Smart Energy have reported no retail customers in the last three quarters and so have been removed from this document, as has Elysian Energy, which ceased trading in September 2022.

Summaries for each retailer are provided in Tables 1-12 inclusive in Appendix A.

Appendix A - Retailer performance



Table 1: Aurora Energy quarterly performance – residential

	2022-23	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2
Customer numbers					
standing offer	239 468	238 360	238 980	238 674	237 861
Payment difficulties					
customers repaying a debt	11 761 ¹	13 591	14 406	14 632	14 109
average amount \$	1 080 ²	1 089	1 075	1 030	868
debt over \$500 but less than or equal to \$1 500	3 441	4 151	4 302	3 808	4 699
debt over \$1 500 but less than or equal to \$2 500	1 076	1 310	1 421	1 263	1 705
debt over \$2 500	1 397	1 618	1 687	1 667	1 507
Payment plans					
customers on a payment plan	5 078	4 446	4 441	4 984	4 942
customers who had their plan cancelled for non-payment	2 860	3 595	3 408	3 997	4 628
customers with 2 or more plans cancelled in the previous 12 months	1 397	1 709	654	832	1 159
Disconnections					
residential disconnections	19	25	12	29	63
concession customers disconnected	11	16	7	10	30
customers disconnected who were on a payment plan in the previous 12 months	13	14	5	1	16
customers disconnected on more than once occasion in previous 24 months	0	0	1	0	1
Reconnections					
reconnections within 7 days	6	8	4	11	19
customers on a payment plan in the 12 months reconnected within 7 days	3	2	2	0	3
concession customers reconnected within 7 days	3	5	2	4	11
Hardship program					
customers on the hardship program	4 510	4 515	4 707	4 835	5 368
hardship customers with a concession	3 110	3 082	3 191	3 201	3 667
customers exiting the program	459	906	459	502	527
average debt upon entry to program \$	3 284	3 060	3 365	3 129	2 860
debt \$0 - \$500	56	84	51	66	101

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

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

	2022-23	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2
debt over \$500 but less than or equal to \$1 500	216	300	191	185	234
debt over \$1 500 but less than or equal to \$2 500	125	183	117	107	227
debt over \$2 500	229	296	230	200	357
average debt \$	2 629	2 464	2 247	2 618	2 639
customers who successfully completed program	105	218	141	112	29
customers excluded from program for non-compliance	262	559	210	241	369
customers who transferred or left the retailer	92	129	108	149	129
Complaints (residential)#					
Billing	805	595	585	773	867
Marketing	6	1	4	0	0
customer transfer	11	6	13	5	1
Other	896	464	522	497	496
TOTAL	1 718	1 218	1 279	1 446	1 497

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	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2
Customer numbers					
standing offer	28 523	28 985	29 293	29 326	29 337
market contracts	4 955	5 042	4 724	4 430	4 181
Total small business	33 478	34 027	34 017	33 756	33 518
Payment difficulties					
customers repaying a debt	368	372	442	454	563
average customer debt \$	1 298	1 178	1 113	1 293	1 087
Disconnections					
small business customers	0	1	7	3	4
Reconnections					
reconnections within 7 days	0	0	4	0	0
Complaints					
billing	60	38	25	24	99
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	29	15	8	19	40
TOTAL	89	54	36	46	149

Table 3: 1st Energy quarterly performance – residential

	2022-23	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2
Customer numbers					
standing offer	98	115	140	149	140
market offer	13 120	13 581	14 075	14 541	14 903
Payment difficulties					
customers repaying a debt	221	224	229	185	232
average amount \$	549	506	516	493	484
debt over \$500 but less than or equal to \$1 500	54	40	40	30	54
debt over \$1 500 but less than or equal to \$2 500	11	14	10	7	12
debt over \$2 500	7	8	10	8	4
Payment plans					
customers on a payment plan	189	190	164	192	203
customers who had their plan cancelled for non-payment	152	133	146	126	183
customers with 2 or more plans cancelled in the prev 12 months	67	81	85	64	92
Disconnections					
residential disconnections	57	61	80	60	78
concession customers disconnected	23	28	37	22	27
customers disconnected who were on a payment plan in the prev 12 months	26	42	57	31	51
customers disconnected on more than one occasion in prev 24 months	7	8	35	9	21
Reconnections					
reconnections within 7 days	21	27	21	23	25
customers on a payment plan in the prev 12 months reconnected within 7 days	15	21	17	14	19
concession customers reconnected within 7 days	2	12	10	9	6
Hardship program					
customers on the hardship program	124	120	98	129	160
hardship customers with a concession	89	90	80	98	117
customers exiting the program	104	127	108	92	104
average debt upon entry to program	543	771	605	317	358
debt \$0 - \$500	79	60	50	96	102
debt over \$500 but less than or equal to \$1 500	23	45	26	17	24
debt over \$1 500 but less than or equal to \$2 500	6	12	6	8	7
debt over \$2 500	7	6	4	2	2
average debt \$	940	1 084	722	447	692
customers who successfully completed program	17	17	16	18	17
customers excluded from program for non-compliance	69	85	71	57	63
customers who transferred or left the retailer	18	25	21	17	24
Complaints (residential)					
billing	24	22	33	38	36
marketing	0	0	1	1	2
customer transfer	1	1	0	0	0
other	8	25	30	35	36
TOTAL	33	48	65	76	77



Table 4: 1st Energy quarterly performance – small business

	2022-23	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2
Customer numbers					
standing offer	14	14	16	22	21
market contracts	1 367	1 410	1 464	1 500	1 478
Total small business	1 381	1 424	1 480	1 522	1 499
Payment difficulties					
customers repaying a debt	15	22	19	13	14
average customer debt \$	471	633	775	912	1 543
Disconnections					
small business customers	4	2	25	3	9
Reconnections					
reconnections within 7 days	2	1	2	1	2
Complaints					
billing	0	0	2	3	2
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	1	2	1	1
TOTAL	0	1	4	4	3



Table 5: Shell Energy quarterly performance – small business

	2022-23	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2
Customer numbers					
standing offer	63	99	84	104	97
market contracts	49	44	47	49	46
Total small business	112	143	131	153	143
Payment difficulties					
customers repaying a debt	17	8	2	3	3
average customer debt \$	1 787	3 247	537	893	2 280
Disconnections					
small business customers	0	0	0	0	0
Reconnections					
reconnections within 7 days	0	0	0	0	0
Complaints					
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
TOTAL	0	0	0	0	0

Table 6: Energy Locals quarterly performance – residential

	2022-23	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2
Customer numbers					
standing offer	13	12	12	11	15
market offer	495	488	480	537	638
Total residential	508	500	492	548	653
Payment difficulties					
customers repaying a debt	6	37	13	17	12
average amount \$	846	1 756	724	1 063	979
debt over \$500 but less than or equal to \$1 500	3	14	6	6	4
debt over \$1 500 but less than or equal to \$2 500	2	12	0	3	3
debt over \$2 500	0	7	2	1	1
Payment plans					
customers on payment plan	6	7	12	10	11
customers who had their plan cancelled for non-payment	5	7	6	10	9
customers with 2 + plans cancelled (past 12 months)	0	1	1	1	4
Disconnections					
residential disconnections	0	1	0	1	2
concession customers disconnected	0	1	0	0	1
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
Reconnections					
reconnections within 7 days	0	0	0	1	1
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
Hardship program					
customers on the hardship program	10	8	6	6	13
hardship customers with a concession	5	6	4	3	7
customers exiting the program	6	2	2	1	1
average debt upon entry to program	474	787	4 703	1 063	2 153
debt \$0 - \$500	6	1	0	0	3
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	1	0	0	1

	2022-23	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2
debt over \$2 500	1	0	1	0	4
average debt \$	370	1 258	1 286	1 675	2 507
customers who successfully completed program	1	1	0	0	1
customers excluded for non-compliance	3	0	1	1	0
customers who transferred or left the retailer	2	1	1	0	1
Complaints (residential)					
billing	1	1	0	1	1
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	1	0	1	0	2
TOTAL	2	2	1	1	3

Table 7: Energy Locals quarterly performance – small business

	2022-23	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2
Customer numbers					
standing offer	4	4	4	1	1
market contracts	48	46	42	45	44
Total small business	52	50	46	46	45
Payment difficulties					
customers repaying a debt	0	0	1	2	0
average customer debt \$	0	0	817	1 376	0
Disconnections					
small business customers	0	0	0	0	0
Reconnections					
reconnections within 7 days	0	0	0	0	0
Complaints					
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
TOTAL	0	0	0	0	0

Table 8: CovaU quarterly performance – residential



	2022-23	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2
Customer numbers					
standing offer	2	5	2	3	4
market offer	154	137	138	178	235
Payment difficulties					
customers repaying a debt	27	23	27	27	39
average amount \$	863	1 996	1 874	1 530	1 460
debt over \$500 but less than or equal to \$1 500	6	7	1	5	6
debt over \$1 500 but less than or equal to \$2 500	2	5	0	1	0
debt over \$2 500	4	7	1	1	1
Payment plans					
customers on a payment plan	2	8	0	0	0
customers who had their plan cancelled for non-payment	3	4	3	0	2
customers with 2 or more plans cancelled in the prev 12 months	2	0	1	0	0
Disconnections					
residential disconnections	9	4	1	1	1
concession customers disconnected	1	0	0	0	0
customers disconnected who were on a payment plan in the prev 12 months	0	0	0	0	1
customers disconnected on more than one occasion in prev 24 months	0	0	0	0	0
Reconnections					
reconnections within 7 days	4	8	1	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	2	0	0	0	0
Hardship program					
customers on the hardship program	0	10	15	2	8
hardship customers with a concession	0	2	0	0	1
customers exiting the program	0	5	7	1	1
average debt upon entry to program	776	1 113	1 696	2 254	2 544
debt \$0 - \$500	1	2	0	0	0
debt over \$500 but less than or equal to \$1 500	6	6	9	1	4
debt over \$1 500 but less than or equal to \$2 500	0	1	4	0	1
debt over \$2 500	0	1	2	1	3
average debt \$	1 532	2 572	2 754	2 890	3 754
customers who successfully completed program	0	4	0	0	1
customers excluded from program for non-compliance	0	5	7	1	1
customers who transferred or left the retailer	0	0	0	0	0
Complaints (residential)					
billing	0	1	0	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	2	0	0	0	1
TOTAL	0	1	0	0	1

Table 9: CovaU quarterly performance – small business

	2022-23	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2
Customer numbers					
standing offer	1	2	0	1	1
market contracts	120	101	97	144	158
Total small business	121	103	97	145	159
Payment difficulties					
customers repaying a debt	15	23	22	29	30
average customer debt \$	2 459	1 587	1 592	1 262	1 042
Disconnections					
small business customers	9	0	0	0	0
Reconnections					
reconnections within 7 days	4	0	0	0	0
Complaints					
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
TOTAL	0	0	0	0	0

Table 10: Localvolts quarterly performance – residential³

	2022-23	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2
Customer numbers					
standing offer	-	-	0	0	0
market offer	-	-	3	6	33
Payment difficulties					
customers repaying a debt	-	-	0	0	4
average amount \$	-	-	0	0	4
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
Payment plans					
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
Disconnections					
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
Reconnections					
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
Hardship program					
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	4
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	4
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
Complaints (residential)					

³ Localvolts entered the Tasmanian electricity retail market in 2022-23.

billing	-	-	0	0	0
marketing	-	-	0	0	0
customer transfer	-	-	0	0	0
other	-	-	0	0	0
TOTAL	-	-	0	0	0

Table 11: Localvolts quarterly performance – small business

	2022-23	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2 ⁴
Customer numbers					
standing offer	-	-	-	0	0
market contracts	-	-	-	0	52
Total small business					
Payment difficulties					
customers repaying a debt	-	-	-	0	0
average customer debt \$	-	-	-	0	0
Disconnections					
small business customers	-	-	-	0	0
Reconnections					
reconnections within 7 days	-	-	-	0	0
Complaints					
billing	-	-	-	0	0
marketing	-	-	-	0	0
customer transfer	-	-	-	0	0
other	-	-	-	0	0
TOTAL	-	-	-	0	0

⁴ Localvolts began retailing to small businesses in Q2 2023-24.

Table 12: Electricity in a Box quarterly performance – residential⁵

	2022-23	2022-23	2022-23	2023-24	2023-24
	Q2	Q3	Q4	Q1	Q2
Customer numbers					
standing offer	-	-	0	0	0
market offer	-	-	40	93	0
Payment difficulties					
customers repaying a debt	-	-	0	1	0
average amount \$	-	-	0	447	0
debt over \$500 but less than or equal to \$1 500	-	-	0	5	0
debt over \$1 500 but less than or equal to \$2 500	-	-	0	0	0
debt over \$2 500	-	-	0	0	0
Payment plans					
customers on a payment plan	-	-	0	1	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
Disconnections					
residential disconnections	-	-	0	0	0
concession customers disconnected	-	-	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
Reconnections					
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
Hardship program					
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

⁵ Electricity in a Box entered the Tasmanian electricity retail market in 2022-23. Electricity in a Box has not provided a performance report for Q2 2023-24 and has reported zero Tasmanian customers to the Australian Energy Regulator for Q2 2023-24.

Complaints (residential)

billing	-	-	0	1	0
marketing	-	-	0	0	0
customer transfer	-	-	0	1	0
other	-	-	1	1	0
TOTAL	-	-	1	4	0