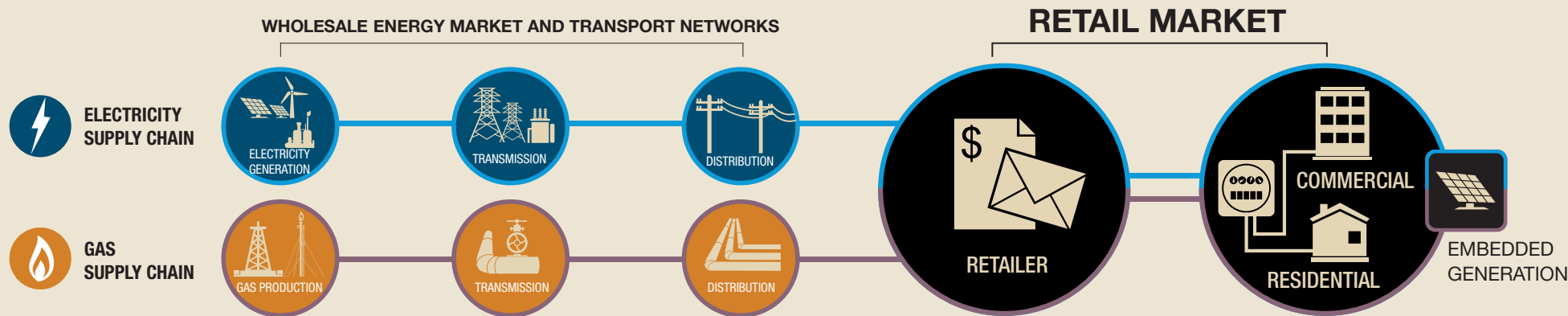


COMPETITION IS WORKING IN NSW

REVIEW OF NSW ENERGY RETAIL COMPETITION FINAL REPORT



WHAT THE MARKET LOOKS LIKE NOW

Price competition is effective and is delivering benefits for consumers

Savings of **\$300–\$400** a year for an average electricity consumer*

Choice of around **10** different electricity retailers

21% of households and small businesses switched electricity retailers in the past year



Market price set by retailer in competition with each other

60% of electricity

Regulated price set by IPART

40% of electricity

70% of natural gas consumers are on market price

30% of natural gas consumers are on regulated price

A price, set by the state's pricing regulator, that certain retailers must offer to residential and small business customers in NSW.

WHAT WILL CHANGE IF OUR RECOMMENDATIONS ARE IMPLEMENTED



More innovation, product choice and competitive pricing

Consumers will be free to choose the standing offer or a market price just as they can now choose between the regulated price and the market price.

An agreement between retailers and customers for the supply of energy where the price is set by the retailer.



Market price

Customers can choose between market prices – as they do today.



Standing offer price

For consumers who don't choose a market price, this will be set by retailers and will replace the current regulated price.

The price a retailer charges customers who don't choose a market price.



Market monitoring

Option to re-introduce price regulation.

Analysing information on the structure and functioning of the energy retail market to check that it's working properly.

CONSUMER PROTECTIONS WON'T CHANGE

Consumer protections are laws that determine how retailers must interact with their customers. There are many of these at a State and Federal level. These include the Australian Consumer Law and the National Energy Customer Framework, which cover mandatory cooling off periods, disconnection procedures, obligation to supply, hardship provisions etc.