

Snapshot of the small use energy market in WA

15 active retailers

supply the small use market (as at 30 June 2016)



6 supply electricity only

1 supplies gas only

4 supply both electricity and gas

Electricity and Gas Customers

Electricity

 **1,131,540**

 Total **↑ 4.4%**

 Residential **↑ 5.0%**

 Business **↓ 0.5%**

Gas

 **709,176**

 Total **↑ 3.5%**

 Residential **↑ 3.4%**

 Business **↑ 10.1%**

Competitiveness

Synergy supplies **100% of residential** and **96% of business** customers in the south west of the state.

Customers consuming less than 50MWh/annum are exclusively supplied by Synergy.

Gas market in the south west is dominated by Alinta Energy and Kleenheat.

Kleenheat has **12.5% of residential** and **15.4% of business** customers.

Payment extensions for residential customers



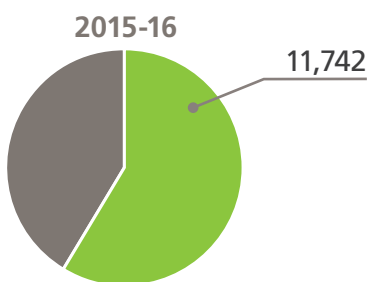
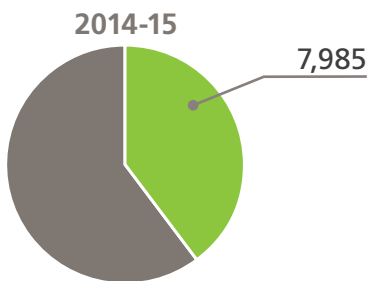
Just over 1 in 9 electricity customers
were granted a payment extension



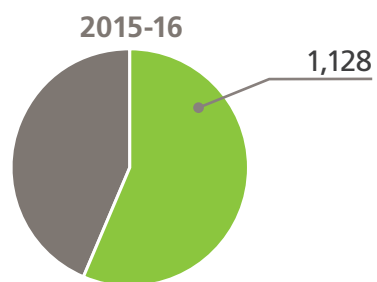
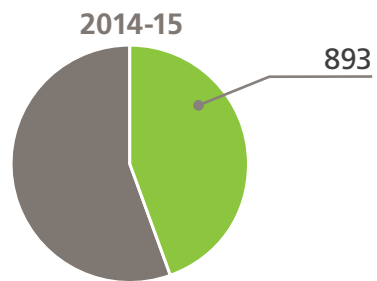
Just over 1 in 7 gas customers
were granted a payment extension

Residential direct debit cancellations

Electricity

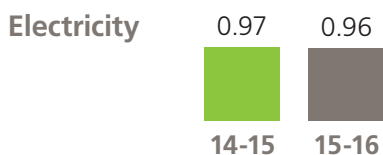


Gas

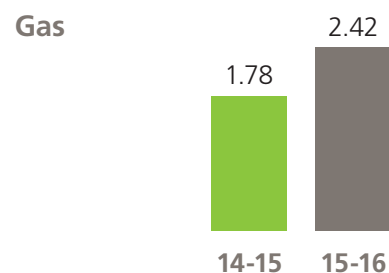
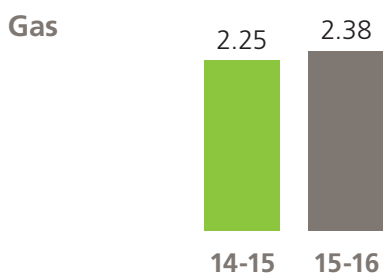
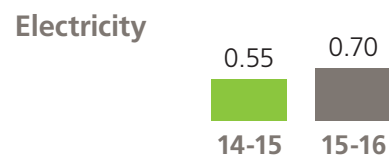


Disconnections (per 100 customers)

Residential



Business



Reconnections (within 7 days of disconnection)

Electricity



7 in 10 residential electricity reconnections



5 in 10 business electricity reconnections

Gas



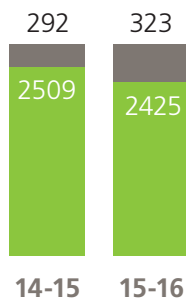
4 in 10 residential gas reconnections



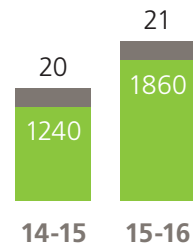
5 in 10 business gas reconnections

Complaints

Electricity



Gas



● Business
● Residential



Economic Regulation Authority

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