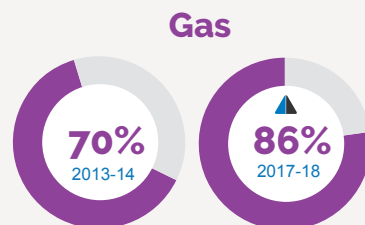
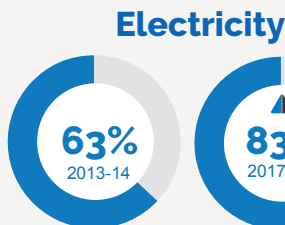


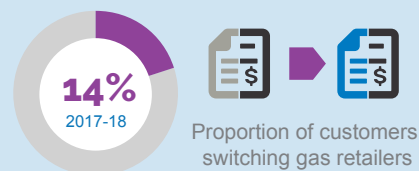
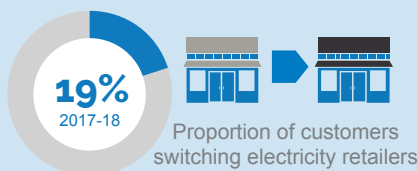
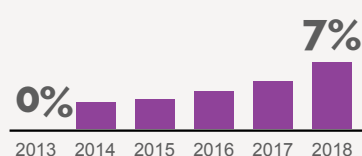
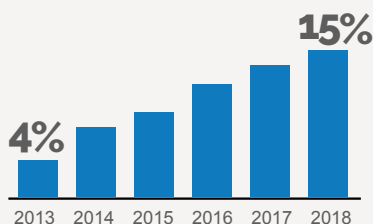
Competition in the NSW retail electricity and gas market continues to develop



Number of customers that have moved from standing offers to market offers has **increased**



Market share of smaller retailers is **increasing**



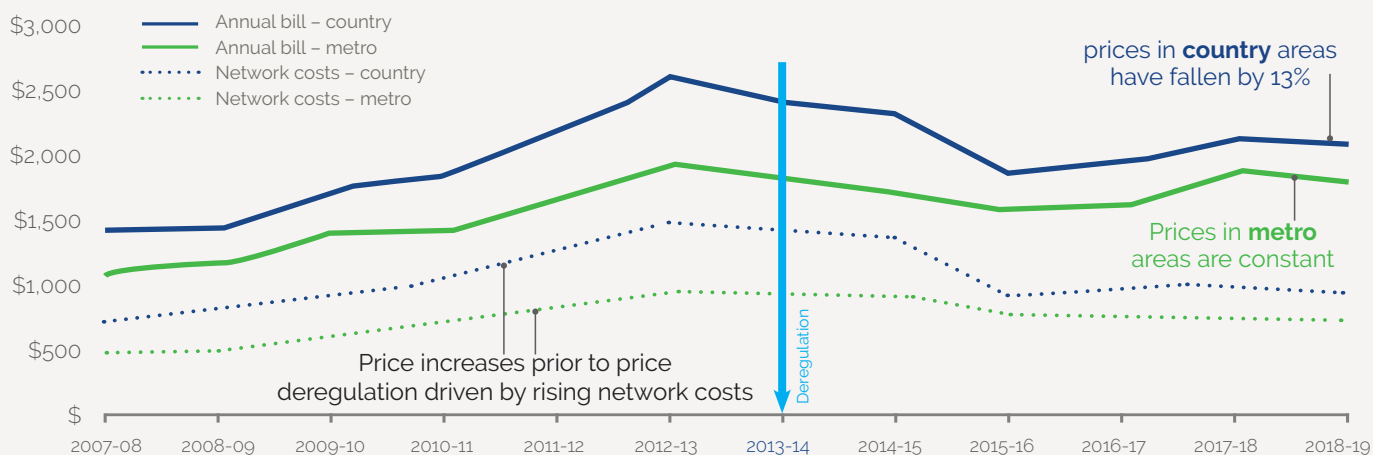
We have a **new** recommendation to help support competition

Retailers should be prohibited from engaging in retention and win-back activities for six months following a switch.

- ▼ Provides an incentive for retailers to proactively reduce prices for all customers
- ▼ Helps smaller retailers expand their market share

This measure should be in place for a transitional period (for example three years), while competition continues to develop.

Annual retail bills since 2013-14...



Note: Annual bills calculated based on the average price for a typical customer using 5,100 kWh per year; prices in real \$2018-19.

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