

IN THE AUSTRALIAN COMPETITION TRIBUNAL  
AGL ENERGY LIMITED

of 2014

RE: PROPOSED ACQUISITION OF MACQUARIE GENERATION (A CORPORATION  
ESTABLISHED UNDER THE ENERGY SERVICES CORPORATIONS ACT 1995  
(NSW))

ANNEXURE CERTIFICATE

This is the annexure marked "MB5" annexed to the statement of MARK TROY BROWNFIELD  
dated 21 March 2014

Annexure MB5

Filed on behalf of (name & role of party)	AGL Energy Limited		
Prepared by (name of person/lawyer)	Liza Carver		
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[Form approved 01/08/2011]

### Australian Utilities Structure 2003-2013

#### Major Energy Retailers by State

From UBS Reports 2004 to 2013  
Sources: Companies; ESAA, AEMO, UBS estimates

Note: UBS figures below reported to nearest 10,000 (0 is <10k customers) as at end June each year  
June 2014 data will not be available until late 2014/early 2015 (June 2013 report received 13 Dec 2013)  
AGL includes Powerdirect (from 2007), and APG (from 2013)  
In 2013: Dodo and Momentum added; APG removed (now included in AGL)  
Alinta owns Neighbourhood Energy  
AGL includes Powerdirect and APG



#### Total Elec and Gas Customers

Retailer	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
<b>AGL (inc. APG from 2013)</b>	<b>2,900,000</b>	<b>2,810,000</b>		<b>2,790,000</b>	<b>3,250,000</b>	<b>3,170,000</b>	<b>3,220,000</b>	<b>3,240,000</b>	<b>3,290,000</b>	<b>3,480,000</b>	<b>3,870,000</b>
Australian Power & Gas (to AGL in 2013)						70,000	100,000	150,000	270,000	340,000	
Origin Energy	1,840,000	1,850,000		1,810,000	2,670,000	2,710,000	2,610,000	2,590,000	4,140,000	3,980,000	3,960,000
Country Energy (to Origin in 2011)	710,000	740,000		800,000	890,000	880,000	880,000	790,000			
Integral Energy (to Origin in 2011)	860,000	890,000		820,000	830,000	840,000	850,000	860,000			
Energy (split 67% Origin/33% AGL in 2007)	1,220,000	1,240,000		1,240,000							
Energy Australia	1,540,000	1,570,000		1,800,000	1,870,000	1,420,000	1,580,000	1,510,000		2,740,000	2,830,000
TRUenergy (to EA in 2012; TXU/CLP to 2005)	1,040,000	1,170,000		1,140,000	1,190,000	1,250,000	1,280,000	1,260,000	2,800,000		
Synergy (Western Power to 2006)	840,000	870,000		830,000	870,000	890,000	890,000	940,000	980,000	990,000	990,000
Ergon Energy	610,000	630,000		640,000	600,000	650,000	650,000	680,000	690,000	700,000	710,000
Alinta (BBP AlintaAGL 2007-09)	470,000	490,000		540,000	570,000	570,000	580,000	640,000	690,000	730,000	760,000
Simply Energy						360,000	370,000	350,000	300,000	320,000	350,000
Lumo (Infratil, formerly Vic Elec; SA Elec)				100,000	270,000				420,000	480,000	490,000
Aurora Energy	250,000	260,000		260,000	260,000	260,000	270,000	270,000	270,000	280,000	280,000
ActewAGL (50% AGL)	240,000	250,000		260,000	260,000	260,000	270,000	290,000	310,000	310,000	330,000
Red Energy (Snowy)				70,000	100,000	160,000	220,000	260,000	290,000	290,000	350,000
PAWC (was PAWA)	80,000	80,000		70,000	70,000	70,000	70,000	70,000	80,000	90,000	90,000
Jackgreen (dissolved 2010)				30,000	30,000	50,000	70,000				
Dodo Energy (new for 2013)											50,000
Momentum (new for 2013)											10,000
<b>Totals</b>	<b>12,600,000</b>	<b>12,850,000</b>		<b>13,200,000</b>	<b>13,730,000</b>	<b>13,970,000</b>	<b>14,330,000</b>	<b>14,340,000</b>	<b>14,530,000</b>	<b>14,730,000</b>	<b>15,670,000</b>
AGL inc. APG and 33% Energex	3,206,260	3,222,920		3,202,920	3,250,000	3,240,000	3,320,000	3,390,000	3,560,000	3,820,000	3,870,000
Origin inc. CE and IE and 67% Energex	4,222,520	4,305,840		4,255,840	4,390,000	4,430,000	4,340,000	4,240,000	4,140,000	3,980,000	3,960,000
EA inc. TRU/TXU/CLP	2,580,000	2,740,000		2,940,000	3,060,000	2,670,000	2,860,000	2,770,000	2,800,000	2,740,000	2,630,000
<b>Total Tier 1s inc acquisitions</b>	<b>10,108,780</b>	<b>10,268,760</b>		<b>10,398,760</b>	<b>10,700,000</b>	<b>10,340,000</b>	<b>10,520,000</b>	<b>10,400,000</b>	<b>10,500,000</b>	<b>10,540,000</b>	<b>10,660,000</b>
<b>Total Tier 1s inc acquisitions % of market</b>	<b>80.2%</b>	<b>79.9%</b>		<b>78.8%</b>	<b>77.9%</b>	<b>74.0%</b>	<b>73.4%</b>	<b>72.5%</b>	<b>72.3%</b>	<b>71.6%</b>	<b>70.7%</b>

#### Total Elec and Gas Customers movement counts

Retailer	2003 to 2004 movement	2004 to 2005 movement	2004 to 2006 movement (i.e. two years)	2006 to 2007 movement	2007 to 2008 movement	2008 to 2009 movement	2009 to 2010 movement	2010 to 2011 movement	2011 to 2012 movement	2012 to 2013 movement	2013 movement since 2008
<b>AGL (inc. APG from 2013)</b>	<b>-90,000</b>		<b>-20,000</b>	<b>460,000</b>	<b>-80,000</b>	<b>50,000</b>	<b>20,000</b>	<b>50,000</b>	<b>190,000</b>	<b>390,000</b>	<b>700,000</b>
Australian Power & Gas (to AGL in 2013)	n/a		n/a	n/a	70,000	30,000	50,000	120,000	70,000	-340,000	-70,000
Origin Energy	10,000		-40,000	860,000	40,000	-100,000	-20,000	1,550,000	-160,000	-20,000	1,250,000
Country Energy (to Origin in 2011)	30,000		60,000	90,000	-10,000	0	-90,000	-790,000	n/a	n/a	-880,000
Integral Energy (to Origin in 2011)	30,000		-70,000	10,000	10,000	10,000	10,000	-860,000	n/a	n/a	-840,000
Energy (split 67% Origin/33% AGL in 2007)	20,000		0	-1,240,000	n/a	n/a	n/a	n/a	n/a	n/a	
Energy Australia	30,000		230,000	70,000	-450,000	-70,000	-1,510,000	2,740,000	2,740,000	90,000	1,410,000
TRUenergy (to EA in 2012; TXU/CLP to 2005)	130,000		-30,000	50,000	60,000	30,000	-20,000	1,540,000	-2,800,000	n/a	-1,250,000
Synergy (Western Power to 2006)	30,000		-40,000	40,000	20,000	0	50,000	40,000	10,000	0	100,000
Ergon Energy	20,000		10,000	-40,000	50,000	0	30,000	10,000	10,000	10,000	60,000
Alinta (BBP AlintaAGL 2007-09)	20,000		50,000	30,000	0	10,000	60,000	50,000	40,000	30,000	190,000
Simply Energy	n/a		0	0	360,000	10,000	-20,000	-50,000	20,000	30,000	-10,000
Lumo (Infratil, formerly Vic Elec; SA Elec)	n/a		100,000	170,000	90,000	0	10,000	-20,000	60,000	10,000	130,000
Aurora Energy	10,000		0	0	0	0	0	0	0	0	20,000
ActewAGL (50% AGL)	10,000		0	0	0	10,000	20,000	20,000	0	20,000	70,000
Red Energy (Snowy)	n/a		70,000	30,000	60,000	60,000	40,000	30,000	0	60,000	190,000
PAWC (was PAWA)	0		-10,000	0	0	0	0	10,000	10,000	0	20,000
Jackgreen (dissolved 2010)	n/a		30,000	0	20,000	20,000	-70,000	n/a	n/a	n/a	-50,000
Dodo Energy (new for 2013)	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	50,000	50,000
Momentum (new for 2013)	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	10,000	10,000
<b>Totals</b>	<b>250,000</b>		<b>350,000</b>	<b>530,000</b>	<b>240,000</b>	<b>360,000</b>	<b>10,000</b>	<b>190,000</b>	<b>200,000</b>	<b>340,000</b>	<b>1,100,000</b>
AGL inc. APG and 33% Energex	-83,340		-20,000	47,000	-10,000	80,000	70,000	170,000	260,000	50,000	630,000
Origin inc. CE and IE and 67% Energex	83,320		-50,000	134,160	40,000	-90,000	-100,000	-100,000	-20,000	-20,000	-47,000
EA inc. TRU/TXU/CLP	160,000		200,000	120,000	-390,000	190,000	-90,000	30,000	-60,000	90,000	160,000
<b>Total Tier 1s inc acquisitions</b>	<b>159,980</b>		<b>130,000</b>	<b>301,240</b>	<b>-360,000</b>	<b>180,000</b>	<b>-120,000</b>	<b>100,000</b>	<b>40,000</b>	<b>120,000</b>	<b>320,000</b>

#### Total Elec and Gas Customers movement %

Retailer	2003 to 2004 movement	2004 to 2005 movement	2004 to 2006 movement (i.e. two years)	2006 to 2007 movement	2007 to 2008 movement	2008 to 2009 movement	2009 to 2010 movement	2010 to 2011 movement	2011 to 2012 movement	2012 to 2013 movement	2013 movement since 2008
<b>AGL (inc. APG from 2013)</b>	<b>-3.1%</b>		<b>-0.7%</b>	<b>15.5%</b>	<b>-2.5%</b>	<b>1.6%</b>	<b>0.6%</b>	<b>1.5%</b>	<b>5.8%</b>	<b>11.2%</b>	<b>22.08%</b>
Australian Power & Gas (to AGL in 2013)	0.0%		0.0%	0.0%	0.0%	42.9%	50.0%	80.0%	25.9%	-100.0%	-100.00%
Origin Energy	0.5%		-2.2%	47.5%	1.5%	-3.7%	-0.8%	59.8%	-3.9%	-0.5%	46.13%
Country Energy (to Origin in 2011)	4.2%		8.1%	11.3%	-1.1%	0.0%	-10.2%	-100.0%	n/a	n/a	-100.00%
Integral Energy (to Origin in 2011)	3.5%		-7.9%	1.2%	1.2%	1.2%	1.2%	-100.0%	n/a	n/a	-100.00%
Energy (split 67% Origin/33% AGL in 2007)	1.6%		0.0%	-100.0%	n/a	n/a	n/a	n/a	n/a	n/a	
Energy Australia	1.9%		14.6%	3.9%	-24.1%	11.3%	-4.4%	-100.0%	0.0%	3.3%	99.30%
TRUenergy (to EA in 2012; TXU/CLP to 2005)	12.5%		-2.6%	4.4%	5.0%	2.4%	-1.6%	122.2%	-100.0%	n/a	-100.00%
Synergy (Western Power to 2006)	3.6%		-4.6%	4.8%	2.3%	0.0%	5.6%	4.3%	1.0%	0.0%	11.24%
Ergon Energy	3.3%		1.6%	-6.3%	8.3%	0.0%	4.6%	1.5%	1.4%	1.4%	9.23%
Alinta (BBP AlintaAGL 2007-09)	4.3%		10.2%	5.6%	0.0%	1.8%	10.3%	7.8%	5.8%	4.1%	33.33%
Simply Energy	0.0%		0.0%	0.0%	0.0%	2.8%	-5.4%	-14.3%	6.7%	5.4%	-2.78%
Lumo (Infratil, formerly Vic Elec; SA Elec)	0.0%		0.0%	170.0%	33.3%	16.7%	-4.8%	-4.5%	14.3%	2.1%	36.11%
Aurora Energy	4.0%		0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	3.7%	0.0%	7.69%
ActewAGL (50% AGL)	4.2%		4.0%	0.0%	0.0%	3.8%	7.4%	6.9%	0.0%	6.5%	26.92%
Red Energy (Snowy)	0.0%		0.0%	42.9%	60.0%	37.5%	18.2%	11.5%	0.0%	20.7%	118.75%
PAWC (was PAWA)	0.0%		-12.5%	0.0%	0.0%	0.0%	0.0%	14.3%	12.5%	0.0%	28.57%
Jackgreen (dissolved 2010)	0.0%		0.0%	0.0%	66.7%	40.0%	-100.0%	n/a	n/a	n/a	-100.00%
Dodo Energy (new for 2013)	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Momentum (new for 2013)	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>Totals</b>	<b>2.0%</b>		<b>2.7%</b>	<b>4.0%</b>	<b>1.7%</b>	<b>2.6%</b>	<b>0.1%</b>	<b>1.3%</b>	<b>1.4%</b>	<b>2.3%</b>	<b>7.87%</b>
AGL inc. APG and 33% Energex	-2.5%		-0.6%	1.5%	-0.3%	2.5%	2.1%	5.0%	7.3%	1.3%	19.4%
Origin inc. CE and IE and 67% Energex	2.0%		-1.2%	3.2%	0.9%	-2.0%	-2.3%	-2.4%	-3.9%	-0.5%	-10.6%
EA inc. TRU/TXU/CLP	6.2%		7.3%	4.1%	-12.7%	7.1%	-3.1%	1.1%	-2.1%	3.3%	6.0%
<b>Total Tier 1s inc acquisitions</b>	<b>1.6%</b>		<b>1.3%</b>	<b>2.9%</b>	<b>-3.4%</b>	<b>1.7%</b>	<b>-1.1%</b>	<b>1.0%</b>	<b>0.4%</b>	<b>1.1%</b>	<b>3.1%</b>

## Australian Utilities Structure 2003-2013

### AGL customers and Market Share by State

From UBS Reports 2004 to 2013

Sources: Companies; ESAA, AEMO, UBS estimates

Note: UBS figures below reported to nearest 10,000 (0 is <10k customers) as at end June each year  
 June 2014 data will not be available until late 2014/early 2015 (June 2013 report received 13 Dec 2013)  
 AGL includes Powerdirect (from 2007), and APG (from 2013)



Prior to 2003: 1998: In Victoria AGL acquired Pulse Energy (formed from United Energy elec plus IKON gas); approx. 1.1m customers  
 2000: In SA, AGL acquired ETSA Power from Hong Kong Electric (100% SA Elec base)

Full Retail Contestability (FRC): VIC Jan 2002; NSW Jan 2002; SA Jan 2003; QLD July 2007

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
<b>Elec</b>											
VIC	790,000	660,000		730,000	670,000	640,000	660,000	640,000	640,000	640,000	730,000
NSW	40,000	70,000		160,000	210,000	250,000	320,000	380,000	470,000	620,000	790,000
SA	760,000	790,000	Not available	570,000	500,000	440,000	460,000	480,000	470,000	460,000	440,000
QLD	-	-		-	470,000	460,000	360,000	370,000	350,000	370,000	400,000
<b>Total Elec</b>	<b>1,590,000</b>	<b>1,520,000</b>		<b>1,460,000</b>	<b>1,850,000</b>	<b>1,790,000</b>	<b>1,800,000</b>	<b>1,870,000</b>	<b>1,930,000</b>	<b>2,090,000</b>	<b>2,360,000</b>
<b>Gas</b>											
VIC	470,000	440,000		510,000	490,000	490,000	490,000	470,000	470,000	490,000	590,000
NSW	840,000	860,000		780,000	770,000	750,000	760,000	730,000	720,000	710,000	710,000
SA	-	-	Not available	40,000	60,000	70,000	80,000	100,000	100,000	120,000	130,000
QLD	-	-		-	70,000	70,000	80,000	80,000	70,000	80,000	80,000
<b>Total Gas</b>	<b>1,310,000</b>	<b>1,300,000</b>		<b>1,330,000</b>	<b>1,390,000</b>	<b>1,380,000</b>	<b>1,410,000</b>	<b>1,380,000</b>	<b>1,360,000</b>	<b>1,400,000</b>	<b>1,510,000</b>
<b>Elec and Gas</b>											
VIC	1,260,000	1,100,000		1,240,000	1,160,000	1,130,000	1,150,000	1,110,000	1,110,000	1,130,000	1,320,000
NSW	880,000	930,000		940,000	980,000	1,000,000	1,080,000	1,110,000	1,190,000	1,330,000	1,500,000
SA	760,000	790,000	Not available	610,000	560,000	510,000	540,000	580,000	570,000	580,000	570,000
QLD	-	-		-	540,000	530,000	440,000	450,000	420,000	450,000	480,000
<b>Total Elec and Gas</b>	<b>2,900,000</b>	<b>2,820,000</b>		<b>2,790,000</b>	<b>3,240,000</b>	<b>3,170,000</b>	<b>3,210,000</b>	<b>3,250,000</b>	<b>3,290,000</b>	<b>3,490,000</b>	<b>3,870,000</b>

## Total Market

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
<b>E'</b>											
VIC	2,320,000	2,320,000		2,480,000	2,440,000	2,460,000	2,460,000	2,550,000	2,580,000	2,610,000	2,670,000
NSW	3,010,000	3,010,000		3,260,000	3,270,000	3,370,000	3,600,000	3,220,000	3,260,000	3,310,000	3,360,000
SA	760,000	870,000		700,000	820,000	790,000	840,000	840,000	850,000	850,000	850,000
QLD	1,690,000	1,730,000	Not available	1,760,000	1,930,000	2,000,000	1,890,000	2,020,000	2,030,000	2,030,000	2,060,000
<b>Total VIC, NSW, SA, QLD</b>	<b>7,780,000</b>	<b>7,930,000</b>		<b>8,200,000</b>	<b>8,460,000</b>	<b>8,620,000</b>	<b>8,790,000</b>	<b>8,630,000</b>	<b>8,720,000</b>	<b>8,800,000</b>	<b>8,940,000</b>
Other States	1,320,000	1,360,000		1,310,000	1,380,000	1,340,000	1,420,000	1,500,000	1,480,000	1,510,000	1,530,000
<b>Total Australia</b>	<b>9,100,000</b>	<b>9,290,000</b>		<b>9,510,000</b>	<b>9,840,000</b>	<b>9,960,000</b>	<b>10,210,000</b>	<b>10,130,000</b>	<b>10,200,000</b>	<b>10,310,000</b>	<b>10,470,000</b>

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
<b>Gas</b>											
VIC	1,530,000	1,530,000		1,590,000	1,730,000	1,770,000	1,800,000	1,850,000	1,850,000	1,920,000	1,980,000
NSW	910,000	950,000		940,000	980,000	960,000	990,000	1,080,000	1,130,000	1,170,000	1,220,000
SA	350,000	360,000	Not available	370,000	340,000	370,000	390,000	410,000	400,000	410,000	420,000
QLD	160,000	150,000		140,000	160,000	180,000	240,000	150,000	210,000	210,000	220,000
<b>Total VIC, NSW, SA, QLD</b>	<b>2,950,000</b>	<b>2,990,000</b>		<b>3,040,000</b>	<b>3,210,000</b>	<b>3,280,000</b>	<b>3,420,000</b>	<b>3,490,000</b>	<b>3,590,000</b>	<b>3,710,000</b>	<b>3,840,000</b>
Other States	550,000	600,000		640,000	680,000	670,000	710,000	720,000	730,000	750,000	760,000
<b>Total Australia</b>	<b>3,500,000</b>	<b>3,590,000</b>		<b>3,680,000</b>	<b>3,890,000</b>	<b>3,950,000</b>	<b>4,130,000</b>	<b>4,210,000</b>	<b>4,320,000</b>	<b>4,460,000</b>	<b>4,600,000</b>

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
<b>Elec and Gas</b>											
VIC	3,850,000	3,850,000		4,070,000	4,170,000	4,230,000	4,260,000	4,400,000	4,430,000	4,530,000	4,650,000
NSW	3,920,000	3,960,000		4,200,000	4,250,000	4,330,000	4,590,000	4,300,000	4,390,000	4,480,000	4,580,000
SA	1,110,000	1,230,000	Not available	1,070,000	1,160,000	1,160,000	1,230,000	1,250,000	1,250,000	1,260,000	1,270,000
QLD	1,850,000	1,880,000		1,900,000	2,090,000	2,180,000	2,130,000	2,170,000	2,240,000	2,240,000	2,280,000
<b>Total Elec and Gas</b>	<b>10,730,000</b>	<b>10,920,000</b>		<b>11,240,000</b>	<b>11,670,000</b>	<b>11,900,000</b>	<b>12,210,000</b>	<b>12,120,000</b>	<b>12,310,000</b>	<b>12,510,000</b>	<b>12,780,000</b>
Other States	1,870,000	1,960,000		1,950,000	2,050,000	2,080,000	2,130,000	2,230,000	2,220,000	2,200,000	2,280,000
<b>Total Australia</b>	<b>12,600,000</b>	<b>12,880,000</b>		<b>13,190,000</b>	<b>13,720,000</b>	<b>13,980,000</b>	<b>14,340,000</b>	<b>14,350,000</b>	<b>14,530,000</b>	<b>14,710,000</b>	<b>15,060,000</b>

## AGL market share

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
<b>Elec</b>											
VIC	34.1%	28.4%		29.4%	27.5%	26.0%	26.8%	25.1%	24.8%	24.5%	27.3%
NSW	1.3%	2.3%		4.9%	6.4%	7.4%	8.9%	11.8%	14.4%	18.7%	23.5%
SA	100.0%	90.8%	Not available	81.4%	61.0%	55.7%	54.8%	57.1%	55.3%	54.1%	51.8%
QLD	0.0%	0.0%		0.0%	24.4%	23.0%	19.0%	18.3%	17.2%	18.2%	19.4%
<b>Total VIC, NSW, SA, QLD</b>	<b>20.4%</b>	<b>19.2%</b>		<b>17.8%</b>	<b>21.9%</b>	<b>20.8%</b>	<b>20.5%</b>	<b>21.7%</b>	<b>22.1%</b>	<b>23.8%</b>	<b>26.4%</b>
<b>Total Australia</b>	<b>17.5%</b>	<b>16.4%</b>		<b>15.4%</b>	<b>18.8%</b>	<b>18.0%</b>	<b>17.6%</b>	<b>18.5%</b>	<b>18.9%</b>	<b>20.3%</b>	<b>22.5%</b>

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
<b>Gas</b>											
VIC	30.7%	28.8%		32.1%	28.3%	27.7%	27.2%	25.4%	25.4%	25.5%	29.8%
NSW	92.3%	90.5%		83.0%	78.6%	78.1%	76.8%	67.6%	63.7%	60.7%	58.2%
SA	0.0%	0.0%	Not available	10.8%	17.6%	18.9%	20.5%	24.4%	25.0%	29.3%	31.0%
QLD	0.0%	0.0%		0.0%	43.8%	38.9%	33.3%	53.3%	33.3%	38.1%	36.4%
<b>Total VIC, NSW, SA, QLD</b>	<b>44.4%</b>	<b>43.5%</b>		<b>43.8%</b>	<b>43.3%</b>	<b>42.1%</b>	<b>41.2%</b>	<b>39.5%</b>	<b>37.9%</b>	<b>37.7%</b>	<b>39.3%</b>
<b>Total Australia</b>	<b>37.4%</b>	<b>36.2%</b>		<b>36.1%</b>	<b>35.7%</b>	<b>34.9%</b>	<b>34.1%</b>	<b>32.8%</b>	<b>31.5%</b>	<b>31.4%</b>	<b>32.8%</b>

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
<b>Elec and Gas</b>											
VIC	32.7%	28.6%		30.5%	27.8%	26.7%	27.0%	25.2%	25.1%	24.9%	28.4%
NSW	22.4%	23.5%		22.4%	23.1%	23.1%	23.5%	25.8%	27.1%	29.7%	32.8%
SA	68.5%	64.2%	Not available	57.0%	48.3%	44.0%	43.9%	46.4%	45.6%	46.0%	44.9%
QLD	0.0%	0.0%		0.0%	25.8%	24.3%	20.7%	20.7%	18.8%	20.1%	21.1%
<b>Total Elec and Gas</b>	<b>27.0%</b>	<b>25.8%</b>		<b>24.8%</b>	<b>27.8%</b>	<b>26.6%</b>	<b>26.3%</b>	<b>26.8%</b>	<b>26.7%</b>	<b>27.9%</b>	<b>30.3%</b>
<b>Total Australia</b>	<b>23.0%</b>	<b>21.9%</b>		<b>21.2%</b>	<b>23.6%</b>	<b>22.7%</b>	<b>22.4%</b>	<b>22.6%</b>	<b>22.6%</b>	<b>23.7%</b>	<b>25.7%</b>

**Australian Utilities Structure 2013 - Counts**

**Major Energy Retailers by State**

From UBS Report 2013  
Sources: Companies; ESAA, AEMO, UBS estimates  
For public listed companies, data is most up-to-date  
public information as at Jun-13 or Sep-13



**Note:** UBS figures below reported to nearest 10,000 (0 is <10k customers)  
June 2014 data will not be available until late 2014/early 2015 (June 2013 report received 13 Dec 2013)  
Counts below exclude: Click Energy, Horizon Power (WA)  
In 2013: Dodo and Momentum added; APG removed (now included in AGL)  
Alinta owns Neighbourhood Energy  
AGL includes Powerdirect and APG

**Electricity Customers - June 2013**

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL (inc. APG)	730,000	790,000	440,000	400,000					2,360,000	2,360,000	0
Origin Energy	610,000	1,370,000	170,000	790,000					2,940,000	2,940,000	0
Energy Australia	680,000	1,070,000	100,000	110,000					1,960,000	1,970,000	-10,000
TRUenergy (now EA)											0
Synergy					990,000				990,000	990,000	0
Country Energy (now Origin)											0
Integral Energy (now Origin)											0
Ergon Energy				710,000					710,000	710,000	0
Alinta	70,000		10,000		0				80,000	90,000	-10,000
Simply Energy	140,000		70,000						210,000	220,000	-10,000
Lumo (Infratil)	210,000		50,000	40,000					340,000	340,000	0
Aurora Energy						280,000			280,000	280,000	0
ActewAGL (50% AGL)		30,000					170,000		200,000	200,000	0
Red Energy (Snowy)	200,000	40,000	0						240,000	240,000	0
Australian Power & Gas (removed in 2013)								90,000	90,000	90,000	0
PAWC (was PAWA)											0
Dodo Energy (new for 2013)	30,000	20,000		10,000					60,000	50,000	10,000
Momentum (new for 2013)	0	0		0				0	0	10,000	-10,000
<b>Total of above</b>	<b>2,670,000</b>	<b>3,360,000</b>	<b>840,000</b>	<b>2,060,000</b>	<b>990,000</b>	<b>280,000</b>	<b>170,000</b>	<b>90,000</b>	<b>10,460,000</b>	<b>10,490,000</b>	<b>-30,000</b>
<b>Total in report</b>	<b>2,670,000</b>	<b>3,360,000</b>	<b>850,000</b>	<b>2,060,000</b>	<b>1,000,000</b>	<b>280,000</b>	<b>170,000</b>	<b>90,000</b>	<b>10,480,000</b>	<b>10,470,000</b>	<b>10,000</b>
Difference (due to 10k rounding)	0	0	-10,000	0	-10,000	0	0	0	-20,000	20,000	-40,000

**Gas Customers - June 2013**

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL (inc. APG)	590,000	710,000	130,000	80,000					1,510,000	1,510,000	0
Origin Energy	470,000	220,000	200,000	140,000					1,030,000	1,020,000	10,000
Energy Australia	530,000	270,000	60,000						860,000	860,000	0
TRUenergy (now EA)											0
Synergy									0	0	0
Country Energy (now Origin)											0
Integral Energy (now Origin)											0
Ergon Energy									0	0	0
Alinta	20,000		0		650,000				670,000	670,000	0
Simply Energy	100,000		30,000						130,000	130,000	0
Lumo (Infratil)	150,000	10,000							160,000	160,000	0
Aurora Energy									0	0	0
ActewAGL (50% AGL)		20,000					110,000		130,000	130,000	0
Red Energy (Snowy)	110,000								110,000	110,000	0
Australian Power & Gas (removed in 2013)									0	0	0
PAWC (was PAWA)											0
Dodo Energy (new for 2013)	10,000								10,000	10,000	0
Momentum (new for 2013)									0	0	0
<b>Total of above</b>	<b>1,980,000</b>	<b>1,230,000</b>	<b>420,000</b>	<b>220,000</b>	<b>650,000</b>	<b>0</b>	<b>110,000</b>	<b>0</b>	<b>4,610,000</b>	<b>4,600,000</b>	<b>10,000</b>
<b>Total in report</b>	<b>1,980,000</b>	<b>1,220,000</b>	<b>420,000</b>	<b>220,000</b>	<b>650,000</b>	<b>0</b>	<b>110,000</b>	<b>0</b>	<b>4,600,000</b>	<b>4,600,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	10,000	0	0	0	0	0	0	10,000	0	10,000

**Total Elec and Gas Customers - June 2013**

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL (inc. APG)	1,320,000	1,500,000	570,000	480,000	0	0	0	0	3,870,000	3,870,000	0
Origin Energy	1,080,000	1,590,000	360,000	930,000	0	0	0	0	3,960,000	3,960,000	0
Energy Australia	1,210,000	1,340,000	170,000	110,000	0	0	0	0	2,830,000	2,830,000	0
TRUenergy (now EA)											0
Synergy	0	0	0	0	990,000	0	0	0	990,000	990,000	0
Country Energy (now Origin)											0
Integral Energy (now Origin)											0
Ergon Energy	0	0	0	710,000	0	0	0	0	710,000	710,000	0
Alinta	90,000	0	20,000	0	650,000	0	0	0	760,000	760,000	0
Simply Energy	250,000	0	100,000	0	0	0	0	0	350,000	350,000	0
Lumo (Infratil)	360,000	50,000	50,000	40,000	0	0	0	0	500,000	490,000	10,000
Aurora Energy	0	0	0	0	0	280,000	0	0	280,000	280,000	0
ActewAGL (50% AGL)	0	50,000	0	0	0	0	280,000	0	330,000	330,000	0
Red Energy (Snowy)	310,000	40,000	0	0	0	0	0	0	350,000	350,000	0
Australian Power & Gas (removed in 2013)									0	0	0
PAWC (was PAWA)	0	0	0	0	0	0	0	90,000	90,000	90,000	0
Dodo Energy (new for 2013)	30,000	20,000	0	10,000	0	0	0	0	60,000	50,000	10,000
Momentum (new for 2013)	0	0	0	0	0	0	0	0	0	10,000	-10,000
<b>Total of above</b>	<b>4,650,000</b>	<b>4,590,000</b>	<b>1,270,000</b>	<b>2,280,000</b>	<b>1,640,000</b>	<b>280,000</b>	<b>280,000</b>	<b>90,000</b>	<b>15,080,000</b>	<b>15,070,000</b>	<b>10,000</b>
<b>Total in report</b>	<b>4,650,000</b>	<b>4,570,000</b>	<b>1,270,000</b>	<b>2,280,000</b>	<b>1,640,000</b>	<b>280,000</b>	<b>280,000</b>	<b>90,000</b>	<b>15,060,000</b>	<b>15,060,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	20,000	0	0	0	0	0	0	20,000	10,000	10,000

**Total Elec and Gas Customers - June 2013**

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row
Tier 1 (AGL, Origin, EA)	3,610,000	4,430,000	1,100,000	1,520,000	0	0	0	0	10,660,000
Tier 2 (all others)	1,040,000	160,000	170,000	760,000	1,640,000	280,000	280,000	90,000	4,420,000
<b>Total of above</b>	<b>4,650,000</b>	<b>4,590,000</b>	<b>1,270,000</b>	<b>2,280,000</b>	<b>1,640,000</b>	<b>280,000</b>	<b>280,000</b>	<b>90,000</b>	<b>15,080,000</b>

**Market Size Comparison - UBS vs esaa (as at June 2013)**

	VIC	NSW & ACT	SA	QLD	WA	TAS	NT	Total
Electricity (UBS)	2,670,000	3,530,000	850,000	2,060,000	1,000,000	280,000	90,000	10,480,000
Gas (UBS)	1,980,000	1,330,000	420,000	220,000	650,000	0	0	4,600,000
<b>Total (UBS)</b>	<b>4,650,000</b>	<b>4,860,000</b>	<b>1,270,000</b>	<b>2,280,000</b>	<b>1,650,000</b>	<b>280,000</b>	<b>90,000</b>	<b>15,080,000</b>

Electricity (esaa)	Not yet available - June 2013 data expected in esaa report in June 2014							
Gas (esaa)	Not yet available - June 2013 data expected in esaa report in June 2014							
<b>Total (esaa)</b>	Not yet available - June 2013 data expected in esaa report in June 2014							

Electricity (difference)	Not yet available - June 2013 data expected in esaa report in June 2014							
Gas (difference)	Not yet available - June 2013 data expected in esaa report in June 2014							
<b>Total (difference)</b>	Not yet available - June 2013 data expected in esaa report in June 2014							

Electricity (difference)	Not yet available - June 2013 data expected in esaa report in June 2014							
Gas (difference)	Not yet available - June 2013 data expected in esaa report in June 2014							
<b>Total (difference)</b>	Not yet available - June 2013 data expected in esaa report in June 2014							

esaa figures from esaa Electricity and Gas Australia Report 2014 (not yet available)

**Australian Utilities Structure 2013 - Percentages**

**Major Energy Retailers by State**

From UBS Report 2013

Sources: Companies; ESAA, AEMO, UBS estimates

For public listed companies, data is most up-to-date public information as at Jun-12 or Sep-12

**Note:** UBS figures below reported to nearest 10,000

June 2014 data will not be available until late 2014/early 2015 (June 2013 report received 13 Dec 2013)

Counts below exclude: Click Energy, Horizon Power (WA)

In 2013: Dodo and Momentum added; APG removed (now included in AGL)

Alinta owns Neighbourhood Energy

AGL includes Powerdirect and APG



**Electricity customers - June 2013 (%)**

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of columns
AGL (inc. APG)	27%	24%	52%	19%	0%	0%	0%	0%	23%
Origin Energy	23%	41%	20%	38%	0%	0%	0%	0%	28%
Energy Australia	25%	32%	12%	5%	0%	0%	0%	0%	19%
TRUenergy (now EA)									
Synergy	0%	0%	0%	0%	100%	0%	0%	0%	9%
Country Energy (now Origin)									
Integral Energy (now Origin)									
Ergon Energy	0%	0%	0%	34%	0%	0%	0%	0%	7%
Alinta	3%	0%	1%	0%	0%	0%	0%	0%	1%
Simply Energy	5%	0%	8%	0%	0%	0%	0%	0%	2%
Lumo (Infratil)	8%	1%	6%	2%	0%	0%	0%	0%	3%
Aurora Energy	0%	0%	0%	0%	0%	100%	0%	0%	3%
ActewAGL (50% AGL)	0%	1%	0%	0%	0%	0%	100%	0%	2%
Red Energy (Snowy)	7%	1%	0%	0%	0%	0%	0%	0%	2%
Australian Power & Gas (removed in 2013)									
PAWC (was PAWA)	0%	0%	0%	0%	0%	0%	0%	100%	1%
Dodo Energy (new for 2013)	1%	1%	0%	0%	0%	0%	0%	0%	1%
Momentum (new for 2013)	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Total of above</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Gas customers - June 2013 (%)**

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of columns
AGL (inc. APG)	30%	58%	31%	36%	0%	0%	0%	0%	33%
Origin Energy	24%	18%	48%	64%	0%	0%	0%	0%	22%
Energy Australia	27%	22%	14%	0%	0%	0%	0%	0%	19%
TRUenergy (now EA)									
Synergy	0%	0%	0%	0%	0%	0%	0%	0%	0%
Country Energy (now Origin)									
Integral Energy (now Origin)									
Ergon Energy	0%	0%	0%	0%	0%	0%	0%	0%	0%
Alinta	1%	0%	0%	0%	100%	0%	0%	0%	15%
Simply Energy	5%	0%	7%	0%	0%	0%	0%	0%	3%
Lumo (Infratil)	8%	1%	0%	0%	0%	0%	0%	0%	3%
Aurora Energy	0%	0%	0%	0%	0%	0%	0%	0%	0%
ActewAGL (50% AGL)	0%	2%	0%	0%	0%	0%	100%	0%	3%
Red Energy (Snowy)	6%	0%	0%	0%	0%	0%	0%	0%	2%
Australian Power & Gas (removed in 2013)									
PAWC (was PAWA)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dodo Energy (new for 2013)	1%	0%	0%	0%	0%	0%	0%	0%	0%
Momentum (new for 2013)	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Total of above</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>

**Total Elec and Gas customers - June 2013 (%)**

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of columns
AGL (inc. APG)	28%	33%	45%	21%	0%	0%	0%	0%	26%
Origin Energy	23%	35%	28%	41%	0%	0%	0%	0%	26%
Energy Australia	26%	29%	13%	5%	0%	0%	0%	0%	19%
TRUenergy (now EA)									
Synergy	0%	0%	0%	0%	60%	0%	0%	0%	7%
Country Energy (now Origin)									
Integral Energy (now Origin)									
Ergon Energy	0%	0%	0%	31%	0%	0%	0%	0%	5%
Alinta	2%	0%	2%	0%	40%	0%	0%	0%	5%
Simply Energy	5%	0%	8%	0%	0%	0%	0%	0%	2%
Lumo (Infratil)	8%	1%	4%	2%	0%	0%	0%	0%	3%
Aurora Energy	0%	0%	0%	0%	0%	100%	0%	0%	2%
ActewAGL (50% AGL)	0%	1%	0%	0%	0%	0%	100%	0%	2%
Red Energy (Snowy)	7%	1%	0%	0%	0%	0%	0%	0%	2%
Australian Power & Gas (removed in 2013)									
PAWC (was PAWA)	0%	0%	0%	0%	0%	0%	0%	100%	1%
Dodo Energy (new for 2013)	1%	0%	0%	0%	0%	0%	0%	0%	0%
Momentum (new for 2013)	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Total of above</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Total Elec and Gas customers - June 2013 (%)**

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row
Tier 1 (AGL, Origin, EA)	77.6%	96.5%	86.6%	66.7%	0.0%	0.0%	0.0%	0.0%	70.7%
Tier 2 (all others)	22.4%	3.5%	13.4%	33.3%	100.0%	100.0%	100.0%	100.0%	29.3%
<b>Total of above</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



**Australian Utilities Structure - Customer Movements 2012 to 2013**

**Major Energy Retailers by State**

From UBS Reports 2012 and 2013  
Sources: Companies; ESAA, AEMO, UBS estimates  
For public listed companies, data is most up-to-date  
public information as at Jun-12 or Sep-12

**Note:** UBS figures below reported to nearest 10,000 (0 is <10k customers)  
June 2014 data will not be available until late 2014/early 2015 (June 2013 report received 13 Dec 2013)  
Counts below exclude: Click Energy, Horizon Power (WA)  
In 2013: Dodo and Momentum added; APG removed (now included in AGL)  
Alinta owns Neighbourhood Energy  
AGL includes Powerdirect and APG



**Electricity movements - June 2012 to June 2013**

*Excluding Dodo and Momentum*

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row
AGL (inc. APG)	90,000	170,000	-20,000	30,000	0	0	0	0	270,000
Origin Energy	-30,000	-60,000	20,000	-10,000	0	0	0	0	-80,000
Energy Australia	50,000	-30,000	0	20,000	0	0	0	0	40,000
TRUenergy (now EA)									
Synergy	0	0	0	0	0	0	0	0	0
Country Energy (now Origin)									
Integral Energy (now Origin)									
Ergon Energy	0	0	0	10,000	0	0	0	0	10,000
Alinta	0	0	0	0	0	0	0	0	0
Simply Energy	20,000	0	-10,000	0	0	0	0	0	10,000
Lumo (Infratil)	10,000	10,000	0	-10,000	0	0	0	0	10,000
Aurora Energy	0	0	0	0	0	0	0	0	0
ActewAGL (50% AGL)	0	0	0	0	0	0	10,000	0	10,000
Red Energy (Snowy)	10,000	0	-10,000	0	0	0	0	0	0
APG (removed in 2013)	-120,000	-70,000	0	-30,000	0	0	0	0	-220,000
PAWC (was PAWA)	0	0	0	0	0	0	0	0	0
Dodo Energy (new for 2013)									
Momentum (new for 2013)									
<b>Total of above</b>	<b>30,000</b>	<b>20,000</b>	<b>-20,000</b>	<b>10,000</b>	<b>0</b>	<b>0</b>	<b>10,000</b>	<b>0</b>	<b>50,000</b>

**Gas movements - June 2012 to June 2013**

*Excluding Dodo and Momentum*

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of columns
AGL (inc. APG)	100,000	0	10,000	0	0	0	0	0	110,000
Origin Energy	-10,000	60,000	0	10,000	0	0	0	0	60,000
Energy Australia	20,000	10,000	0	0	0	0	0	0	30,000
TRUenergy (now EA)	0	0	0	0	0	0	0	0	0
Synergy	0	0	0	0	0	0	0	0	0
Country Energy (now Origin)	0	0	0	0	0	0	0	0	0
Integral Energy (now Origin)	0	0	0	0	0	0	0	0	0
Ergon Energy	0	0	0	0	0	0	0	0	0
Alinta	20,000	0	0	0	10,000	0	0	0	30,000
Simply Energy	10,000	0	0	0	0	0	0	0	10,000
Lumo (Infratil)	10,000	10,000	0	0	0	0	0	0	20,000
Aurora Energy	0	0	0	0	0	0	0	0	0
ActewAGL (50% AGL)	0	0	0	0	0	0	10,000	0	10,000
Red Energy (Snowy)	0	0	0	0	0	0	0	0	0
APG (removed in 2013)	-110,000	-20,000	0	0	0	0	0	0	-130,000
PAWC (was PAWA)	0	0	0	0	0	0	0	0	0
Dodo Energy (new for 2013)									
Momentum (new for 2013)									
<b>Total of above</b>	<b>40,000</b>	<b>60,000</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>	<b>0</b>	<b>10,000</b>	<b>0</b>	<b>140,000</b>

**Total Elec and Gas movements - June 2012 to June 2013**

*Excluding Dodo and Momentum*

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row
AGL (inc. APG)	190,000	170,000	-10,000	40,000	0	0	0	0	390,000
Origin Energy	-40,000	10,000	10,000	0	0	0	0	0	-20,000
Energy Australia	70,000	-20,000	10,000	20,000	0	0	0	0	80,000
TRUenergy (now EA)									
Synergy	0	0	0	0	0	0	0	0	0
Country Energy (now Origin)									
Integral Energy (now Origin)									
Ergon Energy	0	0	0	10,000	0	0	0	0	10,000
Alinta	10,000	0	10,000	0	0	0	0	0	20,000
Simply Energy	30,000	0	-10,000	0	0	0	0	0	20,000
Lumo (Infratil)	20,000	10,000	0	-10,000	0	0	0	0	20,000
Aurora Energy	0	0	0	0	0	0	0	0	0
ActewAGL (50% AGL)	0	0	0	0	0	0	20,000	0	20,000
Red Energy (Snowy)	40,000	20,000	-10,000	0	0	0	0	0	50,000
APG (removed in 2013)	-230,000	-80,000	0	-30,000	0	0	0	0	-340,000
PAWC (was PAWA)	0	0	0	0	0	0	0	0	0
Dodo Energy (new for 2013)									
Momentum (new for 2013)									
<b>Total of above</b>	<b>90,000</b>	<b>110,000</b>	<b>0</b>	<b>30,000</b>	<b>0</b>	<b>0</b>	<b>20,000</b>	<b>0</b>	<b>250,000</b>

**Total Elec and Gas movements - June 2012 to June 2013**

*Excluding Dodo and Momentum*

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row
Tier 1 (AGL, Origin, EA)	220,000	160,000	10,000	60,000	0	0	0	0	450,000
Tier 2 (all others)	-130,000	-50,000	-10,000	-30,000	0	0	20,000	0	-200,000
<b>Total of above</b>	<b>90,000</b>	<b>110,000</b>	<b>0</b>	<b>30,000</b>	<b>0</b>	<b>0</b>	<b>20,000</b>	<b>0</b>	<b>250,000</b>

## Australian Utilities Structure 2012 - Counts

### Major Energy Retailers by State

From UBS Report 2012

Sources: Companies; ESAA, AEMO, UBS estimates

For public listed companies, data is most up-to-date

public information as at Jun-12 or Sep-12

Note: UBS figures below reported to nearest 10,000 (0 is &lt;10k customers)

Counts below exclude: Click Energy, Momentum Energy, Dodo, Horizon Power (WA)

Alinta owns Neighbourhood Energy

AGL Includes Powerdirect



### Electricity Customers - June 2012

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	640,000	620,000	460,000	370,000					2,090,000	2,090,000	0
Origin Energy	640,000	1,430,000	150,000	800,000					3,020,000	3,010,000	10,000
Energy Australia	630,000	1,100,000	100,000	90,000					1,920,000	1,910,000	10,000
TRUenergy (now EA)											0
Synergy					990,000				990,000	990,000	0
Country Energy (now Origin)											0
Integral Energy (now Origin)											0
Ergon Energy				700,000					700,000	700,000	0
Alinta	70,000		10,000		0				80,000	80,000	0
Simply Energy	120,000		80,000						200,000	200,000	0
Lumo (Infratil)	200,000	30,000	50,000	50,000					330,000	330,000	0
Aurora Energy						280,000			280,000	280,000	0
ActewAGL (50% AGL)		30,000					160,000		190,000	180,000	10,000
Red Energy (Snowy)	190,000	40,000	10,000						240,000	240,000	0
Australian Power & Gas	120,000	70,000		30,000					220,000	210,000	10,000
PAWA								90,000	90,000	90,000	0
<b>Total of above</b>	<b>2,610,000</b>	<b>3,320,000</b>	<b>860,000</b>	<b>2,040,000</b>	<b>990,000</b>	<b>280,000</b>	<b>160,000</b>	<b>90,000</b>	<b>10,350,000</b>	<b>10,310,000</b>	<b>40,000</b>
<b>Total in report</b>	<b>2,610,000</b>	<b>3,310,000</b>	<b>850,000</b>	<b>2,030,000</b>	<b>990,000</b>	<b>280,000</b>	<b>160,000</b>	<b>90,000</b>	<b>10,320,000</b>	<b>10,310,000</b>	<b>10,000</b>
Difference (due to 10k rounding)	0	10,000	10,000	10,000	0	0	0	0	30,000	0	30,000

### Gas Customers - June 2012

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	490,000	710,000	120,000	80,000					1,400,000	1,390,000	10,000
Origin Energy	480,000	160,000	200,000	130,000					970,000	960,000	10,000
Energy Australia	510,000	260,000	60,000						830,000	830,000	0
TRUenergy (now EA)											0
Synergy									0	0	0
Country Energy (now Origin)											0
Integral Energy (now Origin)											0
Ergon Energy									0	0	0
Alinta	0		0		640,000				640,000	650,000	-10,000
Simply Energy	90,000		30,000						120,000	120,000	0
Lumo (Infratil)	140,000	0							140,000	150,000	-10,000
Aurora Energy									0	0	0
ActewAGL (50% AGL)		20,000					100,000		120,000	130,000	-10,000
Red Energy (Snowy)	110,000								110,000	110,000	0
Australian Power & Gas	110,000	20,000		0					130,000	130,000	0
PAWA									0	0	0
<b>Total of above</b>	<b>1,930,000</b>	<b>1,170,000</b>	<b>410,000</b>	<b>210,000</b>	<b>640,000</b>	<b>0</b>	<b>100,000</b>	<b>0</b>	<b>4,460,000</b>	<b>4,470,000</b>	<b>-10,000</b>
<b>Total in report</b>	<b>1,920,000</b>	<b>1,170,000</b>	<b>410,000</b>	<b>210,000</b>	<b>640,000</b>	<b>0</b>	<b>100,000</b>	<b>0</b>	<b>4,450,000</b>	<b>4,460,000</b>	<b>-10,000</b>
Difference (due to 10k rounding)	10,000	0	0	0	0	0	0	0	10,000	10,000	0

### Total Elec and Gas Customers - June 2012

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	1,130,000	1,330,000	580,000	440,000	0	0	0	0	3,480,000	3,480,000	0
Origin Energy	1,120,000	1,580,000	350,000	930,000	0	0	0	0	3,980,000	3,980,000	0
Energy Australia	1,140,000	1,360,000	160,000	90,000	0	0	0	0	2,750,000	2,740,000	10,000
TRUenergy (now EA)									0	0	0
Synergy	0	0	0	0	990,000	0	0	0	990,000	990,000	0
Country Energy (now Origin)									0	0	0
Integral Energy (now Origin)									0	0	0
Ergon Energy	0	0	0	700,000	0	0	0	0	700,000	700,000	0
Alinta	80,000	0	10,000	0	650,000	0	0	0	740,000	730,000	10,000
Simply Energy	220,000	0	110,000	0	0	0	0	0	330,000	320,000	10,000
Lumo (Infratil)	340,000	40,000	50,000	50,000	0	0	0	0	480,000	480,000	0
Aurora Energy	0	0	0	0	0	280,000	0	0	280,000	280,000	0
ActewAGL (50% AGL)	0	50,000	0	0	0	0	260,000	0	310,000	310,000	0
Red Energy (Snowy)	270,000	20,000	10,000	0	0	0	0	0	300,000	290,000	10,000
Australian Power & Gas	230,000	80,000	0	30,000	0	0	0	0	340,000	340,000	0
PAWA	0	0	0	0	0	0	0	90,000	90,000	90,000	0
<b>Total of above</b>	<b>4,530,000</b>	<b>4,460,000</b>	<b>1,270,000</b>	<b>2,240,000</b>	<b>1,640,000</b>	<b>280,000</b>	<b>260,000</b>	<b>90,000</b>	<b>14,770,000</b>	<b>14,730,000</b>	<b>40,000</b>
<b>Total in report</b>	<b>4,500,000</b>	<b>4,460,000</b>	<b>1,260,000</b>	<b>2,240,000</b>	<b>1,630,000</b>	<b>280,000</b>	<b>260,000</b>	<b>90,000</b>	<b>14,720,000</b>	<b>14,710,000</b>	<b>10,000</b>
Difference (due to 10k rounding)	30,000	0	10,000	0	10,000	0	0	0	50,000	20,000	30,000

### Total Elec and Gas Customers - June 2012

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row
Tier 1 (AGL, Origin, EA)	3,390,000	4,270,000	1,090,000	1,460,000	0	0	0	0	10,210,000
Tier 2 (all others)	1,140,000	190,000	180,000	780,000	1,640,000	280,000	260,000	90,000	4,560,000
<b>Total of above</b>	<b>4,530,000</b>	<b>4,460,000</b>	<b>1,270,000</b>	<b>2,240,000</b>	<b>1,640,000</b>	<b>280,000</b>	<b>260,000</b>	<b>90,000</b>	<b>14,770,000</b>

### Market Size Comparison - UBS vs esaa (as at June 2012)

	VIC	NSW & ACT	SA	QLD	WA	TAS	NT	Total
Electricity (UBS)	2,610,000	3,470,000	850,000	2,030,000	990,000	280,000	90,000	10,320,000
Gas (UBS)	1,920,000	1,270,000	410,000	210,000	640,000	0	0	4,450,000
<b>Total (UBS)</b>	<b>4,530,000</b>	<b>4,740,000</b>	<b>1,260,000</b>	<b>2,240,000</b>	<b>1,630,000</b>	<b>280,000</b>	<b>90,000</b>	<b>14,770,000</b>
Electricity (esaa)	2,633,476	3,495,042	832,073	2,022,600	1,086,294	277,956	77,708	10,425,149
Gas (esaa)	1,874,475	1,320,581	410,708	175,417	660,175	9,487	1,090	4,451,933
<b>Total (esaa)</b>	<b>4,507,951</b>	<b>4,815,623</b>	<b>1,242,781</b>	<b>2,198,017</b>	<b>1,746,469</b>	<b>287,443</b>	<b>78,798</b>	<b>14,877,082</b>
Electricity (difference)	-23,476	-25,042	17,927	7,400	-96,294	2,044	12,292	-105,149
Gas (difference)	45,525	-50,581	-708	34,583	-20,175	-9,487	-1,090	-1,933
<b>Total (difference)</b>	<b>22,049</b>	<b>-75,623</b>	<b>17,219</b>	<b>41,983</b>	<b>-116,469</b>	<b>-7,443</b>	<b>11,202</b>	<b>-107,082</b>
Electricity (difference)	-0.9%	0	0	0	0	0	0	0
Gas (difference)	0	0	0	0	N/A	N/A	0	0
<b>Total (difference)</b>	<b>0.5%</b>	<b>-1.6%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>-7.1%</b>	<b>-2.7%</b>	<b>12.4%</b>	<b>-0.7%</b>

esaa figures from esaa Electricity and Gas Australia Report 2013; table 3.2 (Elec) and table 5.5 (gas)

## Australian Utilities Structure 2012 - Percentages

### Major Energy Retailers by State

From UBS Report 2012

Sources: Companies; ESAA, AEMO, UBS estimates

For public listed companies, data is most up-to-date

public information as at Jun-12 or Sep-12

Note: UBS figures below reported to nearest 10,000

Counts below exclude: Click Energy, Momentum Energy, Dodo, Horizon Power (WA)

Alinta owns Neighbourhood Energy

AGL includes Powerdirect



### Electricity customers - June 2012 (%)

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of columns
AGL	25%	19%	53%	18%	0%	0%	0%	0%	20%
Origin Energy	25%	43%	17%	39%	0%	0%	0%	0%	29%
Energy Australia	24%	33%	12%	4%	0%	0%	0%	0%	19%
TRUenergy (now EA)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Synergy	0%	0%	0%	0%	100%	0%	0%	0%	10%
Country Energy (now Origin)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Integral Energy (now Origin)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ergon Energy	0%	0%	0%	34%	0%	0%	0%	0%	7%
Alinta	3%	0%	1%	0%	0%	0%	0%	0%	1%
Simply Energy	5%	0%	9%	0%	0%	0%	0%	0%	2%
Lumo (Infratil)	8%	1%	6%	2%	0%	0%	0%	0%	3%
Aurora Energy	0%	0%	0%	0%	0%	100%	0%	0%	3%
ActewAGL (50% AGL)	0%	1%	0%	0%	0%	0%	100%	0%	2%
Red Energy (Snowy)	7%	1%	1%	0%	0%	0%	0%	0%	2%
Australian Power & Gas	5%	2%	0%	1%	0%	0%	0%	0%	2%
PAWA	0%	0%	0%	0%	0%	0%	0%	100%	1%
<b>Total of above</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### Gas customers - June 2012 (%)

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of columns
AGL	25%	61%	29%	38%	0%	0%	0%	0%	31%
Origin Energy	25%	14%	49%	62%	0%	0%	0%	0%	22%
Energy Australia	26%	22%	15%	0%	0%	0%	0%	0%	19%
TRUenergy (now EA)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Synergy	0%	0%	0%	0%	0%	0%	0%	0%	0%
Country Energy (now Origin)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Integral Energy (now Origin)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ergon Energy	0%	0%	0%	0%	0%	0%	0%	0%	0%
Alinta	0%	0%	0%	0%	100%	0%	0%	0%	14%
Simply Energy	5%	0%	7%	0%	0%	0%	0%	0%	3%
Lumo (Infratil)	7%	0%	0%	0%	0%	0%	0%	0%	3%
Aurora Energy	0%	0%	0%	0%	0%	0%	100%	0%	3%
ActewAGL (50% AGL)	0%	2%	0%	0%	0%	0%	0%	0%	2%
Red Energy (Snowy)	6%	0%	0%	0%	0%	0%	0%	0%	2%
Australian Power & Gas	6%	2%	0%	0%	0%	0%	0%	0%	3%
PAWA	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Total of above</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>

### Total Elec and Gas customers - June 2012 (%)

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of columns
AGL	25%	30%	46%	20%	0%	0%	0%	0%	24%
Origin Energy	25%	35%	28%	42%	0%	0%	0%	0%	27%
Energy Australia	25%	30%	13%	4%	0%	0%	0%	0%	19%
TRUenergy (now EA)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Synergy	0%	0%	0%	0%	60%	0%	0%	0%	7%
Country Energy (now Origin)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Integral Energy (now Origin)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ergon Energy	0%	0%	0%	31%	0%	0%	0%	0%	5%
Alinta	2%	0%	1%	0%	40%	0%	0%	0%	5%
Simply Energy	5%	0%	9%	0%	0%	0%	0%	0%	2%
Lumo (Infratil)	8%	1%	4%	2%	0%	0%	0%	0%	3%
Aurora Energy	0%	0%	0%	0%	0%	100%	0%	0%	2%
ActewAGL (50% AGL)	0%	1%	0%	0%	0%	0%	100%	0%	2%
Red Energy (Snowy)	6%	0%	1%	0%	0%	0%	0%	0%	2%
Australian Power & Gas	5%	2%	0%	1%	0%	0%	0%	0%	2%
PAWA	0%	0%	0%	0%	0%	0%	0%	100%	1%
<b>Total of above</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### Total Elec and Gas customers - June 2012 (%)

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row
Tier 1 (AGL, Origin, EA)	74.8%	95.7%	85.8%	65.2%	0.0%	0.0%	0.0%	0.0%	69.1%
Tier 2 (all others)	25.2%	4.3%	14.2%	34.8%	100.0%	100.0%	100.0%	100.0%	30.9%
<b>Total of above</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



**Australian Utilities Structure - Customer Movements 2011 to 2012**

**Major Energy Retailers by State**

From UBS Reports 2011 and 2012  
 Sources: Companies; ESAA, AEMO, UBS estimates  
 For public listed companies, data is most up-to-date  
 public information as at Jun-12 or Sep-12

**Note:** UBS figures below reported to nearest 10,000  
 Counts below exclude: Click Energy, Momentum Energy, Dodo, Horizon Power (WA)  
 Alinta owns Neighbourhood Energy  
 AGL includes Powerdirect



**Electricity movements - June 2011 to June 2012**

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row
AGL	0	150,000	-10,000	20,000	0	0	0	0	160,000
Origin Energy	-50,000	-100,000	-10,000	-30,000	0	0	0	0	-190,000
Energy Australia	10,000	-70,000	0	10,000	0	0	-10,000	0	-60,000
TRUenergy (now EA)									0
Synergy	0	0	0	0	10,000	0	0	0	10,000
Country Energy (now Origin)									0
Integral Energy (now Origin)									0
Ergon Energy	0	0	0	10,000	0	0	0	0	10,000
Alinta	10,000	0	10,000	0	0	0	0	0	20,000
Simply Energy	20,000	0	0	0	0	0	0	0	20,000
Lumo (Infratil)	10,000	20,000	10,000	0	0	0	0	0	40,000
Aurora Energy	0	0	0	0	0	10,000	0	0	10,000
ActewAGL (50% AGL)	0	10,000	0	0	0	0	10,000	0	20,000
Red Energy (Snowy)	20,000	20,000	0	0	0	0	0	0	40,000
Australian Power & Gas	10,000	30,000	0	10,000	0	0	0	0	50,000
PAWA	0	0	0	0	0	0	0	10,000	10,000
<b>Total of above</b>	<b>30,000</b>	<b>60,000</b>	<b>0</b>	<b>20,000</b>	<b>10,000</b>	<b>10,000</b>	<b>0</b>	<b>10,000</b>	<b>140,000</b>

**Gas movements - June 2011 to June 2012**

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of columns
AGL	20,000	-10,000	20,000	10,000	0	0	0	0	40,000
Origin Energy	10,000	40,000	-10,000	0	0	0	0	0	40,000
Energy Australia	10,000	0	0	0	0	0	-10,000	0	0
TRUenergy (now EA)									0
Synergy	0	0	0	0	0	0	0	0	0
Country Energy (now Origin)									0
Integral Energy (now Origin)									0
Ergon Energy	0	0	0	0	0	0	0	0	0
Alinta	0	0	0	0	10,000	0	0	0	10,000
Simply Energy	0	0	0	0	0	0	0	0	0
Lumo (Infratil)	10,000	0	0	0	0	0	0	0	10,000
Aurora Energy	0	0	0	0	0	0	0	0	0
ActewAGL (50% AGL)	0	-10,000	0	0	0	0	0	0	-10,000
Red Energy (Snowy)	10,000	0	0	0	0	0	0	0	10,000
Australian Power & Gas	10,000	20,000	0	0	0	0	0	0	30,000
PAWA	0	0	0	0	0	0	0	0	0
<b>Total of above</b>	<b>70,000</b>	<b>40,000</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>	<b>0</b>	<b>-10,000</b>	<b>0</b>	<b>130,000</b>

**Total Elec and Gas movements - June 2011 to June 2012**

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row
AGL	20,000	140,000	10,000	20,000	0	0	0	0	190,000
Origin Energy	-40,000	-70,000	-20,000	-30,000	0	0	0	0	-160,000
Energy Australia	20,000	-70,000	10,000	10,000	0	0	-10,000	0	-40,000
TRUenergy (now EA)									0
Synergy	0	0	0	0	10,000	0	0	0	10,000
Country Energy (now Origin)									0
Integral Energy (now Origin)									0
Ergon Energy	0	0	0	10,000	0	0	0	0	10,000
Alinta	20,000	0	10,000	0	20,000	0	0	0	50,000
Simply Energy	30,000	0	0	0	0	0	0	0	30,000
Lumo (Infratil)	20,000	30,000	10,000	0	0	0	0	0	60,000
Aurora Energy	0	0	0	0	0	10,000	0	0	10,000
ActewAGL (50% AGL)	0	0	0	0	0	0	0	0	0
Red Energy (Snowy)	0	0	0	0	0	0	0	0	0
Australian Power & Gas	20,000	40,000	0	10,000	0	0	0	0	70,000
PAWA	0	0	0	0	0	0	0	10,000	10,000
<b>Total of above</b>	<b>90,000</b>	<b>70,000</b>	<b>20,000</b>	<b>20,000</b>	<b>30,000</b>	<b>10,000</b>	<b>-10,000</b>	<b>10,000</b>	<b>240,000</b>

**Total Elec and Gas movements - June 2011 to June 2012**

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row
Tier 1 (AGL, Origin, EA)	0	0	0	0	0	0	-10,000	0	-10,000
Tier 2 (all others)	90,000	70,000	20,000	20,000	30,000	10,000	0	10,000	250,000
<b>Total of above</b>	<b>90,000</b>	<b>70,000</b>	<b>20,000</b>	<b>20,000</b>	<b>30,000</b>	<b>10,000</b>	<b>-10,000</b>	<b>10,000</b>	<b>240,000</b>

## Australian Utilities Structure 2011 - Counts

### Major Energy Retailers by State

From UBS Report 2011

Sources: Companies; UBS estimates

Note: UBS figures below reported to nearest 10,000 (0 is &lt;10k customers)

Counts below exclude: Click Energy, Momentum Energy, Dodo, Horizon Power (WA)

Alinta owns Neighbourhood Energy; AGL includes Powerdirect



### Electricity Customers - June 2011

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	640,000	470,000	470,000	350,000					1,930,000	1,930,000	0
Origin Energy	690,000	1,530,000	160,000	830,000					3,210,000	3,210,000	0
Energy Australia (now TRU)									0	0	0
TRUenergy	620,000	1,170,000	100,000	80,000			10,000		1,980,000	1,970,000	10,000
Synergy					980,000				980,000	980,000	0
Country Energy (now Origin)									0	0	0
Integral Energy (now Origin)									0	0	0
Ergon Energy				690,000					690,000	690,000	0
Alinta	60,000				0				60,000	60,000	0
Simply Energy	100,000		80,000						180,000	180,000	0
Lumo (Infratil)	190,000	10,000	40,000	50,000					290,000	290,000	0
Aurora Energy						270,000			270,000	270,000	0
ActewAGL (50% AGL)		20,000					150,000		170,000	180,000	-10,000
Red Energy (Snowy)	170,000	20,000	10,000						200,000	200,000	0
Australian Power & Gas	110,000	40,000		20,000					170,000	170,000	0
PAWA								80,000	80,000	80,000	0
<b>Total of above</b>	<b>2,580,000</b>	<b>3,260,000</b>	<b>860,000</b>	<b>2,020,000</b>	<b>980,000</b>	<b>270,000</b>	<b>160,000</b>	<b>80,000</b>	<b>10,210,000</b>	<b>10,210,000</b>	<b>0</b>
<b>Total in report</b>	<b>2,580,000</b>	<b>3,260,000</b>	<b>850,000</b>	<b>2,030,000</b>	<b>990,000</b>	<b>270,000</b>	<b>160,000</b>	<b>80,000</b>	<b>10,200,000</b>	<b>10,200,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	0	10,000	-10,000	-10,000	0	0	0	10,000	-10,000	0

### Gas Customers - June 2011

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	470,000	720,000	100,000	70,000					1,360,000	1,370,000	-10,000
Origin Energy	470,000	120,000	210,000	130,000					930,000	920,000	10,000
Energy Australia (now TRU)									0	0	0
TRUenergy	500,000	260,000	60,000				10,000		830,000	830,000	0
Synergy									0	0	0
Country Energy (now Origin)									0	0	0
Integral Energy (now Origin)									0	0	0
Ergon Energy									0	0	0
Alinta					630,000				630,000	600,000	30,000
Simply Energy	90,000		30,000						120,000	120,000	0
Lumo (Infratil)	130,000								130,000	130,000	0
Aurora Energy									0	0	0
ActewAGL (50% AGL)		30,000					100,000		130,000	130,000	0
Red Energy (Snowy)	100,000								100,000	100,000	0
Australian Power & Gas	100,000	0		0					100,000	100,000	0
PAWA									0	0	0
<b>Total of above</b>	<b>1,860,000</b>	<b>1,130,000</b>	<b>400,000</b>	<b>200,000</b>	<b>630,000</b>	<b>0</b>	<b>110,000</b>	<b>0</b>	<b>4,330,000</b>	<b>4,300,000</b>	<b>30,000</b>
<b>Total in report</b>	<b>1,850,000</b>	<b>1,130,000</b>	<b>400,000</b>	<b>210,000</b>	<b>630,000</b>	<b>0</b>	<b>110,000</b>	<b>0</b>	<b>4,320,000</b>	<b>4,320,000</b>	<b>0</b>
Difference (due to 10k rounding)	10,000	0	0	-10,000	0	0	0	0	10,000	-20,000	30,000

a355502:  
In UBS report as 0.04 (i.e.  
40,000, not 400,000)

### Total Elec and Gas Customers - June 2011

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	1,110,000	1,190,000	570,000	420,000	0	0	0	0	3,290,000	3,290,000	0
Origin Energy	1,160,000	1,650,000	370,000	960,000	0	0	0	0	4,140,000	4,140,000	0
Energy Australia (now TRU)									0	0	0
TRUenergy	1,120,000	1,430,000	150,000	80,000	0	0	10,000	0	2,810,000	2,800,000	10,000
Synergy	0	0	0	0	980,000	0	0	0	980,000	980,000	0
Country Energy (now Origin)									0	0	0
Integral Energy (now Origin)									0	0	0
Ergon Energy	0	0	0	690,000	0	0	0	0	690,000	690,000	0
Alinta	60,000	0	0	0	630,000	0	0	0	690,000	690,000	0
Simply Energy	190,000	0	110,000	0	0	0	0	0	300,000	300,000	0
Lumo (Infratil)	320,000	10,000	40,000	50,000	0	0	0	0	420,000	420,000	0
Aurora Energy	0	0	0	0	0	270,000	0	0	270,000	270,000	0
ActewAGL (50% AGL)	0	50,000	0	0	0	0	260,000	0	300,000	310,000	-10,000
Red Energy (Snowy)	270,000	20,000	10,000	0	0	0	0	0	300,000	290,000	10,000
Australian Power & Gas	210,000	40,000	0	20,000	0	0	0	0	270,000	270,000	0
PAWA	0	0	0	0	0	0	0	80,000	80,000	80,000	0
<b>Total of above</b>	<b>4,440,000</b>	<b>4,390,000</b>	<b>1,250,000</b>	<b>2,220,000</b>	<b>1,610,000</b>	<b>270,000</b>	<b>270,000</b>	<b>80,000</b>	<b>14,540,000</b>	<b>14,530,000</b>	<b>10,000</b>
<b>Total in report</b>	<b>4,430,000</b>	<b>4,380,000</b>	<b>1,250,000</b>	<b>2,230,000</b>	<b>1,620,000</b>	<b>270,000</b>	<b>270,000</b>	<b>80,000</b>	<b>14,530,000</b>	<b>14,530,000</b>	<b>0</b>
Difference (due to 10k rounding)	10,000	10,000	0	-10,000	-10,000	0	0	0	10,000	0	10,000

### Market Size Comparison - UBS vs esaa (as at June 2011)

	VIC	NSW & ACT	SA	QLD	WA	TAS	NT	Total
Electricity (UBS)	2,580,000	3,420,000	850,000	2,030,000	990,000	270,000	80,000	10,220,000
Gas (UBS)	1,850,000	1,240,000	400,000	210,000	630,000	0	0	4,330,000
<b>Total (UBS)</b>	<b>4,430,000</b>	<b>4,660,000</b>	<b>1,250,000</b>	<b>2,240,000</b>	<b>1,620,000</b>	<b>270,000</b>	<b>80,000</b>	<b>14,550,000</b>
Electricity (esaa)	2,585,702	3,463,905	825,218	1,980,752	1,060,269	275,536	76,603	10,267,985
Gas (esaa)	1,834,067	1,285,410	403,486	170,669	645,441	9,261	1,084	4,349,418
<b>Total (esaa)</b>	<b>4,419,769</b>	<b>4,749,315</b>	<b>1,228,704</b>	<b>2,151,421</b>	<b>1,705,710</b>	<b>284,797</b>	<b>77,687</b>	<b>14,617,403</b>
Electricity (difference)	-5,702	-43,905	24,782	49,248	-70,269	-5,536	3,397	-47,985
Gas (difference)	15,933	-45,410	-3,486	39,331	-15,441	-9,261	-1,084	-19,418
<b>Total (difference)</b>	<b>10,231</b>	<b>-89,315</b>	<b>21,296</b>	<b>88,579</b>	<b>-85,710</b>	<b>-14,797</b>	<b>2,313</b>	<b>-67,403</b>
Electricity (difference)	-0.2%	-1.3%	2.9%	2.4%	-7.1%	-2.1%	4.2%	-0.5%
Gas (difference)	0.9%	-3.7%	-0.9%	18.7%	-2.5%	N/A	N/A	-0.4%
<b>Total (difference)</b>	<b>0.2%</b>	<b>-1.9%</b>	<b>1.7%</b>	<b>4.0%</b>	<b>-5.3%</b>	<b>N/A</b>	<b>2.9%</b>	<b>-0.5%</b>

esaa figures from esaa Electricity and Gas Australia Report 2012; table 3.2 (Elec) and table 5.5 (gas)

## Australian Utilities Structure 2011 - Percentages

### Major Energy Retailers by State

From UBS Report 2011

Sources: Companies; UBS estimates

Note: UBS figures below reported to nearest 10,000

Counts below exclude: Click Energy, Momentum Energy, Dodo, Horizon Power (WA)  
Alinta owns Neighbourhood Energy; AGL includes Powerdirect

### Electricity customers - June 2011 (%)

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of columns
AGL	25%	14%	55%	17%	0%	0%	0%	0%	19%
Origin Energy	27%	47%	19%	41%	0%	0%	0%	0%	31%
Energy Australia (now TRU)	0%	0%	0%	0%	0%	0%	0%	0%	0%
TRUenergy	24%	36%	12%	4%	0%	0%	6%	0%	19%
Synergy	0%	0%	0%	0%	100%	0%	0%	0%	100%
Country Energy (now Origin)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Integral Energy (now Origin)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ergon Energy	0%	0%	0%	34%	0%	0%	0%	0%	7%
Alinta	2%	0%	0%	0%	0%	0%	0%	0%	1%
Simply Energy	4%	0%	9%	0%	0%	0%	0%	0%	2%
Lumo (Infratil)	7%	0%	5%	2%	0%	0%	0%	0%	3%
Aurora Energy	0%	0%	0%	0%	0%	100%	0%	0%	3%
ActewAGL (50% AGL)	0%	1%	0%	0%	0%	0%	94%	0%	2%
Red Energy (Snowy)	7%	1%	1%	0%	0%	0%	0%	0%	2%
Australian Power & Gas	4%	1%	0%	1%	0%	0%	0%	0%	2%
PAWA	0%	0%	0%	0%	0%	0%	0%	100%	1%
<b>Total of above</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### Gas customers - June 2011 (%)

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of columns
AGL	25%	64%	25%	35%	0%	0%	0%	0%	31%
Origin Energy	25%	11%	53%	65%	0%	0%	0%	0%	21%
Energy Australia (now TRU)	0%	0%	0%	0%	0%	0%	0%	0%	0%
TRUenergy	27%	23%	15%	0%	0%	0%	9%	0%	19%
Synergy	0%	0%	0%	0%	0%	0%	0%	0%	0%
Country Energy (now Origin)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Integral Energy (now Origin)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ergon Energy	0%	0%	0%	0%	0%	0%	0%	0%	0%
Alinta	0%	0%	0%	0%	100%	0%	0%	0%	15%
Simply Energy	5%	0%	8%	0%	0%	0%	0%	0%	3%
Lumo (Infratil)	7%	0%	0%	0%	0%	0%	0%	0%	3%
Aurora Energy	0%	0%	0%	0%	0%	0%	0%	0%	0%
ActewAGL (50% AGL)	0%	3%	0%	0%	0%	0%	91%	0%	3%
Red Energy (Snowy)	5%	0%	0%	0%	0%	0%	0%	0%	2%
Australian Power & Gas	5%	0%	0%	0%	0%	0%	0%	0%	2%
PAWA	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Total of above</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>

### Total Elec and Gas customers - June 2011 (%)

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of columns
AGL	25%	27%	46%	19%	0%	0%	0%	0%	23%
Origin Energy	26%	38%	30%	43%	0%	0%	0%	0%	28%
Energy Australia (now TRU)	0%	0%	0%	0%	0%	0%	0%	0%	0%
TRUenergy	25%	33%	12%	4%	0%	0%	4%	0%	19%
Synergy	0%	0%	0%	0%	61%	0%	0%	0%	7%
Country Energy (now Origin)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Integral Energy (now Origin)	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ergon Energy	0%	0%	0%	31%	0%	0%	0%	0%	5%
Alinta	1%	0%	0%	0%	39%	0%	0%	0%	5%
Simply Energy	4%	0%	9%	0%	0%	0%	0%	0%	2%
Lumo (Infratil)	7%	0%	3%	2%	0%	0%	0%	0%	3%
Aurora Energy	0%	0%	0%	0%	0%	100%	0%	0%	2%
ActewAGL (50% AGL)	0%	1%	0%	0%	0%	0%	96%	0%	2%
Red Energy (Snowy)	6%	0%	1%	0%	0%	0%	0%	0%	2%
Australian Power & Gas	5%	1%	0%	1%	0%	0%	0%	0%	2%
PAWA	0%	0%	0%	0%	0%	0%	0%	100%	1%
<b>Total of above</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## Australian Utilities Structure - Customer Movements 2010 to 2011

### Major Energy Retailers by State

From UBS Reports 2010 and 2011

Sources: Companies; UBS estimates

Note: UBS figures below reported to nearest 10,000

Counts below exclude: Click Energy, Momentum Energy, Dodo, Horizon Power (WA)  
Alinta owns Neighbourhood Energy; AGL Includes Powerdirect

### Electricity movements - June 2010 to June 2011

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row
AGL	0	90,000	-10,000	-20,000	0	0	0	0	60,000
Origin Energy	20,000	1,330,000	10,000	130,000	0	0	0	0	1,490,000
Energy Australia (now TRU)	-60,000	-1,160,000	0	-20,000	0	0	0	0	-1,240,000
TRUenergy	70,000	1,120,000	0	60,000	0	0	10,000	0	1,260,000
Synergy	0	0	0	0	40,000	0	0	0	40,000
Country Energy (now Origin)	-20,000	-690,000	-10,000	-20,000	0	0	-20,000	0	-760,000
Integral Energy (now Origin)	0	-700,000	0	-160,000	0	0	0	0	-860,000
Ergon Energy	0	0	0	10,000	0	0	0	0	10,000
Alinta	30,000	0	0	0	-10,000	0	0	0	20,000
Simply Energy	-40,000	0	10,000	0	0	0	0	0	-30,000
Lumo (Infratil)	-20,000	-10,000	10,000	0	0	0	0	0	-20,000
Aurora Energy	0	0	0	0	0	0	0	0	0
ActewAGL (50% AGL)	0	20,000	0	0	0	0	-20,000	0	0
Red Energy (Snowy)	10,000	10,000	0	0	0	0	0	0	20,000
Australian Power & Gas	30,000	40,000	0	20,000	0	0	0	0	90,000
PAWA	0	0	0	0	0	0	0	10,000	10,000
<b>Total of above</b>	<b>20,000</b>	<b>50,000</b>	<b>10,000</b>	<b>0</b>	<b>30,000</b>	<b>0</b>	<b>-30,000</b>	<b>10,000</b>	<b>90,000</b>

### Gas movements - June 2010 to June 2011

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row
AGL	0	-10,000	0	-10,000	0	0	0	0	-20,000
Origin Energy	-30,000	60,000	-20,000	50,000	0	0	0	0	60,000
Energy Australia (now TRU)	-50,000	-220,000	0	0	0	0	0	0	-270,000
TRUenergy	60,000	230,000	10,000	0	0	0	10,000	0	310,000
Country Energy (now Origin)	0	0	0	0	0	0	0	0	0
Integral Energy (now Origin)	0	-30,000	0	0	0	0	0	0	-30,000
Ergon Energy	0	0	0	0	0	0	0	0	0
Alinta	0	0	0	0	30,000	0	0	0	30,000
Simply Energy	-20,000	0	0	0	0	0	0	0	-20,000
Lumo (Infratil)	-10,000	0	0	0	0	0	0	0	-10,000
Aurora Energy	0	0	0	0	0	0	0	0	0
ActewAGL (50% AGL)	0	30,000	0	0	0	0	-20,000	0	10,000
Red Energy (Snowy)	20,000	0	0	0	0	0	0	0	20,000
Australian Power & Gas	40,000	0	0	0	0	0	0	0	40,000
PAWA	0	0	0	0	0	0	0	0	0
<b>Total of above</b>	<b>10,000</b>	<b>60,000</b>	<b>-10,000</b>	<b>40,000</b>	<b>30,000</b>	<b>0</b>	<b>-10,000</b>	<b>0</b>	<b>120,000</b>

### Total Elec and Gas movements - June 2010 to June 2011

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row
AGL	0	80,000	-10,000	-30,000	0	0	0	0	40,000
Origin Energy	-10,000	1,390,000	-10,000	180,000	0	0	0	0	1,550,000
Energy Australia (now TRU)	-110,000	-1,380,000	0	-20,000	0	0	0	0	-1,510,000
TRUenergy	130,000	1,350,000	0	60,000	0	0	10,000	0	1,550,000
Synergy	0	0	0	0	40,000	0	0	0	40,000
Country Energy (now Origin)	-20,000	-720,000	-10,000	-20,000	0	0	-20,000	0	-790,000
Integral Energy (now Origin)	0	-700,000	0	-160,000	0	0	0	0	-860,000
Ergon Energy	0	0	0	10,000	0	0	0	0	10,000
Alinta	30,000	0	0	0	20,000	0	0	0	50,000
Simply Energy	-60,000	0	10,000	0	0	0	0	0	-50,000
Lumo (Infratil)	-30,000	-10,000	10,000	0	0	0	0	0	-30,000
Aurora Energy	0	0	0	0	0	0	0	0	0
ActewAGL (50% AGL)	0	50,000	0	0	0	0	-30,000	0	20,000
Red Energy (Snowy)	30,000	10,000	0	0	0	0	0	0	40,000
Australian Power & Gas	70,000	40,000	0	20,000	0	0	0	0	130,000
PAWA	0	0	0	0	0	0	0	10,000	10,000
<b>Total of above</b>	<b>30,000</b>	<b>110,000</b>	<b>-10,000</b>	<b>40,000</b>	<b>60,000</b>	<b>0</b>	<b>-40,000</b>	<b>10,000</b>	<b>200,000</b>

## Australian Utilities Structure 2010 - Counts

### Major Energy Retailers by State

From UBS Report 2010

Sources: Companies; UBS estimates

Note: UBS figures below reported to nearest 10,000 (0 is <10k customers)  
Jackaroo not included for 2010



### Electricity Customers - June 2010

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	640,000	380,000	480,000	370,000					1,870,000	1,870,000	0
Origin Energy	670,000	200,000	150,000	700,000					1,720,000	1,720,000	0
Energy Australia	60,000	1,160,000		20,000			0		1,240,000	1,240,000	0
TRUenergy	550,000	50,000	100,000	20,000			0		720,000	730,000	-10,000
Synergy					940,000				940,000	940,000	0
Country Energy	20,000	690,000	10,000	20,000			20,000		760,000	760,000	0
Integral Energy		700,000		160,000					860,000	860,000	0
Ergon Energy				680,000					680,000	680,000	0
Alinta	30,000				10,000				40,000	40,000	0
Simply Energy	140,000		70,000						210,000	210,000	0
Lumo (Infratil)	210,000	20,000	30,000	50,000					310,000	300,000	10,000
Aurora Energy						270,000			270,000	270,000	0
ActewAGL (50% AGL)							170,000		170,000	170,000	0
Red Energy (Snowy)	160,000	10,000	10,000						180,000	180,000	0
Australian Power & Gas	80,000	0		0					80,000	80,000	0
PAWA								70,000	70,000	70,000	0
<b>Total of above</b>	<b>2,560,000</b>	<b>3,210,000</b>	<b>850,000</b>	<b>2,020,000</b>	<b>950,000</b>	<b>270,000</b>	<b>190,000</b>	<b>70,000</b>	<b>10,120,000</b>	<b>10,120,000</b>	<b>0</b>
<b>Total in report</b>	<b>2,550,000</b>	<b>3,220,000</b>	<b>840,000</b>	<b>2,020,000</b>	<b>960,000</b>	<b>270,000</b>	<b>200,000</b>	<b>70,000</b>	<b>10,120,000</b>	<b>10,130,000</b>	<b>-10,000</b>
Difference (due to 10k rounding)	10,000	-10,000	10,000	0	-10,000	0	-10,000	0	0	-10,000	10,000

### Gas Customers - June 2010

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	470,000	730,000	100,000	80,000					1,380,000	1,370,000	10,000
Origin Energy	500,000	60,000	230,000	80,000					870,000	870,000	0
Energy Australia	50,000	220,000					0		270,000	270,000	0
TRUenergy	440,000	30,000	50,000				0		520,000	530,000	-10,000
Synergy									0	0	0
Country Energy		30,000					0		30,000	30,000	0
Integral Energy									0	0	0
Ergon Energy									0	0	0
Alinta					600,000				600,000	600,000	0
Simply Energy	110,000		30,000						140,000	140,000	0
Lumo (Infratil)	140,000								140,000	140,000	0
Aurora Energy									0	0	0
ActewAGL (50% AGL)							120,000		120,000	120,000	0
Red Energy (Snowy)	80,000								80,000	80,000	0
Australian Power & Gas	60,000			0					60,000	60,000	0
PAWA									0	0	0
<b>Total of above</b>	<b>1,850,000</b>	<b>1,070,000</b>	<b>410,000</b>	<b>160,000</b>	<b>600,000</b>	<b>0</b>	<b>120,000</b>	<b>0</b>	<b>4,210,000</b>	<b>4,210,000</b>	<b>0</b>
<b>Total in report</b>	<b>1,850,000</b>	<b>1,080,000</b>	<b>410,000</b>	<b>150,000</b>	<b>600,000</b>	<b>0</b>	<b>120,000</b>	<b>0</b>	<b>4,210,000</b>	<b>4,210,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	-10,000	0	10,000	0	0	0	0	0	0	0

### Total Elec and Gas Customers - June 2010

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	1,110,000	1,110,000	580,000	450,000	0	0	0	0	3,250,000	3,240,000	10,000
Origin Energy	1,170,000	260,000	380,000	780,000	0	0	0	0	2,590,000	2,590,000	0
Energy Australia	110,000	1,380,000	0	20,000	0	0	0	0	1,510,000	1,510,000	0
TRUenergy	990,000	80,000	150,000	20,000	0	0	0	0	1,240,000	1,260,000	-20,000
Synergy	0	0	0	0	940,000	0	0	0	940,000	940,000	0
Country Energy	20,000	720,000	10,000	20,000	0	0	20,000	0	790,000	790,000	0
Integral Energy	0	700,000	0	160,000	0	0	0	0	860,000	860,000	0
Ergon Energy	0	0	0	680,000	0	0	0	0	680,000	680,000	0
Alinta	30,000	0	0	0	610,000	0	0	0	640,000	640,000	0
Simply Energy	250,000	0	100,000	0	0	0	0	0	350,000	350,000	0
Lumo (Infratil)	350,000	20,000	30,000	50,000	0	0	0	0	450,000	440,000	10,000
Aurora Energy	0	0	0	0	0	270,000	0	0	270,000	270,000	0
ActewAGL (50% AGL)	0	0	0	0	0	0	290,000	0	290,000	290,000	0
Red Energy (Snowy)	240,000	10,000	10,000	0	0	0	0	0	260,000	260,000	0
Australian Power & Gas	140,000	0	0	0	0	0	0	0	140,000	150,000	-10,000
PAWA	0	0	0	0	0	0	0	70,000	70,000	70,000	0
<b>Total of above</b>	<b>4,410,000</b>	<b>4,280,000</b>	<b>1,260,000</b>	<b>2,180,000</b>	<b>1,550,000</b>	<b>270,000</b>	<b>310,000</b>	<b>70,000</b>	<b>14,330,000</b>	<b>14,340,000</b>	<b>-10,000</b>
<b>Total in report</b>	<b>4,400,000</b>	<b>4,300,000</b>	<b>1,250,000</b>	<b>2,170,000</b>	<b>1,560,000</b>	<b>270,000</b>	<b>320,000</b>	<b>70,000</b>	<b>14,350,000</b>	<b>14,350,000</b>	<b>0</b>
Difference (due to 10k rounding)	10,000	-20,000	10,000	10,000	-10,000	0	-10,000	0	-20,000	-10,000	-10,000

### Market Size Comparison - UBS vs esaa (as at June 2010)

	VIC	NSW & ACT	SA	QLD	WA	TAS	NT	Total
Electricity (UBS)	2,550,000	3,420,000	840,000	2,020,000	960,000	270,000	70,000	10,130,000
Gas (UBS)	1,850,000	1,200,000	410,000	150,000	600,000	0	0	4,210,000
<b>Total (UBS)</b>	<b>4,400,000</b>	<b>4,620,000</b>	<b>1,250,000</b>	<b>2,170,000</b>	<b>1,560,000</b>	<b>270,000</b>	<b>70,000</b>	<b>14,340,000</b>
Electricity (esaa)	2,562,102	3,429,980	817,270	1,947,328	1,055,861	279,789	74,004	10,166,334
Gas (esaa)	1,789,951	1,278,214	395,297	166,678	627,205	8,104	1,080	4,266,529
<b>Total (esaa)</b>	<b>4,352,053</b>	<b>4,708,194</b>	<b>1,212,567</b>	<b>2,114,006</b>	<b>1,683,066</b>	<b>287,893</b>	<b>75,084</b>	<b>14,432,863</b>
Electricity (difference)	-12,102	-9,980	22,730	72,672	-95,861	-9,789	-4,004	-36,334
Gas (difference)	60,049	-78,214	14,703	-16,678	-27,205	-8,104	-1,080	-56,529
<b>Total (difference)</b>	<b>47,947</b>	<b>-88,194</b>	<b>37,433</b>	<b>55,994</b>	<b>-123,066</b>	<b>-17,893</b>	<b>-5,084</b>	<b>-92,863</b>
Electricity (difference)	-0.5%	-0.3%	2.7%	3.6%	-10.0%	-3.6%	-5.7%	-0.4%
Gas (difference)	3.2%	-6.5%	3.6%	-11.1%	-4.5%	N/A	N/A	-1.3%
<b>Total (difference)</b>	<b>1.1%</b>	<b>-1.9%</b>	<b>3.0%</b>	<b>2.6%</b>	<b>-7.9%</b>	<b>-6.6%</b>	<b>-7.3%</b>	<b>-0.6%</b>

esaa figures from esaa Electricity and Gas Australia Report 2011



## Australian Utilities Structure 2009 - Counts

### Major Energy Retailers by State

From UBS Report 2009

Sources: Companies; UBS estimates

Note: UBS figures below reported to nearest 10,000 (0 is &lt;10k customers)



### Electricity Customers - June 2009

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	660,000	320,000	460,000	360,000					1,800,000	1,800,000	0
Origin Energy	670,000	140,000	150,000	780,000					1,740,000	1,740,000	0
Energy Australia		1,390,000					10,000		1,400,000	1,400,000	0
TRUenergy	570,000	50,000	100,000	20,000			0		740,000	740,000	0
Synergy					890,000				890,000	890,000	0
Country Energy	20,000	800,000	10,000	20,000			20,000		870,000	860,000	10,000
Integral Energy		850,000							850,000	850,000	0
Ergon Energy				650,000					650,000	650,000	0
BBP (AlintaAGL)					0				0	0	0
Simply Energy	140,000		80,000						220,000	220,000	0
Infratil	200,000		30,000	50,000					280,000	280,000	0
Aurora Energy						270,000			270,000	270,000	0
ActewAGL (50% AGL)							160,000		160,000	160,000	0
Red Energy (Snowy)	150,000		10,000						160,000	160,000	0
Australian Power & Gas	50,000	0		0				70,000	50,000	60,000	-10,000
PAWA								70,000	70,000	70,000	0
Jackgreen	0	50,000	0	20,000					70,000	70,000	0
<b>Total of above</b>	<b>2,460,000</b>	<b>3,600,000</b>	<b>840,000</b>	<b>1,900,000</b>	<b>890,000</b>	<b>270,000</b>	<b>190,000</b>	<b>70,000</b>	<b>10,220,000</b>	<b>10,220,000</b>	<b>0</b>
<b>Total in report</b>	<b>2,460,000</b>	<b>3,600,000</b>	<b>840,000</b>	<b>1,890,000</b>	<b>890,000</b>	<b>270,000</b>	<b>190,000</b>	<b>70,000</b>	<b>10,210,000</b>	<b>10,210,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	0	0	10,000	0	0	0	0	10,000	10,000	0

### Gas Customers - June 2009

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	490,000	760,000	80,000	80,000					1,410,000	1,420,000	-10,000
Origin Energy	500,000	0	220,000	160,000					880,000	880,000	0
Energy Australia		170,000					10,000		180,000	180,000	0
TRUenergy	450,000	30,000	60,000	0			0		540,000	540,000	0
Synergy					0				0	0	0
Country Energy	0	20,000	0	0			0		20,000	20,000	0
Integral Energy		0		0					0	0	0
Ergon Energy				0	580,000				580,000	580,000	0
BBP (AlintaAGL)			30,000						150,000	150,000	0
Simply Energy	120,000		0	0					140,000	140,000	0
Infratil	140,000		0	0					0	0	0
Aurora Energy							110,000		110,000	110,000	0
ActewAGL (50% AGL)							0		60,000	60,000	0
Red Energy (Snowy)	60,000		0						40,000	40,000	0
Australian Power & Gas	40,000		0					0	0	0	0
PAWA									0	0	0
Jackgreen	0	0	0	0					0	0	0
<b>Total of above</b>	<b>1,800,000</b>	<b>980,000</b>	<b>390,000</b>	<b>240,000</b>	<b>580,000</b>	<b>0</b>	<b>120,000</b>	<b>0</b>	<b>4,110,000</b>	<b>4,120,000</b>	<b>-10,000</b>
<b>Total in report</b>	<b>1,800,000</b>	<b>990,000</b>	<b>390,000</b>	<b>240,000</b>	<b>580,000</b>	<b>0</b>	<b>120,000</b>	<b>0</b>	<b>4,130,000</b>	<b>4,130,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	-10,000	0	0	0	0	0	0	-20,000	-10,000	-10,000

### Total Elec and Gas Customers - June 2009

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	1,150,000	1,080,000	540,000	440,000	0	0	0	0	3,210,000	3,220,000	-10,000
Origin Energy	1,170,000	140,000	370,000	940,000	0	0	0	0	2,620,000	2,610,000	10,000
Energy Australia	0	1,560,000	0	0	0	0	20,000	0	1,580,000	1,580,000	0
TRUenergy	1,020,000	80,000	160,000	20,000	0	0	0	0	1,280,000	1,280,000	0
Synergy	0	0	0	0	890,000	0	0	0	890,000	890,000	0
Country Energy	20,000	820,000	10,000	20,000	0	0	20,000	0	890,000	880,000	10,000
Integral Energy	0	850,000	0	0	0	0	0	0	850,000	850,000	0
Ergon Energy	0	0	0	650,000	0	0	0	0	650,000	650,000	0
BBP (AlintaAGL)	0	0	0	0	580,000	0	0	0	580,000	580,000	0
Simply Energy	260,000	0	110,000	0	0	0	0	0	370,000	370,000	0
Infratil	340,000	0	30,000	50,000	0	0	0	0	420,000	420,000	0
Aurora Energy	0	0	0	0	0	270,000	0	0	270,000	270,000	0
ActewAGL (50% AGL)	0	0	0	0	0	0	270,000	0	270,000	270,000	0
Red Energy (Snowy)	210,000	0	10,000	0	0	0	0	0	220,000	220,000	0
Australian Power & Gas	90,000	0	0	0	0	0	0	70,000	90,000	100,000	-10,000
PAWA	0	0	0	0	0	0	0	70,000	70,000	70,000	0
Jackgreen	0	50,000	0	20,000	0	0	0	0	70,000	70,000	0
<b>Total of above</b>	<b>4,260,000</b>	<b>4,580,000</b>	<b>1,230,000</b>	<b>2,140,000</b>	<b>1,470,000</b>	<b>270,000</b>	<b>310,000</b>	<b>70,000</b>	<b>14,330,000</b>	<b>14,330,000</b>	<b>0</b>
<b>Total in report</b>	<b>4,260,000</b>	<b>4,600,000</b>	<b>1,220,000</b>	<b>2,130,000</b>	<b>1,470,000</b>	<b>270,000</b>	<b>310,000</b>	<b>70,000</b>	<b>14,340,000</b>	<b>14,340,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	-20,000	10,000	10,000	0	0	0	0	-10,000	-10,000	0

### Market Size Comparison - UBS vs esaa (as at June 2009)

	VIC	NSW & ACT	SA	QLD	WA	TAS	NT	Total
Electricity (UBS)	2,460,000	3,790,000	840,000	1,890,000	890,000	270,000	70,000	10,210,000
Gas (UBS)	1,800,000	1,110,000	390,000	240,000	580,000	0	0	4,120,000
<b>Total (UBS)</b>	<b>4,260,000</b>	<b>4,600,000</b>	<b>1,220,000</b>	<b>2,130,000</b>	<b>1,470,000</b>	<b>270,000</b>	<b>70,000</b>	<b>14,330,000</b>
Electricity (esaa)	2,505,844	3,395,368	807,553	1,908,736	1,051,334	269,556	72,327	10,010,718
Gas (esaa)	1,761,225	1,218,605	388,210	159,115	610,294	6,697	1,047	4,145,193
<b>Total (esaa)</b>	<b>4,267,069</b>	<b>4,613,973</b>	<b>1,195,763</b>	<b>2,067,851</b>	<b>1,661,628</b>	<b>276,253</b>	<b>73,374</b>	<b>14,155,911</b>
Electricity (difference)	-45,844	394,632	32,447	-18,736	-161,334	444	-2,327	199,282
Gas (difference)	38,775	-108,605	1,790	80,885	-30,294	-6,697	-1,047	-25,193
<b>Total (difference)</b>	<b>-7,069</b>	<b>-13,973</b>	<b>24,237</b>	<b>62,149</b>	<b>-191,628</b>	<b>-6,253</b>	<b>-3,374</b>	<b>174,089</b>
Electricity (difference)	-1.9%	10.4%	3.9%	-1.0%	-18.1%	0.2%	-3.3%	2.0%
Gas (difference)	2.2%	-9.8%	0.5%	33.7%	-5.2%	N/A	N/A	-0.6%
<b>Total (difference)</b>	<b>-0.2%</b>	<b>-0.3%</b>	<b>2.0%</b>	<b>2.9%</b>	<b>-13.0%</b>	<b>-2.3%</b>	<b>-4.8%</b>	<b>1.2%</b>

esaa figures from esaa Electricity and Gas Australia Report 2010

## Australian Utilities Structure 2008 - Counts

### Major Energy Retailers by State

From UBS Report 2008

Sources: Companies; UBS estimates

Note: UBS figures below reported to nearest 10,000 (0 is &lt;10k customers)



### Electricity Customers - June 2008

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	640,000	250,000	440,000	460,000					1,790,000	1,790,000	0
Origin Energy	750,000	130,000	130,000	820,000					1,830,000	1,820,000	10,000
Energy Australia		1,250,000					10,000		1,260,000	1,260,000	0
TRUenergy	570,000	50,000	90,000	10,000					720,000	720,000	0
Synergy					890,000				890,000	890,000	0
Country Energy	20,000	800,000	10,000	20,000			20,000		870,000	860,000	10,000
Integral Energy		840,000							840,000	840,000	0
Ergon Energy				650,000					650,000	650,000	0
BBP (AlintaAGL)					0				0	0	0
Simply Energy	140,000		70,000						210,000	210,000	0
Infratil	170,000		30,000	40,000					240,000	240,000	0
Aurora Energy						260,000			260,000	260,000	0
ActewAGL (50% AGL)							150,000		150,000	150,000	0
Red Energy (Snowy)	130,000		10,000						140,000	140,000	0
Australian Power & Gas	50,000	10,000	0						60,000	60,000	0
PAWA								70,000	70,000	70,000	0
Jackgreen	0	40,000	0	10,000					50,000	50,000	0
<b>Total of above</b>	<b>2,470,000</b>	<b>3,370,000</b>	<b>780,000</b>	<b>2,010,000</b>	<b>890,000</b>	<b>260,000</b>	<b>180,000</b>	<b>70,000</b>	<b>10,030,000</b>	<b>10,010,000</b>	<b>20,000</b>
<b>Total in report</b>	<b>2,460,000</b>	<b>3,370,000</b>	<b>790,000</b>	<b>2,000,000</b>	<b>890,000</b>	<b>260,000</b>	<b>180,000</b>	<b>70,000</b>	<b>9,960,000</b>	<b>9,960,000</b>	<b>0</b>
Difference (due to 10k rounding)	10,000	0	-10,000	10,000	0	0	0	0	70,000	50,000	20,000

### Gas Customers - June 2008

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	490,000	750,000	70,000	70,000					1,380,000	1,380,000	0
Origin Energy	560,000		220,000	110,000					890,000	880,000	10,000
Energy Australia		160,000					10,000		170,000	160,000	10,000
TRUenergy	450,000	30,000	50,000						530,000	530,000	0
Synergy									0	0	0
Country Energy		20,000							20,000	20,000	0
Integral Energy									0	0	0
Ergon Energy									0	0	0
BBP (AlintaAGL)					570,000				570,000	570,000	0
Simply Energy	120,000		30,000						150,000	150,000	0
Infratil	110,000								110,000	110,000	0
Aurora Energy									0	0	0
ActewAGL (50% AGL)							110,000		110,000	110,000	0
Red Energy (Snowy)	30,000								30,000	30,000	0
Australian Power & Gas	10,000	0	0						10,000	20,000	-10,000
PAWA									0	0	0
Jackgreen									0	0	0
<b>Total of above</b>	<b>1,770,000</b>	<b>960,000</b>	<b>370,000</b>	<b>180,000</b>	<b>570,000</b>	<b>0</b>	<b>120,000</b>	<b>0</b>	<b>3,970,000</b>	<b>3,960,000</b>	<b>10,000</b>
<b>Total in report</b>	<b>1,770,000</b>	<b>960,000</b>	<b>370,000</b>	<b>180,000</b>	<b>570,000</b>	<b>0</b>	<b>110,000</b>	<b>0</b>	<b>3,950,000</b>	<b>3,950,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	0	0	0	0	0	10,000	0	20,000	10,000	10,000

### Total Elec and Gas Customers - June 2008

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	1,130,000	1,000,000	510,000	530,000	0	0	0	0	3,170,000	3,170,000	0
Origin Energy	1,310,000	130,000	350,000	930,000	0	0	0	0	2,720,000	2,710,000	10,000
Energy Australia	0	1,410,000	0	0	0	0	20,000	0	1,430,000	1,420,000	10,000
TRUenergy	1,020,000	80,000	140,000	10,000	0	0	0	0	1,250,000	1,250,000	0
Synergy	0	0	0	0	890,000	0	0	0	890,000	890,000	0
Country Energy	20,000	820,000	10,000	20,000	0	0	20,000	0	890,000	880,000	10,000
Integral Energy	0	840,000	0	0	0	0	0	0	840,000	840,000	0
Ergon Energy	0	0	0	650,000	0	0	0	0	650,000	650,000	0
BBP (AlintaAGL)	0	0	0	0	570,000	0	0	0	570,000	570,000	0
Simply Energy	260,000	0	100,000	0	0	0	0	0	360,000	360,000	0
Infratil	280,000	0	30,000	40,000	0	0	0	0	350,000	360,000	-10,000
Aurora Energy	0	0	0	0	0	260,000	0	0	260,000	260,000	0
ActewAGL (50% AGL)	0	0	0	0	0	0	260,000	0	260,000	260,000	0
Red Energy (Snowy)	160,000	0	10,000	0	0	0	0	0	170,000	160,000	10,000
Australian Power & Gas	60,000	10,000	0	0	0	0	0	0	70,000	70,000	0
PAWA	0	0	0	0	0	0	0	70,000	70,000	70,000	0
Jackgreen	0	40,000	0	10,000	0	0	0	0	50,000	50,000	0
<b>Total of above</b>	<b>4,240,000</b>	<b>4,330,000</b>	<b>1,150,000</b>	<b>2,190,000</b>	<b>1,460,000</b>	<b>260,000</b>	<b>300,000</b>	<b>70,000</b>	<b>14,000,000</b>	<b>13,970,000</b>	<b>30,000</b>
<b>Total in report</b>	<b>4,220,000</b>	<b>4,330,000</b>	<b>1,160,000</b>	<b>2,180,000</b>	<b>1,460,000</b>	<b>260,000</b>	<b>290,000</b>	<b>70,000</b>	<b>13,980,000</b>	<b>13,980,000</b>	<b>0</b>
Difference (due to 10k rounding)	20,000	0	-10,000	10,000	0	0	10,000	0	20,000	-10,000	30,000

### Market Size Comparison - UBS vs esaa (as at June 2008)

	VIC	NSW & ACT	SA	QLD	WA	TAS	NT	Total
Electricity (UBS)	2,460,000	3,550,000	790,000	2,000,000	890,000	260,000	70,000	10,020,000
Gas (UBS)	1,770,000	1,070,000	370,000	180,000	570,000	0	0	3,960,000
<b>Total (UBS)</b>	<b>4,220,000</b>	<b>4,330,000</b>	<b>1,160,000</b>	<b>2,180,000</b>	<b>1,460,000</b>	<b>260,000</b>	<b>70,000</b>	<b>13,980,000</b>
Electricity (esaa)	2,478,634	3,371,852	796,213	1,892,460	1,012,897	264,307	75,674	9,892,037
Gas (esaa)	1,725,185	1,155,375	381,285	153,674	593,634	5,047	1,047	4,015,247
<b>Total (esaa)</b>	<b>4,203,819</b>	<b>4,527,227</b>	<b>1,177,498</b>	<b>2,046,134</b>	<b>1,606,531</b>	<b>269,354</b>	<b>76,721</b>	<b>13,907,284</b>
Electricity (difference)	-18,634	178,148	-6,213	107,540	-122,897	-4,307	-5,674	127,963
Gas (difference)	44,815	-85,375	-11,285	26,326	-23,634	-5,047	-1,047	-55,247
<b>Total (difference)</b>	<b>16,181</b>	<b>-197,227</b>	<b>-17,498</b>	<b>133,866</b>	<b>-146,531</b>	<b>-9,354</b>	<b>-6,721</b>	<b>72,716</b>
Electricity (difference)	-0.8%	5.0%	-0.8%	5.4%	-13.8%	-1.7%	-8.1%	1.3%
Gas (difference)	2.5%	-8.0%	-3.1%	14.6%	-4.1%	N/A	N/A	-1.4%
<b>Total (difference)</b>	<b>0.4%</b>	<b>-4.6%</b>	<b>-1.5%</b>	<b>6.1%</b>	<b>-10.0%</b>	<b>-3.6%</b>	<b>-9.6%</b>	<b>0.5%</b>

esaa figures from esaa Electricity and Gas Australia Report 2009

## Australian Utilities Structure 2007 - Counts

### Major Energy Retailers by State

From UBS Report 2007

Sources: Companies; UBS estimates

Note: UBS figures below reported to nearest 10,000 (0 is &lt;10k customers)



### Electricity Customers - June 2007

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	670,000	210,000	500,000	470,000					1,850,000	1,860,000	-10,000
Origin Energy	780,000	100,000	100,000	840,000					1,820,000	1,820,000	0
Energy Australia	170,000	1,260,000	80,000				10,000		1,520,000	1,520,000	0
TRUenergy	540,000	50,000	100,000						690,000	680,000	10,000
Synergy					870,000				870,000	870,000	0
Country Energy	20,000	800,000	20,000	20,000			20,000		880,000	870,000	10,000
Integral Energy		830,000							830,000	830,000	0
Ergon Energy				600,000					600,000	600,000	0
BBP (AlintaAGL)					0				0	0	0
Vic Elec and SA Elec	160,000		20,000						180,000	180,000	0
Aurora Energy						260,000			260,000	260,000	0
ActewAGL (50% AGL)							150,000		150,000	150,000	0
Red Energy (Snowy)	100,000								100,000	100,000	0
PAWA								70,000	70,000	70,000	0
Jackgreen		30,000							30,000	30,000	0
<b>Total of above</b>	<b>2,440,000</b>	<b>3,280,000</b>	<b>820,000</b>	<b>1,930,000</b>	<b>870,000</b>	<b>260,000</b>	<b>180,000</b>	<b>70,000</b>	<b>9,850,000</b>	<b>9,840,000</b>	<b>10,000</b>
<b>Total in report</b>	<b>2,440,000</b>	<b>3,270,000</b>	<b>820,000</b>	<b>1,930,000</b>	<b>870,000</b>	<b>260,000</b>	<b>180,000</b>	<b>70,000</b>	<b>9,840,000</b>	<b>9,840,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	10,000	0	0	0	0	0	0	10,000	0	10,000

### Gas Customers - June 2007

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	490,000	770,000	60,000	70,000					1,390,000	1,390,000	0
Origin Energy	570,000		200,000	90,000					860,000	860,000	0
Energy Australia	150,000	160,000	40,000				10,000		360,000	350,000	10,000
TRUenergy	430,000	30,000	50,000						510,000	510,000	0
Synergy									0	0	0
Country Energy		20,000							20,000	20,000	0
Integral Energy									0	0	0
Ergon Energy									0	0	0
BBP (AlintaAGL)					570,000				570,000	570,000	0
Vic Elec and SA Elec	90,000								90,000	90,000	0
Aurora Energy									0	0	0
ActewAGL (50% AGL)							110,000		110,000	110,000	0
Red Energy (Snowy)									0	0	0
PAWA									0	0	0
Jackgreen									0	0	0
<b>Total of above</b>	<b>1,730,000</b>	<b>980,000</b>	<b>350,000</b>	<b>160,000</b>	<b>570,000</b>	<b>0</b>	<b>120,000</b>	<b>0</b>	<b>3,910,000</b>	<b>3,900,000</b>	<b>10,000</b>
<b>Total in report</b>	<b>1,730,000</b>	<b>980,000</b>	<b>340,000</b>	<b>160,000</b>	<b>570,000</b>	<b>0</b>	<b>110,000</b>	<b>0</b>	<b>3,890,000</b>	<b>3,890,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	0	10,000	0	0	0	10,000	0	20,000	10,000	10,000

### Total Elec and Gas Customers - June 2007

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	1,160,000	980,000	560,000	540,000	0	0	0	0	3,240,000	3,250,000	-10,000
Origin Energy	1,350,000	100,000	300,000	930,000	0	0	0	0	2,680,000	2,670,000	10,000
Energy Australia	320,000	1,420,000	120,000	0	0	0	20,000	0	1,880,000	1,870,000	10,000
TRUenergy	970,000	80,000	150,000	0	0	0	0	0	1,200,000	1,190,000	10,000
Synergy	0	0	0	0	870,000	0	0	0	870,000	870,000	0
Country Energy	20,000	820,000	20,000	20,000	0	0	20,000	0	900,000	890,000	10,000
Integral Energy	0	830,000	0	0	0	0	0	0	830,000	830,000	0
Ergon Energy	0	0	0	600,000	0	0	0	0	600,000	600,000	0
BBP (AlintaAGL)	0	0	0	0	570,000	0	0	0	570,000	570,000	0
Vic Elec and SA Elec	250,000	0	20,000	0	0	0	0	0	270,000	270,000	0
Aurora Energy	0	0	0	0	0	260,000	0	0	260,000	260,000	0
ActewAGL (50% AGL)	0	0	0	0	0	0	260,000	0	260,000	260,000	0
Red Energy (Snowy)	100,000	0	0	0	0	0	0	0	100,000	100,000	0
PAWA	0	0	0	0	0	0	0	70,000	70,000	70,000	0
Jackgreen	0	30,000	0	0	0	0	0	0	30,000	30,000	0
<b>Total of above</b>	<b>4,170,000</b>	<b>4,260,000</b>	<b>1,170,000</b>	<b>2,090,000</b>	<b>1,440,000</b>	<b>260,000</b>	<b>300,000</b>	<b>70,000</b>	<b>13,760,000</b>	<b>13,730,000</b>	<b>30,000</b>
<b>Total in report</b>	<b>4,160,000</b>	<b>4,250,000</b>	<b>1,160,000</b>	<b>2,090,000</b>	<b>1,440,000</b>	<b>260,000</b>	<b>290,000</b>	<b>70,000</b>	<b>13,720,000</b>	<b>13,720,000</b>	<b>0</b>
Difference (due to 10k rounding)	10,000	10,000	10,000	0	0	0	10,000	0	40,000	10,000	30,000

### Market Size Comparison - UBS vs esaa (as at June 2007)

	VIC	NSW & ACT	SA	QLD	WA	TAS	NT	Total
Electricity (UBS)	2,440,000	3,450,000	820,000	1,930,000	870,000	260,000	70,000	9,840,000
Gas (UBS)	1,730,000	1,090,000	340,000	160,000	570,000	0	0	3,890,000
<b>Total (UBS)</b>	<b>4,160,000</b>	<b>4,250,000</b>	<b>1,160,000</b>	<b>2,090,000</b>	<b>1,440,000</b>	<b>260,000</b>	<b>70,000</b>	<b>13,730,000</b>
Electricity (esaa)	2,454,614	3,333,684	786,504	1,845,653	925,113	262,911	75,282	9,683,761
Gas (esaa)	1,691,277	1,124,096	374,422	145,449	574,724	3,064	1,024	3,914,056
<b>Total (esaa)</b>	<b>4,145,891</b>	<b>4,457,780</b>	<b>1,160,926</b>	<b>1,991,102</b>	<b>1,499,837</b>	<b>265,975</b>	<b>76,306</b>	<b>13,597,817</b>
Electricity (difference)	-14,614	116,316	33,496	84,347	-55,113	-2,911	-5,282	156,239
Gas (difference)	38,723	-34,096	-34,422	14,551	-4,724	-3,064	-1,024	-24,056
<b>Total (difference)</b>	<b>14,109</b>	<b>-207,780</b>	<b>-926</b>	<b>98,898</b>	<b>-59,837</b>	<b>-5,975</b>	<b>-6,306</b>	<b>132,183</b>
Electricity (difference)	-0.6%	3.4%	4.1%	4.4%	-6.3%	-1.1%	-7.5%	1.6%
Gas (difference)	2.2%	-3.1%	-10.1%	9.1%	-0.8%	N/A	N/A	-0.6%
<b>Total (difference)</b>	<b>0.3%</b>	<b>-4.9%</b>	<b>-0.1%</b>	<b>4.7%</b>	<b>-4.2%</b>	<b>-2.3%</b>	<b>-9.0%</b>	<b>1.0%</b>

esaa figures from esaa Electricity and Gas Australia Report 2008

## Australian Utilities Structure 2006 - Counts

### Major Energy Retailers by State

From UBS Report 2006

Sources: Companies; UBS estimates

Note: UBS figures below reported to nearest 10,000 (0 is &lt;10k customers)



### Electricity Customers - June 2006

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	730,000	160,000	570,000						1,460,000	1,460,000	0
Origin Energy	860,000	30,000	30,000						920,000	910,000	10,000
Energy Australia	140,000	1,450,000	20,000						1,610,000	1,600,000	10,000
TRUenergy	560,000	10,000	90,000						660,000	650,000	10,000
Energyx	40,000			1,140,000					1,180,000	1,180,000	0
Synergy					830,000				830,000	830,000	0
Country Energy		780,000							780,000	780,000	0
Integral Energy		820,000							820,000	820,000	0
Ergon Energy	20,000			620,000					640,000	640,000	0
Alinta									0	0	0
Vic Electricity	70,000								70,000	70,000	0
Aurora Energy						260,000			260,000	260,000	0
ActewAGL (50% AGL)							150,000		150,000	150,000	0
Red Energy (Snowy)	70,000								70,000	70,000	0
PAWA								70,000	70,000	70,000	0
Jackgreen		30,000							30,000	30,000	0
<b>Total of above</b>	<b>2,490,000</b>	<b>3,280,000</b>	<b>710,000</b>	<b>1,760,000</b>	<b>830,000</b>	<b>260,000</b>	<b>150,000</b>	<b>70,000</b>	<b>9,550,000</b>	<b>9,520,000</b>	<b>30,000</b>
<b>Total in report</b>	<b>2,480,000</b>	<b>3,260,000</b>	<b>700,000</b>	<b>1,760,000</b>	<b>830,000</b>	<b>260,000</b>	<b>150,000</b>	<b>70,000</b>	<b>9,510,000</b>	<b>9,510,000</b>	<b>0</b>
Difference (due to 10k rounding)	10,000	20,000	10,000	0	0	0	0	0	40,000	10,000	30,000

### Gas Customers - June 2006

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	510,000	780,000	40,000						1,330,000	1,330,000	0
Origin Energy	530,000		290,000	80,000					900,000	900,000	0
Energy Australia	60,000	130,000	10,000						200,000	200,000	0
TRUenergy	460,000	10,000	20,000						490,000	490,000	0
Energyx				70,000					70,000	70,000	0
Synergy									0	0	0
Country Energy		20,000							20,000	20,000	0
Integral Energy									0	0	0
Ergon Energy									0	0	0
Alinta					540,000				540,000	540,000	0
Vic Electricity	30,000								30,000	30,000	0
Aurora Energy									0	0	0
ActewAGL (50% AGL)							110,000		110,000	110,000	0
Red Energy (Snowy)									0	0	0
PAWA									0	0	0
Jackgreen									0	0	0
<b>Total of above</b>	<b>1,590,000</b>	<b>940,000</b>	<b>360,000</b>	<b>150,000</b>	<b>540,000</b>	<b>0</b>	<b>110,000</b>	<b>0</b>	<b>3,690,000</b>	<b>3,690,000</b>	<b>0</b>
<b>Total in report</b>	<b>1,590,000</b>	<b>940,000</b>	<b>370,000</b>	<b>140,000</b>	<b>540,000</b>	<b>0</b>	<b>110,000</b>	<b>0</b>	<b>3,680,000</b>	<b>3,680,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	0	-10,000	10,000	0	0	0	0	10,000	10,000	0

### Total Elec and Gas Customers - June 2006

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	1,240,000	940,000	610,000	0	0	0	0	0	2,790,000	2,790,000	0
Origin Energy	1,390,000	30,000	320,000	80,000	0	0	0	0	1,820,000	1,810,000	10,000
Energy Australia	200,000	1,580,000	30,000	0	0	0	0	0	1,810,000	1,800,000	10,000
TRUenergy	1,020,000	20,000	110,000	0	0	0	0	0	1,150,000	1,140,000	10,000
Energyx	40,000	0	0	1,210,000	0	0	0	0	1,250,000	1,240,000	10,000
Synergy	0	0	0	0	830,000	0	0	0	830,000	830,000	0
Country Energy	0	800,000	0	0	0	0	0	0	800,000	800,000	0
Integral Energy	0	820,000	0	0	0	0	0	0	820,000	820,000	0
Ergon Energy	20,000	0	0	620,000	0	0	0	0	640,000	640,000	0
Alinta	0	0	0	0	540,000	0	0	0	540,000	540,000	0
Vic Electricity	100,000	0	0	0	0	0	0	0	100,000	100,000	0
Aurora Energy	0	0	0	0	0	260,000	0	0	260,000	260,000	0
ActewAGL (50% AGL)	0	0	0	0	0	0	260,000	0	260,000	260,000	0
Red Energy (Snowy)	70,000	0	0	0	0	0	0	0	70,000	70,000	0
PAWA	0	0	0	0	0	0	0	70,000	70,000	70,000	0
Jackgreen	0	30,000	0	0	0	0	0	0	30,000	30,000	0
<b>Total of above</b>	<b>4,080,000</b>	<b>4,220,000</b>	<b>1,070,000</b>	<b>1,910,000</b>	<b>1,370,000</b>	<b>260,000</b>	<b>260,000</b>	<b>70,000</b>	<b>13,240,000</b>	<b>13,200,000</b>	<b>40,000</b>
<b>Total in report</b>	<b>4,080,000</b>	<b>4,200,000</b>	<b>1,060,000</b>	<b>1,900,000</b>	<b>1,370,000</b>	<b>260,000</b>	<b>260,000</b>	<b>70,000</b>	<b>13,190,000</b>	<b>13,190,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	20,000	10,000	10,000	0	0	0	0	50,000	10,000	40,000

### Market Size Comparison - UBS vs esaa (as at June 2006)

	VIC	NSW & ACT	SA	QLD	WA	TAS	NT	Total
Electricity (UBS)	2,480,000	3,410,000	700,000	1,760,000	830,000	260,000	70,000	9,510,000
Gas (UBS)	1,590,000	1,050,000	370,000	140,000	540,000	0	0	3,690,000
<b>Total (UBS)</b>	<b>4,080,000</b>	<b>4,200,000</b>	<b>1,060,000</b>	<b>1,900,000</b>	<b>1,370,000</b>	<b>260,000</b>	<b>70,000</b>	<b>13,200,000</b>
Electricity (esaa)	2,421,576	3,297,858	776,494	1,809,039	892,601	259,130	73,633	9,530,331
Gas (esaa)	1,671,364	1,088,903	367,515	142,722	554,012	858	999	3,826,373
<b>Total (esaa)</b>	<b>4,092,940</b>	<b>4,386,761</b>	<b>1,144,009</b>	<b>1,951,761</b>	<b>1,446,613</b>	<b>259,988</b>	<b>74,632</b>	<b>13,356,704</b>
Electricity (difference)	58,424	112,142	-76,494	-49,039	-62,601	870	-3,633	-20,331
Gas (difference)	-81,364	-38,903	2,485	-2,722	-14,012	-858	-999	-136,373
<b>Total (difference)</b>	<b>-12,940</b>	<b>-186,761</b>	<b>-84,009</b>	<b>-51,761</b>	<b>-76,613</b>	<b>12</b>	<b>-4,632</b>	<b>-156,704</b>
Electricity (difference)	2.4%	3.3%	-10.9%	-2.8%	-7.5%	0.3%	-5.2%	-0.2%
Gas (difference)	-5.1%	-3.7%	0.7%	-1.9%	-2.6%	N/A	N/A	-3.7%
<b>Total (difference)</b>	<b>-0.3%</b>	<b>-4.4%</b>	<b>-7.9%</b>	<b>-2.7%</b>	<b>-5.6%</b>	<b>0.0%</b>	<b>-6.6%</b>	<b>-1.2%</b>

esaa figures from esaa Electricity and Gas Australia Report 2007



The UBS report for 2004 includes retailer counts as at June 2003  
The UBS report for 2005 includes retailer counts as at June 2004  
The UBS report for 2006 includes retailer counts as at June 2006

Hence retailer counts as at June 2005 are not available from UBS

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## Australian Utilities Structure 2004 - Counts

### Major Energy Retailers by State

From UBS Report 2005 (June 2005 counts not available)

Sources: Companies; UBS estimates

Note: UBS figures below reported to nearest 10,000 (0 is &lt;10k customers)



### Electricity Customers - June 2004

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	660,000	70,000	790,000						1,520,000	1,520,000	0
Origin Energy	850,000	10,000	30,000						890,000	890,000	0
Energy Australia	90,000	1,300,000	50,000						1,440,000	1,440,000	0
CLP	680,000								680,000	680,000	0
Energex	40,000			1,100,000					1,140,000	1,140,000	0
Western Power					870,000				870,000	870,000	0
Country Energy		740,000							740,000	740,000	0
Integral Energy		890,000							890,000	890,000	0
Ergon Energy				630,000					630,000	630,000	0
Alinta									0	0	0
Aurora Energy						260,000			260,000	260,000	0
ActewAGL (50% AGL)							140,000		140,000	140,000	0
PAWA								80,000	80,000	80,000	0
<b>Total of above</b>	<b>2,320,000</b>	<b>3,010,000</b>	<b>870,000</b>	<b>1,730,000</b>	<b>870,000</b>	<b>260,000</b>	<b>140,000</b>	<b>80,000</b>	<b>9,280,000</b>	<b>9,280,000</b>	<b>0</b>
<b>Total in report</b>	<b>2,320,000</b>	<b>3,010,000</b>	<b>870,000</b>	<b>1,730,000</b>	<b>870,000</b>	<b>260,000</b>	<b>140,000</b>	<b>80,000</b>	<b>9,280,000</b>	<b>9,280,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	0	0	0	0	0	0	0	-10,000	9,280,000	-9,290,000

### Gas Customers - June 2004

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	440,000	860,000							1,300,000	1,300,000	0
Origin Energy	550,000		360,000	50,000					960,000	970,000	-10,000
Energy Australia	40,000	90,000							130,000	130,000	0
CLP	490,000								490,000	490,000	0
Energex				100,000					100,000	100,000	0
Western Power									0	0	0
Country Energy									0	0	0
Integral Energy									0	0	0
Ergon Energy									0	0	0
Alinta					490,000				490,000	490,000	0
Aurora Energy									0	0	0
ActewAGL (50% AGL)							110,000		110,000	110,000	0
PAWA									0	0	0
<b>Total of above</b>	<b>1,520,000</b>	<b>950,000</b>	<b>360,000</b>	<b>150,000</b>	<b>490,000</b>	<b>0</b>	<b>110,000</b>	<b>0</b>	<b>3,580,000</b>	<b>3,590,000</b>	<b>-10,000</b>
<b>Total in report</b>	<b>1,520,000</b>	<b>950,000</b>	<b>360,000</b>	<b>150,000</b>	<b>490,000</b>	<b>0</b>	<b>110,000</b>	<b>0</b>	<b>3,590,000</b>	<b>3,590,000</b>	<b>0</b>
Difference (due to 10k rounding)	-10,000	0	0	0	0	0	0	0	-10,000	0	-10,000

### Total Elec and Gas Customers - June 2004

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	1,100,000	930,000	790,000	0	0	0	0	0	2,820,000	2,810,000	10,000
Origin Energy	1,400,000	10,000	390,000	50,000	0	0	0	0	1,850,000	1,850,000	0
Energy Australia	130,000	1,390,000	50,000	0	0	0	0	0	1,570,000	1,570,000	0
CLP	1,170,000	0	0	0	0	0	0	0	1,170,000	1,170,000	0
Energex	40,000	0	0	1,200,000	0	0	0	0	1,240,000	1,240,000	0
Western Power	0	0	0	0	870,000	0	0	0	870,000	870,000	0
Country Energy	0	740,000	0	0	0	0	0	0	740,000	740,000	0
Integral Energy	0	890,000	0	0	0	0	0	0	890,000	890,000	0
Ergon Energy	0	0	0	630,000	0	0	0	0	630,000	630,000	0
Alinta	0	0	0	0	490,000	0	0	0	490,000	490,000	0
Aurora Energy	0	0	0	0	0	260,000	0	0	260,000	260,000	0
ActewAGL (50% AGL)	0	0	0	0	0	0	250,000	0	250,000	250,000	0
PAWA	0	0	0	0	0	0	0	80,000	80,000	80,000	0
<b>Total of above</b>	<b>3,840,000</b>	<b>3,960,000</b>	<b>1,230,000</b>	<b>1,880,000</b>	<b>1,360,000</b>	<b>260,000</b>	<b>250,000</b>	<b>80,000</b>	<b>12,860,000</b>	<b>12,850,000</b>	<b>10,000</b>
<b>Total in report</b>	<b>3,840,000</b>	<b>3,960,000</b>	<b>1,230,000</b>	<b>1,890,000</b>	<b>1,370,000</b>	<b>260,000</b>	<b>250,000</b>	<b>80,000</b>	<b>12,880,000</b>	<b>12,880,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	0	0	-10,000	-10,000	0	0	0	-20,000	-30,000	10,000

### Market Size Comparison - UBS vs esaa (as at June 2004)

	VIC	NSW & ACT	SA	QLD	WA	TAS	NT	Total
Electricity (UBS)	2,320,000	3,150,000	870,000	1,730,000	870,000	260,000	80,000	9,280,000
Gas (UBS)	1,530,000	1,060,000	360,000	150,000	490,000	0	0	3,590,000
<b>Total (UBS)</b>	<b>3,840,000</b>	<b>3,960,000</b>	<b>1,230,000</b>	<b>1,890,000</b>	<b>1,370,000</b>	<b>260,000</b>	<b>80,000</b>	<b>12,870,000</b>
Electricity (esaa)	2,351,663	3,213,999	754,837	1,751,237	867,067	253,522	75,396	9,267,721
Gas (esaa)	1,598,163	1,047,555	357,502	137,763	515,400	0	963	3,657,346
<b>Total (esaa)</b>	<b>3,949,826</b>	<b>4,261,554</b>	<b>1,112,339</b>	<b>1,889,000</b>	<b>1,382,467</b>	<b>253,522</b>	<b>76,359</b>	<b>12,925,067</b>
Electricity (difference)	-31,663	-63,999	115,163	-21,237	2,933	6,478	4,604	12,279
Gas (difference)	-68,163	12,445	2,498	12,237	-25,400	0	-963	-67,346
<b>Total (difference)</b>	<b>-109,826</b>	<b>-301,554</b>	<b>117,661</b>	<b>1,000</b>	<b>-12,467</b>	<b>6,478</b>	<b>3,641</b>	<b>-55,067</b>
Electricity (difference)	-1.4%	-2.0%	13.2%	-1.2%	0.3%	2.5%	5.8%	0.1%
Gas (difference)	-4.5%	1.2%	0.7%	8.2%	-5.2%	N/A	N/A	-1.9%
<b>Total (difference)</b>	<b>-2.9%</b>	<b>-7.6%</b>	<b>9.6%</b>	<b>0.1%</b>	<b>-0.9%</b>	<b>2.5%</b>	<b>4.6%</b>	<b>-0.4%</b>

esaa figures from esaa Electricity and Gas Australia Report 2005

### Australian Utilities Structure 2003 - Counts Major Energy Retailers by State

From UBS Report 2004 (2003 report also showed 2003 totals)  
Sources: Companies; UBS estimates

Note: UBS figures below reported to nearest 10,000 (0 is <10k customers)



#### Electricity Customers - June 2003

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	790,000	40,000	760,000						1,590,000	1,590,000	0
Origin Energy	850,000								850,000	850,000	0
Energy Australia	70,000	1,400,000							1,470,000	1,470,000	0
TXU Australia	570,000								570,000	570,000	0
Energex	40,000			1,080,000					1,120,000	1,120,000	0
Western Power					840,000				840,000	840,000	0
Country Energy		710,000							710,000	710,000	0
Integral Energy		860,000							860,000	860,000	0
Ergon Energy				610,000					610,000	610,000	0
Alinta									0	0	0
Aurora Energy						250,000			250,000	250,000	0
ActewAGL (50% AGL)							150,000		150,000	150,000	0
PAWA								70,000	70,000	70,000	0
<b>Total of above</b>	<b>2,320,000</b>	<b>3,010,000</b>	<b>760,000</b>	<b>1,690,000</b>	<b>840,000</b>	<b>250,000</b>	<b>150,000</b>	<b>70,000</b>	<b>9,090,000</b>	<b>9,090,000</b>	<b>0</b>
<b>Total in report</b>	<b>2,320,000</b>	<b>3,010,000</b>	<b>760,000</b>	<b>1,690,000</b>	<b>840,000</b>	<b>250,000</b>	<b>150,000</b>	<b>70,000</b>	<b>9,100,000</b>	<b>9,100,000</b>	<b>0</b>
Difference (due to 10k rounding)	0	0	0	0	0	0	0	0	-10,000	-10,000	0

#### Gas Customers - June 2003

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	470,000	840,000							1,310,000	1,310,000	0
Origin Energy	590,000		350,000	50,000					990,000	990,000	0
Energy Australia		70,000							70,000	70,000	0
TXU Australia	480,000								480,000	480,000	0
Energex				100,000					100,000	100,000	0
Western Power									0	0	0
Country Energy									0	0	0
Integral Energy									0	0	0
Ergon Energy									0	0	0
Alinta					470,000				470,000	470,000	0
Aurora Energy									0	0	0
ActewAGL (50% AGL)							90,000		90,000	90,000	0
PAWA									0	0	0
<b>Total of above</b>	<b>1,540,000</b>	<b>910,000</b>	<b>350,000</b>	<b>150,000</b>	<b>470,000</b>	<b>0</b>	<b>90,000</b>	<b>0</b>	<b>3,510,000</b>	<b>3,510,000</b>	<b>0</b>
<b>Total in report</b>	<b>1,530,000</b>	<b>910,000</b>	<b>350,000</b>	<b>160,000</b>	<b>470,000</b>	<b>0</b>	<b>90,000</b>	<b>0</b>	<b>3,500,000</b>	<b>3,500,000</b>	<b>0</b>
Difference (due to 10k rounding)	10,000	0	0	-10,000	0	0	0	0	10,000	10,000	0

#### Total Elec and Gas Customers - June 2003

Retailer	VIC	NSW	SA	QLD	WA	TAS	ACT	NT	Total of row	Total in report	Rounding difference
AGL	1,260,000	880,000	760,000	0	0	0	0	0	2,900,000	2,900,000	0
Origin Energy	1,440,000	0	350,000	50,000	0	0	0	0	1,840,000	1,840,000	0
Energy Australia	70,000	1,470,000	0	0	0	0	0	0	1,540,000	1,540,000	0
TXU Australia	1,050,000	0	0	0	0	0	0	0	1,050,000	1,040,000	10,000
Energex	40,000	0	0	1,180,000	0	0	0	0	1,220,000	1,220,000	0
Western Power	0	0	0	0	840,000	0	0	0	840,000	840,000	0
Country Energy	0	710,000	0	0	0	0	0	0	710,000	710,000	0
Integral Energy	0	860,000	0	0	0	0	0	0	860,000	860,000	0
Ergon Energy	0	0	0	610,000	0	0	0	0	610,000	610,000	0
Alinta	0	0	0	0	470,000	0	0	0	470,000	470,000	0
Aurora Energy	0	0	0	0	0	250,000	0	0	250,000	250,000	0
ActewAGL (50% AGL)	0	0	0	0	0	0	240,000	0	240,000	240,000	0
PAWA	0	0	0	0	0	0	0	70,000	70,000	70,000	0
<b>Total of above</b>	<b>3,860,000</b>	<b>3,920,000</b>	<b>1,110,000</b>	<b>1,840,000</b>	<b>1,310,000</b>	<b>250,000</b>	<b>240,000</b>	<b>70,000</b>	<b>12,600,000</b>	<b>12,590,000</b>	<b>10,000</b>
<b>Total in report</b>	<b>3,850,000</b>	<b>3,920,000</b>	<b>1,110,000</b>	<b>1,840,000</b>	<b>1,310,000</b>	<b>250,000</b>	<b>240,000</b>	<b>70,000</b>	<b>12,600,000</b>	<b>12,600,000</b>	<b>0</b>
Difference (due to 10k rounding)	10,000	0	0	0	0	0	0	0	0	-10,000	10,000

#### Market Size Comparison - UBS vs esaa (as at June 2003)

	VIC	NSW & ACT	SA	QLD	WA	TAS	NT	Total
Electricity (UBS)	2,320,000	3,160,000	760,000	1,690,000	840,000	250,000	70,000	9,090,000
Gas (UBS)	1,530,000	1,000,000	350,000	160,000	470,000	0	0	3,510,000
<b>Total (UBS)</b>	<b>3,850,000</b>	<b>3,920,000</b>	<b>1,110,000</b>	<b>1,840,000</b>	<b>1,310,000</b>	<b>250,000</b>	<b>70,000</b>	<b>12,600,000</b>
Electricity (esaa)	2,307,589	3,169,311	746,856	1,686,809	847,058	250,893	74,981	9,083,497
Gas (esaa)				Not available				
<b>Total (esaa)</b>								
Electricity (difference)	12,411	-9,311	13,144	3,191	-7,058	-893	-4,981	6,503
Gas (difference)				Not available				
<b>Total (difference)</b>								
Electricity (difference)	0.5%	-0.3%	1.7%	0.2%	-0.8%	-0.4%	-7.1%	0.1%
Gas (difference)				Not available				
<b>Total (difference)</b>								

Total in 2005 esaa report = 9,092,628

esaa figures from esaa Electricity and Gas Australia Report 2005