



Notice

20 December 2023

Annual data reports 2022/23

Energy retailers and distributors

The Economic Regulation Authority has published the [annual data report – energy retailers 2022/23](#) and the [annual data report – energy distributors 2022/23](#).

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 incentivises retailers and distributors to improve performance.

The retailer report includes information on the 9-month moratorium, financial hardship, energy bill debt, pre-payment metres, disconnections, reconnections, customer service and an example of how a retailer assisted a customer experiencing family violence to stay connected.

The distributor report is about the number of connections supplied by distribution systems, new customers and reconnections, the reliability of supply, energy delivered to customers, customer service and streetlight repairs.

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

Further information

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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.