# Projects on the Go
# March 2025

Activities of OTTER
prepared for the
OTTER Customer Consultative Committee

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# OTTER Customer Consultative Committee

# Projects on the Go

# Meeting 1 / 2025

# March 2025

## 1. Water and Sewerage

### a. Preparatory activities for the 2025-26 pricing investigation

The Regulator has commenced the procurement process to engage consultants for the upcoming pricing investigation. Unlike the approach taken in previous investigations, the Regulator has separated the work of the consultants into two separate reviews and will be engaging two consultants, each with specialised skills applicable to each review; one for the review of TasWater's opex and another for the review of TasWater's capex.

The Regulator is expected to engage the consultant for the opex review by mid-March for the consultant to commence their review of TasWater's base year opex and activity-based costing data before TasWater submits its proposed price and service plan for the fifth regulatory period (1 July 2026 to 30 June 2030) which is due by 30 June 2025.

The capex review is currently out to tender and closes on 14 April 2025.

The Regulator's investigation draft report and proposed price determination are scheduled to be released for public consultation in February 2026.

### b. TasWater's capital program

TasWater submitted its capex report for the six months ending 31 December 2024 on 31 January 2025.

TasWater stated in the report that its half year capex was $132.50 million. This excludes $33 million of external funding from the State and Australian Governments.

TasWater considers it will deliver its forecast capex of $901.3 million over the course of the fourth regulatory period, noting that over the first two and a half years of the fourth regulatory period TasWater has spent $529 million.

During the first half of 2024-25, TasWater completed a number of smaller projects and is also progressing its major projects including the Tamar Estuary River Health Action Plan, Launceston Sewerage Improvement Plan, Selfs Point Sewer Transformation Project, Hobart Sewerage Improvement Plan and the North-West Water Supply Strategy.

Noteworthy is that the Greater Hobart Sewerage Strategy plan includes the development of a southern tankered waste strategy within the next six months (the Regulator's Price and Service Plan (PSP) Guideline for the next pricing investigation requires TasWater's proposed PSP to include details of its proposed arrangements with respect to tankered waste).

Aside from specific projects, TasWater is continuing with a number of programs including its asset renewal and meter renewal programs. The latter has a budget of $26.5 million over a four-year period (July 2022 - July 2026) but to date the expenditure is $8.9 million indicating that the program is progressing slower than planned with only 5 154 out of a planned 20 000 meters installed as at 31 December 2024.

With respect to reducing water losses, the report states that TasWater has now installed 200 of the 220 District Metered Area meters as part of is non-revenue water

program.  The four-year program (July 2022 - July 2026) is shown in the report to have a budget of $3.8 million. However, expenditure to date is $8.4 million with one and a half years remaining.

## 2. Energy

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

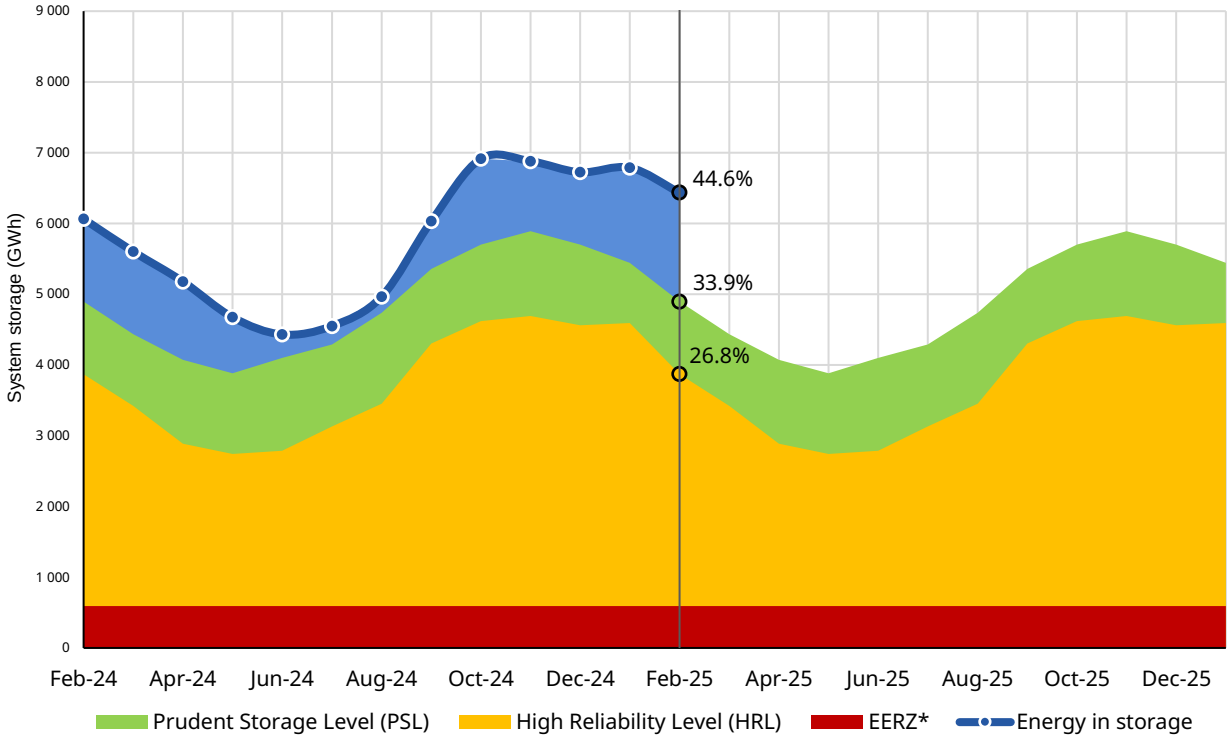
Energy in storage (EIS) as at 3 February 2025 was at 44.6 per cent. EIS at this level is above the Prudent Storage Level (PSL) and above the High Reliability Level (HRL) for February. EIS is equivalent to 6.9 months average seasonal demand.

The monthly dashboards are available here: Monthly dashboards.

As at 3 February 2025, Hydro Tasmania's modelling shows that it is unlikely that storages will enter the PSL in the next 90 days.

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

Energy in storage (mainland Tasmania) - February 2024 to February 2025




On 6 December 2024, the Regulator published its Annual Energy Security Review for 2023-24, which is available on the Regulator's website.

## 3. Other industries

### a. MAIB pricing policies investigation

The Regulator received the MAIB's preliminary submission in relation to the 2025 MAIB Pricing Policies Investigation on 21 February 2025 and has invited submissions, due by 17 March 2025, on matters raised in the submission and in the Terms of Reference for the investigation.

The submission and the Terms of Reference can be found on the Regulator's website.

### b. Owner-operated taxi licence reserve price investigation

The Regulator has received terms of reference from the Minister for Transport and the Treasurer requiring it to conduct an investigation to determine the minimum prices that apply to the release of owner-operated taxi licences across 24 taxi areas in Tasmania for the 2026 to 2029 calendar years. The Regulator is required to complete its investigation and make a reserve price determination by 1 December 2025. The Regulator will soon commence targeted consultation with members of the taxi industry and other stakeholders.

## 4. Other matters

### a. Review of confidentiality and consultation policies

The Regulator has recently reviewed its *Policy on the Treatment of Confidential Submissions*, which provides the principles that the Regulator will apply in regard to submissions (or information contained in submissions) where the person making the submission requests that they be treated as confidential.

As part of that review, the Regulator proposes to integrate the Confidentiality Policy into its *Consultation Policy and Procedures of the Tasmanian Economic Regulator Guideline*, which provides guidance on the general policy and procedures that the Regulator will apply when consulting with entities, consumers and other persons affected by the exercise of the Regulator's powers.

The Regulator released a consultation paper on 21 February 2025. Submissions close on 14 March 2025.

## 5. Electricity - Retail Quarterly Performance Reports

Aurora Energy, 1st Energy, Shell Energy, Energy Locals, CovaU, Nectr Energy and Local Volts have provided performance reports for Q2 2023-24 to Q2 2024-25, as required under Regulation 12 of the *Electricity Supply Industry Regulations 2018*. Solstice Energy has provided reports for Q3 2023-24 to Q2 2024-25.

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

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| Customer numbers | | | | | |
| standing offer | 237 861 | 237 805 | 237 517 | 238 581 | 238 344 |
| Payment difficulties | | | | | |
| customers repaying a debt | 14 109 | 14 028 | 12 462 | 12 625 | 13 168 |
| average amount $ | 868 | 852 | 754 | 718 | 719 |
| debt over $500 but less than or equal to $1 500 | 4 699 | 3 623 | 3 000 | 2 872 | 2 869 |
| debt over $1 500 but less than or equal to $2 500 | 1 705 | 1 041 | 855 | 802 | 853 |
| debt over $2 500 | 1 507 | 1 109 | 812 | 773 | 837 |
| Payment plans | | | | | |
| customers on a payment plan | 4 942 | 5 177 | 4 555 | 4 057 | 3 985 |
| customers who had their plan cancelled for non-payment | 4 628 | 4 504 | 4 165 | 3 636 | 3 850 |
| customers with 2 or more plans cancelled in the previous 12 months | 1 159 | 1 630 | 2 275 | 2 305 | 2 435 |
| Disconnections | | | | | |
| residential disconnections | 63 | 87 | 89 | 85 | 50 |
| concession customers disconnected | 30 | 37 | 35 | 26 | 23 |
| customers disconnected who were on a payment plan in the previous 12 months | 16 | 26 | 30 | 42 | 17 |
| customers disconnected on more than once occasion in previous 24 months | 1 | 2 | 0 | 0 | 0 |
| Reconnections | | | | | |
| reconnections within 7 days | 19 | 28 | 20 | 27 | 16 |
| customers on a payment plan in the 12 months reconnected within 7 days | 3 | 13 | 6 | 10 | 2 |
| concession customers reconnected within 7 days | 11 | 16 | 6 | 7 | 7 |
| Hardship program | | | | | |
| customers on the hardship program | 5 368 | 5 647 | 5 774 | 6 107 | 6 444 |
| hardship customers with a concession | 3 667 | 3 781 | 3 825 | 3 934 | 4 072 |
| customers exiting the program | 527 | 837 | 1 020 | 947 | 923 |
| average debt upon entry to program $ | 2 860 | 2 627 | 2 749 | 2 665 | 2 226 |
| debt $0 - $500 | 101 | 121 | 107 | 119 | 164 |
| debt over $500 but less than or equal to $1 500 | 234 | 315 | 289 | 395 | 423 |
| debt over $1 500 but less than or equal to $2 500 | 227 | 217 | 210 | 221 | 248 |
| debt over $2 500 | 357 | 332 | 360 | 370 | 320 |
| average debt $ | 2 639 | 2 552 | 2 460 | 2 520 | 2 418 |
| customers who successfully completed program | 29 | 85 | 125 | 253 | 286 |

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| customers excluded from program for non-compliance | 369 | 542 | 670 | 445 | 416 |
| customers who transferred or left the retailer | 129 | 210 | 225 | 249 | 221 |
| Complaints (residential)# | | | | | |
| billing | 867 | 1 076 | 1 080 | 949 | 761 |
| marketing | 0 | 3 | 1 | 0 | 7 |
| customer transfer | 1 | 4 | 9 | 1 | 3 |
| other | 496 | 683 | 608 | 44 | 336 |
| TOTAL | 1 497 | 1951 | 1 881 | 1 638 | 1 222 |

# 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

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| Customer numbers | | | | | |
| standing offer | 29 337 | 29 345 | 29 424 | 29 683 | 29 817 |
| market contracts | 4 181 | 4 316 | 982 | 3 980 | 3 940 |
| Total small business | 33 518 | 33 661 | 33 634 | 33 663 | 33 757 |
| Payment difficulties | | | | | |
| customers repaying a debt | 563 | 538 | 469 | 587 | 590 |
| average customer debt $ | 1 087 | 1 633 | 2 309 | 2 066 | 2 245 |
| Disconnections | | | | | |
| small business customers | 4 | 9 | 11 | 8 | 5 |
| Reconnections | | | | | |
| reconnections within 7 days | 0 | 5 | 3 | 3 | 3 |
| Complaints | | | | | |
| billing | 99 | 162 | 196 | 154 | 142 |
| marketing | 0 | 0 | 0 | 0 | 0 |
| customer transfer | 0 | 0 | 1 | 1 | 0 |
| other | 40 | 86 | 52 | 44 | 53 |
| TOTAL | 149 | 226 | 269 | 213 | 206 |

## Table 3: 1st Energy quarterly performance – residential

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| Customer numbers | | | | | |
| standing offer | 140 | 168 | 153 | 152 | 153 |
| market offer | 14 903 | 15 164 | 15 473 | 15 595 | 15 752 |
| Payment difficulties | | | | | |
| customers repaying a debt | 232 | 228 | 160 | 165 | 173 |
| average amount $ | 484 | 482 | 434 | 317 | 562 |
| debt over $500 but less than or equal to $1 500 | 54 | 62 | 30 | 27 | 45 |
| debt over $1 500 but less than or equal to $2 500 | 12 | 14 | 4 | 4 | 7 |
| debt over $2 500 | 4 | 6 | 5 | 5 | 7 |
| Payment plans | | | | | |
| customers on a payment plan | 203 | 188 | 125 | 106 | 116 |
| customers who had their plan cancelled for non-payment | 183 | 64 | 53 | 107 | 152 |
| customers with 2 or more plans cancelled in the prev 12 months | 92 | 92 | 0 | 66 | 81 |
| Disconnections | | | | | |
| residential disconnections | 78 | 70 | 60 | 48 | 52 |
| concession customers disconnected | 27 | 30 | 34 | 26 | 24 |
| customers disconnected who were on a payment plan in the prev 12 months | 51 | 45 | 44 | 35 | 24 |
| customers disconnected on more than one occasion in prev 24 months | 21 | 23 | 13 | 14 | 34 |
| Reconnections | | | | | |
| reconnections within 7 days | 25 | 19 | 16 | 19 | 26 |
| customers on a payment plan in the prev 12 months reconnected within 7 days | 19 | 17 | 12 | 16 | 20 |
| concession customers reconnected within 7 days | 6 | 9 | 11 | 12 | 15 |
| Hardship program | | | | | |
| customers on the hardship program | 160 | 151 | 196 | 196 | 232 |
| hardship customers with a concession | 117 | 111 | 138 | 126 | 160 |
| customers exiting the program | 104 | 110 | 115 | 153 | 155 |
| average debt upon entry to program $ | 358 | 639 | 413 | 261 | 181 |
| debt $0 - $500 | 102 | 65 | 116 | 122 | 166 |
| debt over $500 but less than or equal to $1 500 | 24 | 21 | 33 | 24 | 18 |
| debt over $1 500 but less than or equal to $2 500 | 7 | 8 | 8 | 6 | 4 |
| debt over $2 500 | 2 | 7 | 3 | 1 | 3 |
| average debt $ | 692 | 830 | 530 | 418 | 349 |
| customers who successfully completed program | 17 | 21 | 19 | 41 | 43 |
| customers excluded from program for non-compliance | 63 | 70 | 77 | 85 | 87 |
| customers who transferred or left the retailer | 24 | 19 | 19 | 27 | 25 |
| Complaints (residential) | | | | | |
| billing | 36 | 30 | 17 | 39 | 27 |
| marketing | 2 | 0 | 0 | 0 | 0 |
| customer transfer | 0 | 0 | 0 | 1 | 1 |

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| other | 36 | 30 | 27 | 23 | 30 |
| TOTAL | 77 | 62 | 44 | 64 | 58 |

## Table 4: 1st Energy quarterly performance – small business

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| Customer numbers | | | | | |
| standing offer | 21 | 19 | 27 | 30 | 31 |
| market contracts | 1 478 | 1 433 | 1 480 | 1 589 | 1 628 |
| Total small business | 1 499 | 1 452 | 1 507 | 1 619 | 1 659 |
| Payment difficulties | | | | | |
| customers repaying a debt | 14 | 24 | 22 | 16 | 11 |
| average customer debt $ | 1 543 | 1 234 | 1 974 | 232 | 1 166 |
| Disconnections | | | | | |
| small business customers | 9 | 3 | 10 | 12 | 4 |
| Reconnections | | | | | |
| reconnections within 7 days | 2 | 0 | 1 | 1 | 1 |
| Complaints | | | | | |
| billing | 2 | 1 | 3 | 1 | 1 |
| marketing | 0 | 0 | 0 | 0 | 1 |
| customer transfer | 0 | 0 | 1 | 0 | 0 |
| other | 1 | 0 | 8 | 4 | 4 |
| TOTAL | 3 | 1 | 12 | 5 | 7 |

Table 5: Shell Energy quarterly performance – small business

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| Customer numbers | | | | | |
| standing offer | 97 | 162 | 140 | 159 | 143 |
| market contracts | 46 | 45 | 47 | 42 | 41 |
| Total small business | 143 | 207 | 187 | 201 | 184 |
| Payment difficulties | | | | | |
| customers repaying a debt | 3 | 3 | 4 | 3 | 4 |
| average customer debt $ | 2 280 | 1 670 | 546 | 1 255 | 1 614 |
| 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

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2023-24 Q2 |
|---|---|---|---|---|---|
| Customer numbers | | | | | |
| standing offer | 15 | 17 | 18 | 22 | 24 |
| market offer | 638 | 770 | 905 | 2 793 | 1 191 |
| Total residential | 653 | 787 | 932 | 2 815 | 1 215 |
| Payment difficulties | | | | | |
| customers repaying a debt | 12 | 13 | 10 | 9 | 15 |
| average amount $ | 979 | 563 | 762 | 1 014 | 527 |
| debt over $500 but less than or equal to $1 500 | 4 | 4 | 5 | 4 | 5 |
| debt over $1 500 but less than or equal to $2 500 | 3 | 2 | 1 | 1 | 2 |
| debt over $2 500 | 1 | 0 | 0 | 1 | 1 |
| Payment plans | | | | | |
| customers on payment plan | 11 | 11 | 13 | 15 | 14 |
| customers who had their plan cancelled for non-payment | 9 | 7 | 8 | 10 | 14 |
| customers with 2 or more plans cancelled (past 12 months) | 4 | 2 | 2 | 1 | 1 |
| Disconnections | | | | | |
| residential disconnections | 2 | 2 | 2 | 3 | 3 |
| concession customers disconnected | 1 | 1 | 2 | 2 | 2 |
| customers disconnected who were on a payment plan in the prev 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 | 1 | 0 | 2 | 1 | 2 |
| 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 |
| Hardship program | | | | | |
| customers on the hardship program | 13 | 12 | 15 | 16 | 22 |
| hardship customers with a concession | 7 | 8 | 8 | 6 | 8 |
| customers exiting the program | 1 | 4 | 5 | 8 | 13 |
| average debt upon entry to program $ | 2 153 | 1 827 | 1 348 | 748 | 875 |
| debt $0 - $500 | 3 | 1 | 3 | 6 | 9 |
| debt over $500 but less than or equal to $1 500 | 0 | 1 | 2 | 0 | 2 |
| debt over $1 500 but less than or equal to $2 500 | 1 | 1 | 0 | 0 | 1 |
| debt over $2 500 | 4 | 2 | 2 | 2 | 1 |
| average debt $ | 2 507 | 1 877 | 1 322 | 1 326 | 1 166 |

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2023-24 Q2 |
|---|---|---|---|---|---|
| customers who successfully completed program | 1 | 0 | 0 | 0 | 7 |
| customers excluded for non-compliance | 0 | 2 | 1 | 3 | 1 |
| customers who transferred or left the retailer | 1 | 2 | 4 | 3 | 51 |
| Complaints (residential) | | | | | |
| billing | 1 | 8 | 4 | 1 | 4 |
| marketing | 0 | 0 | 0 | 0 | 0 |
| customer transfer | 0 | 0 | 0 | 0 | 0 |
| other | 2 | 1 | 2 | 0 | 1 |
| TOTAL | 3 | 10 | 6 | 2 | 5 |

## Table 7: Energy Locals quarterly performance – small business

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| Customer numbers | | | | | |
| standing offer | 1 | 2 | 2 | 4 | 4 |
| market contracts | 44 | 58 | 62 | 63 | 68 |
| Total small business | 45 | 60 | 64 | 67 | 72 |
| Payment difficulties | | | | | |
| customers repaying a debt | 0 | 0 | 0 | 1 | 4 |
| average customer debt $ | 0 | 0 | 0 | 1 064 | 846 |
| Disconnections | | | | | |
| small business customers | 0 | 0 | 0 | 0 | 0 |
| Reconnections | | | | | |
| reconnections within 7 days | 0 | 0 | 0 | 0 | 0 |
| Complaints | | | | | |
| billing | 0 | 1 | 0 | 1 | 0 |
| marketing | 0 | 0 | 0 | 0 | 0 |
| customer transfer | 0 | 0 | 0 | 0 | 0 |
| other | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 0 | 1 | 0 | 2 | 0 |

## Table 8: CovaU quarterly performance – residential

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| Customer numbers | | | | | |
| standing offer | 4 | 5 | 6 | 2 | 1 |
| market offer | 235 | 276 | 280 | 293 | 307 |
| Payment difficulties | | | | | |
| customers repaying a debt | 39 | 29 | 31 | 39 | 47 |
| average amount $ | 1 460 | 670 | 640 | 644 | 578 |
| debt over $500 but less than or equal to $1 500 | 6 | 8 | 8 | 14 | 12 |
| debt over $1 500 but less than or equal to $2 500 | 0 | 1 | 0 | 1 | 6 |
| debt over $2 500 | 1 | 1 | 1 | 2 | 0 |
| Payment plans | | | | | |
| customers on a payment plan | 0 | 1 | 4 | 1 | 0 |
| customers who had their plan cancelled for non-payment | 2 | 0 | 2 | 0 | 2 |
| customers with 2 or more plans cancelled in the previous 12 months | 0 | 0 | 0 | 0 | 2 |
| Disconnections | | | | | |
| residential disconnections | 1 | 3 | 2 | 0 | 0 |
| concession customers disconnected | 0 | 2 | 1 | 0 | 0 |
| customers disconnected who were on a payment plan in the previous 12 months | 1 | 0 | 1 | 0 | 0 |
| customers disconnected on more than one occasion in previous 24 months | 0 | 0 | 1 | 0 | 0 |
| Reconnections | | | | | |
| reconnections within 7 days | 0 | 1 | 0 | 0 | 0 |
| customers on a payment plan in the previous 12 months reconnected within 7 days | 0 | 1 | 0 | 0 | 0 |
| concession customers reconnected within 7 days | 0 | 1 | 0 | 0 | 0 |
| Hardship program | | | | | |
| customers on the hardship program | 8 | 12 | 15 | 18 | 20 |
| hardship customers with a concession | 1 | 7 | 6 | 0 | 1 |
| customers exiting the program | 2 | 2 | 6 | 0 | 4 |
| average debt upon entry to program $ | 2 544 | 1 713 | 1 880 | 1 572 | 1 546 |
| debt $0 - $500 | 0 | 0 | 2 | 3 | 1 |
| debt over $500 but less than or equal to $1 500 | 4 | 9 | 7 | 10 | 14 |
| debt over $1 500 but less than or equal to $2 500 | 1 | 1 | 3 | 3 | 3 |
| debt over $2 500 | 3 | 2 | 3 | 2 | 2 |
| average debt $ | 3 754 | 2 800 | 2 463 | 3 152 | 3 609 |
| customers who successfully completed program | 1 | 1 | 2 | 0 | 2 |
| customers excluded from program for non-compliance | 1 | 1 | 4 | 0 | 2 |
| customers who transferred or left the retailer | 0 | 0 | 0 | 0 | 0 |
| Complaints (residential) | | | | | |
| billing | 0 | 0 | 0 | 0 | 0 |
| marketing | 0 | 0 | 0 | 0 | 0 |
| customer transfer | 0 | 0 | 0 | 0 | 0 |
| other | 1 | 0 | 0 | 1 | 0 |
| TOTAL | 1 | 0 | 0 | 1 | 0 |

Table 9: CovaU quarterly performance – small business

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| Customer numbers | | | | | |
| standing offer | 1 | 2 | 4 | 6 | 6 |
| market contracts | 158 | 178 | 182 | 198 | 206 |
| Total small business | 159 | 180 | 186 | 204 | 212 |
| Payment difficulties | | | | | |
| customers repaying a debt | 30 | 25 | 23 | 27 | 29 |
| average customer debt $ | 1 042 | 805 | 848 | 1 052 | 973 |
| 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 – residential

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| Customer numbers | | | | | |
| standing offer | 0 | 0 | 0 | 0 | 0 |
| market offer | 33 | 15 | 17 | 9 | 13 |
| Payment difficulties | | | | | |
| customers repaying a debt | 4 | 0 | 0 | 0 | 0 |
| average amount $ | 4 | 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 |
| Payment plans | | | | | |
| 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 |
| Disconnections | | | | | |
| 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 |
| Reconnections | | | | | |
| 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 |
| Hardship program | | | | | |
| 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 | 4 | 0 | 0 | 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 $ | 4 | 0 | 0 | 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 |

| | | | | | |
|---|---|---|---|---|---|
| Complaints (residential) | | | | | |
| 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 11: Localvolts quarterly performance – small business

| | 2023-24 | 2023-24 | 2023-24 | 2024-25 | 2024-25 |
|---|---|---|---|---|---|
| | Q2 | Q3 | Q4 | Q1 | Q2 |
| Customer numbers | | | | | |
| standing offer | 0 | 0 | 0 | 0 | 0 |
| market contracts | 52 | 94 | 25 | 17 | 27 |
| Total small business | | | | | |
| Payment difficulties | | | | | |
| customers repaying a debt | 0 | 0 | 0 | 0 | 0 |
| average customer debt $ | 0 | 0 | 0 | 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 | 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 12: Nectr Energy quarterly performance – residential[1]

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| Customer numbers | | | | | |
| standing offer | 0 | 0 | 0 | 0 | 0 |
| market offer | 78 | 78 | 78 | 65 | 64 |
| Payment difficulties | | | | | |
| customers repaying a debt | 0 | 0 | 0 | 0 | 0 |
| average amount $ | 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 |
| Payment plans | | | | | |
| customers on a payment plan | 0 | 0 | 0 | 2 | 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 |
| Disconnections | | | | | |
| 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 |
| Reconnections | | | | | |
| 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 |
| Hardship program | | | | | |
| 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 | 0 | 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 | 0 | 0 | 0 |
| customers who successfully completed program | 0 | 0 | 0 | 0 | 0 |
| customers excluded from program for non-compliance | 0 | 0 | 0 | 0 | 0 |

[1] Nectr entered the Tasmanian electricity retail market in Q2 2023-24.

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| customers who transferred or left the retailer | 0 | 0 | 0 | 0 | 0 |
| Complaints (residential) | | | | | |
| 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 |
| TOTAL | 0 | 0 | 0 | 1 | 0 |

## Table 13: Nectr quarterly performance – small business

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| Customer numbers | | | | | |
| standing offer | 0 | 0 | 0 | 0 | 0 |
| market contracts | 0 | 0 | 0 | 0 | 0 |
| Total small business | | | | | |
| Payment difficulties | | | | | |
| customers repaying a debt | 0 | 0 | 0 | 0 | 0 |
| average customer debt $ | 0 | 0 | 0 | 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 | 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 14: Solstice Energy quarterly performance – residential[2]

| | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | 2024-25 Q1 | 2024-25 Q2 |
|---|---|---|---|---|---|
| Customer numbers | | | | | |
| standing offer | - | 0 | 0 | 0 | 0 |
| market offer | - | 9 | 240 | 544 | 795 |
| Payment difficulties | | | | | |
| customers repaying a debt | - | 0 | 0 | 0 | 0 |
| average amount $ | - | 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 |
| 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 | 1 |
| 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 | 0 | 366 |
| 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 | 0 | 366 |
| 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 |

[2] Solstice Energy entered the Tasmanian electricity retail market in Q3 2023-24.

| | | | | | |
|---|---|---|---|---|---|
| Complaints (residential) | | | | | |
| billing | - | 0 | 0 | 5 | 8 |
| marketing | - | 0 | 0 | 0 | 1 |
| customer transfer | - | 0 | 0 | 0 | 0 |
| other | - | 0 | 2 | 3 | 2 |
| TOTAL | - | 0 | 2 | 8 | 15 |

## Table 15: Solstice energy quarterly performance – small business

| | 2023-24 | 2023-24 | 2023-24 | 2024-25 | 2024-25 |
|---|---|---|---|---|---|
| | Q2 | Q3 | Q4 | Q1 | Q2 |
| Customer numbers | | | | | |
| standing offer | - | 0 | 0 | 0 | 0 |
| market contracts | - | 0 | 1 | 12 | 36 |
| Total small business | - | 0 | 1 | 12 | 36 |
| Payment difficulties | | | | | |
| customers repaying a debt | - | 0 | 0 | 0 | 0 |
| average customer debt $ | - | 0 | 0 | 0 | 0 |
| Disconnections | | | | | |
| small business customers | - | 0 | 0 | 0 | 0 |
| Reconnections | | | | | |
| reconnections within 7 days | - | 0 | 0 | 0 | 0 |
| Complaints | | | | | |
| billing | - | 0 | 0 | 0 | 1 |
| marketing | - | 0 | 0 | 0 | 0 |
| customer transfer | - | 0 | 0 | 0 | 0 |
| other | - | 0 | 0 | 0 | 0 |
| TOTAL | - | 0 | 0 | 0 | 1 |