



NSW Energy Social Programs

Annual Report 2019-20



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Any NSW Government agencies or other parties wishing to use this data should contact the Energy Data & Analytics Team via rebates.data@planning.nsw.gov.au to confirm its use.

Foreword

The NSW Government currently invests \$324.5 million each year into six household energy rebates and one crisis support scheme to assist low income and vulnerable households pay their energy bills. The rebates and crisis scheme are known collectively as the Energy Social Programs. The NSW Government's Energy Rebates program has the following components:

- Low Income Household Rebate at \$285 off electricity bills each year
- Gas Rebate at \$110 off gas bills each year or \$121 off LPG bills each year
- Family Energy Rebate at up to \$180 off electricity bills per year
- Medical Energy Rebate at up to \$285 off electricity bills per year
- Life Support Rebate (rates vary according to life support equipment)
- Seniors Energy Rebate at \$200 off electricity bills each year¹
- Energy Accounts Payment Assistance (multiple \$50 vouchers accessed during a short-term financial crisis for both electricity and gas bills).

As part of the 2019 election, the Government committed to continue energy rebates for around 900,000 low-income households and families and introduced a new annual \$200 Seniors Energy Rebate (SER) for approximately 90,000 eligible self-funded retiree households.

From 2019-20 the Government allocated an additional \$41 million over four years for the new SER, increasing the total annual Program budget to \$324.5 million. Due to the COVID-19 pandemic, the NSW Government allocated an additional \$5 million to the EAPA scheme, resulting in \$329.5 million for 2019-20.

This report summarises the Department of Planning, Industry and Environment's (Department) analysis of data provided by energy retailers under the NSW Social Programs for Energy Code for the period 1 July 2019 to 30 June 2020. While this report covers early periods of the COVID-19 pandemic, the analysis didn't reveal any spikes in rebates claims as energy bills are issued quarterly. The Department will issue a separate report dedicated to the COVID-19 pandemic post-January 2021 data submission by energy retailers.

About the data

The 2019-20 Energy Social Programs Data report was prepared using the following sources:

- Data reported by energy retailers under clause A5.14 of the NSW Social Programs for Energy Code (Version 6.0, 1 May 2019)
- Applications to the Department for 'on-supplied' energy rebates, Energy Account Payment Assistance (EAPA) scheme and Family Energy Rebates
- Data provided by the Service NSW for Seniors Energy Rebates
- Department records about the number of residential gas connections in NSW
- Data provided by the Services Australia and Australian Department of Veteran Affairs about the number of households with at least one concession cardholder.

Quality statement

Overall, the analysis in this report is sound and the quality of data provided by retailers has improved compared to previous submissions. The estimated rebate value is within 2.0 percent of the invoices received by the Department from retailers (after adjusting with departmental data). The difference between the invoice payments occurs due to a mismatch between billing and reporting periods.

¹ Seniors Energy Rebate commenced from July 2019. The data was not available for this report.

However, there are known quality issues with the data provided as listed below:

- Few records in several retailers' data appear to have errors with implied energy consumption and bill amounts that are very high or negative. Thus, outliers related to energy consumption and bill amounts were excluded from the analysis.
- Energy rebates 'on-supplied customers who receive more than one rebate type via the department may be double-counted in total rebate recipient numbers. The impact of this is expected to be very small.
- The Department has used time-slices of the data supplied by retailers to estimate the number of rebates customers switching between retailers. Switching rates are in-line with AER's Retail Energy Market Performance reports.

The Department is working with retailers to resolve these issues in future submissions. One should acknowledge these issues while interpreting the results.

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Key Facts

2019-20

Number of Unique Rebate Customers



878,000

Amount of rebate paid

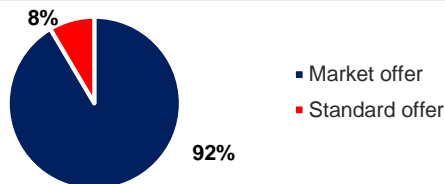


\$282,463,000

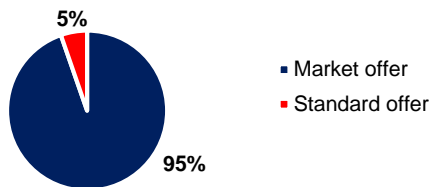
Average annualised Electricity and Gas Bills



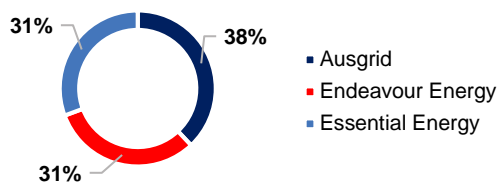
Number of Electricity Customers by Offer type



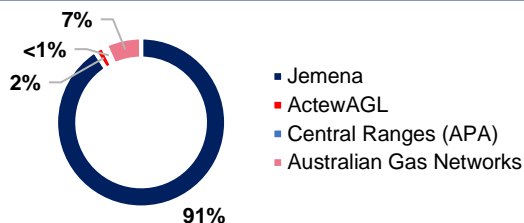
Number of Gas Customers by Offer type



Rebate uptake by Electricity network



Rebate uptake by Gas network



2018-19

Number of Unique Rebate Customers



878,000

Amount of rebate paid

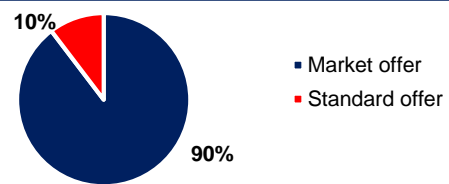


\$303,872,000

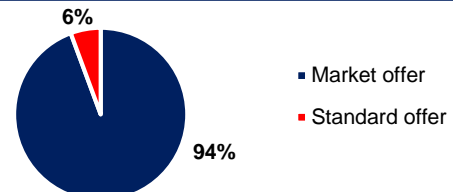
Average annualised Electricity and Gas Bills



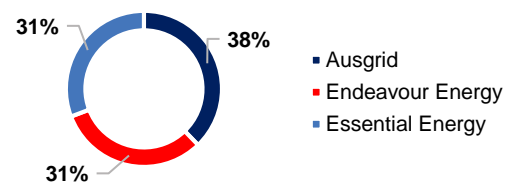
Number of Electricity Customers by Offer type



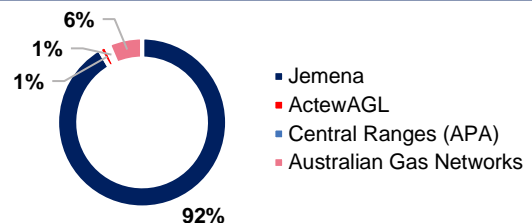
Number of Gas Customers by Offer type



Rebate uptake by Electricity network



Rebate uptake by Gas network



State-wide results

The Department estimates about 878,000 unique customers received one or more energy rebates in 2019-20. The total number of unique customers remained the same compared to 2018-19 due to an offsetting impact of a reduction in Low Income Household Rebate customers and an introduction of Seniors Energy Rebate in 2019-20. Most energy rebate customers accessed the Low-Income Household Rebate (785,000 customers) and the Gas Rebate (247,000 customers) in 2019-20, a reduction of 4.5 percent and 1.9 percent from 2018-19, respectively.

Rebate eligibility and number of customers

Approximately 58 percent of eligible customers accessed the Low-Income Household Rebate, while 49 percent of eligible customers accessed the Gas Rebate compared to 71 percent and 54 percent respectively for electricity and gas in 2018-19. Many households became eligible for the energy rebates due to the COVID-19 pandemic. However, the analysis didn't reveal growth in claims, most likely due to a quarterly billing cycle by energy retailers and data submission deadlines set for energy retailers. The Department expects to have a full picture of the COVID-19 impact during the next round of analysis.

Around 11 percent of eligible customers accessed the Family Energy Rebate, which is lower than 16 percent reported in 2018-19. The high opportunity cost of application may have influenced the decrease as the rebate amount reduces from \$180 to \$20 if households are receiving Low-Income Household Rebate.

There were around 81,000 customer accounts on standard electricity offers and around 872,000 on market offers in 2019-20. About 14,000 customers switched to market offers during this period within the same retailers. The switching rate was about 1.4 percent of all rebate customers in 2019-20, compared to 2 percent in 2018-19.

Tariff structure

Retailers offer a variety of tariff structures on both the market and standard offers. Most rebates customers pay a supply charge and a flat usage charge. The same unit charges apply for all electricity consumption for flat tariffs, regardless of how and when the electricity is used. The Department estimates that around 81 percent of rebates customers are on flat tariffs, 8 percent are on time-of-use, and 12 percent are on solar tariffs. This structure is similar to broader market statistics reported by other agencies.

Rebates customers with solar panels that are on solar tariffs save more, on average, compared to customers on flat tariffs. While it was expected that similar savings would apply to customers on time-of-use tariffs, the results show that bill savings are either lower or similar compared to customers on flat tariffs depending on network areas. This result may indicate a lack of knowledge on how to benefit from time-of-use tariffs, such as running household appliances during off-peak times to get maximum benefits.

The Default Market Offer (DMO) or Reference Price rules were introduced in 2019-20, setting a price cap on what retailers can charge electricity consumers on standing offers. These rules were implemented to help consumers compare market offers more easily as retailers must now compare all their offers against the same base rate called the 'reference price' or 'reference bill'. This change likely led to energy bill reductions for rebates customers on standard offers.

Electricity bills

Overall, the average electricity bill for rebate customers on standard offers was around \$1,590 per year, compared to around \$1,640 for market offers. However, the electricity consumption for standard offer customers was lower compared to market offer customers. If the standard offer customers had consumed the same amount, they would have paid up to around \$140 more. Energy rebates reduced electricity bills by an average of 19 percent and 18 percent for standard and market offers respectively.

The average annualised electricity consumption for standard offer Ausgrid customers reduced by 9 percent, Endeavour Energy customers by 7 per cent, and Essential Energy customers by 5 percent between 2018-19 and 2019-20 periods resulting in average reduction of electricity bills by 11 percent in Ausgrid, 8 percent in Endeavour and 5 percent in Essential network areas.

The average annualised electricity consumption for market offer Ausgrid customers reduced by 5 percent, Endeavour Energy customers by 8 percent, and Essential Energy customers by 11 percent between 2018-19 and 2019-20 periods resulting in average reduction of electricity bills by 3 percent in Ausgrid, 5 percent in Endeavour and 5 percent in Essential network areas.

Gas bills

The average annualised gas consumption for standard offer customers reduced by 4.8 percent and market offers reduced by 1.1 percent between 2018-19 and 2019-2020 periods.

Overall, the average gas bill for rebate customers on standard offers was around \$810 per year, compared to around \$770 for market offers, which is around \$40 a year less. Energy rebates reduced gas bills by an average of 15 percent and 14 percent for standard and market offers accordingly.

There were 15,000 customer accounts for gas on standard offers compared to 267,000 on market offers in 2019-20. Around 4,000 customers switched from standard to market offers during the year. The switching rate of gas customers to market offers was around 1 percent in 2019-20, similar to the 2018-19 financial year.

Disconnections

The number of disconnected electricity customers was highest for Essential Energy (2,377 customers), followed by Endeavour Energy (1,961 customers) and Ausgrid (1,489 customers). The average electricity bills for the disconnected customers were \$2,545 for Essential Energy, \$2,123 Endeavour Energy, and \$2,045 for Ausgrid.

For gas, the number of disconnected customers was highest for Jemena (352 customers), followed by Australian Gas Networks (153 customers), APA Group (14 customers), and ActewAGL (<10). The average gas bills for the disconnected customers were \$1,156 for Jemena, \$1,627 for Australian Gas Network, \$1,289 for APA Group, and \$1,693 for ActewAGL.

Table 1 shows the number of customer accounts and unique customers receiving each of the available energy rebate types in 2019-20, the total and average rebate amounts paid, and the implied rate of customers switching retailers. For 878,000 estimated number of unique customers, the total rebate amount paid was around \$282,463,000. The average assumed rebate per unique customer was \$322.

Table 2 provides the estimated number of eligible customers for the Low-Income Household Rebate, the Gas Rebate, and the Family Energy Rebate alongside the estimated number of customer accounts and proportion of unique customers relative to eligible customers. There were around 1,596,000 households eligible for the rebates, however, the unique customers that received a rebate (LIHR, Gas Rebate, FER, and SER). were 808,000. This equates to 51 percent of total eligible households that received a rebate.

Table 3 provides the number of accounts as well as average annual bills for electricity customers on standard and market offers. The average annual electricity bill and usage across both market and standard offers were \$1,637 and 5,060 kWh/year respectively. The average electricity cost across both the market and standard offers was 32.5 cents per kWh. The percentage of rebate provided relative to electricity bill across both standard and market offers was around 18 percent.

Table 4 provides the number of accounts and average annual bills for gas customers on standard and market offers. The average annual gas bill and usage across both market and standard offers were \$774 and 18,903 MJ/year respectively. The average gas cost across both the market and standard offers was 4.2 cents per MJ. The percentage of rebates provided relative to gas bill across both standard and market offers was around 15 percent.

Table 1 Rebate customer numbers and rebate value in 2019-20

Rebate type	Number of customer accounts in 2019-20 ¹	Total paid amount ² (\$)	Average paid per customer account ³ (\$)	Assumed average rebate per unique customer (\$)	Estimated number of unique customers ^{4,5}	Implied rate of switching retailers in 2019-20 ⁶
Low Income Household Rebate	929,000	\$223,799,000	\$241	\$285	785,000	18%
Gas Rebate ⁷	303,000	\$27,160,000	\$90	\$110	247,000	23%
Family Energy Rebate	46,000	\$4,911,000	\$106	\$106	46,000	n/a
Life Support Rebate	52,000	\$10,500,000	\$200	\$264	40,000	32%
Medical Energy Rebate	7,000	\$1,732,000	\$251	\$285	6,000	14%
Energy Accounts Payment Assistance (EAPA) Scheme	50,000	\$14,362,000	\$289	\$289	50,000	n/a
Seniors Energy Rebate ⁸	28,000	\$5,620,000	\$200	\$200	28,000	n/a
Total	1,011,000	\$282,463,000	\$279	\$322	878,000	15%

1 Number of customer accounts may double count customers that switch from one retailer to another within 2019 July – 2020 June.

2 These rebates estimates are based on retailer reporting information and do not necessarily match invoicing data.

3 Note this amount is less than the estimated rebate per household because of the portion of customers that switched retailers in 2019-20.

4 Number of unique customers for each rebate type is based on an assumed average rebate amount per customer. This is less than the number of customer accounts as customers that switch retailers appear as two customer accounts.

5 Total unique customers are the customer accounts with a bill in 2019-20 plus on-supplied customers, EAPA and FER customers from Departmental records. This is less than the total number of customer accounts as customers that switch retailers appear as two customer accounts

6 Customer accounts that switched is estimated by taking the difference between estimates for number of unique accounts and unique customers.

7 NSW Gas Rebate figures include natural gas and LPG.

8 Seniors Energy Rebate was introduced in July 2019

Table 2 Customer numbers and eligible households in 2019-20

Rebate type	Eligible households ¹ (#)	Customer accounts ² (#)	Customer accounts relative to eligible households (%)	Unique customers that received a rebate (#)	Unique customers relative to eligible households (%)	Change from 2018-19		
						Unique customers that received a rebate (%)	Eligible customers ² (%)	Unique customers relative to eligible households (%)
Low Income Household Rebate	1,350,000	929,000	69%	785,000	58%	-4.5%	16.3%	-13%
Gas Rebate	507,000	303,000	60%	247,000	49%	-2%	7.9%	-5%
Family Energy Rebate ³	414,000	46,000	11%	46,000	11%	-30.3%	-0.5%	-5%
Seniors Energy Rebate ⁴	95,000	28,000	30%	28,000	30%	n/a	n/a	n/a
Total across LIHR and FER ⁵	1,596,000	951,000	60%	808,000	51%	-4.9%	13.3%	-9%

1 Estimates based on data provided by Federal Department of Human Services, Department of Veterans Affairs and Australian Taxation Office.

2 Number of customer accounts includes departmental data on the number of on-supplied and FER customers

3 Family Energy Rebate data is not available as it is paid once a year.

4 Seniors Energy Rebate was introduced in July 2019

5 Total includes Low Income Household Rebate and Family Energy Rebate only and is less than the sum as some households receive both rebates.

Table 3 Annualised electricity consumption and bills in 2019-20 by retail offer type¹

Offer type	Number of electricity customer accounts	Average annualised electricity bill (\$/yr)	Average electricity use (kWh/yr)	Average electricity cost (c/kWh)	Average annualised rebate ^{2,3} (\$)	Rebates relative to electricity bill (%)	Change relative to 2018-19					
							Electricity customer accounts (%)	Average annualised electricity bill (%)	Average electricity use (%)	Average electricity cost (%)	Average annualised rebate (%)	Rebates relative to electricity bill (%)
Market offer only	872,000	\$1,639	5,108	32.2	\$299	18.3%	-2.2%	-4.3%	-7.7%	3.5%	0%	1%
Standard offer only	81,000	\$1,587	4,557	35.0	\$305	19.2%	-21.4%	-6.4%	-4.1%	-2%	0%	1.1%
Customer accounts which switched from standard to market	14,000	\$1,732	5,050	33.9	\$297	17.1%	-33.3%	-6.5%	-11.9%	5.3%	-1%	1%
Total from retailer reporting (excludes on supplied customers)	967,000	\$1,637	5,060	32.5	\$300	18.3%	-4.8%	-4.6%	-7.4%	3.2%	0%	1%

¹ All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with Departmental information

² When a customer switches energy retailer only a portion of their annual bill will appear in a retailer's reporting information. Most rebates (except EAPA and FER) are paid based on the daily so only part of a rebate will be captured. This metric inflates the rebate amount to represent a full year rebate amount to account for customers who switch retailers.

³ These figures do not include Energy Account Payment Assistance (EAPA) vouchers.

Table 4 Annualised gas consumption and bills in 2019-20 by retail offer type¹

Offer type	Number of gas customer accounts	Average annualised gas bill (\$/yr)	Average gas use (MJ/yr)	Average gas cost (c/MJ)	Average annualised rebate ^{2,3} (\$)	Rebates relative to gas bill (%)	Change relative to 2018-19					
							Gas customer accounts (%)	Average annualised gas bill (%)	Average gas use (%)	Average gas cost (%)	Average annualised rebate (%)	Rebates relative to gas bill (%)
Market offer only	267,000	\$770	18,860	4.1	\$116	15.1%	0%	1%	-1.1%	0%	0%	0%
Standard offer only	15,000	\$810	18,537	4.5	\$116	14.4%	-6.3%	-4.7%	-4.8%	0%	-1%	1%
Customer accounts who switched from standard to market	4,000	\$851	20,988	4.2	\$114	13.4%	0%	0%	-3.7%	5%	-1%	0%
Total from retailer reporting (excludes on supplied customers)	286,000	\$774	18,903	4.2	\$116	15.0%	-1%	0.5%	-1.4%	2.4%	0%	0%

¹ All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with Departmental information.

² When a customer switches energy retailer only a portion of their annual bill will appear in a retailer's reporting information. Most rebates (except EAPA and FER) are paid based on the daily so only part of a rebate will be captured. This metric inflates the rebate amount to represent a full year rebate amount to account for customers who switch retailers.

³ These figures do not include Energy Account Payment Assistance (EAPA) vouchers.

Electricity and gas changes in 2019-20

This section compares the state-wide results for 2019-20 and 2018-19, covering both electricity and gas.

Overall, the total number of customer accounts decreased by 5.3 percent in 2019-20 compared to 2018-19 (Figure 1). The highest reduction was observed in FER (30.3 percent), followed by EAPA (10.7 percent) and LIHR (4.6 percent).

Figure 2 presents a comparison of the rate of customer switching from standard to market offers across various rebates types. The introduction of the DMO slowed customers switching between offer types, resulting in around 14,000 customers switching compared to 21,000 in 2018-19, which is around a 33 percent reduction.

The number of eligible households has increased by 13.3 percent in 2019-20 as more people accessed the JobSeeker scheme due to COVID-19. These households became eligible for Health Care Cards, meeting eligibility requirements for the LIHR and GR (Figure 3).

The number of eligible households increased leading to lower uptake rates (Figure 4).

Figure 5 presents a comparison of the number of electricity accounts for market and standard offer types. A reduction of 2.2 percent was observed for standard, and 21.4 percent for market offers (Figure 5) in 2019-20 compared to 2018-19.

Figure 6 and Figure 7 illustrate the average annualised electricity bills and consumption. The results indicate that the average electricity bill has reduced by 4.3 percent and 6.4 percent for market and standard offers respectively, and the annualised average electricity consumption reduced by 7.7 percent for market offer customers, and by 4.1 percent for standard offer customers in 2019-20 compared to 2018-19. The average electricity cost per kWh increased by 3.5 percent for market offers and reduced by 2.0 percent for standard offers in 2019-20 compared to 2018-19 (Figure 8).

Figure 9 represents the comparison of the number of gas accounts for market and standard offer types. A reduction of 6.3 percent was observed for standard, and <1 percent for market offers in 2019-20 compared to 2018-19.

Figure 10 and Figure 11 depicts the average annualised gas bills and consumption. The results show that the average gas bill has increased by 1 percent for market offers and reduced by 4.7 percent for standard offers. At the same time, the annualised average gas consumption went down by 4.8 percent for standard offer customers, and by 1.1 percent for market offer customers in 2019-20. The average gas cost per MJ remained almost similar both in 2019-20 and 2018-19 (Figure 12).

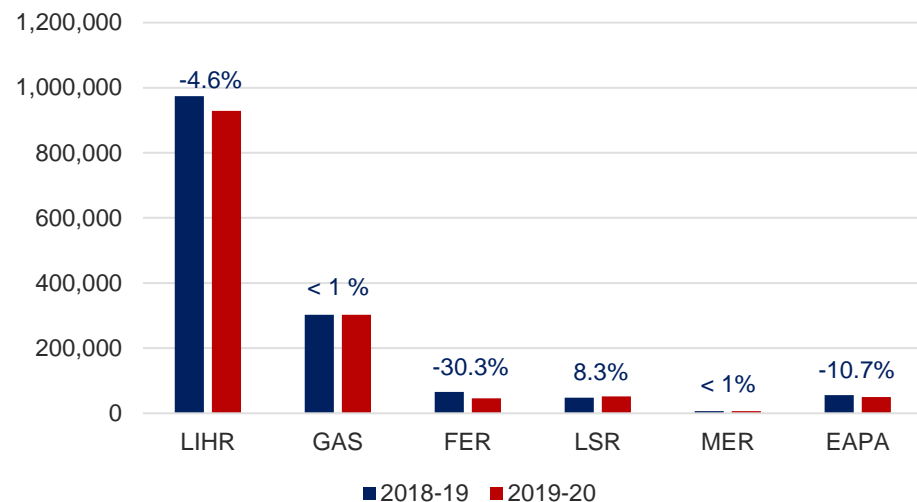


Figure 1 Number of rebate customer accounts

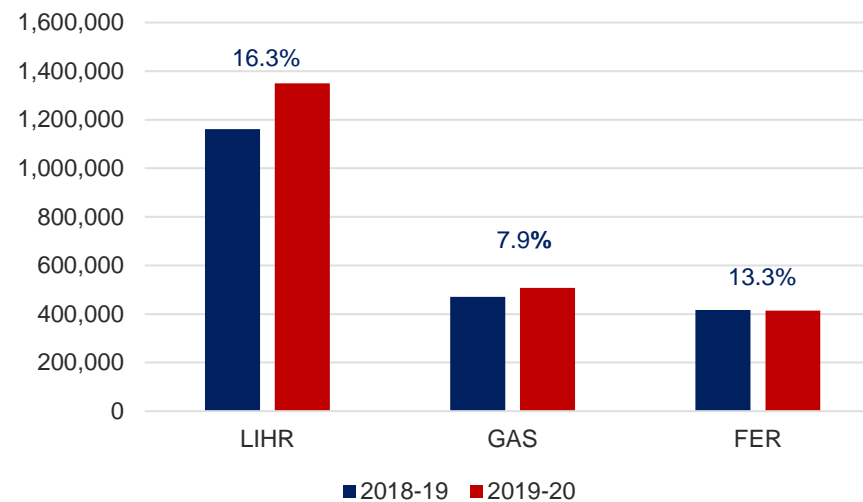


Figure 3 Eligible households

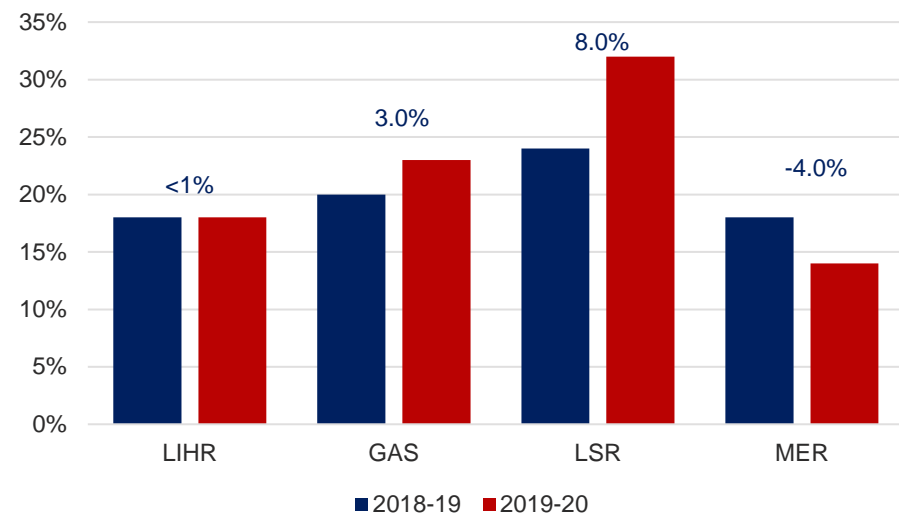


Figure 2 Rate of customer switching retailers

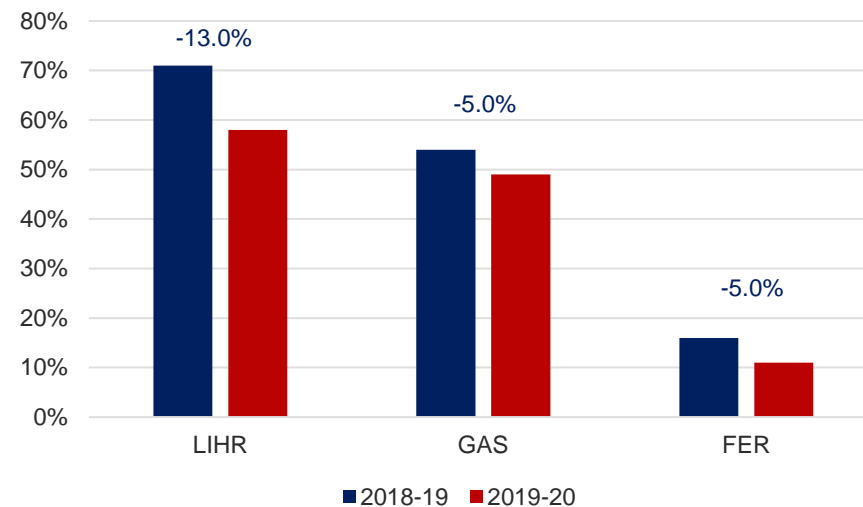


Figure 4 Rebate customers relative to eligible households

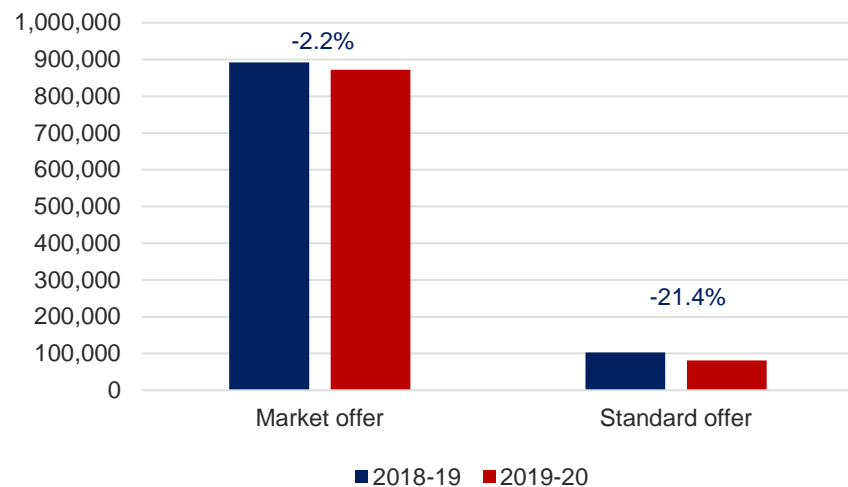


Figure 5 Number of electricity accounts by offer type

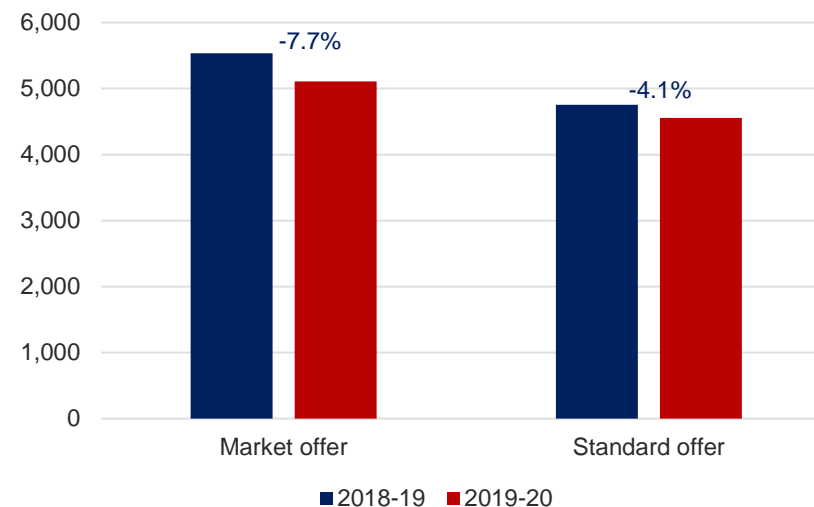


Figure 7 Average electricity usage (kWh per year)

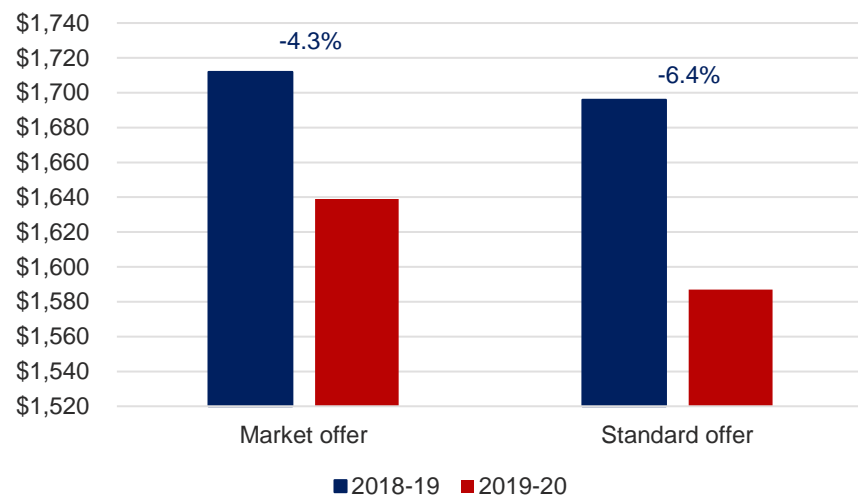


Figure 6 Average annualised electricity bill

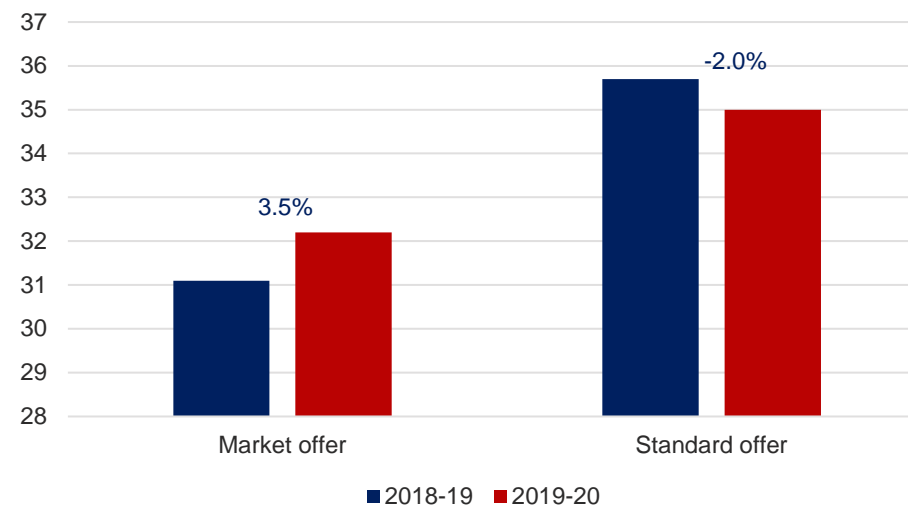


Figure 8 Average Electricity cost (cents per kWh)

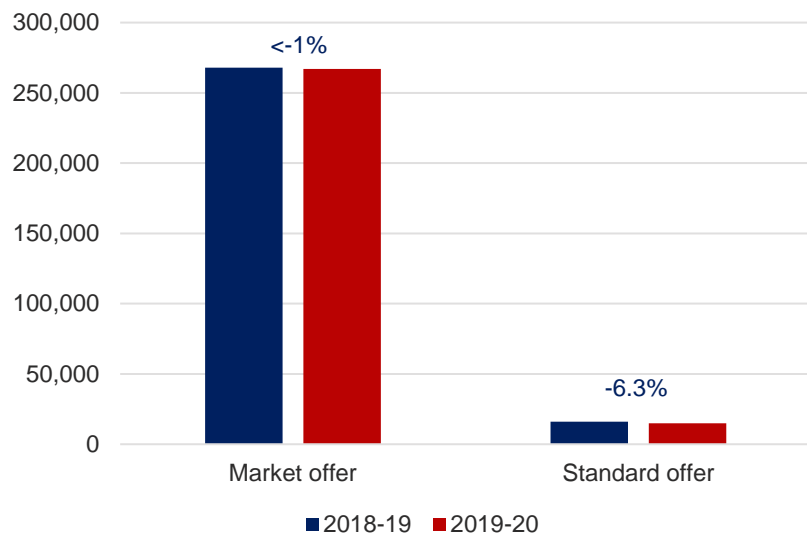


Figure 9 Number of gas accounts by offer type

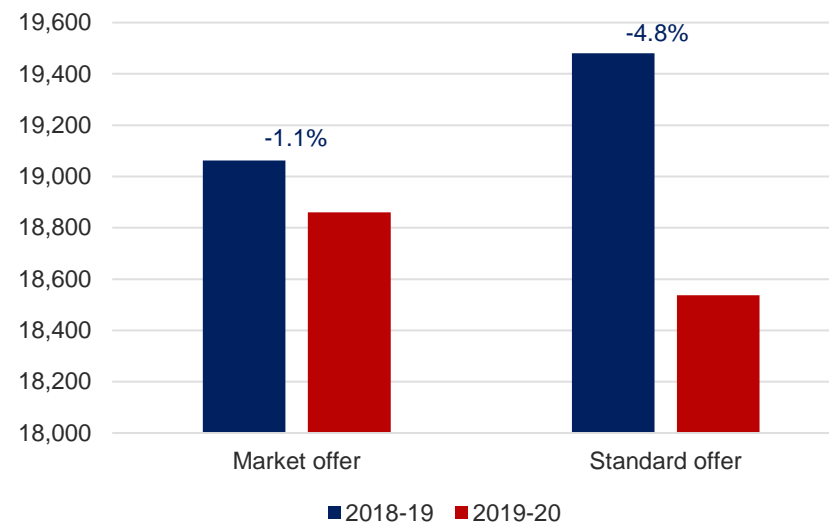


Figure 11 Average gas usage (MJ per year)

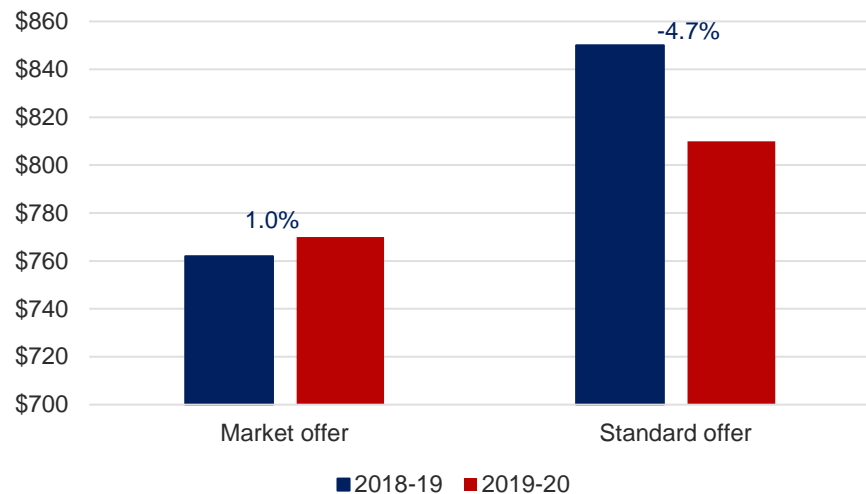


Figure 10 Average annualised gas bill

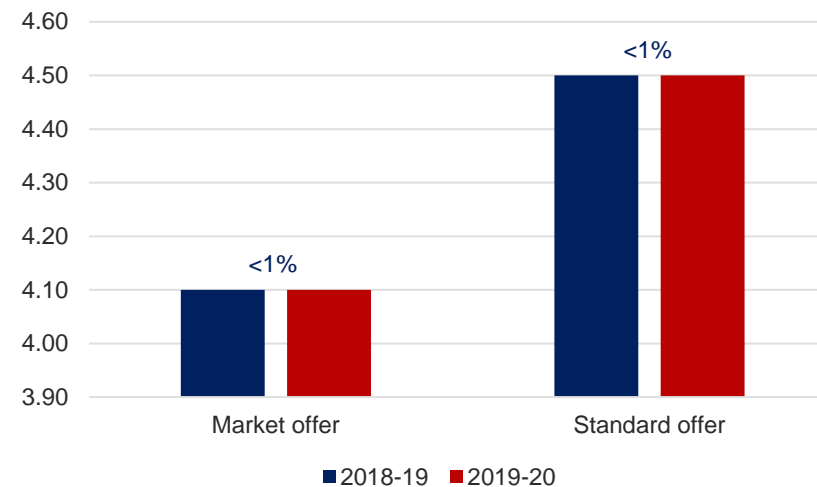


Figure 12 Average gas cost (cents per MJ)

Energy network area results

Ausgrid and Endeavour Energy mostly serve electricity customers in the Greater Metropolitan Region. Essential Energy serves most regional electricity customers. Jemena is the main distribution network for gas covering much of the Greater Metropolitan Region and Central West NSW. Other gas networks are much smaller and located in South and North-East NSW.

The retailer reporting information implies that in 2019-20 up to 41 percent of electricity customer accounts in the Essential Energy network area received a rebate compared to 32 percent in the Endeavour Energy network area and 24 percent in the Ausgrid network area. Essential Energy customers make up 31 percent of rebate electricity customer accounts but only 22 percent of all NSW residential electricity customers.

The retailer reporting information indicates around 10 percent of customer accounts in the Essential Energy network area (excluding those in 'on-supplied' arrangements) had standard offers in 2019-20, compared to around 9 percent of customer accounts in both Ausgrid and Endeavour Energy areas during the same period.

The retailer reporting information shows around 20 percent of gas customer accounts in the Jemena network areas receive the Gas Rebate, compared to around 25 percent of ActewAGL, 39 percent of Australian Pipeline Association (Central Ranges) customers and around 33 percent of Australian Gas Networks customers. In the ActewAGL network area, customer accounts on standard offers are significantly higher (at 40 percent) than the remainder of NSW (5 percent in Jemena, 13 percent in Central Ranges and 11 percent in Australian Gas Networks).

Table 5 shows the number of retailer-supplied electricity customer accounts receiving energy rebates in each of the electricity network service areas, as well as the percentage of customer accounts receiving a rebate relative to total customers. The total number of electricity customer accounts receiving a rebate across all electricity networks were 979,000 while the total number of residential customer accounts reported in the AEMC's 2018 Retail Competition report was 3,289,000. This equates to 30 percent of rebate customer accounts relative to total residential customers.

Table 6 shows the number of retailer-supplied gas customer accounts receiving a rebate in 2019-20 as well as the percentage of customer accounts receiving a rebate relative to total customers. The total number of gas customer accounts receiving a rebate across all gas networks were 303,000 while the total number of residential customer accounts reported in the AEMC's 2018 Retail Competition report was 1,433,000. This equates to 21 percent of rebate customer accounts relative to total residential customers.

Table 7 represents the electricity bill and use by network area by customer accounts on standard and market offer types. The average annual electricity bill for standard and market offers were \$1,626 and \$1,638 respectively. The average electricity use for standard and market offers were 4,641 kWh/year and 5,103 kWh/year respectively. The average electricity cost for standard and market offers were 35 cents per kWh and 32.3 cents per kWh respectively. The percentage of rebate provided relative to electricity bill for standard and market offers were around 19 percent and 18 percent respectively.

Table 8 shows the gas bill and use by network area by customer accounts on standard and market offer types. The average annual gas bill for standard and market offers were \$847 and \$769 respectively. The average gas use for standard and market offers were 19,807 (MJ/year) and 18,845 (MJ/year) respectively. The average gas cost for standard and market offers were 4.5 cents per MJ and 4.2 cents per MJ respectively. The percentage of rebate provided relative to gas bill for standard and market offers were around 14 percent and 15 percent respectively.

Table 9 shows the distribution of customer numbers by electricity consumption groups by offer type and electricity network during 2017-18 and 2019-20 periods. Table 10 shows the distribution of customer numbers by annualised electricity bill buckets by offer type and electricity networks. Majority of electricity customers fall under 2,000 - 4,000 kWh/year and \$1,000 - \$1,500 annualised buckets respectively.

Table 11 represents the distribution customer numbers by gas consumption buckets by offer type and gas network during 2018-19 and 2019-20 periods. Table 12 shows the distribution of customer numbers by annualised gas bill buckets by offer type and gas networks. Majority of gas customers consume 5,000-15,000 MJ gas per year paying between \$400 - \$800 annually.

Table 5 Rebate uptake in 2019-20 by electricity network

Electricity network	Number of electricity customer accounts ¹	Number of residential customers in 2019 ²	Rebate customer accounts relative to total residential customers (%)
Ausgrid ³	372,000	1,582,000	24%
Endeavour Energy	307,000	970,000	32%
Essential Energy	300,000	737,000	41%
Total ⁴	979,000	3,289,000	30%

Table 6 Rebate uptake in 2019-20 by gas network

Gas network	Number of customer accounts receiving a gas rebate ⁵	Number of residential customers in 2017 ⁶	Customer accounts receiving a rebate relative to total customers (%)
Jemena ⁷	267,000	1,351,000	20%
ActewAGL ³	5,000	19,000	25%
Central Ranges (APA) ³	2,000	5,000	39%
Australian Gas Networks ³	20,000	59,000	33%
Total ⁸	303,000	1,433,000	21%

1 Number of electricity customer accounts' counts customer accounts receiving a rebate that appear in both retailer reporting and on-supplied dataset.

2 Based on 2019 customer connections reported to the AER by electricity networks and the split of market offers reported in the AEMC's 2018 Retail Competition Review.

3 Based on customers within the distribution network area

4 Total figures include all records from retailers reporting and on-supplied dataset, which may be outside the distribution network area (e.g. invalid postcodes or postcodes across state boundary).

5 Number of customer accounts' counts customer accounts receiving a rebate that appear in both retailer reporting and on-supplied dataset.

6 Based on 2017 customer connections reported to the Department of Planning and Environment by gas networks and the split of market offers reported in the AEMC's 2018 Retail Competition Review.

7 Based on customers within the gas network area

8 Total figures include all records from retailers reporting and on-supplied dataset, which may be outside the gas network area (e.g. invalid postcodes or postcodes across state boundary).

Table 7 Electricity consumption and bills in 2019-20 by offer type and electricity network

Electricity network	Offer type ¹	Number of electricity customer accounts	Average annualised electricity bill (\$/yr)	Average electricity use (kWh/yr)	Average electricity cost (c/kWh)	Average annualised rebate ^{2,3} (\$)	Rebate relative to bill (%)
Ausgrid	Standard	34,000	\$1,413	4,117	33.8	\$306	21.6%
	Market	338,000	\$1,523	4,890	31.3	\$300	19.7%
	Total from retailer reporting ⁴	368,000	\$1,513	4,820	31.5	\$300	19.8%
Endeavour Energy	Standard	28,000	\$1,577	4,932	32.1	\$303	19.2%
	Market	279,000	\$1,655	5,560	29.9	\$299	18.1%
	Total from retailer reporting ⁴	304,000	\$1,648	5,502	30.0	\$300	18.2%
Essential Energy	Standard	29,000	\$1,917	4,964	39.3	\$305	15.9%
	Market	270,000	\$1,764	4,897	36.3	\$300	17.0%
	Total from retailer reporting ⁴	296,000	\$1,779	4,903	36.6	\$300	16.9%
Total	Standard	91,000	\$1,626	4,641	35.0	\$305	18.7%
	Market	886,000	\$1,638	5,103	32.3	\$299	18.3%
	Total from retailer reporting ⁴	967,000	\$1,637	5,060	32.5	\$300	18.3%

1 Offer type refers to customer accounts on standard or market offers at any time in 2019-20.

2 When a customer switches energy retailer only a portion of their annual bill will appear in a retailer's reporting information. Most rebates (except EAPA and FER) are paid based on the daily rate so only part of a rebate will be captured. This metric inflates the rebate amount to represent a full year rebate amount to account for customers who switch retailers.

3 These figures do not include Energy Account Payment Assistance (EAPA) vouchers.

4 "Total from retailer reporting" only counts customer accounts receiving a rebate that appear in retailer reporting information.

Table 8 Gas consumption and bills in 2019-20 by retail offer type and gas network

Gas network	Offer type	Number of customer accounts receiving a rebate	Average annualised gas bill (\$/yr)	Average gas use (MJ/yr)	Average gas cost (c/MJ)	Average annualised rebate ^{1,2} (\$)	Rebate relative to bill (%)
Jemena	Standard	14,000	\$786	17,120	4.8	\$116	14.8%
	Market	249,000	\$746	17,481	4.4	\$117	15.6%
	Total from retailer reporting ³	262,000	\$748	17,462	4.4	\$117	15.6%
ActewAGL	Standard	1,282	\$1,049	24,315	4.6	\$116	11.0%
	Market	2,308	\$1,101	28,429	3.9	\$114	10.4%
	Total from retailer reporting ³	3,228	\$1,083	26,974	4.1	\$115	10.6%
Central Ranges (APA)	Standard	160	\$737	10,854	7.7	\$115	15.6%
	Market	1,061	\$648	9,871	6.8	\$115	17.8%
	Total from retailer reporting ³	1,192	\$660	9,999	6.9	\$115	17.5%
Australian Gas Networks	Standard	2,000	\$1,154	36,462	3.4	\$115	9.9%
	Market	18,000	\$1,059	37,477	2.9	\$116	10.9%
	Total from retailer reporting ³	19,000	\$1,068	37,375	2.9	\$116	10.8%
Total	Standard	17,000	\$847	19,807	4.5	\$116	13.7%
	Market	271,000	\$769	18,845	4.2	\$116	15.1%
	Total from retailer reporting ³	286,000	\$774	18,903	4.2	\$116	15.0%

1 When a customer switches energy retailer only a portion of their annual bill will appear in a retailer's reporting information. Most rebates (except EAPA and FER) are paid based on the daily rate so only part of a rebate will be captured. This metric inflates the rebate amount to represent a full year rebate amount to account for customers who switch retailers.

2 These figures do not include Energy Account Payment Assistance (EAPA) vouchers.

3 Total from retailer reporting" only counts customer accounts that appear in retailer reporting information.

Table 9 Distribution of electricity consumption by offer type and electricity network

Offer type ¹	Standard ²									Market ²								
Network	Ausgrid			Endeavour Energy			Essential Energy			Ausgrid			Endeavour Energy			Essential Energy		
Annualised consumption range (kWh/year) ³	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20
0 - 1000	2,836	2,498	2,074	1,938	1,655	1,306	3,002	2,016	1,539	9,591	10,909	12,537	5,440	6,175	8,726	6,777	7,909	13,065
1,000 - 2,000	8,122	6,379	5,226	4,878	3,739	3,161	6,643	4,018	3,073	34,729	37,563	38,148	21,358	22,626	24,118	22,484	24,097	24,619
2,000 - 3,000	11,298	8,473	6,440	7,749	5,533	4,585	10,516	6,099	4,630	51,427	54,356	54,374	34,394	36,368	36,455	38,565	40,509	37,464
3,000 - 4,000	10,469	7,690	5,700	7,954	5,542	4,344	11,065	6,439	4,784	50,731	53,832	52,592	37,596	40,378	38,973	41,307	44,249	39,156
4,000 - 5,000	8,457	5,962	4,242	6,991	4,836	3,590	9,659	5,549	3,945	42,836	46,499	44,255	34,197	37,131	34,951	36,344	38,684	33,706
5,000 - 6,000	6,312	4,532	3,032	5,889	4,004	2,946	7,605	4,470	2,992	34,399	37,473	34,674	28,977	32,076	29,442	28,126	31,078	26,495
6,000 - 7,000	4,661	3,224	2,107	4,605	3,112	2,225	5,618	3,358	2,143	26,210	28,794	26,119	24,052	26,626	23,859	21,450	23,714	20,078
7,000 - 8,000	3,212	2,256	1,366	3,533	2,408	1,562	4,043	2,432	1,547	19,424	21,707	19,056	19,134	21,099	18,612	15,857	17,800	14,886
8,000 - 9,000	2,243	1,580	917	2,661	1,812	1,163	2,955	1,770	1,079	14,192	15,901	14,000	14,897	16,908	14,406	11,794	13,533	11,104
9,000 - 10,000	1,629	1,099	657	2,064	1,373	916	2,247	1,272	837	10,490	11,788	10,126	11,483	13,307	11,071	8,780	10,328	8,344
10,000 - 11,000	1,153	839	454	1,565	1,003	607	1,643	1,035	633	7,696	8,651	7,446	8,853	10,276	8,354	6,519	7,686	6,344
11,000 - 12,000	805	562	291	1,199	779	430	1,205	824	464	5,397	6,345	5,406	6,772	7,895	6,420	4,813	5,863	4,796
12,000 - 13,000	559	439	200	835	611	345	945	628	328	4,033	4,790	3,889	5,018	5,939	4,814	3,557	4,489	3,714
13,000 - 14,000	401	316	175	623	401	244	670	429	263	2,949	3,455	2,796	3,779	4,617	3,605	2,659	3,276	2,845
14,000 - 15,000	291	229	108	451	303	190	483	325	207	2,106	2,512	2,093	2,797	3,324	2,711	1,889	2,487	2,123
15,000 - 16,000	200	130	86	340	235	137	372	225	130	1,466	1,767	1,465	1,870	2,408	1,966	1,347	1,803	1,642
16,000 - 17,000	144	117	48	230	165	96	258	186	110	955	1,194	1,076	1,368	1,782	1,530	922	1,288	1,198
17,000 - 18,000	80	70	34	166	126	60	195	122	72	678	772	735	941	1,193	989	683	861	846
18,000 - 19,000	63	65	21	99	63	35	134	86	45	408	530	550	600	757	691	443	549	653
19,000 - 20,000	45	30	22	78	53	34	92	65	52	257	333	376	377	491	470	301	367	419

1 Offer type refers to customer accounts on standard or Market offers at any time in the reporting period.

2 Total customer accounts only count customer accounts receiving a rebate that appear in retailer reporting information.

3 Customer accounts whose consumption were outside the range (0-20000) were removed as outliers

Table 10 Annualised distribution of electricity bill by offer type and electricity network

Offer type ¹	Standard ²									Market ²								
	Ausgrid			Endeavour Energy			Essential Energy			Ausgrid			Endeavour Energy			Essential Energy		
Network	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20
Annualised bill range (\$/year) ³																		
0 - 500	1,058	1,000	1,064	1,068	896	737	65	40	34	6,449	6,623	6,147	5,826	4,901	4,657	1,695	1,977	1,135
500 - 1,000	13,586	10,814	10,004	9,856	7,371	6,484	5,954	3,752	2,933	74,932	81,905	83,057	51,888	53,711	56,398	27,667	26,505	26,445
1,000 - 1,500	20,224	14,624	10,780	15,655	10,852	8,540	19,009	10,857	8,408	102,663	109,795	106,797	77,530	83,326	81,415	82,911	87,245	84,169
1,500 - 2,000	13,224	9,317	5,841	11,624	7,754	5,738	18,553	10,648	7,565	65,786	71,864	66,226	55,495	62,742	57,270	66,180	73,963	64,998
2,000 - 2,500	7,233	5,013	2,750	6,841	4,792	3,089	11,305	6,807	4,450	35,067	38,461	34,097	33,556	38,636	33,313	36,390	41,851	35,372
2,500 - 3,000	3,653	2,593	1,313	3,991	2,634	1,568	6,315	3,830	2,305	17,795	20,227	17,432	19,189	22,463	18,601	19,313	23,084	19,067
3,000 - 3,500	1,962	1,417	649	2,280	1,551	847	3,550	2,203	1,382	9,129	10,329	8,870	10,422	12,738	10,078	10,045	12,488	10,435
3,500 - 4,000	1,011	812	370	1,310	951	493	2,111	1,440	769	4,497	5,313	4,695	5,362	6,705	5,389	5,461	6,780	5,826
4,000 - 4,500	538	447	180	691	486	252	1,231	817	473	2,162	2,620	2,415	2,639	3,329	2,805	2,659	3,557	3,110
4,500 - 5,000	267	254	105	333	285	132	653	487	279	952	1,154	1,099	1,226	1,576	1,316	1,355	1,706	1,669
5,000 - 5,500	145	123	66	134	125	65	334	273	143	347	484	504	467	685	503	576	804	753
5,500 - 6,000	53	45	24	49	36	22	181	121	87	111	205	210	179	283	256	242	333	333
6,000 - 6,500	23	19	15	12	19	3	75	55	31	54	79	69	69	121	90	82	159	111
6,500 - 7,000	<10	<10	12	<10	<10	2	12	17	12	14	49	45	24	78	40	26	62	25
7,000 - 7,500	-	<10	<10	-	-	-	-	-	-	11	24	19	15	32	<10	<10	16	18
7,500 - 8,000	-	<10	<10	-	-	-	-	-	-	<10	15	16	<10	18	<10	<10	17	<10
8,000 - 8,500	-	<10	<10	-	-	-	-	-	-	<10	10	<10	<10	16	<10	<10	<10	11
8,500 - 9,000	-	-	<10	-	-	-	-	-	-	-	10	<10	<10	13	<10	-	<10	<10
9,000 - 9,500	-	-	<10	-	-	-	-	-	-	-	<10	<10	-	<10	<10	-	<10	<10
9,500 - 10,000	-	-	<10	-	-	-	-	-	-	-	<10	<10	-	-	<10	-	<10	<10

1 Offer type refers to customer accounts on standard or Market offers at any time in the reporting period.

2 Total customer accounts only count customer accounts receiving a rebate that appear in retailer reporting information.

3 Customer accounts whose bills were outside the range (\$0-\$10000) were removed as outliers.

Table 11 Annualised distribution of gas consumption by offer type and gas network

Offer type ¹	Standard ²												Market ²													
	Network			Jemena			ActewAGL			APA Group			Australian Gas Networks			Jemena			ActewAGL			APA Group			Australian Gas Networks	
Annualised consumption range (MJ/year) ³	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20		
0 - 5,000	3,053	2,842	2,735	198	239	247	84	70	70	289	193	184	36,450	37,661	39,549	136	182	343	223	279	411	942	1,004	1,181		
5,000 - 10,000	3,403	2,914	2,652	181	195	208	53	59	37	330	242	193	43,770	44,974	47,374	155	189	329	212	239	282	1,246	1,314	1,463		
10,000 - 15,000	3,167	2,882	2,361	166	168	197	44	26	15	419	282	207	43,054	44,925	45,432	129	170	315	123	164	136	1,501	1,560	1,716		
15,000 - 20,000	2,545	2,212	1,755	120	127	157	18	15	<10	372	256	191	34,082	36,269	35,092	115	167	248	91	97	78	1,552	1,549	1,625		
20,000 - 25,000	1,810	1,727	1,257	100	98	86	15	16	<10	407	259	169	25,149	27,645	24,968	117	135	172	57	69	52	1,567	1,639	1,508		
25,000 - 30,000	1,267	1,237	851	72	68	53	11	<10	<10	370	232	155	17,364	19,663	17,069	93	129	166	53	46	30	1,647	1,719	1,453		
30,000 - 35,000	888	896	569	63	46	57	12	<10	-	344	231	137	12,156	14,080	11,372	76	115	122	32	32	20	1,646	1,829	1,317		
35,000 - 40,000	687	590	347	32	44	42	<10	<10	<10	337	223	112	8,297	10,220	7,759	65	91	112	21	26	12	1,562	1,751	1,216		
40,000 - 45,000	475	432	261	30	30	43	<10	<10	<10	277	187	96	5,683	7,024	5,273	39	52	109	11	12	<10	1,256	1,463	1,050		
45,000 - 50,000	277	370	202	22	32	27	<10	<10	<10	243	167	88	3,642	4,776	3,706	31	48	90	<10	13	<10	875	1,093	1,102		
50,000 - 55,000	209	260	149	11	17	18	<10	<10	<10	156	106	87	2,202	3,192	2,559	19	26	74	<10	<10	<10	529	636	882		
55,000 - 60,000	140	150	110	<10	23	18	<10	<10	0	80	62	59	1,281	2,062	1,783	14	24	50	<10	<10	<10	303	343	695		
60,000 - 65,000	116	97	76	<10	<10	18	<10	<10	<10	65	48	39	811	1,242	1,164	<10	15	32	<10	<10	<10	173	227	541		
65,000 - 70,000	77	72	55	<10	<10	<10	<10	<10	-	50	25	42	519	799	759	<10	<10	24	<10	<10	<10	112	139	407		
70,000 - 75,000	60	60	50	<10	<10	<10	<10	<10	<10	40	21	27	318	544	554	<10	<10	10	<10	<10	-	85	101	265		
75,000 - 80,000	50	50	30	<10	<10	<10	<10	<10	<10	28	23	16	253	430	400	<10	<10	<10	<10	<10	-	62	85	146		
80,000 - 85,000	29	45	20	<10	<10	<10	-	-	-	28	15	20	179	312	262	<10	<10	<10	<10	<10	<10	67	76	125		
85,000 - 90,000	16	33	17	<10	<10	<10	-	-	-	34	14	13	129	205	190	<10	<10	<10	-	-	<10	56	53	108		
90,000 - 95,000	23	23	12	<10	<10	<10	-	-	-	29	15	16	102	183	161	<10	<10	<10	-	-	<10	45	49	97		
95,000 - 100,000	18	22	19	<10	<10	<10	-	-	-	28	14	<10	82	132	134	-	<10	12	-	-	-	40	47	80		

1 Offer type refers to customer accounts on standard or Market offers at any time in the reporting period.

2 Total customer accounts only count customer accounts receiving a rebate that appear in retailer reporting information.

3 Customer accounts whose consumption were outside the range (0-100000) were removed as outliers.

Table 12 Annualised distribution of gas bill by offer type and gas network

Offer type ¹	Standard ²												Market ²													
	Network			Jemena			ActewAGL			APA Group			Australian Gas Networks			Jemena			ActewAGL			APA Group			Australian Gas Networks	
Annualised bill range (\$/year) ³	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20	FY2017-18	FY2018-19	FY2019-20		
0 - 200	<10	<10	31	<10	-	-	-	-	-	-	-	-	827	1,606	1,013	<10	-	-	<10	<10	<10	26	12	18		
200 - 400	2,393	2,208	2,348	126	101	108	45	42	43	228	173	133	35,386	36,124	37,387	79	82	151	133	170	266	1,017	1,094	1,292		
400 - 600	3,915	3,195	3,168	246	271	276	63	62	45	536	395	311	61,600	62,432	62,837	213	250	462	244	285	336	2,495	2,609	2,776		
600 - 800	4,432	3,914	2,901	214	221	243	52	39	24	652	451	329	57,881	60,294	59,351	187	250	432	152	185	200	3,274	3,401	3,137		
800 - 1000	3,172	2,889	1,993	159	161	199	27	18	16	697	456	278	36,895	40,490	37,220	186	232	311	110	127	94	3,329	3,622	2,757		
1000 - 1200	1,823	1,879	1,203	109	117	97	17	17	<10	577	414	239	20,608	24,198	21,015	144	183	243	61	78	61	2,547	2,880	2,419		
1200 - 1400	1,107	1,079	678	69	76	86	12	11	<10	487	281	177	11,434	14,454	11,592	90	162	188	61	48	32	1,329	1,560	1,951		
1400 - 1600	646	667	406	44	47	59	11	<10	<10	316	184	133	5,793	8,105	6,607	50	76	167	28	39	20	599	792	1,190		
1600 - 1800	327	489	281	24	48	41	12	<10	-	155	106	95	2,702	4,177	3,722	33	58	110	27	23	13	280	323	666		
1800 - 2000	193	218	180	10	26	32	<10	<10	<10	109	70	69	1,166	2,041	2,129	14	32	74	10	13	<10	183	176	369		
2000 - 2200	129	127	118	<10	24	24	<10	<10	<10	60	34	39	573	1,085	1,152	<10	19	40	10	<10	<10	94	96	200		
2200 - 2400	77	94	85	<10	<10	17	<10	<10	<10	35	19	18	333	592	681	<10	12	25	<10	10	<10	45	53	97		
2400 - 2600	42	58	49	<10	<10	12	<10	<10	<10	34	15	13	182	390	392	<10	<10	<10	<10	<10	<10	28	37	55		
2600 - 2800	33	50	39	<10	<10	13	<10	<10	-	29	11	19	88	208	244	<10	<10	11	<10	<10	<10	14	18	31		
2800 - 3000	12	30	23	<10	<10	<10	<10	<10	<10	<10	<10	<10	40	88	111	-	<10	10	-	<10	<10	<10	<10	11		
3000 - 3200	<10	<10	18	-	<10	<10	-	-	-	<10	<10	<10	11	42	60	-	-	<10	<10	<10	<10	<10	-	<10		
3200 - 3400	<10	-	<10	<10	<10	<10	<10	<10	<10	-	-	-	<10	<10	34	-	-	<10	-	-	-	-	-	<10		
3400 - 3600	-	-	-	-	-	-	<10	<10	<10	-	-	-	-	<10	<10	-	-	<10	-	-	<10	-	-	-		
3600 - 3800	-	-	-	-	-	-	-	-	-	-	-	-	-	<10	<10	-	-	-	-	-	<10	-	-	-		
3800 - 4000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	<10	-	-	-	-	-	-	-	-	-		

1 Offer type refers to customer accounts on standard or Market offers at any time in the reporting period.

2 Total customer accounts only count customer accounts receiving a rebate that appear in retailer reporting information.

3 Customer accounts whose bills were outside the range (\$0-\$4000) were removed as outliers.

Energy tariffs in 2019-20

The Department started collecting additional information such as peak, off-peak, shoulder, and controlled load units and charges as well as solar energy units and credits from retailers for bills pertaining to July 2019 onwards.

Flat tariffs

The results show that 427,000 rebates customer were on a flat tariff (44 percent of total rebates customers), and 360,000 customers were on a flat tariff with controlled load (37 percent of total rebates customers) in 2019-20 (Table 13).

The average electricity bill and consumption were higher for customers on a flat tariff with controlled load compared to customers on a flat tariff by about \$300 and 2,000 kWh/year respectively. Electricity cost was lower for the flat tariff with a controlled load by about 6 cents per kWh. The proportion of the rebate to electricity bill was higher for the flat tariff (without controlled load) by 4 percent compared to flat tariff with controlled load. The average annual discount was slightly higher for the flat tariff with a controlled load compared to flat tariff without controlled load.

Time of Use (ToU) tariffs

The rebates data shows that 45,000 customers were on ToU (4.6 percent of total rebates customers) compared to 28,000 on ToU with controlled load (2.9 percent of total rebates customers).

The average electricity bill and consumption were higher for customers on a ToU with controlled load compared to customers on a ToU by about \$400 and 2,500 kWh/year respectively. Electricity cost was lower for the ToU with controlled load by about 6 cents per kWh. The proportion of the rebate to electricity bill was higher for the ToU tariff (without controlled load) by 4 percent compared to ToU with controlled load. The average annual discount was slightly higher for the ToU tariff with controlled load compared to ToU tariff without controlled load.

Solar tariffs

A total of 114,000 rebates customers were reported to have rooftop solar panels, representing about 12 percent of total rebates customers. These statistics are similar to other agency reports including AER and AEMO.

A total of 45,000 rebates customers were on flat tariff with controlled load and solar (4.6 percent of total rebates customers) and 36,000 customers on flat tariff with solar (3.7 percent of total rebates customers); 17,000 customers on ToU with controlled load and solar (1.8 percent of total rebates customers), and 16,000 for TOU with solar (1.6 percent of total rebates customers).

The annualised electricity bills for solar customers were similar to other tariffs while consumption was lower, and costs were higher due to fixed supply charges (Table 13).

Figure 18 to Figure 21 show scatterplots for various tariffs and regression lines including differences between networks.

Table 13 Average Annual electricity consumption and bills by Tariff plan reported in FY2019-20

Tariff type	Number of electricity customer accounts ¹	Average annualised electricity bill (\$/yr)	Average annualised electricity use (kWh/yr)	Average electricity cost (c/kWh)	Average annual rebate (\$)	Rebates relative to electricity bill (%)	% of customer on total rebate population	Average Annualised Discount	Average Annualised Solar Export (kWh/yr)	Average Solar Feed-in Tariff (c/kWh)
Flat tariff ²	427,000	\$1,524	4,441	34.5	\$309	20.5%	44.2%	14.7%	NA	NA
Flat with Controlled Load ²	360,000	\$1,845	6,471	28.7	\$308	16.9%	37.2%	15.1%	NA	NA
Time-of-use ²	45,000	\$1,667	4,980	33.7	\$301	18.4%	4.6%	15.2%	NA	NA
Time-of-use with Controlled load ²	28,000	\$2,064	7,508	27.5	\$300	14.8%	2.9%	16.2%	NA	NA
Solar ²³	114,000	\$1,646	4,441	37.6	\$308	19.2%	11.8%	16.8%	2,141	11.6
Flat with Solar ⁴	36,000	\$1,601	3,822	42.4	\$311	19.9%	3.7%	16.8%	2,028	11.5
Flat with Controlled Load and Solar ⁴	45,000	\$1,672	4,720	35.9	\$307	18.8%	4.6%	16.4%	2,170	11.6
Time-of-use with Solar ⁴	16,000	\$1,578	4,063	39.4	\$304	20.0%	1.6%	17.5%	2,050	11.9
Time-of-use with Controlled load and Solar ⁴	17,000	\$1,721	5,171	33.8	\$301	18.2%	1.8%	17.1%	2,378	11.8

1 Adding these will be more than the total rebate customers in Table 1. This is because this table includes switching customers between offer types and tariff types.

2 Tariffs are mutually exclusive of each other.

3 Total number of Solar customers. The subtotal of solar is provided in the next four rows.

4 Adding this will add up to total Solar customers.

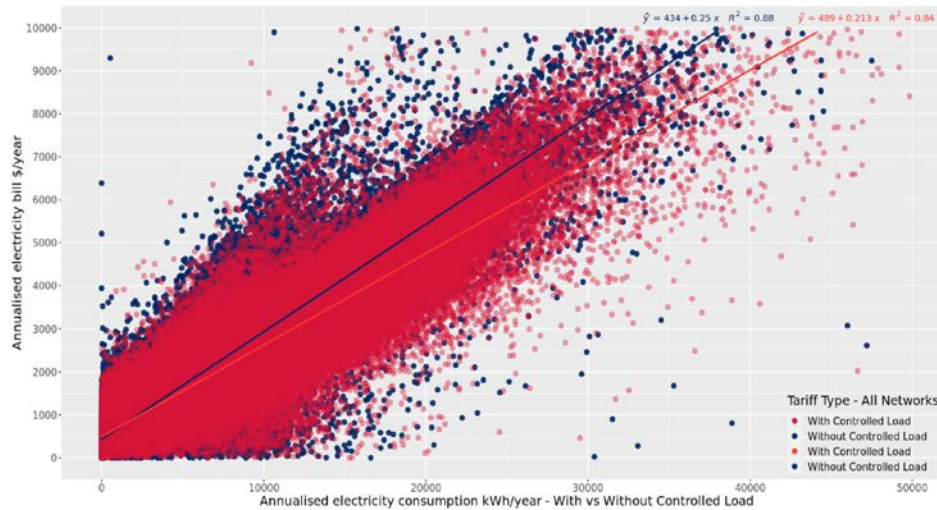


Figure 13 Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information - With and without Controlled Load for All Networks

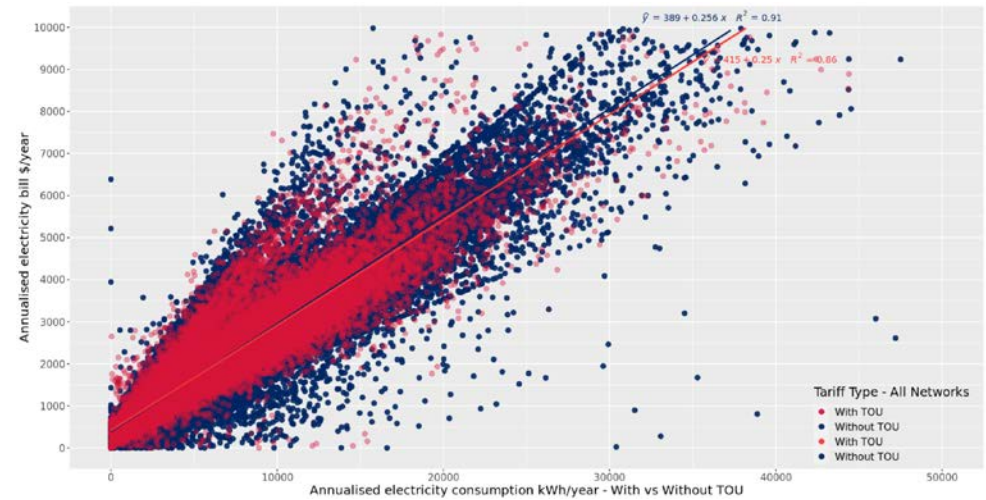


Figure 15 Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information - With and without TOU for All Networks

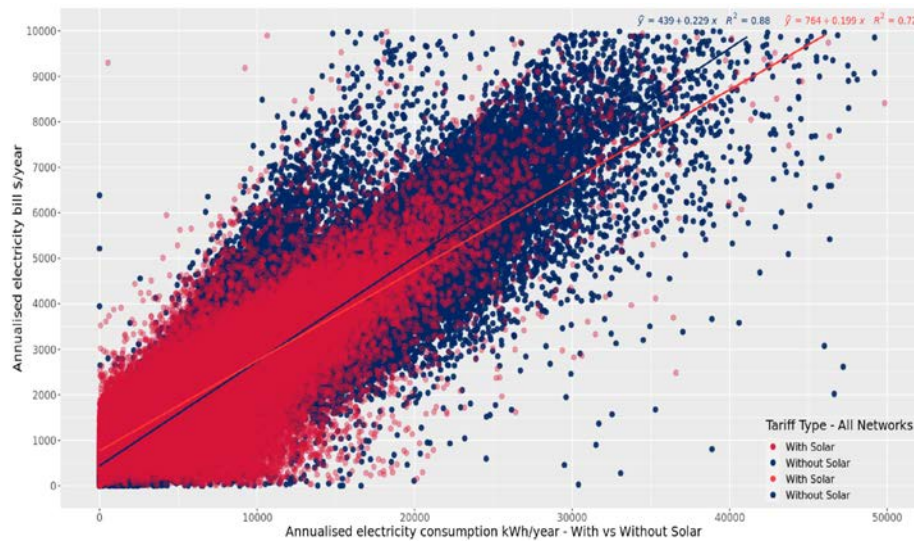


Figure 14 Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information - With and without Solar for All Networks

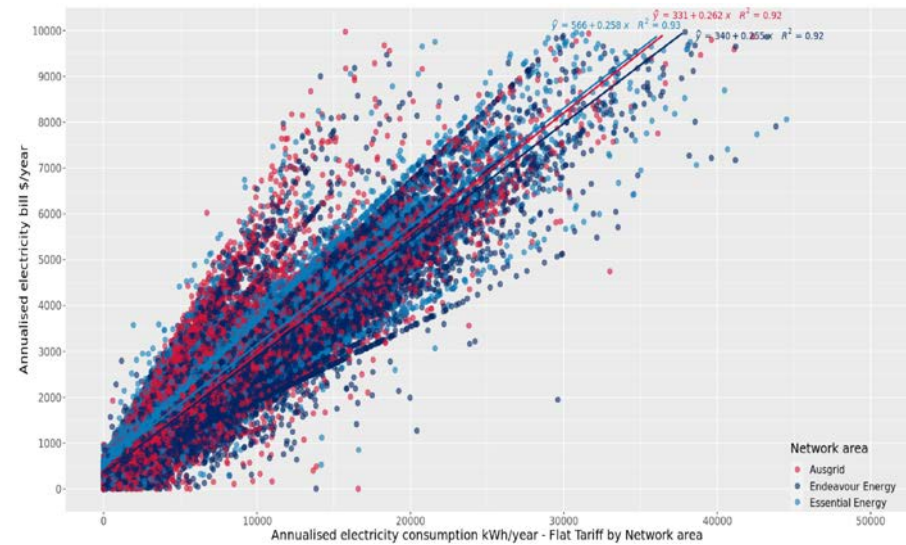


Figure 16 Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information - Flat Tariff for All Networks

Local Government Area results

This section provides a snapshot of selected results for some Local Government Areas (LGAs) in NSW. Appendix A and Appendix B list detailed results by LGA. Appendix C summarises State Electoral District level results.

Table 14 shows Central Coast had the highest number of customer accounts accessing rebates with approximately 59,000 customer accounts receiving rebates totalling around \$17.5 million. Other areas with large numbers of customer accounts and rebate value include Canterbury-Bankstown, Blacktown, Lake Macquarie, Wollongong, Fairfield, Liverpool, Cumberland, Penrith, and Mid-Coast.

Balranald had the lowest number of customer accounts accessing a rebate with 284 customer accounts receiving around \$74,000 in rebates (including Energy Accounts Payment Assistance vouchers). Other areas with small numbers of customer accounts include Brewarrina, Carrathool, Central Darling, Bourke, Bogan, Warren, Hay, Walcha, Lockhart.

Table 15 shows Muswellbrook had the highest proportion of customer accounts on market offers for electricity at 95 percent, and Table 16 shows Hawkesbury had the highest proportion of customer accounts on market offers for gas at 97 percent. Maitland, Camden, Central Coast and Lake Macquarie were also in the top 10 LGAs for customer accounts on market offers for both electricity and gas.

Central Darling had the lowest proportion of customer accounts on market offers for electricity at 83 percent. Other areas with a low proportion of market offers for electricity were Queanbeyan-Palerang Regional, Upper Lachlan Shire, Tenterfield, Hilltops, Goulburn Mulwaree, Broken Hill, Walcha and Walgett.

Shoalhaven had the lowest proportion of customer accounts on market offers for gas at 59%. Other areas with low proportions of customer accounts on market offers for gas were Queanbeyan-Palerang Regional, Hilltops, Goulburn Mulwaree, Wagga Wagga, Inner West, Sydney, Albury, Waverley and Bayside.

Table 17 shows the area with the highest LIHR uptake rate (based on the proportion of eligible customers) is Myall Lakes with estimates that 83 percent of all eligible customers access a rebate.

Sydney was the LGA with the lowest uptake, with around 45 percent of eligible households taking up a Low-Income Household Rebate. Other LGAs with low uptake were Vacluse, Newtown, Strathfield, North Shore, Auburn, Riverstone, Willoughby, Coogee and Heffron.

Table 14 Customer accounts and value by local government area in 2019-20

Top ten Local Government Areas			Bottom ten Local Government Areas		
Local Government Area	Total customer accounts ¹	Total rebate value (\$)	Local Government Area	Total customer accounts ¹	Total rebate value (\$)
Central Coast	58,836	\$17,462,000	Balranald	284	\$74,000
Canterbury-Bankstown	46,342	\$13,942,000	Brewarrina	293	\$72,000
Blacktown	39,404	\$11,602,000	Carrathool	353	\$88,000
Lake Macquarie	34,137	\$9,815,000	Central Darling	355	\$90,000
Wollongong	31,724	\$9,519,000	Bourke	357	\$99,000
Fairfield	31,522	\$9,077,000	Bogan	448	\$108,000
Liverpool	26,209	\$7,559,000	Warren	456	\$130,000
Cumberland	25,660	\$7,751,000	Hay	472	\$128,000
Penrith	24,747	\$6,977,000	Walcha	474	\$126,000
Mid-Coast	23,786	\$6,326,000	Lockhart	530	\$137,000

¹ Based on the number of distinct customer accounts for electricity from retailer information and on-supplied, FER and EAPA customers numbers from departmental records.

Table 15 Market offers for electricity in 10 top and bottom local government areas in 2019-20

Top ten Local Government Areas		Bottom ten Local Government Areas	
Local Government Area	Customer accounts on market offers for electricity ¹ (%)	Local Government Area	Customer accounts on market offers for electricity ¹ (%)
Muswellbrook	95%	Central Darling	83%
Berrigan	95%	Queanbeyan-Palerang Regional	84%
Port Stephens	95%	Upper Lachlan Shire	84%
Maitland	95%	Tenterfield	84%
Singleton	95%	Hilltops	85%
Camden	94%	Brewarrina	85%
Cessnock	94%	Goulburn Mulwaree	85%
Central Coast	94%	Broken Hill	85%
Federation	94%	Walcha	86%
Lake Macquarie	94%	Walgett	87%

¹ Based on the number of distinct customer accounts on market offers relative to the total number of customer accounts for electricity.

Table 16 Market offers for gas in 10 top and bottom local government areas in 2019-20

Top ten Local Government Areas		Bottom ten Local Government Areas	
Local Government Area	Customer accounts on market offers for gas ¹ (%)	Local Government Area	Customer accounts on market offers for gas (%)
Hawkesbury	97%	Shoalhaven	59%
Maitland	97%	Queanbeyan-Palerang Regional	81%
Camden	97%	Hilltops	86%
Wollondilly	97%	Goulburn Mulwaree	87%
The Hills Shire	97%	Wagga Wagga	87%
Wingecarribee	97%	Inner West	93%
Blue Mountains	96%	Sydney	94%
Central Coast	96%	Albury	94%
Lake Macquarie	96%	Waverley	94%
Shellharbour	96%	Bayside	94%

¹ Based on the number of distinct customer accounts on market offers relative to the total number of customer accounts for gas.

Table 17 Uptake by eligible households in 10 top and bottom local government areas

Top ten Local Government Areas	
Local Government Area	Ratio of LIHR customer accounts to eligible households (%) ¹
Myall Lakes	83%
Albury	82%
Port Macquarie	82%
South Coast	81%
Cootamundra	80%
Port Stephens	78%
Bega	78%
Lake Macquarie	77%
Kiama	77%
Swansea	77%

Bottom ten Local Government Areas	
Local Government Area	Ratio of LIHR customer accounts to eligible households (%)
Sydney	45%
Vaucluse	47%
Newtown	51%
Strathfield	54%
North Shore	55%
Auburn	55%
Riverstone	55%
Willoughby	55%
Coogee	56%
Heffron	57%

¹ LIHR customer accounts-to-eligible uptake rate denotes customer accounts that received the Low Income Household Rebate relative to the number of eligible customers (%). Customer accounts are more than the number of unique customers as it double counts those customers that switched retailers in 2019-20.

Disconnections

This section provides a summary of disconnections in 2019-20.

Table 18 shows the estimated average annual electricity consumption and bills for disconnected customers. According to the results disconnected customers consumed an average of 11,500 kWh per year, which is higher than both the 5,000 kWh for the average rebate customer and 5,172 kWh for all residential customers in NSW. The bill savings from energy rebates (17 percent) is also slightly lower for disconnected customers than all rebate customers (18 percent).

Around 6,800 electricity rebate customers were disconnected in 2019-20 and an estimated 25 percent of them reconnected within a day during this period. Around 40 percent of disconnected customers had either a payment plan or a hardship plan.

The average overdue amount for disconnected electricity rebate customers was \$1,500, but the median overdue amount was only \$1,000. This implies there are some customers with significant amounts of electricity debt.

Table 19 shows the estimated average annual gas consumption for disconnected customers is 44,000 MJ, which is much higher than the average consumption of 19,000 MJ across all rebate customers.

Around 550 gas rebate customers disconnected in 2019-20 and an estimated 20 percent of them reconnected within the same day during this period. Around 18 percent of disconnected customers had either a payment plan or a hardship plan. The average overdue amount for disconnected gas rebate customers was \$1,050.

Table 18 Electricity customer accounts disconnected for any reason in 2019-20¹

Electricity network	Disconnected customer accounts	Customer accounts on payment or hardship plan ²	Customer accounts disconnected relative to total rebate customer accounts (%)	Customer accounts reconnected within a day of disconnection	Average overdue amount when disconnected (\$)	Average annualised electricity use (kWh/yr)	Average annualised electricity bill (\$/yr)	Rebates relative to bill (%)
Ausgrid	1,489	680	0.40%	27.13%	\$1,239	8,420	\$2,045	18%
Endeavour Energy	1,961	818	0.64%	21.97%	\$1,432	9,711	\$2,123	18%
Essential Energy	2,377	873	0.79%	26.71%	\$1,658	15,010	\$2,545	14%
Total	6,750	2,720	0.69%	24.51%	\$1,475	11,535	\$2,275	17%

Table 19 Gas customer accounts disconnected for any reason in 2019-20³

Gas network	Disconnected customer accounts	Customer accounts on payment or hardship plan ⁴	Customer accounts disconnected relative to total rebate customer accounts (%)	Customer accounts reconnected within a day of disconnection	Average overdue amount when disconnected (\$)	Average annualised gas use (MJ/yr)	Average annualised gas bill (\$/yr)	Rebates relative to bill (%)
Jemena	352	74	0.04%	14.99%	\$1,045	35,052	\$1,156	14%
ActewAGL	<10	<10	0.00%	13.04%	\$778	45,981	\$1,693	7%
APA Group	14	<10	0.00%	50.00%	\$719	26,763	\$1,289	11%
Australian Gas Networks	153	18	0.02%	29.49%	\$1,031	67,419	\$1,627	10%
Total	527	96	0.05%	20.38%	\$1,028	44,300	\$1,303	13%

1 All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with Departmental information.

2 Whether in the 12 months prior to disconnection the customer had been on the retailer's hardship or payment plan.

3 All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with Departmental information.

4 Whether in the 12 months prior to disconnection the customer had been on the retailer's hardship or payment plan.

Glossary

Field	Definition
Customer account	Customer account refers to a unique record of a customer with a retailer (or on-supplied customers). This metric will double count those households that switch from one retailer to another within the financial year.
Customer accounts-to-eligible uptake	Customer accounts that received the rebate relative to the number of eligible customers (%).
Electricity (kWh)	Electricity consumption by customer account. Where a customer account does not have bills covering the entire year, the Department has annualised the consumption based on the number of days for which billing information is available.
Electricity bill	Electricity bill in this report refers to the annual billed amount paid by customer accounts after rebates have been deducted. Gas bill in this report refers to the annual billed amount (i.e. the sum of monthly or quarterly bills) paid by customer accounts after rebates have been deducted. Where a customer account does not have bills covering the entire year, the Department has annualised the bill based on the number of days for which billing information is available.
Energy Accounts Payment Assistance (EAPA) Scheme	The Energy Accounts Payment Assistance (EAPA) Scheme helps people experiencing a short-term financial crisis or emergency to pay their electricity or gas bill.
Family Energy Rebate (FER)	The Family Energy Rebate helps NSW family households with dependent children who have received the Family Tax Benefit payment from the Federal Department of Human Services.
Gas bill	Gas bill in this report refers to the annual billed amount (i.e. the sum of monthly or quarterly natural gas bills, including LPG) paid by customer accounts after rebates have been deducted. Where a customer account does not have bills covering the entire year, the Department has annualised the bill based on the number of days billing information is available.
Hardship plan	A retailer's hardship program which helps a customer with financial difficulty. Whether the customer had received a hardship plan in the twelve months before disconnection.
Life Support Rebate (LSR)	The Life Support Rebate assists customers to pay their electricity bills if they are required, or have someone living with them who is required, to use approved energy-intensive equipment at home.
Low Income Household Rebate (LIHR)	The Low-Income Household Rebate assists customers who hold eligible concession cards issued by the Federal Department of Human Services or the Department of Veterans' Affairs.
Market offer	The retailers set the prices under market offer contracts. The terms and conditions of these contracts must adhere to minimum requirements governed by law. However, retailers and customers can choose to negotiate all other terms and conditions of the contract.
Medical Energy Rebate (MER)	The Medical Energy Rebate assists customers who cannot self-regulate body temperature when exposed to extremes (hot or cold) of environmental temperatures.
Natural Gas (MJ)	Gas consumption by customer account. Where a customer account does not have bills covering the entire year, the Department has annualised the consumption based on the number of days billing information is available.
Gas Rebate (Gas)	The Gas Rebate helps eligible NSW households pay their natural gas bills. From 1 July 2016, this rebate will also be available to eligible households that rely on LPG for their basic needs.
On-supplied	On-supplied refers to customers that apply for rebates directly to the Department because they are not a direct energy account holder (e.g. households that live in a caravan park that pay the park owner for electricity).
Payment plan	A retailer's payment arrangement plan which helps a customer pay the energy bills in affordable instalments. Whether the customer had received payment arrangements in the twelve months before disconnection.
Postcode	Postcode for the supply address for the National Meter Identifier associated with each bill associated with each customer account (site address).
Reporting period	According to the NSW Social Programs for Energy Code, retailers are required to submit rebate billing data to the Department every six months since July 2017. This report package only covers the information from July 2018 to June 2019 (2018/19). This report compares 2018/19 data with data from July 2017 to June 2018 (2017/18), which gives a holistic view of the rebate program over time.
Seniors Energy Rebate (SER)	The Seniors Energy Rebate assists customers who hold a valid Seniors Health Card issued by the Federal Department of Human Services or the Department of Veterans' Affairs. This rebate commenced on 1 July 2019.

Standard offer	The terms and conditions of standard offer contracts are regulated by law. Retailers cannot change the terms and conditions. The retailers set the prices under standard offer and cannot change more frequently than once every six months.
Unique customer	Unique customer is an attempt to estimate the number of rebate customers after accounting for those customers that switch from one retailer to another within the financial year.

Appendix A Detailed results by Local Government Area (rebate customer and value)

Table 20 Rebate customers and value by rebate type and local government area in 2019-20

Local Government Area	Low Income Household Rebate		Gas Rebate ^{1,2}		Family Energy Rebate ¹		Life Support Rebate ¹		Medical Energy Rebate ¹		Energy Accounts Payment Assistance (EAPA) Scheme ¹		Seniors Energy Rebate ¹		Total customer accounts ³	Total rebate value (\$)	Average rebate value (\$ per customer account)
	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)			
Albury	9,867	\$2,261,000	7,322	\$653,000	389	\$43,000	300	\$70,000	68	\$18,000	532	\$154,000	269	\$54,000	10,149	\$3,251,000	\$320
Armidale Regional	4,332	\$1,005,000	234	\$29,000	183	\$20,000	354	\$73,000	36	\$10,000	290	\$89,000	132	\$26,000	4,579	\$1,252,000	\$273
Ballina	7,773	\$1,832,000	208	\$26,000	303	\$31,000	420	\$70,000	56	\$14,000	168	\$51,000	333	\$67,000	8,058	\$2,090,000	\$259
Balranald	279	\$66,000	10	n/a	10	n/a	10	n/a	10	n/a	14	\$5,000	10	n/a	284	\$74,000	\$262
Bathurst Regional	5,761	\$1,358,000	3,348	\$286,000	264	\$27,000	430	\$97,000	32	\$8,000	521	\$168,000	153	\$31,000	6,138	\$1,974,000	\$322
Bayside	14,566	\$3,644,000	6,940	\$616,000	748	\$80,000	841	\$175,000	74	\$19,000	725	\$218,000	356	\$71,000	15,387	\$4,823,000	\$313
Bega Valley	6,751	\$1,624,000	523	\$65,000	236	\$26,000	291	\$58,000	40	\$10,000	211	\$60,000	205	\$41,000	6,983	\$1,883,000	\$270
Bellingen	2,348	\$560,000	59	\$7,000	105	\$10,000	86	\$19,000	19	\$4,000	116	\$34,000	49	\$10,000	2,432	\$643,000	\$265
Berrigan	1,791	\$418,000	637	\$57,000	47	\$4,000	50	\$11,000	15	\$4,000	27	\$8,000	35	\$7,000	1,826	\$509,000	\$279
Blacktown	36,646	\$8,588,000	16,317	\$1,360,000	2,643	\$296,000	2,194	\$418,000	262	\$64,000	2,861	\$877,000	420	\$84,000	39,404	\$11,686,000	\$297
Bland	855	\$200,000	267	\$22,000	32	\$3,000	48	\$13,000	10	n/a	47	\$15,000	26	\$5,000	895	\$261,000	\$291
Blayney	992	\$232,000	412	\$37,000	34	\$4,000	77	\$20,000	10	n/a	39	\$11,000	41	\$8,000	1,048	\$314,000	\$300
Blue Mountains	10,177	\$2,487,000	5,493	\$507,000	475	\$56,000	698	\$147,000	73	\$19,000	626	\$202,000	386	\$77,000	10,839	\$3,494,000	\$322
Bogan	424	\$93,000	10	n/a	16	\$1,000	11	\$2,000	10	n/a	39	\$12,000	10	n/a	448	\$108,000	\$241
Bourke	345	\$80,000	10	n/a	10	n/a	10	n/a	10	n/a	43	\$13,000	10	n/a	357	\$99,000	\$277
Brewarrina	281	\$65,000	10	n/a	10	n/a	10	n/a	10	n/a	18	\$5,000	10	n/a	293	\$72,000	\$246
Broken Hill	4,049	\$944,000	359	\$44,000	81	\$7,000	160	\$34,000	16	\$4,000	229	\$68,000	28	\$6,000	4,136	\$1,108,000	\$268
Burwood	2,838	\$712,000	1,546	\$140,000	205	\$20,000	138	\$23,000	13	\$3,000	119	\$32,000	86	\$17,000	2,996	\$947,000	\$316
Byron	4,106	\$939,000	114	\$14,000	167	\$16,000	113	\$26,000	23	\$6,000	199	\$68,000	147	\$29,000	4,245	\$1,098,000	\$259
Cabonne	1,997	\$474,000	425	\$37,000	67	\$8,000	138	\$32,000	11	\$3,000	74	\$21,000	51	\$10,000	2,100	\$586,000	\$279
Camden	6,836	\$1,552,000	4,071	\$331,000	716	\$83,000	654	\$117,000	54	\$13,000	286	\$94,000	184	\$37,000	7,718	\$2,227,000	\$289
Campbelltown	20,933	\$4,910,000	7,321	\$627,000	1,485	\$152,000	1,313	\$256,000	139	\$36,000	1,989	\$635,000	201	\$40,000	22,398	\$6,656,000	\$297
Canada Bay	5,961	\$1,490,000	3,508	\$319,000	320	\$35,000	399	\$68,000	29	\$8,000	210	\$63,000	420	\$84,000	6,365	\$2,067,000	\$325
Canterbury-Bankstown	44,024	\$10,783,000	18,508	\$1,658,000	2,753	\$248,000	2,245	\$453,000	229	\$58,000	2,456	\$742,000	583	\$117,000	46,342	\$14,059,000	\$303
Carrathool	337	\$76,000	23	\$2,000	15	\$1,000	16	\$5,000	10	n/a	10	n/a	10	n/a	353	\$88,000	\$250
Central Coast	55,835	\$13,731,000	15,224	\$1,451,000	2,755	\$292,000	3,913	\$782,000	726	\$188,000	3,292	\$1,019,000	1,641	\$328,000	58,836	\$17,790,000	\$302
Central Darling	348	\$81,000	12	\$1,000	10	n/a	10	n/a	10	n/a	16	\$5,000	10	n/a	355	\$90,000	\$255
Cessnock	9,669	\$2,293,000	3,603	\$333,000	470	\$39,000	552	\$101,000	87	\$22,000	384	\$115,000	132	\$26,000	10,055	\$2,928,000	\$291
Clarence Valley	11,076	\$2,674,000	343	\$42,000	381	\$37,000	560	\$119,000	93	\$23,000	371	\$123,000	227	\$45,000	11,418	\$3,063,000	\$268
Cobar	518	\$125,000	10	n/a	18	\$2,000	20	\$5,000	10	n/a	20	\$6,000	10	n/a	544	\$140,000	\$256
Coffs Harbour	13,587	\$3,284,000	408	\$51,000	691	\$66,000	560	\$135,000	144	\$37,000	571	\$173,000	322	\$64,000	14,080	\$3,811,000	\$271

1 Where less than 10 customer accounts appear in an LGA we have removed the number of customer accounts and rebate amounts.

2 NSW Gas Rebate figures includes natural gas and LPG.

3 Total number of customers is less than the sum of customers receiving each rebate as some customers receive multiple rebate types.

Local Government Area	Low Income Household Rebate		Gas Rebate ^{1,2}		Family Energy Rebate ¹		Life Support Rebate ¹		Medical Energy Rebate ¹		Energy Accounts Payment Assistance (EAPA) Scheme ¹		Seniors Energy Rebate ¹		Total customer accounts ³	Total rebate value (\$)	Average rebate value (\$ per customer account)
	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)			
Coolamon	650	\$157,000	274	\$25,000	38	\$5,000	49	\$12,000	10	n/a	12	\$4,000	10	n/a	680	\$204,000	\$300
Coonamble	694	\$155,000	10	n/a	17	\$2,000	31	\$9,000	10	n/a	43	\$13,000	10	n/a	721	\$180,000	\$250
Cootamundra-Gundagai Regional	2,242	\$539,000	1,362	\$127,000	61	\$6,000	104	\$20,000	16	\$4,000	85	\$27,000	60	\$12,000	2,315	\$737,000	\$318
Cowra	2,659	\$640,000	913	\$83,000	102	\$11,000	153	\$28,000	10	n/a	218	\$73,000	66	\$13,000	2,778	\$850,000	\$306
Cumberland	24,243	\$5,716,000	11,973	\$1,008,000	1,529	\$150,000	910	\$180,000	124	\$31,000	2,254	\$665,000	256	\$51,000	25,660	\$7,802,000	\$304
Dubbo Regional	7,573	\$1,749,000	2,311	\$199,000	360	\$37,000	403	\$82,000	42	\$9,000	485	\$153,000	184	\$37,000	7,942	\$2,266,000	\$285
Dungog	1,314	\$316,000	151	\$14,000	69	\$8,000	88	\$14,000	16	\$4,000	44	\$13,000	49	\$10,000	1,389	\$379,000	\$273
Edward River	1,727	\$403,000	86	\$10,000	59	\$6,000	61	\$16,000	16	\$4,000	163	\$55,000	26	\$5,000	1,801	\$500,000	\$277
Eurobodalla	9,001	\$2,154,000	517	\$65,000	252	\$26,000	422	\$93,000	57	\$14,000	245	\$75,000	262	\$52,000	9,264	\$2,480,000	\$268
Fairfield	30,369	\$7,307,000	9,509	\$845,000	897	\$85,000	1,058	\$227,000	107	\$27,000	2,019	\$585,000	139	\$28,000	31,522	\$9,105,000	\$289
Federation	2,713	\$652,000	1,508	\$140,000	65	\$7,000	82	\$23,000	17	\$4,000	59	\$17,000	31	\$6,000	2,772	\$849,000	\$306
Forbes	1,615	\$383,000	589	\$54,000	49	\$6,000	76	\$15,000	10	n/a	94	\$29,000	51	\$10,000	1,687	\$500,000	\$296
Georges River	14,223	\$3,590,000	6,095	\$557,000	1,104	\$112,000	1,006	\$187,000	89	\$24,000	486	\$137,000	542	\$108,000	15,296	\$4,715,000	\$308
Gilgandra	751	\$170,000	14	\$2,000	20	\$2,000	35	\$7,000	10	n/a	69	\$22,000	11	\$2,000	793	\$205,000	\$259
Glen Innes Severn	2,009	\$467,000	79	\$10,000	55	\$5,000	158	\$29,000	11	\$3,000	203	\$71,000	20	\$4,000	2,107	\$590,000	\$280
Goulburn Mulwaree	4,810	\$1,143,000	3,098	\$277,000	185	\$19,000	322	\$114,000	44	\$11,000	324	\$68,000	139	\$28,000	5,003	\$1,659,000	\$332
Greater Hume Shire	1,651	\$390,000	661	\$57,000	75	\$9,000	62	\$15,000	13	\$3,000	33	\$9,000	33	\$7,000	1,719	\$490,000	\$285
Griffith	2,946	\$690,000	1,331	\$115,000	195	\$24,000	128	\$24,000	10	n/a	109	\$34,000	105	\$21,000	3,105	\$909,000	\$293
Gunnedah	1,890	\$456,000	100	\$12,000	67	\$8,000	111	\$29,000	10	n/a	125	\$40,000	40	\$8,000	1,968	\$555,000	\$282
Gwydir	1,103	\$265,000	29	\$3,000	28	\$2,000	66	\$15,000	10	n/a	26	\$9,000	10	\$2,000	1,131	\$299,000	\$265
Hawkesbury	6,512	\$1,528,000	1,092	\$95,000	436	\$53,000	579	\$102,000	50	\$12,000	359	\$119,000	174	\$35,000	7,106	\$1,944,000	\$274
Hay	453	\$103,000	38	\$5,000	15	\$2,000	16	\$4,000	10	n/a	41	\$14,000	13	\$3,000	472	\$131,000	\$277
Hilltops	3,523	\$834,000	1,330	\$116,000	159	\$19,000	199	\$50,000	16	\$4,000	159	\$46,000	57	\$11,000	3,689	\$1,080,000	\$293
Hornsby	9,551	\$2,358,000	3,563	\$317,000	871	\$105,000	785	\$121,000	92	\$24,000	260	\$75,000	901	\$180,000	10,460	\$3,180,000	\$304
Hunters Hill	818	\$205,000	332	\$31,000	32	\$4,000	52	\$10,000	10	n/a	34	\$9,000	75	\$15,000	875	\$274,000	\$314
Inner West	13,568	\$3,366,000	6,981	\$628,000	493	\$53,000	619	\$120,000	88	\$22,000	659	\$191,000	386	\$77,000	14,184	\$4,458,000	\$314
Inverell	3,224	\$767,000	172	\$21,000	152	\$15,000	208	\$51,000	19	\$4,000	182	\$54,000	47	\$9,000	3,362	\$922,000	\$274
Junee	962	\$218,000	649	\$57,000	33	\$4,000	47	\$9,000	10	n/a	33	\$10,000	11	\$2,000	1,001	\$302,000	\$301
Kempsey	6,710	\$1,612,000	262	\$32,000	204	\$16,000	281	\$62,000	39	\$8,000	171	\$53,000	125	\$25,000	6,864	\$1,809,000	\$264
Kiama	2,724	\$659,000	328	\$35,000	119	\$14,000	180	\$27,000	31	\$7,000	43	\$13,000	237	\$47,000	2,866	\$802,000	\$280
Ku-Ring-Gai	5,449	\$1,344,000	2,925	\$251,000	362	\$41,000	598	\$98,000	46	\$10,000	111	\$31,000	928	\$186,000	6,077	\$1,960,000	\$323
Kyogle	1,807	\$428,000	59	\$7,000	51	\$4,000	64	\$15,000	15	\$3,000	74	\$24,000	40	\$8,000	1,852	\$489,000	\$264
Lachlan	1,001	\$236,000	23	\$2,000	26	\$3,000	47	\$15,000	10	n/a	92	\$28,000	10	n/a	1,058	\$286,000	\$270
Lake Macquarie	32,760	\$8,124,000	8,189	\$776,000	1,451	\$153,000	1,850	\$324,000	380	\$94,000	1,155	\$344,000	1,166	\$233,000	34,137	\$10,048,000	\$294
Lane Cove	1,724	\$425,000	800	\$70,000	103	\$13,000	104	\$20,000	12	\$3,000	58	\$16,000	154	\$31,000	1,850	\$577,000	\$312
Leeton	1,696	\$395,000	662	\$55,000	63	\$6,000	94	\$22,000	10	n/a	76	\$23,000	34	\$7,000	1,778	\$509,000	\$286
Lismore	7,592	\$1,770,000	233	\$30,000	410	\$42,000	374	\$60,000	55	\$14,000	319	\$105,000	209	\$42,000	7,934	\$2,061,000	\$260
Lithgow	4,077	\$1,000,000	2,345	\$211,000	123	\$12,000	311	\$82,000	35	\$9,000	273	\$75,000	74	\$15,000	4,251	\$1,403,000	\$330
Liverpool	24,762	\$5,801,000	10,759	\$911,000	1,382	\$142,000	1,247	\$257,000	138	\$35,000	1,435	\$413,000	194	\$39,000	26,209	\$7,598,000	\$290

Local Government Area	Low Income Household Rebate		Gas Rebate ^{1,2}		Family Energy Rebate ¹		Life Support Rebate ¹		Medical Energy Rebate ¹		Energy Accounts Payment Assistance (EAPA) Scheme ¹		Seniors Energy Rebate ¹		Total customer accounts ³	Total rebate value (\$)	Average rebate value (\$ per customer account)
	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)			
Liverpool Plains	1,497	\$360,000	32	\$3,000	49	\$4,000	85	\$16,000	10	n/a	37	\$11,000	16	\$3,000	1,544	\$398,000	\$258
Lockhart	509	\$122,000	47	\$5,000	21	\$2,000	22	\$5,000	10	n/a	10	n/a	12	\$2,000	530	\$139,000	\$263
Maitland	11,454	\$2,785,000	4,970	\$451,000	704	\$75,000	734	\$132,000	125	\$31,000	526	\$155,000	262	\$52,000	12,125	\$3,681,000	\$304
Mid-Coast	23,143	\$5,579,000	1,494	\$183,000	728	\$67,000	1,149	\$233,000	137	\$33,000	795	\$231,000	594	\$119,000	23,786	\$6,445,000	\$271
Mid-Western Regional	3,769	\$914,000	150	\$18,000	120	\$10,000	200	\$62,000	19	\$4,000	138	\$40,000	76	\$15,000	3,910	\$1,064,000	\$272
Moree Plains	1,817	\$400,000	35	\$4,000	51	\$5,000	70	\$21,000	10	n/a	113	\$34,000	22	\$4,000	1,883	\$470,000	\$250
Mosman	1,257	\$313,000	686	\$60,000	41	\$5,000	63	\$13,000	10	n/a	39	\$14,000	194	\$39,000	1,331	\$445,000	\$334
Murray River	2,205	\$528,000	924	\$92,000	59	\$7,000	64	\$21,000	19	\$5,000	85	\$28,000	41	\$8,000	2,276	\$689,000	\$303
Murrumbidgee	540	\$120,000	23	\$2,000	32	\$4,000	26	\$5,000	10	n/a	14	\$5,000	10	n/a	571	\$138,000	\$242
Muswellbrook	2,280	\$537,000	24	\$3,000	81	\$7,000	119	\$23,000	21	\$5,000	176	\$56,000	39	\$8,000	2,386	\$639,000	\$268
Nambucca	4,894	\$1,200,000	219	\$27,000	166	\$15,000	216	\$62,000	40	\$10,000	103	\$28,000	68	\$14,000	5,019	\$1,355,000	\$270
Narrabri	1,936	\$443,000	78	\$9,000	56	\$7,000	91	\$23,000	12	\$2,000	96	\$29,000	32	\$6,000	2,010	\$520,000	\$258
Narrandera	1,117	\$265,000	486	\$43,000	43	\$4,000	54	\$12,000	10	n/a	57	\$19,000	20	\$4,000	1,158	\$347,000	\$300
Narramine	1,134	\$261,000	181	\$15,000	36	\$3,000	57	\$12,000	10	n/a	91	\$29,000	29	\$6,000	1,183	\$328,000	\$278
Newcastle	21,812	\$5,373,000	10,304	\$937,000	943	\$103,000	996	\$194,000	174	\$44,000	950	\$276,000	576	\$115,000	22,801	\$7,042,000	\$309
North Sydney	3,240	\$788,000	1,574	\$134,000	130	\$16,000	161	\$27,000	20	\$5,000	114	\$30,000	362	\$72,000	3,436	\$1,072,000	\$312
Northern Beaches	17,466	\$4,363,000	8,529	\$772,000	742	\$92,000	1,064	\$234,000	121	\$32,000	446	\$119,000	1,727	\$345,000	18,532	\$5,957,000	\$321
Oberon	776	\$179,000	386	\$32,000	30	\$3,000	67	\$15,000	10	n/a	40	\$12,000	21	\$4,000	835	\$246,000	\$295
Orange	5,761	\$1,365,000	3,219	\$271,000	251	\$27,000	438	\$116,000	33	\$9,000	306	\$86,000	178	\$36,000	6,106	\$1,909,000	\$313
Parkes	2,428	\$567,000	731	\$62,000	105	\$12,000	139	\$26,000	12	\$3,000	158	\$51,000	69	\$14,000	2,564	\$735,000	\$287
Parramatta	19,316	\$4,558,000	8,138	\$672,000	1,925	\$220,000	1,105	\$193,000	117	\$29,000	1,195	\$333,000	843	\$169,000	21,002	\$6,174,000	\$294
Penrith	22,880	\$5,295,000	7,488	\$612,000	1,632	\$181,000	1,645	\$332,000	173	\$42,000	1,606	\$516,000	311	\$62,000	24,747	\$7,039,000	\$284
Port Macquarie-Hastings	17,581	\$4,232,000	868	\$107,000	662	\$68,000	869	\$173,000	168	\$44,000	692	\$221,000	537	\$107,000	18,210	\$4,952,000	\$272
Port Stephens	13,404	\$3,275,000	1,356	\$137,000	519	\$53,000	790	\$138,000	136	\$32,000	586	\$186,000	514	\$103,000	14,020	\$3,924,000	\$280
Queanbeyan-Palerang Regional	4,677	\$1,103,000	1,964	\$172,000	194	\$24,000	349	\$70,000	35	\$9,000	291	\$86,000	145	\$29,000	4,993	\$1,493,000	\$299
Randwick	10,960	\$2,768,000	4,868	\$440,000	374	\$44,000	550	\$115,000	64	\$16,000	577	\$158,000	496	\$99,000	11,495	\$3,641,000	\$317
Richmond Valley	4,785	\$1,140,000	185	\$23,000	180	\$20,000	253	\$46,000	37	\$9,000	371	\$119,000	97	\$19,000	4,963	\$1,375,000	\$277
Ryde	9,279	\$2,291,000	4,047	\$361,000	705	\$82,000	539	\$89,000	67	\$18,000	383	\$108,000	510	\$102,000	10,037	\$3,051,000	\$304
Shellharbour	10,901	\$2,655,000	5,879	\$522,000	573	\$54,000	614	\$126,000	59	\$15,000	515	\$159,000	203	\$41,000	11,446	\$3,570,000	\$312
Shoalhaven	21,764	\$5,268,000	3,528	\$400,000	767	\$79,000	1,282	\$298,000	289	\$68,000	720	\$218,000	609	\$122,000	22,550	\$6,453,000	\$286
Singleton	2,504	\$599,000	230	\$22,000	119	\$11,000	160	\$27,000	28	\$6,000	78	\$22,000	77	\$15,000	2,645	\$702,000	\$266
Snowy Monaro Regional	2,853	\$673,000	879	\$85,000	105	\$11,000	142	\$34,000	17	\$4,000	108	\$36,000	74	\$15,000	2,949	\$857,000	\$291
Snowy Valleys	2,478	\$590,000	513	\$48,000	112	\$11,000	107	\$21,000	19	\$4,000	99	\$32,000	69	\$14,000	2,568	\$721,000	\$281
Strathfield	2,469	\$577,000	1,360	\$115,000	252	\$26,000	130	\$22,000	16	\$4,000	128	\$34,000	72	\$14,000	2,661	\$792,000	\$297
Sutherland Shire	19,537	\$4,959,000	4,684	\$432,000	942	\$116,000	1,852	\$300,000	138	\$36,000	634	\$195,000	1,480	\$296,000	21,176	\$6,332,000	\$299
Sydney	13,508	\$3,308,000	5,888	\$509,000	361	\$35,000	431	\$94,000	90	\$23,000	1,262	\$355,000	289	\$58,000	14,032	\$4,381,000	\$312
Tamworth Regional	10,476	\$2,419,000	1,375	\$135,000	403	\$42,000	586	\$121,000	74	\$19,000	447	\$142,000	223	\$45,000	10,886	\$2,921,000	\$268
Temora	1,123	\$265,000	445	\$37,000	44	\$5,000	74	\$14,000	10	n/a	147	\$48,000	24	\$5,000	1,187	\$376,000	\$316
Tenterfield	1,476	\$357,000	117	\$14,000	33	\$3,000	60	\$12,000	10	n/a	46	\$15,000	14	\$3,000	1,512	\$405,000	\$268

Local Government Area	Low Income Household Rebate		Gas Rebate ^{1,2}		Family Energy Rebate ¹		Life Support Rebate ¹		Medical Energy Rebate ¹		Energy Accounts Payment Assistance (EAPA) Scheme ¹		Seniors Energy Rebate ¹		Total customer accounts ³	Total rebate value (\$)	Average rebate value (\$ per customer account)
	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)			
The Hills Shire	10,086	\$2,386,000	4,501	\$386,000	917	\$113,000	984	\$158,000	82	\$21,000	349	\$115,000	978	\$196,000	11,275	\$3,375,000	\$299
Tweed	18,257	\$4,325,000	960	\$110,000	658	\$69,000	600	\$126,000	127	\$32,000	438	\$128,000	443	\$89,000	18,768	\$4,879,000	\$260
Unincorporated NSW	143	\$33,000	14	\$2,000	10	n/a	10	n/a	10	n/a	10	n/a	10	n/a	146	\$39,000	\$268
Upper Hunter Shire	1,846	\$450,000	45	\$5,000	68	\$7,000	82	\$14,000	23	\$6,000	99	\$32,000	49	\$10,000	1,920	\$524,000	\$273
Upper Lachlan Shire	1,129	\$264,000	198	\$19,000	38	\$4,000	99	\$31,000	10	n/a	33	\$7,000	32	\$6,000	1,188	\$334,000	\$281
Uralla	1,045	\$245,000	62	\$8,000	48	\$4,000	98	\$20,000	10	n/a	50	\$15,000	24	\$5,000	1,091	\$299,000	\$274
Wagga Wagga	9,157	\$2,056,000	6,538	\$549,000	432	\$49,000	424	\$96,000	67	\$17,000	578	\$169,000	220	\$44,000	9,587	\$2,980,000	\$311
Walcha	453	\$110,000	10	n/a	10	n/a	42	\$11,000	10	n/a	10	n/a	11	\$2,000	474	\$128,000	\$270
Walgett	938	\$212,000	91	\$12,000	22	\$1,000	29	\$6,000	10	n/a	35	\$13,000	10	n/a	966	\$245,000	\$253
Warren	436	\$109,000	20	\$2,000	10	n/a	21	\$4,000	10	n/a	45	\$14,000	15	\$3,000	456	\$133,000	\$292
Warrumbungle Shire	1,889	\$441,000	34	\$4,000	59	\$5,000	93	\$25,000	10	n/a	96	\$29,000	19	\$4,000	1,948	\$510,000	\$262
Waverley	3,360	\$842,000	1,635	\$142,000	97	\$11,000	163	\$38,000	16	\$5,000	158	\$45,000	164	\$33,000	3,549	\$1,115,000	\$314
Weddin	771	\$193,000	42	\$5,000	22	\$2,000	40	\$11,000	10	n/a	25	\$8,000	19	\$4,000	793	\$223,000	\$281
Wentworth	1,144	\$259,000	23	\$3,000	27	\$3,000	43	\$10,000	10	n/a	28	\$9,000	10	\$2,000	1,166	\$286,000	\$245
Willoughby	3,565	\$877,000	2,016	\$178,000	300	\$35,000	218	\$41,000	25	\$6,000	137	\$39,000	324	\$65,000	3,916	\$1,241,000	\$317
Wingecarribee	6,492	\$1,567,000	4,104	\$370,000	252	\$28,000	431	\$93,000	48	\$11,000	219	\$66,000	390	\$78,000	6,868	\$2,214,000	\$322
Wollondilly	5,078	\$1,180,000	1,760	\$149,000	373	\$42,000	494	\$98,000	38	\$9,000	266	\$86,000	141	\$28,000	5,567	\$1,592,000	\$286
Wollongong	30,447	\$7,487,000	12,575	\$1,134,000	1,175	\$121,000	1,409	\$275,000	195	\$52,000	1,518	\$449,000	808	\$162,000	31,724	\$9,680,000	\$305
Woollahra	2,086	\$502,000	1,064	\$88,000	84	\$9,000	120	\$24,000	10	n/a	96	\$29,000	141	\$28,000	2,255	\$683,000	\$303
Yass Valley	1,490	\$365,000	590	\$52,000	60	\$7,000	124	\$21,000	10	n/a	51	\$15,000	48	\$10,000	1,596	\$472,000	\$296

Appendix B Detailed results by Local Government Area (offer, energy cost and uptake)

Table 21 Offer type, energy cost and uptake by local government area in 2019-20

Local Government Area	Average cost of electricity ¹ (c/kWh)	Average cost of gas ² (c/MJ)	Customer accounts on market offers for electricity ³ (%)	Customer accounts on market offers for gas ^{2,3} (%)	LIHR uptake rate (%) ⁴	Gas rebate uptake rate (%) ⁵
Albury	35.4	2.5	94%	94%	82%	100%
Armidale Regional	31.3	7.7	91%	n/a	74%	7%
Ballina	35.4	3.4	92%	n/a	74%	3%
Balranald	29.3	n/a	88%	n/a	68%	4%
Bathurst Regional	33.3	3.6	91%	96%	72%	70%
Bayside	32.6	4.4	89%	94%	60%	48%
Bega Valley	34.3	4.0	90%	n/a	76%	10%
Bellingen	36.9	n/a	92%	n/a	68%	3%
Berrigan	31.9	3.2	95%	n/a	84%	49%
Blacktown	30.4	4.1	93%	96%	66%	49%
Bland	32.0	4.0	90%	n/a	75%	39%
Blayney	31.2	3.2	90%	n/a	72%	50%
Blue Mountains	29.1	3.5	92%	96%	73%	66%
Bogan	33.3	n/a	89%	n/a	74%	3%
Bourke	29.2	n/a	88%	n/a	62%	3%
Brewarrina	29.5	n/a	85%	n/a	68%	4%
Broken Hill	33.3	5.7	85%	n/a	86%	13%
Burwood	34.5	4.5	89%	95%	56%	51%
Byron	31.6	4.4	90%	n/a	50%	2%
Cabonne	31.4	3.2	90%	n/a	74%	26%
Camden	29.9	4.5	94%	97%	60%	60%
Campbelltown	29.2	4.2	93%	96%	67%	39%
Canada Bay	33.6	4.7	89%	95%	61%	59%
Canterbury-Bankstown	30.3	3.9	91%	95%	64%	45%
Carrathool	30.5	n/a	89%	n/a	73%	8%
Central Coast	27.9	5.6	94%	96%	74%	34%
Central Darling	31.7	n/a	83%	n/a	70%	4%
Cessnock	30.0	5.4	94%	96%	75%	47%
Clarence Valley	35.9	9.7	91%	n/a	75%	4%
Cobar	30.9	n/a	88%	n/a	70%	2%
Coffs Harbour	31.2	7.7	93%	n/a	72%	4%
Coolamon	33.7	3.9	92%	n/a	78%	55%
Coonamble	29.2	n/a	89%	n/a	74%	2%
Cootamundra-Gundagai Regional	38.9	3.8	91%	95%	82%	83%
Cowra	29.8	3.7	91%	n/a	81%	46%

1 Average costs of electricity and gas are based on consumption and total bill amounts reported by energy retailers (i.e. they include both usage and service charges).

2 Gas figures have been marked as n/a where there are less than 100 customer accounts in an LGA in the retailer reporting information.

3 Based on the number of distinct customer accounts on market offers relative to the total number of customer accounts for electricity or gas.

4 LIHR uptake rate means customer accounts that received the Low-Income Household Rebate relative to the number of eligible customers (%).

5 Gas rebate uptake rate means customer accounts that received the Gas Rebate relative to the number of eligible customers (%).

NSW Energy Social Programs

Cumberland	28.1	4.0	91%	95%	62%	51%
Dubbo Regional	33.7	4.2	91%	96%	74%	37%
Dungog	32.8	6.4	91%	n/a	74%	14%
Edward River	30.0	n/a	90%	n/a	79%	7%
Eurobodalla	33.7	3.4	90%	n/a	80%	8%
Fairfield	29.4	3.9	90%	95%	65%	34%
Federation	35.0	3.5	94%	95%	87%	80%
Forbes	33.2	3.3	90%	n/a	78%	47%
Georges River	31.3	4.3	91%	95%	62%	44%
Gilgandra	30.2	n/a	89%	n/a	70%	2%
Glen Innes Severn	36.0	n/a	89%	n/a	79%	5%
Goulburn Mulwaree	37.9	3.5	85%	87%	77%	82%
Greater Hume Shire	32.2	3.1	91%	n/a	78%	52%
Griffith	30.1	4.3	90%	95%	71%	53%
Gunnedah	33.5	6.8	90%	n/a	73%	6%
Gwydir	33.2	n/a	91%	n/a	78%	3%
Hawkesbury	26.9	4.5	92%	97%	66%	18%
Hay	31.6	n/a	88%	n/a	81%	11%
Hilltops	29.6	3.8	85%	86%	79%	49%
Hornsby	31.3	4.4	92%	95%	61%	38%
Hunters Hill	34.4	5.1	89%	n/a	66%	44%
Inner West	35.1	5.2	88%	93%	55%	47%
Inverell	30.0	4.2	92%	n/a	77%	7%
Junee	33.8	3.5	94%	n/a	82%	91%
Kempsey	35.8	2.8	91%	n/a	74%	5%
Kiama	30.8	4.3	91%	n/a	77%	15%
Ku-Ring-Gai	29.6	3.9	93%	96%	58%	52%
Kyogle	35.7	n/a	90%	n/a	64%	3%
Lachlan	29.5	n/a	88%	n/a	71%	3%
Lake Macquarie	28.8	5.6	94%	96%	77%	32%
Lane Cove	33.8	4.2	91%	n/a	56%	44%
Leeton	30.0	4.1	90%	n/a	74%	48%
Lismore	30.8	n/a	91%	n/a	68%	3%
Lithgow	29.4	3.3	92%	96%	77%	73%
Liverpool	30.6	3.8	92%	96%	63%	46%
Liverpool Plains	32.3	n/a	91%	n/a	81%	3%
Lockhart	34.1	n/a	92%	n/a	79%	12%
Maitland	30.4	5.8	95%	97%	74%	53%
Mid-Coast	34.6	4.5	93%	n/a	83%	9%
Mid-Western Regional	32.2	3.3	90%	n/a	72%	5%
Moree Plains	29.1	n/a	89%	n/a	70%	2%
Mosman	36.4	5.1	89%	n/a	56%	51%
Murray River	33.2	2.7	93%	n/a	83%	58%
Murrumbidgee	30.1	n/a	91%	n/a	73%	5%
Muswellbrook	29.9	n/a	95%	n/a	74%	1%
Nambucca	34.3	13.7	92%	n/a	76%	6%
Narrabri	30.9	n/a	90%	n/a	73%	5%
Narrandera	33.5	3.8	90%	n/a	78%	56%

NSW Energy Social Programs

Narromine	29.5	5.1	91%	n/a	79%	21%
Newcastle	31.6	6.0	92%	96%	69%	54%
North Sydney	33.5	5.6	90%	94%	54%	44%
Northern Beaches	32.5	4.6	91%	95%	63%	51%
Oberon	33.4	3.2	89%	n/a	72%	60%
Orange	31.3	3.2	93%	96%	75%	70%
Parkes	31.4	3.5	88%	n/a	75%	38%
Parramatta	30.4	4.4	92%	96%	61%	43%
Penrith	28.9	4.7	93%	96%	67%	36%
Port Macquarie-Hastings	34.0	3.4	93%	n/a	80%	7%
Port Stephens	29.8	5.6	95%	n/a	78%	13%
Queanbeyan-Palerang Regional	31.4	3.9	84%	81%	66%	46%
Randwick	33.7	5.4	90%	94%	63%	46%
Richmond Valley	35.8	n/a	91%	n/a	75%	5%
Ryde	31.7	4.5	90%	95%	62%	45%
Shellharbour	31.6	5.6	92%	96%	74%	66%
Shoalhaven	28.6	4.7	90%	59%	81%	22%
Singleton	28.0	4.9	95%	n/a	69%	10%
Snowy Monaro Regional	31.5	3.1	89%	n/a	72%	37%
Snowy Valleys	32.4	3.5	90%	n/a	81%	28%
Strathfield	34.0	3.8	91%	96%	49%	45%
Sutherland Shire	28.8	5.2	92%	96%	69%	28%
Sydney	34.9	5.2	88%	94%	53%	38%
Tamworth Regional	33.0	6.9	92%	n/a	76%	17%
Temora	29.9	4.5	91%	n/a	83%	55%
Tenterfield	34.0	n/a	84%	n/a	71%	9%
The Hills Shire	29.1	4.2	93%	97%	62%	46%
Tweed	36.0	11.2	93%	n/a	72%	6%
Unincorporated NSW	32.8	n/a	85%	n/a	64%	10%
Upper Hunter Shire	29.6	n/a	92%	n/a	72%	3%
Upper Lachlan Shire	33.1	3.5	84%	n/a	76%	22%
Uralla	34.6	n/a	92%	n/a	74%	7%
Wagga Wagga	35.5	3.2	93%	87%	75%	89%
Walcha	38.5	n/a	86%	n/a	71%	3%
Walgett	30.2	n/a	87%	n/a	50%	8%
Warren	32.8	n/a	90%	n/a	67%	5%
Warrumbungle Shire	31.2	n/a	88%	n/a	74%	2%
Waverley	39.1	5.7	89%	94%	50%	40%
Weddin	33.1	n/a	89%	n/a	80%	7%
Wentworth	30.7	n/a	90%	n/a	75%	2%
Willoughby	33.0	4.1	91%	94%	55%	52%
Wingecarribee	27.8	3.8	93%	97%	73%	76%
Wollondilly	29.0	4.9	93%	97%	67%	39%
Wollongong	30.0	5.5	90%	96%	74%	51%
Woollahra	32.0	5.4	88%	94%	47%	40%
Yass Valley	33.1	3.8	88%	n/a	68%	45%

Appendix C Detailed results by State Electoral District (SED)

Table 22 Rebate customer accounts and value by state electoral district in 2019-20

State Electoral District	Low Income Household Rebate		All rebates			Estimated number of LIHR eligible customers ¹	LIHR uptake rate (%) ²	Gas uptake rate (%) ³	Gas Rebate		Family Energy Rebate		Life Support Rebate		Medical Energy Rebate		Energy Account Payment Assistance		Seniors Energy Rebate	
	Customer accounts (#)	Total rebate value (\$)	Total customer accounts ⁴	Reported amount paid to customer accounts ⁵ (\$)	Average rebate value (\$ per customer account)				Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total voucher value (\$)	Customer accounts (#)	Total rebate value (\$)
Albury	14,984	\$3,476,000	15,422	\$4,790,000	\$311	18,264	82%	87%	9,537	\$854,000	573	\$64,000	484	\$115,000	105	\$26,000	646	\$187,000	345	\$69,000
Auburn	9,313	\$2,219,000	9,961	\$3,099,000	\$311	17,057	55%	51%	5,214	\$439,000	843	\$82,000	288	\$51,000	44	\$12,000	941	\$279,000	96	\$19,000
Ballina	11,863	\$2,767,000	12,286	\$3,184,000	\$259	18,767	63%	3%	321	\$40,000	470	\$47,000	532	\$95,000	79	\$20,000	366	\$119,000	479	\$96,000
Balmain	5,770	\$1,430,000	6,018	\$1,931,000	\$321	9,980	58%	51%	3,095	\$274,000	172	\$18,000	254	\$53,000	42	\$10,000	386	\$108,000	191	\$38,000
Bankstown	12,239	\$2,930,000	12,761	\$3,818,000	\$299	19,155	64%	40%	4,599	\$401,000	732	\$60,000	538	\$111,000	57	\$15,000	889	\$282,000	98	\$20,000
Barwon	13,727	\$3,182,000	14,206	\$3,735,000	\$263	18,795	73%	6%	663	\$80,000	345	\$32,000	563	\$137,000	59	\$15,000	848	\$260,000	142	\$28,000
Bathurst	12,374	\$2,957,000	13,063	\$4,148,000	\$318	16,664	74%	65%	6,519	\$569,000	468	\$47,000	923	\$226,000	83	\$20,000	892	\$270,000	296	\$59,000
Baulkham Hills	5,598	\$1,335,000	6,184	\$1,840,000	\$298	8,722	64%	42%	2,207	\$192,000	514	\$61,000	486	\$77,000	38	\$10,000	189	\$61,000	529	\$106,000
Bega	15,648	\$3,754,000	16,139	\$4,335,000	\$269	19,979	78%	9%	1,035	\$129,000	485	\$52,000	708	\$149,000	96	\$23,000	453	\$134,000	465	\$93,000
Blacktown	10,106	\$2,416,000	10,803	\$3,197,000	\$296	14,910	68%	46%	4,099	\$347,000	623	\$67,000	597	\$106,000	64	\$17,000	722	\$221,000	112	\$22,000
Blue Mountains	9,705	\$2,369,000	10,343	\$3,339,000	\$323	13,229	73%	66%	5,297	\$489,000	456	\$54,000	662	\$139,000	70	\$18,000	622	\$201,000	343	\$69,000
Cabramatta	11,414	\$2,803,000	11,878	\$3,464,000	\$292	18,150	63%	33%	3,589	\$325,000	392	\$38,000	417	\$93,000	46	\$12,000	632	\$181,000	58	\$12,000
Camden	7,817	\$1,773,000	8,799	\$2,523,000	\$287	13,038	60%	57%	4,492	\$364,000	801	\$93,000	735	\$132,000	60	\$14,000	323	\$105,000	210	\$42,000
Campbelltown	11,206	\$2,637,000	11,904	\$3,591,000	\$302	16,285	69%	41%	3,995	\$342,000	707	\$67,000	668	\$129,000	70	\$18,000	1,127	\$376,000	101	\$20,000
Canterbury	9,978	\$2,496,000	10,497	\$3,244,000	\$309	16,072	62%	51%	4,970	\$453,000	574	\$55,000	484	\$99,000	46	\$12,000	348	\$102,000	137	\$27,000
Castle Hill	4,744	\$1,108,000	5,380	\$1,612,000	\$300	8,050	59%	50%	2,419	\$203,000	473	\$59,000	489	\$80,000	41	\$10,000	178	\$59,000	456	\$91,000
Cessnock	12,571	\$3,005,000	13,114	\$3,803,000	\$290	16,778	75%	43%	4,344	\$400,000	651	\$59,000	724	\$128,000	124	\$31,000	482	\$145,000	180	\$36,000
Charlestown	10,611	\$2,670,000	11,045	\$3,421,000	\$310	13,992	76%	48%	4,071	\$385,000	491	\$55,000	514	\$95,000	104	\$26,000	370	\$104,000	429	\$86,000
Clarence	15,865	\$3,814,000	16,385	\$4,439,000	\$271	21,209	75%	4%	528	\$65,000	562	\$57,000	813	\$164,000	129	\$32,000	743	\$242,000	325	\$65,000

1 Estimates based on data provided by Federal Department of Human Services, Department of Veterans Affairs and Australian Taxation Office.

2 LIHR uptake rate means customer accounts that received the Low Income Household Rebate relative to the number of eligible customers (%).

3 Gas rebate uptake rate means customer accounts that received the Gas Rebate relative to the number of eligible customers (%).

4 Total number of customer accounts is the unique customer accounts receiving one or more rebate types.

5 These rebates estimates are based on retailer reporting information and Departmental records for on-supplied customer applications.

State Electoral District	Low Income Household Rebate		All rebates			Estimated number of LIHR eligible customers ¹	LIHR uptake rate (%) ²	Gas uptake rate (%) ³	Gas Rebate		Family Energy Rebate		Life Support Rebate		Medical Energy Rebate		Energy Account Payment Assistance		Seniors Energy Rebate	
	Customer accounts (#)	Total rebate value (\$)	Total customer accounts ⁴	Reported amount paid to customer accounts ⁵ (\$)	Average rebate value (\$ per customer account)				Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total voucher value (\$)	Customer accounts (#)	Total rebate value (\$)
Coffs Harbour	13,588	\$3,285,000	14,081	\$3,812,000	\$271	18,769	72%	4%	408	\$51,000	691	\$66,000	560	\$135,000	144	\$37,000	571	\$173,000	322	\$64,000
Coogee	4,891	\$1,232,000	5,168	\$1,633,000	\$316	8,694	56%	45%	2,374	\$211,000	172	\$21,000	220	\$48,000	23	\$6,000	207	\$57,000	291	\$58,000
Cootamundra	13,471	\$3,208,000	14,049	\$4,250,000	\$303	16,826	80%	55%	5,622	\$501,000	517	\$57,000	744	\$162,000	69	\$17,000	779	\$249,000	282	\$56,000
Cronulla	6,687	\$1,678,000	7,187	\$2,181,000	\$303	9,924	67%	33%	1,967	\$178,000	299	\$38,000	550	\$98,000	34	\$9,000	238	\$73,000	534	\$107,000
Davidson	4,068	\$1,006,000	4,514	\$1,465,000	\$325	6,507	63%	55%	2,149	\$190,000	255	\$28,000	449	\$76,000	37	\$8,000	90	\$25,000	662	\$132,000
Drummoyne	5,470	\$1,371,000	5,838	\$1,897,000	\$325	8,963	61%	59%	3,197	\$291,000	290	\$32,000	361	\$62,000	27	\$7,000	191	\$58,000	380	\$76,000
Dubbo	11,587	\$2,707,000	12,117	\$3,413,000	\$282	15,821	73%	27%	2,610	\$228,000	495	\$49,000	616	\$141,000	66	\$16,000	689	\$217,000	279	\$56,000
East Hills	9,551	\$2,400,000	10,151	\$3,075,000	\$303	14,208	67%	39%	3,299	\$300,000	557	\$56,000	727	\$139,000	66	\$17,000	401	\$117,000	227	\$45,000
Epping	4,817	\$1,164,000	5,387	\$1,668,000	\$310	8,223	59%	46%	2,291	\$202,000	580	\$68,000	427	\$64,000	40	\$11,000	157	\$44,000	576	\$115,000
Fairfield	14,738	\$3,462,000	15,257	\$4,371,000	\$286	22,336	66%	36%	4,834	\$418,000	424	\$38,000	412	\$88,000	49	\$12,000	1,172	\$343,000	45	\$9,000
Gosford	13,395	\$3,344,000	14,061	\$4,187,000	\$298	17,750	75%	25%	2,666	\$255,000	586	\$61,000	862	\$174,000	177	\$47,000	740	\$219,000	440	\$88,000
Goulburn	10,598	\$2,543,000	11,125	\$3,526,000	\$317	14,287	74%	66%	5,664	\$514,000	425	\$46,000	720	\$207,000	82	\$20,000	509	\$120,000	373	\$75,000
Granville	11,268	\$2,615,000	11,869	\$3,567,000	\$301	17,722	64%	53%	5,612	\$465,000	596	\$59,000	429	\$87,000	54	\$13,000	1,067	\$306,000	108	\$22,000
Hawkesbury	7,159	\$1,682,000	7,812	\$2,144,000	\$274	10,970	65%	18%	1,222	\$106,000	480	\$58,000	645	\$113,000	59	\$14,000	380	\$126,000	227	\$45,000
Heathcote	6,387	\$1,632,000	7,012	\$2,063,000	\$294	9,086	70%	23%	1,271	\$120,000	383	\$48,000	710	\$111,000	56	\$15,000	151	\$46,000	454	\$91,000
Heffron	7,881	\$1,977,000	8,244	\$2,617,000	\$317	13,900	57%	47%	3,920	\$339,000	314	\$36,000	330	\$69,000	43	\$11,000	571	\$156,000	143	\$29,000
Holsworthy	9,683	\$2,260,000	10,315	\$2,928,000	\$284	15,112	64%	39%	3,576	\$302,000	558	\$60,000	557	\$108,000	49	\$12,000	544	\$160,000	124	\$25,000
Hornsby	5,724	\$1,414,000	6,226	\$1,849,000	\$297	9,336	61%	32%	1,796	\$157,000	524	\$64,000	443	\$69,000	58	\$14,000	153	\$44,000	440	\$88,000
Keira	10,908	\$2,708,000	11,350	\$3,545,000	\$312	14,778	74%	56%	4,942	\$458,000	352	\$39,000	486	\$99,000	78	\$21,000	506	\$144,000	384	\$77,000
Kiama	11,796	\$2,859,000	12,346	\$3,633,000	\$294	15,328	77%	34%	3,173	\$310,000	531	\$55,000	755	\$153,000	118	\$28,000	451	\$142,000	432	\$86,000
Kogarah	8,374	\$2,099,000	8,984	\$2,781,000	\$310	14,015	60%	47%	3,998	\$362,000	684	\$66,000	541	\$104,000	42	\$12,000	316	\$93,000	227	\$45,000
Ku-Ring-Gai	4,224	\$1,044,000	4,636	\$1,476,000	\$318	7,123	59%	48%	2,075	\$179,000	280	\$32,000	380	\$64,000	35	\$8,000	91	\$26,000	610	\$122,000
Lake Macquarie	12,873	\$3,118,000	13,431	\$3,816,000	\$284	16,623	77%	25%	2,480	\$233,000	558	\$57,000	832	\$146,000	146	\$36,000	455	\$138,000	441	\$88,000
Lakemba	12,013	\$2,894,000	12,668	\$3,843,000	\$303	19,043	63%	48%	5,498	\$491,000	881	\$74,000	484	\$103,000	61	\$14,000	822	\$243,000	116	\$23,000
Lane Cove	5,071	\$1,255,000	5,438	\$1,680,000	\$309	8,407	60%	44%	2,224	\$199,000	296	\$36,000	298	\$56,000	32	\$7,000	194	\$53,000	366	\$73,000
Lismore	13,608	\$3,195,000	14,124	\$3,690,000	\$261	20,290	67%	4%	462	\$58,000	604	\$62,000	598	\$108,000	89	\$22,000	570	\$184,000	309	\$62,000
Liverpool	12,119	\$2,881,000	12,704	\$3,761,000	\$296	18,643	65%	48%	5,440	\$470,000	571	\$54,000	541	\$116,000	72	\$19,000	746	\$210,000	51	\$10,000

State Electoral District	Low Income Household Rebate		All rebates			Estimated number of LIHR eligible customers ¹	LIHR uptake rate (%) ²	Gas uptake rate (%) ³	Gas Rebate		Family Energy Rebate		Life Support Rebate		Medical Energy Rebate		Energy Account Payment Assistance		Seniors Energy Rebate	
	Customer accounts (#)	Total rebate value (\$)	Total customer accounts ⁴	Reported amount paid to customer accounts ⁵ (\$)	Average rebate value (\$ per customer account)				Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total voucher value (\$)	Customer accounts (#)	Total rebate value (\$)
Londonderry	13,131	\$2,994,000	13,988	\$4,016,000	\$287	19,105	69%	41%	4,746	\$384,000	895	\$92,000	718	\$154,000	83	\$19,000	1,128	\$355,000	89	\$18,000
Macquarie Fields	10,857	\$2,519,000	11,719	\$3,402,000	\$290	16,935	64%	38%	3,906	\$330,000	886	\$96,000	703	\$139,000	74	\$19,000	928	\$277,000	109	\$22,000
Maitland	11,447	\$2,783,000	12,118	\$3,679,000	\$304	15,467	74%	53%	4,969	\$451,000	702	\$75,000	734	\$132,000	125	\$31,000	526	\$155,000	261	\$52,000
Manly	4,469	\$1,102,000	4,696	\$1,505,000	\$320	7,715	58%	50%	2,344	\$206,000	171	\$21,000	236	\$51,000	25	\$7,000	161	\$38,000	400	\$80,000
Maroubra	8,277	\$2,098,000	8,652	\$2,746,000	\$317	12,545	66%	46%	3,478	\$319,000	281	\$33,000	434	\$86,000	49	\$12,000	501	\$141,000	279	\$56,000
Miranda	6,851	\$1,746,000	7,391	\$2,211,000	\$299	9,720	70%	26%	1,504	\$139,000	294	\$36,000	619	\$98,000	51	\$13,000	250	\$77,000	512	\$102,000
Monaro	7,496	\$1,769,000	7,906	\$2,339,000	\$296	10,988	68%	43%	2,821	\$255,000	297	\$34,000	489	\$102,000	51	\$13,000	397	\$122,000	218	\$44,000
Mount Druitt	11,091	\$2,593,000	11,771	\$3,576,000	\$304	16,702	66%	52%	5,266	\$436,000	758	\$80,000	546	\$125,000	87	\$19,000	1,036	\$314,000	43	\$9,000
Mulgoa	6,328	\$1,487,000	6,993	\$2,069,000	\$296	10,508	60%	53%	3,370	\$282,000	513	\$63,000	540	\$105,000	48	\$13,000	303	\$97,000	116	\$23,000
Murray	12,863	\$3,001,000	13,369	\$3,768,000	\$282	16,812	77%	37%	3,731	\$339,000	508	\$57,000	491	\$119,000	72	\$19,000	559	\$179,000	274	\$55,000
Myall Lakes	18,466	\$4,462,000	18,949	\$5,117,000	\$270	22,240	83%	9%	1,175	\$147,000	582	\$53,000	900	\$184,000	93	\$23,000	563	\$154,000	470	\$94,000
Newcastle	10,202	\$2,502,000	10,595	\$3,274,000	\$309	15,345	66%	55%	5,107	\$456,000	327	\$34,000	399	\$81,000	59	\$14,000	455	\$124,000	313	\$63,000
Newtown	5,838	\$1,416,000	6,045	\$1,860,000	\$308	11,484	51%	37%	2,581	\$226,000	125	\$12,000	190	\$38,000	44	\$11,000	485	\$134,000	106	\$21,000
North Shore	3,579	\$876,000	3,787	\$1,208,000	\$319	6,566	55%	45%	1,791	\$153,000	122	\$15,000	178	\$31,000	23	\$6,000	125	\$36,000	455	\$91,000
Northern Tablelands	13,532	\$3,150,000	14,154	\$3,831,000	\$271	17,999	75%	6%	613	\$75,000	517	\$51,000	954	\$210,000	88	\$22,000	866	\$272,000	255	\$51,000
Oatley	7,884	\$2,007,000	8,480	\$2,629,000	\$310	12,132	65%	43%	3,159	\$292,000	565	\$59,000	599	\$110,000	57	\$15,000	273	\$76,000	348	\$70,000
Orange	11,796	\$2,788,000	12,453	\$3,729,000	\$299	15,660	75%	53%	4,967	\$424,000	473	\$53,000	790	\$189,000	66	\$17,000	632	\$188,000	348	\$70,000
Oxley	16,251	\$3,927,000	16,710	\$4,474,000	\$268	22,072	74%	5%	622	\$76,000	610	\$55,000	694	\$164,000	121	\$29,000	536	\$167,000	281	\$56,000
Parramatta	9,546	\$2,250,000	10,292	\$2,998,000	\$291	15,507	62%	41%	3,848	\$317,000	895	\$99,000	450	\$83,000	53	\$13,000	658	\$181,000	273	\$55,000
Penrith	10,254	\$2,426,000	10,960	\$3,119,000	\$285	14,777	69%	27%	2,402	\$201,000	595	\$64,000	727	\$148,000	88	\$21,000	695	\$221,000	188	\$38,000
Pittwater	5,315	\$1,339,000	5,687	\$1,859,000	\$327	8,368	64%	52%	2,616	\$241,000	230	\$29,000	349	\$81,000	45	\$12,000	82	\$24,000	664	\$133,000
Port Macquarie	17,221	\$4,137,000	17,792	\$4,814,000	\$271	21,072	82%	8%	974	\$121,000	565	\$57,000	855	\$170,000	162	\$41,000	578	\$179,000	547	\$109,000
Port Stephens	13,873	\$3,379,000	14,509	\$4,037,000	\$278	17,695	78%	11%	1,137	\$116,000	539	\$55,000	820	\$143,000	144	\$34,000	641	\$204,000	534	\$107,000
Prospect	9,899	\$2,376,000	10,479	\$3,063,000	\$292	14,634	68%	39%	3,451	\$301,000	455	\$52,000	537	\$105,000	47	\$12,000	638	\$189,000	143	\$29,000
Riverstone	5,865	\$1,298,000	6,672	\$1,911,000	\$286	10,710	55%	55%	3,531	\$286,000	699	\$89,000	529	\$85,000	39	\$10,000	345	\$112,000	151	\$30,000
Rockdale	8,054	\$2,003,000	8,498	\$2,639,000	\$311	13,450	60%	45%	3,673	\$325,000	392	\$41,000	469	\$102,000	40	\$10,000	363	\$114,000	228	\$46,000
Ryde	7,292	\$1,797,000	7,921	\$2,399,000	\$303	11,879	61%	44%	3,166	\$282,000	601	\$70,000	427	\$68,000	55	\$15,000	306	\$86,000	404	\$81,000

State Electoral District	Low Income Household Rebate		All rebates			Estimated number of LIHR eligible customers ¹	LIHR uptake rate (%) ²	Gas uptake rate (%) ³	Gas Rebate		Family Energy Rebate		Life Support Rebate		Medical Energy Rebate		Energy Account Payment Assistance		Seniors Energy Rebate	
	Customer accounts (#)	Total rebate value (\$)	Total customer accounts ⁴	Reported amount paid to customer accounts ⁵ (\$)	Average rebate value (\$ per customer account)				Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total rebate value (\$)	Customer accounts (#)	Total voucher value (\$)	Customer accounts (#)	Total rebate value (\$)
Seven Hills	9,064	\$2,191,000	9,729	\$2,875,000	\$296	12,841	71%	41%	3,174	\$273,000	581	\$69,000	602	\$106,000	70	\$18,000	523	\$156,000	312	\$62,000
Shellharbour	13,386	\$3,258,000	14,033	\$4,321,000	\$308	17,667	76%	65%	6,869	\$603,000	682	\$65,000	732	\$149,000	80	\$20,000	576	\$174,000	261	\$52,000
South Coast	15,415	\$3,728,000	15,986	\$4,533,000	\$284	19,041	81%	20%	2,255	\$265,000	548	\$57,000	915	\$210,000	222	\$51,000	439	\$131,000	450	\$90,000
Strathfield	6,581	\$1,612,000	7,016	\$2,174,000	\$310	12,294	54%	49%	3,618	\$321,000	527	\$54,000	347	\$57,000	33	\$8,000	284	\$76,000	227	\$45,000
Summer Hill	6,986	\$1,736,000	7,301	\$2,269,000	\$311	12,302	57%	46%	3,395	\$308,000	277	\$30,000	312	\$59,000	35	\$9,000	314	\$95,000	159	\$32,000
Swansea	12,508	\$3,110,000	13,073	\$3,927,000	\$300	16,277	77%	31%	3,020	\$291,000	568	\$55,000	761	\$146,000	184	\$46,000	633	\$200,000	394	\$79,000
Sydney	4,431	\$1,063,000	4,640	\$1,413,000	\$305	9,796	45%	31%	1,852	\$156,000	112	\$11,000	158	\$35,000	37	\$9,000	353	\$101,000	188	\$38,000
Tamworth	13,335	\$3,110,000	13,854	\$3,741,000	\$270	17,628	76%	14%	1,503	\$150,000	497	\$52,000	766	\$165,000	87	\$22,000	588	\$186,000	277	\$55,000
Terrigal	10,216	\$2,568,000	10,817	\$3,304,000	\$305	13,964	73%	36%	3,019	\$299,000	472	\$55,000	751	\$133,000	127	\$34,000	381	\$112,000	517	\$103,000
The Entrance	12,086	\$2,980,000	12,794	\$3,937,000	\$308	16,326	74%	39%	3,874	\$363,000	633	\$72,000	810	\$158,000	133	\$35,000	821	\$256,000	362	\$72,000
Tweed	15,526	\$3,685,000	15,945	\$4,145,000	\$260	21,259	73%	7%	908	\$104,000	547	\$57,000	500	\$105,000	112	\$28,000	305	\$87,000	397	\$79,000
Upper Hunter	10,579	\$2,530,000	11,090	\$2,988,000	\$269	14,430	73%	6%	498	\$49,000	437	\$44,000	593	\$108,000	105	\$25,000	559	\$179,000	265	\$53,000
Vaucluse	3,342	\$818,000	3,603	\$1,112,000	\$309	7,065	47%	40%	1,687	\$142,000	136	\$15,000	194	\$44,000	16	\$4,000	172	\$51,000	191	\$38,000
Wagga Wagga	11,659	\$2,656,000	12,181	\$3,710,000	\$305	15,201	77%	77%	7,073	\$600,000	537	\$59,000	526	\$116,000	88	\$22,000	669	\$198,000	293	\$59,000
Wakehurst	6,070	\$1,519,000	6,419	\$2,027,000	\$316	9,380	65%	50%	2,830	\$256,000	280	\$35,000	331	\$73,000	35	\$10,000	172	\$47,000	439	\$88,000
Wallsend	11,701	\$2,891,000	12,307	\$3,789,000	\$308	16,268	72%	53%	5,203	\$482,000	617	\$69,000	628	\$117,000	122	\$31,000	505	\$157,000	213	\$43,000
Willoughby	4,064	\$1,001,000	4,428	\$1,409,000	\$318	7,364	55%	52%	2,302	\$202,000	305	\$36,000	237	\$44,000	28	\$7,000	147	\$41,000	391	\$78,000
Wollondilly	8,646	\$2,037,000	9,333	\$2,819,000	\$302	12,409	70%	55%	4,144	\$359,000	478	\$54,000	753	\$155,000	66	\$16,000	381	\$121,000	380	\$76,000
Wollongong	13,756	\$3,371,000	14,234	\$4,287,000	\$301	18,688	74%	44%	4,988	\$445,000	473	\$45,000	532	\$103,000	72	\$19,000	816	\$246,000	288	\$58,000
Wyong	14,688	\$3,530,000	15,396	\$4,599,000	\$299	19,442	76%	33%	3,861	\$364,000	740	\$73,000	1,074	\$231,000	198	\$50,000	955	\$303,000	245	\$49,000

