

Snapshot of the small use energy market in WA

As at 30 June 2017

Electricity and Gas Customers

Electricity

 1,112,026

 Total  1.8%

 Residential  2.7%

 Business  6.8%

Gas

 718,483

 Total  1.3%

 Residential  1.4%

 Business  2.9%

Competitiveness

Synergy supplies **100% of residential** and **97% 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.

Alinta Energy has **78.3% of residential** and **78% of business** customers.

Kleenheat has **21.7% of residential** and **19.7% of business** customers.

Instalment plans for residential customers

Electricity

15-16  48,057

16-17  64,219

Gas

15-16  15,833

16-17  17,054

Customer debt



Customers on hardship program

Electricity

10,179

Gas

5,669

Average debt

\$596

\$245



Customers repaying a debt
not including customers on a hardship program

22,852

18,643

Average debt

\$384

\$65



Centrepay

22,852

Gas and electricity customers use automatic deductions to pay their energy bill



Residential disconnections

Customers disconnected this year – a six year high

Electricity

15,935

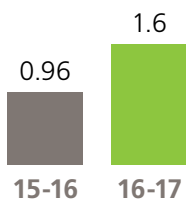
Gas

17,097

Disconnections (per 100 customers)

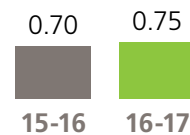
Residential

Electricity



Business

Electricity



Gas



Gas



Reconnections (within 7 days of disconnection)

Electricity



6 in 10 residential electricity reconnections



4 in 10 business electricity reconnections

Gas



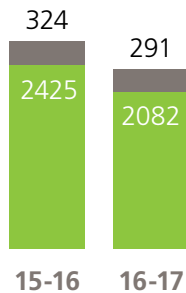
5 in 10 residential gas reconnections



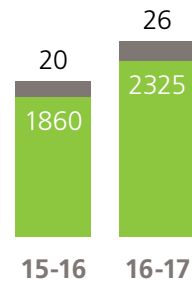
5 in 10 business gas reconnections

Complaints

Electricity



Gas



● Business
● Residential



Economic Regulation Authority

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