



**Comparison of Australian
Standing Offer Energy Prices
as at 1 February 2017**

Printed February 2017
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ISBN 978-0-7246-5440-6

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EXECUTIVE SUMMARY

This report compares electricity and natural gas prices available to residential and small business customers across Australian jurisdictions under a regulated tariff or standing offer contract, as at 1 February 2017.¹ The report also compares the electricity prices paid by concession customers across Australian jurisdictions under a regulated tariff or standing offer contract.

For Tasmanian residential customers the report shows that:

- standing offer electricity prices fall mostly in the lower range of prices available across Australia;
- concession customers pay standing offer electricity prices that fall in the lower range of prices available in other jurisdictions; and
- Tasmanian gas customers pay prices that fall in the lower range of prices available in other jurisdictions.

For Tasmanian small business customers the report shows that:

- standing offer electricity prices fall in the lower range of prices available across Australia; and
- natural gas prices fall in the upper range of prices available in other jurisdictions.

¹ Gas prices are unregulated in Tasmania.

1 INTRODUCTION

This report compares standing offer (or regulated) electricity and gas prices for small customers² across Australia. The report is produced in accordance with sections 10C(2)(a) and 10C(3) of the *Electricity Supply Industry Act 1995*, and will be tabled in the Tasmanian Parliament as required by section 10C(6)(a) of that Act.

The electricity section of this report compares prices per unit of consumption (ie cents per kWh) for residential and small business customers in Tasmania and mainland jurisdictions as at 1 February 2017. It also includes a comparison between the electricity customer concessions available in each jurisdiction and a comparison of annual electricity costs across Australia. All prices compared include GST.

In Tasmania, full retail competition for electricity commenced on 1 July 2014. All customers on mainland Tasmania (including Bruny Island) have the option of entering into a market retail contract with Aurora Energy or another electricity retailer. However, the Regulator understands that Aurora Energy does not yet offer market contracts to residential customers other than its Aurora Pay As You Go product, and Aurora Energy continues to be the sole residential electricity retailer in Tasmania. As at 31 December 2016, there were 213 250 residential and 30 570 small business customers on standing offer tariffs.

A separate annual comparison between Aurora's Pay As You Go prices and standing offer tariffs in other jurisdictions is available on the Office of the Tasmanian Economic Regulator's (OTTER's) website.³

The gas section of this report compares prices for residential and business consumers in Tasmania and mainland jurisdictions as at 1 February 2017. The Tasmanian market for natural gas is small with 13 246 retail customers connected to the distribution network as at 30 June 2016⁴. The price of natural gas is unregulated in Tasmania, but the Regulator monitors prices and seeks to protect the interests of customers by reporting on those prices relative to prices in other jurisdictions.

Readers of this report should note that many customers in mainland jurisdictions, particularly in larger markets like New South Wales and Victoria, are switching from standing offer contracts to market contracts for the purchase of electricity and gas. Market contracts are usually negotiated arrangements and details are therefore not publicly available. Therefore, the prices that this report compares are not necessarily reflective of the prices paid by typical customers in other jurisdictions.

² 'Small customers' includes all residential customers as well as any small business customers consuming less than 150 megawatt hours of electricity per year.

³[http://www.economicregulator.tas.gov.au/domino/otter.nsf/LookupFiles/PDF%20Prepayment%20Price%20Comparison%20Report%20\(Aurora%20Pay%20As%20You%20Go\)%20August%202016.PDF/\\$file/PDF%20Prepayment%20Price%20Comparison%20Report%20\(Aurora%20Pay%20As%20You%20Go\)%20August%202016.PDF](http://www.economicregulator.tas.gov.au/domino/otter.nsf/LookupFiles/PDF%20Prepayment%20Price%20Comparison%20Report%20(Aurora%20Pay%20As%20You%20Go)%20August%202016.PDF/$file/PDF%20Prepayment%20Price%20Comparison%20Report%20(Aurora%20Pay%20As%20You%20Go)%20August%202016.PDF)

⁴ OTTER 2015-16 Energy in Tasmania Report, page 43.

2 METHODOLOGY

Electricity and gas pricing structures across Australia usually consist of a daily fixed charge component and a per unit consumption charge. The method used to compare prices for this report is to sum daily fixed charges and variable charges over a range of consumption levels. Dividing the total energy costs (ie fixed charges plus consumption charges) by consumption provides an estimate, on an average cents per unit basis, of the price that customers in each pricing zone⁵ could expect to pay.

⁵ Depending on the market structure in each jurisdiction, a pricing zone could be a utility distribution zone or an entire jurisdiction.

3 ELECTRICITY COMPARISON

3.1 Residential Assumptions

Due to differences between consumption levels and the types of tariffs available across Australia, it is difficult to compare Tasmanian electricity prices directly with electricity prices available in other jurisdictions.

In its *Annual report on the performance of the retail energy market 2015-16*⁶ (Retail Energy Market Report), the Australian Energy Regulator (AER) benchmarked the electricity consumption of Low income and Middle to High income customers in each NEM jurisdiction as at 30 June 2016. These benchmarked consumption levels are included in Table 3.1.

Table 3.1 AER benchmarked electricity consumption by jurisdiction as at 30 June 2016

Jurisdiction	Benchmarked annual consumption (kWh)	
	Low income	Middle to High income
Queensland	4 100	5 800
New South Wales	4 300	5 900
Victoria	3 700	4 900
South Australia	3 700	5 100
Tasmania	6 500	8 800
Australian Capital Territory	5 600	7 500

In addition to electricity consumption, the comparisons in this report also consider the types and combinations of tariffs available in each jurisdiction. Table 3.2 lists the various residential standing offer tariffs available in Tasmania.

Table 3.2 Residential standing offer tariffs available in Tasmania

Tariffs	Description
Tariff 31 (T31)	Light and power
Tariff 41 (T41)	Heating and Hot Water
Tariff 61 (T61)	OffPeak
Tariff 93 (T93) ⁷	Time-of-Use

Tasmanian electricity customers may have a Tariff 31 connection only, or a combination of Tariff 31 and one or more of the other tariffs. The information from the Tasmanian Economic Regulator's (the Regulator's) *Typical Electricity Customers Information Paper, May 2014*⁸ (Typical Customers Paper) presented in Table 3.3 shows standing offer tariff combinations and the approximate percentage of customers on each combination.

⁶https://www.aer.gov.au/system/files/201516%20AER%20Annual%20Report%20on%20the%20Performance%20of%20the%20Retail%20Energy%20Market_1.PDF

⁷ Aurora Energy introduced Tariff 93 on 1 July 2016. As there is no historical data available for this tariff, this report does not include it in comparisons.

⁸[http://www.economicregulator.tas.gov.au/domino/otter.nsf/LookupFiles/Typical_Electricity_Customer_Information_Paper_Web_version_140603.pdf/\\$file/Typical_Electricity_Customer_Information_Paper_Web_version_140603.pdf](http://www.economicregulator.tas.gov.au/domino/otter.nsf/LookupFiles/Typical_Electricity_Customer_Information_Paper_Web_version_140603.pdf/$file/Typical_Electricity_Customer_Information_Paper_Web_version_140603.pdf)

Table 3.3 Tasmanian standing offer tariff combinations and percentage of customers on each combination

Tariff combination	% of customers
T31/41	86
T31 only	6
T31/41/61	6
T31/61	2

Since tariff combination 31/61 applies only to a relatively small group of customers, this tariff combination has been excluded from the analysis.

Additionally, Table 3.4 shows that for each combination, not only does total consumption vary but the relative consumption under each tariff combination also varies.

Table 3.4 Tasmania Typical Customer standing offer tariff combinations and consumption levels⁹

Standing offer tariff combinations	Consumption (kWh)				
	T31	T41	T42	T61	Total
T31 only (medium consumption)	2 897				2 897
T31/41 (low)	1 883	1 592			3 475
T31/41 (medium)	3 580	2 825			6 405
T31/41 (high)	5 850	4 728			10 578
T31/42 (low)	2 074		2 737		4 811
T31/42 (medium)	3 432		4 878		8 310
T31/42 (high)	5 420		7 865		13 285
T31/41/61 (medium)	4 025	2 915		2 193	9 133

Based on the information in Table 3.4, the Regulator has assumed consumption levels, together with relative consumption ratios, for Tasmanian electricity customers on each tariff.

There is little publicly available information about electricity consumption patterns in other jurisdictions. To enable comparisons between jurisdictions the Regulator therefore has to make further assumptions about these consumption patterns. The assumptions are summarised in Table 3.5 and are unchanged from the assumptions adopted by the Regulator in its *Comparison of Australian Offer Energy Prices as at 1 August 2016* (the August 2016 Comparison Report)¹⁰. Noting the consumption levels presented in Table 3.4 above, this report compares a range of consumption between 2 500 kWh and 14 000 kWh per annum.

As in Tasmania, some jurisdictions have tariff structures that separate general light and power supply tariffs from off-peak/controlled load tariffs. Without knowing the consumption patterns of customers in the various pricing zones, the Regulator has

⁹ On 1 July 2016, Aurora Energy combined Tariff 41 (Hot Water) and the former Tariff 42 (Heating Discount) into Tariff 41 (Heating and Hot Water).

¹⁰[http://www.economicregulator.tas.gov.au/domino/otter.nsf/LookupFiles/15_2906_Comparison_of_Australian_Stan ding_Offer_Energy_Prices.PDF/\\$file/15_2906_Comparison_of_Australian_Standing_Offer_Energy_Prices.PDF](http://www.economicregulator.tas.gov.au/domino/otter.nsf/LookupFiles/15_2906_Comparison_of_Australian_Stan ding_Offer_Energy_Prices.PDF/$file/15_2906_Comparison_of_Australian_Standing_Offer_Energy_Prices.PDF)

assumed the ratio of off-peak/controlled load consumption to general light and power consumption to be constant across all jurisdictions. This basis for this constant is the off-peak consumption component of Aurora Energy's Tariff 31/41/61 consumption split, ie 25 per cent of total consumption.

In some interstate pricing zones, retailers offer both a Controlled load 1 and a Controlled load 2 tariff. These tariffs usually differ not only in price but also in the hours when they are available to customers. Consequently, the Controlled load tariff that the Regulator has selected for comparison in each relevant pricing zone is the Controlled load tariff that most closely aligns with Aurora Energy's Tariff 61. Table 3.5 provides a summary of the consumption ratio assumptions used for the comparisons in this report.

Table 3.5 Summary of consumption ratio assumptions used for residential electricity comparisons

Tariff combinations	Assumed consumption ratios			
	General	Heating/Hot Water Discount	Controlled Load	Total
<i>Tasmania</i>				
T31	100%	-	-	100%
T31/41	45%	55%	-	100%
T31/41/61	45%	30%	25%	100%
<i>Other Jurisdictions</i>				
General	100%	-	-	100%
General /Controlled load	75%	-	25%	100%

Further to this, jurisdictions such as South Australia have different winter and summer prices. For the purposes of this report, the Regulator has assumed that customers spread their electricity consumption evenly over the year.

In some interstate pricing zones, multiple electricity retailers offer prices that could provide benchmarks for the comparisons in this report. In these instances, the Regulator has chosen to use the prices offered by the market dominant retailer in each pricing zone or jurisdiction. As there is no clearly dominant retailer in New South Wales or Victoria, the Regulator has used prices from each of AGL, Energy Australia and Origin.

In reports prepared prior to the Regulator's October 2015 Comparison Report, price comparisons referred to the average price across all jurisdictions. However, these averages related only to the inputs used which, for reasons explained above, did not cover all pricing zones. Due to the nature of average calculations, this approach also equally weighted each price input regardless of the number of customers in each pricing zone paying those prices. Since the number of customers on standing offer contracts in each pricing zone is unknown, this report refers instead to an all input mid-range price, which is the mid-range between the maximum and minimum cost per unit at any given level of consumption, taking into account all price inputs.

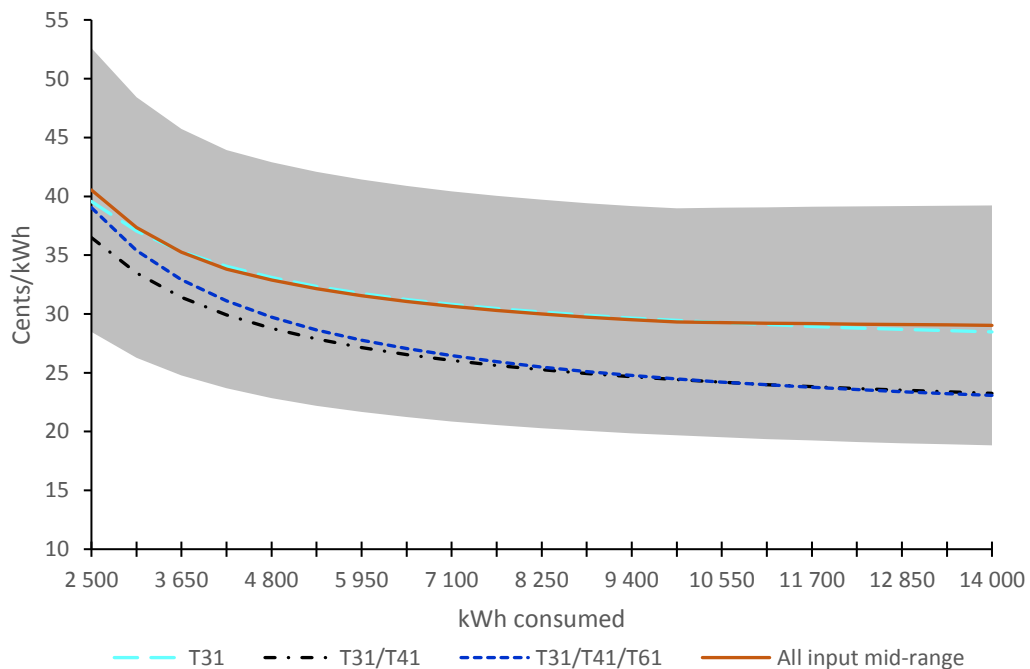
3.2 Residential comparison

Figure 3.1 shows the range of prices per unit of consumption (ie cents per kWh) for residential tariffs across Australia (shaded area) as at 1 February 2017, and where the various combinations of Tasmanian regulated tariffs sit in that range.

Customers with Tariff 31 pay near the all input mid-range price irrespective of the amount of electricity consumed. However, as shown in Table 3.4, consumption for a typical customer on Tariff 31 only (approximately six per cent of all customers) with medium consumption is just 2 897 kWh per year.

For customers on the other tariff combinations (ie the remaining 94 per cent of Tasmanian standing offer residential customers), the chart shows that most Tasmanian residential customers pay in the low range of standing offer prices available across Australia at any level of consumption.

Figure 3.1 Residential electricity prices for non-concession customers (cents per kWh)



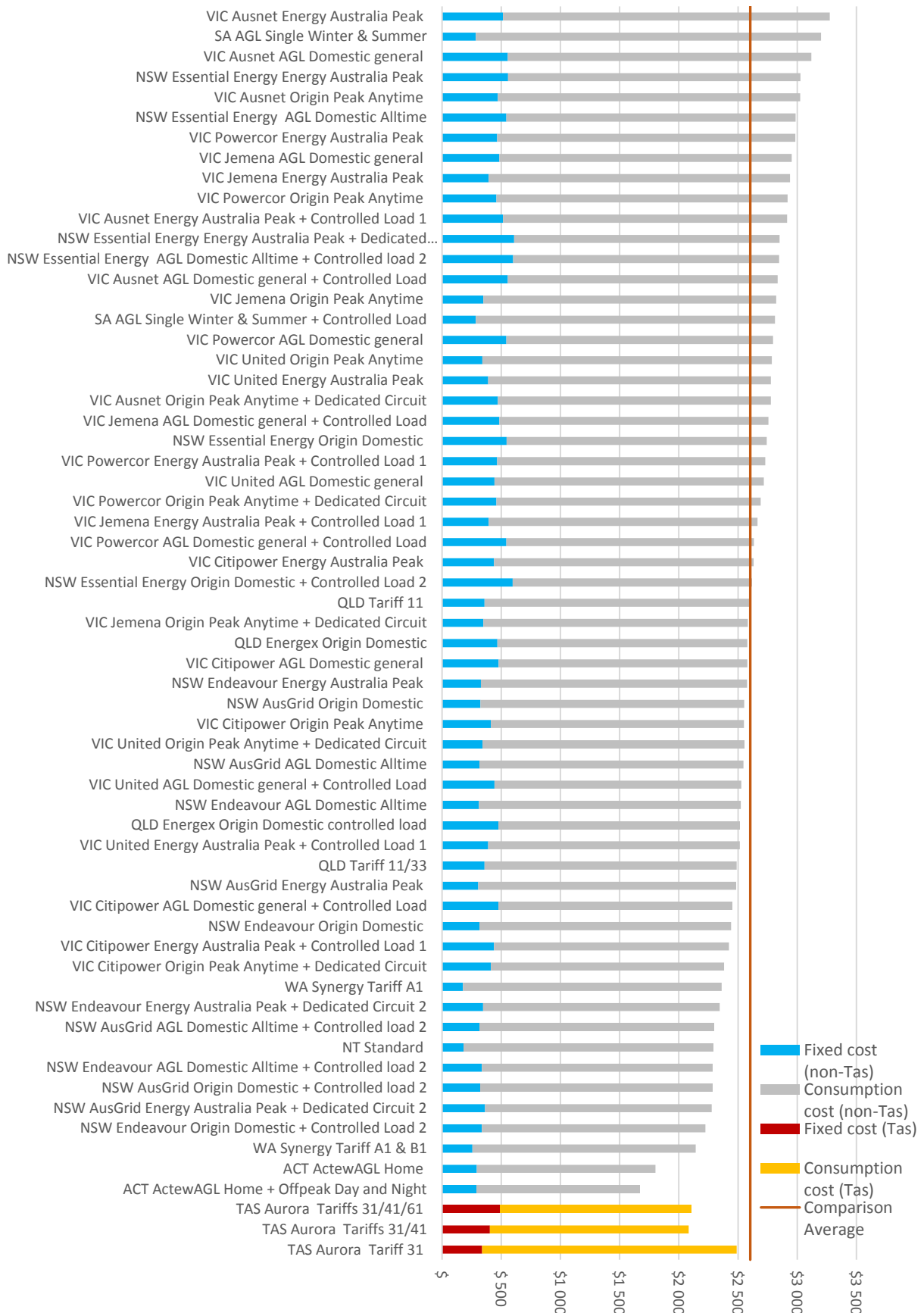
As shown in Table 3.3, the most common tariff combination was Tariff 31/41 (86 per cent of standing offer customers were on this tariff combination at the time of data collection). The Regulator has assumed that the approximate level of consumption for a Tasmanian customer on this tariff combination was 8 310 kWh per annum, based on the historical consumption of medium consumption customers on the old Tariff 31/42 shown in Table 3.4. Figure 3.2 shows the annual residential electricity bills for all pricing zones assuming consumption of 8 250 kWh per annum (an approximate comparison value to 8 310 kWh), split between fixed and variable components, and compares these bills to the comparison average¹¹. At this level of consumption, all Tasmanian residential customers pay below the comparison average.

¹¹ The 'comparison average' is the average of the annual electricity bills facing residential customers under the various assumptions and standing offer products that the Regulator has used to construct this report.

As shown in Figure 3.2¹², standing offer customers in the Australian Capital Territory pay the lowest amount for an annual electricity consumption of 8 250 kWh while customers in the Victorian Ausnet pricing zone pay the most. However, readers of this report should note that this level of consumption (8 250 kWh) is considerably higher than the AER benchmark for Victoria shown in Table 3.1.

¹² The Regulator has used the standing offer electricity prices published by retailers on their public websites to calculate values for Figure 3.2.

Figure 3.2 Residential standing offer electricity bills based on annual consumption of 8 250 kWh



3.3 Concession comparison

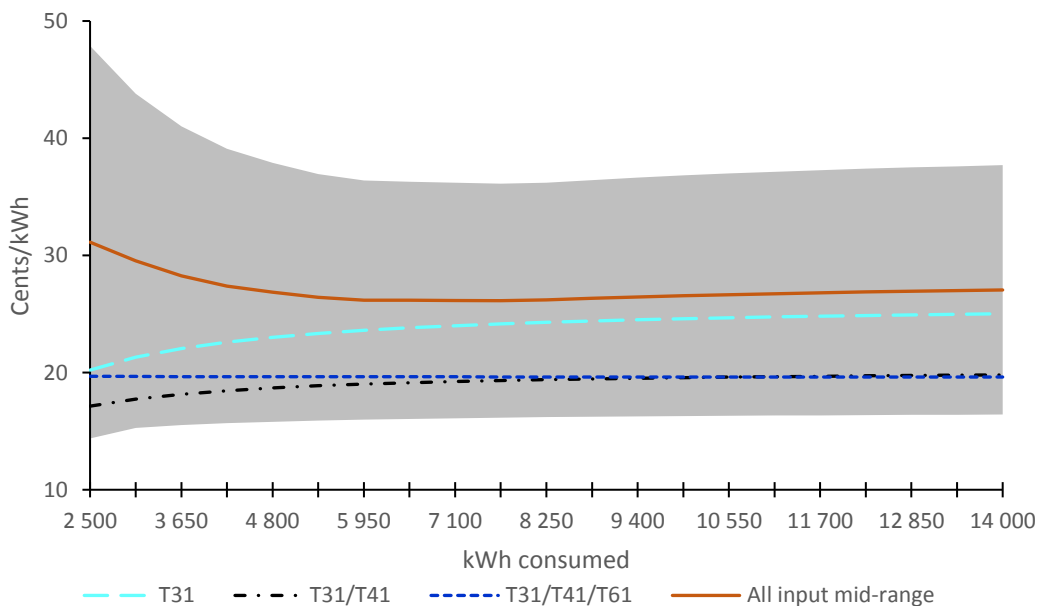
There are various concession schemes available around Australia that reduce electricity charges for pensioners and other concession-card holders. From 1 July 2016, Tasmanian Pensioner Concession Card and Health Care Card holders receive a rebate of 132.56 cents per day on their electricity bills, which amounts to an annual discount of \$483.83. The concession discounts applied across all jurisdictions for this report are included in Table 3.6.

Table 3.6 Concession discounts applicable from 1 July 2016

Jurisdiction	Discount applied
VIC	Excluding the first \$171.60 of consumption, 17.5% discount on general consumption and 13% discount on Offpeak consumption
TAS	\$483.83
QLD	\$329.96
NSW	\$258.50
ACT	\$338.21
SA	\$215.00
NT	\$462.82 for daily fixed charges and a 36% discount on consumption
WA	\$233.96

Figure 3.3 shows the range of standing offer prices available to residential customers across Australia as at 1 February 2017, taking into account any concessions available as at 1 July 2016. The price of electricity for Tasmanian customers with concessions is in the low range of prices available across Australia at all levels of consumption, with the exception of customers on Tariff 31 only where prices approach the all-input mid-range price as consumption rates increase. However, as Table 3.4 shows, these customers typically consume low amounts of electricity.

Figure 3.3 Residential electricity price for concession customers (cents per kWh)



3.4 Business Assumptions

Consistent with the approach adopted in previous Price Comparison Reports, the Regulator has also compared the standing offer prices for businesses offered by those retailers selected for the residential price comparison. The business price comparison adopts the same methodology as that used for the residential price comparison.

Table 3.7 lists common business standing offer tariffs available in Tasmania.

Table 3.7 Business standing offer tariffs available in Tasmania

Tariffs	Description
Tariff 22 (T22)	General
Tariff 43 (T43)	Business Hot Water Supply System
Tariff 61 (T61)	OffPeak
Tariff 94 (T94) ¹³	Time-of-Use

The information from the Typical Customers Paper presented in Table 3.8 shows that almost all Tasmanian small business customers were on Tariff 22 only (general). On this basis, this report compares prices for Tariff 22 with comparable business standing offer rates available in other pricing zones and jurisdictions.

Table 3.8 Tasmanian business standing offer tariff combinations and percentage of customers on each combination

Tariff combination	% of customers
T22	95.0
T22/43	3.9
T22/61	0.8
T22/43/61	0.3

The Typical Customers Paper also details the typical customer consumption for Tariff 22 only, presented in Table 3.9.

Table 3.9 Tariff 22 customers – consumption by usage category

Usage category	Consumption (kWh)
Very low	241
Low	1 344
Medium	4 398
High	11 349
Very high	33 959

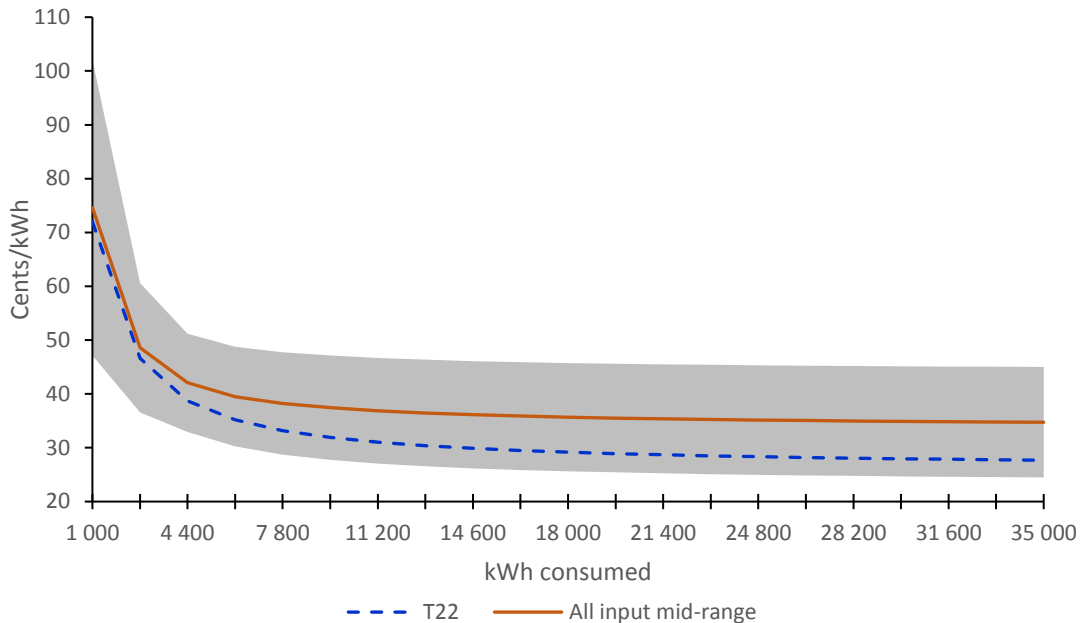
This report compares a range of business consumption levels from 1 000 kWh to 35 000 kWh. This range covers typical customers in usage categories from Low to Very high as shown in Table 3.9, and is consistent with the business standing offer electricity price comparisons made in previous reports.

¹³ Aurora Energy introduced Tariff 94 on 1 July 2016. As there is no historical data available for this tariff, this report does not include it in comparisons.

3.5 Business Comparison

Figure 3.4 shows the range of prices per unit of consumption (ie cents per kWh) for small business standing offer tariffs across Australia (shaded area) as at 1 February 2017, and where Tasmanian Tariff 22 prices sit in that range.

Figure 3.4 Business electricity prices (cents per kWh)

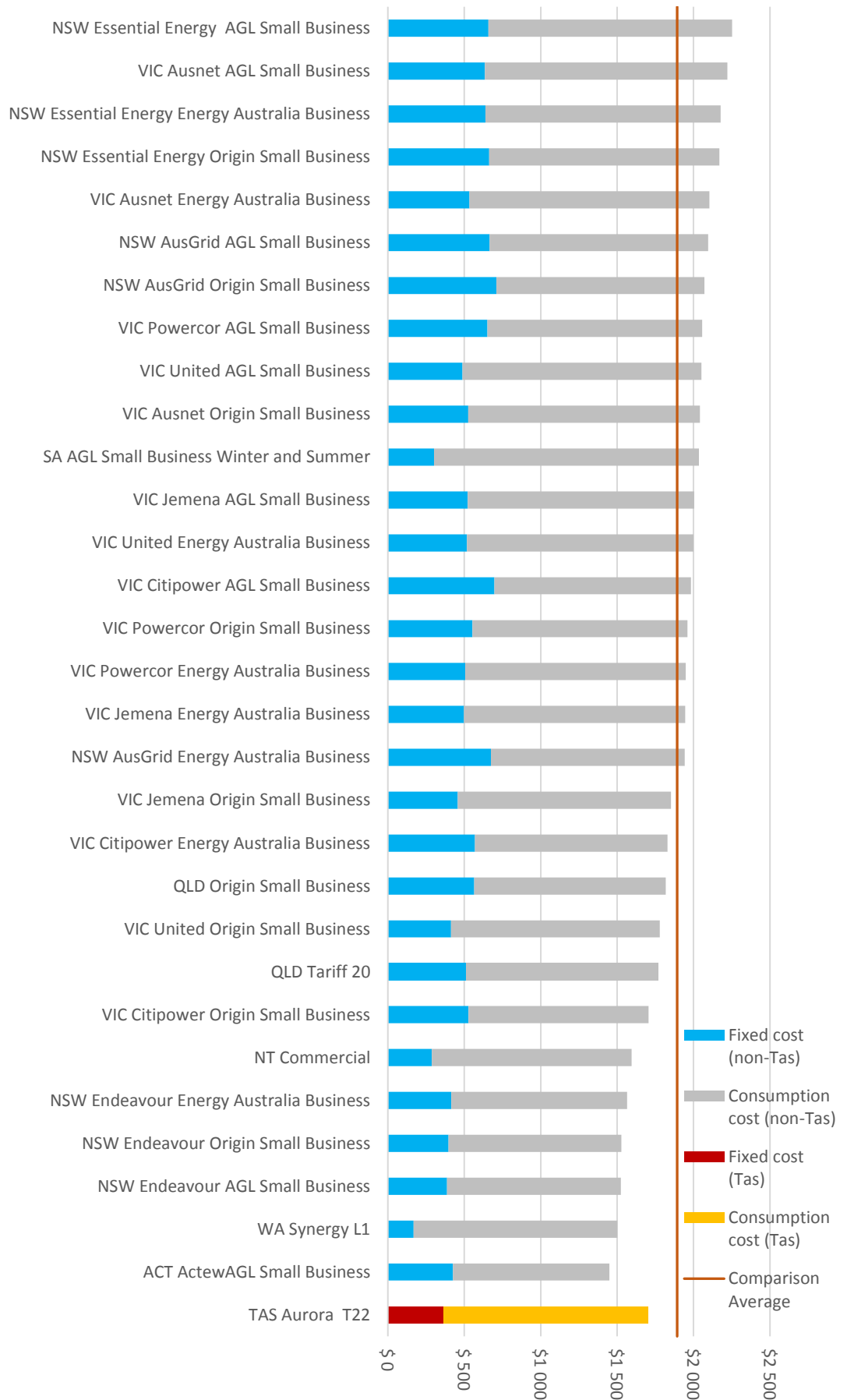


As Figure 3.4 shows, Tasmanian small business customers pay less than the all input mid-range price for electricity at all levels of consumption.

Figure 3.5¹⁴ shows the annual small business electricity bills across all pricing zones based on annual consumption of 4 400 kWh, which is the approximate consumption of a Tasmanian Tariff 22 customer in the Medium usage category shown in Table 3.9.

¹⁴ The Regulator has used the standing offer electricity prices published by retailers on their public websites to calculate values for Figure 3.5.

Figure 3.5 Business standing offer electricity bills based on annual consumption of 4 400 kWh



4 NATURAL GAS

4.1 Residential assumptions

As is the case with electricity prices, differences in consumption levels and the types of tariffs available across Australia make it difficult to compare Tasmanian residential gas prices directly with gas prices available in other jurisdictions. While the price of gas in Tasmania is unregulated there are only two Tasmanian natural gas retailers, each offering a single residential pricing option. The Regulator has therefore used both of these prices for the comparisons in this report.

In its Retail Energy Market Report, the AER included benchmarked gas consumption in each jurisdiction as at 30 June 2016 as set out in Table 4.1.

Table 4.1 AER benchmarked gas consumption by jurisdiction as at 30 June 2016

Jurisdiction	Benchmarked annual consumption in megajoules (MJ ¹⁵)
Queensland	10 000
New South Wales	24 000
Victoria	63 000
South Australia	21 000
Tasmania	N/A
Australian Capital Territory	48 000

As shown in Table 4.1, the AER does not provide a benchmarked annual gas consumption level for Tasmania. However, in 2016 the average consumption of residential customers in Tasmania was 30 200 MJ. Since the Tasmanian average sits within the range of the AER's benchmarked consumption levels, this report compares a range of consumption levels between 5 000 MJ and 65 000 MJ.

The Regulator has used the same approach as for the electricity price comparison in terms of selecting the most representative gas retailer in each pricing zone or jurisdiction.

In comparing Tasmanian residential prices for natural gas to those available in mainland jurisdictions, it is important to note the comparatively small size of the Tasmanian gas market. With just 12 312 residential retail customers (as at 30 June 2016), the economies of scale that are prevalent in most jurisdictions do not exist in Tasmania.

¹⁵ 3.6 megajoules (MJ) is equivalent to 1 kWh.

4.2 Residential comparison

Figure 4.1 shows the range of prices per unit of consumption (ie cents per MJ) for standing offer residential gas tariffs available across Australia (shaded) as at 1 February 2017, and where Tasmanian residential gas prices sit in that range. Most Tasmanian residential gas customers on standing offers pay below the all input mid-range price at all levels of consumption.

Figure 4.1 Residential gas prices (cents per MJ)

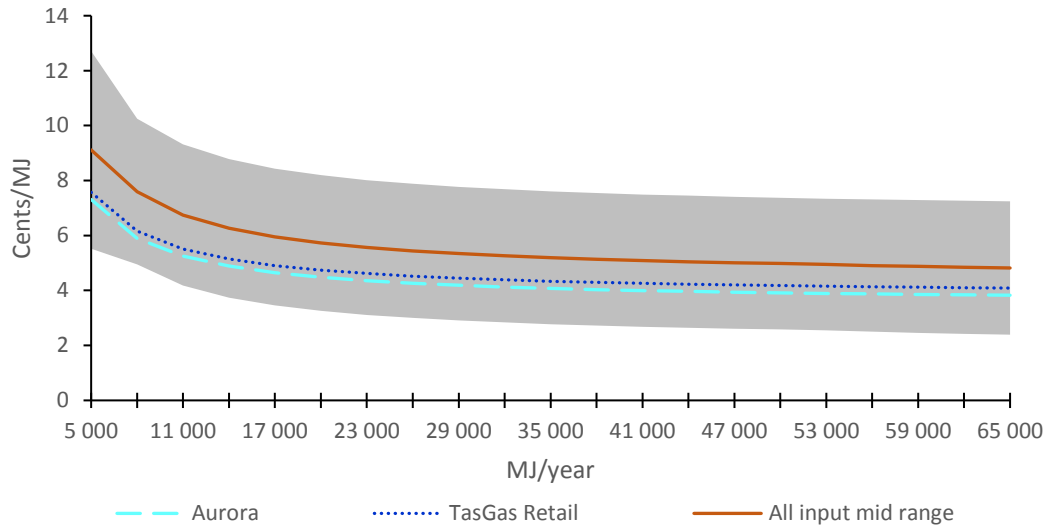
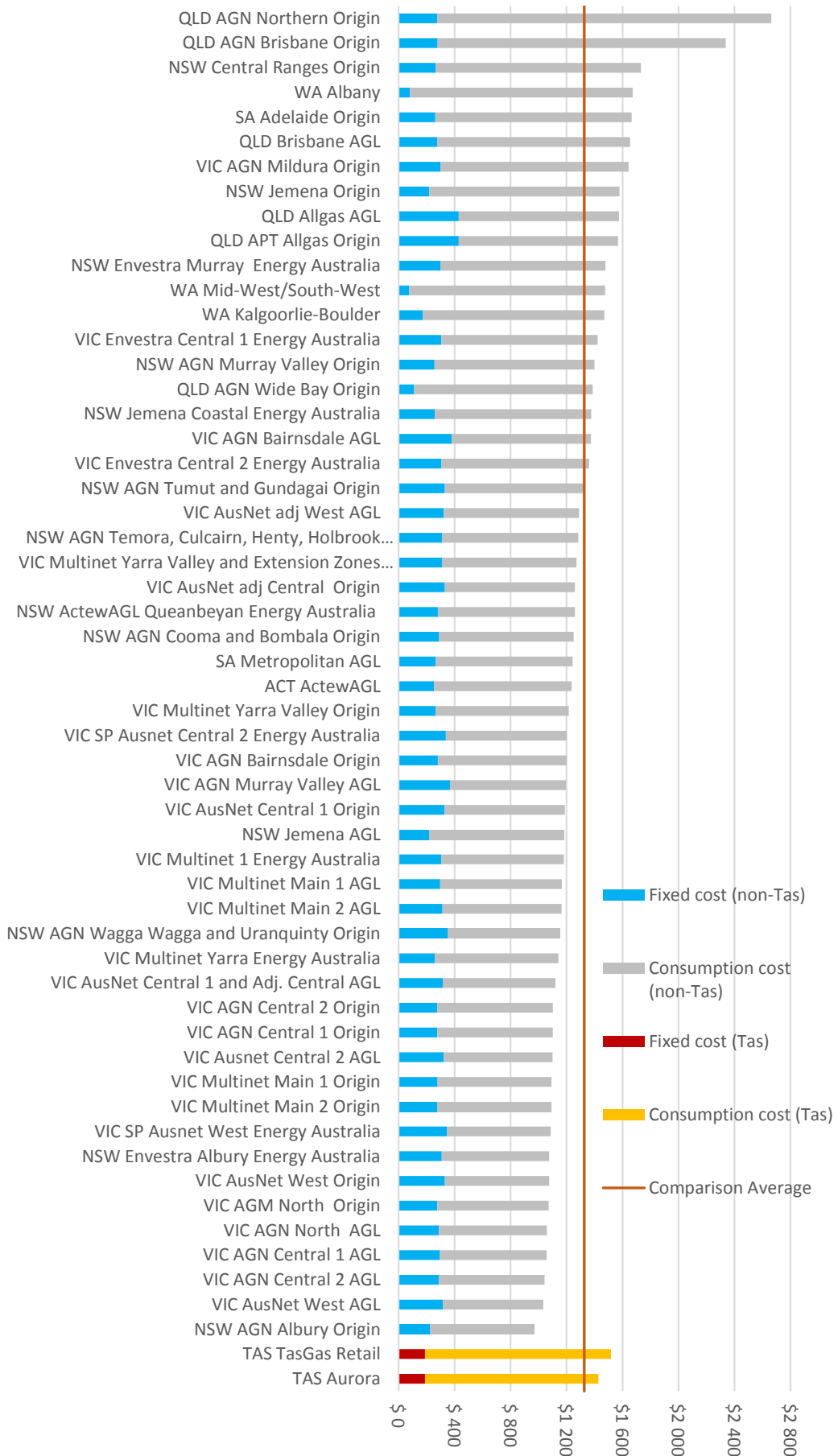


Figure 4.2¹⁶ presents the annual gas bills for all pricing zones based on an annual consumption of 35 000 MJ, including the fixed and variable components, and shows the comparison average bill. At this consumption level, both TasGas Retail and Aurora Energy customers pay more than the average comparison bill. Queensland customers pay considerably more than the average comparison bill at this level of consumption. However, readers of this report should note that the AER's benchmark level of consumption for Queensland gas customers is 10 000 MJ, which is much lower than the consumption level used for this comparison.

¹⁶ The Regulator has used the standing offer gas prices published by retailers on their public websites to calculate values for Figure 4.2.

Figure 4.2 Residential standing offer gas bills based on annual consumption of 35 000 MJ



4.3 Business assumptions

The Regulator understands that the average annual gas consumption by Tasmanian non-residential/commercial customers for 2016 was 457 200 MJs (this average excludes consumption for large industrial customers consuming in excess of 10 000 000 MJ per annum). This report makes comparisons based on consumption ranging from 100 000 MJ to 600 000 MJ per annum.

Again, in comparing Tasmanian business prices for natural gas to those available in mainland jurisdictions, it is important to note the comparatively small size of the Tasmanian market. There were just 909 non-residential/commercial gas customers in Tasmania as at 30 June 2016.

4.4 Business comparison

Figure 4.3 shows the range of prices per unit of consumption (ie cents per MJ) for standing offer business gas tariffs available across Australia (shaded) as at 1 February 2017, and where Tasmanian business gas prices sit in that range. Tasmanian business customers pay above the all input mid-range price for gas irrespective of the amount they consume.

Figure 4.3 Business gas prices (cents per MJ)

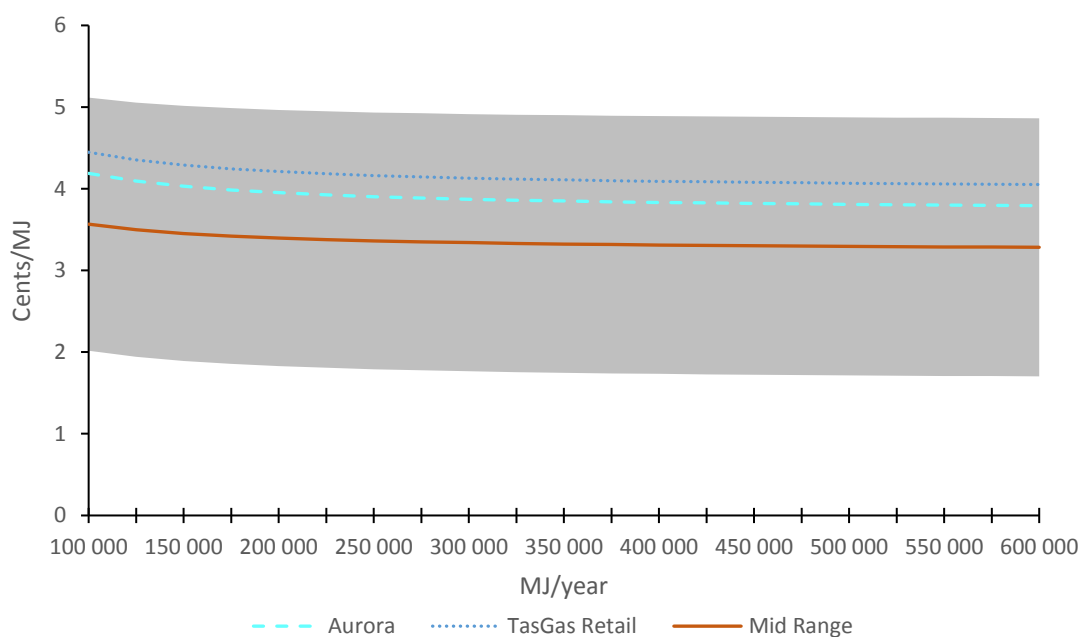
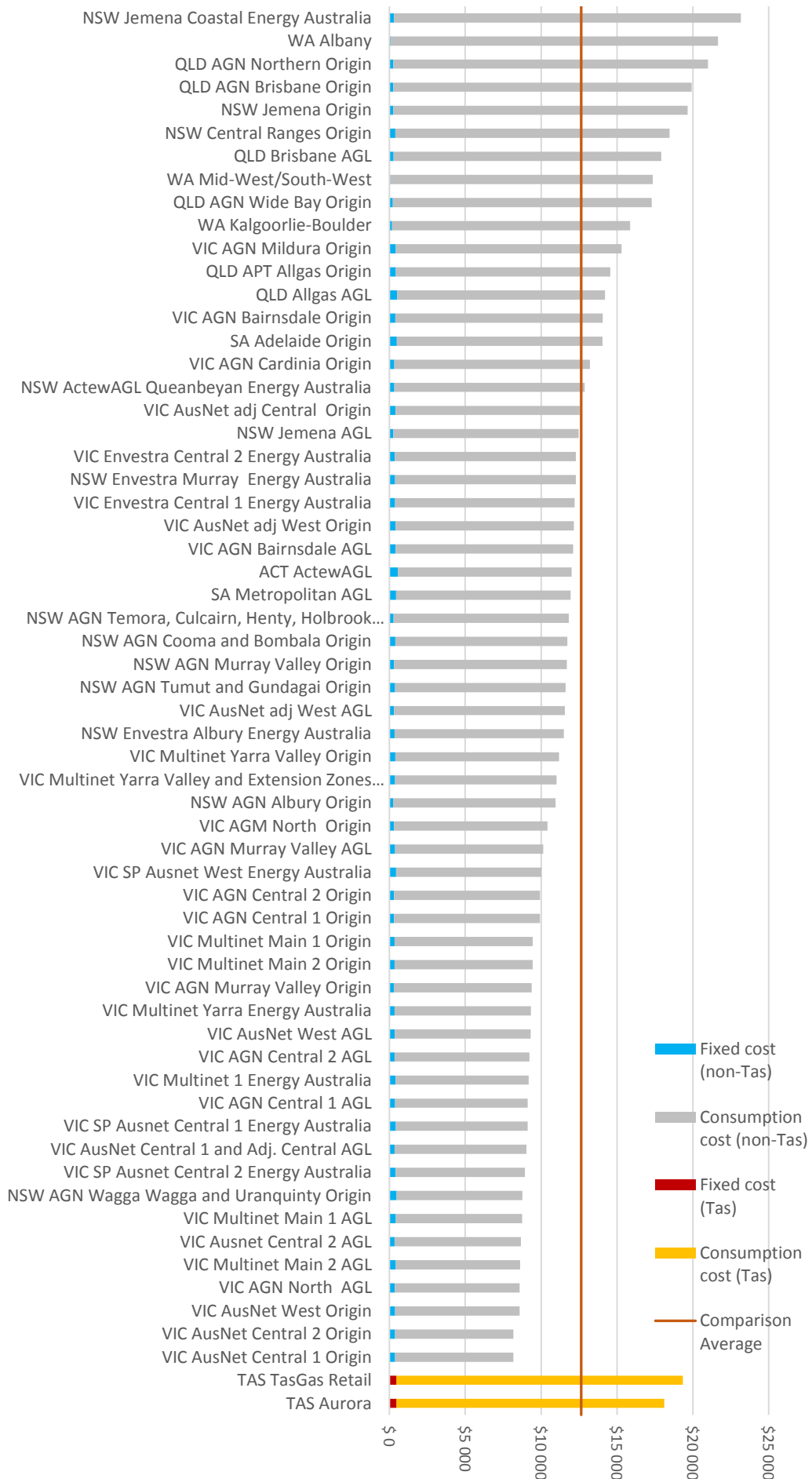


Figure 4.4¹⁷ shows the annual gas bills for all pricing zones based on an annual consumption of 475 000 MJ, including the fixed and variable components, and shows the comparison average bill. Business customers in Tasmania consuming around 475 000 MJ per year (slightly above the average consumption level for Tasmanian business customers) pay well above the comparison average bill.

¹⁷ The Regulator has used the standing offer gas prices published by retailers on their public websites to calculate values for Figure 4.4.

Figure 4.4 Business standing offer gas bills based on annual consumption of 475 000 MJ



5 LINKS TO PRICE & CONCESSION INFORMATION

Electricity and gas pricing information

<http://www.actewagl.com.au/Product-and-services/Prices.aspx>

<http://www.agl.com.au/residential/energy-plans/electricity-and-gas-plans/price-and-contract-information/important-information-about-standard-retail-contracts>

<https://www.auroraenergy.com.au/your-home/prices>

<https://www.auroraenergy.com.au/your-business/small-business/rates-and-charges>

<https://secure.energyaustralia.com.au/EnergyPriceFactSheets/PricingFactSheets.aspx>

<http://www.utilicom.nt.gov.au/Electricity/pricing/Pages/Electricity-Retail-Pricing.aspx>

<https://www.originenergy.com.au/for-home/electricity-and-gas/plans/energy-price-fact-sheets.html?test=t>

<http://www.qca.org.au/Electricity/Regional-consumers/Reg-Electricity-Prices>

https://www.finance.wa.gov.au/cms/Public_Uilities_Office/Businesses_and_Government/Electricity/Electricity_prices.aspx

<https://www.tasgas.com.au/residential-pricing>

<https://www.tasgas.com.au/commercial-pricing>

Concession information

<http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/reports-publications/victorian-concessions>

http://www.concessions.tas.gov.au/concessions/electricity_and_heating

<http://www.qld.gov.au/community/cost-of-living-support/electricity-gas-rebates/index.html>

<http://www.resourcesandenergy.nsw.gov.au/energy-consumers/financial-assistance/rebates/low-income-household-rebate>

http://www.assistance.act.gov.au/adult/utilities/energy_concession

<https://www.sa.gov.au/topics/employment-and-finance/financial-support/concessions-and-benefits/concessions/energy-bill-concessions>

<https://nt.gov.au/community/seniors/nt-pensioner-and-carer-concession-scheme/concession-amounts>

<http://www.concessions.wa.gov.au/Pages/SearchResults.aspx?Category=Household%20Bills%20and%20Appliances&termId=dd5d08ea-85ad-4818-abeb-42d40becf1cd>