

We monitor the retail electricity market in south east Queensland (SEQ) and report on customers' opportunities to benefit from competition in the market.

This fact sheet is based on our monitoring of residential 'flat rate' electricity offers in 2018–19.

### Price monitoring

A residential customer's electricity bill depends on the customer's consumption and choice of retail offer. We report on annual bills for the 'typical SEQ customer'—a customer who consumes 3,946 kilowatt hours per year.

The bills in our report therefore do not reflect *actual* electricity bills, but what the typical SEQ customer *would have paid* if they had taken up the offers available on the Energy Made Easy [website](#).

### Residential flat rate offers

In the June quarter of 2019, 24 retailers had offers for the residential flat rate tariff on Energy Made Easy—and of these retailers, 18 had a standing offer and 21 had at least one market offer.

#### Annual bills for a typical residential flat rate customer, June quarter 2019

Retailer	Standing offer (\$)	Average market offer (\$)	Lowest market offer (\$)	Highest market offer (\$)
1st Energy	1,715	1,367	1,333	1,411
AGL	1,505	1,273	1,155	1,505
Alinta Energy	—	1,251	1,194	1,308
Amaysim Energy	1,638	1,425	1,425	1,425
Click Energy	1,638	1,399	1,095	1,638
DC Power	—	1,624	1,624	1,624
Diamond Energy	1,470	1,323	1,323	1,323
Dodo Power & Gas	1,686	1,321	1,321	1,321
EnergyAustralia	1,562	1,293	1,206	1,365
Energy Locals	1,523	1,382	1,265	1,499
Future X Power	1,527	1,199	1,199	1,199
Locality Planning Energy	—	1,415	1,234	1,597
Lumo Energy	1,489	—	—	—
Mojo Power	1,809	1,629	1,569	1,689
Origin Energy	1,503	1,327	1,209	1,503
People Energy	1,433	—	—	—
Powerclub	1,679	1,303	1,224	1,369
Powerdirect	—	1,217	1,217	1,217
Powershop	1,392	1,222	1,183	1,256
QEnergy	1,991	1,217	1,207	1,227
ReAmped Energy	—	1,174	1,174	1,174
Red Energy	1,489	1,337	1,265	1,448
Sanctuary Energy	1,576	—	—	—
Simply Energy	—	1,277	1,174	1,361
<b>Simple average</b>	<b>1,590</b>	<b>1,332</b>	<b>1,267</b>	<b>1,403</b>

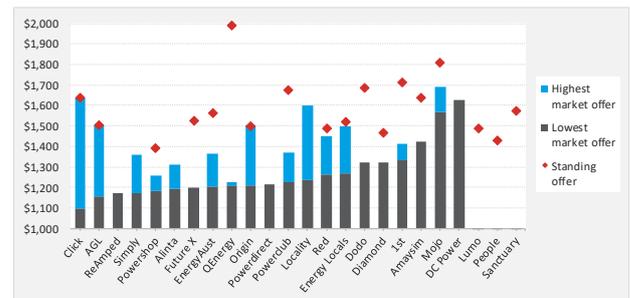
Sources and notes: see endnote 1.

#### June quarter 2019

The graph below shows that, for a typical SEQ customer on a residential flat rate tariff:

- standing offer bills ranged from \$1,392 (Powershop's Standing Offer) to \$1,991 (QEnergy's Home Your Way SR 8400 offer)
- market offer bills ranged from \$1,095 (Click Energy's Amethyst offer) to \$1,689 (Mojo Power's Mojo Connect offer).

#### Annual bills for a typical residential flat rate customer, June quarter 2019



Sources and notes: see endnote 2.

The lowest offer with no conditional discounts, incentives or benefits attached in the June quarter was ReAmped Energy's Anytime offer, which resulted in an annual bill (\$1,174) that was \$79 higher than Click Energy's Amethyst offer.

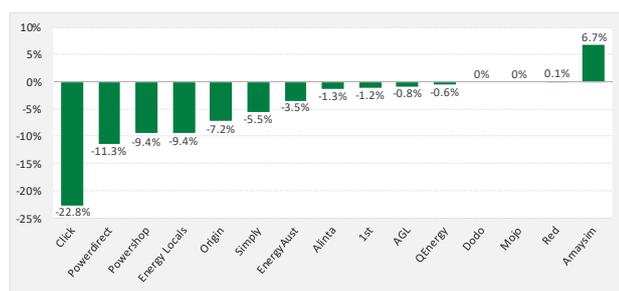
#### Change from June quarter 2018 to June quarter 2019

In the June quarter of 2018, AGL had the lowest market offer bill available in SEQ (\$1,164). In the June quarter of 2019, the lowest market offer bill (\$1,095) was 5.9% cheaper than the lowest market offer bill in the June quarter of 2018.

The graph below shows that most retailers had at least one market offer in the June quarter of 2019 that was cheaper—for the median customer in each year—than their cheapest market offer in the June quarter of 2018.

## Residential electricity offers in south east Queensland, June 2019

### Change in retailers' lowest annual residential flat rate market offer bill, June quarter 2018 to June quarter 2019

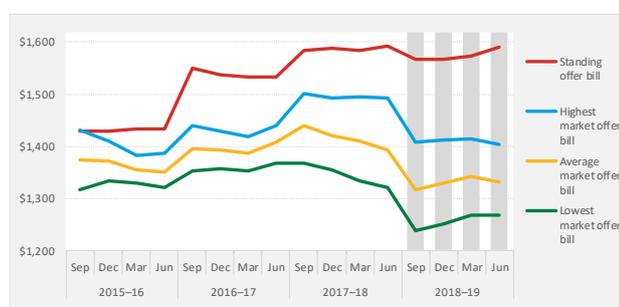


Sources and notes: see endnote 3.

### Longer-term trends

The graph below shows the trend in residential flat rate standing and generally available market offer bills between 2015–16 and 2018–19.

### Average annual bills for a typical residential flat rate customer, 2015–16 to 2018–19



Sources and notes: see endnote 4.

The graph shows that the average market offer bill—for the typical SEQ customer—trended downwards after Alinta Energy's entry into the SEQ market in August 2017. However, the average of bills based on retailers' lowest market offers increased steadily during 2018–19. Nonetheless, the average of bills based on retailers' lowest market offers was still 4.1% lower in the June quarter of 2019 than one year earlier (June quarter of 2018), given the steep decline in the September quarter of 2018.

By contrast, the average standing offer bill showed a marked trend upwards over the past few years, particularly in 2016–17 and 2017–18. The bills based on retailers' standing offers decreased in the September quarter of 2018, but gradually increased again over the course of 2018–19 to nearly the same level as in the June quarter of 2018.

### Advice for customers

Customers who have not signed a new electricity contract recently may face prices and conditions that differ substantially from the retail offers presented in our report. We encourage customers to periodically test the market; with more retailers to choose from and the lowest market offers getting cheaper and simpler over the past two years, active customers are likely to pay less than inactive or disengaged customers.

### Endnotes:

1. A dash (—) means the retailer did not have a residential flat rate standing offer or market offer on Energy Made Easy in this quarter. Sources: Energy Made Easy; QCA analysis.
2. Retailers are sorted by their lowest market offer bill (in ascending order). ReAmped Energy, Simply Energy, Alinta Energy, Powerdirect, Locality Planning Energy and DC Power did not have a generally available residential flat rate standing offer, and Lumo Energy, People Energy and Sanctuary Energy did not have a residential flat rate market offer on Energy Made Easy in this quarter. Sources: Energy Made Easy; QCA analysis.
3. DC Power, Diamond Energy, Future X Power, Locality Planning Energy, Powerclub and ReAmped Energy did not have any market offers in the June quarter of 2018, and Next Business Energy did not have any market offers in the June quarter of 2019. Sources: Energy Made Easy; QCA analysis.
4. Annual bill for each quarter, based on median consumption of residential flat rate customers. Sources: Energy Made Easy; QCA analysis.