

MARKET AND NON-MARKET CUSTOMERS
September Quarter 2011

Introduction

The Electricity Industry Code (the Code) requires distributors and retailers to report the number of their small and large customers. For the majority of smaller customers, the option to choose their retailer came into effect on 1 July 2007 with the introduction of full retail competition in Queensland. For some large electricity customers this option had been available since 1998.

Customer numbers

Small customers

The proportion of small customers (those consuming less than 100MWh per year) on market contracts decreased marginally from the previous quarter. As at 30 September 2011, retailers reported that there were 853,507 small customers (42.2%) on market contracts compared to 860,972 (42.7%) as at 30 June 2011.

This reduction was caused by correction of a reporting error by Origin Energy (see below).

Small customers were serviced by 12 electricity retailers, compared with 11 electricity retailers in the previous quarter.

Large customers

The proportion of large customers on market contracts increased significantly from the previous quarter. As at 30 September 2011, there were 15,108 large customers (69.6% of the total) on market contracts compared to 10,950 (50.6%) as at 30 June 2011.

This increase was caused by correction of a reporting error by Origin Energy (see below).

Large customers were serviced by 13 electricity retailers, compared with 14 in the previous quarter.

Table 1: Market and non-market customers, Queensland – as at 30 September 2011

<i>Customer type</i>	<i>Total customers</i>	<i>Market customers</i>	<i>Non-Market customers</i>	<i>% on market contracts</i>
Small	2,021,782	853,507	1,168,275	42.2%
Large	21,703	15,108	6,595	69.6%

NOTE

It has been identified that Origin Energy has been reporting incorrect customer data to the Authority since 2007. There are two sources of error:

- (a) Origin Energy had applied an incorrect definition of a 'large customer' as being one that consumes more than 160MWh per annum, rather than 100MWh, resulting in some customers being reported as small when they should have been reported as large; and
- (b) Origin Energy had been reporting small customers with solar photo-voltaic (PV) installations as two customers rather than one.

While Origin Energy has corrected these errors in reporting its September quarter 2011 data (which resulted in a significant increase in the proportion of large customers on market contracts and a marginal reduction in the proportion of small customers on market contracts), it is yet to provide the Authority with revised historical data.