



Notice

20 January 2022

Annual data reports 2020/21

Energy retailers and distributors

The Economic Regulation Authority has published the [annual data report– energy retailers 2020/21](#) and the [annual data report - energy distributors 2020/21](#). The data covers the period 1 July 2020 to 30 June 2021.

Each year, the ERA reports to the Minister for Energy on trends in energy markets and indicators of energy retailers' and distributors' performance.¹

Performance reporting enhances transparency and accountability and promotes integrity in the market. It also provides incentives for retailers and distributors to improve performance.

The retailer report includes information on retail markets, financial hardship, energy bill debt, disconnections, reconnections, and customer service.

The distributor report includes information on the number of connections supplied by distribution systems, reliability of supply, energy delivered to customers, streetlight repairs and customer service.

More information is available in the ERA's [media statement](#).

Further information

General enquiries

Paul Reid
Ph: 08 6557 7976
info@erawa.com.au

Media enquiries

Natalie Warnock
Ph: 08 6557 7933 | Mob: 0428 859 826
media@erawa.com.au

¹ The reports only cover supply to small-use electricity and gas customers who consume less than 160 megawatts of electricity or 1 terajoule of gas per year, respectively.