2026 electricity and gas data

Energy overview – Small use customers

2025/26 *at a glance*

Small use customer accounts

Electricity

Total 1,248,892

Residential 1,142,370

Business 106,522



2,068,200

Gas

Total 819,308

Residential 810,155

Business 9,154

Western Australian population ***3,096,222 at March 2026***

Energy delivered ***16,799 GWh of electricity*** ***11,750 TJ of gas***

WA population	Electricity accounts	Electricity delivered	Gas accounts	Gas delivered
+ 2.1%	+ 1.9%	+ 5.8%	+ 1.4%	+ 7.5%

This mini report provides an overview of electricity and gas supplied by licenced retailers and distributors in Western Australia.

Residential customer A customer who consumes energy solely for domestic use

Business customer A customer who is not a residential customer

- Western Australia's population and the number of small use electricity and gas accounts have both increased. Changes in energy delivered, energy accounts and energy per person over the past 10 years are illustrated on page 3.
- Total energy (electricity and gas) delivered per person, by licensed entities in Western Australia has remained approximately steady at 23 gigajoules per person (1 Megawatt [MW] hour converts to 3.6 gigajoules).
  - This year, growth in the amount of electricity and gas delivered exceeded growth in the number of new accounts. Although the amount of gas delivered has fluctuated in recent years, it remains below the 12-year peak recorded in 2016/17.
- Given that customers are also generating and consuming their own solar electricity, energy demand per person in Western Australia appears to be growing.
- Detailed data from 2014 to 2026 can be found in the ERA's energy retailer and distributor dashboards.

Retail electricity in WA

Small use customer

A customer that uses less than 160MWh of electricity each year. This equates to an annual bill of around $45,000 or less.

Households and businesses that use more than 50MWh a year are **contestable customers** and may choose their retailer. Most households are **non-contestable customers**. Small businesses, like a newsagency, may also be non-contestable. Synergy supplies non-contestable customers in the South West Interconnected System (SWIS). Horizon Power retails electricity to small use customers outside the SWIS.

Licenced retailers in the SWIS



- A-Star
- Alinta Energy
- Amanda Energy
- Change Energy
- EV Energy
- Kleenheat
- ORRE
- Peel Renewable Energy
- Perdaman Energy
- Perth Energy
- Rottnest Island Authority
- Synergy

As at 30 June 2026, Synergy had 1,197,309 small use electricity customer accounts while Horizon Power had 48,031. This includes residential and small use business accounts.

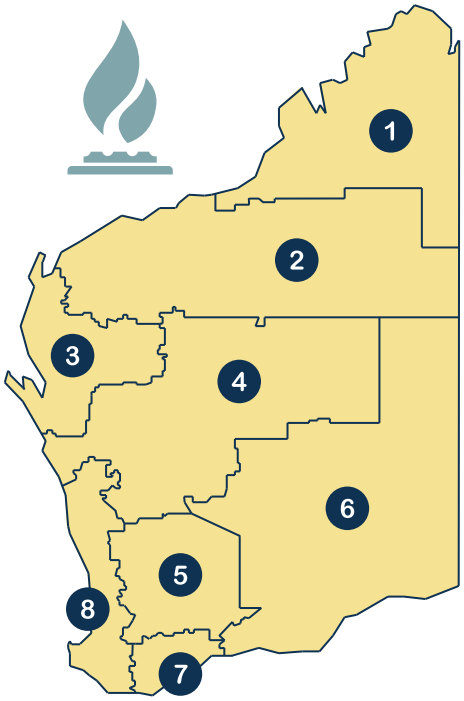
Retail gas in WA

Small use customer

A customer who uses less than 1 terajoule of gas each year. This equates to an annual bill of around $45,000 or less.

All gas customers are contestable, meaning they can choose their retailer. However, under the **gas market moratorium**, Synergy may not supply customers using less than 180 gigajoules. This prevents Synergy from retailing gas to households. Gas retailers may not charge small use customers more than the regulated price cap, but can offer lower prices through non-standard form contracts.

Gas supply areas in WA



Gas retailers and distributors can be licensed by the ERA to supply customers in one or more of the eight gas supply areas.

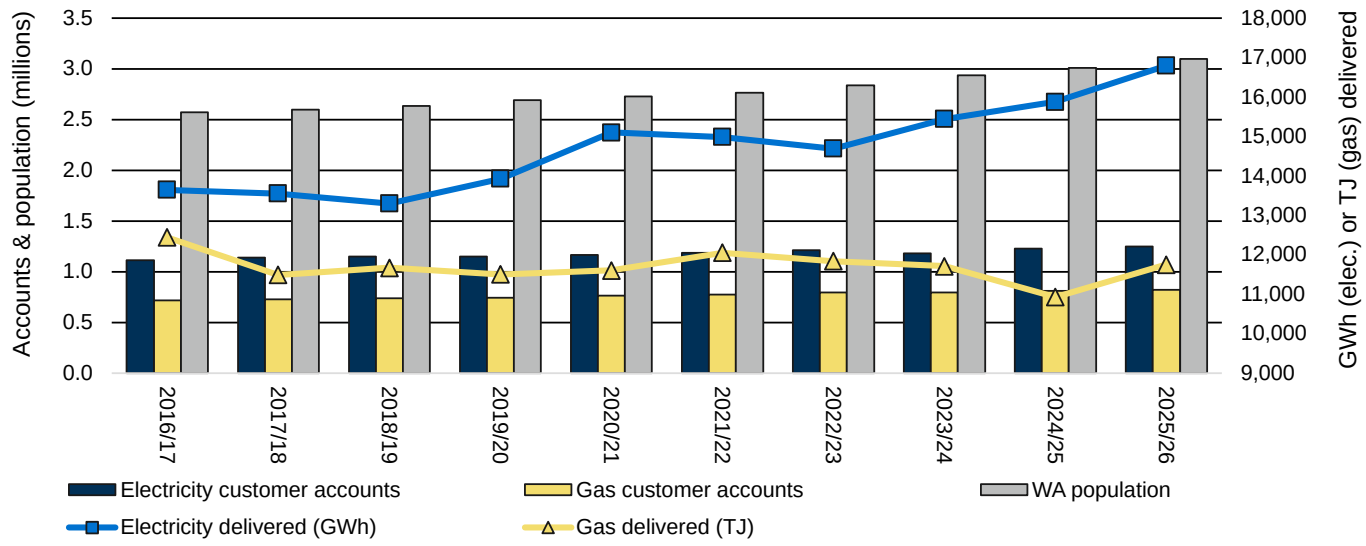
1. Kimberley
2. Pilbara
3. Gascoyne
4. Mid-West
5. Wheatbelt
6. Goldfields - Esperance
7. Great Southern
8. Coastal

Licensed Retailers

- AGL
- Alinta Energy
- Amanda Energy
- ENGIE
- Kleenheat
- Origin Energy
- Perth Energy
- Synergy

The number of small use electricity and gas customer accounts and the steady increase in Western Australia's residential population over 10 years can be seen in the columns of Figure 1 (left axis). The amount of energy delivered over the past 10 years can be seen in the 2 lines, using the right axis.

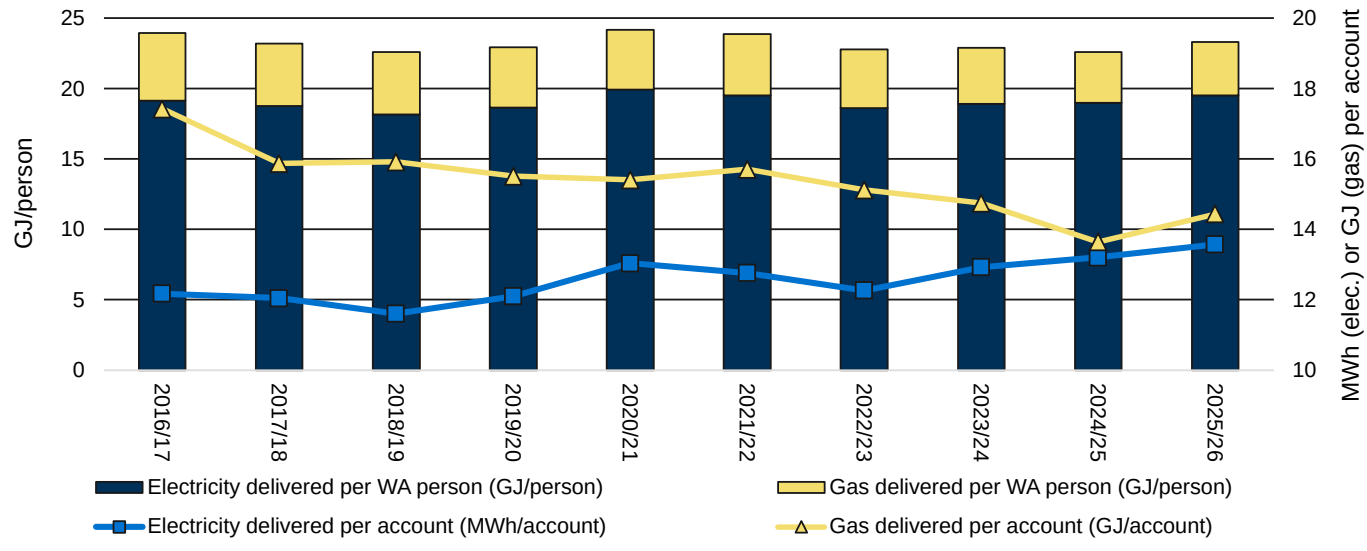
Figure 1: Small use electricity and gas accounts, energy delivered



Source: Electricity and gas customer accounts indicators (CCR1, CCR2, CCR4, CCR5, CCR7, R1, R3); electricity and gas delivered indicators (NQR14b, NQR14c, NQR14d, NQR14e, D8, D9); ABS WA population data.

In Figure 2, the columns show total energy delivered per person, using Western Australian population data (left axis). Total energy delivered per account over the past 10 years can be seen in the 2 lines, using the right axis, in GJ per account for gas customers and in MWh per account for electricity customers.

Figure 2: Energy delivered per person, per account

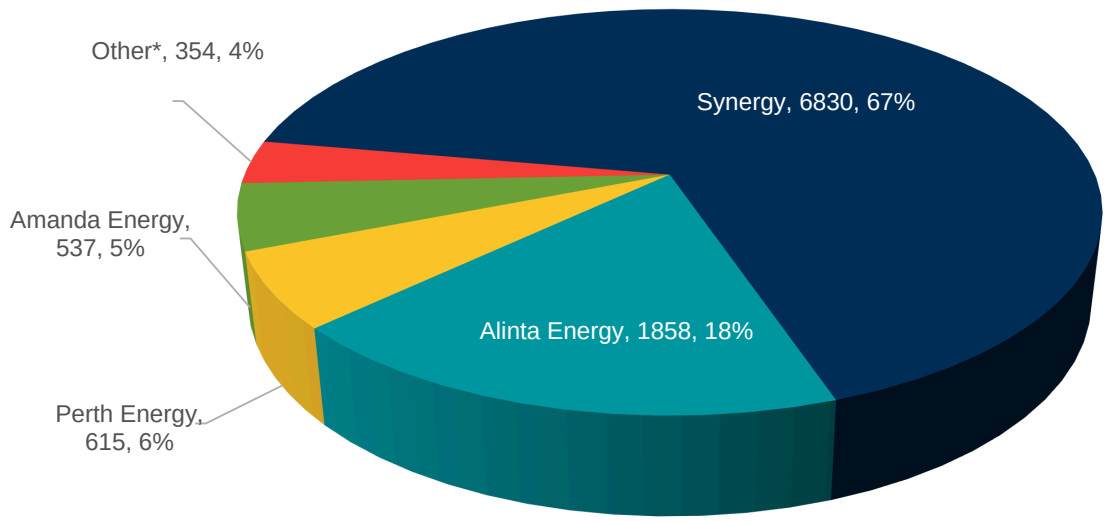


Source: Electricity and gas customer accounts indicators (CCR1, CCR2, CCR4, CCR5, CCR7, R1, R3); electricity and gas delivered indicators (NQR14b, NQR14c, NQR14d, NQR14e, D8, D9); ABS WA population data.

Market share – Small use – electricity and gas

Only 10 per cent of small use business customers in the SWIS are contestable – meaning that they can choose their electricity retailer. Of those, 67 per cent are Synergy customers and 18 per cent are with Alinta, as seen in Figure 3. In 2025/26, Perth Energy maintained a steady market share of about 6 per cent of contestable business accounts, while Amanda Energy experienced high growth from the previous year.

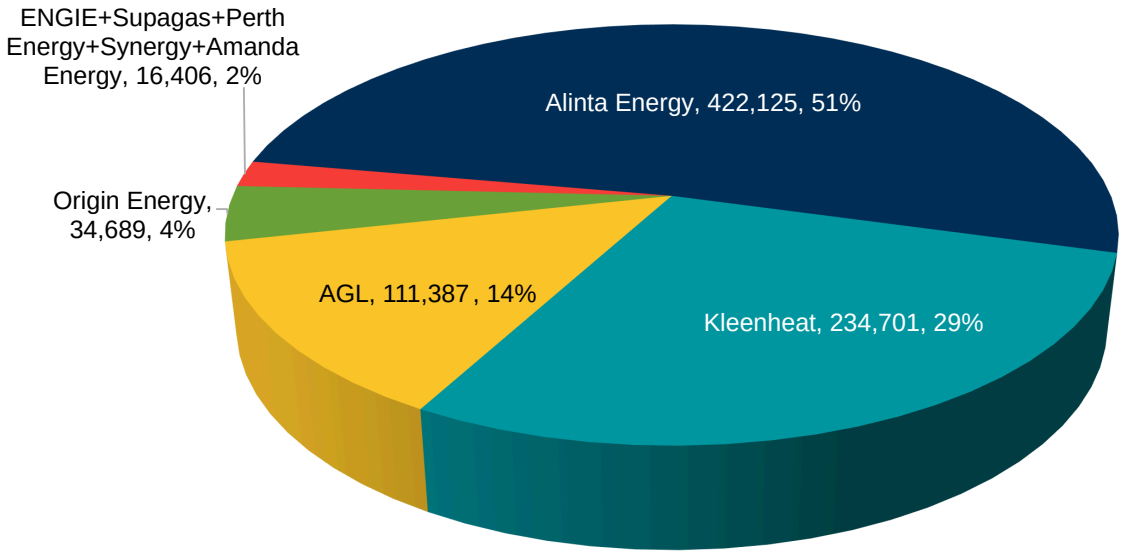
Figure 3: Contestable small use electricity business accounts by retailer SWIS



Source: Electricity customer accounts indicators (CCR1, CCR2, CCR4, CCR5, CCR7).
*Other includes Change Energy, Rottnest Island Authority, Kleenheat, Perdaman Energy, Ocean Reef Renewable Energy and Eglinton Village Energy

In the gas market, Figure 4 shows that Alinta is the dominant retailer. Alinta, Kleenheat and AGL have maintained steady market shares (51 per cent, 29 per cent and 14 per cent, respectively), while Origin Energy's share has grown to 4 per cent.

Figure 4: Small use gas accounts by retailer



Source: Gas customer accounts indicators (R1, R3).