



**Government  
of South Australia**

Department for Manufacturing,  
Innovation, Trade,  
Resources and Energy

# Retailer Price Variations in Market Retail Contracts Rule change proposal

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May 2014

[www.dmitre.sa.gov.au](http://www.dmitre.sa.gov.au)

# Objectives for retail pricing

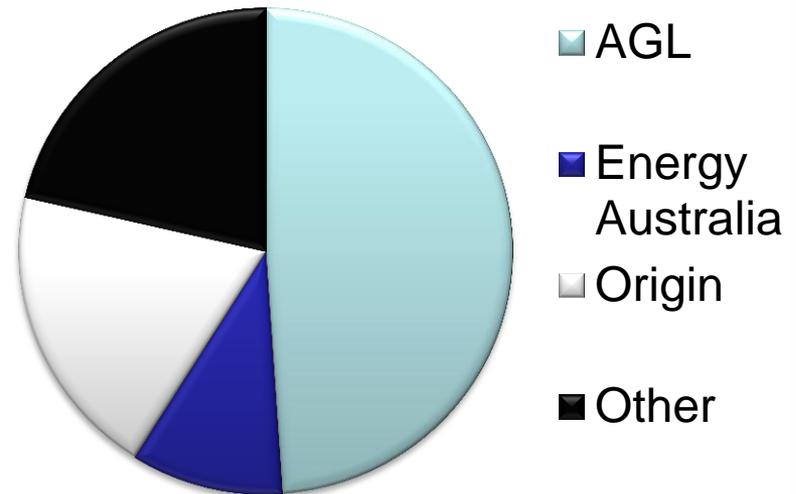
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- COMPETITION
- CUSTOMER CHOICE
- EASY COMPARISON
- CLEAR INFORMATION & TRANSPARENCY
- NO MISLEADING STATEMENTS

# Competition

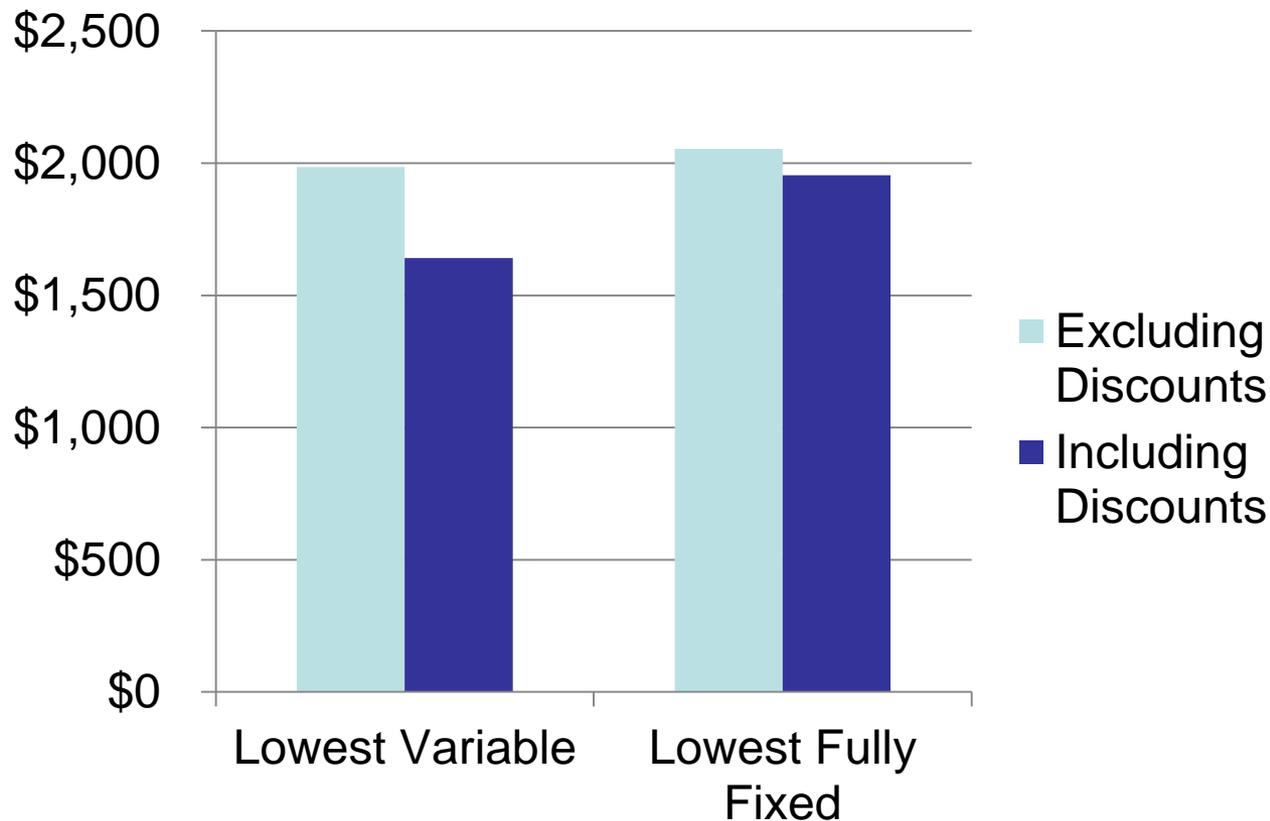
- Deregulated retail energy prices
- Active retailers - 14 electricity and 4 gas
- Approximate generally available offers - 59 electricity and 16 gas

**Electricity Small  
Customer Share (Q2  
13/14)**



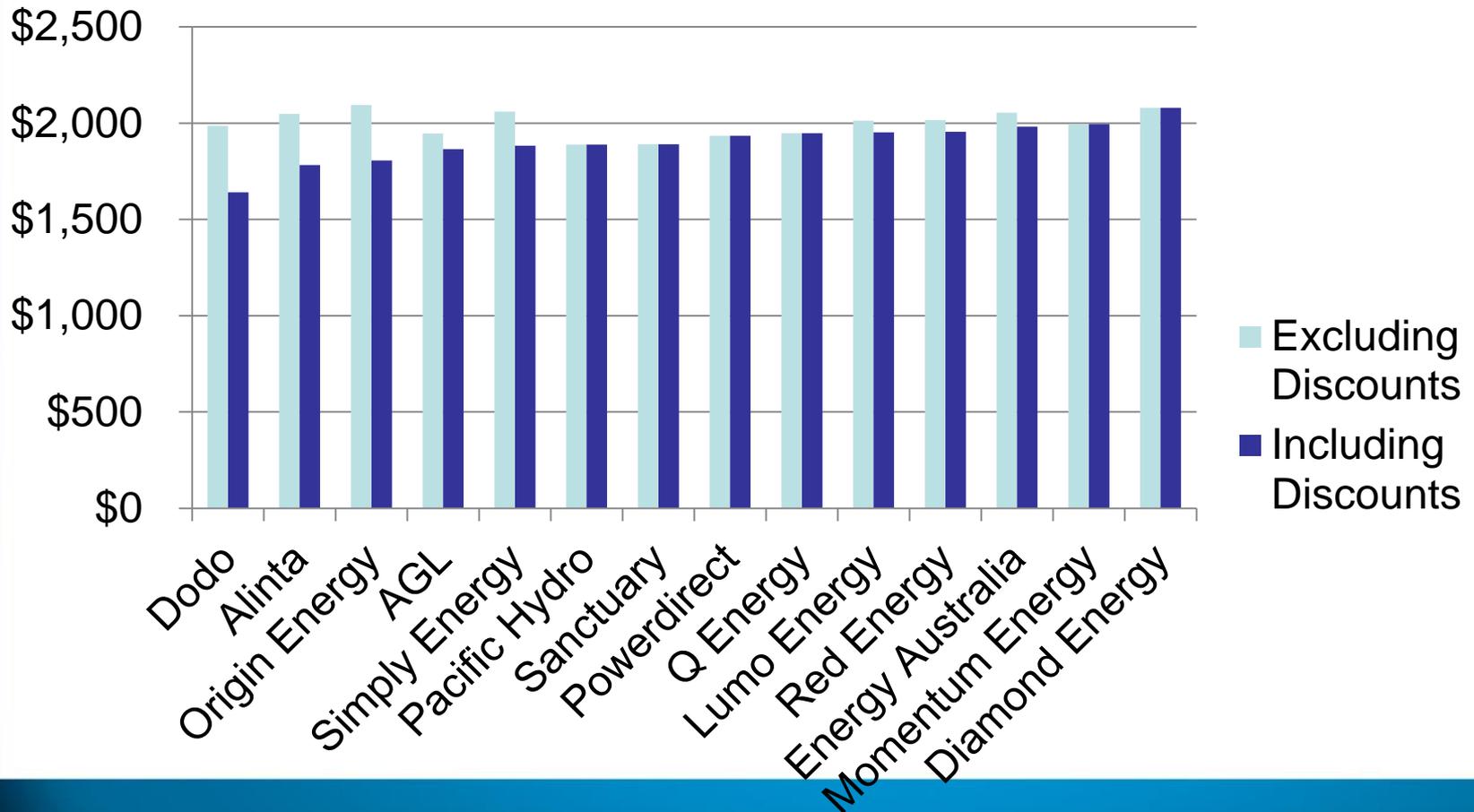
# Customer Choice

- Variable and Fixed Priced Offers



# Customer Choice

- Exit Fee Free Offers:



# Customer Choice

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- Other Customer Benefits Offered:

20%  
pay on  
time  
discount

\$70 voucher  
for smarter  
appliances

\$100  
rebate  
off first  
bill

Velocity  
Points

\$100 gift card

Savings of up to  
40% off  
products

# Ease of Comparison

Filter offers by	Sort offers by
<input type="checkbox"/> Contract term of <input type="text" value="Please select contract term"/>	<input checked="" type="radio"/> Estimated annual cost <input type="text" value="Including all discounts"/>
<input type="checkbox"/> Retailer <input type="text" value="Please select a retailer"/>	<input type="radio"/> Contract term <input type="text" value="Lowest to Highest"/>
<input type="checkbox"/> Available to customers with solar panels <input type="text" value="Shown by"/>	<input type="radio"/> Retailer <input type="text" value="Please select sort order"/>
<input type="checkbox"/> <input type="text" value="0%"/> <input type="text" value="100%"/>	



Published on *Energy Made Easy* (<http://>)

## Electricity (59)

**SA Home  
Smart 12 (No  
Exit Fee)**

**Rate Fix -  
Home - Peak  
Only**

### Fees

#### early termination fee

This is a no fixed term offer and as such no termination fees are applicable.

flat rate - \$0.00

# Information & Transparency

## Energy Price Fact Sheet SA Residential (Electricity)



### Flexi Saver - Home

#### An easy plan for you and your pocket

This plan is all about rewarding you for being on-top of your payments. It can also be easily transferred to another residence if you move house.

- 3% off your usage charges when you pay by the due date
- No exit fees

^See 'Benefits' table over for more details.

SA Power Networks

### Electricity Charges: Peak

Applicable Charges	
Summer Rates - 1 January - 31 March (inclusive)	
Consumption	First 10.9578 kWh of Peak usage per
	Next 16.4384 kWh of Peak usage per
	Next 27.3961 kWh of Peak usage per
	Balance

**PRICE CHANGES** Prices may be varied in line with your terms and condition and we will provide you with notice of these not later than your next bill.

# No Misleading Statements

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ACCC takes action against Origin for alleged false or misleading representations

*8 May 2014*

ACCC takes action against AGL South Australia for alleged false or misleading representations

*5 December 2013*



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**Thank you**