

Solar feed-in tariffs in south-east Queensland 2023-24

Monitoring report

October 2024

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Overview

Solar feed-in tariffs are the prices that electricity retailers pay to customers with solar PV systems who export surplus electricity to the electricity network. In south-east Queensland (SEQ), retailers set the amount customers will receive for exports.

The Queensland Government has directed us to report on solar feed-in tariffs (feed-in tariffs) offered to residential and small business customers in SEQ on an annual basis. This report is our eighth annual report and covers the period from 1 July 2023 to 30 June 2024.

Key findings

- The number of retailers offering retail electricity plans with solar feed-in tariffs decreased further in 2023–24, with 23 retailers offering feed-in tariffs in the June quarter of 2024, down from 25 in the June quarter of 2023.
- The average feed-in tariffs in SEQ also decreased in 2023–24. From the September quarter to the June quarter, average single feed-in tariffs decreased:
 - from 5.5 c/kWh to 4.9 c/kWh for residential customers
 - from 5.6 c/kWh to 5.0 c/kWh for small business customers.
- Retailers in SEQ continued to offer plans with different combinations and levels of feed-in tariffs, supply and usage charges, discounts, incentives and fees. These differences resulted in a wide range of bills across different retailers and, in some cases, across a retailer's own plans.
- Plans with the highest feed-in tariffs did not deliver the lowest net bills for every customer, especially if the customer did not export much electricity. Customers were generally better off with plans that had:
 - lower supply and usage charges – if customers had low consumption and a low solar export ratio¹
 - lower usage charges and higher feed-in tariffs – if customers had high consumption and a high solar export ratio.
- Across a range of electricity import and solar export scenarios, retailers who offered the cheapest plans in 2023–24 were:
 - for residential customers – AGL, Alinta Energy, Ampol Energy, ENGIE, Origin Energy and Ovo Energy
 - for small business customers – AGL, Alinta Energy, Blue NRG and Next Business Energy.

¹ The solar export ratio is measured as the annual amount of solar exports divided by the annual amount of electricity imports. Section 3.2.1 outlines the ratios we use in this report.

Advice for customers

We recommend that you compare retail electricity plans by using the Australian Energy Regulator's (AER) Energy Made Easy website. It is free to use, is independent of commercial third parties and includes all generally available plans in the SEQ market.

When you compare plans, it is critical to consider not just the feed-in tariff but also the amount of electricity you use, the times of the day that you use the most electricity, and all other aspects of plans.

For plans that are only available to customers purchasing solar PV systems through the retailer (or a third party), you also need to carefully consider the cost of purchasing the system, and any other terms and conditions related to the purchase.

More information

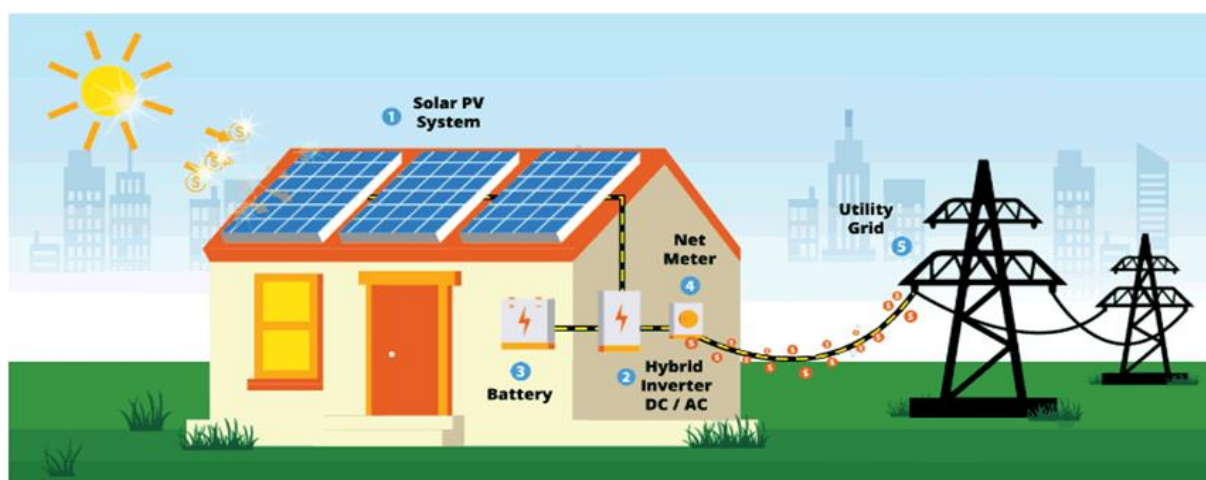
For more information on this report, phone us on 07 3222 0555 or make an enquiry on our [website](#).

1 Introduction

1.1 Solar feed-in tariffs

Solar photovoltaic (PV) systems generate electricity at the customer's home or business premises. Solar customers use the energy they generate from their solar PV system first, with surplus energy being exported to the grid or stored in battery systems to be used later. If a customer's PV system produces more electricity than the premises is using, the surplus electricity can be exported, or 'fed in', to the electricity network. Figure 1 shows how a simple solar PV system works.

Figure 1: Solar PV systems



Note: Batteries are optional add-ons that can store surplus electricity generated by solar PV systems.

Source: R Metaye, [How Do Solar Panels Work Step-By-Step \(Solar Science Explained\)](#), 13 February 2023, Climatebiz website, 2024, viewed 27 September 2024.

Solar feed-in tariffs are the prices that the retailers pay customers for these exports. Retailers make these payments because other customers import the electricity that customers with solar PV systems export, which reduces the amount of electricity that retailers must buy on the wholesale energy market.

Around 850,000 homes and small businesses across Queensland already have solar PV systems, generating clean energy with a combined capacity of over 5,300 MW. Queensland has the highest rate of household rooftop solar installations of all the states, with more than one in three Queensland homes having a solar PV system.² Battery penetration is also increasing, albeit off a low base.

1.2 Monitoring and reporting in SEQ

Retail electricity prices for residential and small business customers in SEQ were deregulated by the Queensland Government on 1 July 2016. The government has since directed us to monitor and report on feed-in tariffs in the SEQ retail electricity market. The direction requires us to report on feed-in tariffs that were available to customers in the preceding financial year (monitored on a quarterly basis) and to publish the report by 31 October each year.³

² Queensland Government, [Queensland's renewable energy target](#), Department of Energy and Climate website, last updated 5 August 2024, viewed 27 September 2024.

³ The direction notice is available on our [website](#).

1.3 Components of a customer's bill

Retail electricity plans for customers with solar PV systems typically have four elements:

- **fixed supply charge(s)** – which generally cover infrastructure and metering costs associated with the electricity network as well as retail costs, and are usually charged on a cents per day (c/day) basis
- **variable usage charge(s)** – which cover the cost of imported electricity, variable retail and variable network costs, and are generally charged on a cents per kilowatt hour (c/kWh) basis
- **discounts, fees and other charges** – which often have various terms and conditions attached to them
- **feed-in tariff(s)** – the prices paid to customers with solar PV systems for electricity that they export to the network.

Customers can maximise the value of their solar PV system by considering the combined effect of each element of a retail electricity plan, not just the feed-in tariff. In this way, they can also reap the benefits of retail competition.

Solar feed-in tariffs are not set at the same level as the variable usage charges on retail electricity plans. This is because retailers only avoid some of their normal business costs when they buy energy from customers with solar PV systems – that is, they avoid the costs of purchasing wholesale energy from generators and energy losses. But retailers still incur most of their normal business costs (retail operating costs and network charges). In addition, retailers also face higher hedging costs as their loads become peakier. Consequently they would incur a loss if they offered a feed-in tariff equal to their variable usage charge that would likely be recovered through higher electricity prices for all customers.⁴

1.4 Retail competition and feed-in tariffs

In SEQ, feed-in tariffs are set by retailers.⁵ Customers in the SEQ retail electricity market can access a wide range of solar feed-in tariffs. This is because retailers in the competitive SEQ market use various pricing strategies to recover costs and target different customer segments. Such strategies result in a combination of supply, usage and feed-in tariff rates that are generally bespoke to each individual retailer.

Higher feed-in tariffs in a competitive market may be a form of product differentiation aimed at attracting customers who export a lot of solar. In this instance, the offered feed-in tariff is bundled with other prices. Higher feed-in tariffs are sometimes offered along with restrictions or other charges that are also higher, for example:

- other terms and conditions, such as limits on the size of a customer's solar PV system, or a lower feed-in tariff applied after a certain period
- higher supply and/or usage charges attached to solar offers than non-solar offers (for retailers with solar and non-solar offers)

⁴ For more detail on why feed-in tariffs cannot be set at the same level as the retail price of electricity, see Queensland Productivity Commission (QPC), [Solar feed-in pricing in Queensland](#) [final report], 2016, pp 36-38 (particularly figure 17). Chapter 7 of the QPC report also discusses equity issues that can arise if solar feed-in tariffs exceed market rates. Also see Independent Pricing and Regulatory Tribunal, [Solar feed-in tariff benchmark 2020-21](#) [final report], 2020, p 6.

⁵ SEQ refers to the area of Queensland covered by the Energex distribution network. In regional Queensland (the area of Queensland covered by the Ergon and Essential Energy distribution networks), where there is limited competition, the QCA sets the feed-in tariff each year. Our reports on the regional Queensland feed-in tariff are available on our website at [Solar feed-in tariffs](#).

- for market contracts, extra fees and charges, which are not applicable to standing offer contracts (e.g. late payment fees, credit card fees and paper bill fees).⁶

Customers should be mindful that the feed-in tariff is only one component of an electricity bill – the revenue received from solar exports should be viewed in conjunction with the associated supply and usage charges, as well as other fees, charges, discounts and financial incentives that may be attached to the plan.

⁶ Section 22A of the National Energy Retail Law (NERL) limits the types of fees that standing offer (standard contract) customers in Queensland can be charged. A retailer can only charge a historical billing data fee for data that is more than two years old, the retailer's administration fee for a dishonoured payment, and a financial institution fee for a dishonoured payment.

2 Feed-in tariffs

In this chapter, we discuss:

- the lowest, highest and average feed-in tariffs between retailers
- trends in relation to retailers' feed-in tariffs in and during the reporting period (2023–24) and preceding financial years
- the emergence of new and/or innovative feed-in tariff structures.

Key findings

- The number of retailers offering retail electricity plans with solar feed-in tariffs decreased further in 2023–24, with 23 retailers offering feed-in tariffs in the June quarter of 2024, down from 25 in the June quarter of 2023.
- Average single feed-in tariffs offered to residential customers decreased in 2023–24, from 5.5 c/kWh in the September quarter of 2023 to 4.9 c/kWh in the June quarter of 2024. The feed-in tariffs ranged from 0.8 to 8.0 c/kWh in 2023–24.
- Average single feed-in tariffs offered to small business customers also decreased in 2023–24, from 5.6 c/kWh in the September quarter of 2023 to 5.0 c/kWh in the June quarter of 2024. The feed-in tariffs ranged from 0.8 to 8.0 c/kWh in 2023–24.
- The highest feed-in tariffs offered to residential and small business customers in 2023–24 were part of a two-part feed-in tariff: Origin Energy offered residential customers 16 c/kWh for the first 14 kWh a day, and Red Energy offered residential and small business customers 16 c/kWh for the first 5 kWh a day. After this threshold was reached, the feed-in tariffs reduced to 5 c/kWh (Origin Energy) or 8 c/kWh (Red Energy).
- No new or particularly innovative feed-in tariff structures emerged in 2023–24.

2.1 Data sources

Retailer feed-in tariff and plan data

For our analysis of feed-in tariffs and bills, we obtained information on retailers' retail electricity plans in 2023–24 from Energy Made Easy. Our analysis does not incorporate the Queensland Solar Bonus Scheme feed-in tariff, which is a legacy feed-in tariff of 44 c/kWh that is not available to new customers.⁷

Consumption and solar export data

We have calculated net bill positions for customers for a range of consumption and solar export levels. These consumption and solar export levels are based on metering information Energex

⁷ Queensland Government, [Solar Bonus Scheme 44c feed-in tariff](#), Queensland Government website, last updated 12 March 2024, viewed 27 September 2024.

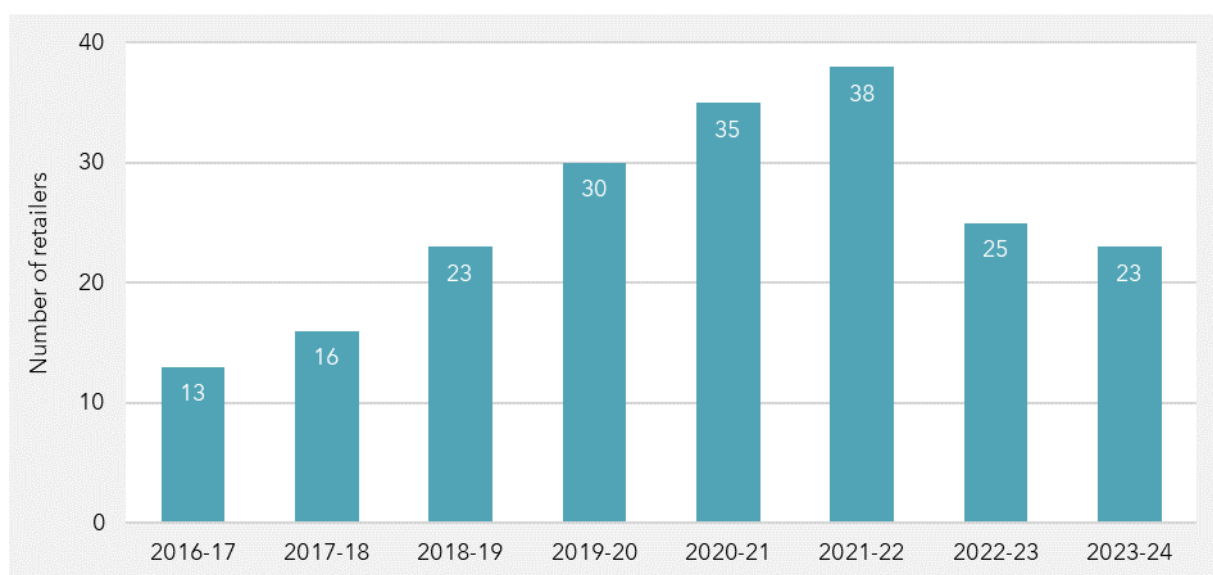
provided to us. We consider this the most appropriate data to use, as it is derived from the same data used to generate actual customer bills in SEQ.⁸

Our analysis is based on electricity consumed from and exported to the grid and does not include electricity that customers generate for their own use.

2.2 Number of retailers with feed-in tariffs

The number of retailers offering plans with feed-in tariffs to residential and small business customers in SEQ decreased in 2023-24, with 23 retailers offering such plans in the June quarter of 2024 (see Figure 2). Over the year, 3 retailers that had previously offered plans left the market (or otherwise had no customers) and 2 now only offered plans that we do not incorporate in our analysis.⁹ There were 3 additional retailers that provided feed-in tariffs in the June quarter of 2024.¹⁰

Figure 2: Number of retailers offering feed-in tariffs, June quarter of 2016-17 to 2023-24



Sources: Energy Made Easy; QCA analysis.

As in previous years, some retailers did not offer plans with feed-in tariffs to both residential customers and small business customers. In the June quarter of 2024, for example, Ampol Energy, Dodo Power & Gas, GloBird Energy and Kogan Energy only offered residential plans with feed-in tariffs, while Blue NRG and Next Business Energy only offered small business plans with feed-in tariffs.

⁸ Tables 10 to 13 in section 3.2 show the consumption levels and export ratios used in our bill analysis.

⁹ Two retailers had exited the market (the AER revoked Mojo Power's and QEnergy's electricity retailer authorisations in June 2023) and one retailer (Radian Energy) did not have any plans published for SEQ customers in 2023-24 nor did it have customers anymore in Queensland (AER, [Retail energy market performance update for Quarter 3, 2023-24](#) [schedule 2], 2024, viewed 22 October 2024). Two retailers had plans available in the June quarter of 2024 but only had the Queensland Solar Bonus Scheme feed-in tariff attached (Nectr and Tango Energy).

¹⁰ These were Amber Electric, ENGIE and Future X Power. Simply Energy rebranded to ENGIE in April 2024 but still had plans available in the June quarter of 2024.

2.3 Lowest, highest and average feed-in tariffs

2.3.1 Residential plans with a single feed-in tariff

The single feed-in tariffs offered to residential customers in SEQ ranged from 0.8 to 8.0 c/kWh in 2023-24. Table 1 shows the average, highest and lowest single feed-in tariffs offered to residential customers in SEQ during each quarter of 2023-24.

Table 1: Average, highest and lowest residential single feed-in tariffs by quarter, 2023-24 (c/kWh)

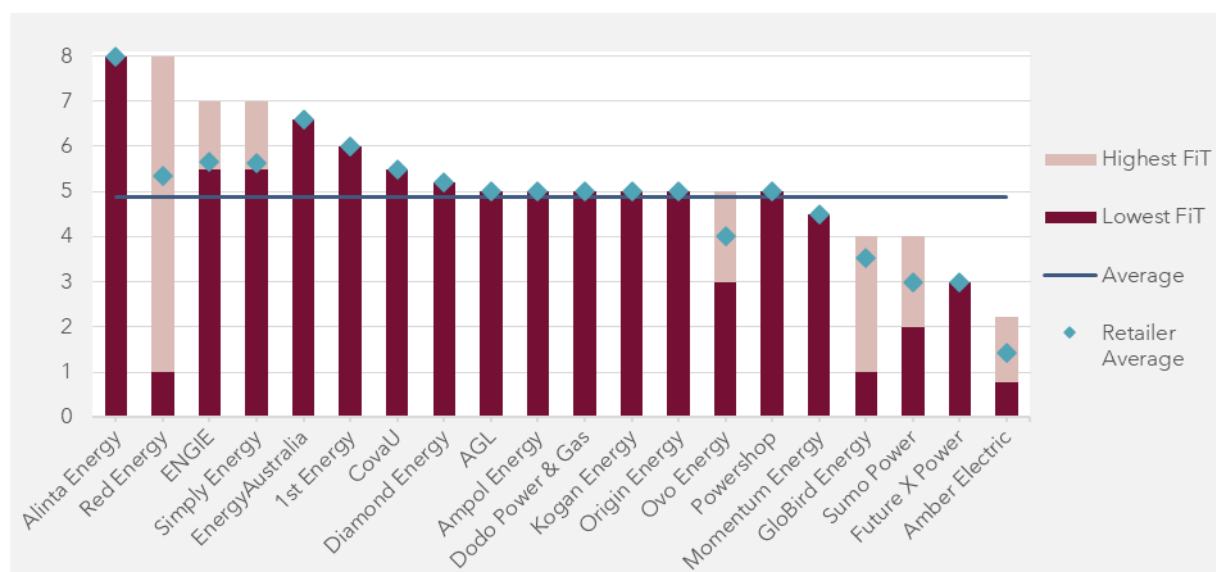
Feed-in tariff	September quarter	December quarter	March quarter	June quarter
Highest	8.0	8.0	8.0	8.0
Average ^a	5.5	5.1	4.9	4.9
Lowest	1.0	1.0	1.0	0.8

^a To calculate the average feed-in tariff, we first calculated the simple average of feed-in tariffs on each retailer's portfolio of plans (excluding plans with no feed-in tariff attached), and then calculated the simple average of all of the retailers' average feed-in tariffs.

Notes: A detailed table with single feed-in tariffs by retailer for each quarter of 2023-24 is included in Appendix B. The lowest feed-in tariff was included as 0.782 c/kWh on Energy Made Easy and has been rounded to one decimal place. Sources: Energy Made Easy; QCA analysis.

Figure 3 shows retailers' highest and lowest single feed-in tariffs for residential customers in the June quarter of 2024, and the average single feed-in tariff in that quarter (4.9 c/kWh).

Figure 3: Residential single feed-in tariffs by retailer, June quarter 2024 (c/kWh)



Note: Retailers are arranged by their highest single feed-in tariff (in descending order). Appendix B shows the residential single feed-in tariffs by retailer in each quarter of 2023-24. Sources: Energy Made Easy; QCA analysis

Alinta Energy and Red Energy offered the highest single feed-in tariff in the June quarter of 2024 (8 c/kWh), which was also the highest single feed-in tariff in 2023-24. The average feed-in tariff offered to residential customers decreased during 2023-24, from 5.5 c/kWh in the September quarter to 4.9 c/kWh in the June quarter.

2.3.2 Small business plans with a single feed-in tariff

The single feed-in tariffs offered to small business customers ranged from 0.8 to 8.0 c/kWh in 2023–24. Table 2 shows the average, highest and lowest single feed-in tariffs offered to small business customers in SEQ during each quarter of 2023–24.

Table 2: Average, highest and lowest small business single feed-in tariffs by quarter, 2023–24 (c/kWh)

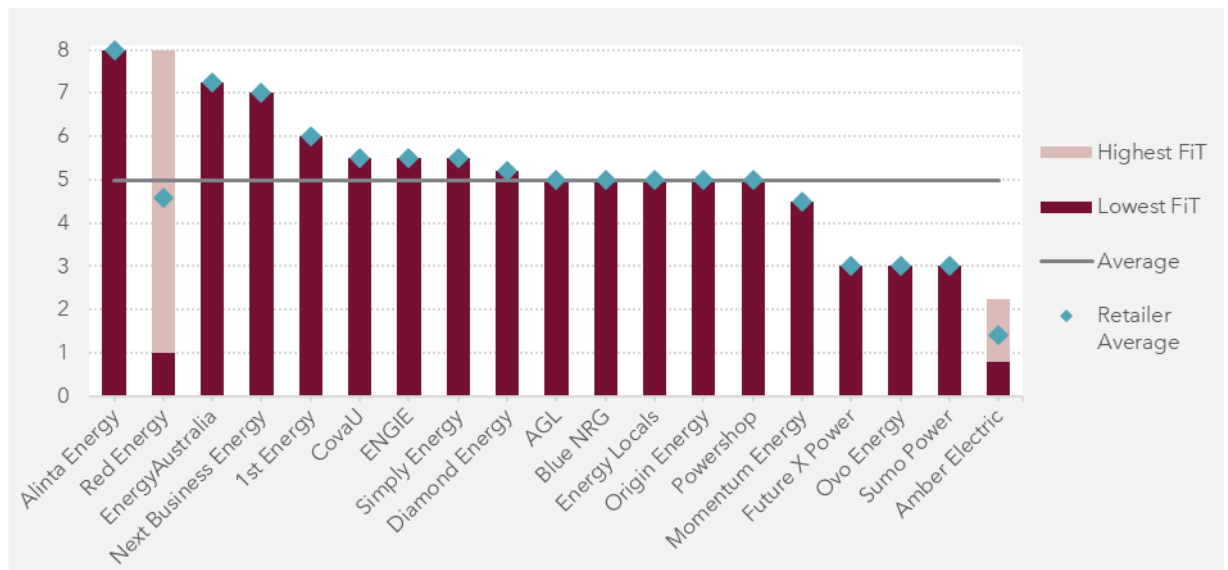
Feed-in tariff	September quarter	December quarter	March quarter	June quarter
Highest	8.0	8.0	8.0	8.0
Average ^a	5.6	5.2	5.0	5.0
Lowest	3.0	1.0	1.0	0.8

^a To calculate the average feed-in tariff, we first calculated the simple average of feed-in tariffs on each retailer's portfolio of plans (excluding plans with no feed-in tariff attached), and then calculated the simple average of all of the retailers' average feed-in tariffs.

Note: A detailed table with single feed-in tariffs by retailer for each quarter of 2023–24 is included in Appendix B. Sources: Energy Made Easy; QCA analysis.

Figure 4 shows retailers' highest and lowest single feed-in tariffs for small business customers in the June quarter of 2024 compared to the average feed-in tariff in that quarter (5.0 c/kWh).

Figure 4: Small business single feed-in tariffs by retailer, June quarter 2024 (c/kWh)



Note: Retailers are arranged by their highest single feed-in tariff (in descending order). Appendix B shows the small business single feed-in tariffs by retailer in each quarter of 2023–24. Sources: Energy Made Easy; QCA analysis

Alinta Energy and Red Energy offered the highest single feed-in tariff during the financial year and in the June quarter of 2024 (8.0 c/kWh). Shell Energy offered the same single feed-in tariff (8.0 c/kWh) in the September quarter of 2023 too. The average feed-in tariff offered to small business customers decreased during 2023–24, from 5.6 c/kWh in the September quarter to 5.0 c/kWh in the June quarter.

2.3.3 Residential and small business plans with two-part feed-in tariffs

Some retailers offer plans that include two feed-in tariffs, where the first feed-in tariff applies to a particular export threshold and the second feed-in tariff applies to exports above that threshold. In 2023-24, 9 retailers had residential and/or small business plans with two feed-in tariffs (Table 3).

Table 3: Two-part feed-in tariffs by retailer, 2023-24 (c/kWh)

Retailer	Residential plans			Small business plans		
	First feed-in tariff	Daily export threshold (kWh)	Second feed-in tariff	First feed-in tariff	Daily export threshold (kWh)	Second feed-in tariff
AGL	10	14	5	–	–	–
	10	10	5			
	15	10	5			
Energy Locals	10.7	10	6	10.7	10	6
EnergyAustralia	12	15	6.6	–	–	–
	15	15	6.6			
ENGIE	12.5	3	7	–	–	–
GloBird Energy	11	8	3	–	–	–
	11	8	4			
	11	10	4			
	11	10	5			
Origin Energy	8	14	5	8	14	5
	10	14	5	10	14	5
	12	14	5			
	16	14	5			
Ovo Energy	14	10.95	7	–	–	–
Red Energy	16	5	8	16	5	8
Simply Energy	12.5	3	7	–	–	–

Notes: Not all retailers included in the table offered plans with two feed-in tariffs in every quarter of 2023-24. A dash (–) means the retailer did not offer a plan with two feed-in tariffs in 2023-24. Ovo Energy's threshold applied to the first 4,000 kWh exported per year.

Sources: Energy Made Easy; QCA analysis.

2.4 Insights and trends

As more retailers entered the SEQ retail electricity market in the past, there was a substantial increase in the number of retailers offering plans with feed-in tariffs – from 13 in the June quarter of 2017 to 38 in the June quarter of 2022 (see Figure 2).

However, in 2022-23 and 2023-24 we observed a substantial contraction in the number of retailers as some retailers exited the market or ceased to take on new customers. The number of retailers with feed-in tariffs also decreased. Between the June quarters of 2023 and 2024, the number of retailers offering plans with feed-in tariffs decreased from 25 to 23 (Figure 2). The number of retailers offering residential plans with feed-in tariffs decreased from 24 to 21, but the number of retailers offering small business plans with feed-in tariffs increased from 16 to 19.¹¹

¹¹ The number of retailers includes retailers providing single feed-in tariffs and/or two-part feed-in tariffs.

There were some differences between the feed-in tariffs available on residential plans and those available on small business plans in the June quarter in each of the last eight years. In particular:

- the highest feed-in tariffs available on residential plans were generally higher than those available on small business plans
- the lowest feed-in tariffs available on residential plans were generally lower than or equal to those available on small business plans
- the average feed-in tariff was marginally lower for residential plans compared to the average for small business plans for four of the last seven years, including 2023–24, with the average feed-in tariff for residential plans and small business plans being equal in 2016–17 (see Tables 4 and 6).

2.4.1 Residential plans

Single feed-in tariffs

Table 4 shows the average, highest and lowest residential single feed-in tariffs in the June quarters of 2016–17 to 2023–24, and the number of retailers that offered plans with such a feed-in tariff.¹² In recent years, residential single feed-in tariffs have declined, with the average feed-in tariff declining from its peak of 10.5 c/kWh in 2017–18 to 4.9 c/kWh in 2023–24. The difference between the highest and lowest feed-in tariffs did not materially change between 2017–18 and 2020–21, then narrowed in 2021–22 and has continued to gradually decrease. In 2023–24, the difference (7.2 kWh) was about half of what it was between 2017–18 and 2020–21 (14–15 kWh).

Table 4: Residential single feed-in tariffs, June quarter of 2016–17 to 2023–24 (c/kWh)

Feed-in tariff	2016–17	2017–18	2018–19	2019–20	2020–21	2021–22	2022–23	2023–24
Highest	11	20	20	18	15	12	10	8
Average	6.7	10.5	9.9	8.5	6.8	5.7	5.9	4.9
Lowest	4	6	6	3	1	2	1	0.8
Number of retailers with a single feed-in tariff	13	16	22	27	31	35	23	20

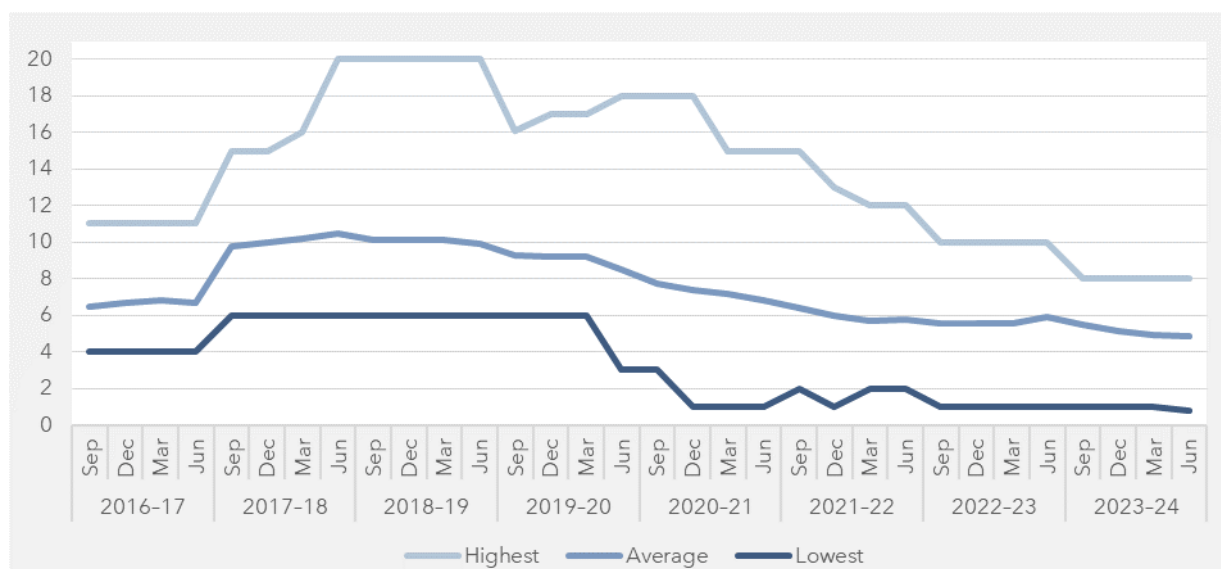
Note: The lowest feed-in tariff in the June quarter of 2023–24 was included as 0.782 c/kWh on Energy Made Easy and has been rounded to one decimal place.

Sources: Energy Made Easy; QCA analysis.

On a quarterly basis, there has been more variation in the highest single feed-in tariff compared to the lowest feed-in tariff. Figure 5 shows residential single feed-in tariffs from the September quarter of 2016 to the June quarter of 2024.

¹² Appendix C shows the feed-in tariffs available in all four quarters of each year from 2016–17 to 2023–24.

Figure 5: Residential single feed-in tariffs by quarter, 2016-17 to 2023-24 (c/kWh)



Sources: Energy Made Easy; QCA analysis.

Two-part feed-in tariffs

Over time, more retailers have started to offer two-part feed-in tariffs, which have a second, lower feed-in tariff that applies once a customer exceeds a pre-set export threshold. Two-part feed-in tariffs first emerged in 2017-18, and over the last seven years, the first feed-in tariff on these plans has generally been close to, or above, the highest feed-in tariff available on plans with a single feed-in tariff. The second feed-in tariff on these plans is lower and has generally been closer to the average single feed-in tariff. Table 5 shows the range of available two-part feed-in tariffs in the June quarters of 2017-18 to 2023-24.

Table 5: Residential two-part feed-in tariffs, June quarter of 2017-18 to 2023-24 (c/kWh)

Retailer	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
AGL	–	–	–	–	–	15 5	15 5
Discover Energy	–	–	–	16 10	16 10	–	–
Energy Locals	–	–	16 10	–	–	10.2 6	10.7 6
EnergyAustralia	–	–	–	–	–	10 6.6	12 6.6
ENGIE	–	–	–	–	–	–	12.5 7
Enova Energy	–	–	–	10 6	6 3	–	–
GEE Energy	–	–	–	–	11 5	–	–
GloBird Energy	–	–	–	–	–	11 4	11 3
Mojo Power	20 9	20 9	–	–	–	–	–
Origin Energy	–	–	15 7	–	10 5	12 5	12 5
Ovo Energy	–	–	–	–	–	14 7	–
ReAmped Energy	–	–	–	17 5	–	–	–
Red Energy	–	17 11.5	16.1 10	15 8	11.5 5	–	–
Simply Energy	–	–	–	–	–	–	12.5 7
Sumo Power	–	–	–	–	12 7	12 7	–

Notes: A dash (–) means the retailer did not attach a two-part feed-in tariff to its plan(s) in the SEQ market or did not have any plans in the market. The first number is the first feed-in tariff, and the second number is the second part of the two-part feed-in tariff.

Sources: Energy Made Easy; QCA analysis.

2.4.2 Small business plans

Single feed-in tariffs

Table 6 shows the average, highest and lowest single feed-in tariffs for small business customers in the June quarters of 2016-17 to 2023-24, as well as the number of retailers that offered plans with such a feed-in tariff.¹³ In recent years, small business single feed-in tariffs have decreased, with the average feed-in tariff falling from its peak of 10.2 c/kWh in 2017-18 to 5.0 c/kWh in 2023-24. The difference between the highest and lowest feed-in tariffs has decreased materially since 2018-19 (when it was 14 c/kWh) to 7.2 c/kWh in 2023-24.

Table 6: Small business single feed-in tariffs, June quarter of 2016-17 to 2023-24 (c/kWh)

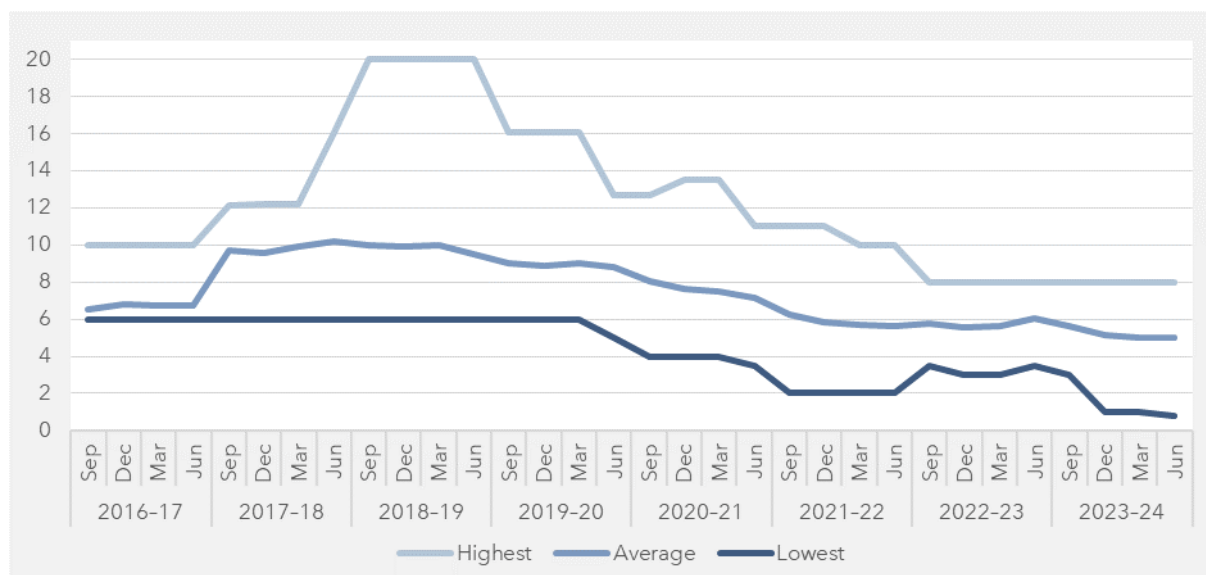
Feed-in tariff	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Highest	10	16.1	20	12.65	11	10	8	8
Average ¹⁴	6.7	10.2	9.5	8.8	7.1	5.6	6	5
Lowest	6	6	6	5	3.5	2.05	3.5	0.8
Number of retailers with a single feed-in tariff	11	13	18	23	29	32	15	19

Note: The lowest feed-in tariff in the June quarter of 2023-24 was included as 0.782 c/kWh on Energy Made Easy and has been rounded to one decimal place.

Sources: Energy Made Easy; QCA analysis.

On a quarterly basis, there has been more variation in the highest feed-in tariff compared to the lowest feed-in tariff. Figure 6 shows small business single feed-in tariffs from the September quarter of 2016 to the June quarter of 2024.

Figure 6: Small business single feed-in tariffs by quarter, 2016-17 to 2023-24 (c/kWh)



Sources: Energy Made Easy; QCA analysis.

¹³ See Appendix C for information on feed-in tariffs in each quarter of 2016-17 to 2023-24.

¹⁴ The average for 2018-19 has been updated (from 10 to 9.5 c/kWh) to exclude Red Energy's two-part feed-in tariffs.

Two-part feed-in tariffs

As with residential plans, only a small number of retailers have offered small business plans with two-part feed-in tariffs. This type of plan has been offered over the last six years – no retailers offered small business plans with two-part feed-in tariffs in 2016-17 and 2017-18. Over this time, the range between the first and second feed-in tariff has compressed, and both the first and second feed-in tariff have trended lower. Table 7 shows the range of available two-part tariffs in the June quarters of 2018-19 to 2023-24.

Table 7: Small business two-part feed-in tariffs, June quarter of 2018-19 to 2023-24 (c/kWh)

Retailer	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Energy Locals	–	–	16 8.5	–	10.2 6	–
Origin Energy	–	20 7	19 6	18 5	8 5	8 5
Red Energy	17 11.5	16.1 10	15 8	11.5 5	–	–

Notes: A dash (–) means the retailer did not attach a two-part feed-in tariff to its plan(s) in the SEQ market or did not have any plans in the market. The first number is the first feed-in tariff, and the second number is the second part of the two-part feed-in tariff.

Sources: Energy Made Easy; QCA analysis.

2.5 New and/or innovative feed-in tariff structures

While a small number of new tariff structures and plans have emerged in SEQ since the retail electricity market was deregulated, no new or innovative feed-in tariff structures emerged in 2023-24. However, based on our analysis of retailers' market offers on Energy Made Easy in 2023-24, some recent trends continued, including:

- differentiation in the pricing structures of solar market offers compared to non-solar market offers – solar plans with higher feed-in tariffs sometimes had higher daily supply charges¹⁵ and/or usage charges¹⁶
- increased use of eligibility criteria – some plans imposed solar-specific eligibility requirements; for example, the customer had to have a maximum or minimum solar system size to access the plan¹⁷
- use of two-part tariffs – a number of retailers again provided both single and two-part solar feed-in tariffs, although fewer retailers offered plans with two feed-in tariffs in 2023-24.

¹⁵ Some retailers' solar offers may have had higher daily supply charges because solar metering charges were included in that charge.

¹⁶ For example, AGL's Residential Solar Savers - New AGL Customers plans with a 15 c/kWh (two-part) feed-in tariff attached had the same supply charges and usage charges as AGL's Residential Standing Offer plans, which were higher than most of AGL's other market offers.

¹⁷ For example, AGL and Simply Energy offered at least one plan during 2023-24 that had requirements in relation to solar system size.

3 Bills based on plans with feed-in tariffs

In this chapter, we discuss:

- variations to retailers' generally available market offer prices that were offered in conjunction with a feed-in tariff, including variations to fixed and variable electricity charges
- the net overall bill position from generally available market offers, considering electricity charges and feed-in tariffs.

Key findings

- Bills varied between retailers and also between different plans with feed-in tariffs that individual retailers offered. These variations were generally because of differences in supply and usage charges, discounts and incentives.
- The plans with the highest feed-in tariffs were not always the best option for every customer, particularly if a customer had a low export ratio.
- Customers were generally better off with plans that had:
 - lower supply and usage charges – if customers had a low import level and low solar export ratio, although these plans generally had lower feed-in tariffs
 - lower usage charges and higher feed-in tariffs – if customers had a high export level and high solar export ratio, although it was not uncommon for these plans to have higher supply charges.

3.1 Bills for plans with feed-in tariffs, excluding solar feed-in tariff credits

3.1.1 Methodology

Our analysis provides annual bill value ranges for each retailer's plans with a feed-in tariff.¹⁸ The bill calculations exclude the impact of solar exports so that the variations in bills (either between different retailers' plans or within a retailer's plans) can be attributed to supply charges, usage charges, discounts, membership fees and fees to access wholesale prices.

The bill analysis in this section is based on a customer with a solar PV system – with typical consumption – on the most common tariffs and tariff combinations. The median consumption level of customers in SEQ with a solar PV system is used to represent a typical level of consumption.¹⁹

¹⁸ While the terms of reference only requires us to report on generally available market offer prices, we report on generally available market offers and standing offers that provided customers a feed-in tariff (that is, both market offers and standing offers). This is the approach we have taken in previous years, which we consider provides a more complete report on the options available to customers with solar PV systems.

¹⁹ Data (unpublished) provided by Energex.

We determined the most common tariffs and tariff combinations by analysing (unpublished) Energex data on the number of national metering identifiers for solar customers on each Energex network tariff. Table 8 lists the most common network tariffs and tariff combinations, with the network tariff codes shown in brackets.²⁰

Table 8: Most common tariffs and tariff combinations for solar customers in SEQ

Customer type	Network tariff(s)
Residential	Residential flat rate (T8400)
	Residential flat rate (T8400) and controlled load super economy (T9000)
	Residential flat rate (T8400) and controlled load economy (T9100)
Small business	Business flat rate (T8500)

Source: Energex data (unpublished); QCA analysis.

3.1.2 Annual bills without feed-in credits

In 2023–24, most retailers in the SEQ market offered at least one retail electricity plan with a feed-in tariff. Some of these retailers had significant differences in the supply charges, usage charges, discounts, incentives and recurring fees (that is, membership fees and fees to access wholesale prices) attached to their plans. These differences led to significant variances in bills across retailers and even within individual retailers.

Table 9 shows each retailer's highest and lowest bills for retail plans with feed-in tariffs attached – but excluding feed-in tariff credits or revenue – for the June quarter of 2024 for residential and small business customers.²¹ Our analysis shows that typical bills in the June quarter of 2024 ranged from:

- \$1,460 (Origin Energy) to \$2,504 (GloBird Energy) for residential customers on a flat rate tariff
- \$1,456 (Origin Energy) to \$2,452 (GloBird Energy) for residential customers on a flat rate with super economy controlled load tariff combination
- \$1,542 (Ovo Energy) to \$2,459 (GloBird Energy) for residential customers on a flat rate with economy controlled load tariff combination
- \$1,801 (AGL) to \$2,561 (Blue NRG) for small business customers on a flat rate tariff.

²⁰ Energex, [Network pricing and tariffs](#) [2023–24 pricing publications], Energex website, 2024, viewed 12 April 2024.

²¹ The bills are based on the plans that were available on Energy Made Easy in the June quarter of 2024. Where a retailer's plan had a solar metering charge listed as a fee on Energy Made Easy, it has been included in our bill analysis. A spreadsheet containing all plans, including all supply and usage charges, is available on request.

Table 9: Annual bill variations (excluding solar feed-in tariff credits) for residential and small business customers, June quarter 2024 (\$)

Retailer	Residential flat rate			Residential flat rate with super economy controlled load			Residential flat rate with economy controlled load			Small business flat rate		
	Lowest	Highest	Difference*	Lowest	Highest	Difference*	Lowest	Highest	Difference*	Lowest	Highest	Difference*
1st Energy	1,780	2,085	305	1,711	2,010	300	1,779	2,084	305	2,097	2,345	248
AGL	1,580	2,089	509	1,573	2,081	508	1,576	2,084	509	<u>1,801</u>	2,413	612
Alinta Energy	1,686	2,172	486	1,648	2,144	496	1,679	2,179	500	2,112	2,400	288
Amber Electric	1,712	2,002	289	1,700	1,919	219	1,703	1,922	219	2,045	2,153	108
Ampol Energy	1,570	1,720	150	1,574	1,724	150	1,585	1,735	150	–	–	–
Blue NRG	–	–	–	–	–	–	–	–	–	1,821	<u>2,561</u>	740
CovaU	1,944	2,070	125	1,949	2,047	98	1,966	2,072	106	2,355	2,408	53
Diamond Energy	2,021	2,021	–	2,023	2,023	–	2,025	2,025	–	2,108	2,108	–
Dodo Power & Gas	1,727	2,045	318	1,768	2,048	280	1,788	2,070	282	–	–	–
Energy Locals	1,869	1,935	66	1,892	1,958	66	1,907	1,973	66	2,281	2,487	206
EnergyAustralia	1,906	2,099	193	1,870	2,055	185	1,892	2,079	187	2,110	2,371	261
ENGIE	1,595	2,095	500	1,576	1,866	290	1,579	1,870	291	2,356	2,356	–
Future X Power	2,092	2,092	–	2,080	2,080	–	2,083	2,083	–	2,362	2,362	–
GloBird Energy	1,647	<u>2,504</u>	857	1,690	<u>2,452</u>	762	1,691	<u>2,459</u>	769	–	–	–
Kogan Energy	1,780	1,879	99	1,744	1,843	99	1,751	1,850	99	–	–	–
Momentum Energy	1,694	2,080	387	1,909	2,099	191	1,812	2,103	291	2,265	2,315	50
Next Business Energy	–	–	–	–	–	–	–	–	–	1,896	2,113	216
Origin Energy	<u>1,460</u>	2,119	660	<u>1,456</u>	2,115	658	1,659	2,119	459	2,007	2,449	442
Ovo Energy	1,519	2,060	541	1,577	1,926	349	<u>1,542</u>	2,046	504	1,920	2,302	382
Powershop	1,729	2,000	271	1,693	2,014	320	1,700	2,035	336	2,211	2,402	191
Red Energy	1,807	2,085	277	1,793	2,081	288	1,797	2,084	287	2,159	2,444	285
Simply Energy	1,910	2,099	189	1,886	2,073	187	1,891	2,078	187	2,276	2,356	80
Sumo Power	1,706	2,089	383	1,751	2,080	329	1,751	2,083	332	1,990	2,394	403

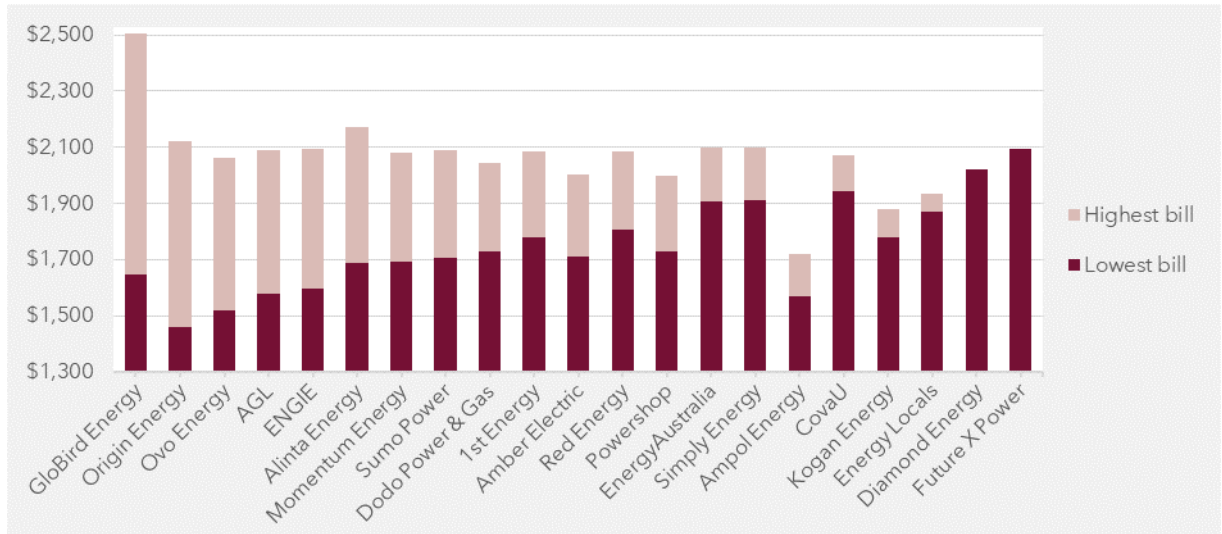
* Difference between each retailer's highest and lowest bill. The difference has been calculated before rounding.

Notes: A dash (–) means the retailer did not have any plans with solar feed-in tariffs on Energy Made Easy. The cheapest and most expensive bills for the tariff/tariff combination are underlined.

Sources: Energy Made Easy; QCA analysis.

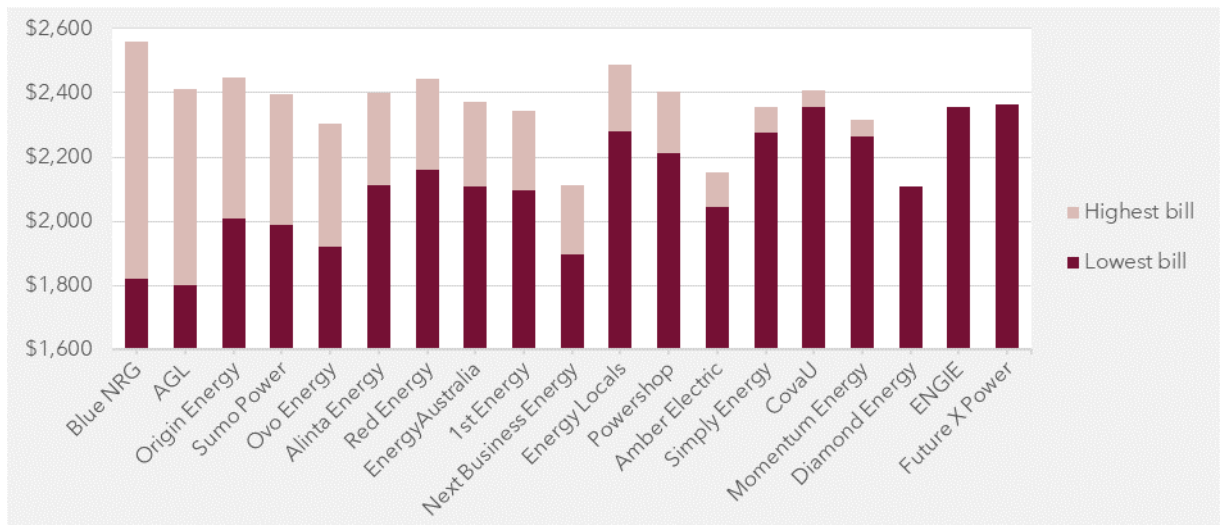
Figures 7 and 8 show bills based on residential and small business flat rate plans with feed-in tariffs, excluding solar feed-in tariff credits in the June quarter of 2024.

Figure 7: Variations in residential flat rate bills for plans with feed-in tariffs, excluding solar feed-in tariff credits, June quarter 2024



Note: Retailers are sorted by bill variation (in descending order).
Sources: Energy Made Easy; QCA analysis.

Figure 8: Variations in small business flat rate bills for plans with feed-in tariffs, excluding solar feed-in tariff credits, June quarter 2024



Note: Retailers are sorted by bill variation (in descending order).
Sources: Energy Made Easy; QCA analysis.

As can be seen from Figures 7 and 8, in the June quarter of 2024, most retailers had some variation between their highest and lowest annual bills (excluding solar feed-in tariff credits) for residential and small business flat rate plans with feed-in tariffs. However, as in previous years, there were some retailers that had no variation in the bills for their plan(s), either because they offered only one retail electricity plan with a feed-in tariff, or their plans with feed-in tariffs had the same prices.

Variations in bills between retailers and across an individual retailer’s range of plans with feed-in tariffs were generally a result of differences in supply and usage charges, discounts and incentives. Most retailers’ highest bills were for standing offers and their lowest bills were for market offers.

3.2 Comparison and ranking of net overall bills

In this section we analyse customers' net overall bill position, which includes the value of solar feed-in tariff credits (section 3.1 presents bills excluding the value of solar feed-in tariff credits).

We rank customers' net overall bill positions for generally available market offers by:

- total electricity consumption (imports) – small, typical and large imports
- high, medium and low solar export/import ratios.

Our analysis includes plans with and without feed-in tariffs.

3.2.1 Methodology

Electricity import and solar export/import ratios are based on Energex metering data, which is the actual data used by retailers to generate electricity bills for customers.²² We used the following percentile levels for electricity import and solar export/import ratios to develop a nine-scenario matrix (Tables 10 to 13) by tariff type:

- 75th percentile – 75% of customers with solar PV systems will import less electricity than the 75th percentile customer
- median – 50% of customers with solar PV systems will import less electricity than the median customer, or the 50th percentile customer
- 25th percentile – 25% of customers with solar PV systems will import less electricity than the 25th percentile customer.

3.2.2 Annual bill rankings

Tables 10 to 13 show the three cheapest plans in the June quarter of 2024 for each of the most common tariff types, for each of the nine combinations of imports to export/import ratio. The cheapest plans vary according to a customer's electricity import level (on the left side of each matrix) and the ratio of exports to imports (at the top row of each matrix).

Other key conclusions are:

- The plans with the highest feed-in tariffs were not always the best option for every customer, particularly if a customer only exported low amounts of electricity to the grid.
- Customers with a small import level and low export ratio were generally better off with plans that had lower supply and usage charges. These plans generally had lower feed-in tariffs.
- Customers with a high export level and high export ratio were generally better off with plans that included higher feed-in tariffs and lower usage charges. It was not uncommon for these plans to have higher supply charges.
- For both residential and small business customers, the three cheapest plans were not consistent across the nine scenarios of electricity consumption and solar exports analysed. This illustrates that customers should always keep their expected electricity consumption and solar exports in mind when choosing an electricity plan.

²² Data (unpublished) provided by Energex.

Table 10: Net annual bill ranking for residential flat rate plans, June quarter 2024

	Low export ratio				Medium export ratio				High export ratio			
	Retailer	Plan name	FiT (c)	Bill (\$)	Retailer	Plan name	FiT (c)	Bill (\$)	Retailer	Plan name	FiT (c)	Bill (\$)
Small imports	Import 3,122 kWh, export 622 kWh				Import 3,122 kWh, export 1,600 kWh				Import 3,122 kWh, export 3,482 kWh			
	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	962	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	913	AGL	Residential Solar Savers - New AGL Customers	15 5 ^a	767
	Ovo Energy	The One Plan	5	1,003	Ovo Energy	The One Plan	5	954	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	819
	AGL	Residential Value Saver - Westpac New to AGL	5	1,009	AGL	Residential Value Saver - Westpac New to AGL	5	960	Ovo Energy	The One Plan	5	860
	Import 4,990 kWh, export 995 kWh				Import 4,990 kWh, export 2,557 kWh				Import 4,990 kWh, export 5,565 kWh			
	Typical imports	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	1,410	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	1,332	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5
Ovo Energy		The One Plan	5	1,469	Ovo Energy	The One Plan	5	1,391	Alinta Energy	SelectSaver - Single Rate	8	1,240
Ampol Energy		Ampol Energy Powering On	5	1,521	Ampol Energy	Ampol Energy Powering On	5	1,443	Ovo Energy	The One Plan	5	1,241
Large imports	Import 7,778 kWh, export 1,551 kWh				Import 7,778 kWh, export 3,985 kWh				Import 7,778 kWh, export 8,674 kWh			
	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	2,079	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	1,957	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	1,723
	Ovo Energy	The One Plan	5	2,165	Ovo Energy	The One Plan	5	2,044	Alinta Energy	SelectSaver - Single Rate	8	1,748
	Ampol Energy	Ampol Energy Powering On	5	2,210	Ampol Energy	Ampol Energy Powering On	5	2,089	Alinta Energy	BetterDeal - Single Rate	8	1,808

a AGL's plan included a two-part feed-in tariff, which offered 15 c/kWh for the first 10 kWh per day and 5 c/kWh thereafter.

Note: The QCA analysis provides only one plan per retailer. However, a retailer could have multiple plans with the same bill value.

Sources: Energy Made Easy; QCA analysis.

Table 11: Net annual bill ranking for residential flat rate with controlled load super economy plans, June quarter 2024

	Low export ratio				Medium export ratio				High export ratio			
	Retailer	Plan name	FiT (c)	Bill (\$)	Retailer	Plan name	FiT (c)	Bill (\$)	Retailer	Plan name	FiT (c)	Bill (\$)
Small imports	Import 3,397 kWh, export 614 kWh				Import 3,397 kWh, export 1,407 kWh				Import 3,397 kWh, export 2,820 kWh			
	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	978	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	938	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	868
	AGL	Residential Value Saver - Westpac New to AGL	5	1,021	AGL	Residential Value Saver - Westpac New to AGL	5	981	AGL	Residential Solar Savers - New AGL Customers	15 5 ^a	879
	Ovo Energy	The One Plan	5	1,062	Ovo Energy	The One Plan	5	1,022	AGL	Residential Value Saver - Westpac New to AGL	5	911
Typical imports	Import 5,360 kWh, export 968 kWh				Import 5,360 kWh, export 2,221 kWh				Import 5,360 kWh, export 4,449 kWh			
	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	1,408	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	1,345	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	1,234
	ENGIE	QLD ENGIE Employment Hero elec	5.5	1,522	ENGIE	QLD ENGIE Employment Hero elec	5.5	1,453	Alinta Energy	SelectSaver - Single Rate + CL	8	1,292
	AGL	Residential Value Saver - Westpac New to AGL	5	1,524	AGL	Residential Value Saver - Westpac New to AGL	5	1,462	AGL	Residential Solar Savers - New AGL Customers	15 5 ^a	1,293
Large imports	Import 8,094 kWh, export 1,462 kWh				Import 8,094 kWh, export 3,353 kWh				Import 8,094 kWh, export 6,720 kWh			
	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	2,017	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	1,923	Origin Energy	Origin Everyday Rewards Variable - Run Home Campaign	5	1,755
	ENGIE	QLD ENGIE Employment Hero elec	5.5	2,152	ENGIE	QLD ENGIE Employment Hero elec	5.5	2,048	Alinta Energy	SelectSaver - Single Rate + CL	8	1,784
	Ampol Energy	Ampol Energy Powering On with CL	5	2,160	Alinta Energy	SelectSaver - Single Rate + CL	8	2,053	Alinta Energy	BetterDeal - Single Rate + CL	8	1,841

^a AGL's plans included a two-part feed-in tariff, which offered 15 c/kWh for the first 10 kWh per day and 5 c/kWh thereafter.

Note: The QCA analysis provides only one plan per retailer. However, a retailer could have multiple plans with the same bill value.

Sources: Energy Made Easy; QCA analysis.

Table 12: Net annual bill ranking for residential flat rate with controlled load economy plans, June quarter 2024

	Low export ratio				Medium export ratio				High export ratio			
	Retailer	Plan name	FiT (c)	Bill (\$)	Retailer	Plan name	FiT (c)	Bill (\$)	Retailer	Plan name	FiT (c)	Bill (\$)
Small imports	Import 3,117 kWh, export 514 kWh				Import 3,117 kWh, export 1,258 kWh				Import 3,117 kWh, export 2,582 kWh			
	Ovo Energy	The One Plan	5	963	Ovo Energy	The One Plan	5	926	AGL	Residential Solar Savers - New AGL Customers	15 5 ^a	849
	AGL	Residential Value Saver - Westpac New to AGL	5	967	AGL	Residential Value Saver - Westpac New to AGL	5	930	Ovo Energy	The One Plan	5	859
	Ovo Energy	The One Plan	5	1,013	Ovo Energy	The One Plan	5	976	AGL	Residential Value Saver - Westpac New to AGL	5	863
	Import 5,341 kWh, export 880 kWh				Import 5,341 kWh, export 2,156 kWh				Import 5,341 kWh, export 4,424 kWh			
	Ovo Energy	The One Plan	5	1,498	Ovo Energy	The One Plan	5	1,435	AGL	Residential Solar Savers - New AGL Customers	15 5 ^a	1,298
Typical imports	ENGIE	QLD ENGIE Employment Hero elec	5.5	1,531	ENGIE	QLD ENGIE Employment Hero elec	5.5	1,461	Ovo Energy	The One Plan	5	1,321
	AGL	Residential Value Saver - Westpac New to AGL	5	1,532	AGL	Residential Value Saver - Westpac New to AGL	5	1,468	Alinta Energy	SelectSaver - Single Rate + CL	8	1,325
	Import 8,302 kWh, export 1,368 kWh				Import 8,302 kWh, export 3,351 kWh				Import 8,302 kWh, export 6,877 kWh			
Large imports	ENGIE	QLD ENGIE Employment Hero elec	5.5	2,210	ENGIE	QLD ENGIE Employment Hero elec	5.5	2,101	Alinta Energy	SelectSaver - Single Rate + CL	8	1,866
	Ovo Energy	The One Plan	5	2,218	Ovo Energy	The One Plan	5	2,119	ENGIE	QLD ENGIE Employment Hero elec	5.5	1,907
	Ampol Energy	Ampol Energy Powering On with CL	5	2,229	Ampol Energy	Ampol Energy Powering On with CL	5	2,130	Alinta Energy	BetterDeal - Single Rate + CL	8	1,925

a AGL's plans included a two-part feed-in tariff, which offered 15 c/kWh for the first 10 kWh per day and 5 c/kWh thereafter.

Note: The QCA analysis provides only one plan per retailer. However, a retailer could have multiple plans with the same bill value.

Sources: Energy Made Easy; QCA analysis.

Table 13: Net annual bill ranking for small business flat rate plans, June quarter 2024

	Low export ratio				Medium export ratio				High export ratio			
	Retailer	Plan name	FiT (c)	Bill (\$)	Retailer	Plan name	FiT (c)	Bill (\$)	Retailer	Plan name	FiT (c)	Bill (\$)
Small imports	Import 2,271 kWh, export 425 kWh				Import 2,271 kWh, export 1,586 kWh				Import 2,271 kWh, export 5,273 kWh			
	AGL	Business Value Saver - 3rd Party New to AGL	5	931	AGL	Business Value Saver - 3rd Party New to AGL	5	873	Next Business Energy	Next Assured Bus 10% GTD Anytime	7	660
	Next Business Energy	Next Assured Bus 10% GTD Anytime	7	999	Next Business Energy	Next Assured Bus 10% GTD Anytime	7	918	AGL	Business Value Saver - 3rd Party New to AGL	5	689
	Blue NRG	Blue Super24 8500	5	1,042	Blue NRG	Blue Super24 8500	5	984	Next Business Energy	Next Assured 7% Discount Bus Energen Anytime	7	746
Typical imports	Import 5,051 kWh, export 945 kWh				Import 5,051 kWh, export 3,528 kWh				Import 5,051 kWh, export 11,727 kWh			
	AGL	Business Value Saver - 3rd Party New to AGL	5	1,754	AGL	Business Value Saver - 3rd Party New to AGL	5	1,625	Next Business Energy	Next Assured Bus 10% GTD Anytime	7	1,075
	Blue NRG	Blue Super24 8500	5	1,774	Blue NRG	Blue Super24 8500	5	1,645	Alinta Energy	Priority Business - Single Rate (Interval)	8	1,174
	Blue NRG	Blue Expert 2024 8550	5	1,816	Next Business Energy	Next Assured Bus 10% GTD Anytime	7	1,649	Next Business Energy	Next Assured 7% Discount Bus Energen Anytime	7	1,190
Large imports	Import 9,091 kWh, export 1,700 kWh				Import 9,091 kWh, export 6,351 kWh				Import 9,091 kWh, export 21,109 kWh			
	Blue NRG	Blue Super24 8500	5	2,837	Blue NRG	Blue Super24 8500	5	2,605	Next Business Energy	Next Assured Bus 10% GTD Anytime	7	1,680
	Blue NRG	Blue Expert 2024 8550	5	2,913	Blue NRG	Blue Expert 2024 8550	5	2,681	Alinta Energy	Priority Business - Single Rate (Interval)	8	1,709
	Blue NRG	Blue Freeze24 8570	5	2,947	Next Business Energy	Next Assured Bus 10% GTD Anytime	7	2,713	Alinta Energy	BusinessDeal - Single Rate	8	1,825

Note: The QCA analysis provides only one plan per retailer. However, a retailer could have multiple plans with the same bill value.
Sources: Energy Made Easy; QCA analysis.

3.3 Incentives

Some retailers attached financial incentives to their plans, which lowered our calculated bills. However, such financial incentives are generally a once-off or for a set period of time. Customers should note that even if they maintain the same import/export ratio, they will receive a higher bill once those incentives no longer apply. As such, it is important for customers to carefully consider the length of the contract period when signing up for a plan with an incentive, as the real value of that incentive is spread over the term of the contract.

3.4 Presentation of solar plans on Energy Made Easy

The AER's retail pricing information guidelines require that retailers specify information on additional solar (and other) options that a customer may select, and that if an additional option changes any element of the rest of the plan, a separate plan be created.²³ Our interpretation of these requirements is that retailers should be publishing separate solar and non-solar plans, given that, at a minimum, recurring solar metering charges should be included in solar plans.

Based on our analysis of retailers' plans on Energy Made Easy in 2023–24, we note that retailers are still not applying a common approach, with some retailers charging separate fees.²⁴ We remain of the view that it would help consumers to compare plans on Energy Made Easy if all retailers published separate solar and non-solar plans and added any applicable solar metering charges to the daily supply charges on such plans.

As we had previously stated, we are still of the view that such an approach would:

- reduce the likelihood of non-solar customers covering part of the cost of solar customers' solar metering charges; and that would improve the cost reflectivity of prices on plans
- ensure that plans where the solar metering charge is added to the daily supply charge are not presented on Energy Made Easy as being more expensive than other plans, where solar metering charges are not included in the supply charge but are levied as a separate fee by the retailer
- be consistent with the Australian Competition and Consumer Commission's requirement under the Electricity Retail Code that recurring metering charges be included in the unconditional price of offers.²⁵

3.5 GST status of solar feed-in tariffs

The AER's retail pricing information guidelines require retailers to provide details of how GST is applied to solar feed-in tariffs on their plans on Energy Made Easy.²⁶ The retail plan data on Energy Made Easy for 2023–24 shows that many (but not all) retailers complied with this requirement.²⁷

²³ AER, [Retail Pricing Information Guidelines](#) [version 5], 2018, p 12 (clauses 54–59).

²⁴ For example, Origin Energy recovered any applicable solar metering charges separately.

²⁵ Australian Competition and Consumer Commission, [Guide to the Electricity Retail Code](#) [version 3], 2021, p 5. Recurring fees are included in the definition of 'price' (p v).

²⁶ AER, [Retail Pricing Information Guidelines](#) [version 5], 2018, p 12 (clause 58).

²⁷ In some instances, there may be GST implications where a customer supplies solar-generated electricity to an electricity retailer. For more information, see the Australian Taxation Office (ATO), [Electricity and Gas Industry Partnerships – issues register](#), n.d., viewed 1 May 2024.

Glossary

1st Energy	1st Energy Pty Ltd
AER	Australian Energy Regulator
AGL	AGL Sales Pty Ltd
Alinta Energy	Alinta Energy Retail Sales Pty Ltd
Amaysim Energy	amaysim Energy Pty Ltd
Amber Electric	Amber Electric Pty Ltd
Ampol Energy	Ampol Energy (Retail) Pty Ltd
ATO	Australian Taxation Office
Blue NRG	Blue NRG Pty Ltd
Bright Spark Power	Bright Spark Power Pty Ltd
Circular Energy	Maximum Energy Retail Pty Ltd (trading as Circular Energy)
Click Energy	Click Energy Pty Ltd
CovaU	CovaU Pty Ltd
DC Power	DCP Company Limited
Diamond Energy	Diamond Energy Pty Ltd
Discover Energy	Discover Energy Pty Ltd
Dodo Power & Gas	Dodo Power & Gas (M2 Energy Pty Ltd)
Electricity in a Box	Electricity in a Box Pty Ltd
Elysian Energy	Elysian Energy Pty Ltd
EnergyAustralia	EnergyAustralia Pty Ltd
Energy Locals	Energy Locals Pty Ltd
ENGIE	ENGIE ANZ Group
Enova Energy	Enova Energy Pty Ltd
ERM Power	ERM Power Limited
EV	electric vehicle
FiT	feed-in tariff
Future X Power	Future X Group Pty Ltd
GEE Energy	GEE Energy
GloBird Energy	GloBird Energy Pty Ltd
Glow Power	Glow Power (Energy Services Management Pty Ltd)
GST	Goods and Services Tax
Kogan Energy	Kogan Australia Pty Ltd
kWh	kilowatt hours
Locality Planning Energy	Locality Planning Energy Pty Ltd
Lumo Energy	Lumo Energy Pty Ltd
Mojo Power	Mojo Power Pty Ltd

Momentum Energy	Momentum Energy Pty Ltd
Nectr	Nectr Distributed Energy Pty Ltd
Next Business Energy	Next Business Energy Pty Ltd
NERL	National Energy Retail Law
Origin Energy	Origin Energy Pty Ltd
Ovo Energy	OVO Energy Pty Ltd
Pacific Blue Retail	Pacific Blue Retail Pty Ltd
People Energy	People Energy Pty Ltd
Powerclub	Power Club Limited
Powerdirect	Powerdirect Pty Ltd
Powershop	Powershop Australia Pty Ltd
PV	(solar) photovoltaic
QCA	Queensland Competition Authority
QEnergy	QEnergy Limited
QPC	Queensland Productivity Commission
Qld	Queensland
Radian Energy	Radian Holdings Pty Ltd
ReAmped Energy	ReAmped Energy Pty Ltd
Red Energy	Red Energy Pty Ltd
SEQ	south-east Queensland
Shell Energy	Shell Energy Retail Pty Ltd
Simply Energy	Simply Energy Pty Ltd
Smart Energy	Smart Energy Retail Pty Ltd
Social Energy	Social Energy Australia Pty Ltd
Sumo Power	Sumo Power Pty Ltd
Tango Energy	Tango Energy Pty Ltd

Appendix A: Bill calculations

In accordance with the terms of reference, this report is based on plan data as published on the AER's Energy Made Easy website. In calculating annual bills, we included the following elements:

- fixed supply charges
- variable usage charges
- one-off sign-up bonuses / financial incentives
- guaranteed and conditional discounts
- annual membership fees
- solar metering charges
- fees to access wholesale prices
- feed-in tariff amounts (for section 3.2 only).

We did not add additional charges to bills for features offered by retailers that incur an additional charge (e.g. GreenPower), or fees and charges that did not apply to all customers (e.g. credit card payment fees and paper bill fees).

Table 14 shows how these elements were used in calculating market offer bills and net bill position for solar customers.

Table 14: Annual market offer bill and net bill position formulas

Annual bill								
Supply costs (retailer daily supply charge × 365.25) ^a	+	Cost of electricity imported (retailer's variable usage × annual consumption level)	+	Membership fees and/or fees to access wholesale prices	-	One-off sign-up bonuses, guaranteed and conditional discounts	+	GST ^b

Net overall annual bill position										
Supply costs (retailer daily supply charge × 365.25) ^a	+	Cost of electricity imported (retailer's variable usage × annual consumption level)	+	Membership fees and/or fees to access wholesale prices	-	One-off sign-up bonuses, guaranteed and conditional discounts	+	GST ^b	+	Revenue from solar exports (annual consumption level × export ratio × retailer FiT)

a Includes metering fees which retailers identify as being charged separately (if any).

b While revenue from solar FiT payments may attract GST for some customers, we understand this does not appear on electricity bills.

For plans with two feed-in tariffs, the revenue from solar exports has been calculated by applying the first feed-in tariff to the specified export threshold (daily or annual kWh) and the second feed-in tariff applied to exports above that export threshold.

Appendix B: Single feed-in tariffs by retailer and quarter

Table 15: Residential single feed-in tariffs by quarter, 2023-24 (c/kWh)

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	6	6	6	6
AGL	5	5	5	5
Alinta Energy	8	8	8	8
Amber Electric	3.7 to 5.3	2.2 to 3.3	1.2 to 3.3	0.8 to 2.2
Ampol Energy	5	5	5	5
CovaU	5.5	5.5	5.5	5.5
Diamond Energy	5.2	5.2	5.2	5.2
Dodo Power & Gas	5	5	5	5
EnergyAustralia	6.6	6.6	6.6	6.6
ENGIE	–	–	–	5.5 to 7
Future X Power	3	3	3	3
GloBird Energy	1 to 6	1 to 6	1 to 4	1 to 4
Kogan Energy	5	5	5	5
Momentum Energy	4.5	4.5	4.5	4.5
Nectr	3.85	3.85	–	–
Next Business Energy	7	7	–	–
Origin Energy	5	5	5	5
Ovo Energy	7	3 to 7	3 to 7	3 to 5
Powershop	5	5	5	5
Red Energy	5 to 8	1 to 8	1 to 8	1 to 8
Simply Energy	5.5 to 7	5.5 to 7	5.5 to 7	5.5 to 7
Sumo Power	3 to 6	3 to 6	2 to 4	2 to 4
Highest	8.0	8.0	8.0	8.0
Average^a	5.5	5.1	4.9	4.9
Lowest	1.0	1.0	1.0	0.8

a To calculate the average FiT, we first calculated the simple average of FiTs on each retailer's portfolio of offers (excluding offers with no FiT attached), and then calculated the simple average of all of the retailers' averaged FiT. This approach removes any weighting effect that retailers with a relatively large share of plans with FiTs would have on the average FiT.

Notes: The table combines the feed-in tariffs attached to the three most common residential common tariffs and tariff combinations. A dash (–) means the retailer did not attach a feed-in tariff to its plan(s) in the SEQ market or did not have any plans in the market. Amber Electric's feed-in tariffs are rounded to one decimal. We excluded the following plans from our analysis on the basis that their special terms and conditions distinguished them from generally available plans:

- AGL's Electric Vehicle Plan (Residential) and Residential Electric Vehicle Plan (BMW Customers) offers; ENGIE's QLD ENGIE EV Night Time Saver elec plans; Ovo Energy's The Basic EV Plan, The Basic EV Plan Tesla Giveaway, The EV Plan and The EV Plan Tesla Giveaway plans; Red Energy's Red EV Saver plans; and Simply Energy's QLD - Simply EV Night Time Saver elec plans, which required customers to be the owner of an electric vehicle.
- AGL's Residential Solar Battery Saver plans, which required customers to have a battery.
- Origin Energy's Origin Solar Boost Plus plans, which required customers to purchase a solar PV system through Origin Energy.

Sources: Energy Made Easy; QCA analysis.

Table 16: Small business single feed-in tariffs by quarter, 2023-24 (c/kWh)

Retailer	September quarter	December quarter	March quarter	June quarter
1st Energy	6	6	6	6
AGL	5	5	5	5
Alinta Energy	8	8	8	8
Amber Electric	3.7 to 5.3	2.2 to 3.3	1.2 to 3.3	0.8 to 2.2
Blue NRG	5	5	5	5
CovaU	5.5	5.5	5.5	5.5
Diamond Energy	5.2	5.2	5.2	5.2
Energy Locals	5	5	5	5
EnergyAustralia	7.26	7.26	7.26	7.26
ENGIE	–	–	–	5.5
Future X Power	3	3	3	3
Momentum Energy	4.5	4.5	4.5	4.5
Next Business Energy	7	7	7	7
Origin Energy	5	5	5	5
Ovo Energy	–	3	3	3
Powershop	5	5	5	5
Red Energy	5 to 8	1 to 8	1 to 8	1 to 8
Shell Energy	8	–	–	–
Simply Energy	5.5 to 7	5.5	5.5	5.5
Sumo Power	3 to 6	3 to 6	3	3
Highest	8.00	8.000	8	8
Average^a	5.6	5.2	5.0	5.0
Lowest	3	1	1	0.8

a To calculate the average FiT, we first calculated the simple average of FiTs on each retailer's portfolio of offers (excluding offers with no FiT attached), and then calculated the simple average of all of the retailers' averaged FiT. This approach removes any weighting effect that retailers with a relatively large share of plans with FiTs would have on the average FiT.

Notes: A dash (–) means the retailer did not attach a feed-in tariff to its plan(s) in the SEQ market or did not have any plans in the market. Amber Electric's feed-in tariffs are rounded to one decimal. We excluded the following plans from our analysis on the basis that their special terms and conditions distinguished them from generally available plans: – Origin Energy's Origin Business Solar Boost Plus plans, which required customers to purchase a solar PV system through Origin Energy.

Sources: Energy Made Easy; QCA analysis.

Table 17: Residential single feed-in tariffs, June quarter of 2016-17 to 2023-24 (c/kWh)

Retailer	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
1st Energy	–	–	6	6	6 to 11	6 to 11	6	6
AGL	6	10.6 to 20	10.6 to 20	8.6 to 17	6 to 15	5 to 12	5	5
Alinta Energy	–	11	11	11	11	8	8	8
Amaysim Energy	–	14	14	8 to 14	–	–	–	–
Amber Electric	–	–	–	8	–	–	–	0.8 to 2.2
Ampol Energy	–	–	–	–	–	–	5	5
Bright Spark Power	–	–	–	–	6 to 8	–	–	–
Circular Energy	–	–	–	–	–	6	–	–
Click Energy	6 to 11	8 to 16	8 to 16	8 to 12	–	–	–	–
CovaU	–	–	–	11	11	5.5	5.5	5.5
DC Power	–	–	15	–	–	–	–	–
Diamond Energy	8	12	12	12	10.2	7	5.2	5.2
Discover Energy	–	–	–	6 to 11.5	6	6	–	–
Dodo Power & Gas	4 to 6.5	8.5	8.5	8.5	8.5	5 to 8.5	5	5
Electricity in a Box	–	–	–	–	4	4	–	–
Elysian Energy	–	–	–	7.86	1 to 7.9	7	–	–
Energy Locals	10	10 to 12.1	9 to 16	10	8.5 to 10	6	–	–
EnergyAustralia	6	11 to 16.1	16.1	11.5 to 18	8.5	6.6 to 10	6.6 to 10	6.6
ENGIE	–	–	–	–	–	–	–	5.5 to 7
Future X Power	–	–	7	7	4	4	–	3
GEE Energy	–	–	–	–	–	5	–	–
GloBird Energy	–	–	–	3	3	3 to 5	1 to 5	1 to 4
Glow Power	–	–	–	–	7	7	–	–
Kogan Energy	–	–	–	5.9	2.9 to 3.8	2.9	2.9	5
Locality Planning Energy	–	–	10	10	5.5	5.5	–	–
Lumo Energy	6	6	6	–	–	–	–	–
Mojo Power	7.3	9	9	5.5	5.5	5.5 to 8	8	–
Momentum Energy	–	–	–	–	7 to 13.5	7 to 10	7	4.5
Nectr	–	–	–	–	6	3.9 to 11.5	3.9 to 9	–
Next Business Energy	–	–	–	–	–	–	7	–
Origin Energy	6 to 10	7	7 to 17	7	6 to 14	2 to 5	2 to 5	5
Ovo Energy	–	–	–	8	8	6	7	3 to 5
People Energy	–	–	–	–	–	8	–	–
Powerclub	–	–	9.5	8.5	7.86	2.05	–	–
Powerdirect	6 to 8	10.6	10.6	8.6	6	5	–	–
Powershop	8.2	12.2	9.5	9.5	3.5 to 6	3.5	3.5	5
QEnergy	–	8	8	8	–	8	8	–
Radian Energy	–	–	–	–	6	7 to 8.5	7	–
ReAmped Energy	–	–	8	5 to 8	3 to 7	2 to 6	–	–
Red Energy	6	6 to 11.5	6	6	6	5	5	1 to 8
Shell Energy	–	–	–	–	–	–	–	–
Simply Energy	6.2	11.3	10	10	10	4.5 to 10	7	5.5 to 7
Smart Energy	–	–	–	–	–	5 to 7	–	–
Social Energy	–	–	–	–	8.3	–	–	–

Retailer	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Sumo Power	–	–	–	–	6	6	6	2 to 4
Tango Energy	–	–	–	–	–	5	5	–
Highest	11	20	20	18	15	12	10	8
Average	6.7	10.5	9.9	8.5	6.8	5.7	5.9	4.9
Lowest	4	6	6	3	1	2	1	0.8
Number of retailers with a single feed-in tariff	13	16	22	27	31	35	23	20

Notes: A dash (–) means the retailer did not attach a feed-in tariff to its plans(s) in the SEQ market, or did not have any plans in the market. Feed-in tariffs have been rounded to one decimal.

Sources: Energy Made Easy; QCA analysis.

Table 18: Small business single feed-in tariffs, June quarter of 2016-17 to 2023-24 (c/kWh)

Retailer	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
1st Energy	–	–	6	6	6	6	6	6
AGL	6	10.6	10.6 to 20	8.6	6 to 8	5	5	5
Alinta Energy	–	11	11	11	11	8	8	8
Amaysim Energy	–	–	10	8 to 10	–	–	–	–
Amber Electric	–	–	–	–	–	–	–	0.8 to 2.2
Blue NRG	–	–	–	8	8	5 to 8	5	5
Bright Spark Power	–	–	–	–	6	–	–	–
Circular Energy	–	–	–	–	–	6	–	–
Click Energy	–	–	10	8	–	–	–	–
CovaU	–	–	–	11	11	5.5	5.5	5.5
Diamond Energy	8	12	12	12	10.2	7	5.2	5.2
Discover Energy	–	–	–	6 to 11.5	6	6	–	–
Electricity in a Box	–	–	–	–	4	4	–	–
Elysian Energy	–	–	–	7.9	7.9	7	–	–
Energy Locals	10	10 to 12.1	9 to 10	10	9.9 to 10	6	–	5
EnergyAustralia	6	11 to 16.1	16.1	12.65	9.35	7.26	7.26	7.26
ENGIE	–	–	–	–	–	–	–	5.5
Enova Energy	–	–	–	–	6	3	–	–
ERM Power	8	8	–	–	–	–	–	–
Future X Power	–	–	7	7	4	4	–	3
GEE Energy	–	–	–	–	–	5	–	–
Glow Power	–	–	–	–	7	7	–	–
Locality Planning Energy	–	–	–	10	5.5	5.5	–	–
Lumo Energy	6	6 to 11.5	6	–	–	–	–	–
Mojo Power	–	–	–	–	–	5.5	–	–
Momentum Energy	–	–	–	–	7	7 to 10	7	4.5
Next Business Energy	–	–	10	10	7 to 10	7	7	7
Origin Energy	6	7	7 to 18	7	6	5	5	5
Ovo Energy	–	–	–	–	–	–	–	3
People Energy	–	–	–	–	–	8	–	–
Powerclub	–	–	9.5	8.5	7.9	2.1	–	–
Powerdirect	6 to 8	10.6	10.6	8.6	6	5	–	–

Retailer	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Powershop	8.2	12.2	9.5	9.5	3.5 to 6	3.5	3.5	5
QEnergy	–	8	8	8	5.5	8	8	–
Radian Energy	–	–	–	–	6	7	–	–
ReAmped Energy	–	–	–	5 to 8	5	3	–	–
Red Energy	6	6 to 11.5	6	6	6	5	5	1 to 8
Shell Energy	–	–	–	–	8	–	–	–
Simply Energy	6.2	11.3	10	10	10	4.5	7	5.5
Sumo Power	–	–	–	–	6	6	6	3
Tango Energy	–	–	–	–	–	5	–	–
Highest	10	16.1	20	12.7	11	10	8	8
Average	6.7	10.2	9.5	8.8	7.1	5.6	6.0	5.0
Lowest	6	6	6	5	3.5	2.1	3.5	0.8
Number of retailers with a single feed-in tariff	11	13	18	23	29	32	15	19

Notes: A dash (–) means the retailer did not attach a feed-in tariff to its plans(s) in the SEQ market, or did not have any plans in the market. Feed-in tariffs have been rounded to one decimal.
Sources: Energy Made Easy; QCA analysis.

Appendix C: Supplementary data

Appendix C is available for download from our website. Tables in Appendix C show:

- the residential and small business flat rate feed-in tariffs in each quarter from 2016-17 to 2023-24
- the lowest and highest bills for the residential tariffs and small business tariff combinations, excluding solar feed-in tariff credits, for the first three quarters of 2023-24.