

2022/23 energy retailer data for residential customers



All comparisons are to the Economic Regulation Authority's 2021/22 data.

Electricity



Disconnections

11,488 for non-payment
up **12.2%**



Average bill debts

Non-hardship down **0.9%** to **\$774**
Hardship up **50.2%** to **\$1,197**



Hardship program

34,818 on a retailer's
hardship program



Assistance

95,805 granted additional
time to pay a bill, down **14.4%**



All electricity customers can now access support with their bills – like extensions and payment plans – without entering a formal hardship program.

Gas



Disconnections

5,556 for non-payment
up **134.1%**



Average bill debts

Non-hardship up **5.8%** to **\$451**
Hardship up **29.2%** to **\$983**



Assistance

64,655 granted additional
time to pay a bill, up **19.8%**



Economic Regulation Authority

The Economic Regulation Authority is Western Australia's independent economic regulator. We use data from electricity and gas retailers to report annually on issues like disconnections, financial hardship and customer service. For more information visit erawa.com.au/energyreports.

