Queensland Competition Authority

SEQ retail electricity market monitoring 2024–25

Appendices

December 2025

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Appendix A: Bills in each quarter of 2024–25

A.1 Annual bills based on plans available in each quarter

Chapter 2 of our market monitoring report for 2024–25 sets out the methodology we used to calculate annual bills for a typical south-east Queensland (SEQ) customer. In this appendix, we present annual bills based on the plans available in each quarter of 2024–25 as well as quarterly changes in these bills. Standing offer prices are capped by the default market offer (DMO) that the Australian Energy Regulator (AER) sets annually.[1] As such, standing offer prices cannot react to changes in market conditions in the same way as market offer prices do. Therefore, we only present quarterly changes in market offer bills for each of the 5 tariffs and tariff combinations we report on.

A.2 Residential flat rate offers

Market offer bills were generally lower than standing offer bills in 2024–25. During the year, for a typical SEQ residential flat rate customer:

- market offer bills ranged from $1,323 (AGL) to $2,366 (Amber Electric)
- standing offer bills ranged from $1,784 (ReAmped Energy) to $1,915 (Amber Electric).

The tables in this section show the bills, by retailer, for each quarter of 2024–25.

A.2.1 Bills in the September quarter of 2024

In the September quarter, 26 retailers had plans available for the residential flat rate tariff on Energy Made Easy – of these retailers, 24 had a standing offer and 25 had at least one market offer.

Table A.1: Annual bills for a typical residential flat rate customer, September quarter 2024

Retailer	Standing offer ($)	Market offer		
		Average ($)	Lowest ($)	Highest ($)
1st Energy	1,891	1,713	1,638	1,788
AGL	1,803	1,710	1,323	1,858
Alinta Energy	1,894	1,613	1,440	1,862
Amber Electric	1,915	1,760	1,595	2,005
Ampol Energy	–	1,457	1,391	1,491
CovaU	1,810	1,643	1,487	1,810
Diamond Energy	1,892	1,798	1,798	1,798
Discover Energy	1,790	–	–	–
Dodo Power & Gas	1,844	1,572	1,439	1,638
Energy Locals	1,904	1,731	1,602	1,799
EnergyAustralia	1,796	1,823	1,796	1,892
ENGIE	1,875	1,692	1,394	1,819
Future X Power	1,901	1,868	1,803	1,901
GloBird Energy	1,902	1,720	1,422	2,109
Kogan Energy	–	1,592	1,406	1,866

[1] The AER is not required to set a DMO for small business time-of-use plans.

Retailer	Standing offer	Market offer		
Momentum Energy	1,898	1,795	1,638	1,898
Nectr	1,894	1,569	1,569	1,569
Next Business Energy	1,886	1,629	1,629	1,629
Origin Energy	1,896	1,786	1,405	1,896
Ovo Energy	1,844	1,547	1,456	1,621
Pacific Blue Retail	1,881	1,839	1,517	2,117
Powershop	1,866	1,577	1,486	1,738
ReAmped Energy	1,784	1,784	1,784	1,784
Red Energy	1,894	1,679	1,548	1,785
Sumo Power	1,802	1,569	1,462	1,622
Tango Energy	1,881	1,780	1,774	1,786
Simple average	1,864	1,690	1,552	1,803

Note: A dash (–) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2024:

- standing offer bills ranged from $1,784 (ReAmped Energy) to $1,915 (Amber Electric)
- market offer bills ranged from $1,323 (AGL) to $2,117 (Pacific Blue Retail).

A.2.2 Bills in the December quarter of 2024

In the December quarter, 24 retailers had plans available for the residential flat rate tariff on Energy Made Easy – of these retailers, 19 had a standing offer and all 24 had at least one market offer.

Table A.2: Annual bills for a typical residential flat rate customer, December quarter 2024

Retailer	Standing offer ($)	Market offer Average ($)	Market offer Lowest ($)	Market offer Highest ($)
1st Energy	1,891	1,657	1,544	1,788
AGL	1,896	1,752	1,601	1,858
Alinta Energy	1,894	1,594	1,494	1,862
Amber Electric	1,915	1,807	1,640	2,095
Ampol Energy	–	1,419	1,419	1,419
CovaU	1,810	1,681	1,553	1,810
Diamond Energy	1,892	1,798	1,798	1,798
Dodo Power & Gas	1,844	1,439	1,439	1,439
Energy Locals	1,904	1,689	1,602	1,762
EnergyAustralia	1,892	1,864	1,797	1,892
ENGIE	1,875	1,633	1,394	1,875
Future X Power	1,901	1,852	1,803	1,901
GloBird Energy	1,902	1,799	1,401	2,155
Kogan Energy	–	1,592	1,406	1,866
Momentum Energy	1,898	1,839	1,725	1,898
Nectr	1,894	1,731	1,569	1,894
Next Business Energy	–	1,629	1,629	1,629
Origin Energy	1,896	1,832	1,631	1,896
Ovo Energy	1,844	1,516	1,456	1,579
Pacific Blue Retail	–	1,807	1,517	2,117
Powershop	1,866	1,577	1,486	1,738
Red Energy	1,894	1,773	1,681	1,785
Sumo Power	1,894	1,574	1,462	1,622
Tango Energy	–	1,780	1,774	1,786

Retailer	Standing offer	Market offer		
Simple average	1,884	1,693	1,576	1,811

Note: A dash (–) means the retailer did not have a standing offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2024:

- standing offer bills ranged from $1,810 (CovaU) to $1,915 (Amber Electric)
- market offer bills ranged from $1,394 (ENGIE) to $2,155 (GloBird Energy).

A.2.3 Bills in the March quarter of 2025

In the March quarter, 24 retailers had plans available for the residential flat rate tariff on Energy Made Easy – of these retailers, 19 had a standing offer and all 24 had at least one market offer.

Table A.3: Annual bills for a typical residential flat rate customer, March quarter 2025

Retailer	Standing offer	Market offer		
	($)	Average ($)	Lowest ($)	Highest ($)
1st Energy	1,891	1,788	1,788	1,788
AGL	1,896	1,711	1,556	1,858
Alinta Energy	1,894	1,632	1,440	1,862
Amber Electric	1,915	2,266	2,186	2,366
Ampol Energy	–	1,419	1,419	1,419
CovaU	1,810	1,681	1,553	1,810
Diamond Energy	1,892	1,798	1,798	1,798
Dodo Power & Gas	1,844	1,538	1,439	1,638
Energy Locals	1,904	1,689	1,602	1,762
EnergyAustralia	1,892	1,836	1,747	1,892
ENGIE	1,875	1,665	1,387	1,875
Future X Power	1,901	1,901	1,901	1,901
GloBird Energy	1,902	1,600	1,342	2,113
Kogan Energy	–	1,592	1,406	1,866
Momentum Energy	1,898	1,749	1,423	1,898
Nectr	1,894	1,894	1,894	1,894
Next Business Energy	–	1,629	1,629	1,629
Origin Energy	1,896	1,805	1,631	1,896
Ovo Energy	1,844	1,501	1,421	1,579
Pacific Blue Retail	–	1,997	1,877	2,117
Powershop	1,866	1,554	1,486	1,738
Red Energy	1,894	1,775	1,681	1,840
Sumo Power	1,894	1,574	1,462	1,622
Tango Energy	–	1,832	1,786	1,877
Simple average	1,884	1,726	1,619	1,835

Note: A dash (–) means the retailer did not have a standing offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2025:

- standing offer bills ranged from $1,810 (CovaU) to $1,915 (Amber Electric)
- market offer bills ranged from $1,342 (GloBird Energy) to $2,366 (Amber Electric).

A.2.4 Bills in the June quarter of 2025

In the June quarter, 24 retailers had plans available for the residential flat rate tariff on Energy Made Easy – of these retailers, 21 had a standing offer and all 24 had at least one market offer.

Table A.4: Annual bills for a typical residential flat rate customer, June quarter 2025

Retailer	Standing offer ($)	Market offer		
		Average ($)	Lowest ($)	Highest ($)
1st Energy	1,891	1,835	1,788	1,882
AGL	1,896	1,659	1,506	1,764
Alinta Energy	1,894	1,618	1,440	1,862
Amber Electric	1,915	2,153	1,961	2,366
Ampol Energy	1,867	1,419	1,419	1,419
CovaU	1,810	1,681	1,553	1,810
Diamond Energy	1,892	1,798	1,798	1,798
Dodo Power & Gas	1,844	1,730	1,638	1,822
Energy Locals	1,904	1,689	1,602	1,762
EnergyAustralia	1,892	1,783	1,665	1,892
ENGIE	1,875	1,752	1,606	1,875
Future X Power	1,901	1,901	1,901	1,901
GloBird Energy	1,902	1,823	1,342	2,218
Kogan Energy	–	1,590	1,406	1,866
Momentum Energy	1,898	1,660	1,423	1,898
Nectr	1,894	1,894	1,894	1,894
Next Business Energy	1,886	1,629	1,629	1,629
Origin Energy	1,896	1,740	1,633	1,896
Ovo Energy	1,844	1,565	1,386	1,958
Pacific Blue Retail	–	1,997	1,877	2,117
Powershop	1,866	1,597	1,486	1,738
Red Energy	1,894	1,777	1,682	1,840
Sumo Power	1,894	1,535	1,462	1,608
Tango Energy	–	1,877	1,877	1,877
Simple average	1,884	1,738	1,624	1,862

Note: A dash (–) means the retailer did not have a standing offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2025:

- standing offer bills ranged from $1,810 (CovaU) to $1,915 (Amber Electric)
- market offer bills ranged from $1,342 (GloBird Energy) to $2,366 (Amber Electric).

A.2.5 Quarterly change in market offer bills in 2024–25

In 2024–25, 25 retailers had at least one generally available residential flat rate market offer. Table A.5 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2024–25 for the typical SEQ customer as well as the change in the simple average bill.

Table A.5: Change (%) in lowest annual market offer bill, by quarter, 2024–25 – residential flat rate

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	8.1%	-5.7%	15.8%	0.0%
AGL	0.0%	21.1%	-2.8%	-3.2%
Alinta Energy	-0.3%	3.7%	-3.6%	0.0%
Amber Electric	9.7%	2.8%	33.3%	-10.3%
Ampol Energy	3.7%	2.0%	0.0%	0.0%
CovaU	0.0%	4.4%	0.0%	0.0%
Diamond Energy	3.4%	0.0%	0.0%	0.0%
Dodo Power & Gas	-1.4%	0.0%	0.0%	13.9%
Energy Locals	-0.2%	0.0%	0.0%	0.0%
EnergyAustralia	9.9%	0.1%	-2.8%	-4.7%
ENGIE	2.1%	0.0%	-0.5%	15.8%
Future X Power	0.0%	0.0%	5.4%	0.0%
GloBird Energy	0.3%	-1.5%	-4.2%	0.0%
Kogan Energy	-7.8%	0.0%	0.0%	0.0%
Momentum Energy	12.7%	5.3%	-17.5%	0.0%
Nectr	3.1%	0.0%	20.7%	0.0%
Next Business Energy	–	0.0%	0.0%	0.0%
Origin Energy	0.0%	16.1%	0.0%	0.1%
Ovo Energy	13.0%	0.0%	-2.4%	-2.5%
Pacific Blue Retail	-14.5%	0.0%	23.7%	0.0%
Powershop	0.9%	0.0%	0.0%	0.0%
ReAmped Energy	0.0%	–	–	–
Red Energy	0.0%	8.6%	0.0%	0.1%
Sumo Power	0.0%	0.0%	0.0%	0.0%
Tango Energy	0.0%	0.0%	0.7%	5.1%
Simple average	1.5%	1.5%	2.7%	0.3%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter and shows the change in the average lowest market offer bill. A dash (–) means the retailer did not have a market offer in the preceding or current quarter. ReAmped Energy last published plans in the September quarter of 2024. Next Business Energy did not have any plans published in the June quarter of 2024. Percentages are rounded.
Sources: Energy Made Easy; QCA analysis.

A.3 Residential flat rate with controlled load super economy offers

Market offer bills were generally lower than standing offer bills in 2024–25. During the year, for a typical SEQ customer on this tariff combination:

- market offer bills ranged from $1,517 (ENGIE) to $2,650 (Amber Electric)
- standing offer bills ranged from $2,000 (1st Energy) to $2,501 (Future X Power).

The tables in this section show the bills, by retailer, for each quarter of 2024–25.

A.3.1 Bills in the September quarter of 2024

In the September quarter, 24 retailers had plans available on Energy Made Easy that combined a residential flat rate tariff with a controlled load super economy tariff – of these retailers, 21 had a standing offer and all 24 had at least one market offer.

Table A.6: Annual bills for a typical residential flat rate with controlled load super economy customer, September quarter 2024

Retailer	Standing offer ($)	Market offer Average ($)	Market offer Lowest ($)	Market offer Highest ($)
1st Energy	2,000	1,815	1,740	1,890
AGL	2,078	1,925	1,774	2,036
Alinta Energy	2,073	1,794	1,594	2,089
Amber Electric	2,111	1,925	1,781	2,219
Ampol Energy	–	1,649	1,586	1,686
CovaU	2,028	1,758	1,758	1,758
Diamond Energy	2,067	1,965	1,965	1,965
Dodo Power & Gas	2,043	1,814	1,668	1,887
Energy Locals	2,099	1,961	1,837	2,037
EnergyAustralia	2,001	2,003	1,947	2,049
ENGIE	2,051	1,849	1,543	1,989
Future X Power	2,501	2,501	2,501	2,501
GloBird Energy	2,087	1,891	1,640	2,399
Kogan Energy	–	1,751	1,553	2,048
Momentum Energy	2,086	1,978	1,819	2,086
Nectr	2,073	1,775	1,775	1,775
Next Business Energy	–	1,855	1,855	1,855
Origin Energy	2,078	1,978	1,663	2,078
Ovo Energy	2,038	1,765	1,672	1,879
Pacific Blue Retail	2,061	2,078	1,734	2,377
Powershop	2,048	1,756	1,646	1,970
Red Energy	2,075	1,871	1,749	1,970
Sumo Power	2,072	1,789	1,714	1,845
Tango Energy	2,061	2,014	2,010	2,018
Simple average	2,082	1,894	1,772	2,017

Note: A dash (–) means the retailer did not have a standing offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2024:

- standing offer bills ranged from $2,000 (1st Energy) to $2,501 (Future X Power)
- market offer bills ranged from $1,543 (ENGIE) to $2,501 (Future X Power).

A.3.2 Bills in the December quarter of 2024

In the December quarter, 24 retailers had plans available on Energy Made Easy that combined a residential flat rate tariff with a controlled load super economy tariff – of these retailers, 19 had a standing offer and all 24 had at least one market offer.

Table A.7: Annual bills for a typical residential flat rate with controlled load super economy customer, December quarter 2024

Retailer	Standing offer ($)	Market offer Average ($)	Market offer Lowest ($)	Market offer Highest ($)
1st Energy	2,000	1,757	1,641	1,890
AGL	2,078	1,926	1,774	2,036
Alinta Energy	2,073	1,762	1,653	2,089
Amber Electric	2,111	2,015	1,834	2,327
Ampol Energy	–	1,636	1,636	1,636

Retailer	Standing offer	Market offer		
CovaU	2,028	1,758	1,758	1,758
Diamond Energy	2,067	1,965	1,965	1,965
Dodo Power & Gas	2,043	1,668	1,668	1,668
Energy Locals	2,099	1,924	1,837	1,997
EnergyAustralia	2,049	2,019	1,947	2,049
ENGIE	2,051	1,797	1,543	2,051
Future X Power	2,501	2,501	2,501	2,501
GloBird Energy	2,087	2,044	1,681	2,405
Kogan Energy	–	1,751	1,553	2,048
Momentum Energy	2,086	2,023	1,904	2,086
Nectr	2,073	1,924	1,775	2,073
Next Business Energy	–	1,855	1,855	1,855
Origin Energy	2,078	2,007	1,787	2,078
Ovo Energy	2,038	1,733	1,672	1,796
Pacific Blue Retail	–	2,043	1,734	2,377
Powershop	2,048	1,756	1,646	1,970
Red Energy	2,075	1,954	1,855	1,970
Sumo Power	2,072	1,789	1,714	1,845
Tango Energy	–	2,014	2,010	2,018
Simple average	2,087	1,901	1,789	2,020

Note: A dash (–) means the retailer did not have a standing offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2024:

- standing offer bills ranged from $2,000 (1st Energy) to $2,501 (Future X Power)
- market offer bills ranged from $1,543 (ENGIE) to $2,501 (Future X Power).

A.3.3 Bills in the March quarter of 2025

In the March quarter, 24 retailers had plans available on Energy Made Easy that combined a residential flat rate tariff with a controlled load super economy tariff – of these retailers, 19 had a standing offer and all 24 had at least one market offer.

Table A.8: Annual bills for a typical residential flat rate with controlled load super economy customer, March quarter 2025

Retailer	Standing offer	Market offer		
	($)	Average ($)	Lowest ($)	Highest ($)
1st Energy	2,000	1,890	1,890	1,890
AGL	2,078	1,878	1,720	2,036
Alinta Energy	2,073	1,800	1,594	2,089
Amber Electric	2,111	2,550	2,470	2,650
Ampol Energy	–	1,636	1,636	1,636
CovaU	2,028	1,758	1,758	1,758
Diamond Energy	2,067	1,965	1,965	1,965
Dodo Power & Gas	2,043	1,777	1,668	1,887
Energy Locals	2,099	1,924	1,837	1,997
EnergyAustralia	2,049	1,989	1,897	2,049
ENGIE	2,051	1,829	1,517	2,051
Future X Power	2,501	2,501	2,501	2,501
GloBird Energy	2,087	1,890	1,654	2,367
Kogan Energy	–	1,751	1,553	2,048

Retailer	Standing offer	Market offer		
Momentum Energy	2,086	1,925	1,568	2,086
Nectr	2,073	2,073	2,073	2,073
Next Business Energy	–	1,855	1,855	1,855
Origin Energy	2,078	1,980	1,787	2,078
Ovo Energy	2,038	1,721	1,650	1,796
Pacific Blue Retail	–	2,217	2,057	2,377
Powershop	2,048	1,729	1,646	1,970
Red Energy	2,075	1,956	1,855	2,019
Sumo Power	2,072	1,789	1,714	1,845
Tango Energy	–	2,037	2,018	2,057
Simple average	2,087	1,934	1,828	2,045

Note: A dash (–) means the retailer did not have a standing offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2025:

- standing offer bills ranged from $2,000 (1st Energy) to $2,501 (Future X Power)
- market offer bills ranged from $1,517 (ENGIE) to $2,650 (Amber Electric).

A.3.4 Bills in the June quarter of 2025

In the June quarter, 24 retailers had plans available on Energy Made Easy that combined a residential flat rate tariff with a controlled load super economy tariff – of these retailers, 19 had a standing offer and all 24 had at least one market offer.

Table A.9: Annual bills for a typical residential flat rate with controlled load super economy customer, June quarter 2025

Retailer	Standing offer	Market offer		
	($)	Average ($)	Lowest ($)	Highest ($)
1st Energy	2,000	1,940	1,890	1,990
AGL	2,078	1,823	1,670	1,932
Alinta Energy	2,073	1,792	1,594	2,089
Amber Electric	2,111	2,416	2,201	2,650
Ampol Energy	–	1,636	1,636	1,636
CovaU	2,028	1,758	1,758	1,758
Diamond Energy	2,067	1,965	1,965	1,965
Dodo Power & Gas	2,043	1,998	1,887	2,110
Energy Locals	2,099	1,924	1,837	1,997
EnergyAustralia	2,049	1,931	1,803	2,049
ENGIE	2,051	1,922	1,766	2,051
Future X Power	2,501	2,501	2,501	2,501
GloBird Energy	2,087	2,056	1,656	2,431
Kogan Energy	–	1,749	1,553	2,048
Momentum Energy	2,086	1,827	1,568	2,086
Nectr	2,073	2,073	2,073	2,073
Next Business Energy	–	1,855	1,855	1,855
Origin Energy	2,078	1,909	1,804	2,078
Ovo Energy	2,038	1,790	1,573	2,165
Pacific Blue Retail	–	2,217	2,057	2,377
Powershop	2,048	1,772	1,646	1,970
Red Energy	2,075	1,957	1,865	2,019
Sumo Power	2,072	1,779	1,714	1,845

Retailer	Standing offer	Market offer		
Tango Energy	–	2,057	2,057	2,057
Simple average	2,087	1,944	1,830	2,072

Note: A dash (–) means the retailer did not have a standing offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2025:

- standing offer bills ranged from $2,000 (1st Energy) to $2,501 (Future X Power)
- market offer bills ranged from $1,553 (Kogan Energy) to $2,650 (Amber Electric).

A.3.5 Quarterly change in market offer bills in 2024–25

In 2024–25, 24 retailers had at least one generally available market offer for this tariff combination. Table A.10 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2024–25 for the typical SEQ customer as well as the change in the simple average bill.

Table A.10: Change (%) in lowest annual market offer bill, by quarter, 2024–25 – residential flat rate with controlled load super economy

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	5.0%	–5.7%	15.2%	0.0%
AGL	15.9%	0.0%	–3.0%	–2.9%
Alinta Energy	–0.6%	3.8%	–3.6%	0.0%
Amber Electric	9.6%	3.0%	34.7%	–10.9%
Ampol Energy	3.3%	3.2%	0.0%	0.0%
CovaU	4.6%	0.0%	0.0%	0.0%
Diamond Energy	–0.5%	0.0%	0.0%	0.0%
Dodo Power & Gas	–3.6%	0.0%	0.0%	13.1%
Energy Locals	–1.0%	0.0%	0.0%	0.0%
EnergyAustralia	6.9%	0.0%	–2.6%	–4.9%
ENGIE	0.5%	0.0%	–1.7%	16.4%
Future X Power	23.1%	0.0%	0.0%	0.0%
GloBird Energy	–0.8%	2.5%	–1.6%	0.1%
Kogan Energy	–8.5%	0.0%	0.0%	0.0%
Momentum Energy	9.7%	4.6%	–17.6%	0.0%
Nectr	3.1%	0.0%	16.8%	0.0%
Next Business Energy	–	0.0%	0.0%	0.0%
Origin Energy	4.8%	7.5%	0.0%	0.9%
Ovo Energy	12.5%	0.0%	–1.3%	–4.7%
Pacific Blue Retail	–13.7%	0.0%	18.6%	0.0%
Powershop	0.0%	0.0%	0.0%	0.0%
Red Energy	0.0%	6.1%	0.0%	0.5%
Sumo Power	0.0%	0.0%	0.0%	0.0%
Tango Energy	0.0%	0.0%	0.4%	1.9%
Simple average	2.2%	1.0%	2.2%	0.1%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter and shows the change in the average lowest market offer bill. A dash (–) means the retailer did not have a market offer in the preceding or current quarter. Next Business Energy did not have any market offers published in the June quarter of 2024. Percentages are rounded.
Sources: Energy Made Easy; QCA analysis.

A.4 Residential flat rate with controlled load economy offers

Market offer bills were generally lower than standing offer bills in 2024–25. During the year, for a typical SEQ customer on this tariff combination:

- market offer bills ranged from $1,496 (ENGIE) to $2,610 (Amber Electric)
- standing offer bills ranged from $1,990 (EnergyAustralia) to $2,472 (Future X Power).

The tables in this section show the bills, by retailer, for each quarter of 2024–25.

A.4.1 Bills in the September quarter of 2024

In the September quarter, 24 retailers had plans available on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff – of these retailers, 22 had a standing offer and all 24 had at least one market offer.

Table A.11: Annual bills for a typical residential flat rate with controlled load economy customer, September quarter 2024

Retailer	Standing offer ($)	Market offer		
		Average ($)	Lowest ($)	Highest ($)
1st Energy	2,049	1,862	1,787	1,937
AGL	2,049	1,897	1,746	2,008
Alinta Energy	2,044	1,797	1,598	2,089
Amber Electric	2,083	1,897	1,754	2,188
Ampol Energy	–	1,633	1,569	1,669
CovaU	2,027	1,744	1,744	1,744
Diamond Energy	2,038	1,938	1,938	1,938
Dodo Power & Gas	2,033	1,805	1,659	1,877
Energy Locals	2,064	1,971	1,831	2,064
EnergyAustralia	1,990	1,995	1,939	2,041
ENGIE	2,022	1,806	1,519	1,961
Future X Power	2,472	2,472	2,472	2,472
GloBird Energy	2,058	1,859	1,612	2,358
Kogan Energy	–	1,727	1,530	2,020
Momentum Energy	2,059	1,951	1,793	2,059
Nectr	2,043	1,746	1,746	1,746
Next Business Energy	2,032	1,843	1,843	1,843
Origin Energy	2,050	1,951	1,640	2,050
Ovo Energy	2,025	1,753	1,662	1,865
Pacific Blue Retail	2,031	2,044	1,705	2,339
Powershop	2,020	1,738	1,622	1,961
Red Energy	2,046	1,843	1,721	1,941
Sumo Power	2,043	1,760	1,683	1,814
Tango Energy	2,031	1,981	1,977	1,985
Simple average	2,059	1,876	1,754	1,999

Note: A dash (–) means the retailer did not have a standing offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2024:

- standing offer bills ranged from $1,990 (EnergyAustralia) to $2,472 (Future X Power)
- market offer bills ranged from $1,519 (ENGIE) to $2,472 (Future X Power).

A.4.2 Bills in the December quarter of 2024

In the December quarter, 24 retailers had plans available on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff – of these retailers, 19 had a standing offer and all 24 had at least one market offer.

Table A.12: Annual bills for a typical residential flat rate with controlled load economy customer, December quarter 2024

Retailer	Standing offer ($)	Market offer Average ($)	Lowest ($)	Highest ($)
1st Energy	2,049	1,845	1,685	1,937
AGL	2,049	1,898	1,746	2,008
Alinta Energy	2,044	1,756	1,658	2,089
Amber Electric	2,083	1,985	1,806	2,293
Ampol Energy	–	1,624	1,624	1,624
CovaU	2,027	1,744	1,744	1,744
Diamond Energy	2,038	1,938	1,938	1,938
Dodo Power & Gas	2,033	1,659	1,659	1,659
Energy Locals	2,064	1,918	1,831	1,991
EnergyAustralia	2,041	2,012	1,939	2,041
ENGIE	2,022	1,771	1,519	2,022
Future X Power	2,472	2,472	2,472	2,472
GloBird Energy	2,058	2,010	1,647	2,367
Kogan Energy	–	1,727	1,530	2,020
Momentum Energy	2,059	1,996	1,875	2,059
Nectr	2,043	1,895	1,746	2,043
Next Business Energy	–	1,843	1,843	1,843
Origin Energy	2,050	1,980	1,763	2,050
Ovo Energy	2,025	1,722	1,662	1,782
Pacific Blue Retail	–	2,009	1,705	2,339
Powershop	2,020	1,738	1,622	1,961
Red Energy	2,046	1,926	1,828	1,941
Sumo Power	2,043	1,760	1,683	1,814
Tango Energy	–	1,981	1,977	1,985
Simple average	2,067	1,884	1,771	2,001

Note: A dash (–) means the retailer did not have a standing offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2024:

- standing offer bills ranged from $2,020 (Powershop) to $2,472 (Future X Power)
- market offer bills ranged from $1,519 (ENGIE) to $2,472 (Future X Power).

A.4.3 Bills in the March quarter of 2025

In the March quarter, 24 retailers had plans available on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff – of these retailers, 19 had a standing offer and all 24 had at least one market offer.

Table A.13: Annual bills for a typical residential flat rate with controlled load economy customer, March quarter 2025

Retailer	Standing offer ($)	Market offer Average ($)	Market offer Lowest ($)	Market offer Highest ($)
1st Energy	2,049	1,937	1,937	1,937
AGL	2,049	1,851	1,694	2,008
Alinta Energy	2,044	1,788	1,598	2,089
Amber Electric	2,083	2,510	2,430	2,610
Ampol Energy	–	1,624	1,624	1,624
CovaU	2,027	1,744	1,744	1,744
Diamond Energy	2,038	1,938	1,938	1,938
Dodo Power & Gas	2,033	1,768	1,659	1,877
Energy Locals	2,064	1,918	1,831	1,991
EnergyAustralia	2,041	1,982	1,889	2,041
ENGIE	2,022	1,802	1,496	2,022
Future X Power	2,472	2,472	2,472	2,472
GloBird Energy	2,058	1,854	1,621	2,329
Kogan Energy	–	1,727	1,530	2,020
Momentum Energy	2,059	1,898	1,546	2,059
Nectr	2,043	2,043	2,043	2,043
Next Business Energy	–	1,843	1,843	1,843
Origin Energy	2,050	1,953	1,763	2,050
Ovo Energy	2,025	1,709	1,640	1,782
Pacific Blue Retail	–	2,183	2,027	2,339
Powershop	2,020	1,709	1,622	1,961
Red Energy	2,046	1,927	1,828	1,990
Sumo Power	2,043	1,760	1,683	1,814
Tango Energy	–	2,006	1,985	2,027
Simple average	2,067	1,914	1,810	2,025

Note: A dash (–) means the retailer did not have a standing offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2025:

- standing offer bills ranged from $2,020 (Powershop) to $2,472 (Future X Power)
- market offer bills ranged from $1,496 (ENGIE) to $2,610 (Amber Electric).

A.4.4 Bills in the June quarter of 2025

In the June quarter, 24 retailers had plans available on Energy Made Easy that combined a residential flat rate tariff with a controlled load economy tariff – of these retailers, 20 had a standing offer and all 24 had at least one market offer.

Table A.14: Annual bills for a typical residential flat rate with controlled load economy customer, June quarter 2025

Retailer	Standing offer ($)	Market offer Average ($)	Market offer Lowest ($)	Market offer Highest ($)
1st Energy	2,049	1,988	1,937	2,039
AGL	2,049	1,797	1,644	1,905
Alinta Energy	2,044	1,789	1,598	2,089
Amber Electric	2,083	2,378	2,166	2,610
Ampol Energy	–	1,624	1,624	1,624

Retailer	Standing offer	Market offer		
CovaU	2,027	1,744	1,744	1,744
Diamond Energy	2,038	1,938	1,938	1,938
Dodo Power & Gas	2,033	1,977	1,877	2,077
Energy Locals	2,064	1,918	1,831	1,991
EnergyAustralia	2,041	1,924	1,797	2,041
ENGIE	2,022	1,894	1,740	2,022
Future X Power	2,472	2,472	2,472	2,472
GloBird Energy	2,058	2,022	1,625	2,395
Kogan Energy	–	1,725	1,530	2,020
Momentum Energy	2,059	1,803	1,546	2,059
Nectr	2,043	2,043	2,043	2,043
Next Business Energy	2,032	1,843	1,843	1,843
Origin Energy	2,050	1,883	1,777	2,050
Ovo Energy	2,025	1,778	1,563	2,152
Pacific Blue Retail	–	2,183	2,027	2,339
Powershop	2,020	1,751	1,622	1,961
Red Energy	2,046	1,929	1,837	1,990
Sumo Power	2,043	1,749	1,683	1,814
Tango Energy	–	2,027	2,027	2,027
Simple average	2,065	1,924	1,812	2,052

Note: A dash (–) means the retailer did not have a standing offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2025:

- standing offer bills ranged from $2,020 (Powershop) to $2,472 (Future X Power)
- market offer bills ranged from $1,530 (Kogan Energy) to $2,610 (Amber Electric).

A.4.5 Quarterly change in market offer bills in 2024–25

In 2024–25, 24 retailers had at least one generally available market offer for this tariff combination. Table A.15 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2024–25 for the typical SEQ customer as well as the change in the simple average bill.

Table A.15: Change (%) in lowest annual market offer bill, by quarter, 2024–25 – residential flat rate with controlled load economy

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	5.1%	–5.7%	15.0%	0.0%
AGL	16.3%	0.0%	-3.0%	-3.0%
Alinta Energy	–0.6%	3.7%	-3.6%	0.0%
Amber Electric	9.6%	3.0%	34.5%	–10.9%
Ampol Energy	3.3%	3.5%	0.0%	0.0%
CovaU	4.6%	0.0%	0.0%	0.0%
Diamond Energy	–0.3%	0.0%	0.0%	0.0%
Dodo Power & Gas	-3.6%	0.0%	0.0%	13.1%
Energy Locals	–0.5%	0.0%	0.0%	0.0%
EnergyAustralia	7.1%	0.0%	–2.6%	–4.9%
ENGIE	0.5%	0.0%	–1.5%	16.3%
Future X Power	23.6%	0.0%	0.0%	0.0%
GloBird Energy	–0.8%	2.2%	–1.6%	0.3%
Kogan Energy	–8.5%	0.0%	0.0%	0.0%
Momentum Energy	9.7%	4.6%	–17.5%	0.0%

Retailer	September quarter	December quarter	March quarter	June quarter
Nectr	3.1%	0.0%	17.0%	0.0%
Next Business Energy	–	0.0%	0.0%	0.0%
Origin Energy	5.0%	7.5%	0.0%	0.8%
Ovo Energy	12.5%	0.0%	–1.3%	–4.7%
Pacific Blue Retail	–13.8%	0.0%	18.9%	0.0%
Powershop	0.0%	0.0%	0.0%	0.0%
Red Energy	0.0%	6.2%	0.0%	0.5%
Sumo Power	0.0%	0.0%	0.0%	0.0%
Tango Energy	0.0%	0.0%	0.4%	2.1%
Simple average	2.3%	1.0%	2.2%	0.1%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter and shows the change in the average lowest market offer bill. A dash (–) means the retailer did not have a market offer in the preceding or current quarter. Next Business Energy did not have any market offers published in the June quarter of 2024. Percentages are rounded.
Sources: Energy Made Easy; QCA analysis.

A.5 Small business flat rate offers

Market offer bills were generally lower than standing offer bills in 2024–25. During the year, for a typical SEQ small business flat rate customer:

- market offer bills ranged from $1,486 (AGL) to $2,494 (Amber Electric)
- standing offer bills ranged from $1,904 (Shell Energy) to $2,304 (Blue NRG).

The tables in this section show the bills, by retailer, for each quarter of 2024–25.

A.5.1 Bills in the September quarter of 2024

In the September quarter, 24 retailers had plans available for the small business flat rate tariff on Energy Made Easy – of these retailers, all 24 had a standing offer and 21 had at least one market offer.

Table A.16: Annual bills for a typical small business flat rate customer, September quarter 2024

Retailer	Standing offer ($)	Market offer		
		Average ($)	Lowest ($)	Highest ($)
1st Energy	2,092	1,875	1,875	1,875
AGL	2,102	1,927	1,786	2,143
Alinta Energy	2,122	1,942	1,836	2,072
Amber Electric	2,218	2,045	1,896	2,310
Blue NRG	2,304	1,892	1,620	2,275
CovaU	2,118	2,039	2,039	2,039
Diamond Energy	2,075	1,979	1,979	1,979
Discover Energy	2,030	–	–	–
Energy Locals	2,292	2,332	2,180	2,483
EnergyAustralia	2,057	2,000	1,855	2,057
ENGIE	2,072	1,868	1,651	1,998
Flow Power	2,088	–	–	–
Future X Power	2,147	2,112	2,041	2,147
Momentum Energy	2,203	2,086	1,897	2,203
Next Business Energy	2,028	1,811	1,676	1,878
Origin Energy	2,140	2,020	1,668	2,140
Ovo Energy	2,187	1,804	1,804	1,804

Retailer	Standing offer	Market offer		
Pacific Blue Retail	2,117	1,713	1,713	1,713
Powershop	2,111	1,931	1,771	2,093
ReAmped Energy	2,035	2,035	2,035	2,035
Red Energy	2,164	1,943	1,877	2,023
Shell Energy	1,904	–	–	–
Sumo Power	2,079	1,766	1,739	1,794
Tango Energy	2,117	1,794	1,794	1,794
Simple average	2,117	1,948	1,844	2,041

Note: A dash (–) means the retailer did not have a generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2024:

- standing offer bills ranged from $1,904 (Shell Energy) to $2,304 (Blue NRG)
- market offer bills ranged from $1,620 (Blue NRG) to $2,483 (Energy Locals).

A.5.2 Bills in the December quarter of 2024

In the December quarter, 20 retailers had plans available for the small business flat rate tariff on Energy Made Easy – of these retailers, 17 had a standing offer and all 20 had at least one market offer.

Table A.17: Annual bills for a typical small business flat rate customer, December quarter 2024

Retailer	Standing offer ($)	Market offer Average ($)	Lowest ($)	Highest ($)
1st Energy	2,092	1,875	1,875	1,875
AGL	2,143	1,903	1,822	2,143
Alinta Energy	2,122	1,942	1,836	2,072
Amber Electric	2,218	2,066	1,943	2,356
Blue NRG	2,304	1,766	1,716	1,799
CovaU	2,118	2,039	2,039	2,039
Diamond Energy	2,075	1,979	1,979	1,979
Energy Locals	2,292	2,192	1,850	2,483
EnergyAustralia	2,108	1,886	1,855	1,918
ENGIE	2,060	1,753	1,651	1,998
Future X Power	2,147	2,094	2,041	2,147
Momentum Energy	2,203	1,945	1,838	2,203
Next Business Energy	–	1,799	1,760	1,878
Origin Energy	2,140	2,027	1,854	2,140
Ovo Energy	2,187	1,804	1,804	1,804
Pacific Blue Retail	–	1,713	1,713	1,713
Powershop	2,111	1,931	1,771	2,093
Red Energy	2,164	1,979	1,935	2,023
Sumo Power	2,116	1,766	1,739	1,794
Tango Energy	–	1,794	1,794	1,794
Simple average	2,153	1,913	1,841	2,013

Note: A dash (–) means the retailer did not have a standing offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2024:

- standing offer bills ranged from $2,060 (ENGIE) to $2,304 (Blue NRG)
- market offer bills ranged from $1,651 (ENGIE) to $2,483 (Energy Locals).

A.5.3 Bills in the March quarter of 2025

In the March quarter, 22 retailers had plans available for the small business flat rate tariff on Energy Made Easy – of these retailers, 19 had a standing offer and 21 had at least one market offer.

Table A.18: Annual bills for a typical small business flat rate customer, March quarter 2025

Retailer	Standing offer ($)	Market offer		
		Average ($)	Lowest ($)	Highest ($)
1st Energy	2,092	1,875	1,875	1,875
AGL	2,143	1,881	1,736	2,143
Alinta Energy	2,122	1,936	1,836	2,072
Amber Electric	2,218	2,494	2,494	2,494
Blue NRG	2,304	1,799	1,799	1,799
CovaU	2,118	2,039	2,039	2,039
Diamond Energy	2,075	1,979	1,979	1,979
Energy Locals	2,292	2,010	1,754	2,256
EnergyAustralia	2,108	1,907	1,855	1,960
ENGIE	2,060	1,781	1,651	1,998
Flow Power	2,088	–	–	–
Future X Power	2,147	2,147	2,147	2,147
Momentum Energy	2,203	1,886	1,799	2,203
Nectr	2,274	1,751	1,751	1,751
Next Business Energy	–	1,760	1,760	1,760
Origin Energy	2,140	2,038	1,812	2,140
Ovo Energy	2,187	1,804	1,804	1,804
Pacific Blue Retail	–	1,913	1,713	2,113
Powershop	2,111	1,931	1,771	2,093
Red Energy	2,164	1,979	1,935	2,023
Sumo Power	2,116	1,766	1,739	1,794
Tango Energy	–	1,953	1,794	2,113
Simple average	2,156	1,935	1,859	2,027

Note: A dash (–) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2025:

- standing offer bills ranged from $2,060 (ENGIE) to $2,304 (Blue NRG)
- market offer bills ranged from $1,651 (ENGIE) to $2,494 (Amber Electric).

A.5.4 Bills in the June quarter of 2025

In the June quarter, 24 retailers had plans available for the small business flat rate tariff on Energy Made Easy – of these retailers, 22 had a standing offer and 21 had at least one market offer.

Table A.19: Annual bills for a typical small business flat rate customer, June quarter 2025

Retailer	Standing offer ($)	Market offer		
		Average ($)	Lowest ($)	Highest ($)
1st Energy	2,092	1,979	1,875	2,083
AGL	2,143	1,817	1,486	2,143
Alinta Energy	2,122	1,936	1,836	2,072
Amber Electric	2,218	2,494	2,494	2,494
Ampol Energy	2,133	–	–	–

Retailer	Standing offer	Market offer		
Blue NRG	2,304	1,799	1,799	1,799
CovaU	2,118	2,039	2,039	2,039
Diamond Energy	2,075	1,979	1,979	1,979
Energy Locals	2,292	2,010	1,754	2,256
EnergyAustralia	2,108	1,929	1,897	1,960
ENGIE	2,060	1,818	1,651	1,998
Flow Power	2,109	–	–	–
Future X Power	2,147	2,147	2,147	2,147
Momentum Energy	2,203	1,886	1,799	2,203
Nectr	2,274	1,751	1,751	1,751
Next Business Energy	2,028	1,871	1,690	2,209
Origin Energy	2,140	1,832	1,583	2,140
Ovo Energy	2,187	1,804	1,804	1,804
Pacific Blue Retail	–	2,113	2,113	2,113
Powershop	2,111	1,931	1,771	2,093
Red Energy	2,164	1,979	1,935	2,023
Shell Energy	1,904	–	–	–
Sumo Power	2,116	1,766	1,739	1,794
Tango Energy	–	2,113	2,113	2,113
Simple average	2,139	1,952	1,869	2,058

Note: A dash (–) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2025:

- standing offer bills ranged from $1,904 (Shell Energy) to $2,304 (Blue NRG)
- market offer bills ranged from $1,486 (AGL) to $2,494 (Amber Electric).

A.5.5 Quarterly change in market offer bills in 2024–25

In 2024–25, 22 retailers had at least one generally available small business flat rate market offer. Table A.20 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2024–25 for the typical SEQ customer as well as the change in the simple average bill.

Table A.20: Change (%) in lowest annual market offer bill, by quarter, 2024–25 – small business flat rate

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	2.3%	0.0%	0.0%	0.0%
AGL	16.3%	2.0%	–4.7%	–14.4%
Alinta Energy	0.0%	0.0%	0.0%	0.0%
Amber Electric	6.3%	2.4%	28.4%	0.0%
Blue NRG	2.2%	6.0%	4.8%	0.0%
CovaU	0.0%	0.0%	0.0%	0.0%
Diamond Energy	8.1%	0.0%	0.0%	0.0%
Energy Locals	8.6%	-15.1%	–5.2%	0.0%
EnergyAustralia	1.3%	0.0%	0.0%	2.3%
ENGIE	-18.9%	0.0%	0.0%	0.0%
Future X Power	0.0%	0.0%	5.2%	0.0%
Momentum Energy	–5.0%	–3.1%	–2.1%	0.0%
Nectr	–	–	–	0.0%
Next Business Energy	0.0%	5.0%	0.0%	–4.0%
Origin Energy	0.0%	11.2%	–2.3%	–12.6%

Retailer	September quarter	December quarter	March quarter	June quarter
Ovo Energy	5.2%	0.0%	0.0%	0.0%
Pacific Blue Retail	0.0%	0.0%	0.0%	23.4%
Powershop	-7.9%	0.0%	0.0%	0.0%
ReAmped Energy	0.0%	–	–	–
Red Energy	0.0%	3.1%	0.0%	0.0%
Sumo Power	0.0%	0.0%	0.0%	0.0%
Tango Energy	0.0%	0.0%	0.0%	17.7%
Simple average	0.1%	-0.2%	1.0%	0.5%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter and shows the change in the average lowest market offer bill. A dash (–) means the retailer did not have a market offer in the preceding or current quarter. Nectr only had market offers published in the March and June quarters of 2025, and ReAmped Energy only had market offers published in the September quarter of 2024. Percentages are rounded.
Sources: Energy Made Easy; QCA analysis.

A.6 Small business time-of-use offers

Market offer bills were generally lower than standing offer bills in 2024–25. During the year, for a typical SEQ small business time-of-use customer:

- market offer bills ranged from $6,104 (Blue NRG) to $10,286 (Momentum Energy)
- standing offer bills ranged from $6,931 (Energy Locals) to $10,286 (Momentum Energy).

The tables in this section show the bills, by retailer, for each quarter of 2024–25.

A.6.1 Bills in the September quarter of 2024

In the September quarter, 19 retailers had small business time-of-use plans available on Energy Made Easy – of these retailers, 17 had a standing offer and 18 had at least one market offer.

Table A.21: Annual bills for a typical small business time-of-use customer, September quarter 2024

Retailer	Standing offer ($)	Market offer		
		Average ($)	Lowest ($)	Highest ($)
1st Energy	8,059	7,229	7,229	7,229
Alinta Energy	9,368	8,661	8,189	9,194
Blue NRG	–	6,777	6,104	7,172
CovaU	9,382	7,854	7,854	7,854
Diamond Energy	7,461	7,312	7,312	7,312
Energy Locals	–	6,932	6,932	6,932
EnergyAustralia	8,196	7,919	7,243	8,196
ENGIE	9,594	8,898	8,823	8,923
Momentum Energy	10,286	8,359	7,980	10,286
Next Business Energy	8,005	7,377	6,710	7,667
Origin Energy	8,190	7,820	6,794	8,190
Ovo Energy	7,788	6,543	6,543	6,543
Pacific Blue Retail	7,691	6,554	6,554	6,554
Powershop	7,855	7,184	6,590	7,777
ReAmped Energy	7,958	7,958	7,958	7,958
Red Energy	7,520	7,139	6,999	7,186
Shell Energy	7,291	–	–	–
Sumo Power	8,705	7,052	6,954	7,149
Tango Energy	7,691	6,984	6,984	6,984

Retailer	Standing offer	Market offer		
Simple average	8,296	7,475	7,209	7,728

Note: A dash (–) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the September quarter of 2024:

- standing offer bills ranged from $7,291 (Shell Energy) to $10,286 (Momentum Energy)
- market offer bills ranged from $6,104 (Blue NRG) to $10,286 (Momentum Energy).

A.6.2 Bills in the December quarter of 2024

In the December quarter, 16 retailers had small business time-of-use plans available on Energy Made Easy – of these retailers, 11 had a standing offer and 15 had at least one market offer.

Table A.22: Annual bills for a typical small business time-of-use customer, December quarter 2024

Retailer	Standing offer ($)	Market offer		
		Average ($)	Lowest ($)	Highest ($)
1st Energy	8,059	7,229	7,229	7,229
Alinta Energy	9,368	8,661	8,189	9,194
Blue NRG	–	7,041	6,781	7,172
CovaU	9,382	7,854	7,854	7,854
Diamond Energy	7,461	7,312	7,312	7,312
Energy Locals	–	6,932	6,932	6,932
ENGIE	9,594	–	–	–
Momentum Energy	10,286	8,807	7,980	10,286
Next Business Energy	–	7,479	7,385	7,667
Origin Energy	8,190	7,927	7,535	8,190
Ovo Energy	7,788	6,543	6,543	6,543
Pacific Blue Retail	–	6,554	6,554	6,554
Powershop	7,855	7,184	6,590	7,777
Red Energy	7,520	7,186	7,186	7,186
Sumo Power	9,426	7,052	6,954	7,149
Tango Energy	–	6,984	6,984	6,984
Simple average	8,630	7,383	7,201	7,602

Note: A dash (–) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the December quarter of 2024:

- standing offer bills ranged from $7,461 (Diamond Energy) to $10,286 (Momentum Energy)
- market offer bills ranged from $6,543 (Ovo Energy) to $10,286 (Momentum Energy).

A.6.3 Bills in the March quarter of 2025

In the March quarter, 18 retailers had small business time-of-use plans available on Energy Made Easy – of these retailers, 14 had a standing offer and all 18 had at least one market offer.

Table A.23: Annual bills for a typical small business time-of-use customer, March quarter 2025

Retailer	Standing offer ($)	Market offer Average ($)	Market offer Lowest ($)	Market offer Highest ($)
1st Energy	8,059	7,229	7,229	7,229
Alinta Energy	9,368	8,622	8,189	9,194
Blue NRG	–	7,172	7,172	7,172
CovaU	9,382	7,854	7,854	7,854
Diamond Energy	7,461	7,312	7,312	7,312
Energy Locals	6,931	6,537	6,507	6,568
EnergyAustralia	8,231	7,449	7,243	7,655
ENGIE	8,092	8,441	7,963	9,306
Momentum Energy	10,286	7,221	6,293	10,286
Nectr	7,861	6,615	6,615	6,615
Next Business Energy	–	7,385	7,385	7,385
Origin Energy	8,190	7,880	7,370	8,190
Ovo Energy	7,788	6,543	6,543	6,543
Pacific Blue Retail	–	7,121	6,554	7,687
Powershop	7,855	7,184	6,590	7,777
Red Energy	7,520	7,186	7,186	7,186
Sumo Power	9,426	7,052	6,954	7,149
Tango Energy	–	7,336	6,984	7,687
Simple average	8,318	7,341	7,108	7,711

Note: A dash (–) means the retailer did not have a standing offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the March quarter of 2025:

- standing offer bills ranged from $6,931 (Energy Locals) to $10,286 (Momentum Energy)
- market offer bills ranged from $6,293 (Momentum Energy) to $10,286 (Momentum Energy).

A.6.4 Bills in the June quarter of 2025

In the June quarter, 19 retailers had small business time-of-use plans available on Energy Made Easy – of these retailers, 16 had a standing offer and 18 had at least one market offer.

Table A.24: Annual bills for a typical small business time-of-use customer, June quarter 2025

Retailer	Standing offer ($)	Market offer Average ($)	Market offer Lowest ($)	Market offer Highest ($)
1st Energy	8,059	7,631	7,229	8,032
Alinta Energy	9,368	8,622	8,189	9,194
Blue NRG	–	7,172	7,172	7,172
CovaU	9,382	7,854	7,854	7,854
Diamond Energy	7,461	7,312	7,312	7,312
Energy Locals	6,931	6,537	6,507	6,568
EnergyAustralia	8,231	7,531	7,408	7,655
ENGIE	8,092	8,614	8,055	9,306
Momentum Energy	10,286	7,132	6,293	10,286
Nectr	7,861	6,615	6,615	6,615
Next Business Energy	8,005	7,278	6,901	7,977
Origin Energy	8,190	7,275	6,591	8,190
Ovo Energy	7,788	6,543	6,543	6,543
Pacific Blue Retail	–	7,687	7,687	7,687

Retailer	Standing offer	Market offer		
Powershop	7,855	7,184	6,590	7,777
Red Energy	7,520	7,186	7,186	7,186
Shell Energy	7,291	–	–	–
Sumo Power	9,426	7,052	6,954	7,149
Tango Energy	–	7,687	7,687	7,687
Simple average	8,234	7,384	7,154	7,788

Note: A dash (–) means the retailer did not have a standing or generally available market offer in this quarter.
Sources: Energy Made Easy; QCA analysis.

Based on the plans available on Energy Made Easy in the June quarter of 2025:

- standing offer bills ranged from $6,931 (Energy Locals) to $10,286 (Momentum Energy)
- market offer bills ranged from $6,293 (Momentum Energy) to $10,286 (Momentum Energy).

A.6.5 Quarterly change in market offer bills in 2024–25

In 2024–25, 19 retailers had at least one generally available small business time-of-use market offer. Table A.25 shows the quarterly changes in each of these retailers' lowest annual market offer bill in 2024–25 for the typical SEQ customer as well as the change in the simple average bill.

Table A.25: Change (%) in lowest annual market offer bill, by quarter, 2024–25 – small business time-of-use

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	2.1%	0.0%	0.0%	0.0%
Alinta Energy	-5.8%	0.0%	0.0%	0.0%
Blue NRG	1.4%	11.1%	5.8%	0.0%
CovaU	-0.6%	0.0%	0.0%	0.0%
Diamond Energy	-0.9%	0.0%	0.0%	0.0%
Energy Locals	2.1%	0.0%	-6.1%	0.0%
EnergyAustralia	-1.5%	–	–	2.3%
ENGIE	-10.7%	–	–	1.2%
Momentum Energy	11.9%	0.0%	-21.1%	0.0%
Nectr	–	–	–	0.0%
Next Business Energy	-0.7%	10.1%	0.0%	-6.6%
Origin Energy	-0.6%	10.9%	-2.2%	-10.6%
Ovo Energy	3.2%	0.0%	0.0%	0.0%
Pacific Blue Retail	-1.1%	0.0%	0.0%	17.3%
Powershop	-8.2%	0.0%	0.0%	0.0%
ReAmped Energy	-0.5%	–	–	–
Red Energy	-0.7%	2.7%	0.0%	0.0%
Sumo Power	-0.9%	0.0%	0.0%	0.0%
Tango Energy	-0.9%	0.0%	0.0%	10.1%
Simple average	-2.8%	-0.1%	-1.3%	0.6%

Notes: Quarterly changes are relative to the previous quarter based on bills in nominal dollars. The simple average is based on the bills of all retailers with market offers in the respective and the preceding quarter and shows the change in the average lowest market offer bill. A dash (–) means the retailer did not have a market offer in the preceding or current quarter. Energy Australia and ENGIE did not have any market offers published in the December quarter of 2024. Nectr only had market offers published in the March and June quarters of 2025. ReAmped Energy only had market offers published in the September quarter of 2024. Percentages are rounded.
Sources: Energy Made Easy; QCA analysis.

Appendix B: Assumptions and additional information

B.1 Plans included in our analysis

Most common tariffs and tariff combinations

Our analysis is based on the most common tariffs and tariff combinations for small customers in SEQ that we also covered in previous reports. For residential customers, these were the flat rate, flat rate with controlled load super economy and flat rate with controlled load economy tariffs. For small business customers, these were flat rate and time-of-use tariffs.[2] We only included plans based on these most common tariffs in our analysis.

Some SEQ customers are on a demand tariff at the network level, but a demand tariff is still not a very common retail tariff. We will continue to monitor the uptake of demand and other tariffs and incorporate them in future market monitoring reports if they become more common.

Plans available at the end of the quarter (2015–16 and 2016–17)

The plans we included in our analysis for 2015–16 and 2016–17 were those that were available on the last day of each quarter of these 2 financial years. This point-in-time approach meant that any plans that may have been available during a quarter but were not available on the last day of that quarter were not included in our analysis. We adopted this approach, as it was consistent with other regulators' approaches to price monitoring at the time.[3]

Plans available during the entire quarter (since 2017–18)

Since 2017–18, a significant number of plans have been published by retailers and expired within the quarters; that is, plans were published after the first day of the quarter and expired before the last day of that quarter. To provide a more complete analysis of the plans available to SEQ customers, we have included these plans in our price monitoring for the reports since 2017–18, including this one.[4]

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[2] From 1 July 2020, small business customers on basic meters consuming more than 20 MWh per year were reassigned from network tariff 8500 (small business flat rate without controlled load) to network tariff 6000 (small business wide inclining fixed rate without controlled load). However, the latest data available suggests that most customers were still on a small business flat rate tariff at the network level (unpublished Energex data). While retail tariffs offered by retailers may deviate from the underlying network tariff, we based our analysis on network-level data, given that data on the number of customers on specific plans and the individual retail tariff that applies to them is not generally available.

[3] QCA, *SEQ retail electricity market monitoring 2016–17* [scoping paper], 2016, pp 6–12.

[4] The data we downloaded on 1 July 2024 for the June quarter of 2024 did not include controlled load prices. AER staff confirmed that the issue was due to a planned breaking change resulting from updates to the Energy Made Easy standards to align with the CDR and Consumer Data Standards. An earlier download (from 21 June 2024) still contained all the controlled load prices we require to calculate bills; we have therefore used that download for the June quarter of 2024.

B.2 Plans excluded from our analysis

As in previous years, we identified a number of plans on Energy Made Easy that we excluded from our analysis for the following reasons:

- The expiry date preceded the publication date.
- The plans were published and expired on the same day.
- The plans appeared to be, or were explicitly published as, 'dual fuel' plans.
- Supply or usage charges were zero, missing or implausible.
- Market offers were restricted – that is, not generally available to customers.
- The plans could not clearly be identified and allocated to a specific tariff or tariff combination.

We also excluded from our price monitoring any plans with publication dates before 1 July in the years of 2017 to 2024 that were expired already, on the basis that these plans did not reflect retailers' prices for the respective financial year.

Retailers coded some plans on Energy Made Easy as 'restricted plans'.[5] We excluded restricted market offers, because the direction notice requires us to report on 'generally available market offers' only. However, we did not exclude restricted standing offers – other than those for embedded networks (explained in Appendix B, section B.8) – because the direction notice does not specify that the standing offers we report on should only be those that are generally available.

Where retailers offered more than one standing offer per tariff or tariff combination, we report – as in our previous reports – the lowest standing offer, on the basis that the higher-priced standing offers were generally for solar customers.

B.3 Annual bill calculations – exclusions

As in previous years, we excluded the value of the following when calculating bills, as they do not apply to all customers:

- additional features offered by retailers that incur an additional charge (e.g. GreenPower)[6]
- retail fees and charges (e.g. payment processing fees)[7]
- non-financial incentives
- solar feed-in tariffs.

Our bill calculations also exclude the value of assistance the Queensland Government provided to energy customers in response to the coronavirus pandemic, and the value of the various electricity rebates that the Federal Government and the Queensland Government has paid out over time, including the annual asset ownership dividends.[8] Excluding the value of these payments improves the comparability of our bill calculations over time.

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[5] The AER's retail pricing information guidelines define restricted plans as plans that are 'specifically targeted at an individual or exclusive group and tailored to the specific circumstances of that customer and their need(s)'. Examples of restricted plans include family and friends plans, standing offers to satisfy retailers' financially responsible market participant requirements, plans for customers in residential embedded networks, and 'save' and 'win-back' plans (AER, *AER Retail Pricing Information Guidelines* [version 5.0], 2018, p 15, cls 77, 78(b), 78(d)–(e), 78(i)–(j)).

[6] Retailers' GreenPower options are reported in chapter 3 of our report.

[7] We include fees that apply to all customers if they take up a plan with such fees attached (e.g. membership fees or fees to access wholesale prices – see section B.4).

[8] For an overview of the rebates and asset ownership dividends paid to vulnerable households, other households and small businesses since 2017–18, see Queensland Government, *Queensland Budget 2023–24 – Tackling the cost of living*, 2023, p 29.

B.4 Annual bill calculations – inclusions

As in previous years, we accounted for the following when calculating bills:

- quantifiable one-off sign-up bonuses and incentives (a reduction of bills)
- guaranteed and conditional discounts (a reduction of bills)
- membership fees (an addition to bills)
- fees for access to wholesale prices (an addition to bills).

Our bill calculations thereby show what the median SEQ customer would have paid during the first year after taking up the plan. Individual customers may have been charged additional fees and charges, which are not included in our bill calculations.

B.5 Solar plans

We have regularly commented in our market monitoring and solar feed-in tariff monitoring reports that retailers do not apply a common approach to identifying solar-only plans on Energy Made Easy. In the absence of retailers providing such a common approach, we included market offers with solar feed-in tariffs in our price monitoring analysis. This means that, in the case of retailers that did publish separate solar plans – and included solar-specific costs such as solar metering charges in the supply charge – some of their higher-priced plans may have been available only to solar customers. In cases where the most expensive market offer was a solar plan, we indicated which non-solar plan was the most expensive market offer.

We have often stated that retailers should publish solar-only plans on Energy Made Easy and add Energex's solar metering charges to the daily supply charges on such plans. In 2024–25, the solar metering charge was 8.698 cents per day (around $31.77 for the year, excluding GST).[9] We consider that publishing separate solar and non-solar plans, and adding the solar metering charge to the supply charge of solar plans, would:

- provide customers with a more accurate estimate of annual bills than either not disclosing solar metering charges or listing them as a separate fee type, as a small number of retailers do
- reduce the likelihood of non-solar customers covering part of the cost of solar customers' solar metering charges, thereby improving the cost reflectivity of prices on solar and non-solar plans[10]
- ensure that plans where the solar metering charge is added to the daily supply charge are not presented on Energy Made Easy as being more expensive than other plans for which retailers do not include solar metering charges in the supply charge but levy those charges as a separate fee
- be consistent with the ACCC's requirement under the Electricity Retail Code that recurring metering charges be included in the unconditional price of plans.[11]

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[9] Energex, _Last year's network tariffs & prices_, Energex website, n.d., viewed 16 May 2025.

[10] The issue of differences in supply costs for solar and non-solar customers in different regions of the National Electricity Market (NEM) was discussed in the AER's DMO draft determination for 2020–21 (AER, _Default Market Offer Prices 2020–21_ [draft determination], 2020, pp 54, 63).

[11] ACCC, _Guide to the Electricity Retail Code_ [version 3], 2021, p 5. Recurring fees are also included in the definition of 'price' in the guide to the code (p v).

B.6 Controlled load plans

Retailers' approaches to controlled load plans

There are no specific requirements for retailers' controlled load plans, except that they should be referred to as 'controlled load' rather than 'off-peak' usage.[12] We note that retailers do not apply a consistent approach to publishing plans with controlled load tariffs on Energy Made Easy. The comparability of plans would be improved if all retailers separated their plans with one or more controlled load tariffs from their flat rate only plans.

These observations and suggestions remain relevant to the SEQ retail electricity market. We noted this year again that retailers did not apply a consistent approach to publishing plans with controlled load tariffs on Energy Made Easy and that they used different terms to describe the controlled load tariffs of their plans. To demonstrate the inconsistency in the way retailers publish plans with controlled load tariffs, Table B.1 shows the various ways in which retailers have described their controlled load tariffs on plans in the SEQ market.

Table B.1: Retailers' identification of controlled load on plans in SEQ

Tariff 31: controlled load super economy	Tariff 33: controlled load economy
Controlled Load Super Economy	Controlled Load Economy
Super Economy	Economy
Super Economy South East	Economy South East
CL1	CL2
Controlled Load 1 – Tariff 31	Controlled Load 2 – Tariff 33
Controlled Load (T31) Usage (Super Eco)	Controlled Load (T33) Usage (Economy)
Super Economy Tariff 31	Economy Tariff 33
Controlled Load 1	Controlled Load 2
All Controlled Load 1	All Controlled Load 2
Controlled Load One	Controlled Load Two
Controlled Load_9000	Controlled Load_9100
Home Controlled Load 1	Home Controlled Load 2
Off peak – Controlled load 1	Off peak – Controlled load 2
Controlled Load Off-Peak 1	Controlled Load Off-Peak 2
1 Separately metered usage	2 Separately metered usage
Supply will be available for a minimum 8 hours per day, at the discretion of the distributor, generally between 10 pm and 7 am.	Supply will be available for a minimum 18 hours per day, at the absolute discretion of the distributor

Source: Energy Made Easy.

In our view, retailers could make definitions and explanatory text clearer with respect to which controlled load tariff applies. This would assist SEQ customers to understand and compare plans with one or more controlled load tariffs.

Plans without a clear distinction of the type of controlled load

In recent years, some retailers have published residential plans with controlled load tariffs on Energy Made Easy that did not clearly specify whether the controlled load tariff was economy or super economy. In those cases, we generally included the controlled load plans in our bill calculations for both the residential flat rate with controlled load economy and super economy tariff combinations.[13]

[12] AER, *AER Retail Pricing Information Guidelines* [version 5.0], 2018, p 14 (Table 3).
[13] In our market monitoring report for 2019–20, we noted that GloBird Energy published flat rate with controlled load plans on Energy Made Easy for the first time in the June quarter of 2020. As we could not clearly identify the tariff combination

The AER does not distinguish between economy and super economy controlled load tariffs either. Although both controlled load tariffs are commonly used by residential customers in SEQ, the AER only sets one annual DMO price for the 2 residential with controlled load tariffs in SEQ.

Our observations indicate that prices of economy and super economy controlled load tariffs have converged in recent years, particularly since the DMO was introduced.[14]

Controlled load metering charges

We note that some retailers include controlled load metering charges as a daily supply charge levied on the controlled load circuit, while others do not clearly identify whether the charge is passed through to customers. Although controlled load metering charges are not very high,[15] we consider that all retailers should identify the charge on their controlled load plans to support the clarity and comparability of plan information on Energy Made Easy.

B.7 Small business time-of-use offers

A time-of-use tariff means that the price of electricity changes at different times of the day. The types of rates available with a small business time-of-use plan are:

- peak rates, which apply on weekdays (7 am to 9 pm) and are more expensive
- off-peak rates, which apply on weekdays (9 pm to 7 am) and on weekends and are cheaper.[16]

To calculate the bills for small business time-of-use customers, we applied the peak and off-peak split of median consumption to the plans' peak and off-peak rates.

B.8 Embedded networks

For the purpose of monitoring the SEQ retail electricity market, we assume that any restricted plan published by a retailer that is focused on embedded networks is site-specific, unless there is clear evidence on Energy Made Easy that the plan is generally available in the wider market.

Examples of retailers we observed in SEQ that are (or were) focused on embedded networks are Altogether, Apex Energy, Humenergy, Locality Planning Energy, Metered Energy, Microgrid Power, OC Energy, PowerHub, Real Utilities, Savant Energy, Seene, The Embedded Networks Company, WINconnect and Winenergy.

To our knowledge, Locality Planning Energy is the only retailer operating in SEQ that has customers in embedded networks and in the wider market.

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based on information available on Energy Made Easy, we excluded these plans from our analysis (QCA, *SEQ retail electricity market monitoring 2019–20*, 2020, pp 13,17).

[14] This trend became apparent when we calculated bills for both controlled load tariffs with the same (DMO) consumption level from 2015–16 to 2024–25. As the bills for residential flat rate plans with a controlled load tariff are based on the median consumption of the typical SEQ customer, which is different for the 2 controlled load tariffs, the bill values in appendix A do not reveal this convergence of prices to the same extent as using the DMO consumption level (see also QCA, *SEQ retail electricity market monitoring 2019–20*, 2020, pp 163–164; QCA, *SEQ retail electricity market monitoring 2020–21*, 2021, p 10).

[15] Energex, *Last year's network tariffs & prices*, Energex website, n.d., viewed 16 May 2025.

[16] Energex, *Energex Network Tariff Guide, 1 July 2024 to 30 June 2025*, 2024, pp 25–26.

B.9 Number of days in a year

Consistent with the approach in our previous market monitoring reports, we calculated annual bills based on 365.25 days per financial year to account for leap years and ensure the bills are comparable over time.

B.10 GST

All the bills for the typical SEQ customer we present in our market monitoring reports (and appendices) include goods and services tax (GST), unless otherwise specified.

B.11 Inflation

The prices of goods and services change over time. When performing year-on-year comparisons, the ACCC previously applied an inflation correction in its inquiry into the National Electricity Market (NEM) by multiplying the effective price and bill amounts by the Australian Bureau of Statistics estimate of year-on-year growth in the Consumer Price Index.[17] However, in its most recent analysis, the ACCC presented bill values in nominal dollars, which exclude the impact of inflation.[18]

We present bills in nominal dollars too – that is, we have not made any inflation adjustments to the bills in our analysis. Although it is important to keep inflation in mind when comparing bills over time, we consider that unadjusted prices and bills are more useful for customers who seek to understand how their plan compares to other plans in the market, and how bills have changed.

B.12 Treatment of specific plans in bill calculations

Certain elements of retailers' plans were ambiguous and/or required some adjustments in order to calculate bills for our report. Table B.2 explains how we approached these issues in this and our previous market monitoring reports.

Table B.2: Treatment of indistinct information in bill calculations

Issue	QCA approach
Plans only available to certain customers Some plans were only available to customers who owned an electric vehicle, had a Seniors Card or were a member of an organisation (e.g. RACQ). Similar eligibility criteria were attached to numerous plans. Although such plans were only available to certain customers, they were included on Energy Made Easy as generally available plans.	The AER defines: • *generally available plans* as '[a]ll plans that are available to any customers in the appropriate distribution zone with the appropriate metering configuration … unless they are a restricted plan'[19] • *restricted plans* as plans 'specifically targeted at an individual or exclusive group and tailored to the specific circumstances of that customer and their need(s)'. Restricted plans are 'typically not actively marketed' and include 'plans restricted to concession customers' as an example.[20] The plans in question were, in our view, not generally available 'to any customers'. It can also not be said that they were 'typically not actively marketed' (that is, we

[17] ACCC, *Inquiry into the National Electricity Market*, May 2022, p 72.
[18] ACCC, *Inquiry into the National Electricity Market*, July 2025, pp 24–25, 117.
[19] AER, *AER Retail Pricing Information Guidelines* [version 5.0], 2018, p 15, cl 76.
[20] AER, *AER Retail Pricing Information Guidelines* [version 5.0], 2018, p 15, cls 77, 78, 78(g).

Issue	QCA approach
	considered the plans were marketed). However, as the plans were coded as generally available on Energy Made Easy, we included them in our analysis.
Plans coded as residential or small business plans Some plans appeared to be incorrectly coded. For example, we found small business plans that were published with a network tariff code reference in the plan name that suggested that the plans were for residential customers.	We checked the retailer's other plans on Energy Made Easy and/or checked with the retailer directly. In the example mentioned, the retailer confirmed that it only supplied business customers. Accordingly, we did not reallocate these plans to the residential tariff reporting, although the plan name suggested they were for residential customers.
Credits/incentives paid at different points in time Some plans had bill credits attached that provided credits on the first bill and credits after 12 months. Other plans had incentives attached whereby the second part of the credit would be received 'on the first bill after 12 months'.	We only included the first part of such credits or incentives in our annual bill calculations, as we interpreted the wording of the credit/incentive description such that the second part of the credit/ incentive would not be received in the first 12 months.
Loyalty discounts Some plans had loyalty discounts attached that provided customers with a discount (off the total bill) after 12 months.	We did not include loyalty discounts in our annual bill calculations, as we considered that customers would not receive the benefit of these discounts during the first year.
Anniversary credits Some plans had ongoing credits attached, where customers received a credit each anniversary from the supply start date, with credits being applied to the customer's account on or before the anniversary. Other plans only had a 'first anniversary credit' attached.	It is not clear whether these credits are applied to the last bill in the first year or only at the beginning of the second year. We assumed that customers only receive these credits once they have been with the retailer for at least one full year. Consistent with the bill credits or sign-up incentives above, we did not include (one-off or ongoing) anniversary credits in our bill calculations.
Referral discounts or credits As a reward for customers who referred others to the retailer, some plans had referral discounts (off the total bill) or one-off referral credits attached for each new customer that was referred.	We did not include such referral discounts or credits in our bill calculations, as we considered that such discounts or credits would only be realised if and when other people signed up, which is not under the control of a customer.
Discount off usage charges or off the bill Some plans had discounts attached that were described as being discounts off usage charges, but the discount method on Energy Made Easy was coded as being off the total bill (or vice versa).	We treated the discounts according to the discount method nominated by the retailer (discount code), rather than the description in the free text field on Energy Made Easy.
Guaranteed or conditional discount There were instances where the discount coding on Energy Made Easy appeared contradictory. For example, one plan had a discount off usage charges attached if customers paid with direct debit. However, the discount was described (coded) as a guaranteed discount. We note that the retailer attached some eligibility criteria to the plan, which included the customer paying bills by direct debit and agreeing to receive correspondence and bills via email.	The AER distinguishes between guaranteed and conditional discounts as follows: • A *guaranteed discount* does not require a particular action or behaviour on the part of the customer. • *Conditional discounts* only apply if a customer satisfies certain requirements or conditions – for example, direct debit discounts.[21] In this case, we considered the AER's guideline and the eligibility criteria attached to the plan, but were mainly guided by the discount method nominated by the retailer (discount code). Accordingly, we treated the discount as a guaranteed discount.

[21] AER, *AER Retail Pricing Information Guidelines* [version 5.0], 2018, pp 9–10, cls 35-36.

Issue	QCA approach
Discounts versus incentives Some retailers listed bill credits or other benefits as a discount, rather than an incentive, on Energy Made Easy.	We treated such credits or financial benefits as an incentive, as they provide a reduction to customers' bills similar to financial incentives, whereas discounts generally provide a variable, percentage-based reduction off usage charges or off the total bill.
Plans classified as residential and small business Some plans had the same name, but some were classified as residential, and others were classified as small business plans.	We assessed the supply and usage charges attached to the retailer's other plans and compared these charges to the supply and usage charges of the plans in question. If the supply and usage charges were similar as or identical to the retailer's other residential (small business) plans, we reallocated the plans to the residential (small business) tariff reporting. We considered that a reallocation would deliver a more meaningful analysis of bills.
Supply or usage charges with a value of zero We found controlled load plans on Energy Made Easy that had values of zero cents in the controlled load daily supply and usage charge fields.	We checked the retailer's other controlled load plans and found that all had non-zero usage charges, and many had non-zero daily supply charges. We therefore excluded the plans with zero cents supply and usage charges from our analysis, as we assumed the zero values to be errors.
Missing controlled load charges For some plans, the eligibility restriction fields stated that the plans were controlled load tariffs that provide electricity supply for a minimum of 18 hours per day during time periods set at the discretion of the distribution network provider. This would suggest a controlled load economy tariff. However, no controlled load charges were included on Energy Made Easy.	We included these plans in our analysis of flat rate plans, as only a supply and a usage charge were included on Energy Made Easy. The supply and usage charges were slightly lower than those of the retailer's other flat rate plans. If plans were clearly identified as controlled load plans in the plan name too, we excluded those plans from our analysis.
Plans that resulted in a negative bill One retailer had plans available that resulted in a negative annual bill due to the inclusion of a battery subsidy of $2,000 that was attached as an incentive.	We excluded these plans from our analysis as we understood that these plans required a significant upfront investment – customers had to have a Tesla Powerwall installed. The inclusion of plans with negative bills would also have substantially distorted (lowered) the average bill and thereby our analysis of prices that were 'generally available' to the typical SEQ customer.
Plans with large incentives or credits Various plans had substantial VPP (virtual power plant) credits or battery subsidies attached – for example, a battery subsidy (sign-up credit) of $800 per new eligible battery if customers purchased at least one new eligible battery from one of the retailer's preferred installers.	We excluded these plans from our analysis as the incentives or credits would have resulted in substantially lower bills than most other plans and would thereby have distorted our analysis of average bills. These plans also required a significant upfront investment, which would not be reflected in our annual bill calculations. Moreover, the total value of the incentive or credit was not clear in some instances – for example, we did not have any visibility over the number of batteries the average SEQ customer would have likely purchased (i.e. how many $800 incentives they would have received).
Residential plans available to business customers Some plans were classified as residential plans on Energy Made Easy but were only available to customers with an Australian Business Number (ABN) and a valid Qantas business rewards membership.	If a retailer had such plans, we checked the supply and usage charges of these plans. In instances where we found that the charges were the same as the charges of most of the retailer's other residential plans, and lower than most of the charges of the small business plans, we left these plans in the residential analysis. We considered that this would deliver a more meaningful

Issue	QCA approach
	analysis of small business and residential plans. However, in some instances where a retailer had many plans and/or the information was ambiguous, we considered it more appropriate to exclude these plans.
Residential small office plans We found 'small office' standing offers on Energy Made Easy that were only available to customers with an ABN and a residential address. These plans were coded residential plans.	We checked the retailer's supply and usage charges and found that the supply charges of these plans were the same as for the retailer's other residential standing offers. The usage charges were the same as all of the retailer's residential plans. Therefore, we did not reallocate these plans to the small business tariff reporting.
Home office plans coded to residential and small business customers Similar to the small office plans above, we found home office plans for small business customers who operated from home on a residential tariff. Such plans were coded as both small business and residential plans on Energy Made Easy.	We checked the retailer's supply and usage charges and found that the supply and usage charges of these plans were the same as the retailer's other residential plans, and lower than the supply and usage charge of the retailer's small business plans. Accordingly, we reallocated the plans coded to small business customers to the residential tariff reporting.
Plans with different prices for different times Some plans for EV customers included time periods with free energy and time periods with very low usage charges, along with the traditional pricing structures of either flat rate or flat rate with controlled load tariffs.	We removed these residential plans. Although they were categorised on Energy Made Easy as either a flat rate or a flat rate with controlled load tariff, we considered that their pricing structure effectively resembled a time-of-use tariff. The inclusion of these plans would have distorted our analysis of traditional flat rate or flat rate with controlled load plans.

Sources: Energy Made Easy; QCA analysis.

Appendix C: Bills for assisted customers

C.1 Overview

In this appendix, we present the estimated bills by retailer for assisted customers and the distribution of annual bills for the 3 residential tariffs and tariff combinations we cover in our report, for each category of assistance. Our estimated bills are calculated as supply costs plus usage costs (the cost of electricity consumed) plus GST.[22] The tables and charts in this appendix show:

- average annual bills for assisted customers
- average bills paid by assisted customers vs available market offers
- trends in average annual bills for assisted customers
- distribution of annual bills.

[22] Supply costs are calculated as the daily supply charge multiplied by 365.25 days; usage costs are calculated as the usage charge multiplied by the customer's annual consumption level. For more details on how we calculate annual bills, see QCA, *SEQ retail electricity market monitoring 2023–24*, 2024, pp 8–10.

C.2 Average annual bills for assisted customers

Residential flat rate

In section 6.5.2 of our report, we show average standing and market offer bills, by retailer, for assisted customers on a residential flat rate plan in the December quarter of 2024 across all categories of assistance, based on the plans they were on and the consumption of a typical SEQ customer (Figure 6.1). Table C.1 shows the corresponding bills.

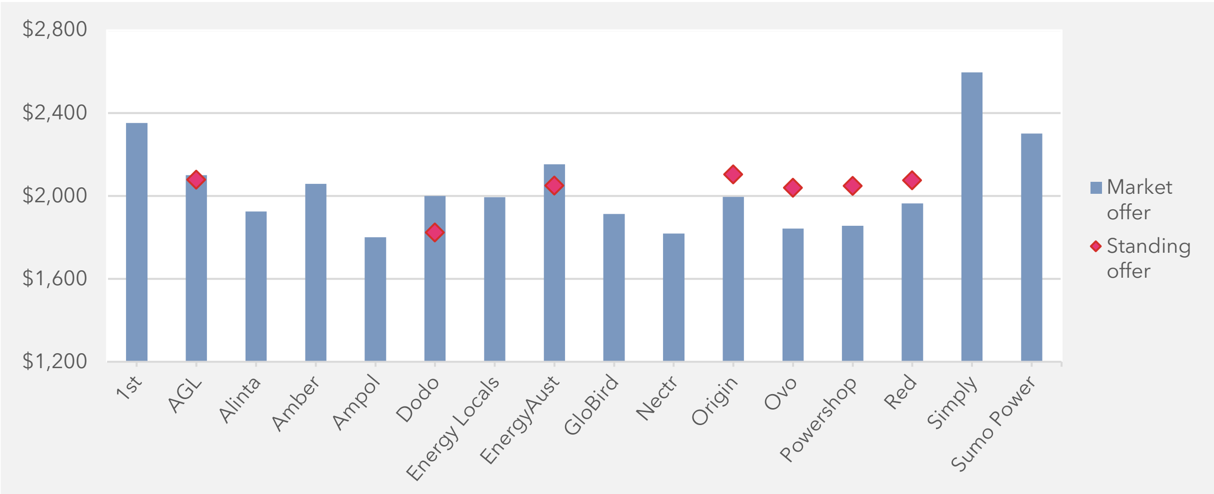
Table C.1: Average annual bills for assisted customers – residential flat rate by retailer, December quarter 2024

Retailer	Standing offer ($)	Market offer ($)
1st Energy	–	2,051
AGL	1,897	1,879
Alinta Energy	–	1,683
Altogether Group	–	1,376
Amber Electric	–	1,831
Ampol Energy	–	1,560
CovaU	1,810	1,827
Diamond Energy	1,892	1,798
Discover Energy	1,881	–
Dodo Power & Gas	1,844	1,700
Energy Locals	–	1,816
EnergyAustralia	1,892	1,940
Future X Power	–	2,091
GloBird Energy	–	1,675
Humenergy	–	1,344
Metered Energy Holdings	1,633	–
Momentum Energy	–	1,654
Nectr	–	1,587
OC Energy	–	1,623
Origin Energy	1,897	1,800
Ovo Energy	1,844	1,588
Powerhub	–	1,603
Powershop	1,866	1,682
Red Energy	1,894	1,763
Simply Energy	1,927	2,651
Sumo Power	1,894	1,967
Tango Energy	1,881	1,624
The Embedded Networks Company	–	1,692
Winenergy	–	1,534

Notes: A dash (–) means the retailer did not have assisted customers on that type of plan. Retailers that did not report any assisted customers are not included in this table.
Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Residential flat rate with controlled load super economy

Figure C.1: Average annual bills for assisted customers – residential flat rate with controlled load super economy by retailer, December quarter 2024



Note: Retailers that did not report any assisted customers are not included in this figure.
Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

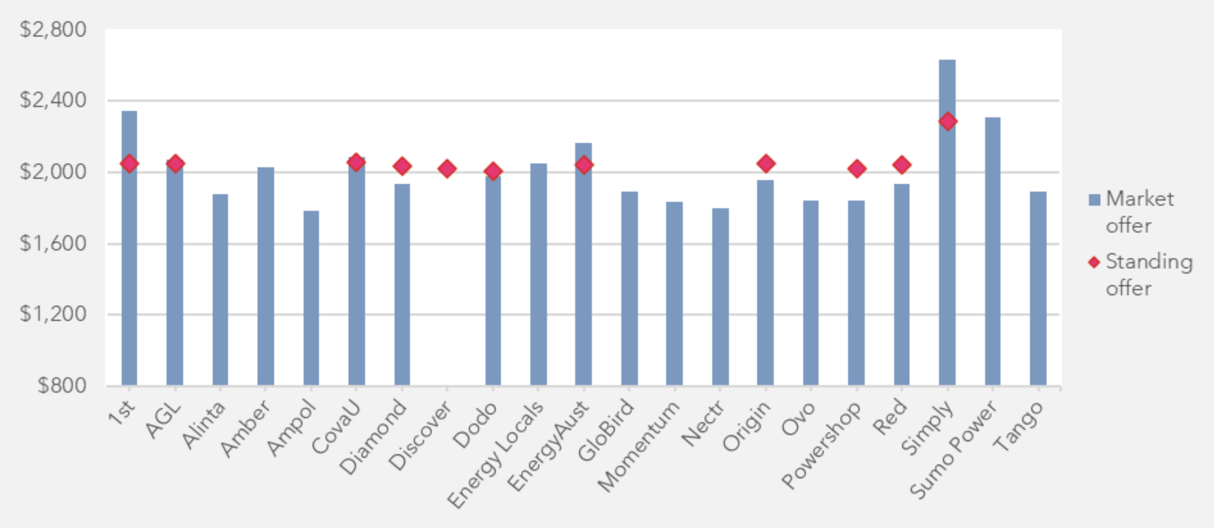
Table C.2: Average annual bills for assisted customers – residential flat rate with controlled load super economy by retailer, December quarter 2024

Retailer	Standing offer ($)	Market offer ($)
1st Energy	–	2,351
AGL	2,078	2,100
Alinta Energy	–	1,925
Amber Electric	–	2,058
Ampol Energy	–	1,800
Dodo Power & Gas	1,822	2,000
Energy Locals	–	1,994
EnergyAustralia	2,049	2,152
GloBird Energy	–	1,912
Nectr	–	1,818
Origin Energy	2,103	1,995
Ovo Energy	2,038	1,843
Powershop	2,048	1,857
Red Energy	2,075	1,964
Simply Energy	–	2,595
Sumo Power	–	2,300

Notes: A dash (–) means the retailer did not have assisted customers on that type of plan. Retailers that did not report any assisted customers are not included in this table.
Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Residential flat rate with controlled load economy

Figure C.2: Average annual bills for assisted customers – residential flat rate with controlled load economy by retailer, December quarter 2024



Note: Retailers that did not report any assisted customers are not included in this figure.
Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Table C.3: Average annual bills for assisted customers – residential flat rate with controlled load economy by retailer, December quarter 2024

Retailer	Standing offer ($)	Market offer ($)
1st Energy	2,049	2,343
AGL	2,049	2,074
Alinta Energy	–	1,878
Amber Electric	–	2,025
Ampol Energy	–	1,786
CovaU	2,058	2,086
Diamond Energy	2,038	1,938
Discover Energy	2,020	–
Dodo Power & Gas	2,011	1,975
Energy Locals	–	2,050
EnergyAustralia	2,041	2,168
GloBird Energy	–	1,893
Momentum Energy	–	1,834
Nectr	–	1,799
Origin Energy	2,050	1,953
Ovo Energy	–	1,840
Powershop	2,020	1,839
Red Energy	2,046	1,933
Simply Energy	2,291	2,636
Sumo Power	–	2,308
Tango Energy	–	1,891

Notes: A dash (–) means the retailer did not have assisted customers on that type of plan. Retailers that did not report any assisted customers are not included in this table.
Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

C.3 Average bills paid by assisted customers compared to available market offers

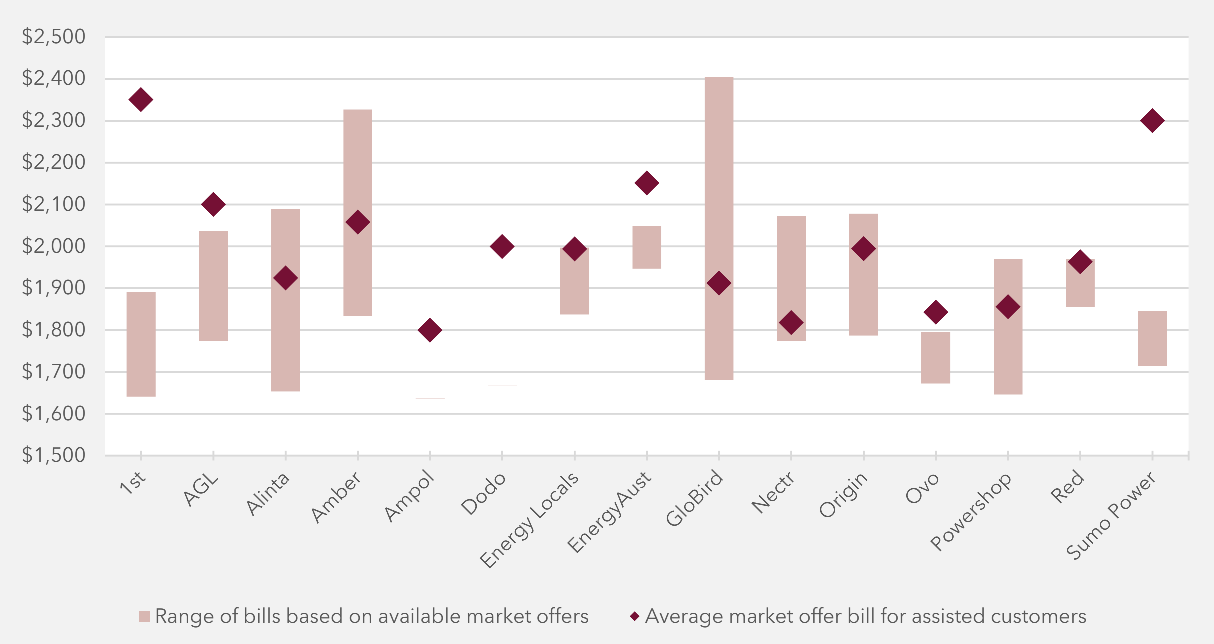
Residential flat rate

In section 6.5.2 of our report, we compare average market offer bills, by retailer, to the market offer(s) that the respective retailer had available in the December quarter of 2024 for customers on residential flat rate plans.

Figures C.3 and C.4 show the same comparison for customers on residential flat rate with controlled load super economy plans and on residential flat rate with controlled load economy plans, again based on the usage level of the typical SEQ customer (see Table 2.1 of our report).

Residential flat rate with controlled load super economy

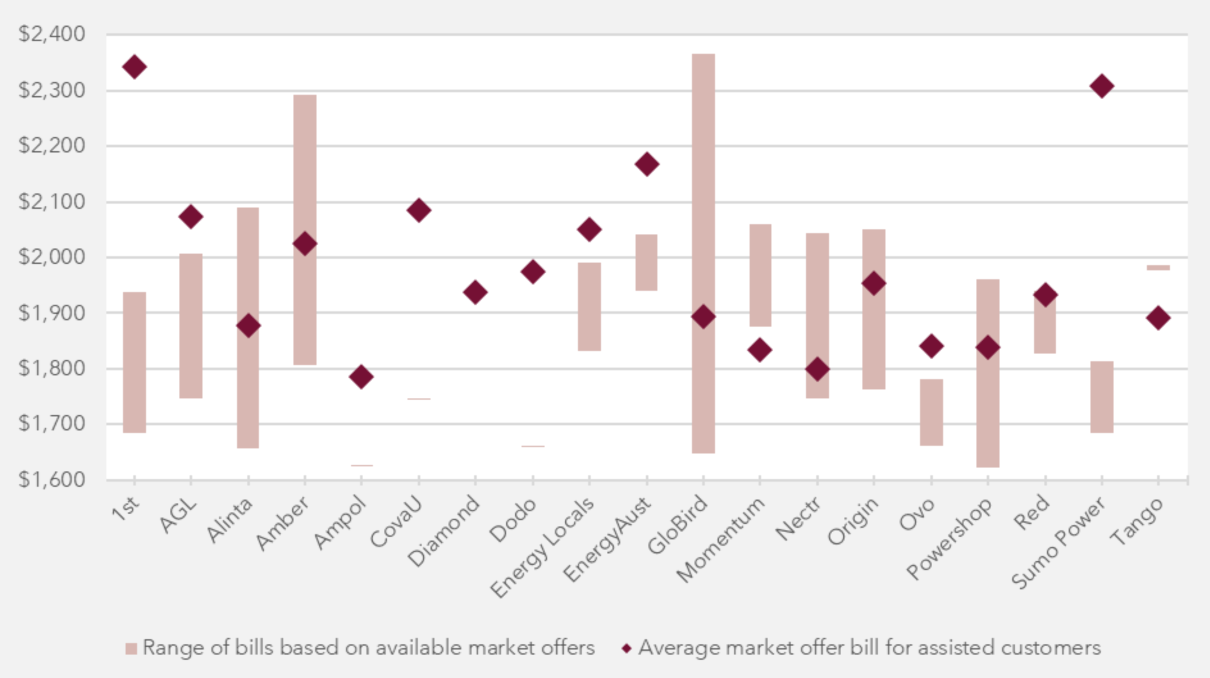
Figure C.3: Average bills paid by assisted customers compared to available market offers, by retailer – residential flat rate with controlled load super economy offers only, December quarter 2024



Notes: Retailers that did not report any assisted customers are not included in this figure. Retailers that reported assisted customers but did not have market offers available on Energy Made Easy during the December quarter of 2024 are not included in this figure.
Sources: Retailers' responses to the QCA's information notice (unpublished); Energy Made Easy; QCA analysis.

Residential flat rate with controlled load economy

Figure C.4: Average bills paid by assisted customers compared to available market offers, by retailer – residential flat rate with controlled load economy offers only, December quarter 2024



Notes: Retailers that did not report any assisted customers are not included in this figure. Retailers that reported assisted customers but did not have market offers available on Energy Made Easy during the December quarter of 2024 are not included in this figure.
Sources: Retailers' responses to the QCA's information notice (unpublished); Energy Made Easy; QCA analysis.

C.4 Trends in average annual bills for assisted customers

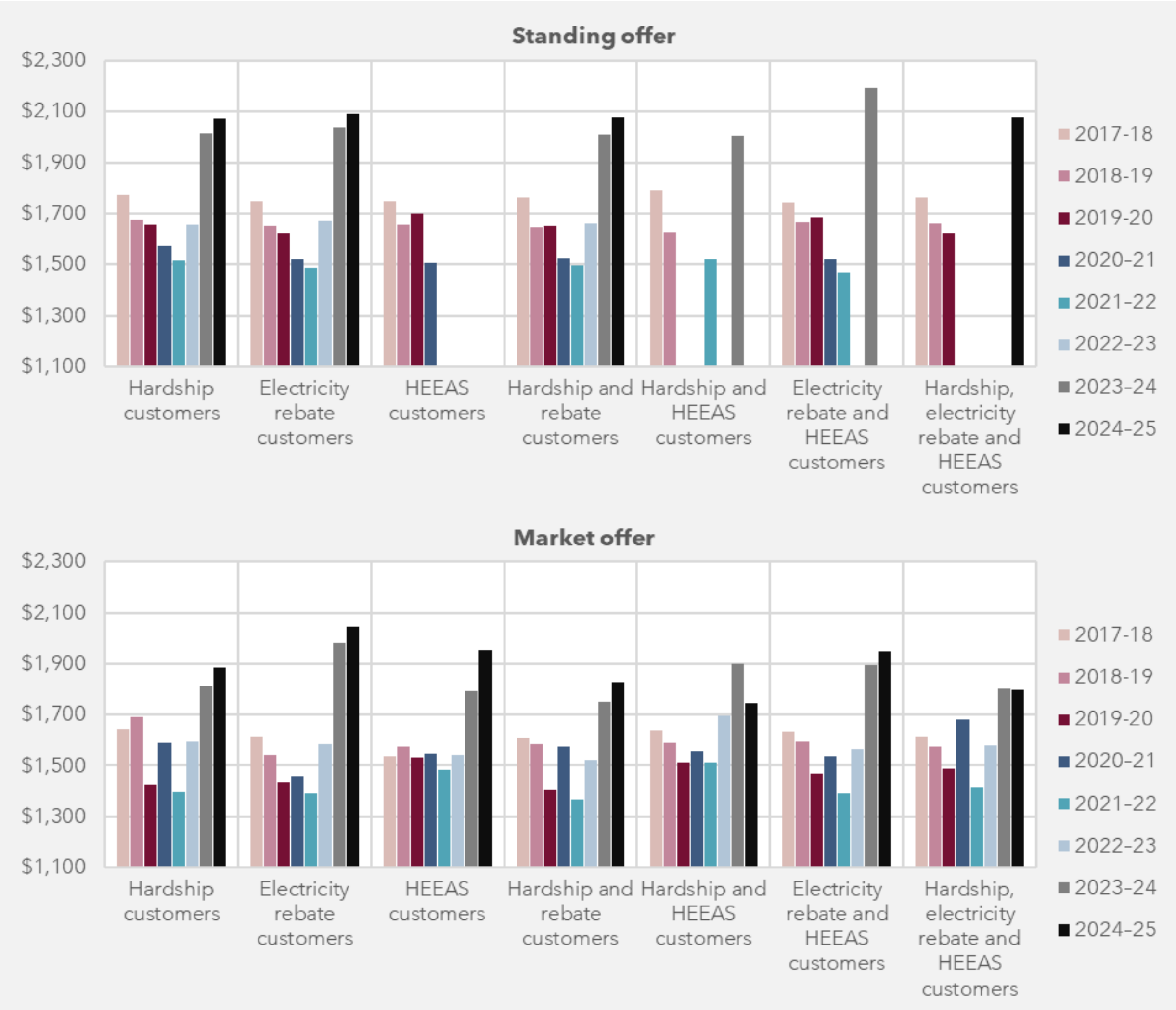
Residential flat rate

In section 6.5.3 of our report, we show average standing and market offer bills (in nominal dollars) for assisted customers on residential flat rate plans between 2017–18 and 2024–25 (Figure 6.3) to illustrate how prices paid changed over time for each category of customers receiving assistance.

Figures C.5 and C.6 show the same analysis for assisted customers on residential flat rate with controlled load super economy plans and on residential flat rate with controlled load economy plans.

Residential flat rate with controlled load super economy

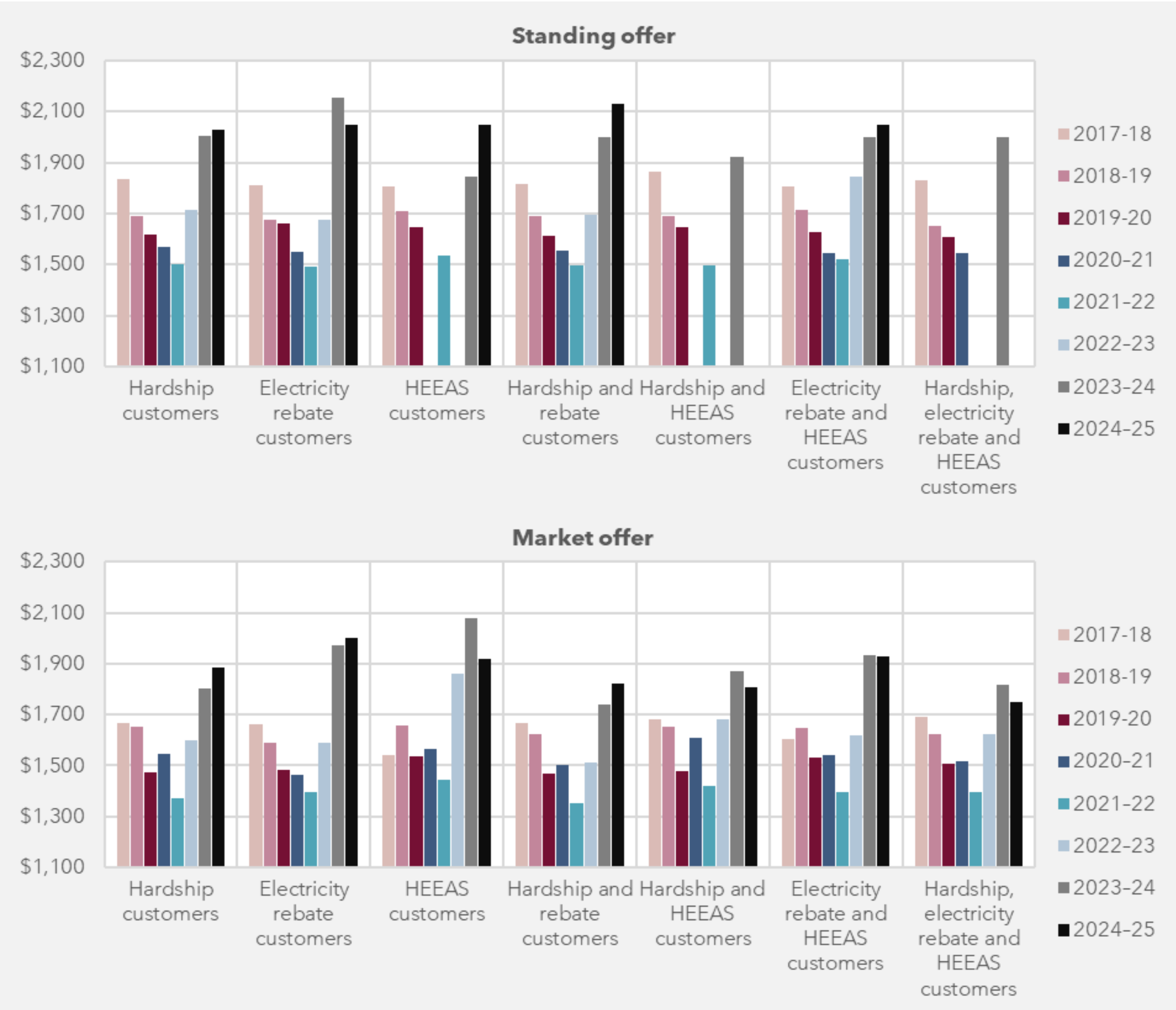
Figure C.5: Average annual bills for assisted customers – residential flat rate with controlled load super economy, 2017–18 to 2024–25



Notes: For 2019–20 to 2024–25, we included bills from the December quarter. Bills are in nominal dollars. Gaps in the figure above indicate that no retailer reported having any assisted customers on that category of assistance.
Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Residential flat rate with controlled load economy

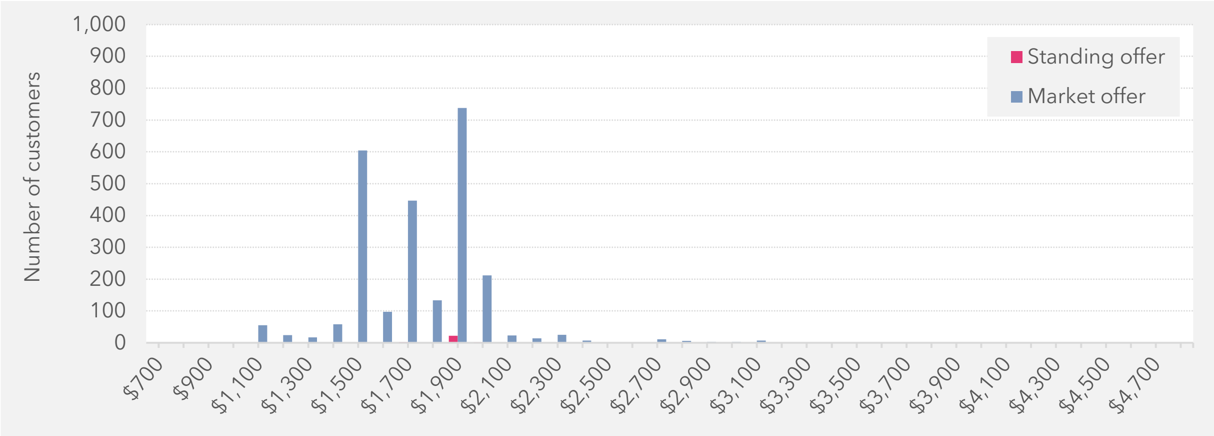
Figure C.6: Average annual bills for assisted customers – residential flat rate with controlled load economy, 2017–18 to 2024–25



Notes: For 2019–20 to 2024–25, we included bills from the December quarter. Bills are in nominal dollars. Gaps in the figure above indicate that no retailer reported having any assisted customers on that category of assistance
Sources: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

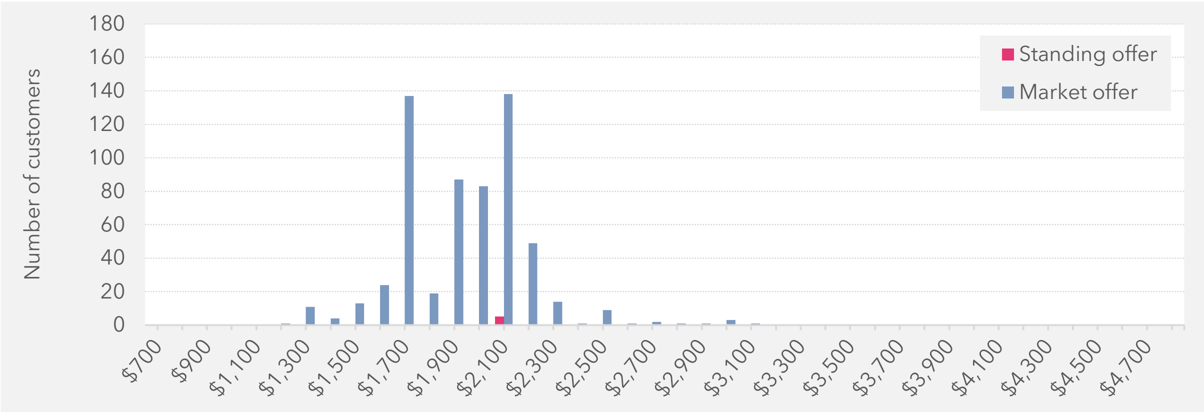
C.5 Distribution of annual bills – hardship only customers

Figure C.7: Hardship customers – residential flat rate offers, distribution of annual bills, 2024–25



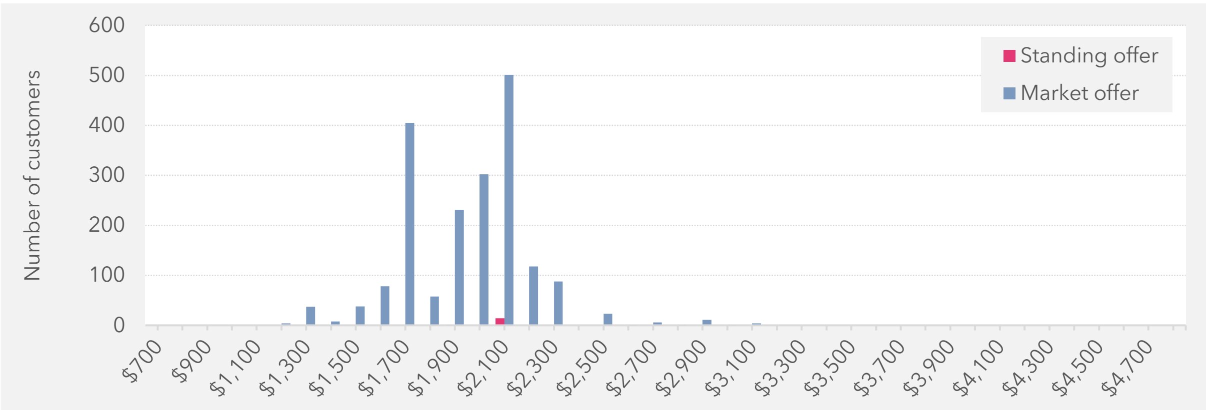
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure C.8: Hardship customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

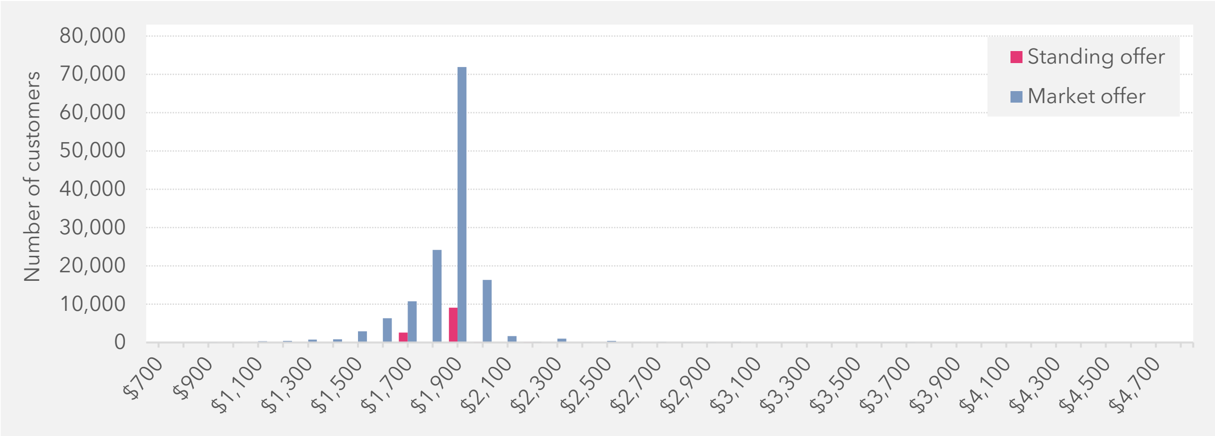
Figure C.9: Hardship customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

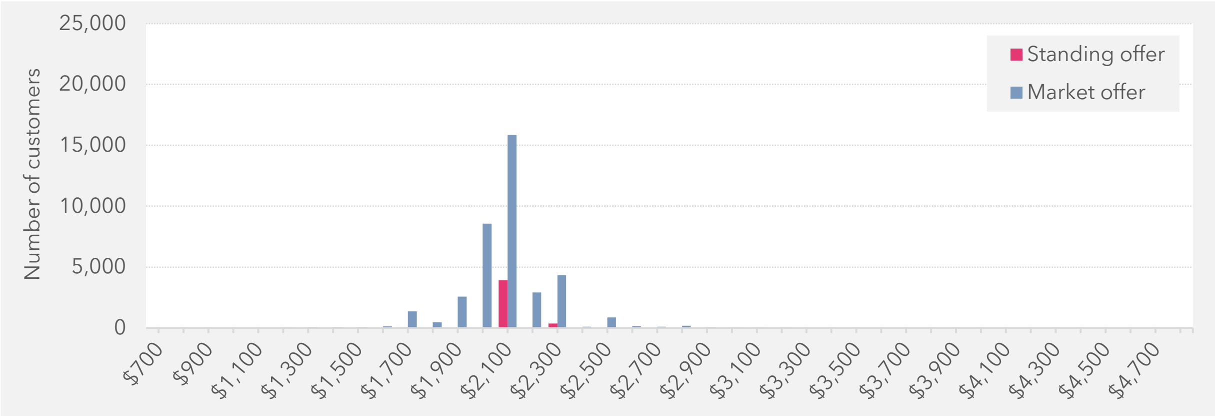
C.6 Distribution of annual bills – customers receiving the rebate only

Figure C.10: Rebate customers – residential flat rate offers, distribution of annual bills, 2024–25



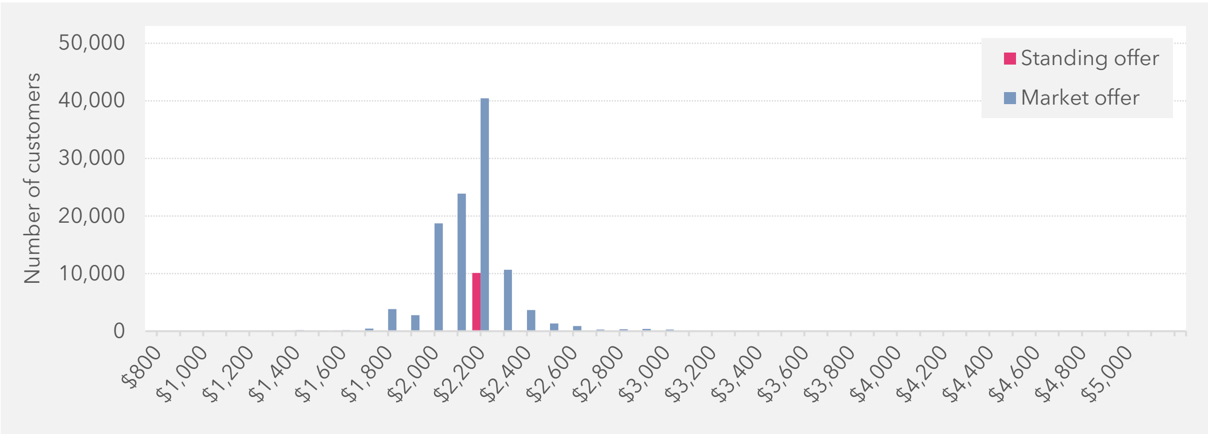
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure C.11: Rebate customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

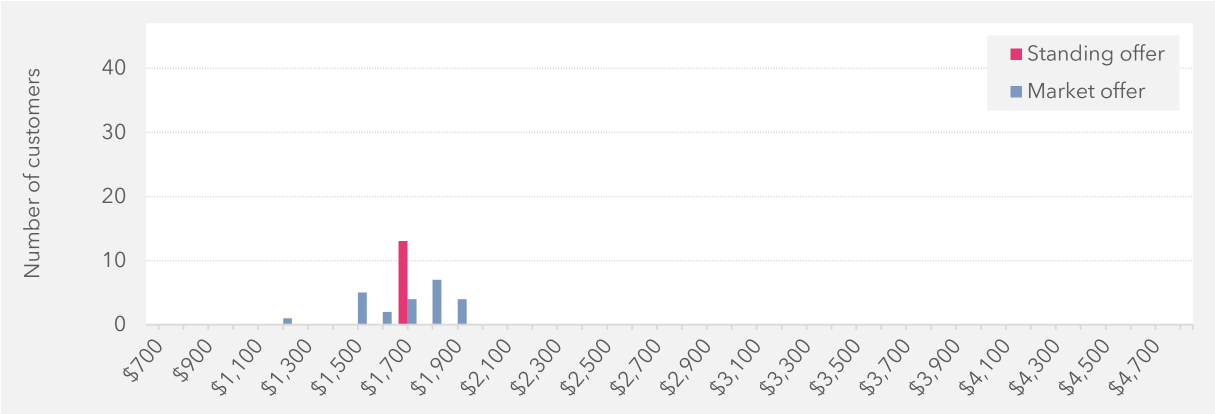
Figure C.12: Rebate customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

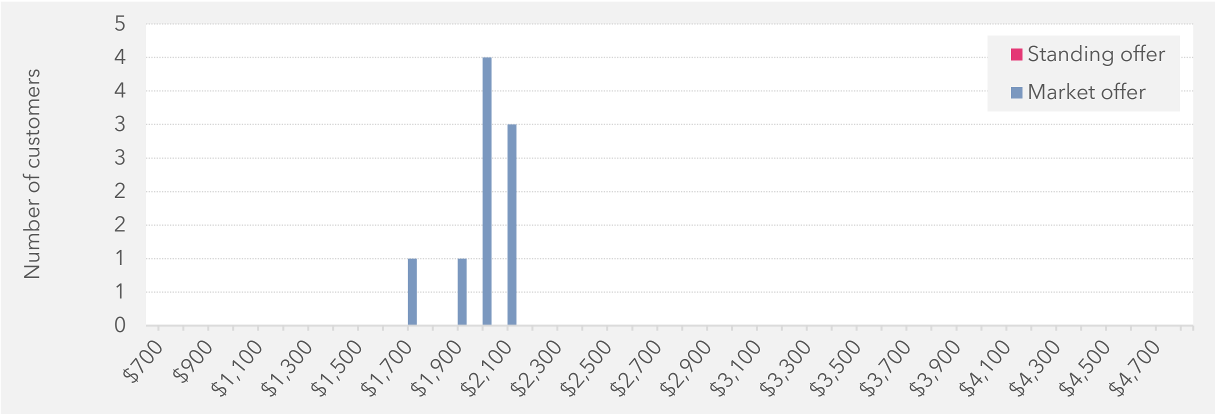
C.7 Distribution of annual bills – HEEAS only customers

Figure C.13: HEEAS customers – residential flat rate offers, distribution of annual bills, 2024–25



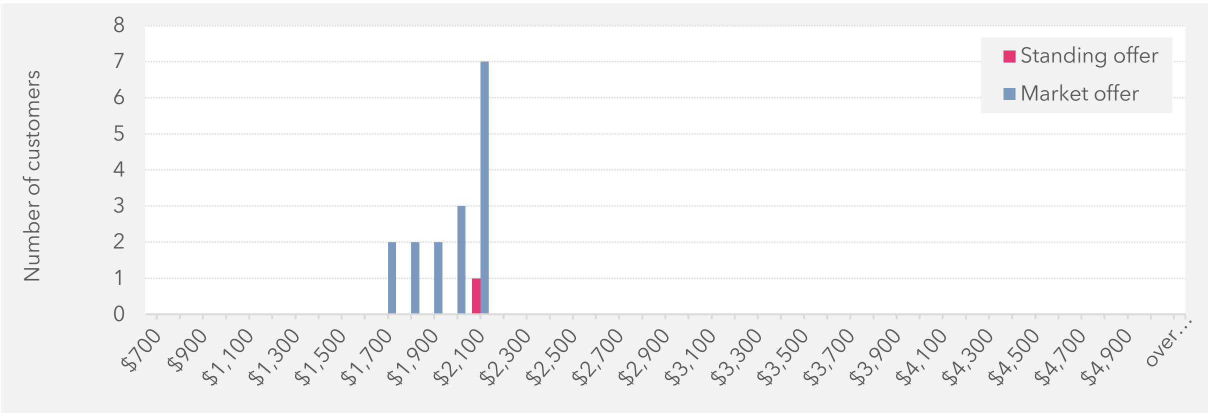
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure C.14: HEEAS customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

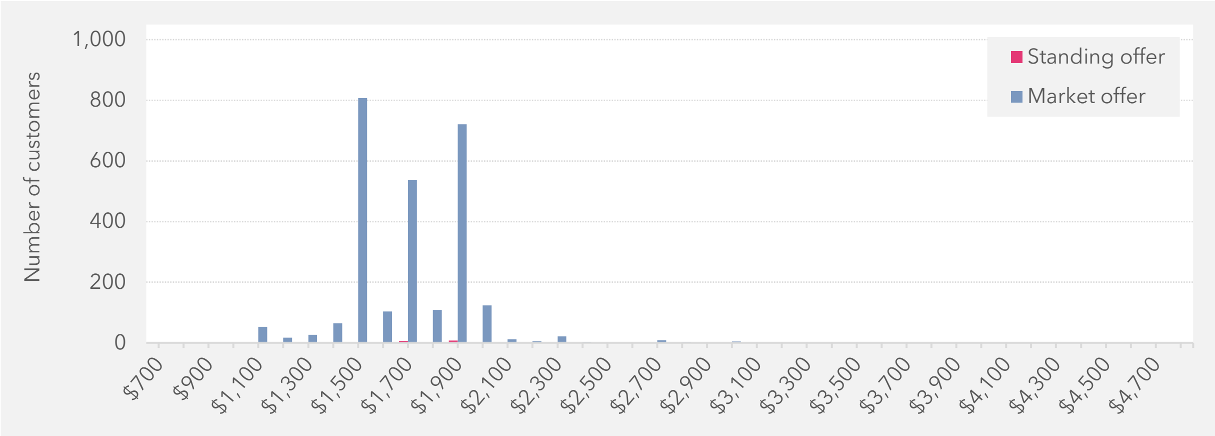
Figure C.15: HEEAS customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

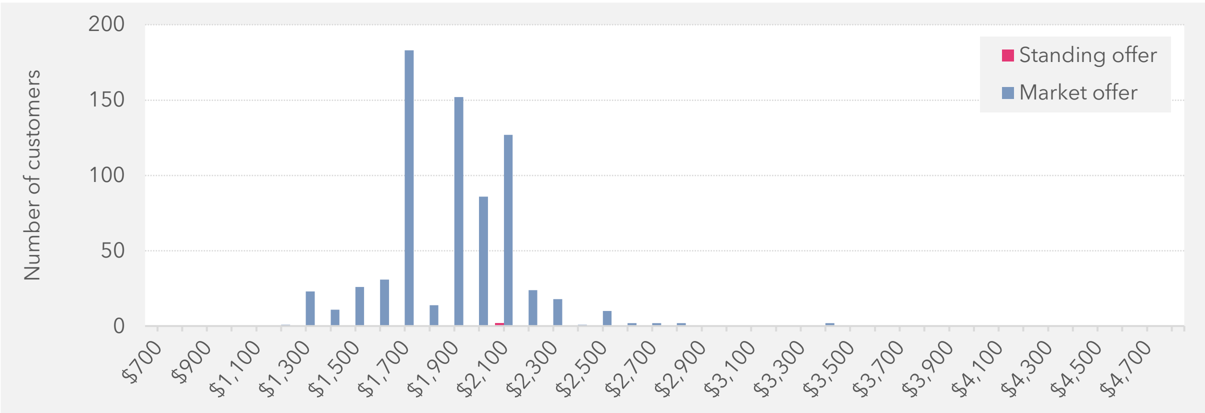
C.8 Distribution of annual bills – hardship and rebate customers

Figure C.16: Hardship and rebate customers – residential flat rate offers, distribution of annual bills, 2024–25



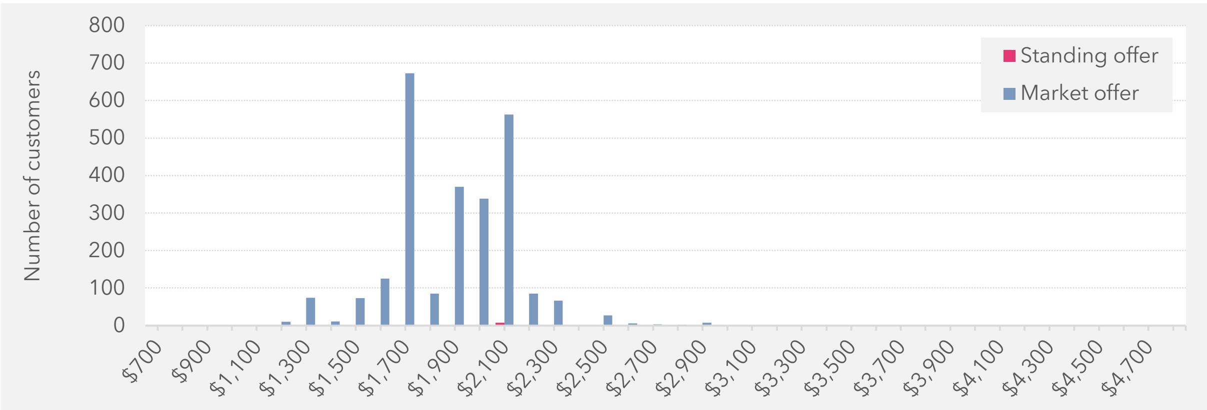
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure C.17: Hardship and rebate customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

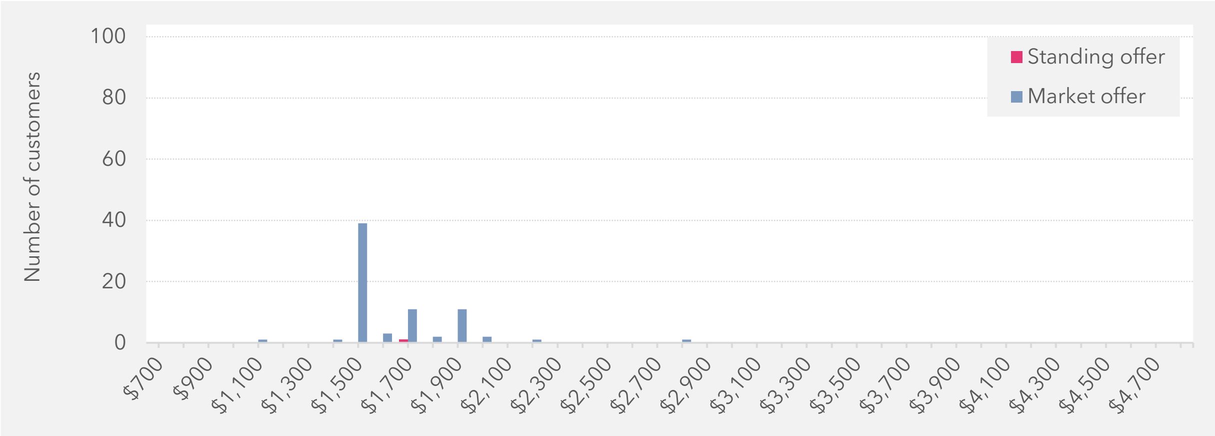
Figure C.18: Hardship and rebate customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

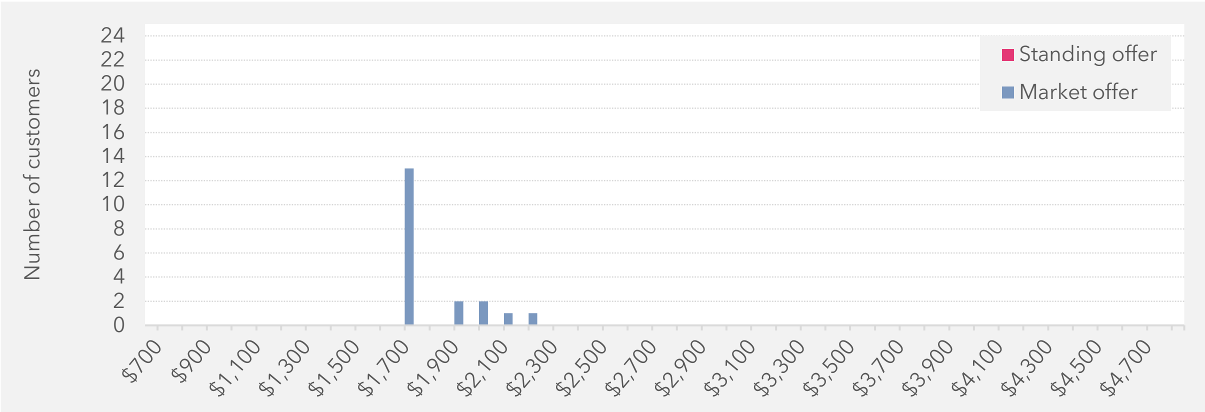
C.9 Distribution of annual bills – hardship and HEEAS customers

Figure C.19: Hardship and HEEAS customers – residential flat rate offers, distribution of annual bills, 2024–25



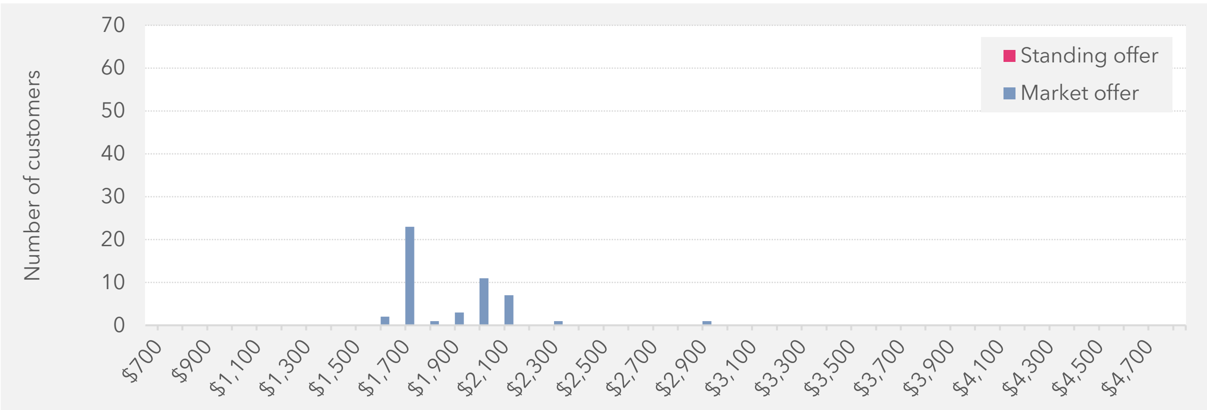
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure C.20: Hardship and HEEAS customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

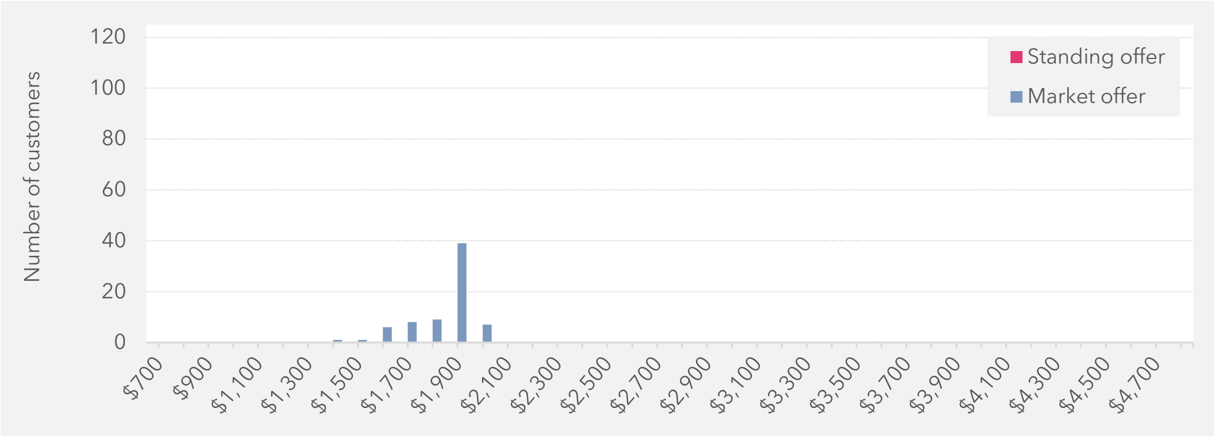
Figure C.21: Hardship and HEEAS customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

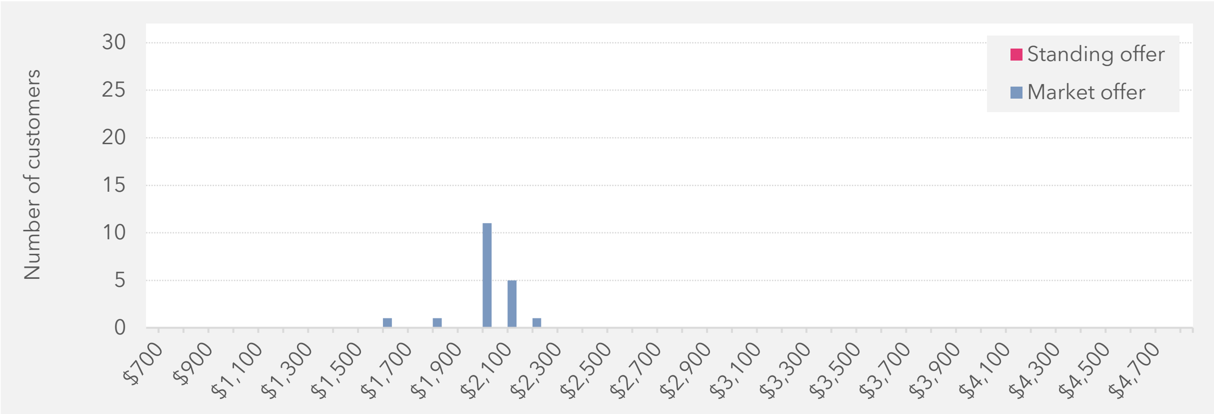
C.10 Distribution of annual bills – rebate and HEEAS customers

Figure C.22: Rebate and HEEAS customers – residential flat rate offers, distribution of annual bills, 2024–25



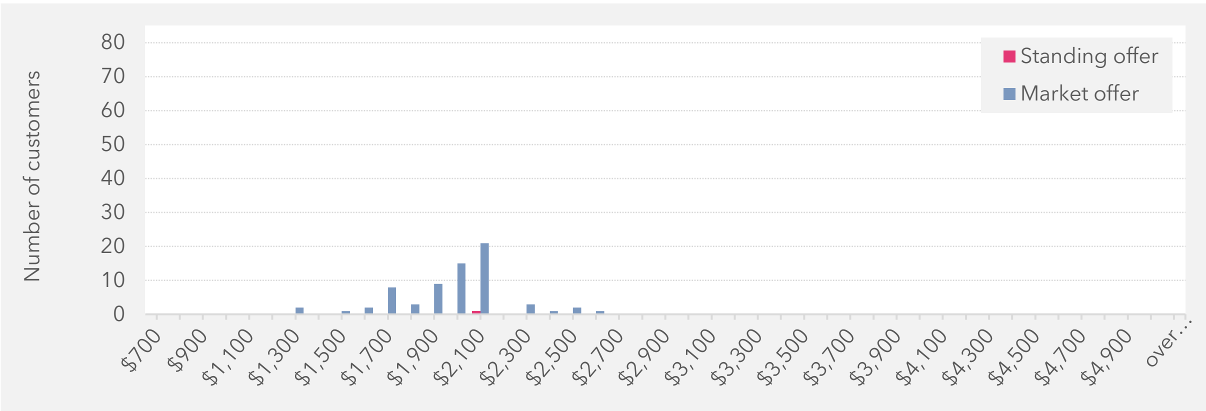
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure C.23: Rebate and HEEAS customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

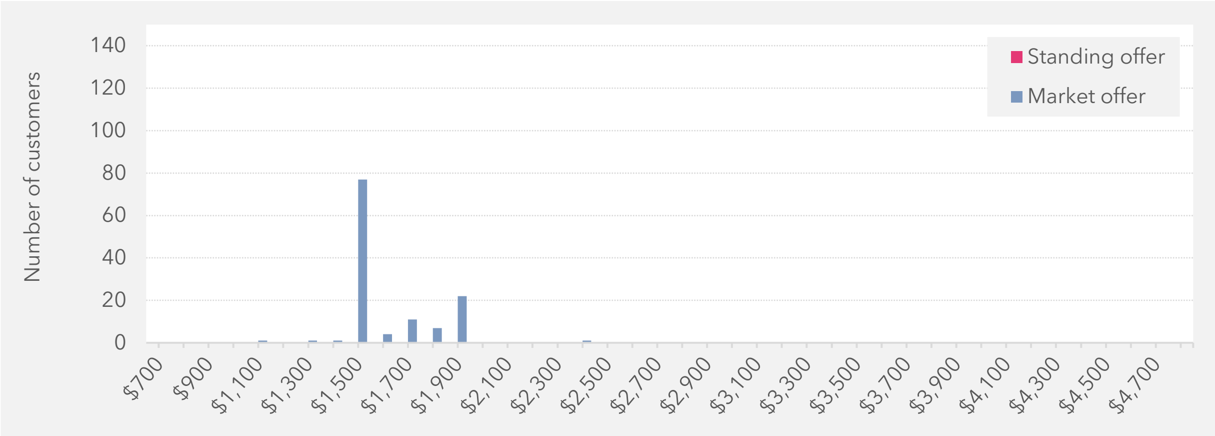
Figure C.24: Rebate and HEEAS customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

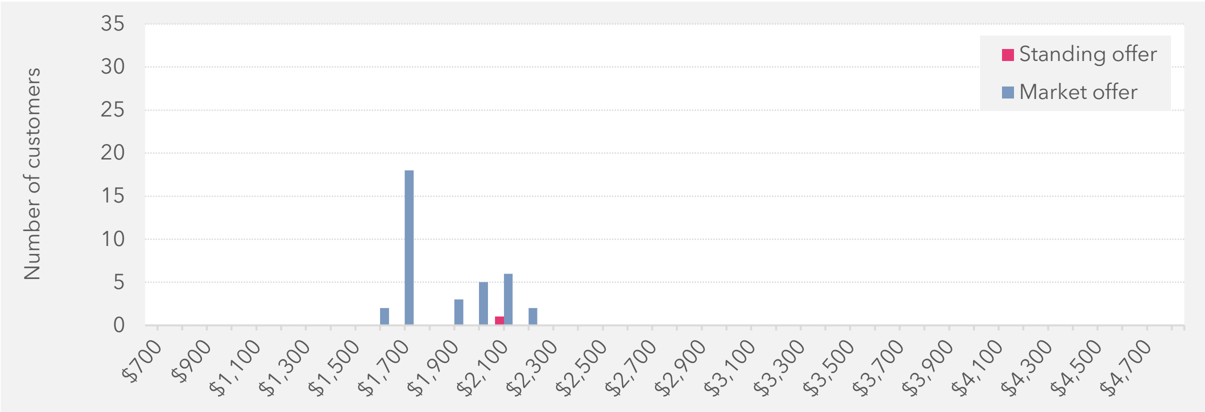
C.11 Distribution of annual bills – hardship, rebate and HEEAS customers

Figure C.25: Hardship, rebate and HEEAS customers – residential flat rate offers, distribution of annual bills, 2024–25



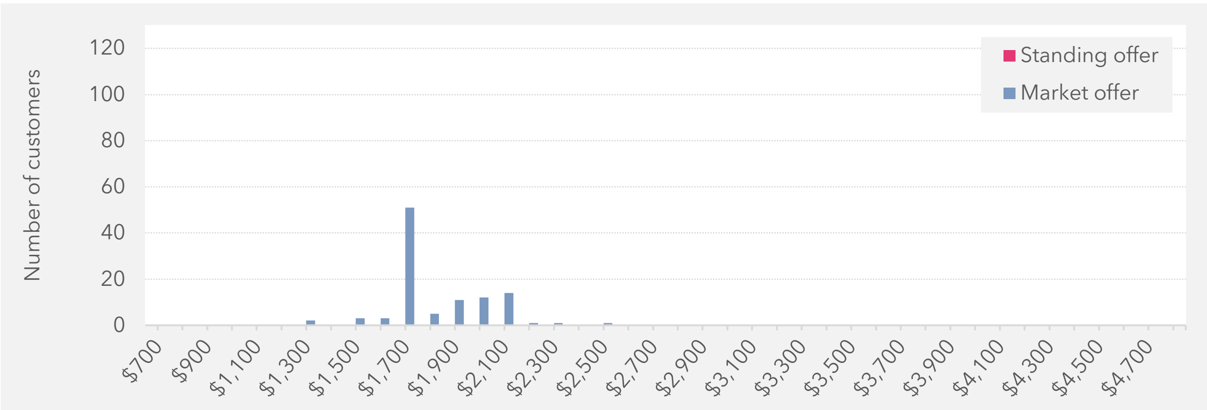
Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure C.26: Hardship, rebate and HEEAS customers – residential flat rate with controlled load super economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.

Figure C.27: Hardship, rebate and HEEAS customers – residential flat rate with controlled load economy offers, distribution of annual bills, 2024–25



Source: Retailers' responses to the QCA's information notice (unpublished); QCA analysis.