

Projects on the Go June 2020

Activities of OTTER
prepared for the
OTTER Customer Consultative Committee

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OTTER Customer Consultative Committee
Projects on the Go
Meeting 2/2020
June 2020

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1. Water and Sewerage

a. Report on the State of the Tasmanian Water and Sewerage Industry 2018-19 (SOIR)

The 2018-19 SOIR was released on 22 May 2020. The Regulator also issued a media release and fact sheet outlining the key issues covered in the Report.

The Report focuses on TasWater's performance across the key areas of pricing, customer service, network reliability and efficiency, financial performance and its compliance with drinking water quality, dam safety and environmental obligations.

It also sets out key priorities for improved performance by TasWater and comments on the reasons for TasWater's imposition of water restrictions during 2018-19.

Other industry regulators made contributions to the Report, including public health (DoH), environment (EPA Tasmania), and water and dam safety (DPIPWE).

The full Report and fact sheet can be downloaded from the Regulator's website: <https://www.economicregulator.tas.gov.au/water/performance-monitoring>

Attachment 1 provides more information on the 2018-19 State of the Industry Report.

b. Next pricing investigation

On 2 April 2020, TasWater wrote to the Premier of Tasmania requesting an extension of the current regulatory period by one year to 30 June 2022 and extending the date by which TasWater must submit its proposed Price and Service Plan by one year to 30 June 2021. The request was in response to the need to assess the impact of COVID-19 on TasWater's current and future operations.

The Regulator also received a letter from the Minister for Finance on 12 June 2020 which advised that the Minister would seek approval to introduce an amendment to the *Water and Sewerage Industry Act 2008* that would:

- extend the end of third regulatory period from 30 June 2021 to 30 June 2022; and
- fix the period of the fourth regulatory period to be from 1 July 2022 to 30 June 2026.

In response to the Government's decision to extend the third regulatory period, the Regulator gave notice to TasWater on 22 June 2020 that a proposed Price and Service Plan must be submitted by 30 June 2021. This superseded the notice given on 26 June 2019, requiring TasWater to submit a proposed price and service plan for the fourth regulatory period by 30 June 2020.

The Regulator also published a revised water and sewerage price and service plan guideline replacing the guideline published in June 2019.

2. Competitive Neutrality - Update on current investigations

The Regulator's functions under the *Economic Regulator Act 2009* include conducting investigations, where appropriate, into complaints of breaches of the national competition policy (NCP) competitive neutrality principles (CNPs) against State and local government bodies.

On 12 June 2020, the Regulator received competitive neutrality complaints against two Tasmanian councils. The complaints are from the managing director of a private aquatic and

fitness centre located in Southern Tasmania alleging that two local councils have contravened the competitive neutrality principles by providing discounted prices for swimming and health services without taking into account the full costs of providing such services. It is expected that the Regulator commence investigations into these complaints.

No further competitive neutrality complaints have been received by the Regulator since March 2020.

3. Energy

a. Approval of Standing Offer prices for 2020-21

The *Aurora Energy Pty Ltd 2016 Standing Offer Price Determination* requires Aurora Energy to submit draft standing offer prices for the Regulator's approval in accordance with the *Electricity Supply Industry Act 1995* and the annual standing offer price approval process as set out in the Regulator's Price Approval Guideline.

On 28 May 2020, Aurora Energy provided the Regulator with its Standing Offer Pricing Proposal for the period from 1 July 2020 to 30 June 2021. Following his review, the Regulator required Aurora Energy to change its 2020-21 load forecasts to remove the proposed adjustments relating to the possible impact of COVID-19 on electricity consumption and its forecast of the number of advanced meters that were expected to be installed during 2020-21. Aurora Energy made the requested changes and provided a revised proposal on 18 June 2020.

The Regulator verified that the proposed standing offer prices comply with the requirements set out in the Determination, Price Approval Guideline and the ESI Act.

On 19 June 2020, the Regulator approved a 1.38 per cent decrease in the standing offer prices for the period 1 July 2020 to 30 June 2021.

The price decrease largely reflects lower wholesale electricity costs (due to a lower wholesale electricity price) and lower network costs. However, the impact of these reduced costs has been significantly offset by increases in metering costs, Renewable Energy Target (RET) costs that relate to Large-scale Generation Certificates (LGCs) and under-recoveries from the previous year (2019-20).

Attachment 2 provides an overview of the standing offer investigation, determination and price approval processes and further details on the approval of standing offer prices for 2020-21.

b. Approval of regulated FiT Rate for 2020-21

The feed-in tariff rate applies to all feed-in tariff customers on mainland Tasmania with an eligible small-scale electricity generating unit, such as solar photovoltaic (PV) panels. Authorised retailers must pay customers at least the minimum feed-in tariff rate for the electricity exported to the grid.

The Regulator's determination is based on the avoided cost approach and reflects the wholesale market arrangements in place in Tasmania, including a regulated price for wholesale electricity. The method ensures that customers with solar PV systems receive a return for the electricity they export to the grid which reflects the market value of that electricity to retailers.

On 19 June 2020, the Regulator approved a minimum feed-in tariff rate of 8.471 c/kWh for the 2019-20 financial year. This rate was calculated in accordance with the formula in the Determination made on 30 May 2019.

This is 9.4 per cent lower than the rate for 2019-20 of 9.347 c/kWh, primarily due to a significant fall in the wholesale electricity price.

Attachment 3 provides more information on the 2019 Regulated FiT Rate Determination together with further detail about the Regulator's determination of the FiT Rate for 2020-21.

c. Approval of Bass Strait Islands electricity prices for 2020-21

Hydro Tasmania supplies electricity on the Bass Strait Islands through a Community Service Obligation contract with the Tasmanian Government. The ESI Act requires Hydro Tasmania to submit a draft of any proposed amendments to the Bass Strait Islands tariff schedule to the Regulator for approval. Prior to an approval, the Regulator relies on advice from the Department of Treasury and Finance that the proposed tariffs are consistent with the Community Service Obligation contract and with the Government's policy intent for Bass Strait Islands electricity prices.

In June 2020, Hydro Tasmania provided its draft Bass Strait Islands Tariff, Public and Contract Lighting Prices and Service Fees.

On 26 June 2020, based on advice from the Department of Treasury and Finance, the Regulator approved a 1.38 per cent decrease in BSI prices for 2020-21 in line with the decrease in standing offer prices for mainland Tasmania.

d. Next Standing Offer prices and regulated FiT Rate investigations

Under the ESI Act, the Regulator is required to make a price-regulated retail service (standing offer) price determination of the maximum prices Aurora Energy may charge small customers on mainland Tasmania under standard retail contracts. The Regulator is also required under the Act to make a regulated feed-in tariff rate determination, which sets the minimum rate authorised retailers are to pay standard feed-in tariff customers for excess energy exported to mainland Tasmania's electricity grid.

The 2016 Standing Offer Price Determination and the 2019 Regulated Feed-in Tariff (FiT) Rate Determination both expire on 30 June 2021. In accordance with the *Electricity Supply Industry (Pricing and Related Matters) Regulations 2013*, prior to making a new price determination, the Regulator is required to conduct a pricing investigation.

Under the current timetable, the next standing offer pricing and regulated FiT rate investigations are due to commence shortly. If the Government takes the same approach as for the water and sewerage industry, however, the current regulatory periods would be extended by one year (to 30 June 2022) and the next investigations would commence in July 2021, ie one year later than under the current schedule.

e. New entrant retailers

Two new retailers, Energy Locals and SocialEnergy, have entered the Tasmanian retail electricity market (see Appendices 6 and 7 below for details of Energy Locals' customers).

According to its website, Energy Locals charges a membership fee (\$4.50 per week) which provides customers with access to the cheapest wholesale energy rates.

According to its website, SocialEnergy connects customers' solar energy to energy storage products and trades the energy with other connected customers.

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

Energy in storage (EIS) as at 22 June 2020, the date of the most recent EIS data, was at 39.7 per cent. This is above the Prudent Storage Level (PSL) for June of 28.8 per cent and well above the High Reliability Level (HRL) for June of 17 per cent.

As at 1 June 2020, the date of the most recent monthly dashboard, Hydro Tasmania reports that storages remain above the High Reliability Level over the next 90 days in all of its simulated inflow sequences.

The monthly dashboards and annual security reviews are available here: <https://www.economicregulator.tas.gov.au/about-us/energy-security-monitor-and-assessor>

The Regulator, in its role as Energy Security Monitor and Assessor, is currently reviewing the existing PSL and HRL profiles to account for the impact of the additional generation expected from the large scale Cattle Hill and Granville Harbour wind farms. The Monitor and Assessor will report on the outcomes from its review to the Minister for Energy in the second half of 2020.

Cattle Hill and Granville Harbour wind farms began generating in December 2019 and February 2020 respectively and are expected to be fully operational in the second half of 2020.

4. Electricity - Retail and Distribution Quarterly Performance Reports (Q3, 2019-20)

a. Retail Performance Report

1st Energy, Aurora Energy, Energy Locals and ERM Power have provided their performance reports for Q3, 2019-20 as required by Regulation 12 of the *Electricity Supply Industry Regulations 2018*. Performance measures are reported in accordance with the AER's performance reporting procedures and guideline and are provided in the Appendices.

b. Distribution Performance Report

TasNetworks has provided its performance report for Q3, 2019-20.

Network performance is measured by:

- System Average Interruption Duration Index (SAIDI) - the total duration (in minutes) of all outages divided by the number of customers served (this provides a measure of the average outage duration experienced by each customer).
- System Average Interruption Frequency Index (SAIFI) - the total number of interruptions divided by the number of customers served (this provides a measure of the average number of interruptions experienced by each customer).
- Customer Average Interruption Duration Index (CAIDI) - the total duration (in minutes) of all outages divided by the total number of interruptions (this provides a measure of the average time taken to repair an interruption to supply).
- Momentary Average Interruption Frequency Index (MAIFI) - the total number of momentary interruptions divided by the number of customers served (this provides a measure of the average number of momentary interruptions experienced by each customer).

Table 1 shows TasNetworks' recent performance on a per customer basis. A summary of quarterly performance for the 101 Communities across Tasmania is provided in Appendix 8.

Table 1 Overall system performance

	2018/2019	2018/2019	2019/2020	2019/2020	2019/2020
	Q3	Q4	Q1	Q2	Q3
SAIFI	0.50	0.35	0.45	0.49	0.38
SAIDI (minutes)	57.09	46.66	75.00	61.87	49.90
CAIDI (minutes)	114.54	133.55	166.83	125.21	132.84
MAIFI	1.54	0.71	0.81	0.76	0.79

Figure 1 and Figure 2 show the outage causes and the contribution those outages made to SAIFI and SAIDI performance respectively.

Figure 1 Contributions to SAIFI

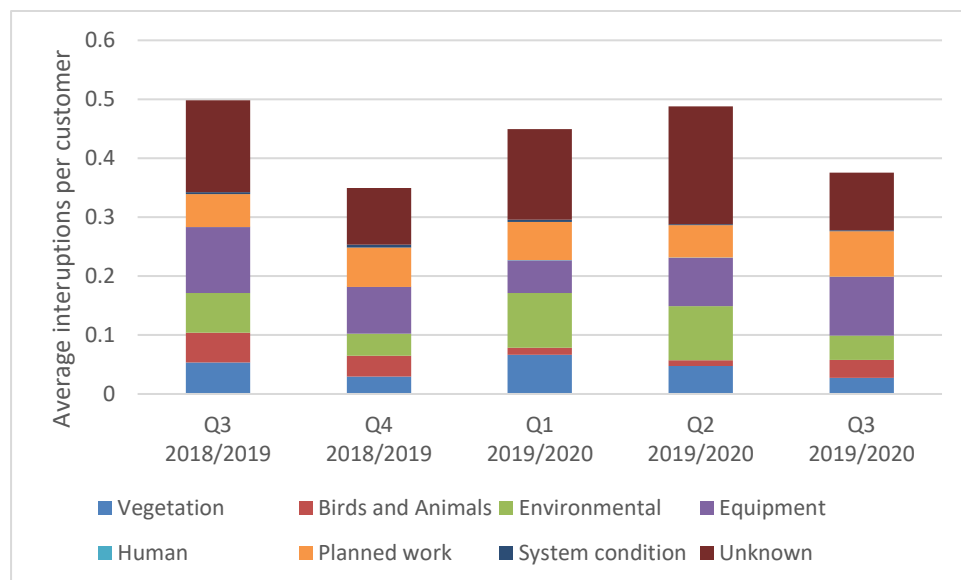
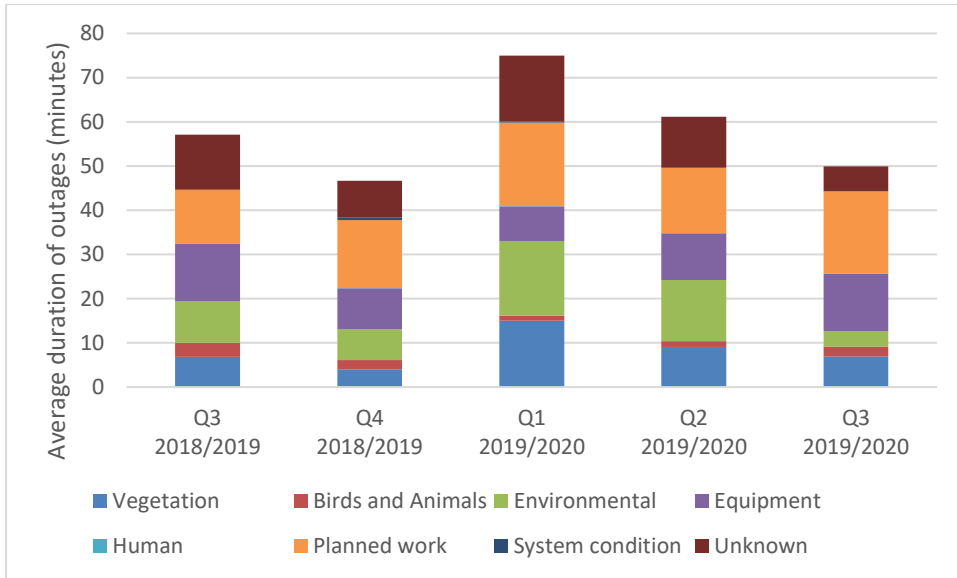


Figure 2 Contributions to SAIDI



5. Water and Sewerage, Electricity and Gas Licensing (update)

There are no water and sewerage, electricity or gas licensing updates.

6. Appendices



Appendix 1: Aurora Energy quarterly performance (electricity supply) – residential

	2018-19	2018-19	2019-20	2019-20	2019-20
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	228 741	236 879	242 618	243 419	243 497
APAYG customers	14 549	6 989	3 575	342	34
Payment difficulties					
customers repaying a debt	5 277	4 292	3 853	5 794	6 392
average amount \$	844	892	939	895	919
debt over \$500 but less than or equal to \$1 500	1 577	1 217	1 123	1 690	1 894
debt over \$1 500 but less than or equal to \$2 500	429	396	340	521	580
debt over \$2 500	370	333	340	445	552
Payment plans					
customers on a payment plan	3 311	2 725	3 172	3 593	3 418
customers who had their plan cancelled for non-payment	1 143	1 109	723	1 022	1 082
customers with 2 or more plans cancelled in the prev 12 months	316	380	239	321	276
Disconnections					
residential disconnections	116	116	168	147	156
concession customers disconnected	54	49	76	68	80
customers disconnected who were on a payment plan in the prev 12 months	41	43	55	53	44
customers disconnected on more than once occasion in prev 24 months	13	11	4	5	4
Reconnections					
reconnections within 7 days	33	41	80	67	54
customers on a payment plan in the prev 12 months reconnected within 7 days	16	17	23	16	10
concession customers reconnected within 7 days	10	16	35	30	28
APAYG - Prepayment meter (PPM) customers					
PPM customers with a concession	8 949	5 201	1 723	258	21
PPMs able to detect and report self-disconnections	8 338	4 589	1 121	113	0
PPM self-disconnection events	392	657	362	68	0
customers self-disconnected	330	539	270	53	0
average duration of self-disconnection events (minutes)	315	69	239	343	0
Hardship program					
customers on the hardship program	4 065	4 090	4 425	4 786	4 891
hardship customers with a concession	3 048	2 949	3 146	3 445	3 482
customers exiting the program	645	592	581	588	670
average debt upon entry to program \$	1 621	1 605	1 538	1 620	1 725
debt \$0 - \$500	108	90	94	138	99
debt over \$500 but less than or equal to \$1 500	394	258	465	430	350
debt over \$1 500 but less than or equal to \$2 500	156	146	206	193	170

debt over \$2 500	75	123	151	188	156
average debt \$	1 431	1 328	1 529	1 578	1 470
customers who successfully completed program	153	160	151	141	149
customers excluded from program for non-compliance	325	275	299	311	342
customers who transferred or left the retailer	167	157	131	136	179
Complaints (residential)					
billing	2 547	2 134	1 838	1 896	1 607
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	2 270	2 596	1 552	947	798
TOTAL	4 817	4 730	3 390	2 843	2 405



Appendix 2: Aurora Energy quarterly performance (electricity supply) – small business

	2018-19	2018-19	2019-20	2019-20	2019-20
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	31 831	31 826	31 740	31 526	31 319
market contracts	3 598	3 550	3 493	3 621	3 710
Total small business	35 429	35 376	35 233	35 147	35 029
Payment difficulties					
customers repaying a debt	161	172	172	222	211
average customer debt \$	608	1 014	1 199	1 530	1 873
Disconnections					
small business customers	6	8	12	5	1
Reconnections					
reconnections within 7 days	1	0	2	1	0
Complaints					
billing	274	270	241	160	187
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	76	90	80	86	88
TOTAL	350	360	321	246	275

Appendix 3: 1st Energy quarterly performance – residential



	2018-19	2018-19	2019-20	2019-20	2019-20
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
market offer	-	794	1 584	2 360	3 101
Payment difficulties					
customers repaying a debt	-	0	14	44	62
average amount \$	-	0	185	592	365
debt over \$500 but less than or equal to \$1 500	-	0	1	12	12
debt over \$1 500 but less than or equal to \$2 500	-	0	0	5	3
debt over \$2 500	-	0	0	0	0
Payment plans					
customers on a payment plan	-	3	25	44	84
customers who had their plan cancelled for non-payment	-	0	14	31	33
customers with 2 or more plans cancelled in the prev 12 months	-	0	0	4	8
Disconnections					
residential disconnections	-	0	0	2	9
concession customers disconnected	-	0	0	0	0
customers disconnected who were on a payment plan in the prev 12 months	-	0	0	0	3
customers disconnected on more than once occasion in prev 24 months	-	0	0	0	0
Reconnections					
reconnections within 7 days	-	0	0	0	5
customers on a payment plan in the prev 12 months reconnected within 7 days	-	0	0	0	2
concession customers reconnected within 7 days	-	0	0	0	0
Hardship program					
customers on the hardship program	-	0	4	8	10
hardship customers with a concession	-	0	1	2	7
customers exiting the program	-	0	0	3	6
average debt upon entry to program	-	0	52	276	616
debt \$0 - \$500	-	0	0	6	5
debt over \$500 but less than or equal to \$1 500	-	0	0	1	2
debt over \$1 500 but less than or equal to \$2 500	-	0	0	0	1
debt over \$2 500	-	0	0	0	0
average debt \$	-	0	168	241	451
customers who successfully completed program	-	0	0	0	0
customers excluded from program for non-compliance	-	0	0	1	3
customers who transferred or left the retailer	-	0	0	2	3
Complaints (residential)					
billing	-	1	0	8	11
marketing	-	2	1	0	0
customer transfer	-	0	0	0	1
other	-	0	1	6	9
TOTAL	-	3	2	14	21

Appendix 4: 1st Energy quarterly performance – small business

	2018-19	2018-19	2019-20	2019-20	2019-20
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	-	0	0	0	0
market contracts	-	98	407	529	598
Total small business	-	98	407	529	598
Payment difficulties					
customers repaying a debt	-	0	0	5	3
average customer debt \$	-	0	0	1 828	3 024
Disconnections					
small business customers	-	0	0	0	4
Reconnections					
reconnections within 7 days	-	0	0	0	1
Complaints					
billing	-	0	0	1	0
marketing	-	0	0	0	0
customer transfer	-	0	0	0	0
other	-	0	0	1	0
TOTAL	-	0	0	2	0



Appendix 5: ERM Power quarterly performance – small business

	2018-19	2018-19	2019-20	2019-20	2019-20
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	49	21	41	41	39
market contracts	156	166	74	68	64
Total small business	205	187	115	109	103
Payment difficulties					
customers repaying a debt	18	13	4	8	3
average customer debt \$	2 161	2 216	1 652	1 569	221
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

Appendix 6: Energy Locals quarterly performance – residential



	2018-19	2018-19	2019-20	2019-20	2019-20
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
market offer	-	-	0	15	20
Payment difficulties					
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
Payment plans					
customers on payment plan	-	-	0	0	0
customers who had their plan cancelled for non-payment	-	-	0	0	0
customers with 2 + plans cancelled (past 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 previous 12 months	-	-	0	0	0
customers disconnected on more than once occasion in previous 24 months	-	-	0	0	0
Reconnections					
reconnections within 7 days	-	-	0	0	0
customers on a payment plan in the previous 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 for non-compliance	-	-	0	0	0
customers who transferred or left the retailer	-	-	0	0	0
Complaints (residential)					
billing	-	-	0	0	0
marketing	-	-	0	0	0
customer transfer	-	-	0	0	0
other	-	-	0	0	0
TOTAL	-	-	0	0	0

Appendix 7: Energy Locals quarterly performance – small business

	2018-19	2018-19	2019-20	2019-20	2019-20
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	-	-	0	0	0
market contracts	-	-	9	24	38
Total small business	-	-	9	24	38
Payment difficulties					
customers repaying a debt	-	-	0	1	1
average customer debt \$	-	-	0	7 819	7 182
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

Appendix 8: TasNetworks' distribution performance

Community and category performance



Communities Exceeding Duration or Frequency Standards

	2018/19		2019/20		
	Q3	Q4	Q1	Q2	Q3
Number of communities where the SAIFI standard was exceeded	12	8	7	14	8
Number of communities where the SAIDI standard was exceeded	16	13	30	26	19
Number of communities where either the SAIDI or SAIFI standard was exceeded	21	16	31	30	23

Community Category Performance - SAIFI

	2018/2019		2019/2020		
	Q3	Q4	Q1	Q2	Q3
Critical Infrastructure	0	0	0	1	0
High Density Commercial	1	1	2	0	1
Urban	6	2	2	6	5
Higher Density Rural	3	4	2	3	2
Lower Density Rural	2	1	1	4	0

Community Category Performance - SAIDI

	2018/2019		2019/2020		
	Q3	Q4	Q1	Q2	Q3
Critical Infrastructure	0	0	1	1	0
High Density Commercial	0	1	3	1	1
Urban	6	5	8	8	10
Higher Density Rural	7	2	5	6	5
Lower Density Rural	3	5	13	10	3

Customer Service



Customer service performance indicators

	2018/19		2019/20		
	Q3	Q4	Q1	Q2	Q3
<i>Call Centre performance</i>					
Calls received	10 581	7 678	8 322	8 906	7 240
Calls answered within 30 seconds	79.40%	86.43%	87.41%	86.69%	88.54%
<i>Supply Reliability</i>					
New Connections	627	574	720	683	467
Customer charter payments / value	92/\$11 010	105/\$11 760	116/\$11 940	193/\$19 700	88/\$9 570
Complaints - reliability / quality of supply/complaints as a percentage of installations	72 (0.02%)	68 (0.02%)	73 (0.02%)	159 (0.05%)	46 (0.01%)
Reconnections	5 188	5 760	4 754	4 897	5 345
Total Customer Charter payments for reconnections (number / \$)	0/\$0	0/\$0	0/\$0	0/\$0	0/\$0
Street Lighting reported faults	376	716	932	301	461
Street lighting customer charter payments (number / \$)	0/\$0	0/\$0	0/\$0	0/\$0	0/\$0
GSL - Timely restoration > 8 or 12 hours - Number of payments	3 752	1 152	4 491	1 433	1 894
\$ Payments	\$ 300 160	\$ 92 160	\$ 359 280	\$ 114 640	\$151 520