

Residential and small business customer fact sheet

Active customers are likely to pay less than inactive or disengaged customers.

We encourage customers to regularly check whether they can find a better electricity plan by using [Energy Made Easy](#).

It is a free website developed by the Australian Energy Regulator – independent of commercial third parties, and includes all generally available electricity plans.

[Our current and past monitoring reports](#)

SEQ retail electricity market monitoring 2021–22

Electricity prices increased

Recent increases in retail electricity prices are primarily driven by a significant increase in wholesale energy costs



By the September quarter of 2022, the average market offer was more expensive than the average standing offer

It pays to shop around

Some retailers had market offers available in June 2022 that were cheaper than their cheapest plan a year earlier



Key market indicators suggest the SEQ retail market remains competitive

Market concentration



AGL and Origin Energy's market share decreased from 80% to 65% (2015 to 2022)

Customer switching



Switching increased significantly in the June quarter of 2022

Incentives became more common than discounts in 2021–22

Retailers continued to compete on price by offering discounts and incentives. Some retailers offered more than one type of incentive and/or discount.

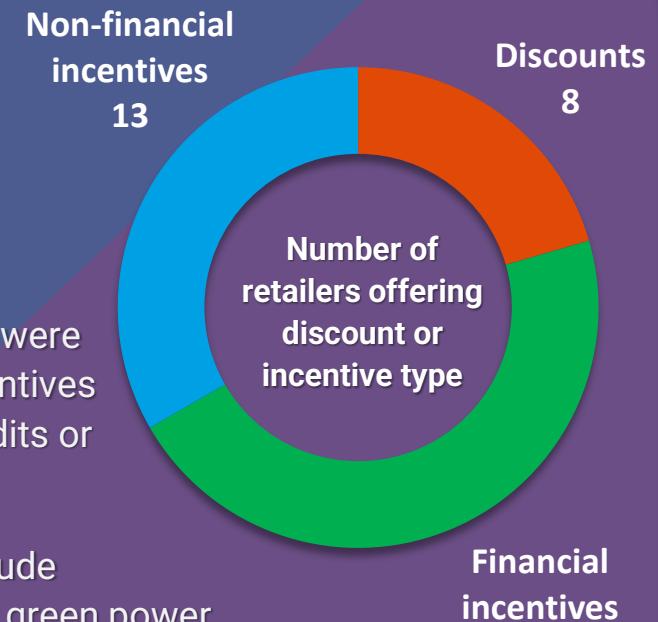
- Unlike previous years, discounts were less common than financial incentives – which can include sign-up credits or gift cards.

- Non-financial incentives can include streaming service subscriptions, green power rebates, rewards points or items such as air fryers.



Check the fine print

There may be conditions or eligibility criteria attached to a plan, and not every customer will be able to realise savings from discounts and incentives.



Plan structures

New or innovative plans emerged or became more common, which:

- Incentivised electric vehicle charging during certain times

- Offered subscriptions for a set amount of electricity with no fees or supply charges

- Rewarded customers that had a battery

- Allowed customers to join virtual power plants or form a collective with a local generator for renewable energy