

Projects on the Go June 2023

Activities of OTTER
prepared for the
OTTER Customer Consultative Committee

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OTTER Customer Consultative Committee
Projects on the Go
Meeting 2 / 2023
June 2023

1.	WATER AND SEWERAGE	2
a.	Post-2022 Price Determination Investigation inquiries and activities	2
b.	Price and Service Plan Guideline	3
2.	ENERGY.....	3
a.	Energy Security Monitor and Assessor status update and overview of current energy security position	3
b.	Wholesale Contract Regulatory Framework Information Paper	4
c.	Wholesale Contract Regulatory Instrument pricing investigation	4
d.	Examination of the merits of Aurora Energy implementing regulatory accounts and / or activity-based costing.....	4
3.	ELECTRICITY - RETAIL QUARTERLY PERFORMANCE REPORTS.....	5
	APPENDIX A - RETAILER PERFORMANCE.....	6
	Table 1: Aurora Energy quarterly performance – residential.....	6
	Table 2: Aurora Energy quarterly performance – small business	8
	Table 3: 1st Energy quarterly performance – residential	9
	Table 4: 1st Energy quarterly performance – small business.....	10
	Table 5: Shell Energy quarterly performance – small business.....	10
	Table 6: Energy Locals quarterly performance – residential	11
	Table 7: Energy Locals quarterly performance – small business.....	13
	Table 8: CovaU quarterly performance – residential.....	14
	Table 9: CovaU quarterly performance – small business	15
	Table 10: Smart Energy quarterly performance – residential	16
	Table 11: Elysian Energy quarterly performance – residential	18

1. Water and Sewerage

a. Post-2022 Price Determination Investigation inquiries and activities

As set out in the Regulator's 2022 Water and Sewerage Price Determination Investigation Final Report, the Regulator is conducting inquiries into the following issues during the fourth regulatory period:

- TasWater's approach to sewerage and trade waste charging;
- the level of TasWater's service charges¹; and
- the calculation of regulatory depreciation for new assets.

Further information about the inquiries, including the terms of reference for each inquiry, is available [here](#).

Under the timelines and terms of reference for each of the inquiries, stakeholders and customers will have the opportunity to provide feedback on draft findings as the inquiries progress.

The outcomes from the inquiries will be taken into account when preparing the Regulator's price and service plan guideline for the fifth regulatory period (see 1b. below).

An update on the status of each inquiry is provided below.

TasWater's approach to sewerage and trade waste charging

On 24 February 2023, the Regulator released an Issues Paper on TasWater's approach to sewerage and trade waste charging. Seven submissions were received on the paper. A draft report for the inquiry is expected to be released by 31 August 2023 for a further round of consultation. A final report is scheduled to be released by 1 December 2023.

Level of TasWater's service charges

Initial research and draft chapters have been prepared and a model has been developed to illustrate the impact of options on the owners of property (both connected and unconnected) within TasWater's serviced land. Preparation of the draft report is ongoing and customers and other stakeholders will have an opportunity to comment on the draft report before a final report is prepared.

Calculation of regulatory depreciation for new assets

Initial research has been completed while analysis and preparation of the draft report is ongoing. The timeline for the investigation has been changed with the inquiry extended by three months. The draft report is now scheduled to be released on 28 Augusts 2023 with the final report scheduled to be released on 17 November 2023. Customers and other stakeholders will have an opportunity to comment on the draft report before a final report is prepared.

¹ Service charges are water and / or sewerage charges levied on owners of properties that are within TasWater's declared 'serviced land' and are within 30 meters of TasWater's water and / or sewerage pipelines where no services are provided as there is no connection to the property. These properties would either be vacant blocks or have alternative arrangements for water supply and sewage treatment.

Implementation of activity-based costing

In addition to the three inquiries mentioned above, the Regulator has also required TasWater to implement activity-based costing during the fourth regulatory period, to ensure that more robust information about TasWater's costs is available for the next investigation.

As a pilot case, TasWater has engaged a consultant to investigate the requirements for implementing activity-based costing at one of its cost centres. Once the outcomes from the pilot are to hand, the Regulator will discuss with TasWater the timeframes for implementing activity-based costing across the entire business.

b. Price and Service Plan Guideline

The current water and sewerage price determination, and TasWater's price and service plan for the fourth regulatory period, expire on 30 June 2026.

Prior to making a new price determination the Regulator is required to conduct an investigation. TasWater's price and service plan is a key input into the investigation and, for the fifth regulatory period, is to be submitted by 30 June 2025.

Commencing early in the 2023-24 financial year, the Regulator will start preparing the price and service plan guideline which will set out the expectations and the requirements TasWater's price and service plan is to comply with.

In accordance with past practice, a draft of the guideline will be released for public consultation prior to finalisation of the guideline in June 2024.

2. Energy

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

Energy in storage (EIS) as at 5 June 2023 was at 35.8 per cent. EIS at this level is above the Prudent Storage Level (PSL) and well above the High Reliability Level (HRL), for June. EIS is equivalent to 5.4 months of demand, based on average seasonal demand.

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

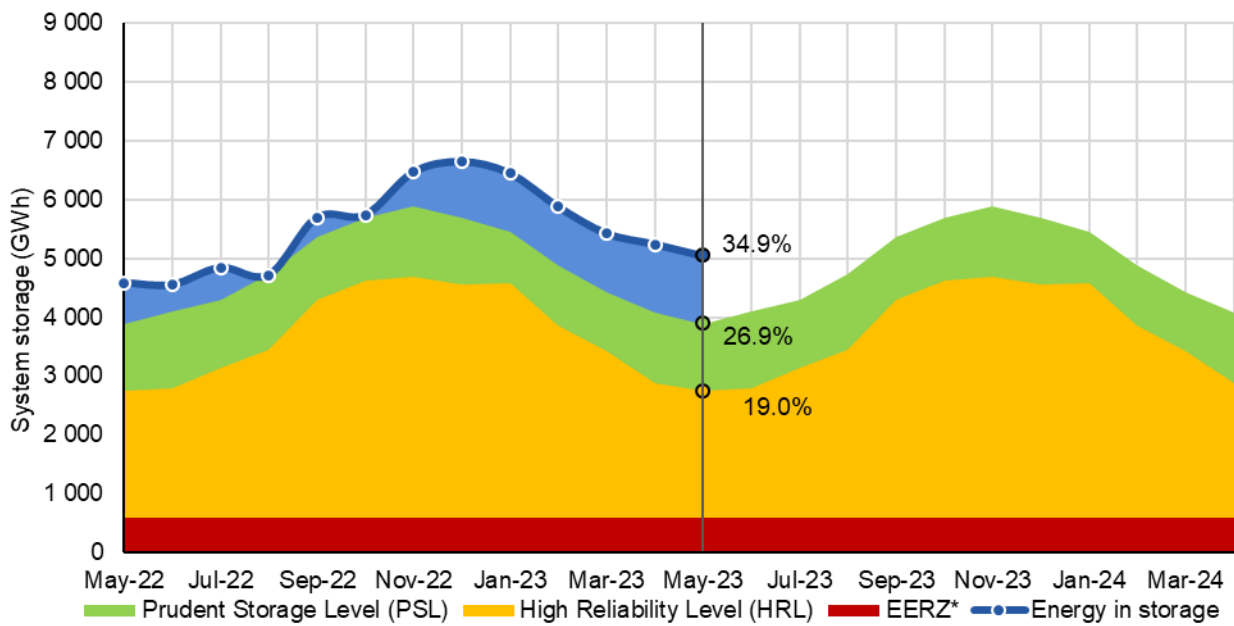
Net exports across Basslink resumed in May 2023, marking the first month of net exports since June 2022. Higher mainland prices are likely to have contributed to this, as average Victorian wholesale electricity prices in May 2023 were \$134.19/MWh compared to \$83.88/MWh in Tasmania.

Tasmanian wind generation during May 2023 was the highest on record, with Tasmanian wind farms producing 192.6 GWh.

As at 5 June 2023, Hydro Tasmania's modelling shows storages remaining above the HRL over the next 90 days in all of its simulated inflow sequences. Based on these simulations, entry into the HRL is highly unlikely over the next few months.

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

Energy in storage (mainland Tasmania) - May 2022 to May 2023



b. Wholesale Contract Regulatory Framework Information Paper

Prior to the commencement of the Regulator assuming responsibility for the regulation of Hydro Tasmania’s wholesale contract pricing activities on 1 January 2014, the Department of Treasury and Finance prepared a *Regulation of Hydro Tasmania’s wholesale electricity contracts in Tasmania - Framework Guide*. This guide, dated August 2013, was available on the Regulator’s website.

The Regulator has recently reviewed the guide to improve readability and reflect changes that have been made to the framework since regulation commenced.

The paper is available on the Regulator’s website: [Wholesale Contract Regulatory Framework Information Paper](#)

c. Wholesale Contract Regulatory Instrument pricing investigation

The current Wholesale Contract Regulatory Instrument expires on 30 June 2024.

Before releasing a new instrument and approving the types of wholesale contracts Hydro Tasmania is to offer weekly prices for, the Regulator must conduct a pricing investigation.

The Regulator intends commencing a pricing investigation early in the 2023-24 financial year. A draft report setting out the Regulator’s preliminary findings will be released for public consultation prior to releasing a final report and a new instrument containing the required contract type approvals in June 2024.

d. Examination of the merits of Aurora Energy implementing regulatory accounts and / or activity-based costing

As set out in the Regulator’s final report for the 2022 electricity pricing investigation, the Regulator has been examining the merits of Aurora Energy preparing financial statements that apply to its regulated services only and / or implementing activity-based costing. If implemented, the information would be considered in the next standing offer pricing investigation, scheduled for in 2024-25.

3. Electricity - Retail Quarterly Performance Reports

Aurora Energy, 1st Energy, Shell Energy, Energy Locals and CovaU have provided their performance reports for the first three Quarters of 2022-23 as required under Regulation 12 of the *Electricity Supply Industry Regulations 2018*. Performance is reported in accordance with the AER's performance reporting procedures and guideline. Smart Energy is yet to provide the Regulator with its performance reports for the first three quarters of 2022-23. The Regulator has contacted Smart Energy requesting these performance reports be provided.

Summaries for each retailer are provided in Tables 1-10 inclusive in Appendix A.

LocalVolts and GEE Energy and Power entered the Tasmanian electricity retail market during 2022-23. The Regulator is in the process of requesting these entities provide their quarterly performance reports.

Appendix A - Retailer performance



Table 1: Aurora Energy quarterly performance – residential

	2021-22	2021-22	2022-23	2022-23	2022-23
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	241 969	239 815	239 565	239 468	238 360
APAYG customers	8	6	6	6	6
Payment difficulties					
customers repaying a debt	10 649	11 252	13 414	11 761 ²	13 591
average amount \$	1 187	972	772	1 080 ³	1 089
debt over \$500 but less than or equal to \$1 500	2 675	2 317	2 350	3 441	4 151
debt over \$1 500 but less than or equal to \$2 500	1 092	904	808	1 076	1 310
debt over \$2 500	1 491	1 266	1 142	1 397	1 618
Payment plans					
customers on a payment plan	5 601	4 896	5 509	5 078	4 446
customers who had their plan cancelled for non-payment	5 730	3 467	3 534	2 860	3 595
customers with 2 or more plans cancelled in the prev 12 months	3 445	2 188	2 534	1 397	1 709
Disconnections					
residential disconnections	207	110	44	19	25
concession customers disconnected	113	56	16	11	16
customers disconnected who were on a payment plan in the prev 12 months	86	50	20	13	14
customers disconnected on more than once occasion in prev 24 months	3	4	1	0	0
Reconnections					
reconnections within 7 days	70	30	22	6	8
customers on a payment plan in the prev 12 months reconnected within 7 days	31	12	10	3	2
concession customers reconnected within 7 days	42	15	9	3	5
APAYG - Prepayment meter (PPM) customers					
PPM customers with a concession	2	2	2	1	1
PPMs able to detect and report self-disconnections	0	0	0	0	0
PPM self-disconnection events	0	0	0	0	0
customers self-disconnected	0	0	0	0	0

² Revised from 18 806 after Aurora Energy identified a reporting error in April 2023.

³ Revised from \$718 after Aurora Energy identified a reporting error in April 2023.

	2021-22	2021-22	2022-23	2022-23	2022-23
	Q3	Q4	Q1	Q2	Q3
average duration of self-disconnection events (minutes)	0	0	0	0	0
Hardship program					
customers on the hardship program	4 540	4 169	4 257	4 510	4 515
hardship customers with a concession	3 183	2 953	2 931	3 110	3 082
customers exiting the program	860	939	540	459	906
average debt upon entry to program \$	3 325	3 718	3 016	3 284	3 060
debt \$0 - \$500	24	24	30	56	84
debt over \$500 but less than or equal to \$1 500	167	106	128	216	300
debt over \$1 500 but less than or equal to \$2 500	129	94	78	125	183
debt over \$2 500	255	316	214	229	296
average debt \$	2 490	2 540	2 640	2 629	2 464
customers who successfully completed program	327	305	142	105	218
customers excluded from program for non-compliance	368	513	310	262	559
customers who transferred or left the retailer	165	121	88	92	129
Complaints (residential)					
billing	1 397	1 031	977	805	595
marketing	18	4	4	6	1
customer transfer	7	3	36	11	6
other	744	777	1 220	896	464
TOTAL	2 166	1 815	2 237	1 718	1 218

* 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

	2021-22	2021-22	2022-23	2022-23	2022-23
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	28 842	28 795	28 907	28 523	28 985
market contracts	5 236	5 364	5 230	4 955	5 042
Total small business	34 078	34 159	34 137	33 478	34 027
Payment difficulties					
customers repaying a debt	296	264	304	368	372
average customer debt \$	1 708	1 610	1 594	1 298	1 178
Disconnections					
small business customers	5	5	3	0	1
Reconnections					
reconnections within 7 days	1	1	0	0	0
Complaints					
billing	44	30	48	60	38
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	25	28	48	29	15
TOTAL	69	58	96	89	54

Table 3: 1st Energy quarterly performance – residential

	2021-22	2021-22	2022-23	2022-23	2022-23
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	68	72	91	98	115
market offer	9 471	10 985	12 372	13 120	13 581
Payment difficulties					
customers repaying a debt	186	161	125	221	224
average amount \$	526	381	503	549	506
debt over \$500 but less than or equal to \$1 500	43	30	24	54	40
debt over \$1 500 but less than or equal to \$2 500	8	7	7	11	14
debt over \$2 500	6	1	3	7	8
Payment plans					
customers on a payment plan	121	135	189	189	190
customers who had their plan cancelled for non-payment	43	78	84	152	133
customers with 2 or more plans cancelled in the prev 12 months	51	40	36	67	81
Disconnections					
residential disconnections	34	35	40	57	61
concession customers disconnected	17	15	18	23	28
customers disconnected who were on a payment plan in the prev 12 months	26	23	28	26	42
customers disconnected on more than one occasion in prev 24 months	11	13	9	7	8
Reconnections					
reconnections within 7 days	22	22	21	21	27
customers on a payment plan in the prev 12 months reconnected within 7 days	20	17	19	15	21
concession customers reconnected within 7 days	12	13	12	2	12
Hardship program					
customers on the hardship program	63	73	113	124	120
hardship customers with a concession	46	60	80	89	90
customers exiting the program	48	63	62	104	127
average debt upon entry to program	654	686	473	543	771
debt \$0 - \$500	42	45	74	79	60
debt over \$500 but less than or equal to \$1 500	19	20	20	23	45
debt over \$1 500 but less than or equal to \$2 500	6	5	4	6	12
debt over \$2 500	6	3	4	7	6
average debt \$	1 004	1 024	631	940	1 084
customers who successfully completed program	5	7	9	17	17
customers excluded from program for non-compliance	33	49	44	69	85
customers who transferred or left the retailer	10	7	9	18	25
Complaints (residential)					
billing	82	37	32	24	22
marketing	2	0	1	0	0
customer transfer	1	0	3	1	1
other	39	13	19	8	25
TOTAL	124	50	55	33	48



Table 4: 1st Energy quarterly performance – small business

	2021-22	2021-22	2022-23	2022-23	2022-23
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	14	9	16	14	14
market contracts	1 005	1 149	1 324	1 367	1 410
Total small business	1 019	1 158	1 340	1 381	1 424
Payment difficulties					
customers repaying a debt	22	14	7	15	22
average customer debt \$	2 042	1 428	2 599	471	633
Disconnections					
small business customers	2	5	0	4	2
Reconnections					
reconnections within 7 days	0	3	0	2	1
Complaints					
billing	6	0	1	0	0
marketing	1	0	0	0	0
customer transfer	0	0	1	0	0
other	2	2	1	0	1
TOTAL	9	2	3	0	1



Table 5: Shell Energy quarterly performance – small business

	2021-22	2021-22	2022-23	2022-23	2022-23
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	52	48	57	63	99
market contracts	68	61	53	49	44
Total small business	120	109	110	112	143
Payment difficulties					
customers repaying a debt	15	14	17	17	8
average customer debt \$	1 200	1 955	1 500	1 787	3 247
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

	2021-22	2021-22	2022-23	2022-23	2022-23
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	0	4	17	13	12
market offer	425	487	498	495	488
Total residential	425	491	515	508	500
Payment difficulties					
customers repaying a debt	7	0	6	6	37
average amount \$	0	0	829	846	1 756
debt over \$500 but less than or equal to \$1 500	3	0	3	3	14
debt over \$1 500 but less than or equal to \$2 500	1	2	1	2	12
debt over \$2 500	0	0	0	0	7
Payment plans					
customers on payment plan	4	5	9	6	7
customers who had their plan cancelled for non-payment	2	7	3	5	7
customers with 2 + plans cancelled (past 12 months)	0	3	0	0	1
Disconnections					
residential disconnections	0	0	0	0	1
concession customers disconnected	0	0	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	0	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	2	6	7	10	8
hardship customers with a concession	2	2	5	5	6
customers exiting the program	0	3		6	2
average debt upon entry to program	17	891	0	474	787
debt \$0 - \$500	2	2	4	6	1
debt over \$500 but less than or equal to \$1 500	0	1	0	0	0
debt over \$1 500 but less than or equal to \$2 500	0	1	0	0	1

	2021-22	2021-22	2022-23	2022-23	2022-23
	Q3	Q4	Q1	Q2	Q3
debt over \$2 500	0	0	0	1	0
average debt \$	17	605	309	370	1 258
customers who successfully completed program	0	0	0	1	1
customers excluded for non-compliance	0	3	0	3	0
customers who transferred or left the retailer	0	0	0	2	1
Complaints (residential)					
billing	0	1	0	1	1
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	1	0	1	0
TOTAL	0	2	0	2	2

Table 7: Energy Locals quarterly performance – small business

	2021-22	2021-22	2022-23	2022-23	2022-23
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	0	1	5	4	4
market contracts	31	59	48	48	46
Total small business	31	60	53	52	50
Payment difficulties					
customers repaying a debt	3	3	0	0	0
average customer debt \$	151	151	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 8: CovaU quarterly performance – residential



	2021-22	2021-22	2022-23	2022-23	2022-23
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	0	1	4	2	5
market offer	246	338	180	154	137
Payment difficulties					
customers repaying a debt	16	31	72	27	23
average amount \$	197	236	824	863	1 996
debt over \$500 but less than or equal to \$1 500	0	3	26	6	7
debt over \$1 500 but less than or equal to \$2 500	0	0	12	2	5
debt over \$2 500	0	0	2	4	7
Payment plans					
customers on a payment plan	2	2	2	2	8
customers who had their plan cancelled for non-payment	1	2	3	3	4
customers with 2 or more plans cancelled in the prev 12 months	1	0	2	2	0
Disconnections					
residential disconnections	0	1	0	9	4
concession customers disconnected	0	0	0	1	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	4	8
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	2	0
Hardship program					
customers on the hardship program	0	0	8	0	10
hardship customers with a concession	0	0	1	0	2
customers exiting the program	0	0	2	0	5
average debt upon entry to program	0	0	860	776	1 113
debt \$0 - \$500	0	0	2	1	2
debt over \$500 but less than or equal to \$1 500	0	0	4	6	6
debt over \$1 500 but less than or equal to \$2 500	0	0	2	0	1
debt over \$2 500	0	0	0	0	1
average debt \$	0	0	1 788	1 532	2 572
customers who successfully completed program	0	0	0	0	4
customers excluded from program for non-compliance	0	0	2	0	5
customers who transferred or left the retailer	0	0	0	0	0
Complaints (residential)					
billing	0	24	26	0	1
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	0	2	0
TOTAL	0	24	26	0	1

Table 9: CovaU quarterly performance – small business

	2021-22	2021-22	2022-23	2022-23	2022-23
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	0	0	1	1	2
market contracts	272	273	180	120	101
Total small business	272	273	181	121	103
Payment difficulties					
customers repaying a debt	41	26	26	15	23
average customer debt \$	180	628	1 706	2 459	1 587
Disconnections					
small business customers	0	0	0	9	0
Reconnections					
reconnections within 7 days	0	0	0	4	0
Complaints					
billing	0	5	23	0	0
marketing	0	1	0	0	0
customer transfer	1	0	0	0	0
other	0	0	0	0	0
TOTAL	1	6	23	0	0

Table 10: Smart Energy quarterly performance – residential⁴



	2021-22	2021-22	2022-23	2022-23	2022-23
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	0	0	-	-	-
market offer	5	16	-	-	-
Payment difficulties					
customers repaying a debt	1	1	-	-	-
average amount \$	1	277	-	-	-
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	-	-	-

⁴ Smart Energy is yet to provide its quarterly performance reports for Quarter One to Quarter Three 2022-23 inclusive.

Complaints (residential)

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

Table 11: Elysian Energy quarterly performance – residential⁵

	2021-22	2021-22	2022-23	2022-23	2022-23
	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	2	11	-	-	-
market offer	455	431	-	-	-
Payment difficulties					
customers repaying a debt	12	19	-	-	-
average amount \$	511	730	-	-	-
debt over \$500 but less than or equal to \$1 500	4	12	-	-	-
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	1	7	-	-	-
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 Elysian Energy was placed into voluntary administration on 30 August 2022 and suspended from operating in the National Electricity Market on 2 September 2022 and thus has not provided any performance reporting information since the conclusion of the 2021-22 financial year.

Complaints (residential)

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