

Projects on the Go June 2024

Activities of OTTER
prepared for the
OTTER Customer Consultative Committee

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OTTER Customer Consultative Committee
Projects on the Go
Meeting 2 / 2024
June 2024

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1. Water and Sewerage

a. Preparatory activities for the fifth regulatory period

In response to the proposed changes to the water and sewerage regulatory framework set out in TasWater's submission on the Regulator's Draft Price and Service Plan Guideline, the Regulator prepared and released an Issues Paper for consultation on 10 May 2024. The Regulator received six submissions by the end of the public consultation period on 7 June 2024 and conducted a series of targeted consultation sessions with OCCC members in late May 2024 and early June 2024. The submissions and the summaries from the stakeholder consultation sessions can be found here: [Price and Service Plan Guideline](#).

The Regulator is currently considering issues raised by stakeholders with respect to TasWater's proposed extension of the next regulatory period to five years and will publish his decision in the *Tasmanian Government Gazette* of 26 June 2024.

The Regulator is also currently considering issues raised by stakeholders in relation to the other changes TasWater proposed to the regulatory framework and will publish his decisions in a Statement of Reasons and in the final Price and Service Plan Guideline which are to be released early in the 2024-25 financial year.

2. Energy

a. Wholesale Contract Regulatory Instrument pricing investigation

The Regulator released a draft investigation report for public consultation on 4 April 2024. The report was based on analysis of the issues raised by market participants and stakeholders and the Regulator's own review of the Instrument and supporting documents. Submissions were received from Hydro Tasmania, Aurora Energy and Shell Energy.

The draft report and submissions received are available here: [Wholesale Contract Regulatory Instrument pricing investigations](#)

The Regulator is preparing a final report that addresses the issues raised in in submissions and specifies the changes to be made to:

- the approvals in the Instrument;
- the Excel model that calculates the regulated wholesale prices; and
- the supporting documents. The final report is due to be published on 28 June 2024 with the new Instrument containing the required approvals to apply from 1 July 2024.

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

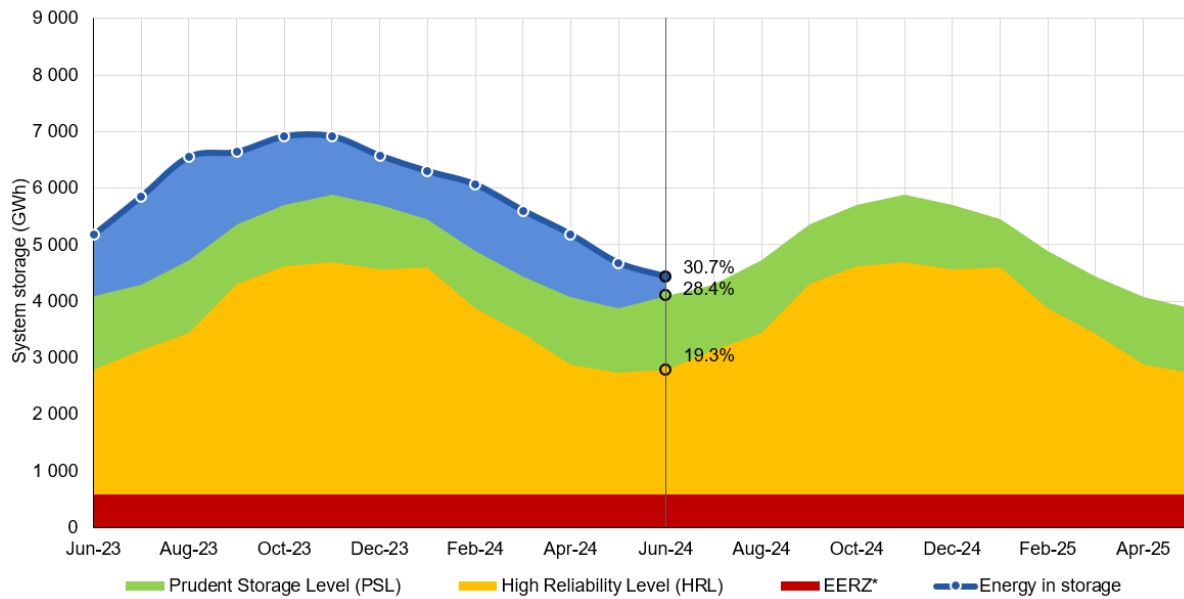
Energy in storage (EIS) as at 3 June 2024 was at 30.7 per cent. EIS at this level is above the Prudent Storage Level (PSL) and above the High Reliability Level (HRL) for June. EIS is equivalent to 4.6 months of demand, based on average seasonal demand.

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

As at 3 June 2024, Hydro Tasmania's modelling for the next 120 days shows that storages remain above the HRL, but there is a significant chance that its storages will enter the PSL over the same period.

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

Energy in storage (mainland Tasmania) - June 2023 to June 2024



In May 2024, the Monitor and Assessor increased its monitoring activities of EIS, requiring Hydro Tasmania to provide updated modelling on a fortnightly basis.

On 3 June 2024, Hydro Tasmania advised OTTER that it has increased generation at the Tamar Valley Power Station due to lower than average inflows to its storages.

c. Review of the Guaranteed Service Level Scheme

The Regulator has completed its review of the Guaranteed Service Level (GSL) Scheme, which requires Tasmanian Networks Pty Ltd (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.

As part of its review, the Regulator prepared a Consultation Paper outlining proposed changes to the GSL Scheme, including updating the supply reliability category boundaries, and introducing amendments to GSL Guideline, Version 3.

Public comment was sought on the Consultation Paper with submissions closing on 17 April 2024.

The Regulator received submissions from the following organisations as part of that consultation process:

- 1st Energy Pty Ltd;
- Aurora Energy Pty Ltd; and
- TasNetworks.

Of the submissions received, both 1st Energy and Aurora supported the outcomes of the Regulator's review and the proposed amendments to the GSL Guideline. Whilst TasNetworks indicated support for most of the Regulator's proposals, it did suggest some further refinements to the GSL Guideline.

The Regulator is preparing a Statement of Reasons which discusses the matters raised in the three submissions, the Regulator's decisions in response to the matters raised, and consequent amendments

to the draft GSL Guideline. The Statement of Reasons and the revised GSL Guideline, Version 4 (in marked-up format), will be made available on the OTTER website.

A final version of the GSL Guideline, Version 4, along with final supply reliability category boundary maps, will subsequently be published on the OTTER website for a 1 July 2024 commencement.

3. 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 and Q3 of 2023-24 as required under Regulation 12 of the *Electricity Supply Industry Regulations 2018*. Nectr has provided reports for Q2 and Q3. Solstice Energy has provided a Q3 report. Electricity in a Box reported no Tasmanian customers in Q3.

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	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	238 360	238 980	238 674	237 861	237 805
Payment difficulties					
customers repaying a debt	13 591	14 406	14 632	14 109	14 028
average amount \$	1 089	1 075	1 030	868	
debt over \$500 but less than or equal to \$1 500	4 151	4 302	3 808	4 699	3 623
debt over \$1 500 but less than or equal to \$2 500	1 310	1 421	1 263	1 705	1 041
debt over \$2 500	1 618	1 687	1 667	1 507	1 109
Payment plans					
customers on a payment plan	4 446	4 441	4 984	4 942	5 177
customers who had their plan cancelled for non-payment	3 595	3 408	3 997	4 628	4 504
customers with 2 or more plans cancelled in the previous 12 months	1 709	654	832	1 159	1 630
Disconnections					
residential disconnections	25	12	29	63	87
concession customers disconnected	16	7	10	30	37
customers disconnected who were on a payment plan in the previous 12 months	14	5	1	16	26
customers disconnected on more than once occasion in previous 24 months	0	1	0	1	2
Reconnections					
reconnections within 7 days	8	4	11	19	28
customers on a payment plan in the 12 months reconnected within 7 days	2	2	0	3	13
concession customers reconnected within 7 days	5	2	4	11	16
Hardship program					
customers on the hardship program	4 515	4 707	4 835	5 368	5 647
hardship customers with a concession	3 082	3 191	3 201	3 667	3 781
customers exiting the program	906	459	502	527	837
average debt upon entry to program \$	3 060	3 365	3 129	2 860	2 627
debt \$0 - \$500	84	51	66	101	121
debt over \$500 but less than or equal to \$1 500	300	191	185	234	315
debt over \$1 500 but less than or equal to \$2 500	183	117	107	227	217
debt over \$2 500	296	230	200	357	332
average debt \$	2 464	2 247	2 618	2 639	2 552
customers who successfully completed program	218	141	112	29	85

	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
customers excluded from program for non-compliance	559	210	241	369	542
customers who transferred or left the retailer	129	108	149	129	210
Complaints (residential)#					
Billing	595	585	773	867	1 076
Marketing	1	4	0	0	3
customer transfer	6	13	5	1	4
Other	464	522	497	496	683
TOTAL	1 218	1 279	1 446	1 497	1951

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	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	28 985	29 293	29 326	29 337	29 345
market contracts	5 042	4 724	4 430	4 181	4 316
Total small business	34 027	34 017	33 756	33 518	33 661
Payment difficulties					
customers repaying a debt	372	442	454	563	538
average customer debt \$	1 178	1 113	1 293	1 087	1 633
Disconnections					
small business customers	1	7	3	4	9
Reconnections					
reconnections within 7 days	0	4	0	0	5
Complaints					
billing	38	25	24	99	162
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	15	8	19	40	86
TOTAL	54	36	46	149	226

Table 3: 1st Energy quarterly performance – residential

	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	115	140	149	140	168
market offer	13 581	14 075	14 541	14 903	15 164
Payment difficulties					
customers repaying a debt	224	229	185	232	228
average amount \$	506	516	493	484	482
debt over \$500 but less than or equal to \$1 500	40	40	30	54	62
debt over \$1 500 but less than or equal to \$2 500	14	10	7	12	14
debt over \$2 500	8	10	8	4	6
Payment plans					
customers on a payment plan	190	164	192	203	188
customers who had their plan cancelled for non-payment	133	146	126	183	64
customers with 2 or more plans cancelled in the prev 12 months	81	85	64	92	92
Disconnections					
residential disconnections	61	80	60	78	70
concession customers disconnected	28	37	22	27	30
customers disconnected who were on a payment plan in the prev 12 months	42	57	31	51	45
customers disconnected on more than one occasion in prev 24 months	8	35	9	21	23
Reconnections					
reconnections within 7 days	27	21	23	25	19
customers on a payment plan in the prev 12 months reconnected within 7 days	21	17	14	19	17
concession customers reconnected within 7 days	12	10	9	6	9
Hardship program					
customers on the hardship program	120	98	129	160	151
hardship customers with a concession	90	80	98	117	111
customers exiting the program	127	108	92	104	110
average debt upon entry to program	771	605	317	358	639
debt \$0 - \$500	60	50	96	102	65
debt over \$500 but less than or equal to \$1 500	45	26	17	24	21
debt over \$1 500 but less than or equal to \$2 500	12	6	8	7	8
debt over \$2 500	6	4	2	2	7
average debt \$	1 084	722	447	692	830
customers who successfully completed program	17	16	18	17	21
customers excluded from program for non-compliance	85	71	57	63	70
customers who transferred or left the retailer	25	21	17	24	19
Complaints (residential)					
billing	22	33	38	36	30
marketing	0	1	1	2	0
customer transfer	1	0	0	0	0
other	25	30	35	36	30
TOTAL	48	65	76	77	62



Table 4: 1st Energy quarterly performance – small business

	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	14	16	22	21	19
market contracts	1 410	1 464	1 500	1 478	1 433
Total small business	1 424	1 480	1 522	1 499	1 452
Payment difficulties					
customers repaying a debt	22	19	13	14	24
average customer debt \$	633	775	912	1 543	1 234
Disconnections					
small business customers	2	25	3	9	3
Reconnections					
reconnections within 7 days	1	2	1	2	0
Complaints					
billing	0	2	3	2	1
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	1	2	1	1	0
TOTAL	1	4	4	3	1



Table 5: Shell Energy quarterly performance – small business

	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	99	84	104	97	162
market contracts	44	47	49	46	45
Total small business	143	131	153	143	207
Payment difficulties					
customers repaying a debt	8	2	3	3	3
average customer debt \$	3 247	537	893	2 280	1 670
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	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	12	12	11	15	17
market offer	488	480	537	638	770
Total residential	500	492	548	653	787
Payment difficulties					
customers repaying a debt	37	13	17	12	13
average amount \$	1 756	724	1 063	979	563
debt over \$500 but less than or equal to \$1 500	14	6	6	4	4
debt over \$1 500 but less than or equal to \$2 500	12	0	3	3	2
debt over \$2 500	7	2	1	1	0
Payment plans					
customers on payment plan	7	12	10	11	11
customers who had their plan cancelled for non-payment	7	6	10	9	7
customers with 2 + plans cancelled (past 12 months)	1	1	1	4	2
Disconnections					
residential disconnections	1	0	1	2	2
concession customers disconnected	1	0	0	1	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	1	1	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
Hardship program					
customers on the hardship program	8	6	6	13	12
hardship customers with a concession	6	4	3	7	8
customers exiting the program	2	2	1	1	4
average debt upon entry to program	787	4 703	1 063	2 153	1 827
debt \$0 - \$500	1	0	0	3	1
debt over \$500 but less than or equal to \$1 500	0	0	0	0	1
debt over \$1 500 but less than or equal to \$2 500	1	0	0	1	1

	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
debt over \$2 500	0	1	0	4	2
average debt \$	1 258	1 286	1 675	2 507	1 877
customers who successfully completed program	1	0	0	1	0
customers excluded for non-compliance	0	1	1	0	2
customers who transferred or left the retailer	1	1	0	1	2
Complaints (residential)					
billing	1	0	1	1	8
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	1	0	2	1
TOTAL	2	1	1	3	10

Table 7: Energy Locals quarterly performance – small business

	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	4	4	1	1	2
market contracts	46	42	45	44	58
Total small business	50	46	46	45	60
Payment difficulties					
customers repaying a debt	0	1	2	0	0
average customer debt \$	0	817	1 376	0	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	1
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	0	0	0
TOTAL	0	0	0	0	1

Table 8: CovaU quarterly performance – residential



	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	5	2	3	4	5
market offer	137	138	178	235	276
Payment difficulties					
customers repaying a debt	23	27	27	39	29
average amount \$	1 996	1 874	1 530	1 460	670
debt over \$500 but less than or equal to \$1 500	7	1	5	6	8
debt over \$1 500 but less than or equal to \$2 500	5	0	1	0	1
debt over \$2 500	7	1	1	1	1
Payment plans					
customers on a payment plan	8	0	0	0	1
customers who had their plan cancelled for non-payment	4	3	0	2	0
customers with 2 or more plans cancelled in the prev 12 months	0	1	0	0	0
Disconnections					
residential disconnections	4	1	1	1	3
concession customers disconnected	0	0	0	0	2
customers disconnected who were on a payment plan in the prev 12 months	0	0	0	1	0
customers disconnected on more than one occasion in prev 24 months	0	0	0	0	0
Reconnections					
reconnections within 7 days	8	1	0	0	1
customers on a payment plan in the prev 12 months reconnected within 7 days	0	0	0	0	1
concession customers reconnected within 7 days	0	0	0	0	1
Hardship program					
customers on the hardship program	10	15	2	8	12
hardship customers with a concession	2	0	0	1	7
customers exiting the program	5	7	1	2	2
average debt upon entry to program	1 113	1 696	2 254	2 544	1 713
debt \$0 - \$500	2	0	0	0	0
debt over \$500 but less than or equal to \$1 500	6	9	1	4	9
debt over \$1 500 but less than or equal to \$2 500	1	4	0	1	1
debt over \$2 500	1	2	1	3	2
average debt \$	2 572	2 754	2 890	3 754	2 800
customers who successfully completed program	4	0	0	1	1
customers excluded from program for non-compliance	5	7	1	1	1
customers who transferred or left the retailer	0	0	0	0	0
Complaints (residential)					
billing	1	0	0	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	0	1	0
TOTAL	1	0	0	1	0

Table 9: CovaU quarterly performance – small business

	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	2	0	1	1	2
market contracts	101	97	144	158	178
Total small business	103	97	145	159	180
Payment difficulties					
customers repaying a debt	23	22	29	30	25
average customer debt \$	1 587	1 592	1 262	1 042	805
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 10: Localvolts quarterly performance – residential¹

	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	-	0	0	0	0
market offer	-	3	6	33	15
Payment difficulties					
customers repaying a debt	-	0	0	4	0
average amount \$	-	0	0	4	0
debt over \$500 but less than or equal to \$1 500	-	0	0	0	0
debt over \$1 500 but less than or equal to \$2 500	-	0	0	0	0
debt over \$2 500	-	0	0	0	0
Payment plans					
customers on a payment plan	-	0	0	0	0
customers who had their plan cancelled for non-payment	-	0	0	0	0
customers with 2 or more plans cancelled in the prev 12 months	-	0	0	0	0
Disconnections					
residential disconnections	-	0	0	0	0
concession customers disconnected	-	0	0	0	0
customers disconnected who were on a payment plan in the prev 12 months	-	0	0	0	0
customers disconnected on more than one occasion in prev 24 months	-	0	0	0	0
Reconnections					
reconnections within 7 days	-	0	0	0	0
customers on a payment plan in the prev 12 months reconnected within 7 days	-	0	0	0	0
concession customers reconnected within 7 days	-	0	0	0	0
Hardship program					
customers on the hardship program	-	0	0	0	0
hardship customers with a concession	-	0	0	0	0
customers exiting the program	-	0	0	0	0
average debt upon entry to program	-	0	0	4	0
debt \$0 - \$500	-	0	0	0	0
debt over \$500 but less than or equal to \$1 500	-	0	0	0	0
debt over \$1 500 but less than or equal to \$2 500	-	0	0	0	0
debt over \$2 500	-	0	0	0	0
average debt \$	-	0	0	4	0
customers who successfully completed program	-	0	0	0	0
customers excluded from program for non-compliance	-	0	0	0	0
customers who transferred or left the retailer	-	0	0	0	0

¹ Localvolts entered the Tasmanian electricity retail market in 2022-23.

Complaints (residential)					
billing	-	0	0	0	0
marketing	-	0	0	0	0
customer transfer	-	0	0	0	0
other	-	0	0	0	0
TOTAL	-	0	0	0	0

Table 11: Localvolts quarterly performance – small business

	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2 ²	Q3
Customer numbers					
standing offer	-	-	0	0	0
market contracts	-	-	0	52	94
Total small business					
Payment difficulties					
customers repaying a debt	-	-	0	0	0
average customer debt \$	-	-	0	0	0
Disconnections					
small business customers	-	-	0	0	0
Reconnections					
reconnections within 7 days	-	-	0	0	0
Complaints					
billing	-	-	0	0	0
marketing	-	-	0	0	0
customer transfer	-	-	0	0	0
other	-	-	0	0	0
TOTAL	-	-	0	0	0

² Localvolts began retailing to small businesses in Q2 2023-24.



Table 12: Electricity in a Box quarterly performance – residential³

	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3 ⁴
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	-

³ Electricity in a Box entered the Tasmanian electricity retail market in Q4 2022-23.

⁴ Electricity in a Box reported no Tasmanian customers in Q3 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	-



Table 13: Nectr Energy quarterly performance – residential⁵

	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	-	-	-	0	0
market offer	-	-	-	78	78
Payment difficulties					
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
Payment plans					
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
Disconnections					
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
Reconnections					
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
Hardship program					
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

⁵ Nectr entered the Tasmanian electricity retail market in Q2 2023-24.

Complaints (residential)					
billing	-	-	-	0	0
marketing	-	-	-	0	0
customer transfer	-	-	-	0	0
other	-	-	-	0	0
TOTAL	-	-	-	0	0

Table 14: Nectr quarterly performance – small business

	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	-	-	-	0	0
market contracts	-	-	-	0	0
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



Table 15: Solstice Energy quarterly performance – residential⁶

	2022-23	2022-23	2023-24	2023-24	2023-24
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	-	-	-	-	0
market offer	-	-	-	-	9
Payment difficulties					
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
Payment plans					
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
Disconnections					
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
Reconnections					
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
Hardship program					
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

⁶ Solstice Energy entered the Tasmanian electricity retail market in Q3 2023-24.

Complaints (residential)

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