



Retailer profiles

Individual profile for each energy retailer operating in Victoria, describing how well they performed in 2018-19



Retailer profiles

This chapter of the Victorian Energy Market Report 2018–19 includes individual profiles of each retailer predominantly serving residential customers in Victoria.

Each retailer profile includes information about their:

- energy offers
- market and service performance
- support to customers in payment difficulty, and
- level of disconnections of customers.

Each profile also contains a brief description of the retailer and a summary of their average customer numbers throughout 2018–19.

Profiles are available for the following retailers in Victoria:

- 1st Energy
- AGL
- Alinta Energy
- Click Energy and amaysim
- CovaU
- Diamond Energy
- Elysian Energy
- EnergyAustralia
- GloBird Energy
- Lumo Energy
- Dodo and Commander (M2 Energy)
- Momentum Energy
- Origin Energy
- People Energy
- Powerclub
- Powerdirect
- Powershop
- QEnergy
- Red Energy
- Simply Energy
- Sumo
- Tango
- Tas Gas



How to read the individual retailer energy offers charts

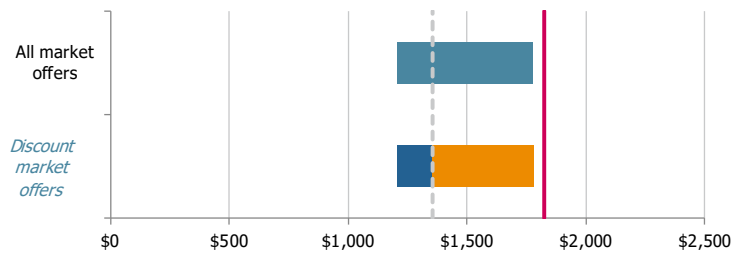
Each retailer has a chart summarising the energy offers they had generally available in the market on 30 June 2019.

In the example energy offers chart (to the right):

- **Teal horizontal bar:** estimated annual bills from the range of energy offers of that retailer. The range includes the lowest offer when all discounts conditions are met, and the highest offer when all discount conditions are not met during a year.
- **Blue horizontal bar:** estimated annual bills from the range of energy offers of that retailer, when all the conditions of discounts are met during the year.
- **Orange horizontal bar:** annual bills of the range of offers when all discount conditions are not met during the year.
- **Pink line:** what an annual bill would be for the average standard contract in Victoria.
- **Dotted line:** what an annual bill would be for the average conditional market contracts in Victoria with all its discount conditions met.

For gas offers, only the range of all market offers by a retailer has been shown, as prices for conditional discounted market offers vary significantly across distribution supply zones.

Example energy offers chart



Estimated annual bills are based on typical residential customer consumption of 4,000kWh per year for electricity, and 54.4 GJ per year for gas.

The ranges of market offers from retailers represent the average of the lowest and highest offers in each of the different distribution zones in Victoria



How to read the performance charts

Each retailer has three charts that provide a short summary of their performance in 2018–19, as discussed in the main report.

In the example market and service performance chart, to the right:

Grey dotted line: the average level of performance was from all retailers operating in Victoria.

Blue bars: the level of performance of the individual retailer in comparison to the Victorian average.

The Victorian average is shown across the top of all charts.

Each retailer's performance is shown in the shaded area below each chart.

For the market and service performance charts, if the blue bar is higher than the grey dotted line, that retailer is performing better than average.

In the example payment difficulty and disconnection chart, to the right:

Grey dotted line: the average levels of support to customers in payment difficulty and various disconnection rates of all retailers operating in Victoria.

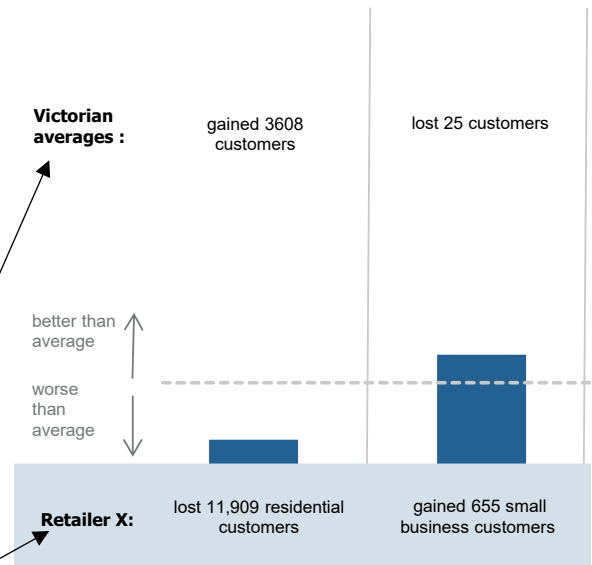
Teal bars: the levels of support provided by the individual retailer to customers in payment difficulty compared to the Victorian average.

Pink bars: disconnection rates of the individual retailer compared to the Victorian average.

Each indicator is described by the labels in the shaded box below each chart. The Victorian average across the top of all charts.

For these charts, if the coloured bars are higher than average, it *does not necessarily mean* they are better or worse than the average.

Example market and service performance chart



Example chart for indicators relating to support to customers in payment difficulty, and disconnection of customers



Yearly data related to these indicators (and other indicators) can be found in the appendix to the [Victorian Energy Market Report 2018–19](#).



1st Energy



(2018-19 average)

1st Energy is a small retailer

1st Energy was granted an electricity licence in May 2016. It also has retail operations in New South Wales, Queensland and Tasmania.

1st Energy is privately owned.

6,026

residential electricity customers

840

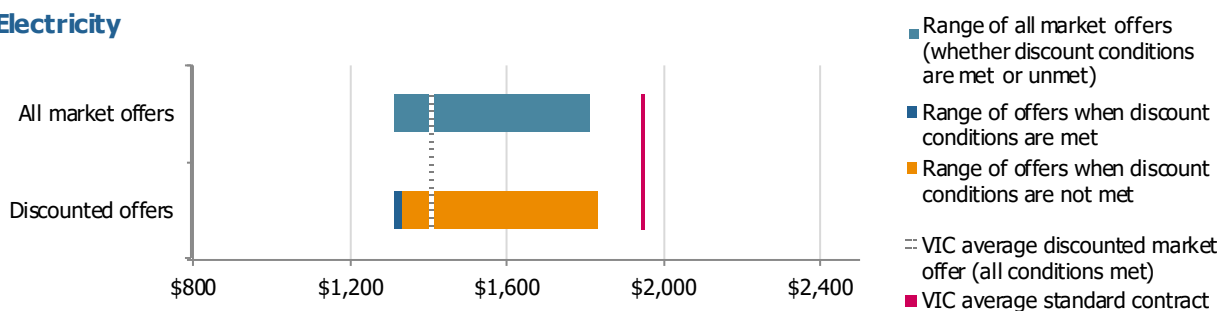
small business energy customers

What were the prices of 1st Energy’s energy offers on 30 June 2019?

On average, 1st Energy was within the average range of prices for discounted residential electricity offers.

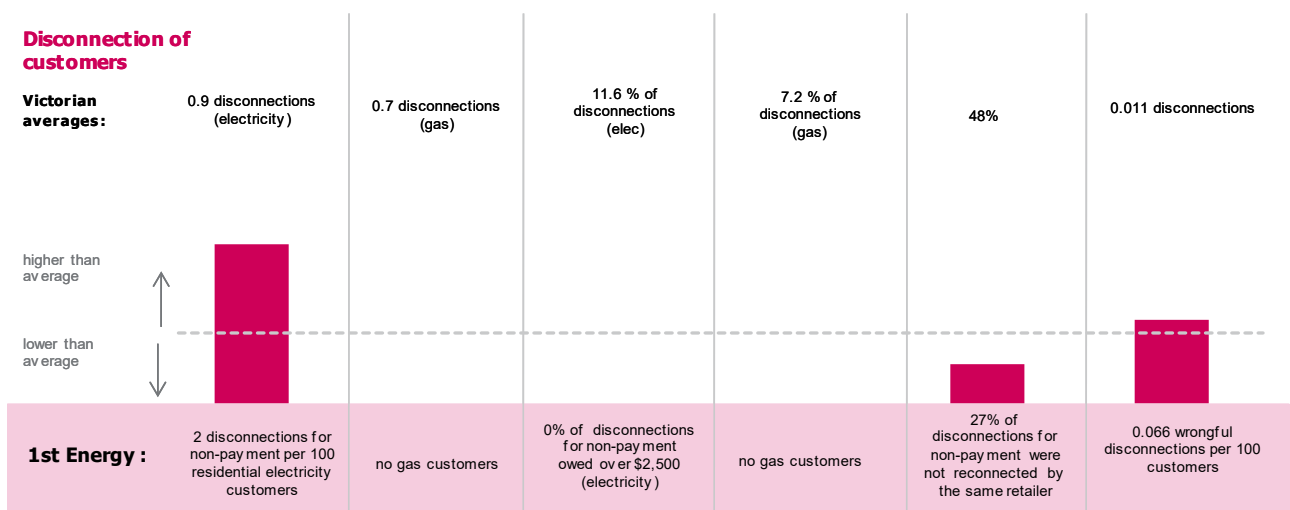
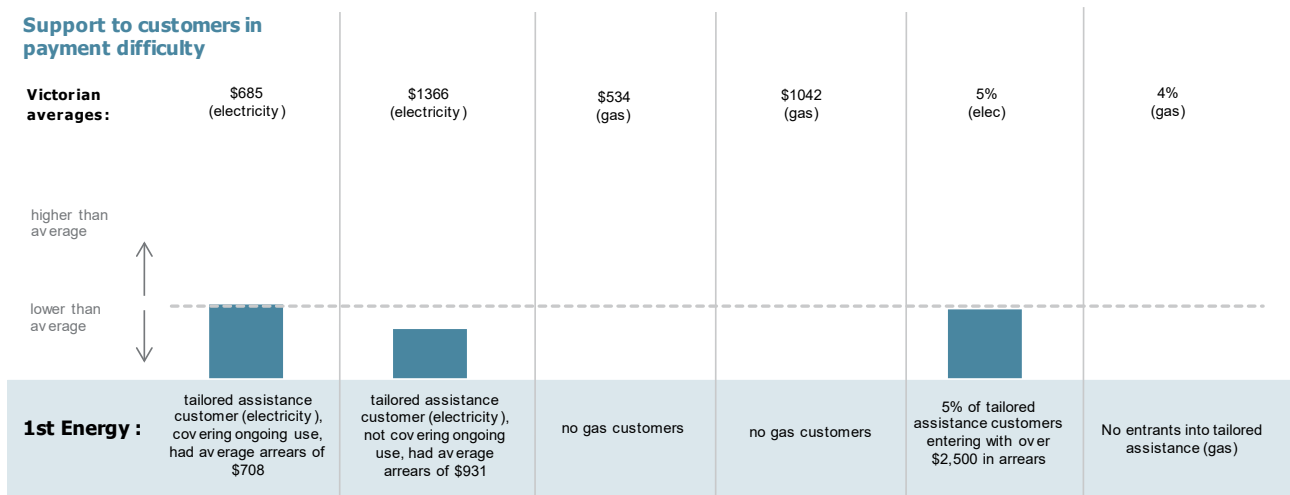
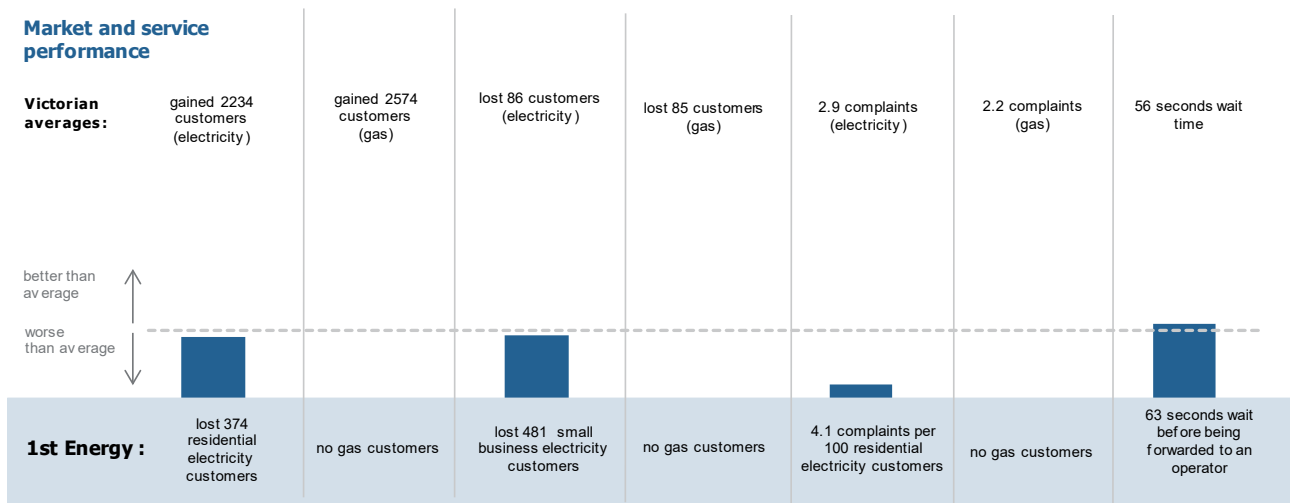
Its lowest market offer on average was \$64 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$505 more than anticipated.

Electricity





How did 1st Energy perform in Victoria in 2018-19?





AGL



AGL is one of the largest retailers in Victoria

(2018-19 average)

557,035

residential electricity customers

510,396

residential gas customers

67,691

small business energy customers

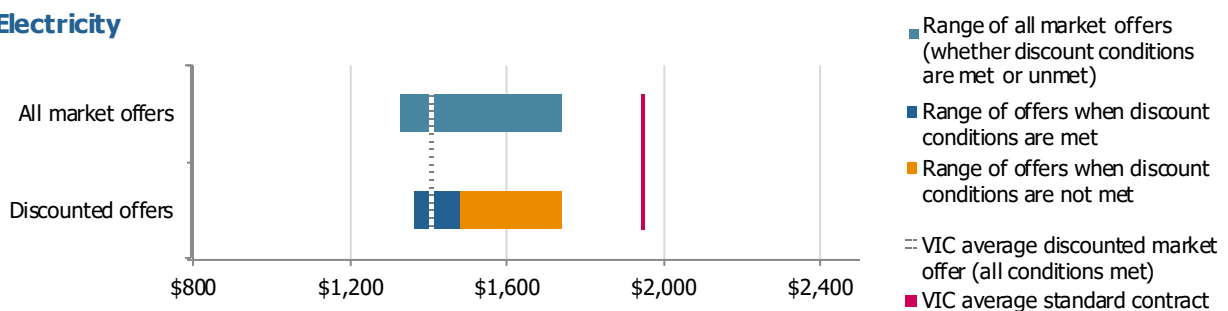
AGL has been an incumbent supplier of electricity in Victoria since 2002. It also operates in South Australia, New South Wales and Queensland.

AGL Sales is part of AGL Energy, which is an ASX listed company. It has significant interests in electricity generation with hydro, wind, solar, coal and gas generation assets. AGL also owns Powerdirect.

What were the prices of AGL's energy offers on 30 June 2019?

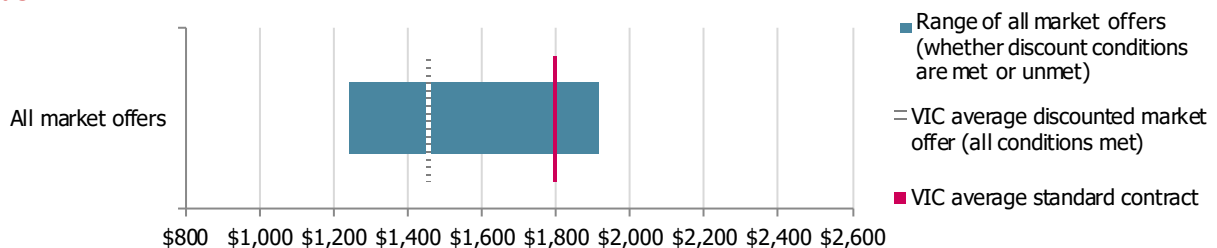
AGL was within the average range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$50 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$261 more than anticipated.

Electricity



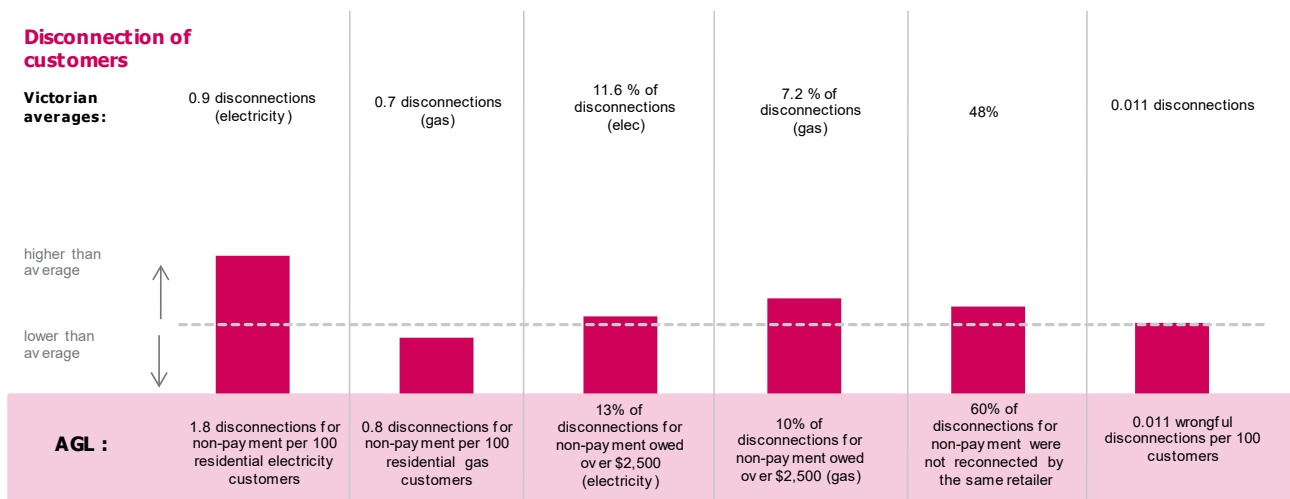
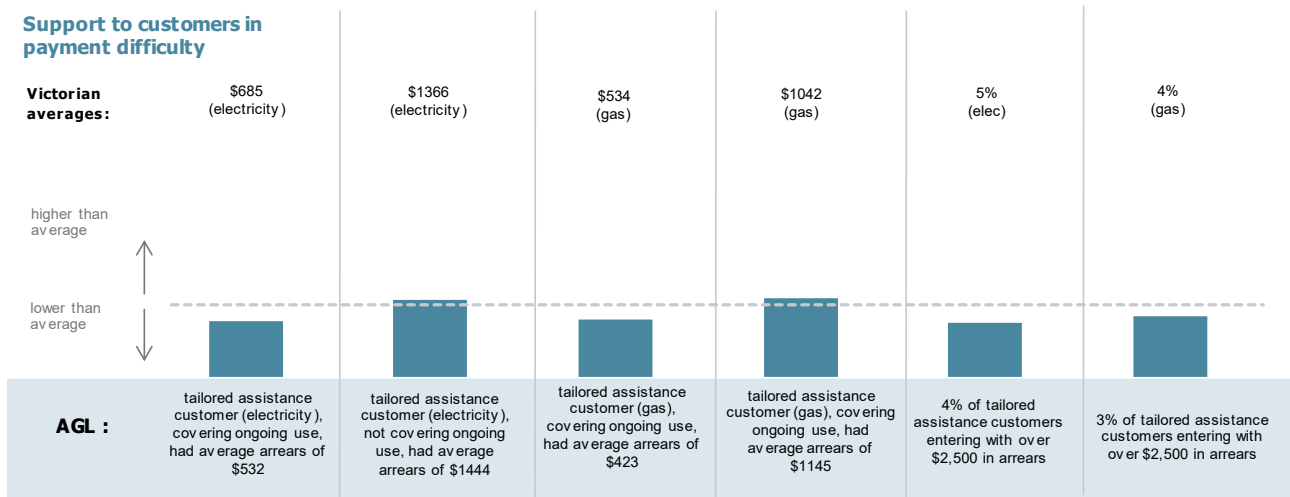
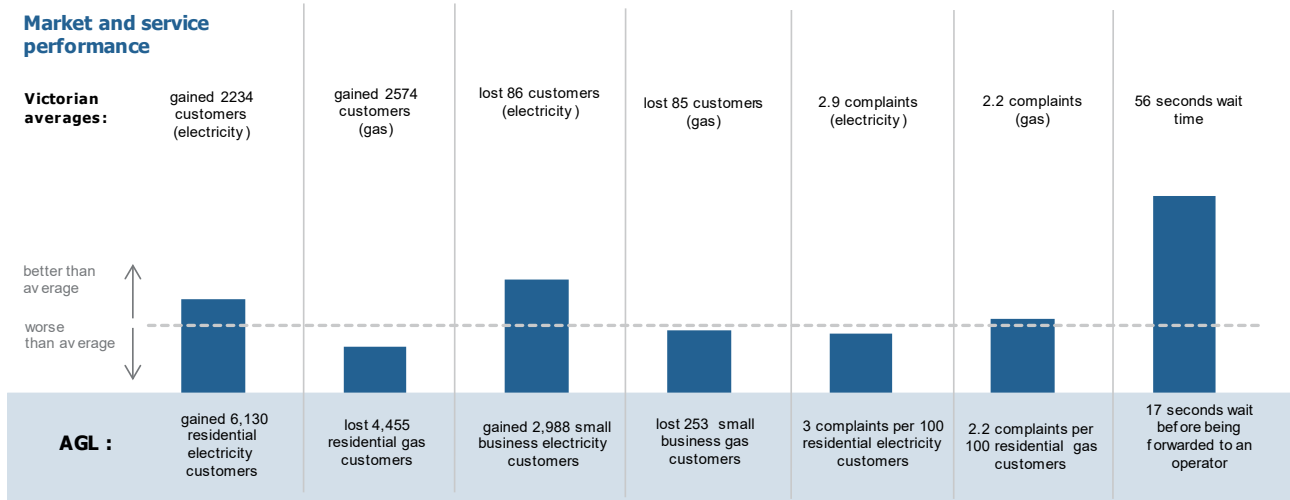
AGL was within the average range of prices for residential gas offers in Victoria, although prices vary greatly depending on where a customer lives. Its lowest offer was \$214 less than the average discounted offer in Victoria (with all its conditions met).

Gas





How did AGL perform in Victoria in 2018-19?





Alinta Energy



(2018-19 average)

Alinta is a large sized retailer

Alinta was issued retail licences for electricity and gas in February 2012.

Alinta has retail operations in Victoria, New South Wales, Western Australia, South Australia and Queensland (small and large customers) as well as electricity generation and gas pipelines along the eastern sea board. Alinta Energy was acquired by Hong Kong-based company, Chow Tai Fook Enterprises, in March 2017.

151,215

residential electricity customers

90,740

residential gas customers

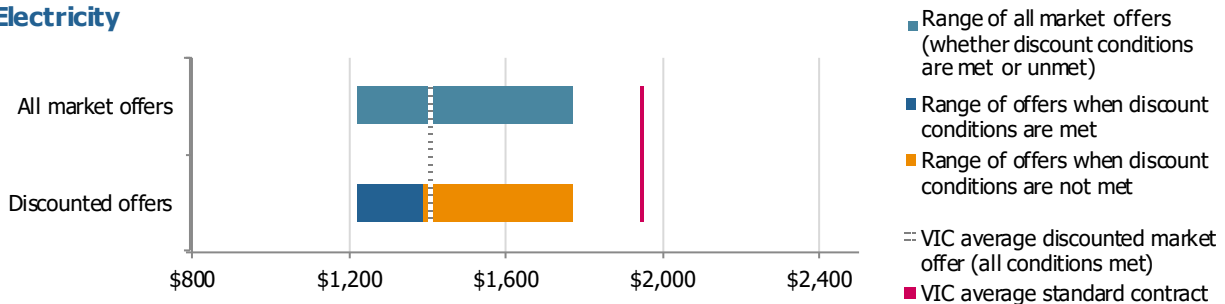
7,973

small business energy customers

What were the prices of Alinta Energy’s energy offers on 30 June 2019?

Alinta Energy was within the low-to-average of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$155 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$385 more than anticipated.

Electricity



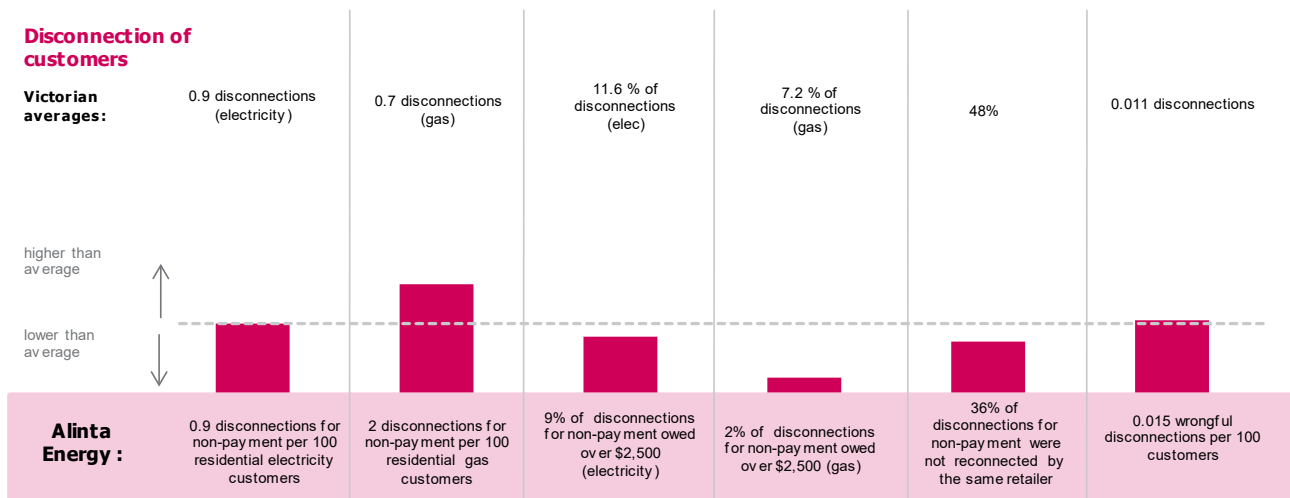
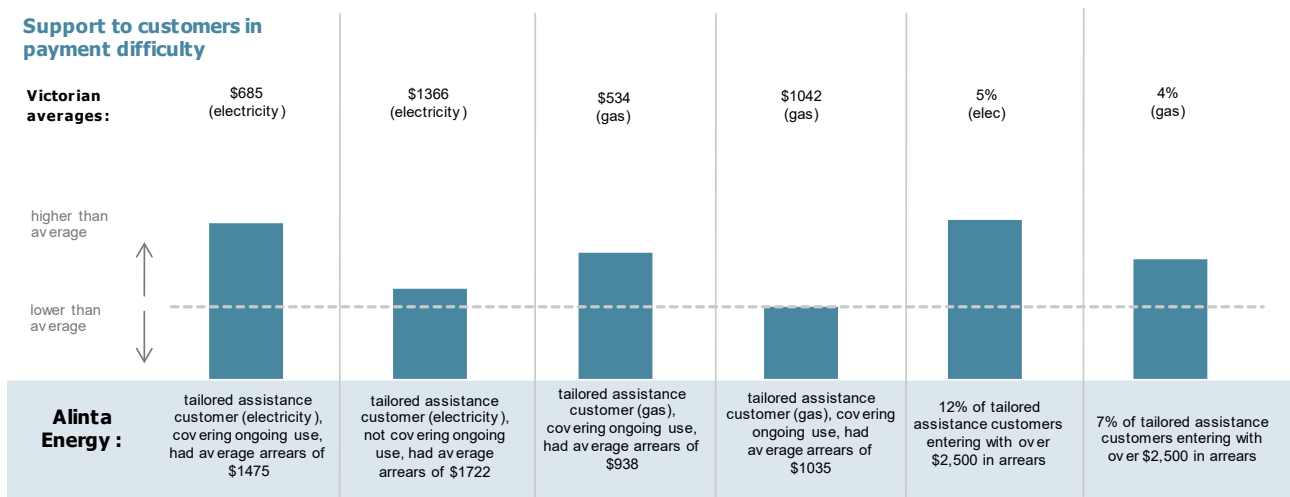
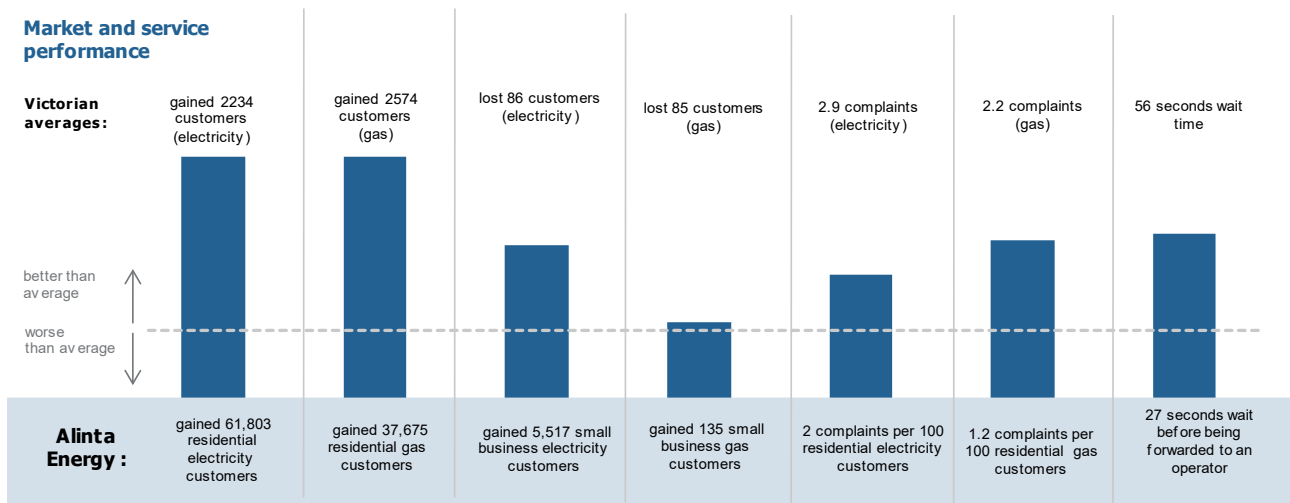
Alinta Energy was within the average range of prices for residential gas offers in Victoria, although prices vary greatly depending on where a customer lives. Its lowest offer was \$152 less than the average discounted offer in Victoria (with all its conditions met).

Gas





How did Alinta Energy perform in Victoria in 2018-19?





Click Energy and amaysim



(2018-19 average)

Click Energy and amaysim is a medium sized retailer

Click Energy was granted a retail licence for electricity in June 2006, a retail licence for gas in December 2014, and commenced operations in January 2007. Click Energy also has retail operations in South Australia, New South Wales and Queensland.

Click Energy was acquired by amaysim Australia Ltd on 1 May 2017. It now operates under two brands – Click energy and amaysim

45,033

residential electricity customers

33,156

residential gas customers

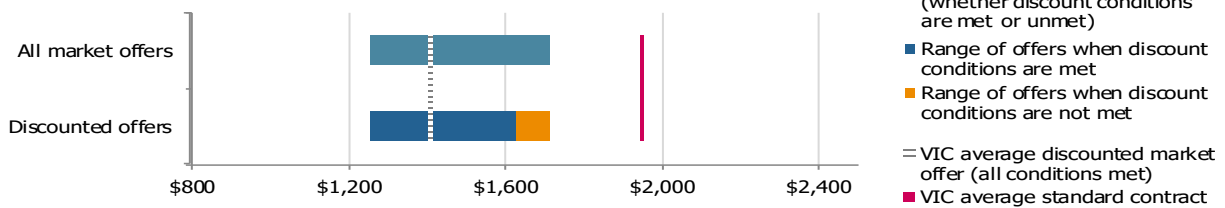
2,639

small business energy customers

What were the prices of Click Energy’s and amaysim’s energy offers on 30 June 2019?

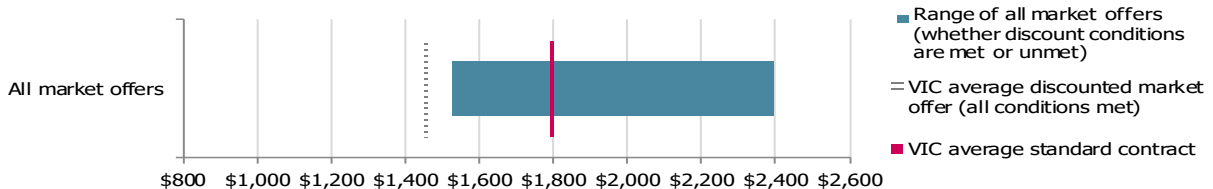
Click Energy and amaysim was within the average-to-higher range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$121 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$86 more than anticipated.

Electricity



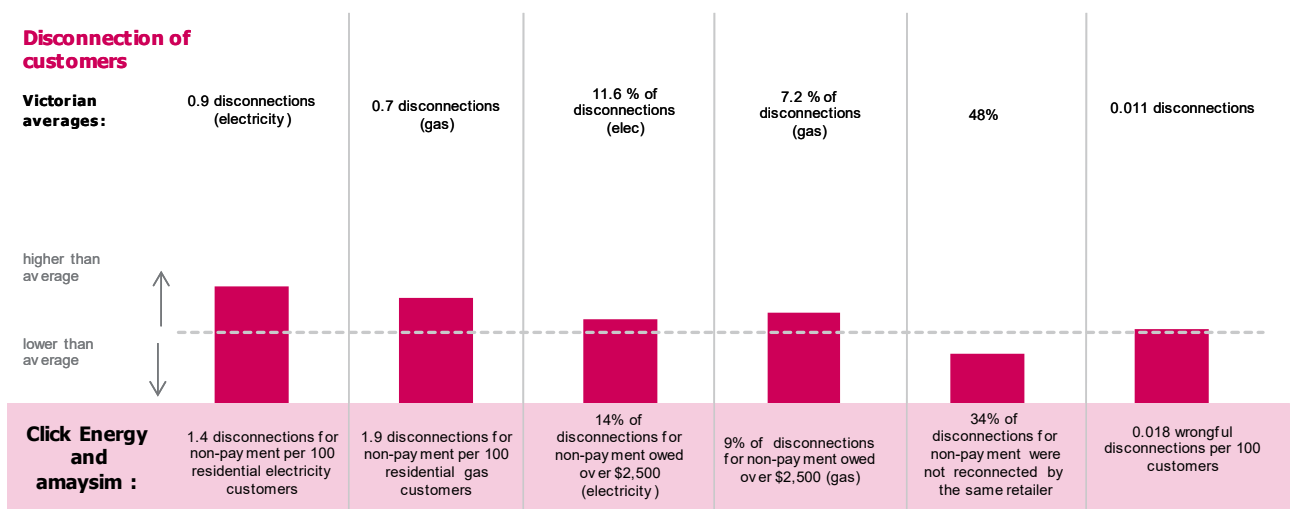
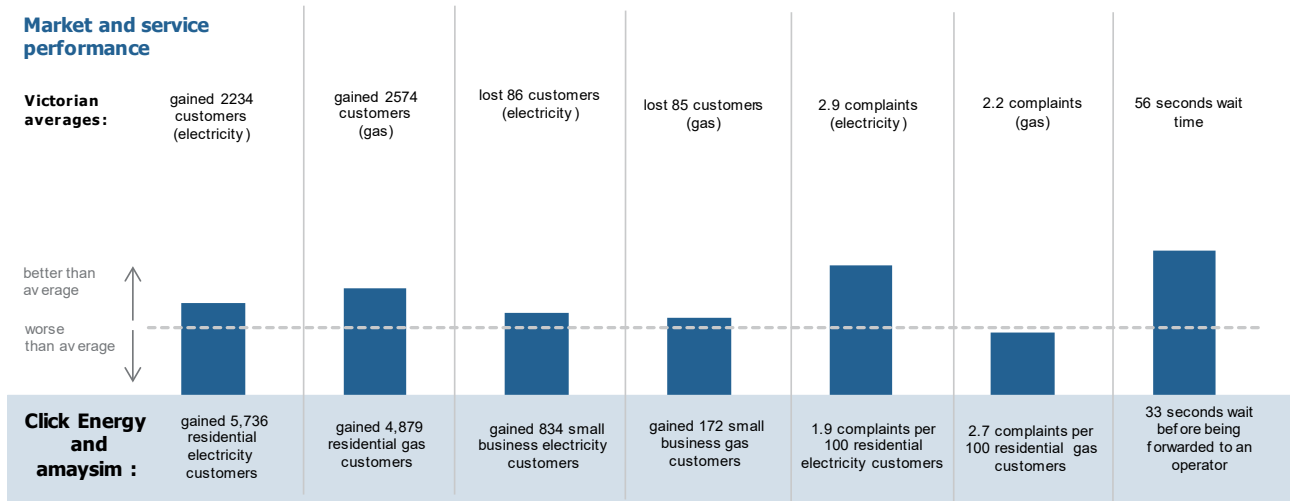
Click Energy and amaysim was in the higher range of prices for residential gas offers in 2018-19, although prices vary greatly depending on where a customer lives. Its lowest offer were both \$71 more than the average discounted offer in Victoria (with all its conditions met)

Gas





How did Click Energy and amaysim perform in Victoria in 2018-19?





CovaU



(2018-19 average)

CovaU is a small retailer

CovaU were granted electricity and gas retail licences in February 2015, commencing operations in April 2015. They also have operations in New South Wales.

407

residential electricity customers

CovaU are a fully owned subsidiary of TPC Consolidated, an ASX listed company which also holds interests in telecommunications.

350

residential gas customers

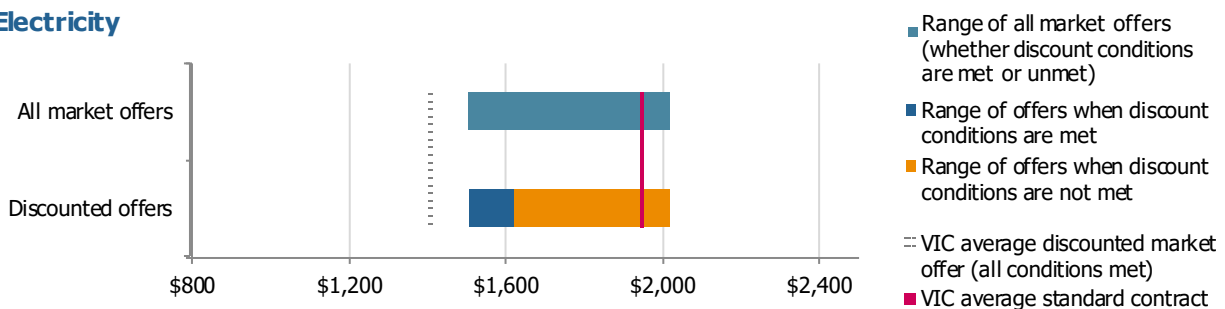
892

small business energy customers

What were the prices of CovaU's energy offers on 30 June 2019?

CovaU was within the average-to-higher range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$130 more than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$398 more than anticipated.

Electricity



CovaU was in the lower range of average-to-higher prices for residential gas offers in 2017-18, although prices varied greatly depending on where a customer lives. Its lowest offer was \$8 more than the average discounted offer in Victoria (with all its conditions met).

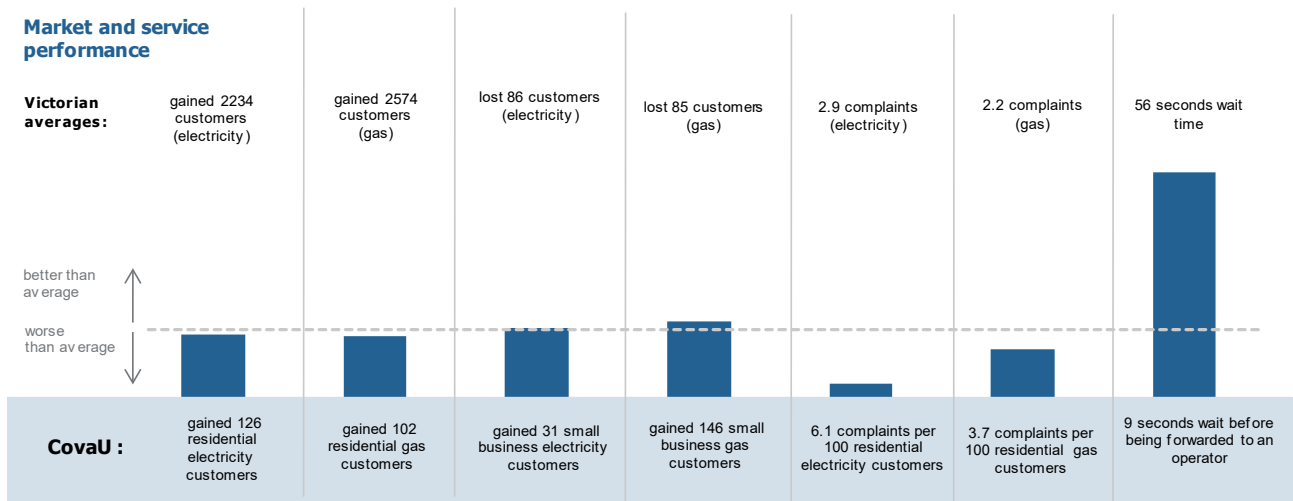
Gas



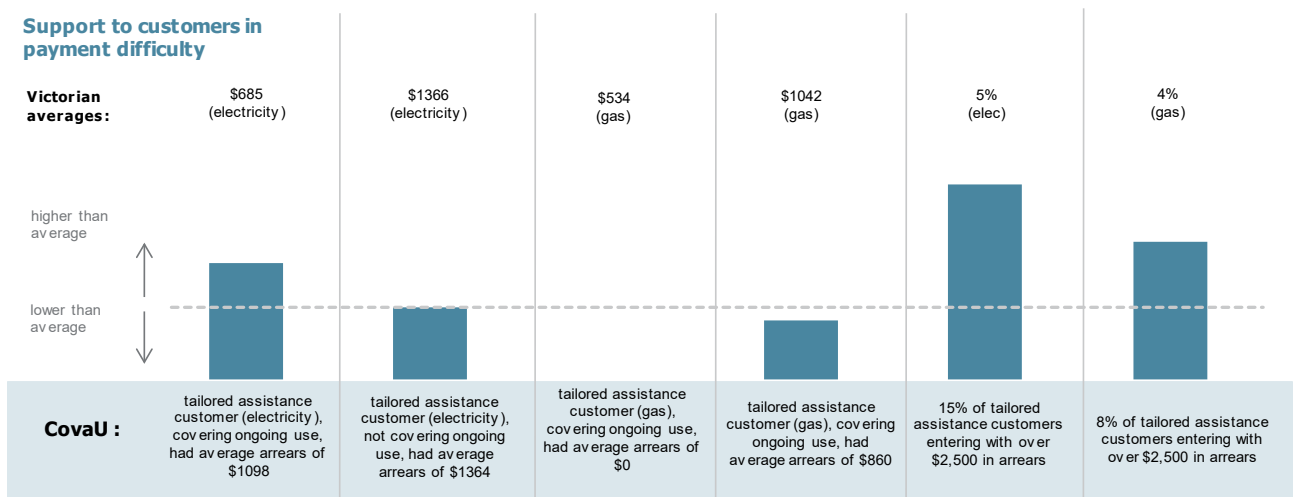


How did CovaU perform in Victoria in 2018-19?

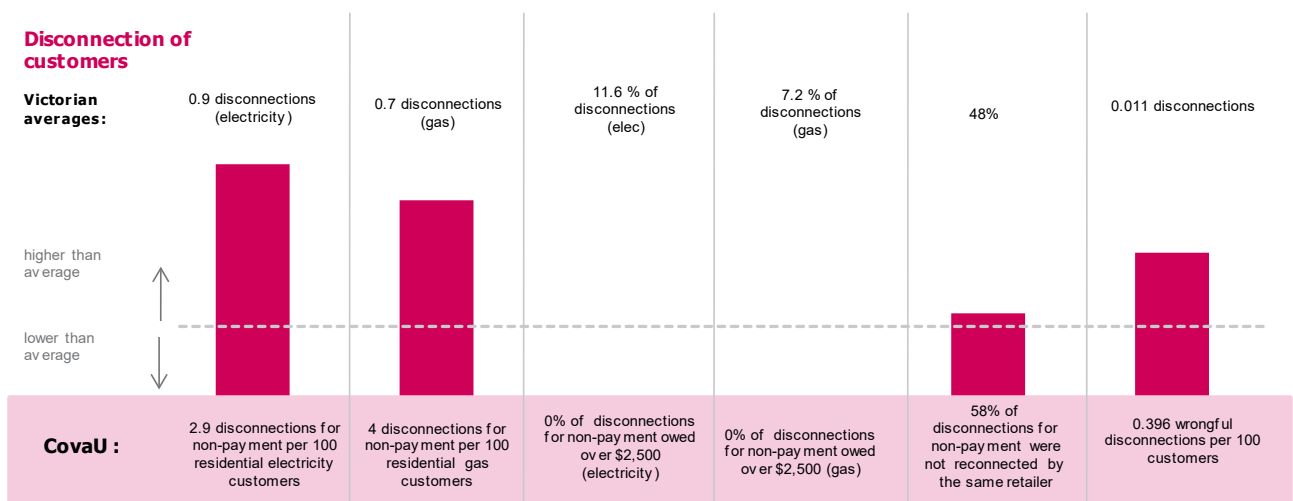
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Diamond Energy



(2018-19 average)

Diamond Energy is a small retailer

Diamond Energy was granted an electricity retail licence in October 2007 and commenced operations in July 2008. Diamond Energy has renewable energy generation and retail customers in Victoria, New South Wales, South Australia and Queensland.

3,554

residential electricity customers

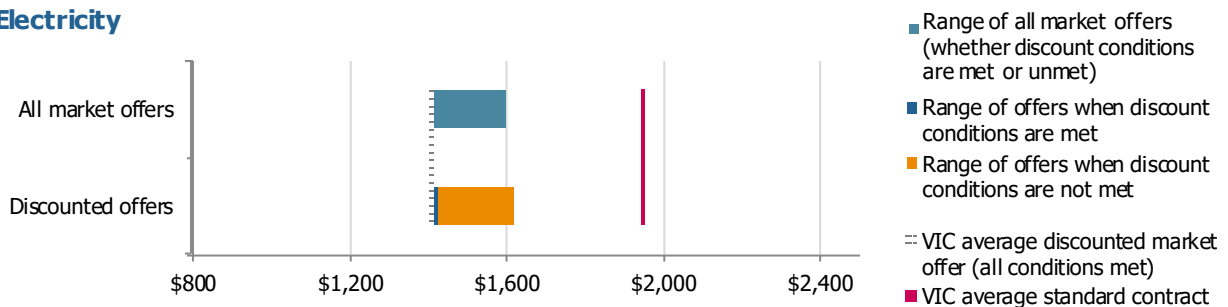
211

small business energy customers

What were the prices of Diamond Energy’s electricity offers on 30 June 2019?

Diamond Energy was within the average range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$29 more than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$195 more than anticipated.

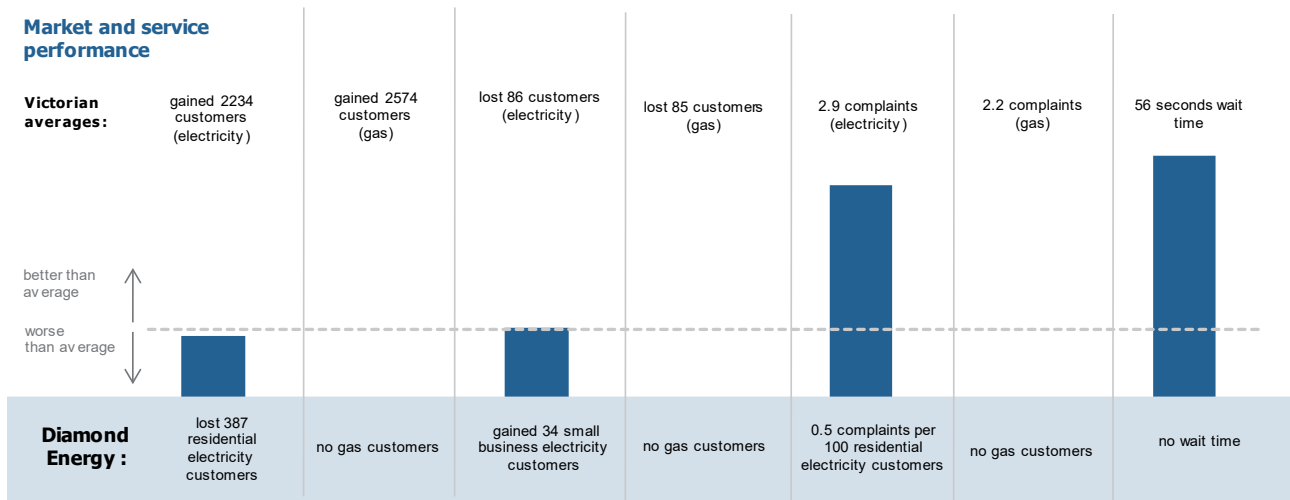
Electricity



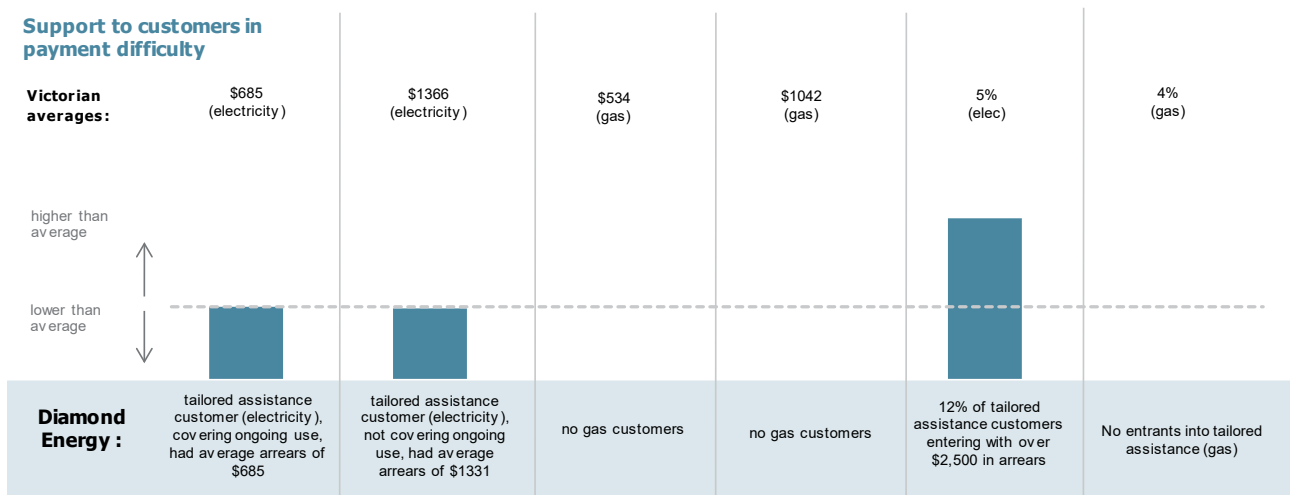


How did Diamond Energy perform in Victoria in 2018-19?

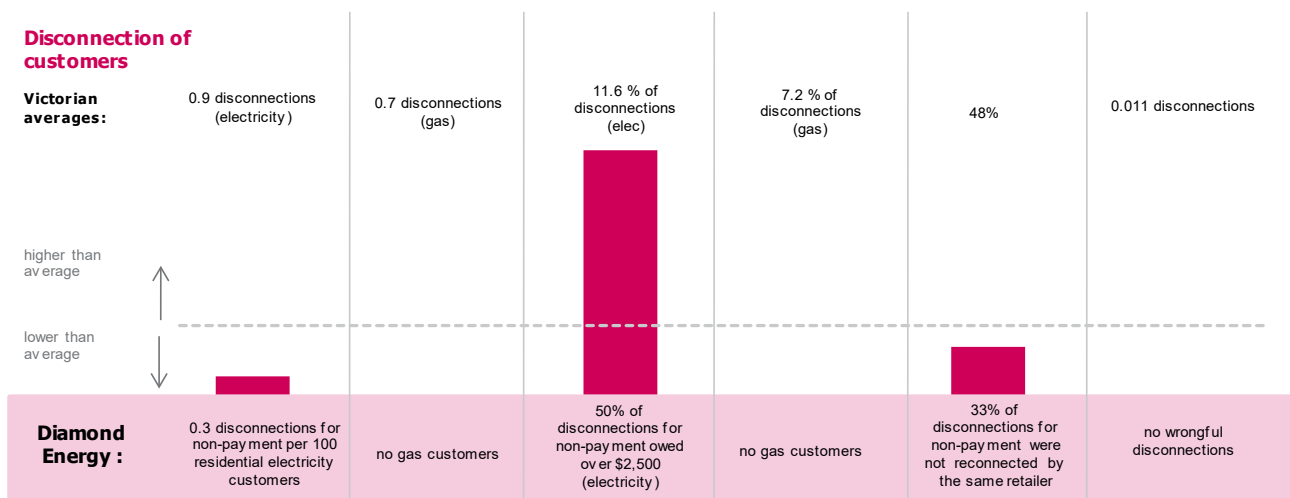
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Elysian Energy



Elysian Energy is a small retailer

(2018-19 average)

Elysian Energy was granted an electricity retail licence in December 2018, and commenced operations in February 2019.

20

residential electricity customers

6

small business energy customers

What were the prices of Elysian Energy's electricity offers on 30 June 2019?

Elysian Energy was within the lower range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$181 less than the average discounted offer in Victoria (with all conditions met).

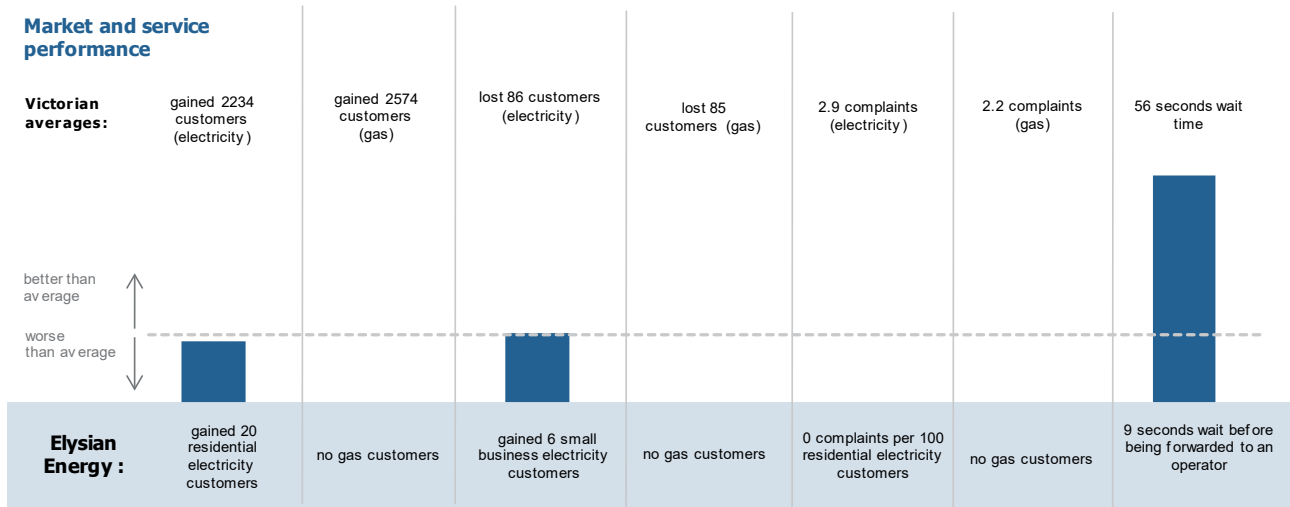
Electricity



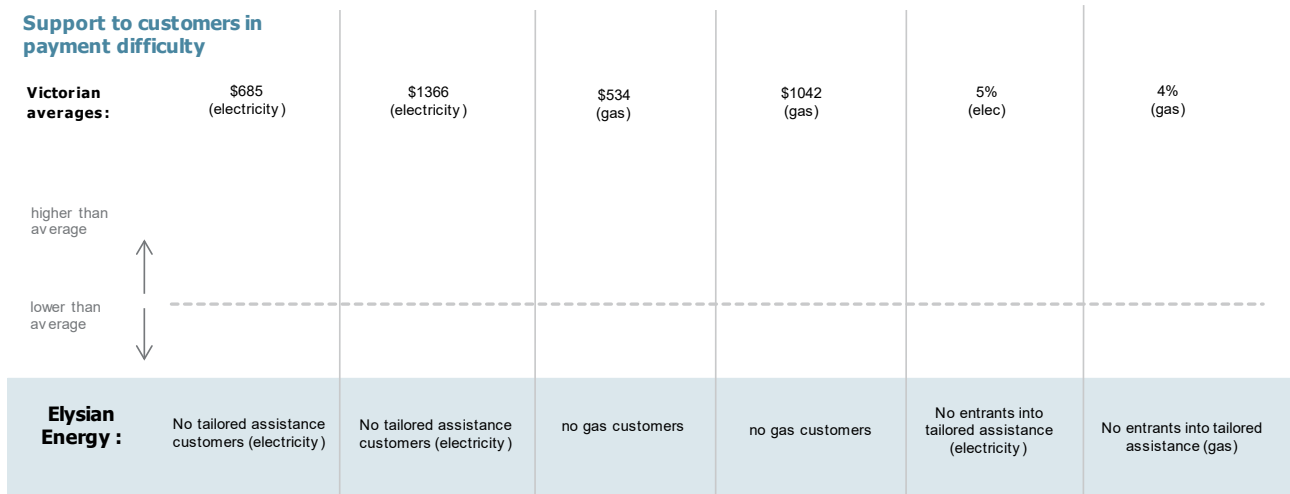


How did Elysian Energy perform in Victoria in 2018-19?

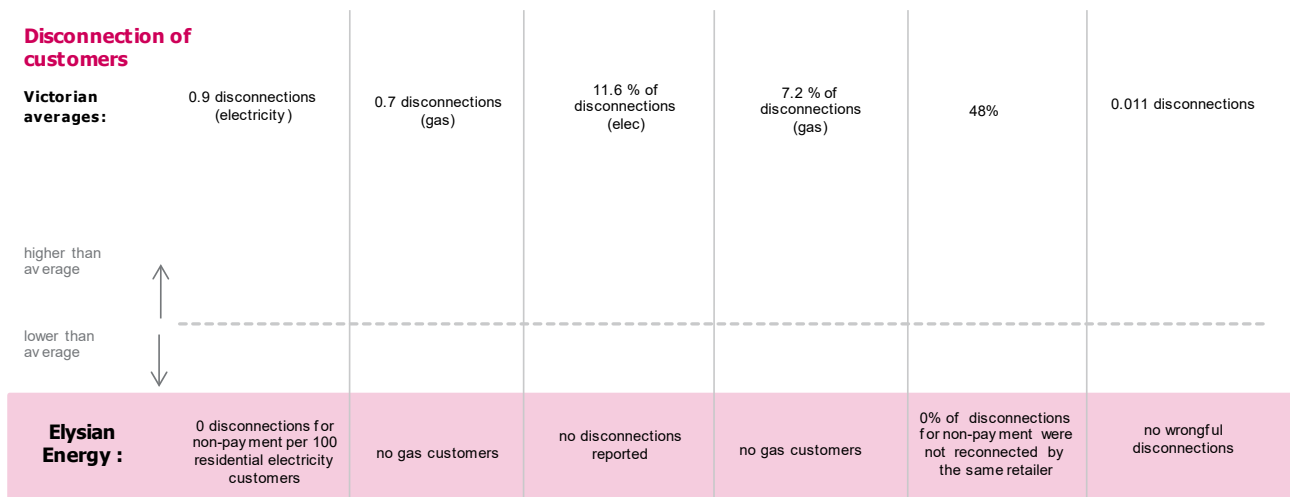
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





EnergyAustralia



EnergyAustralia is one of the largest retailers in Victoria

(2018-19 average)

It is the successor to the incumbent electricity supplier TXU Ltd, renamed to Energy Australia in 2012. It has retail operations in New South Wales, ACT, Queensland and South Australia and has significant electricity generation interests in coal, gas, solar, and wind. It is owned by CLP Group which has energy assets in China, India, Hong Kong, Taiwan and Thailand.

425,406

residential electricity customers

383,839

residential gas customers

47,497

small business energy customers

What were the prices of EnergyAustralia’s energy offers on 30 June 2019?

EnergyAustralia was within the lower-to-average range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$30 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$387 more than anticipated.

Electricity



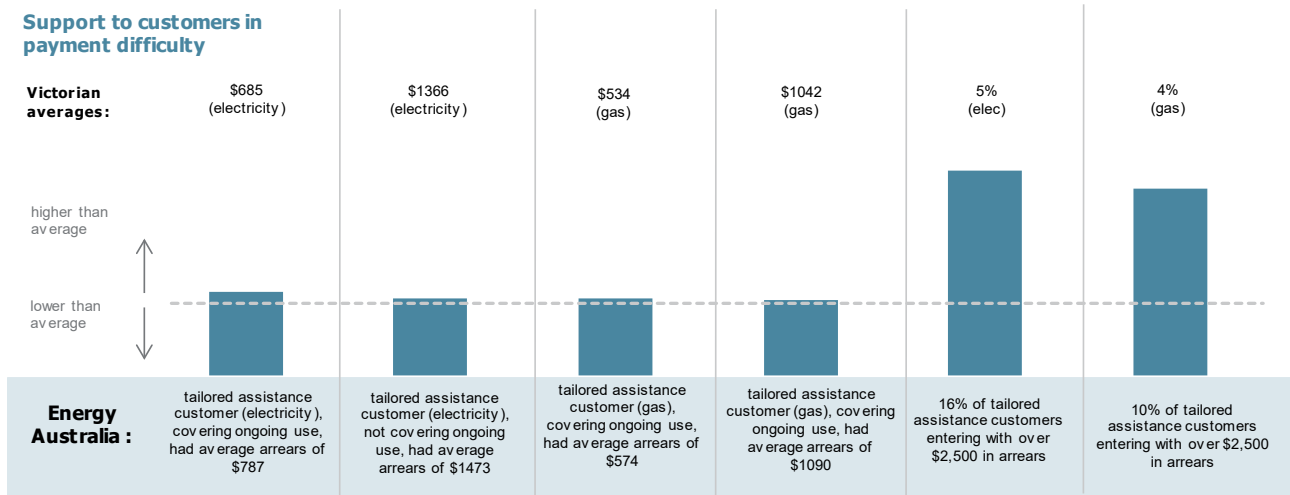
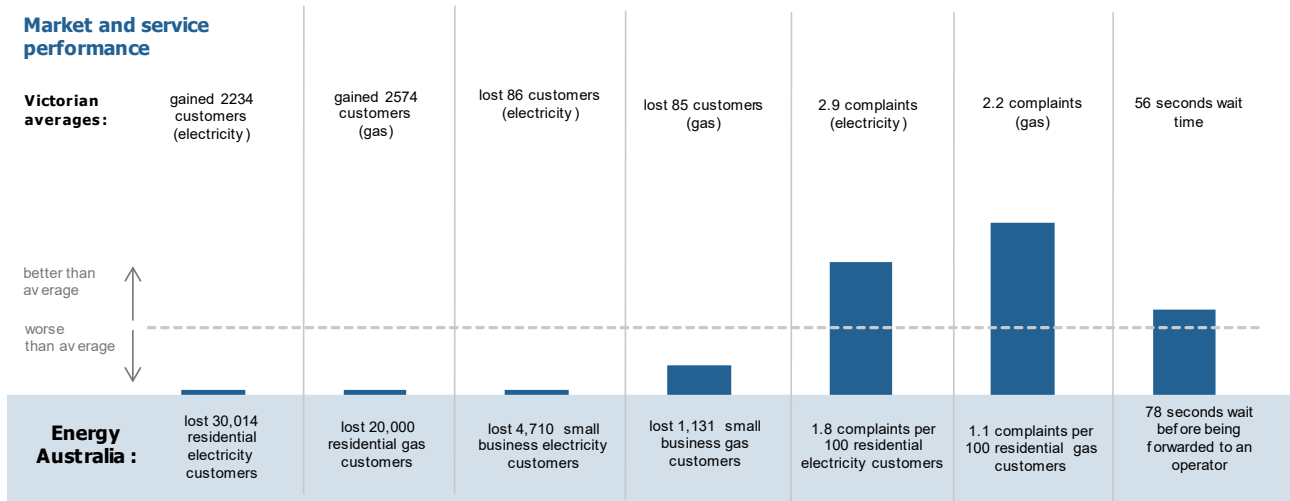
EnergyAustralia was in the lower range of average prices for residential gas offers in 2018-19, although prices varied greatly depending on where a customer lives. Its lowest offer was \$165 less than the average discounted offer in Victoria (with all its conditions met).

Gas





How did Energy Australia perform in Victoria in 2018-19?





GloBird Energy



(2018-19 average)

GloBird Energy is a small retailer

GloBird was granted an electricity retail licence in May 2015 and commenced operations in July 2015. It predominantly serves the residential sector.

GloBird is an Australian based company and currently only operates in Victoria. It was also granted a gas retail licence in June 2017.

24,590

residential electricity customers

10,129

residential gas customers

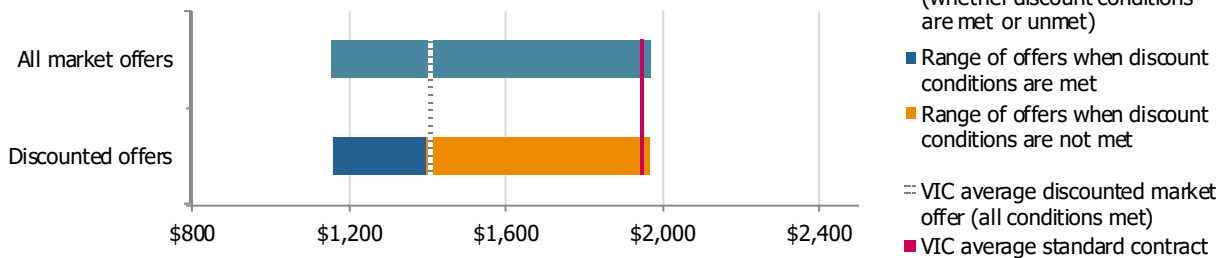
1,176

small business energy customers

What were the prices of GloBird’s energy offers on 30 June 2019?

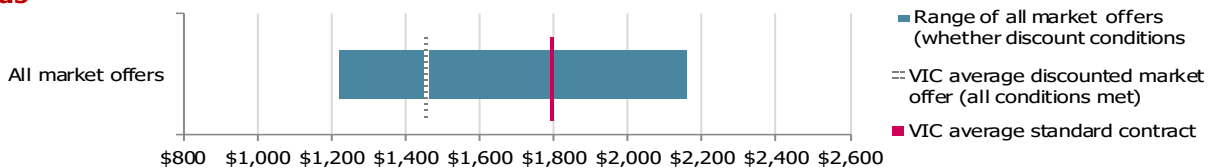
On average, GloBird Energy had offers that were in the average range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$219 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$571 more than anticipated.

Electricity



GloBird Energy was in the lower range of average prices for residential gas offers in 2018-19, although prices varied greatly depending on where a customer lives. Its lowest offer was \$233 less than the average discounted offer in Victoria (with all its conditions met).

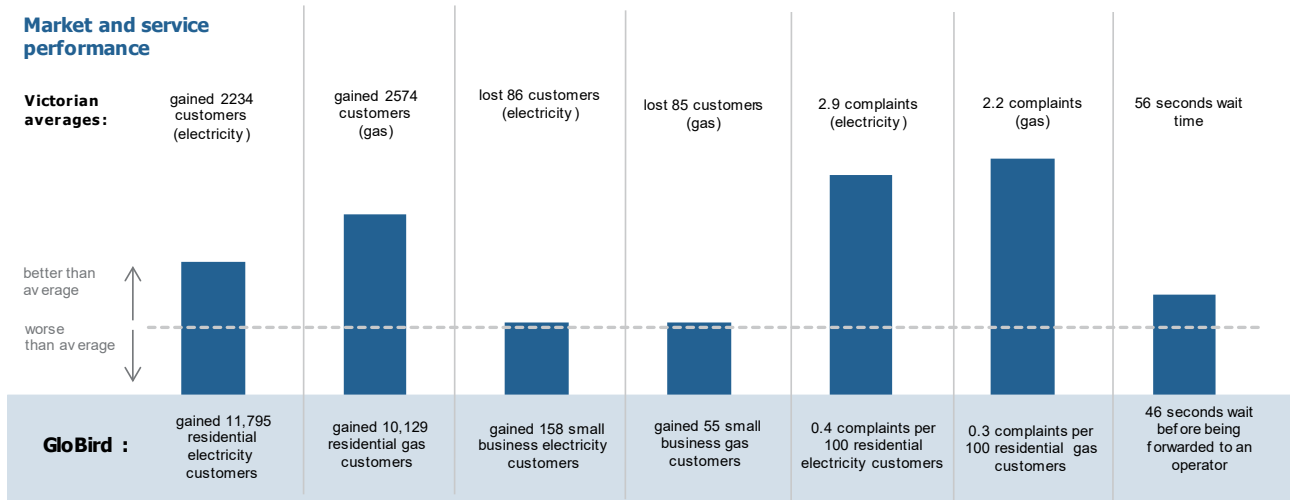
Gas



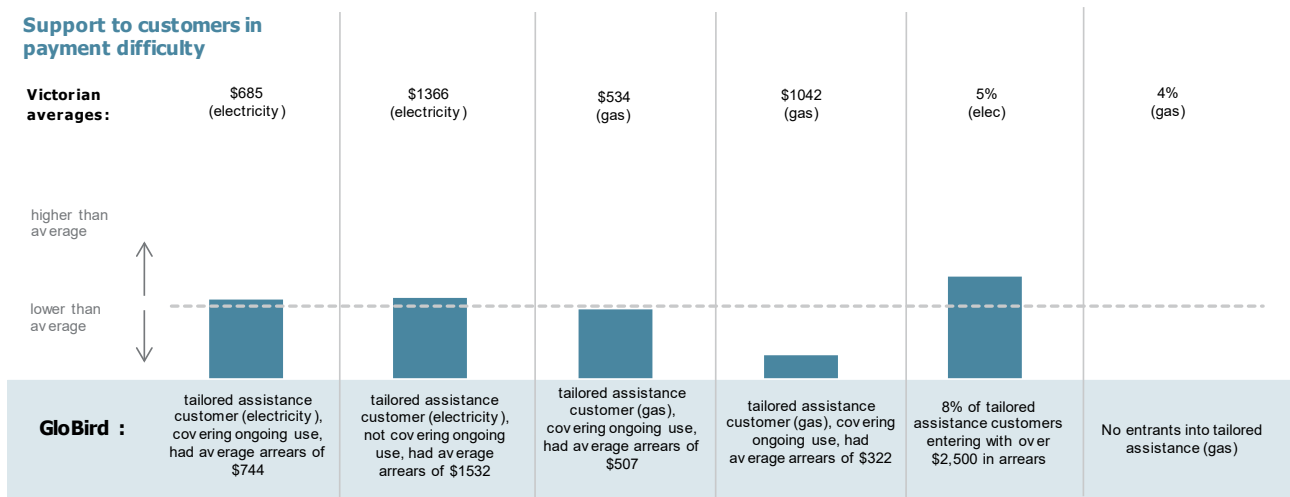


How did GloBird Energy perform in Victoria in 2018-19?

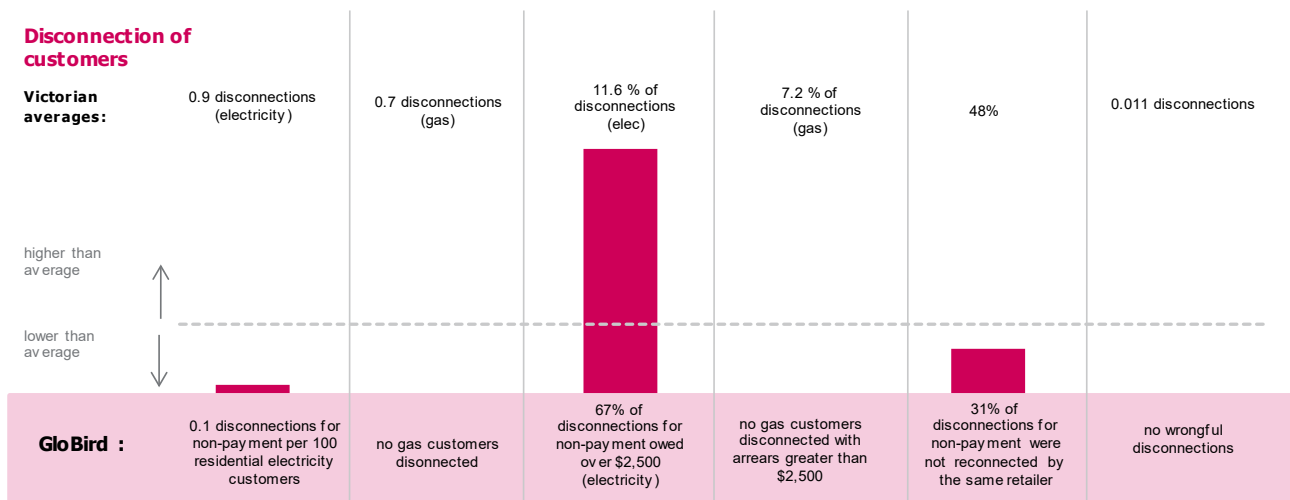
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Lumo Energy



(2018-19 average)

Lumo Energy is a large retailer

Lumo was granted an electricity retail licence in August 2002 and a gas retail licence in December 2004. It also has energy retail operations in Queensland, New South Wales and South Australia.

Lumo is owned by Snowy Hydro who is fully owned by the Federal Government and has significant generating capacity in hydro and gas as well as a retail energy business in Red Energy.

146,120
residential electricity customers

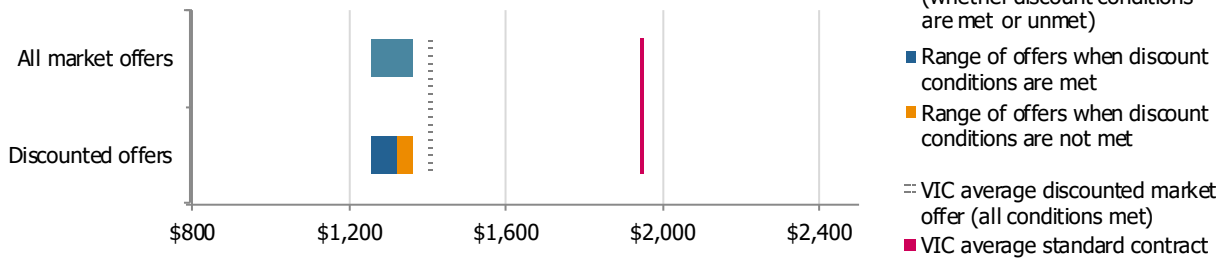
129,695
residential gas customers

14,967
small business energy customers

What were the prices of Lumo Energy’s energy offers on 30 June 2019?

Lumo Energy was within the lower range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$118 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$41 more than anticipated.

Electricity



Lumo Energy was in the lower range of average Victorian prices for residential gas offers in Victoria, although prices vary greatly depending on where a customer lives. Its lowest offer was \$152 less than the average discounted offer in Victoria (with all its conditions met).

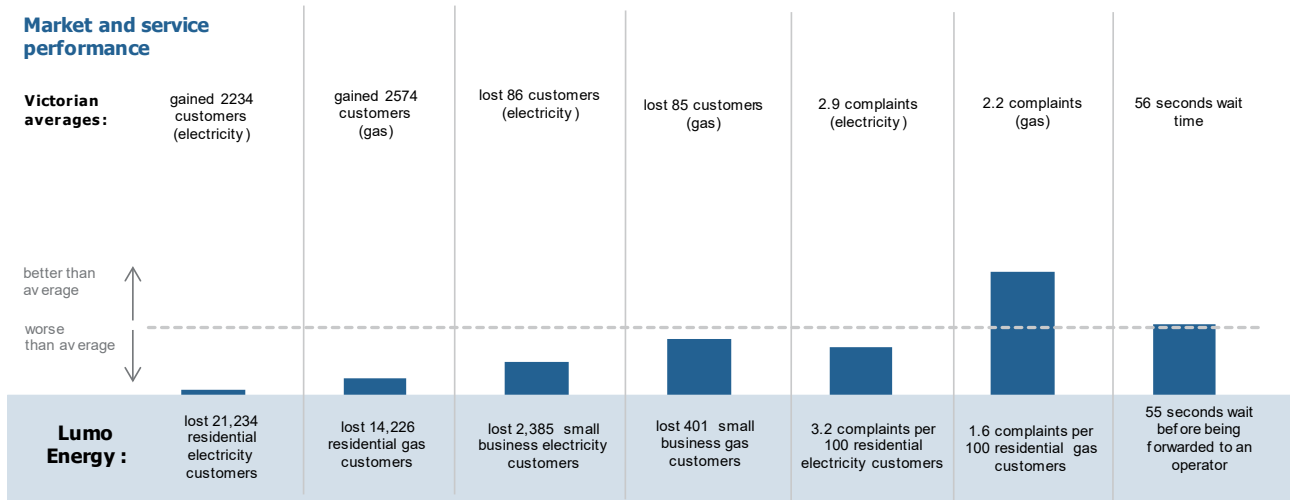
Gas



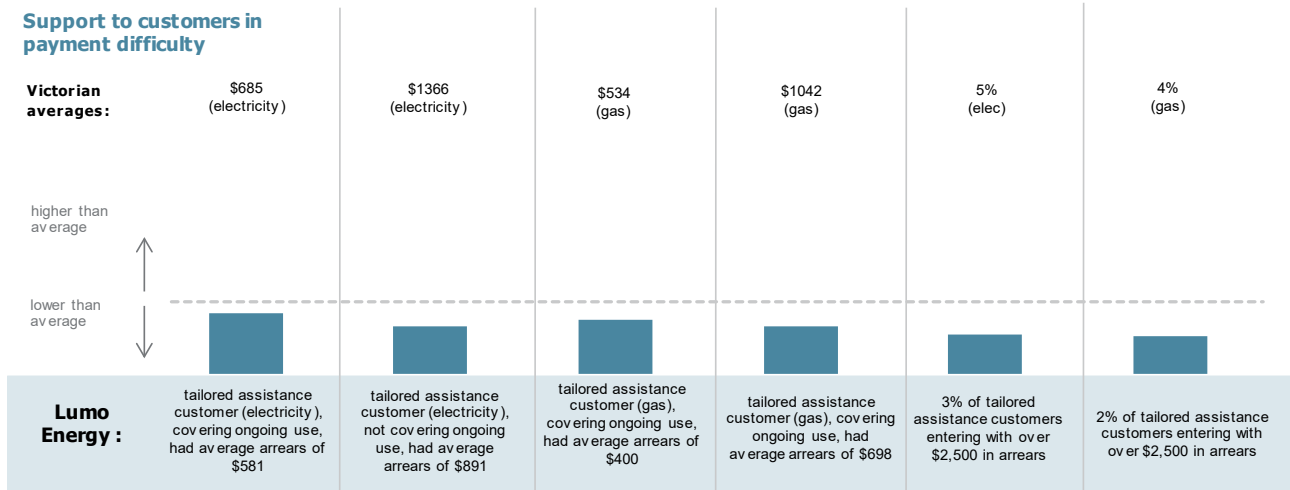


How did Lumo Energy perform in Victoria in 2018-19?

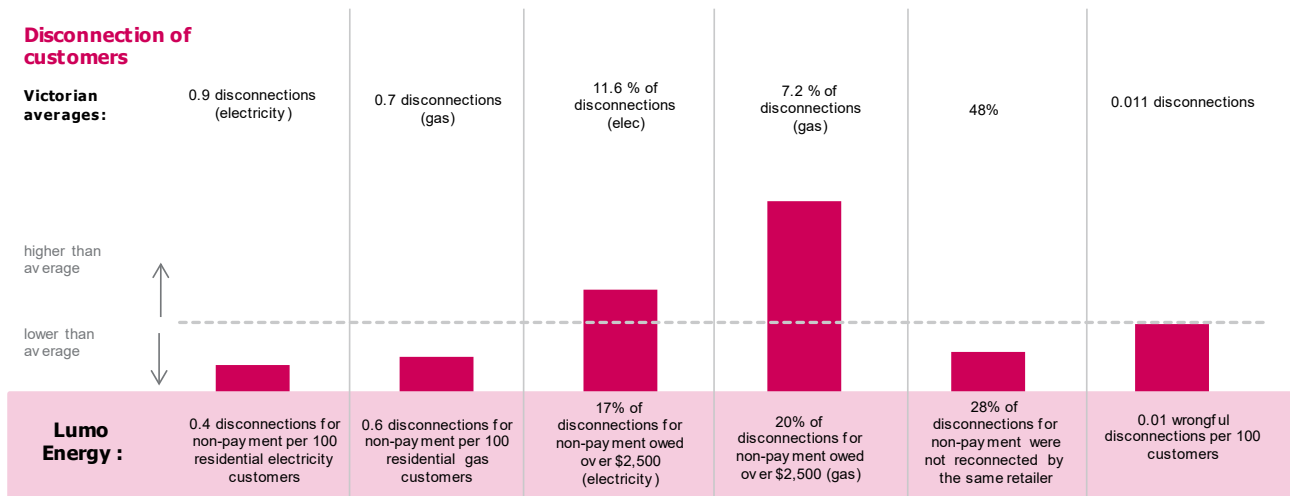
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Dodo and Commander (M2 Energy)



(2018-19 average)

Dodo is a medium sized retailer

M2 Energy trades as Dodo Power & Gas, and also as Commander. M2 Energy was granted electricity and gas retail licences in September 2007. It also operates in New South Wales, Queensland and South Australia. M2 Energy merged with Vocus Communications Ltd in early 2016. Vocus is an ASX listed company with interests in telecommunications.

41,134

residential electricity customers

34,599

residential gas customers

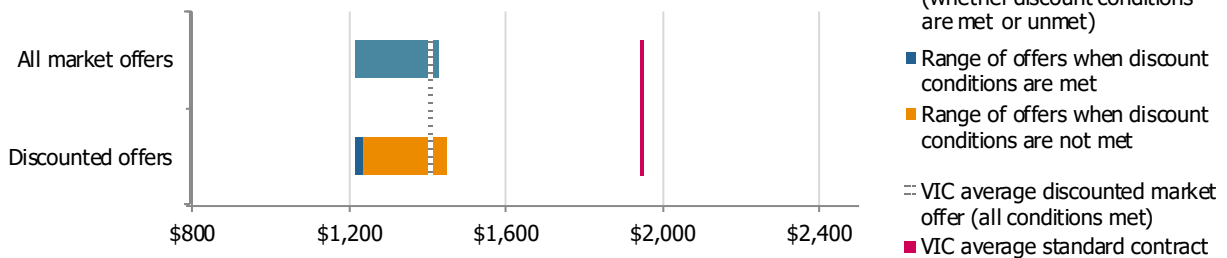
1,823

small business energy customers

What were the prices of its Dodo's energy offers on 30 June 2019?

On average, Dodo was within the lower range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$157 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$213 more than anticipated.

Electricity



Dodo was in the lower range of Victorian prices for residential gas offers in Victoria, although prices vary greatly depending on where a customer lives. Its lowest offer was \$163 less than the average discounted offer in Victoria (with all its conditions met).

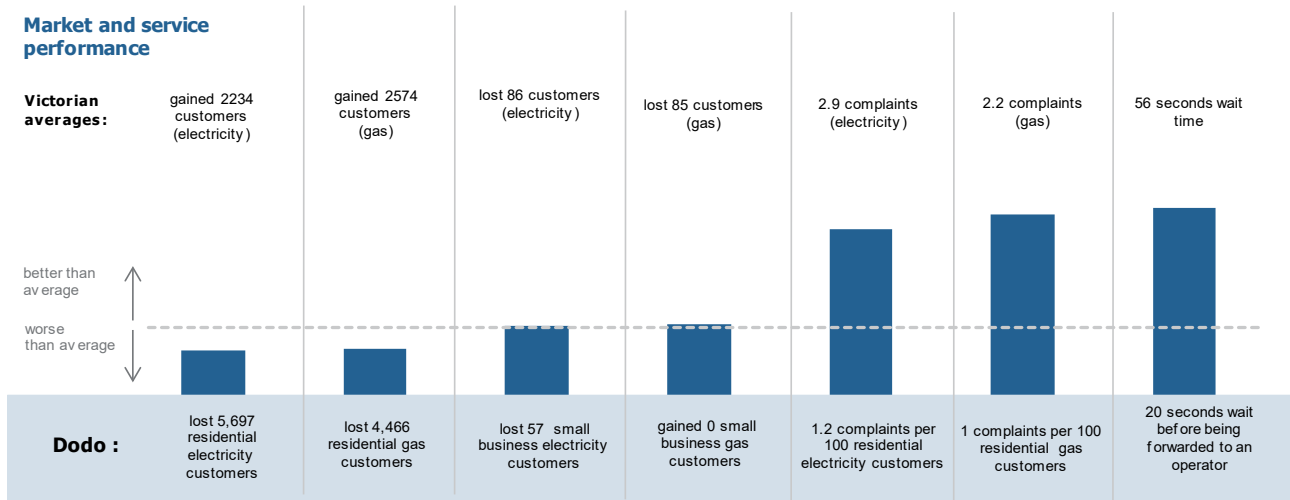
Gas



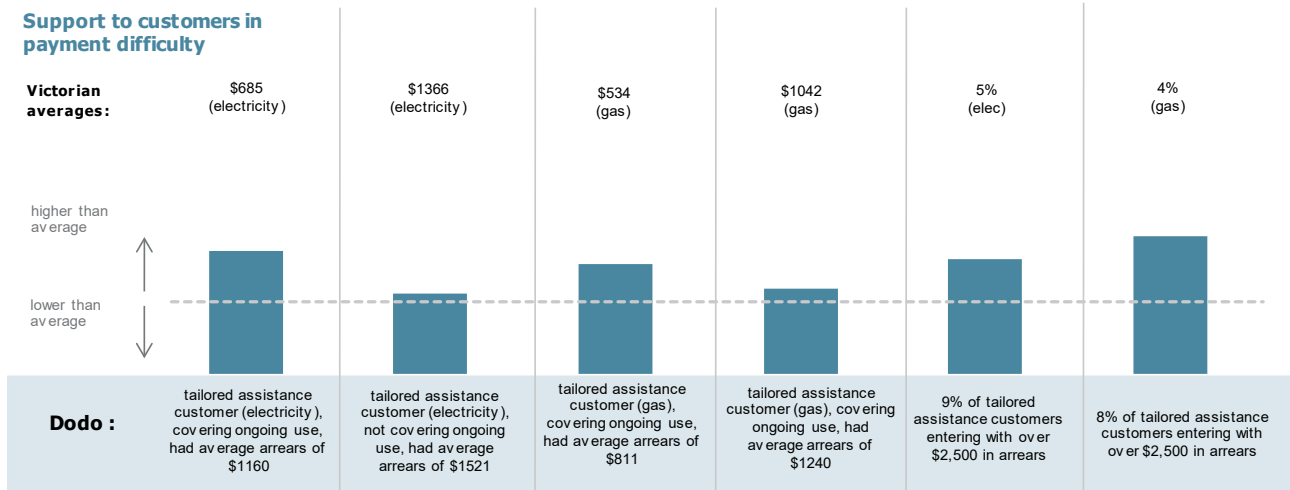


How did Dodo and Commander perform in Victoria in 2018-19?

Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Momentum Energy



Momentum Energy is a medium sized retailer

(2018-19 average)

Momentum was granted an electricity retail licence in January 2005 and a gas retail licence in October 2007. Momentum commenced operations in January 2005. Momentum has energy retail operations in Victoria, ACT, New South Wales, Queensland and South Australia.

Momentum is owned by Hydro Tasmania, which is owned by the Tasmanian Government. Hydro Tasmania holds significant generating capacity in hydro, gas and wind in several states.

88,111

residential electricity customers

61,934

residential gas customers

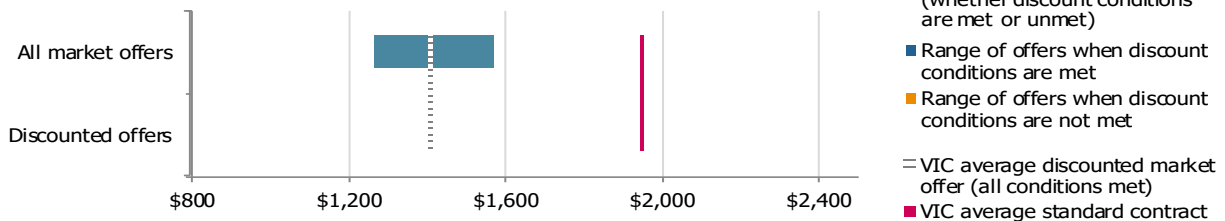
31,376

small business energy customers

What were the prices of Momentum Energy’s energy offers on 30 June 2019?

Momentum was within the lowest range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$106 less than the average discounted offer in Victoria (with all conditions met).

Electricity



Momentum was within the lower range of prices for residential gas offers in Victoria, although prices vary greatly depending on where a customer lives. Its lowest offer, which was an undiscounted offer, was \$187 less than the average discounted offer in Victoria (with all its conditions met). They did not have any discounted offers.

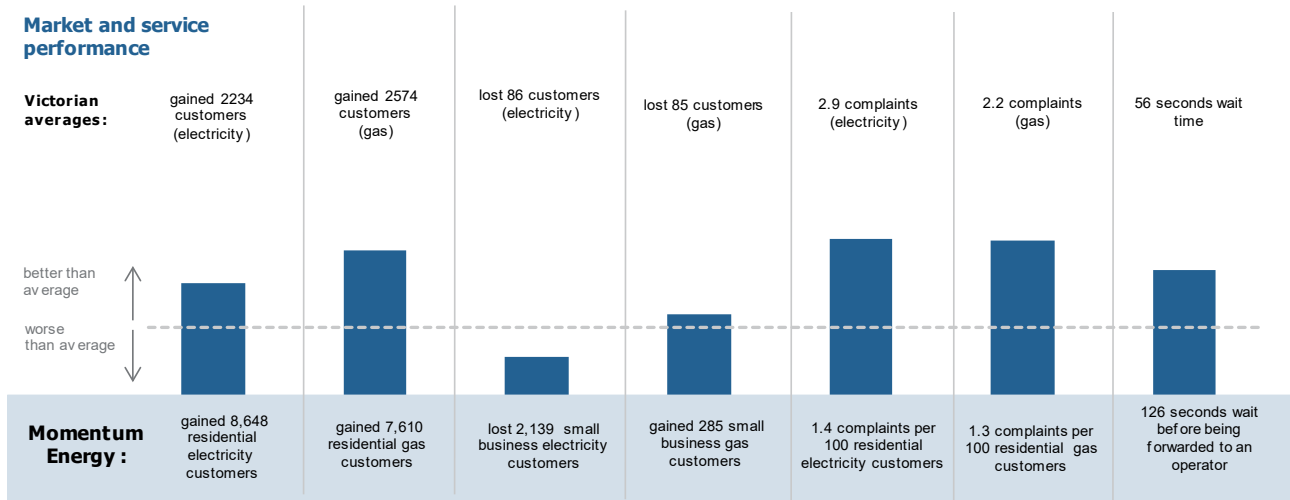
Gas



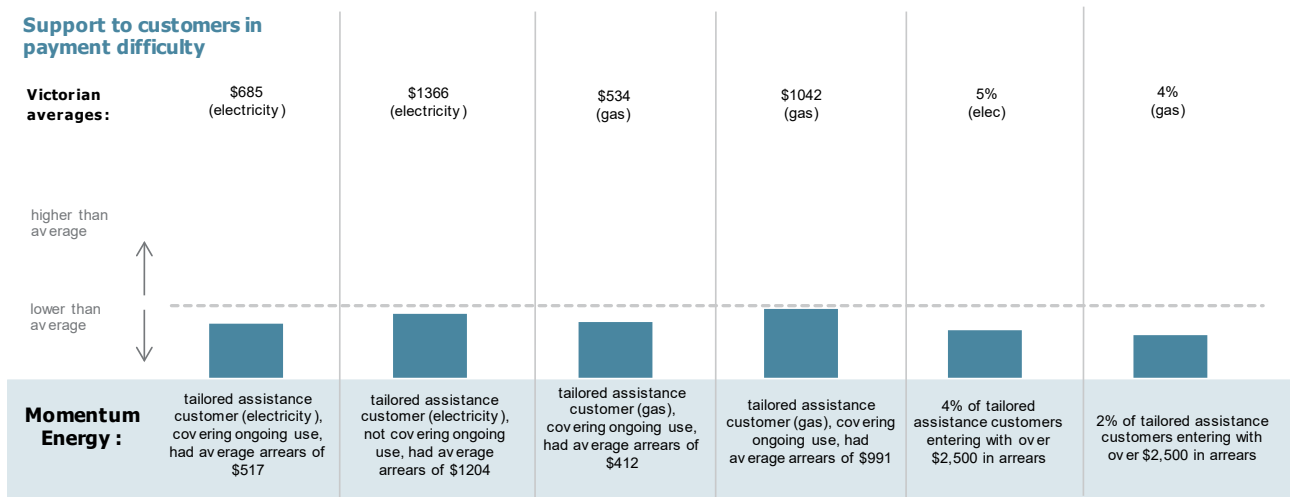


How did Momentum Energy perform in Victoria in 2018-19?

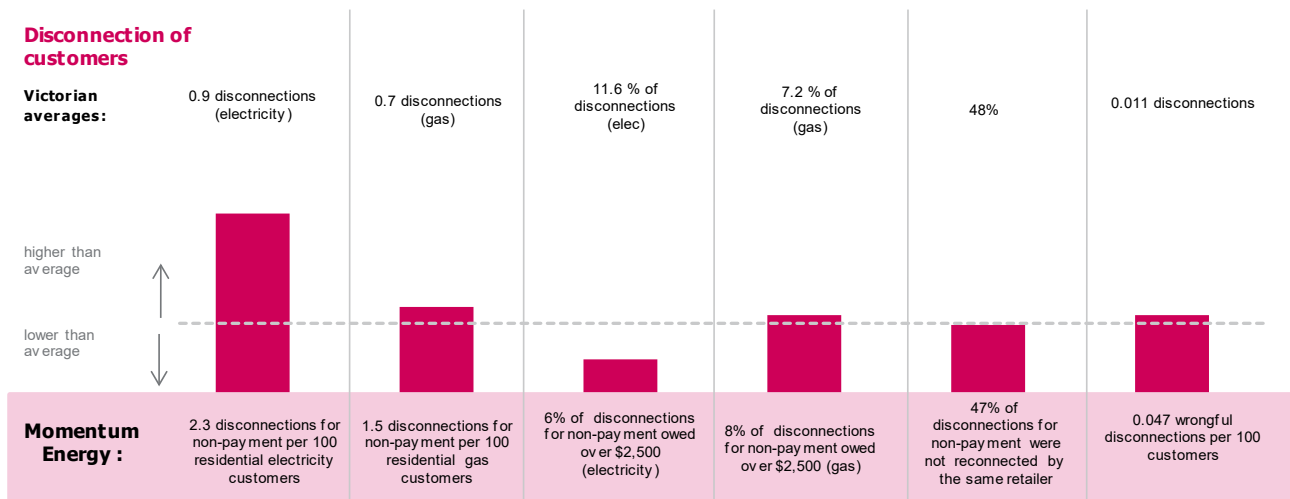
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Origin Energy



Origin Energy is one of the largest energy retailers in Victoria

(2018-19 average)

Origin was granted an electricity retail licence in November 1995 and a gas retail licence in December 1997. Origin also has energy retail operations in ACT, Queensland, New South Wales and South Australia. Origin is an ASX listed company and has significant interests in gas exploration and power generation, as well as thermal coal, solar, wind, geothermal and hydro.

437,638
residential electricity customers

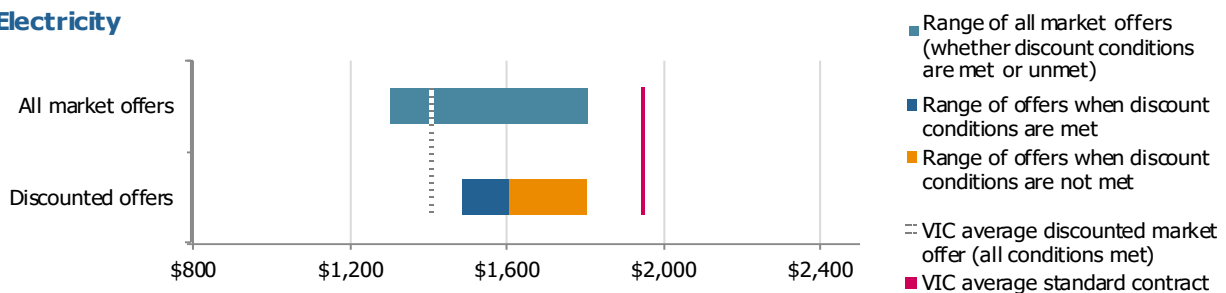
331,740
residential gas customers

95,304
small business energy customers

What were the prices of Origin Energy’s energy offers on 30 June 2019?

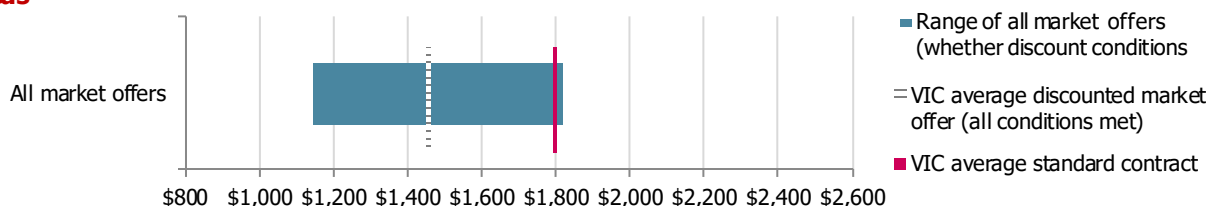
Origin Energy was within the lower-to-average range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$71 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$195 more than anticipated.

Electricity



Origin Energy was in the average range of prices for residential gas offers in Victoria, although prices vary greatly depending on where a customer lives. Its lowest offer was \$307 less than the average discounted offer in Victoria (with all its conditions met).

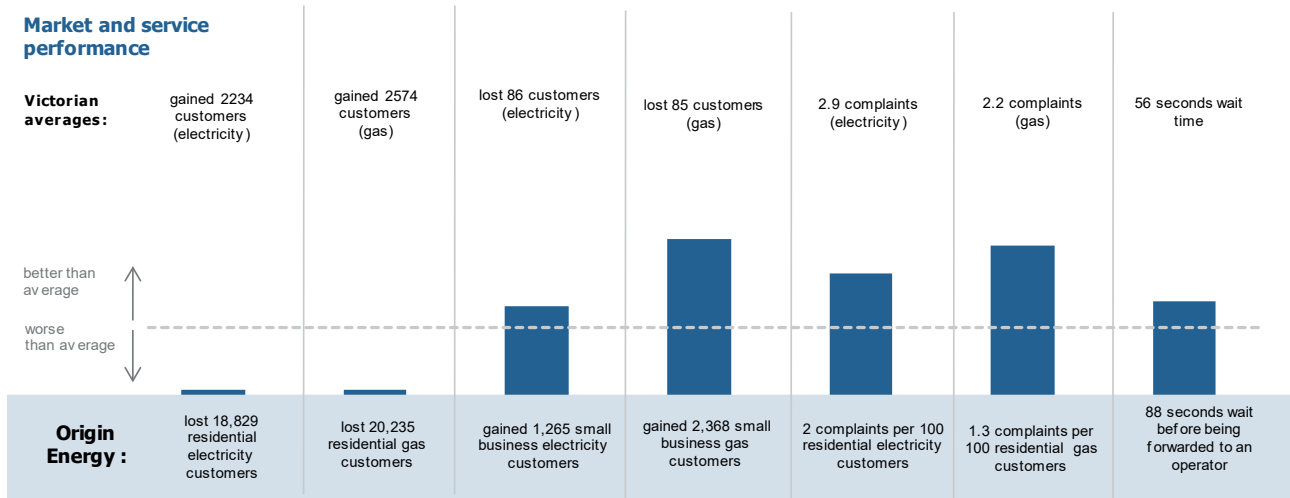
Gas



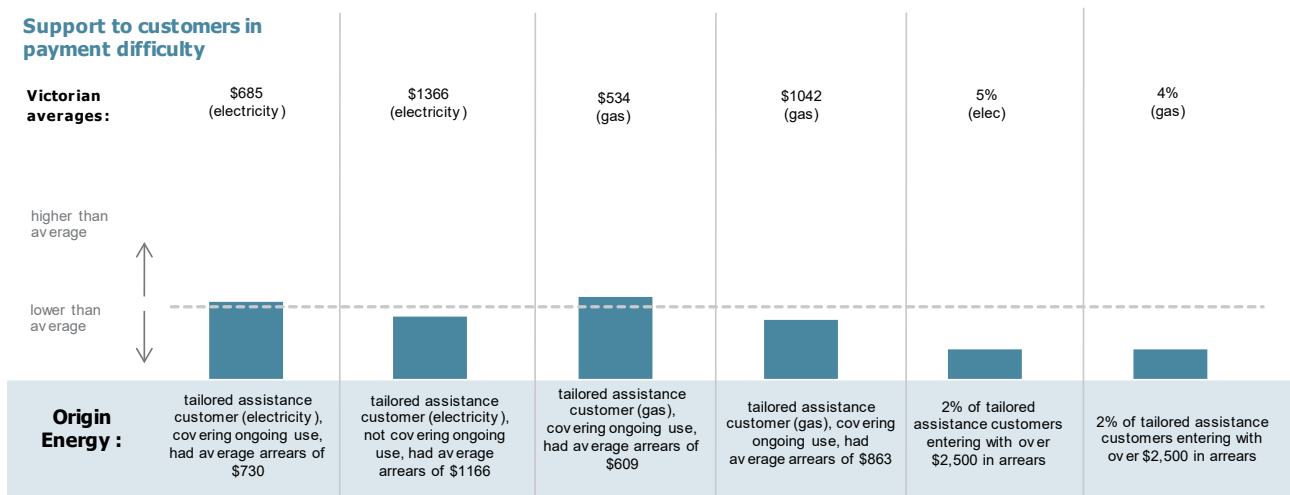


How did Origin Energy perform in Victoria in 2018-19?

Market and service performance



Support to customers in payment difficulty



Disconnection of customers





People Energy



(2018-19 average)

People Energy is a small energy retailer

People Energy predominantly serves the residential sector. People Energy was granted an electricity retail licence in November 2012 and commenced operations in March 2013.

People Energy currently only operates in Victoria.

7,768

residential electricity customers

330

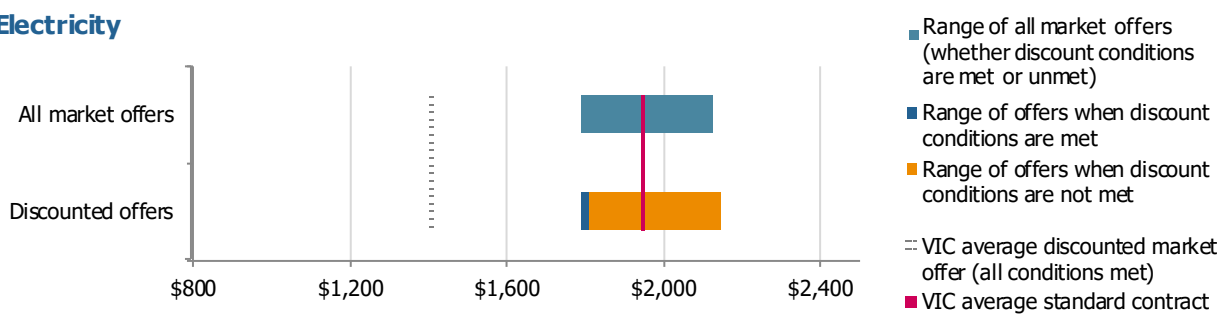
small business energy customers

What were the prices of People Energy’s energy offers on 30 June 2019?

On average, People Energy was within the average-to-higher range of prices for residential electricity offers in Victoria.

Its lowest market offer on average was \$419 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$334 more than anticipated.

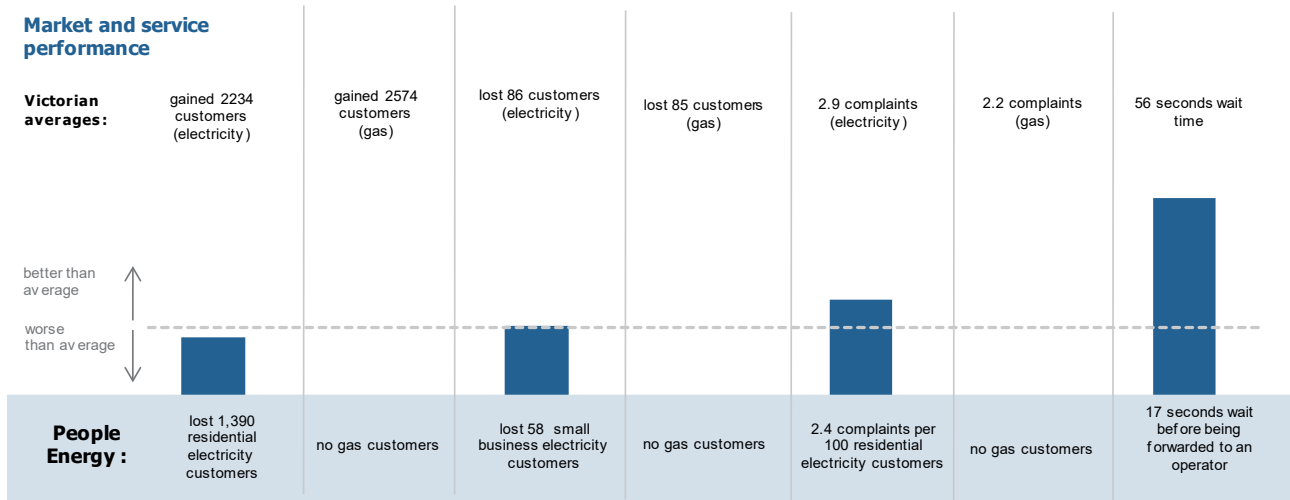
Electricity



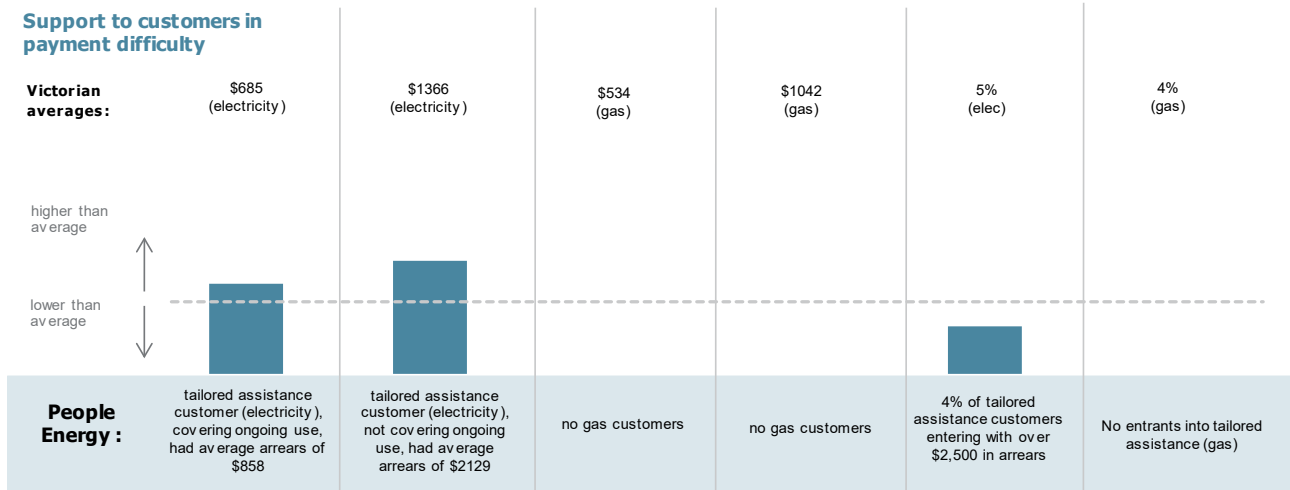


How did People Energy perform in Victoria in 2018-19?

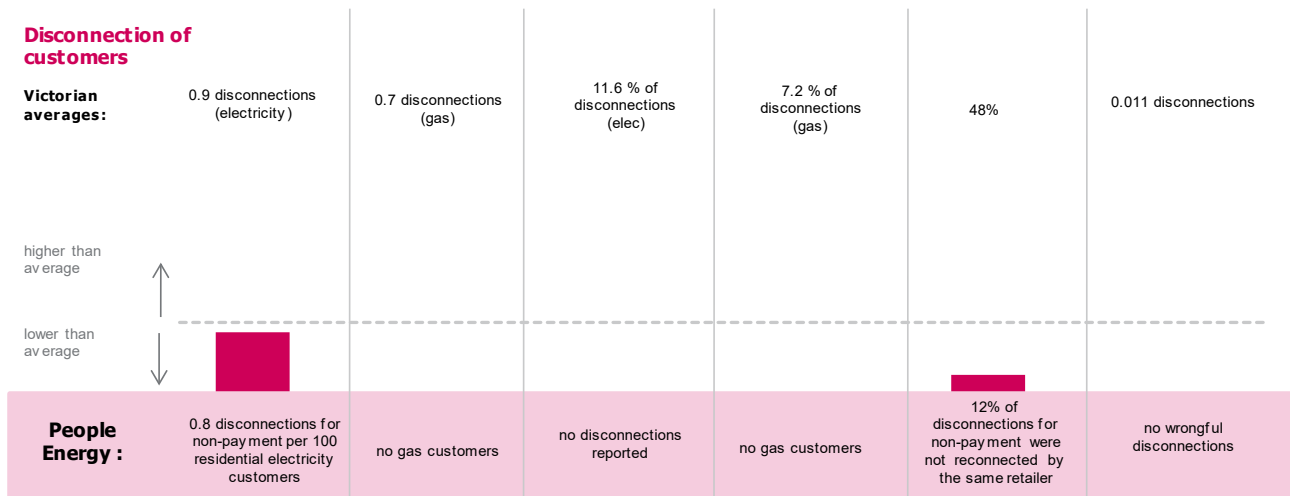
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Powerclub



Powerclub is a small retailer

(2018-19 average)

Powerclub was granted an electricity retail licence in March 2019, and commenced operations in April 2019.

27
residential electricity customers

What were the prices of Powerclub’s electricity offers on 30 June 2019?

Powerclub was within the lower range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$217 less than the average discounted offer in Victoria (with all conditions met).

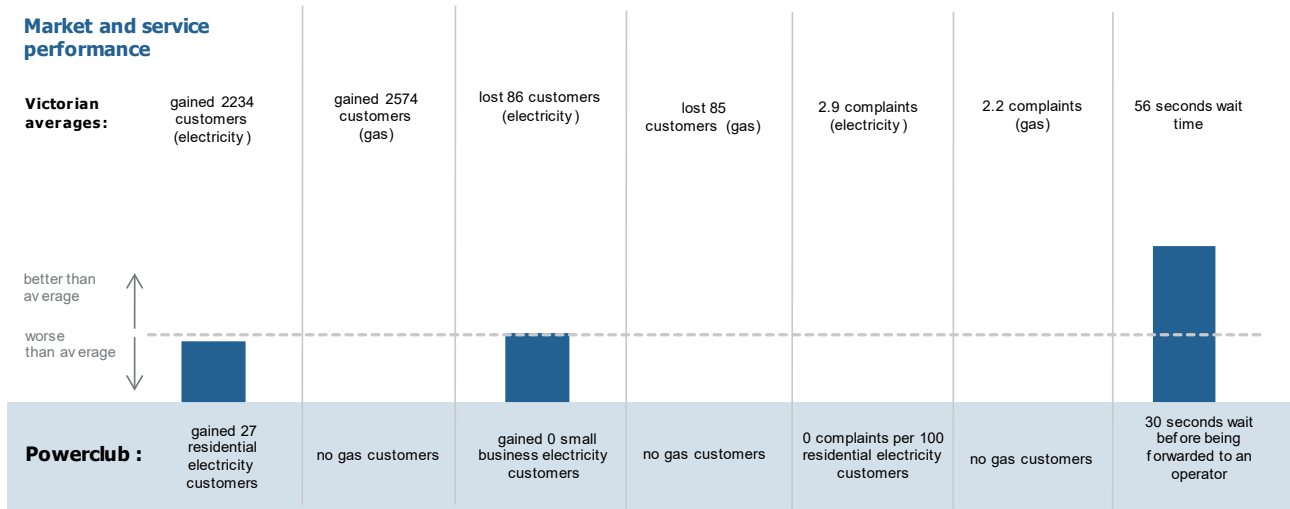
Electricity



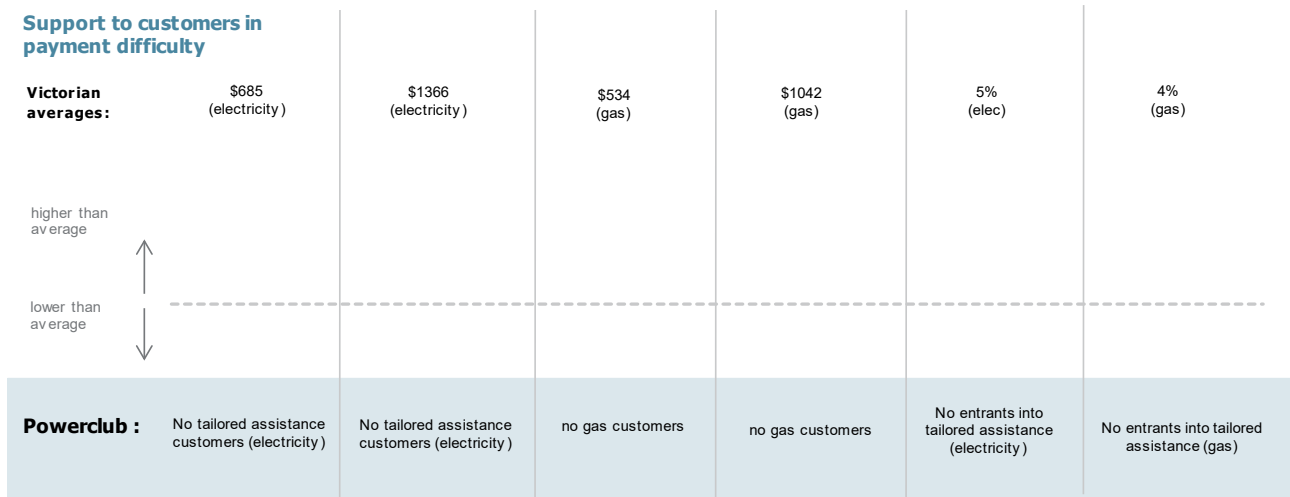


How did Powerclub perform in Victoria in 2018-19?

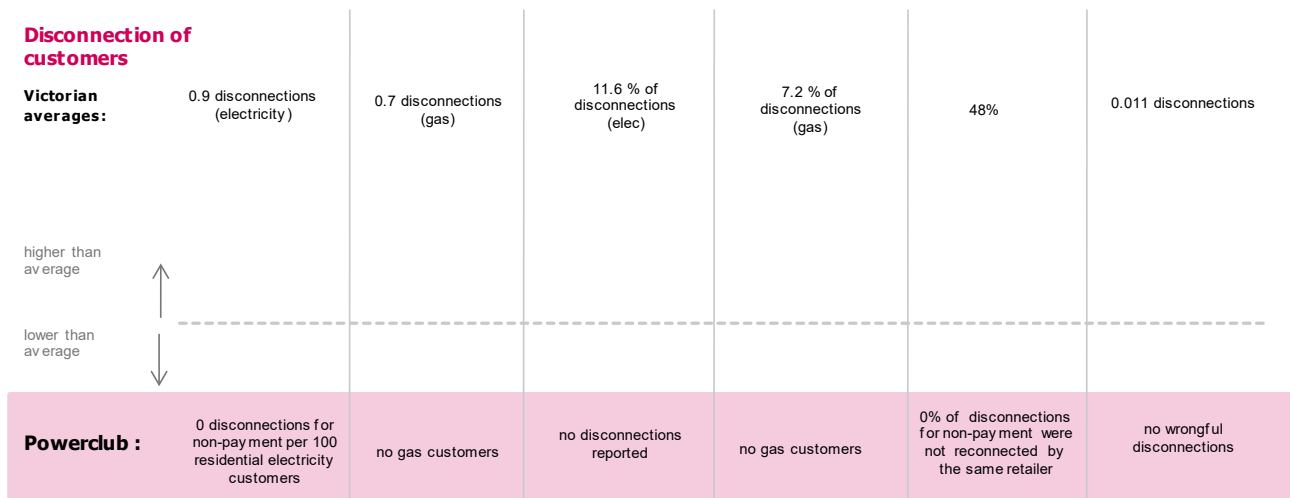
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Powerdirect



Powerdirect is a medium sized retailer

(2018-19 average)

Powerdirect was granted an electricity retail licence in January 2004 and commenced operations in that year. Powerdirect also has energy retail operations in ACT, New South Wales, Queensland and South Australia.

Powerdirect was purchased by AGL Energy in 2007 and is a wholly owned subsidiary. AGL Energy is an ASX listed company.

31,109

residential electricity customers

8,567

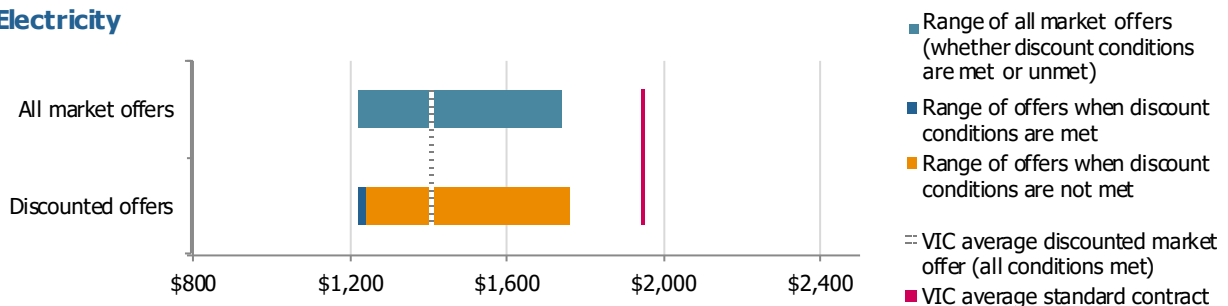
small business energy customers

What were the prices of Powerdirect’s energy offers on 30 June 2019?

On average, Powerdirect was within the lower-to-average range of prices for residential electricity offers in Victoria.

Its lowest market offer on average was \$152 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$517 more than anticipated.

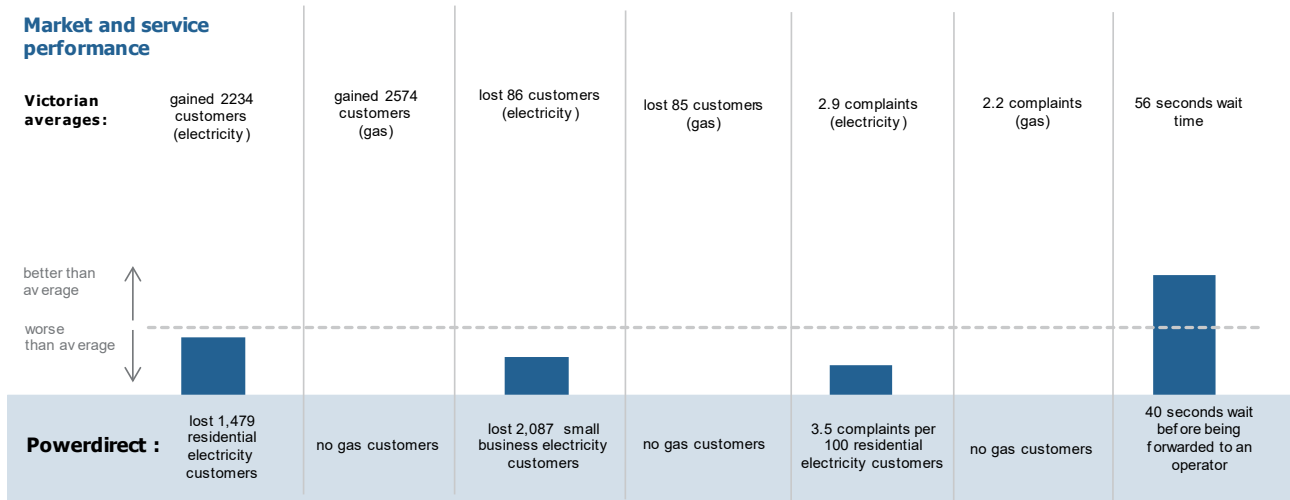
Electricity



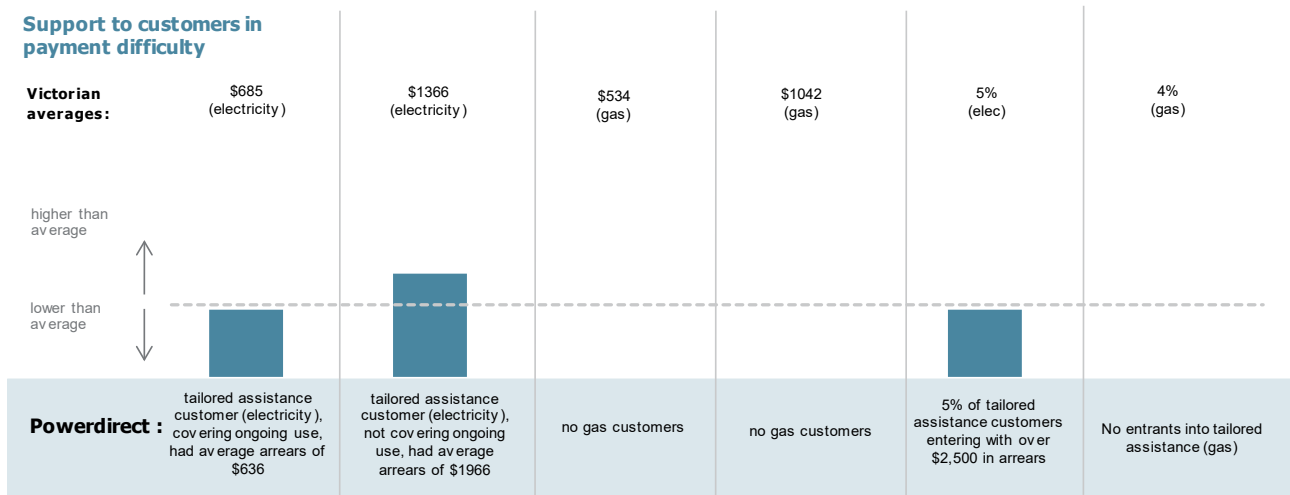


How did Powerdirect perform in Victoria in 2018-19?

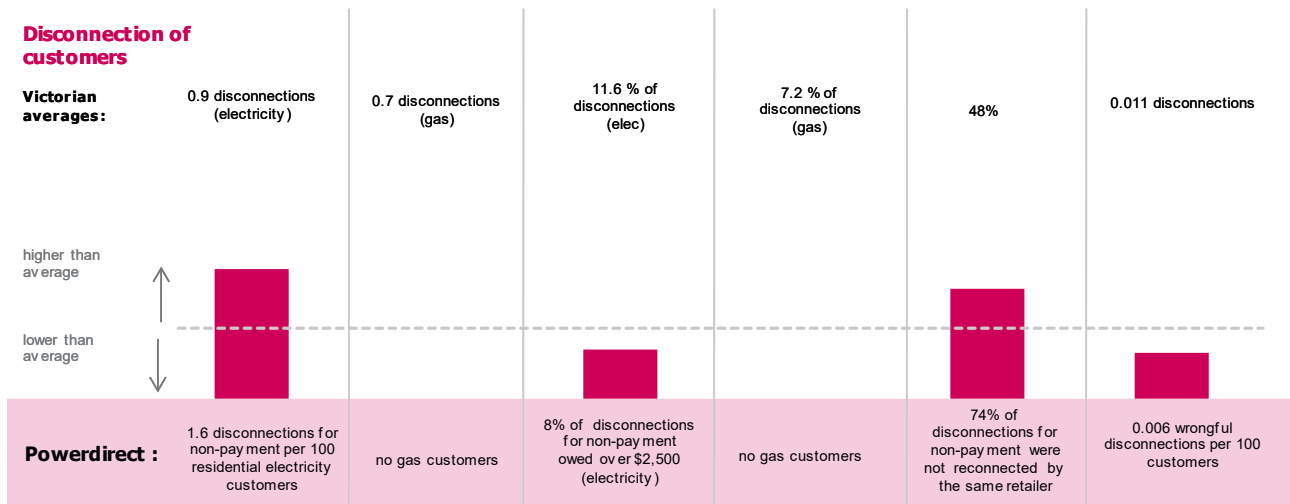
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Powershop



(2018-19 average)

Powershop is a medium sized retailer

Powershop was granted an electricity retail licence in April 2012 and commenced operations in July 2012. It was also granted a gas retail licence in February 2017.

Powershop has energy retail operations in Victoria, New South Wales, South Australia and South East Queensland. Powershop Australia is owned by Meridian Energy which is an ASX listed company.

59,301

residential electricity customers

13,862

residential gas customers

3,911

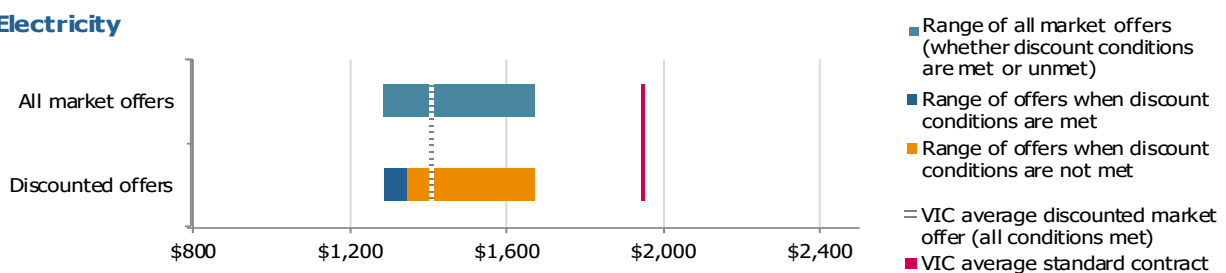
small business energy customers

What were the prices of Powershop’s energy offers on 30 June 2019?

On average, Powershop was within the average range of prices for residential electricity offers in Victoria.

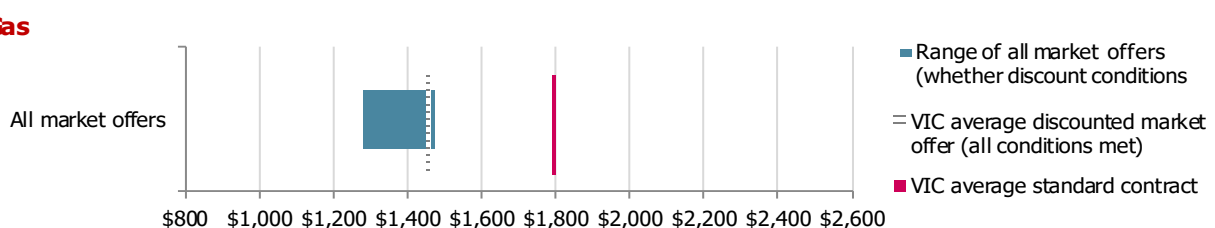
Its lowest market offer on average was \$89 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$326 more than anticipated.

Electricity



Powershop Energy was in the lower range of prices for residential gas offers in Victoria, although prices vary greatly depending on where a customer lives. Its lowest offer was \$174 less than the average discounted offer in Victoria (with all its conditions met).

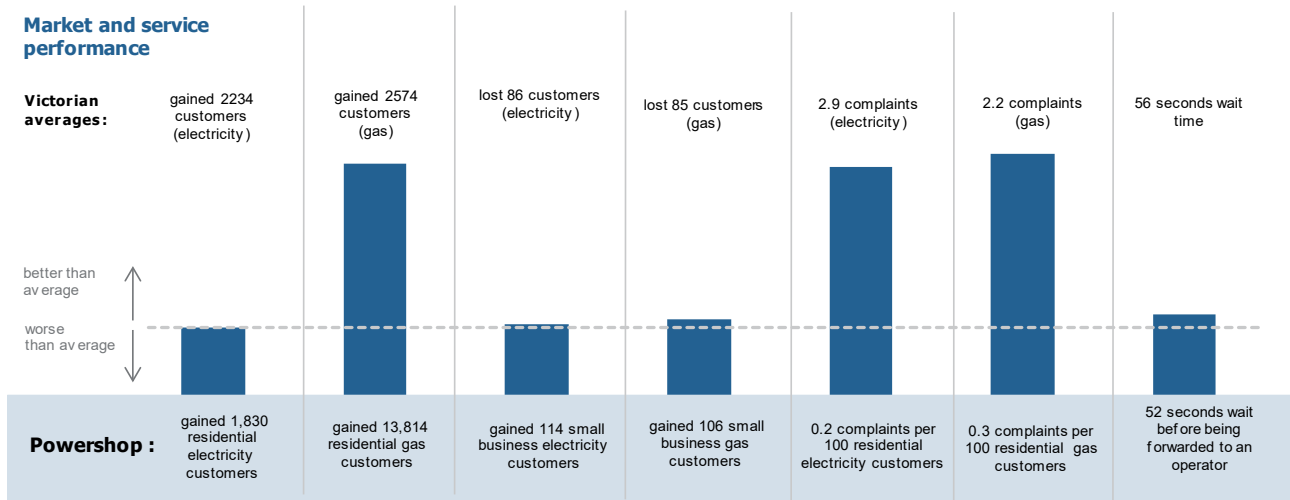
Gas



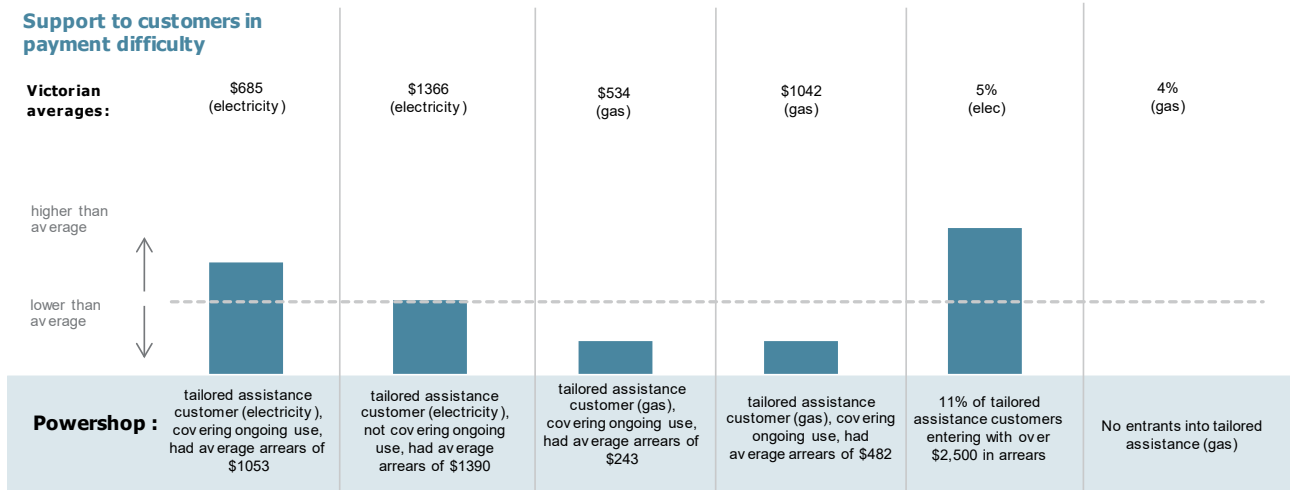


How did Powershop perform in Victoria in 2018-19?

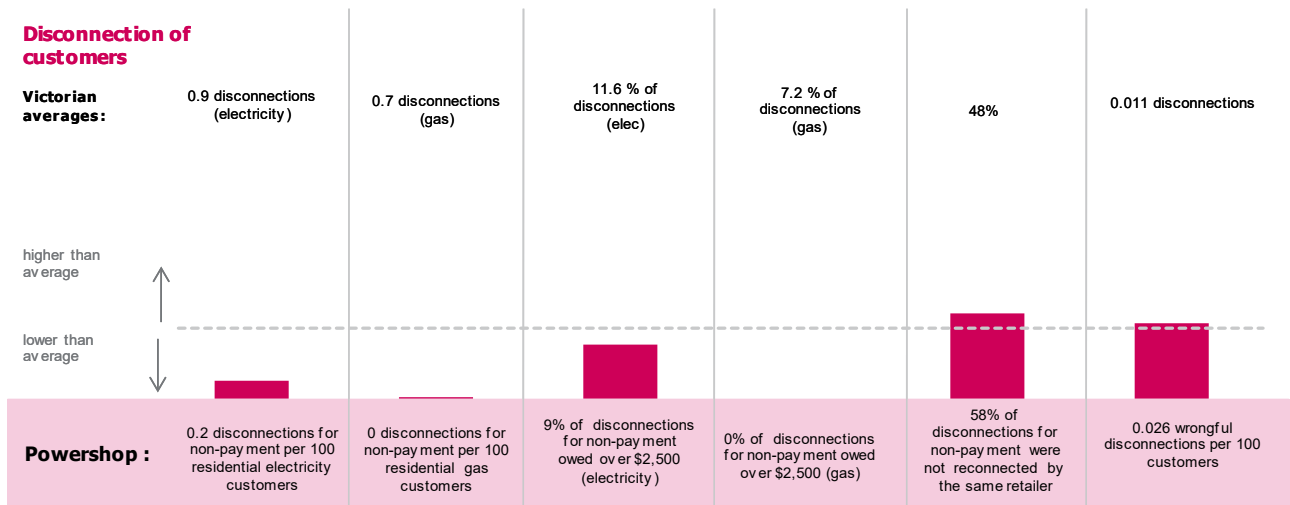
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





QEnergy



(2018-19 average)

QEnergy is a small retailer

QEnergy predominantly serves the small business sector. QEnergy was granted an electricity retail licence in June 2013 and commenced operations in September 2013.

QEnergy has energy retail operations in Victoria, New South Wales, Queensland and South Australia.

QEnergy is a privately owned company.

679

residential electricity customers

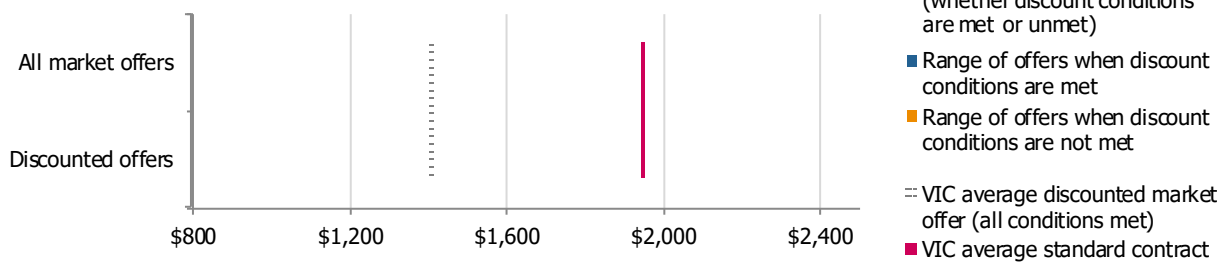
1,275

small business energy customers

What were the prices of QEnergy’s energy offers on 30 June 2019?

QEnergy had no offers available at this time.

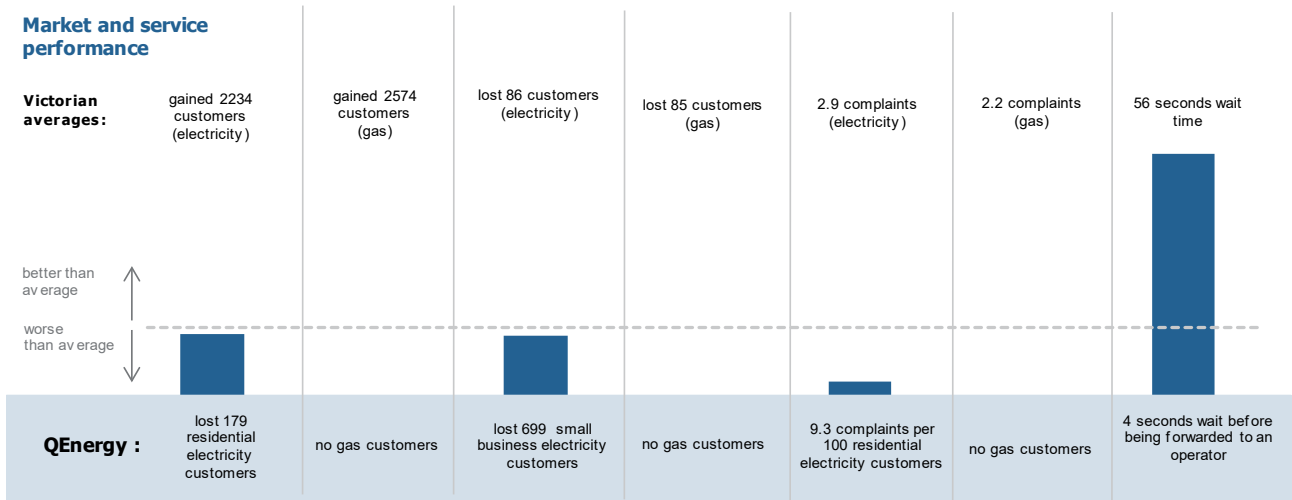
Electricity



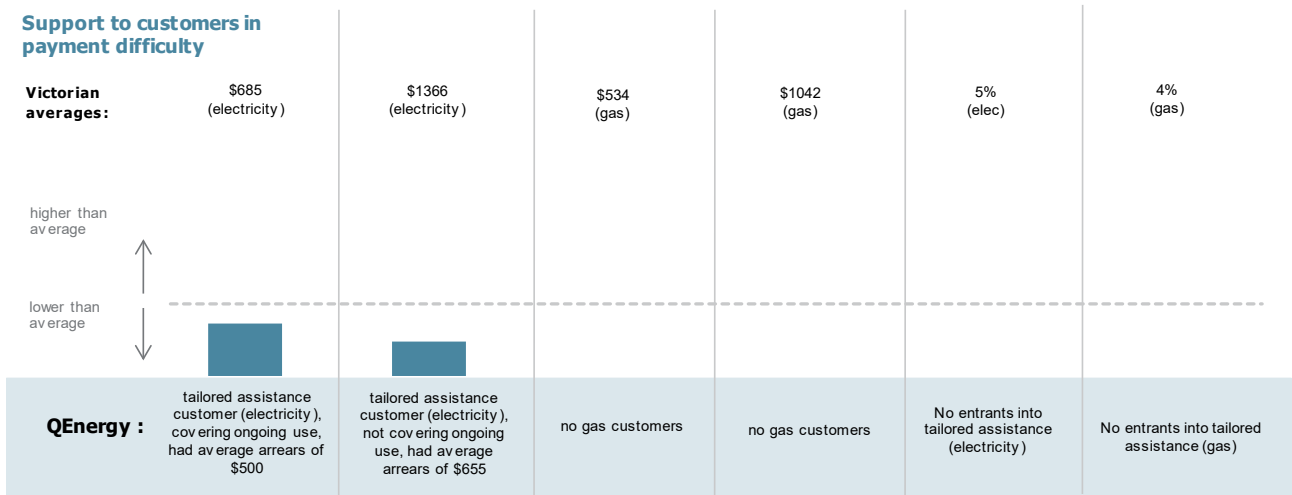


How did QEnergy perform in Victoria in 2018-19?

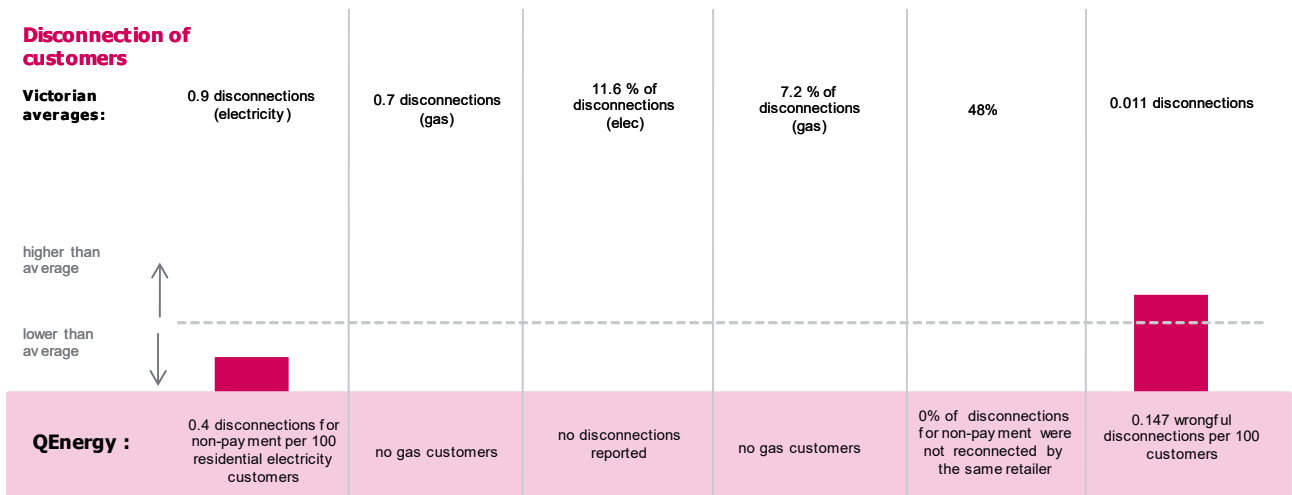
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Red Energy



Red Energy is a large energy retailer

(2018-19 average)

Red Energy was granted an electricity retail licence in 2004 and a gas retail licence in 2006. Red Energy also operates in ACT, New South Wales, Queensland and South Australia.

Red Energy is owned by Snowy Hydro who is fully owned by the Federal Government. Snowy Hydro has significant generating capacity in hydroelectricity and gas as well as owning a second retailer – Lumo Energy.

232,135
residential electricity customers

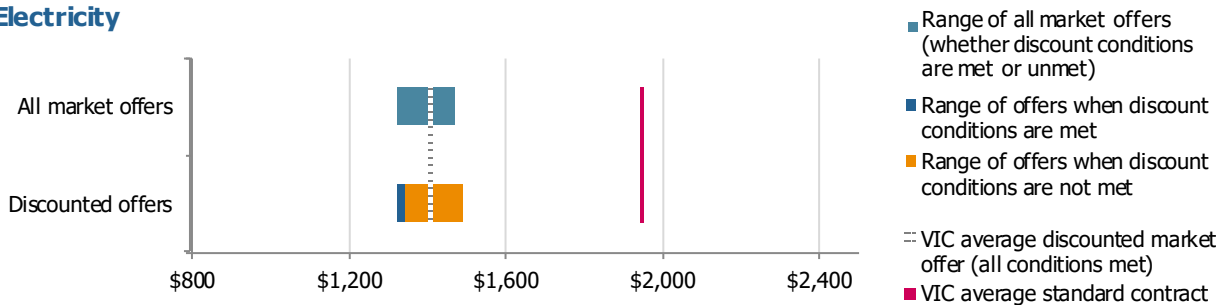
165,206
residential gas customers

10,283
small business energy customers

What were the prices of Red Energy’s energy offers on 30 June 2019?

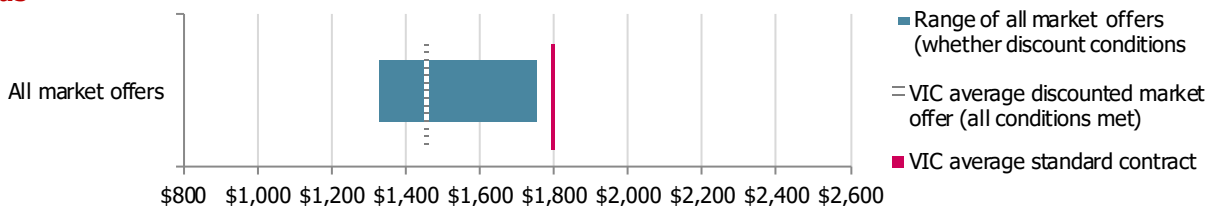
Red Energy was within the lower-to-average range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$50 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$147 more than anticipated.

Electricity



Red Energy was in the lower range of prices for residential gas offers in Victoria, although prices vary greatly depending on where a customer lives. Its lowest offer was \$127 less than the average discounted offer in Victoria (with all its conditions met).

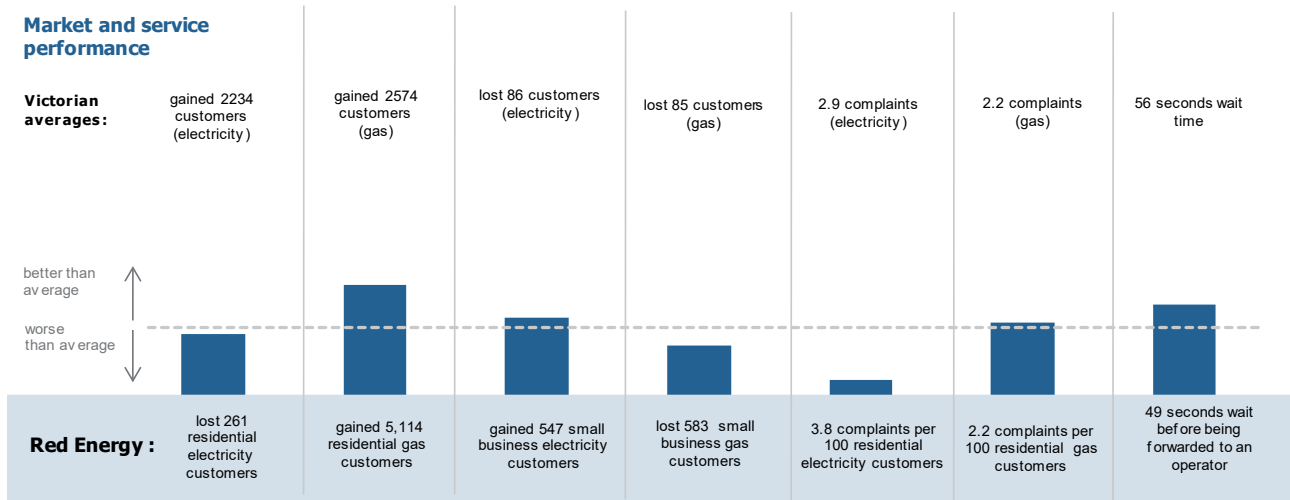
Gas



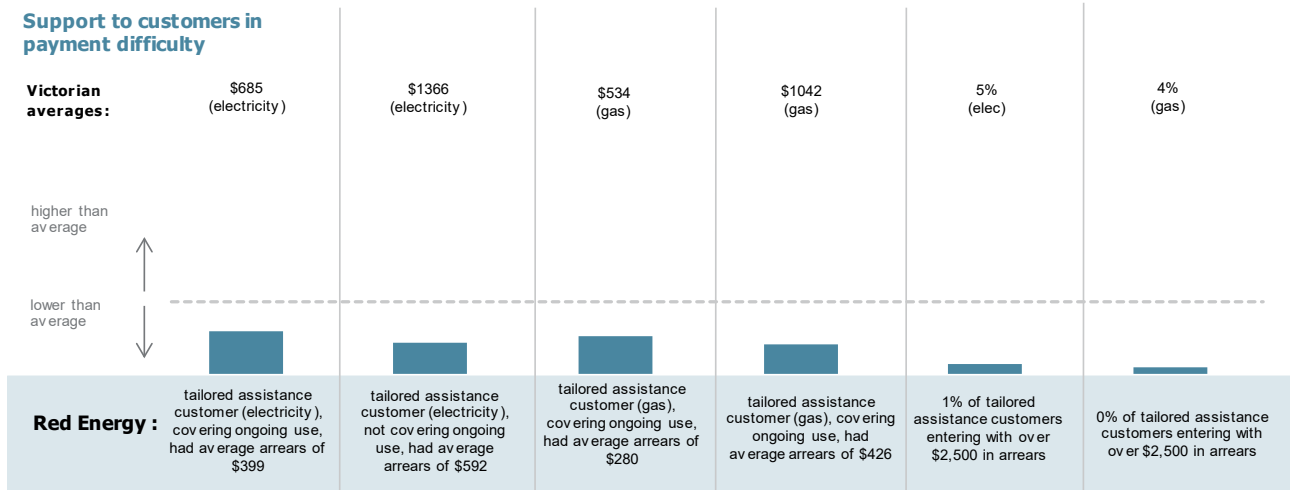


How did Red Energy perform in Victoria in 2018-19?

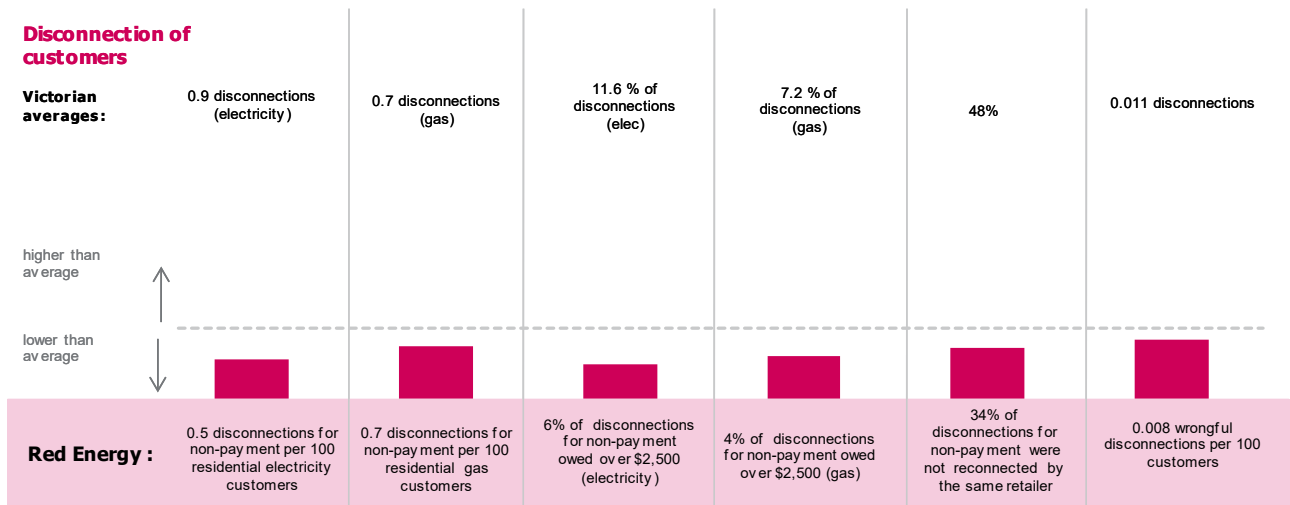
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Simply Energy



Simply Energy is a large energy retailer

(2018-19 average)

Simply Energy has been retailing electricity in Victoria since 2004. It has retail operations in New South Wales, Queensland and South Australia.

245,725

residential electricity customers

Simply Energy is a subsidiary of an incorporated joint venture co-owned by ENGIE and Mitsui & Co., Ltd. Mitsui and ENGIE have global interests in energy.

201,908

residential gas customers

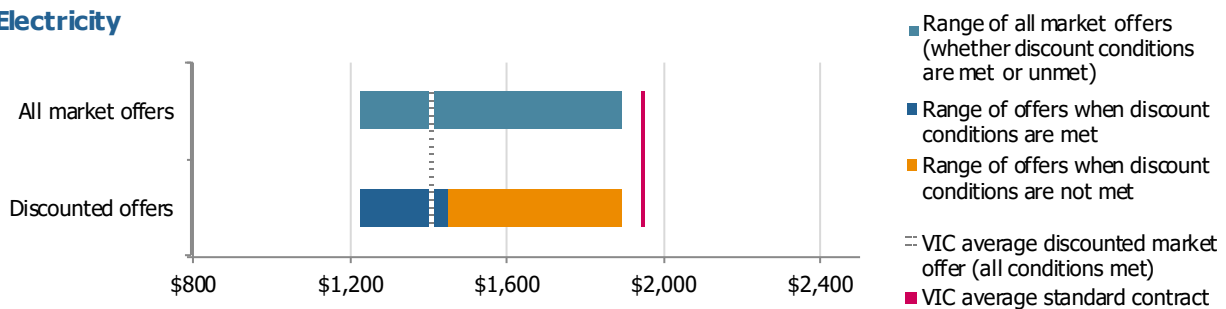
22,930

small business energy customers

What were the prices of Simply Energy's energy offers on 30 June 2019?

Simply was within the lower-to-average range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$150 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$447 more than anticipated.

Electricity



Simply Energy was in the lower range of prices for residential gas offers in Victoria, although prices vary greatly depending on where a customer lives. Its lowest offer was \$106 less than the average discounted offer in Victoria (with all its conditions met).

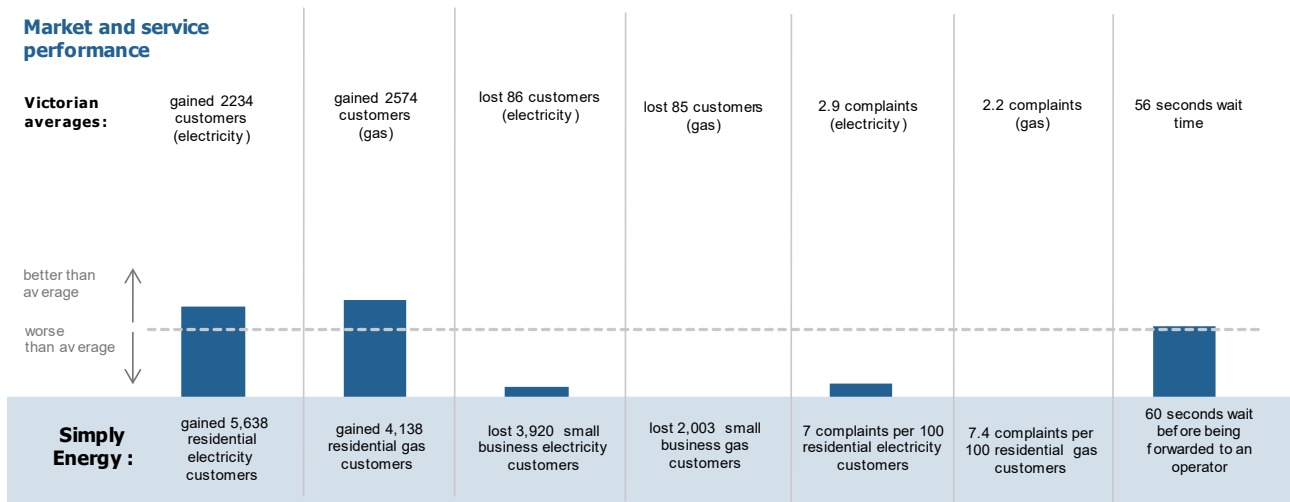
Gas



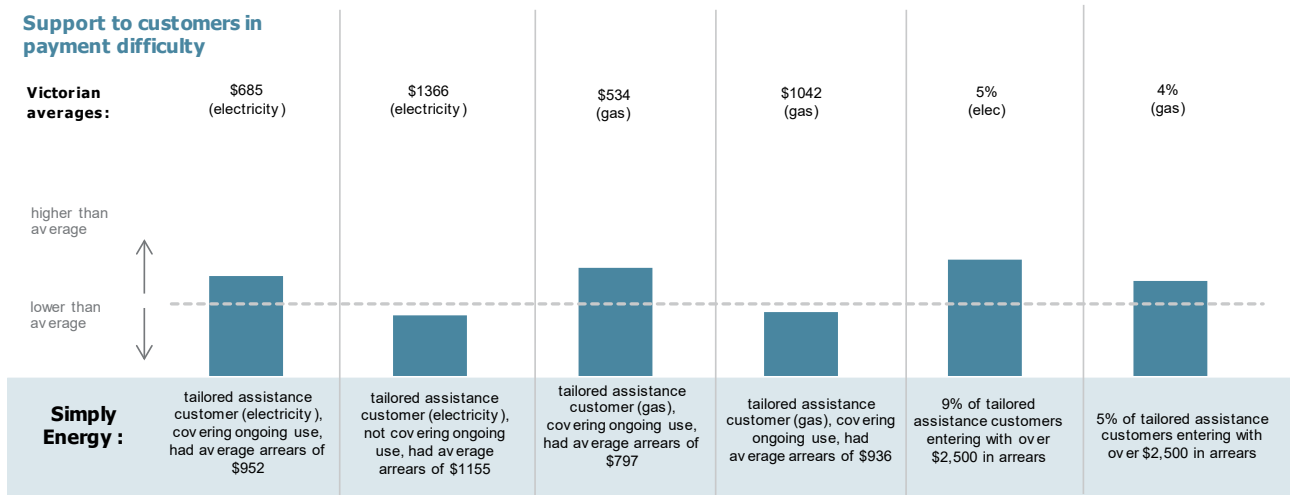


How did Simply Energy perform in Victoria in 2018-19?

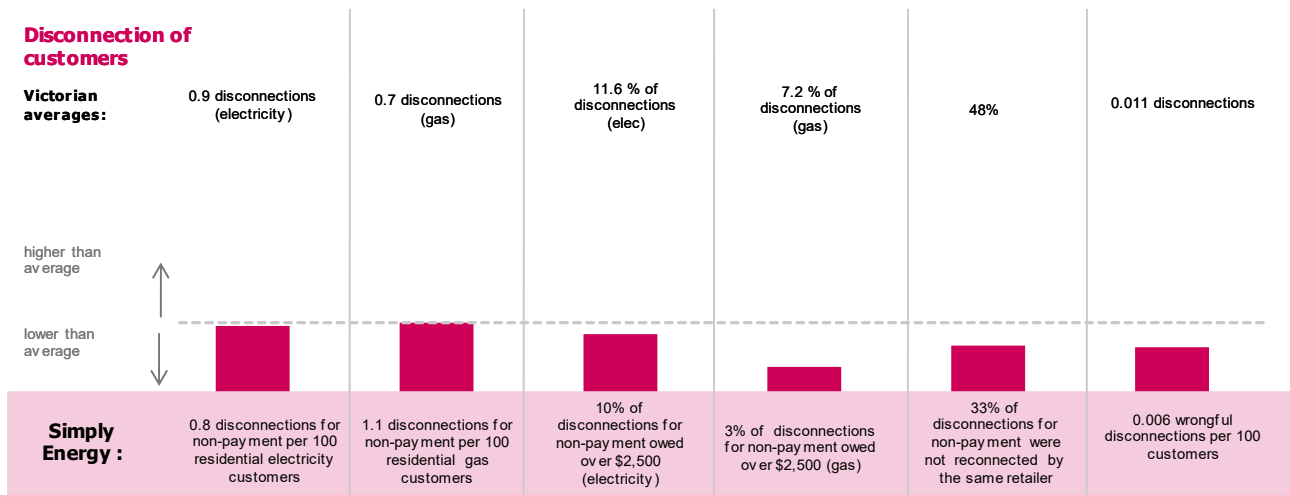
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Sumo



Sumo Power is a small retailer

(2018-19 average)

Sumo Power is a small sized electricity retailer, predominantly serving the residential sector.

42,021

residential electricity customers

Sumo Power was granted an electricity retail licence in November 2014 and commenced operations in March 2015. Sumo Power currently only operates in Victoria. It was also granted a gas retail licence in February 2017

23,270

residential gas customers

Sumo Power is a privately owned company.

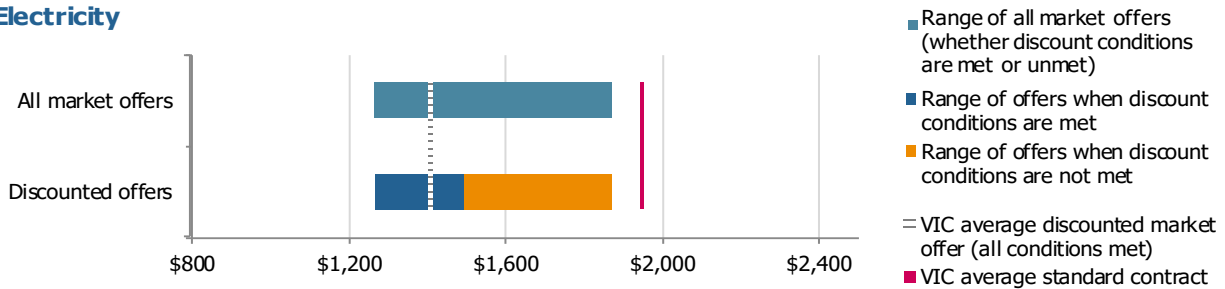
1,594

small business energy customers

What were the prices of Sumo’s energy offers on 30 June 2019?

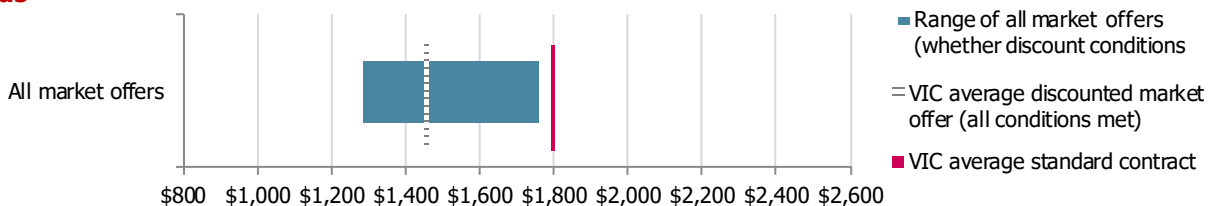
On average, Sumo Power was within the average range of prices for residential electricity offers in Victoria. Its lowest market offer on average was \$106 less than the average discounted offer in Victoria (with all conditions met). For its discounted offers, if customers do not meet its conditions, they could pay up to \$380 more than anticipated.

Electricity



Sumo Energy was in the average range of prices for residential gas offers in Victoria, although prices vary greatly depending on where a customer lives. Its lowest offer was \$170 less than the average discounted offer in Victoria (with all its conditions met).

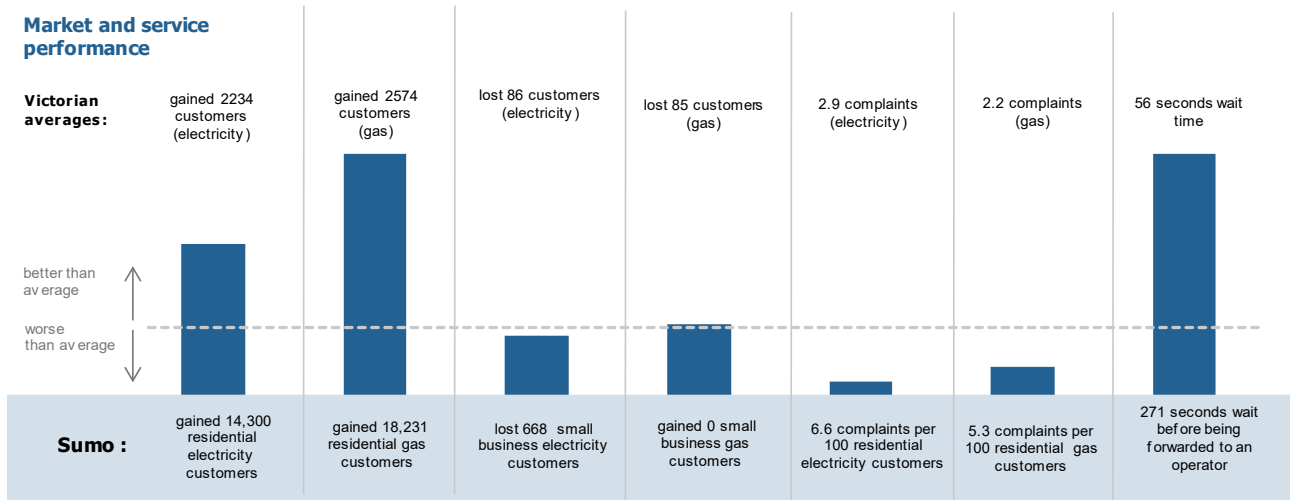
Gas



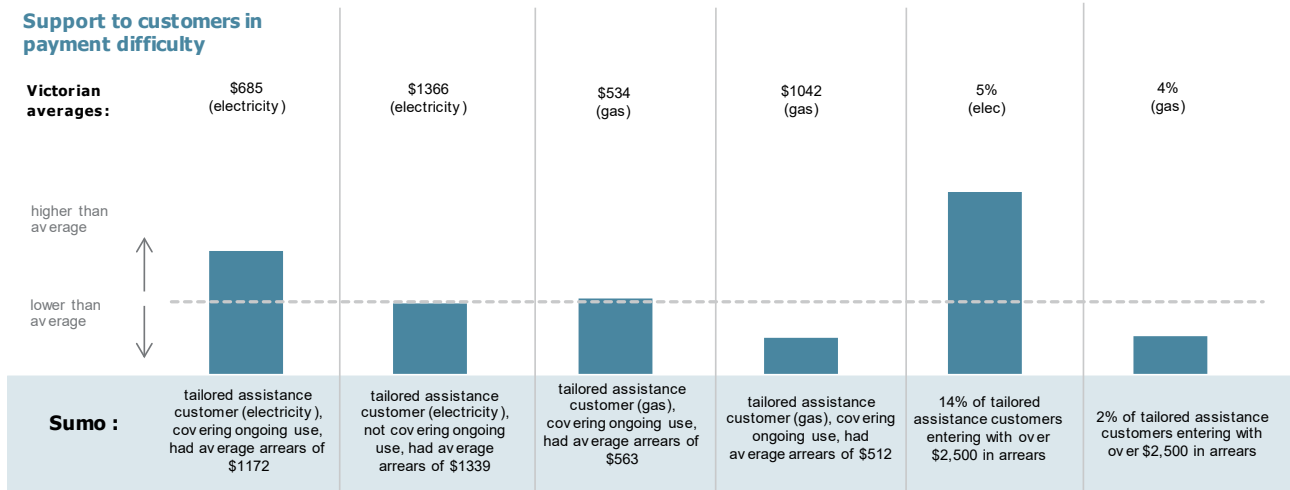


How did Sumo Power perform in Victoria in 2018-19?

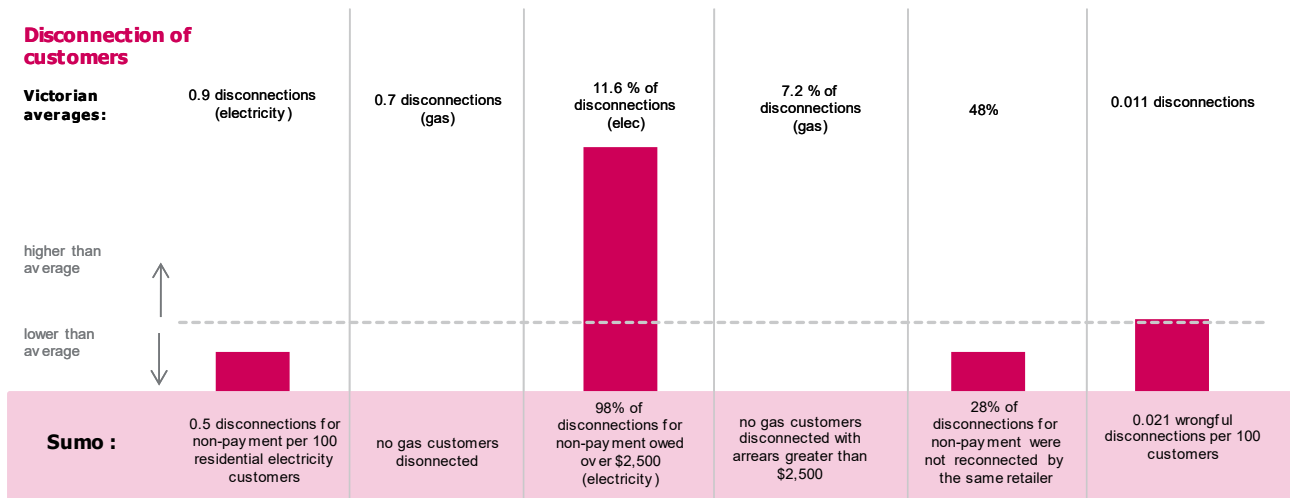
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Tango



(2018-19 average)

Tango is a small energy retailer

Tango (formerly known as Pacific Hydro) was granted an electricity retail licence in August 2012. Tango also has energy retail operations in South Australia.

Tango holds wind and hydro generating capacity in Australia as well as internationally. Previously owned by IFM Investors, Tango was acquired by China's State Power Investment Corporation in January 2016.

37,934

residential electricity customers

7,175

small business energy customers

What were the prices of Tango's energy offers on 30 June 2019?

On average, Tango was within the lowest range of prices for residential electricity offers in Victoria.

Its lowest market offer on average was \$187 less than the average discounted offer in Victoria (with all conditions met).

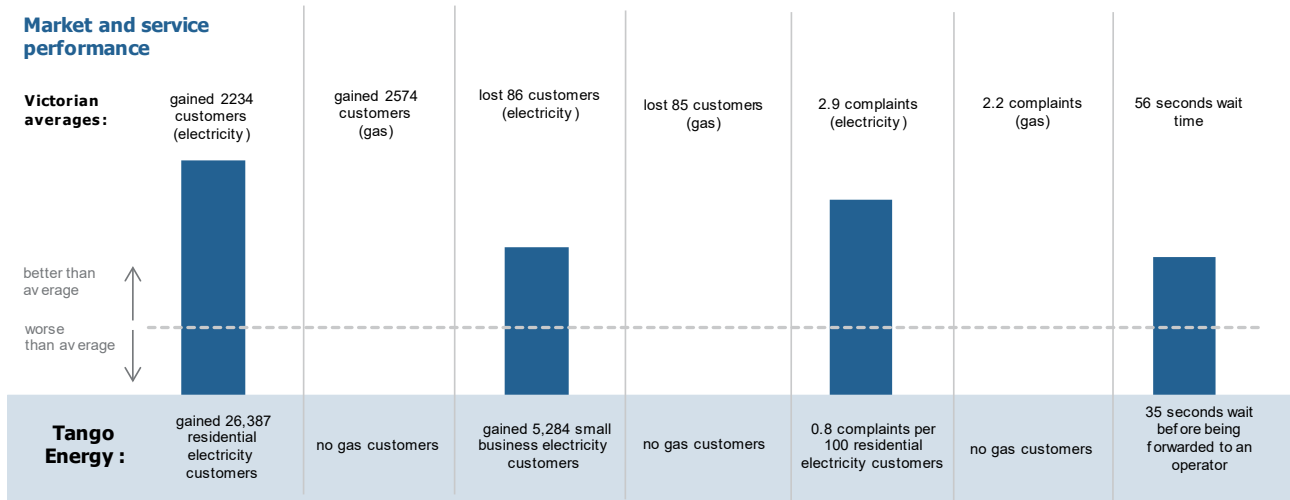
Electricity



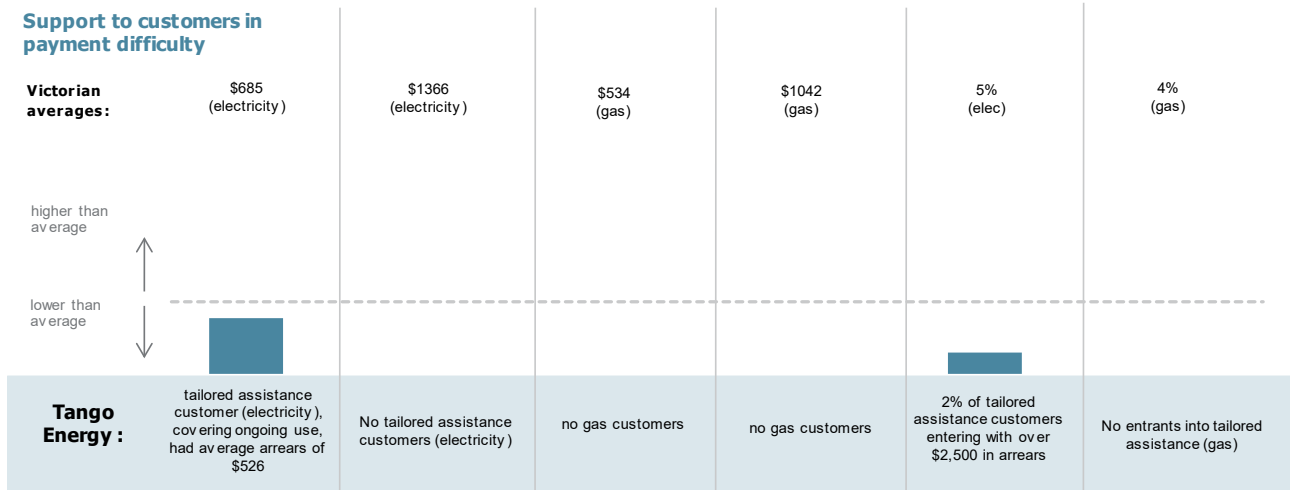


How did Tango perform in Victoria in 2018-19?

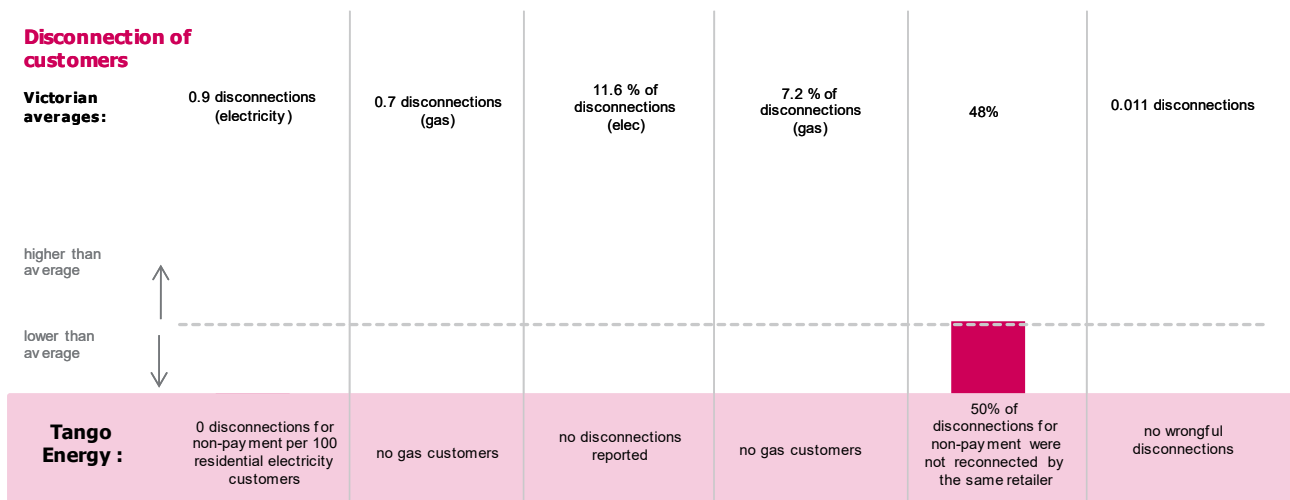
Market and service performance



Support to customers in payment difficulty



Disconnection of customers





Tas Gas



Tas Gas is a small retailer

(2018-19 average)

Tas Gas is a small sized gas retailer and was granted a licence in December 2016. Tas Gas can only retail gas to specific postcodes in Victoria.

385

residential gas customers

Tas Gas also operates in Tasmania and is owned by Enwave Australia. In Victoria Tas Gas only operates in the Enwave distribution zone and is the sole retailer.

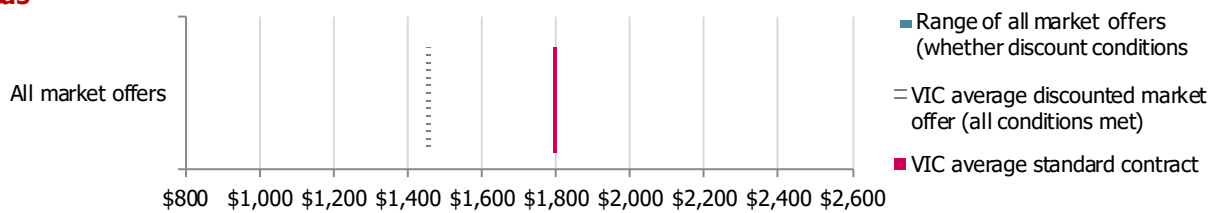
5

small business energy customers

What were the prices of Tas Gas’s energy offers on 30 June 2019?

Tas Gas only had one standard contract offer which was \$1,655.

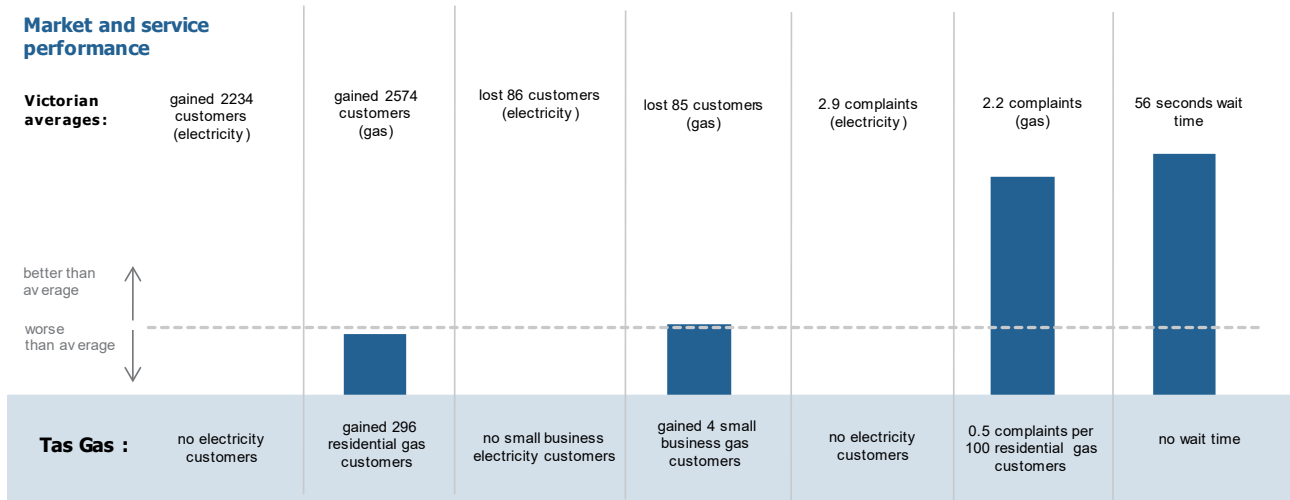
Gas



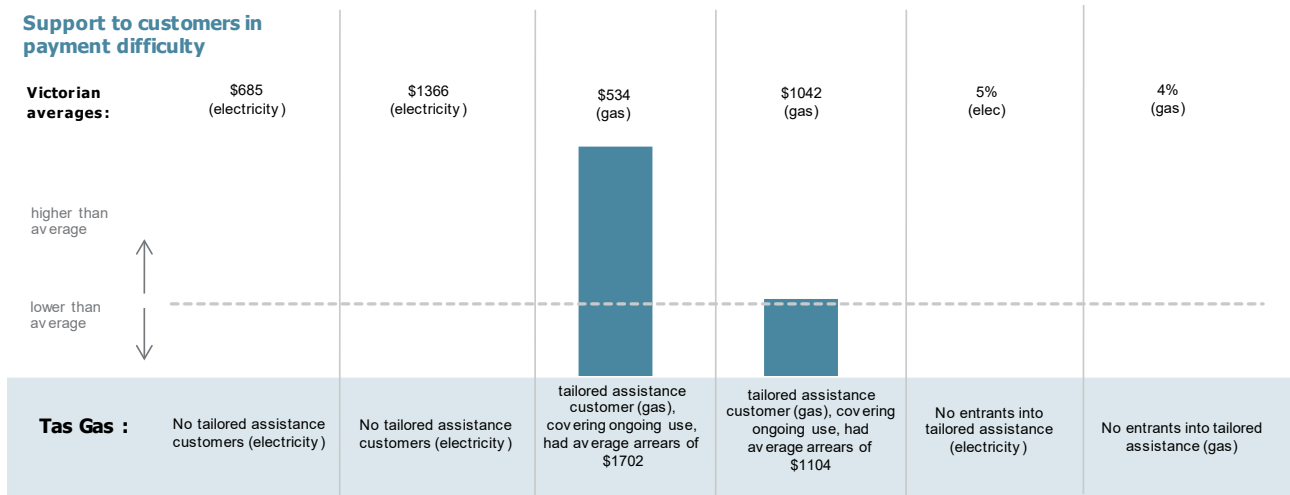


How did Tas Gas perform in Victoria in 2018-19?

Market and service performance



Support to customers in payment difficulty



Disconnection of customers

