

REMCo Monthly Market Outcomes Report – September 2016

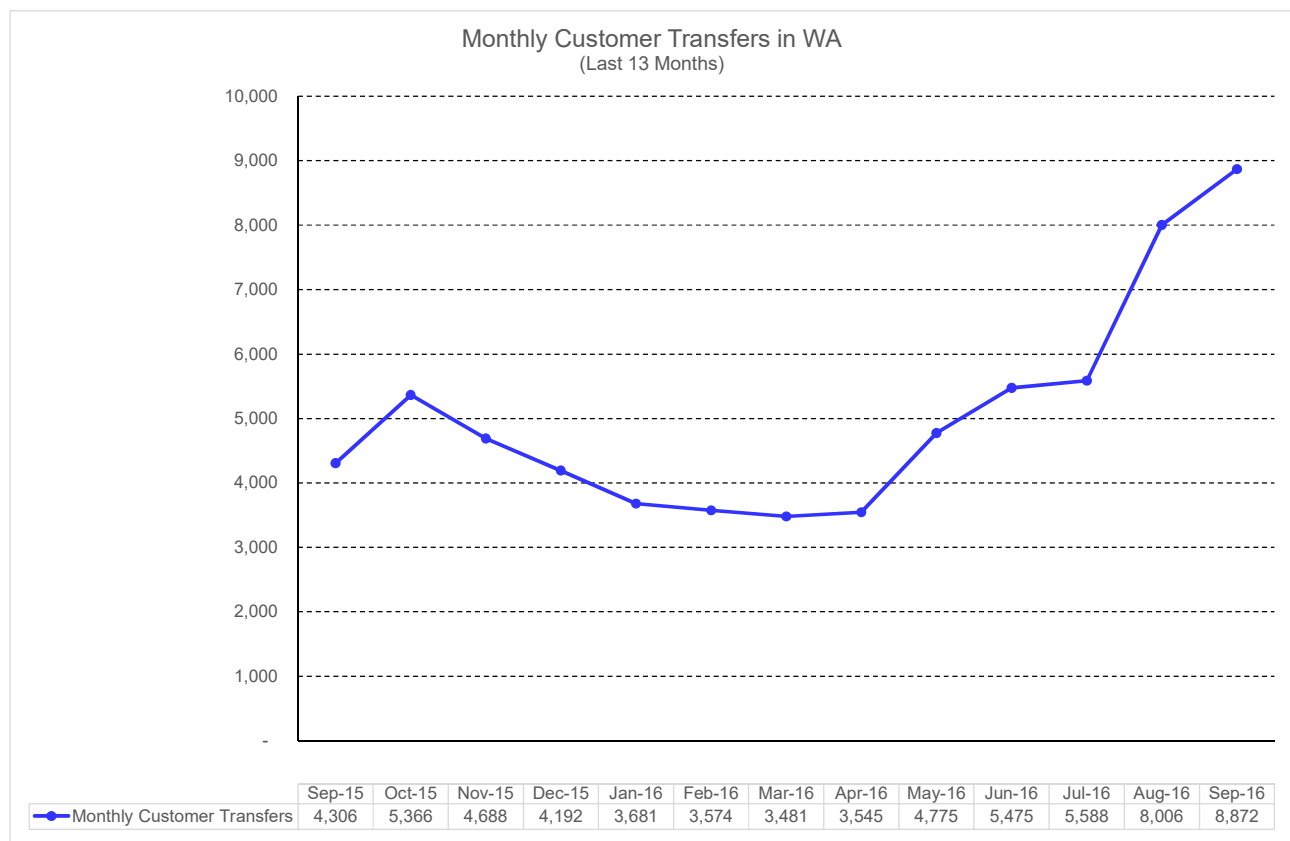
The following statistics relate to the Western Australian gas retail market operated by REMCo for the reporting period to September 2016. All data in this report is as per the databases in the REMCo gas retail market systems.

This report contains statistics that provide trends on:

- monthly customer transfers;
- monthly change in customer numbers; and
- monthly Swing Service market outcomes.

Monthly Customer Transfers

The following monthly customer transfer data is based on the number of completed customer transfers at the end of the month for a 13 month rolling window. The data excludes transfers that have been initiated but not completed by month end.



There was a total of 741,414 MIRNs in Western Australia at the end of September 2016, indicating that 8.3% of MIRNs have transferred over the last 12 month period.

Monthly Change in Customer Numbers

The following data shows the change in the number of registered delivery points in REMCo's gas retail market systems for each month over a 13 month rolling window.



This information represents the total number of newly registered delivery points for the month, net of deregistered delivery points.

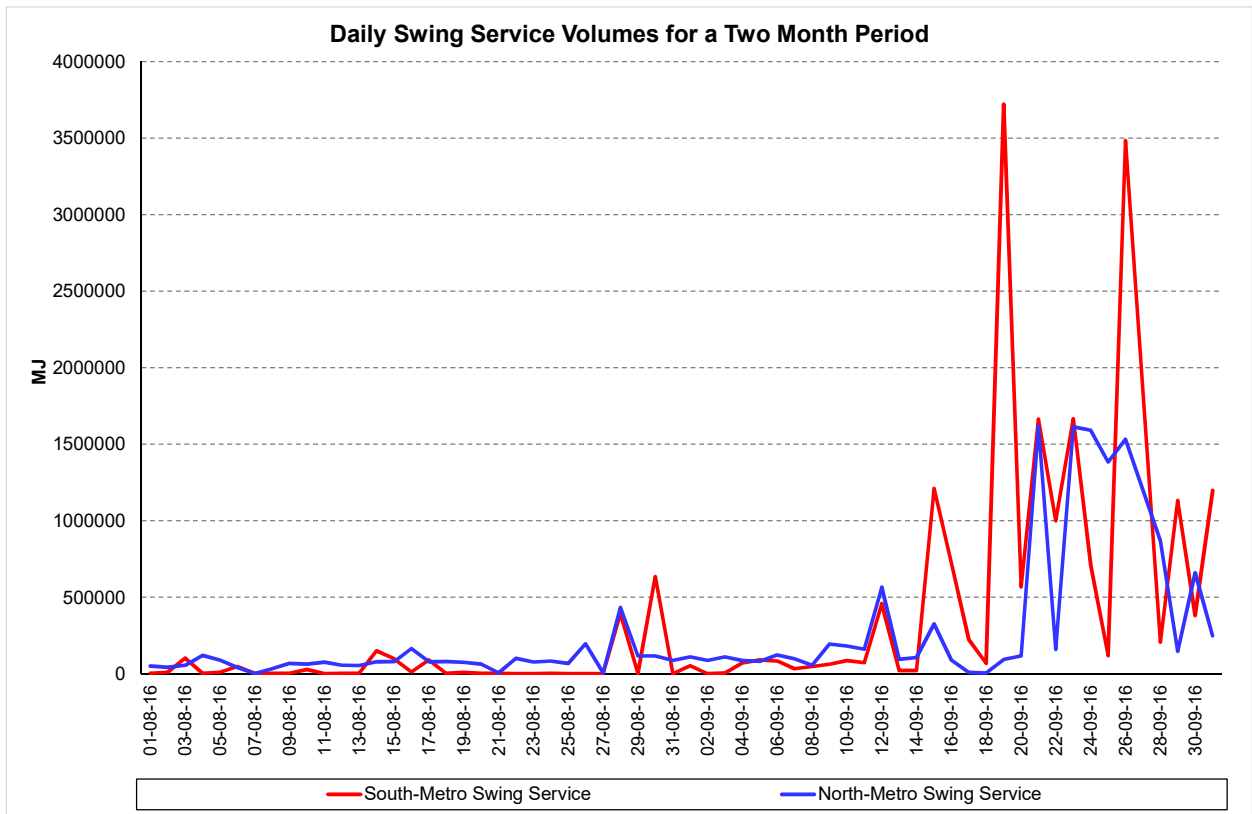
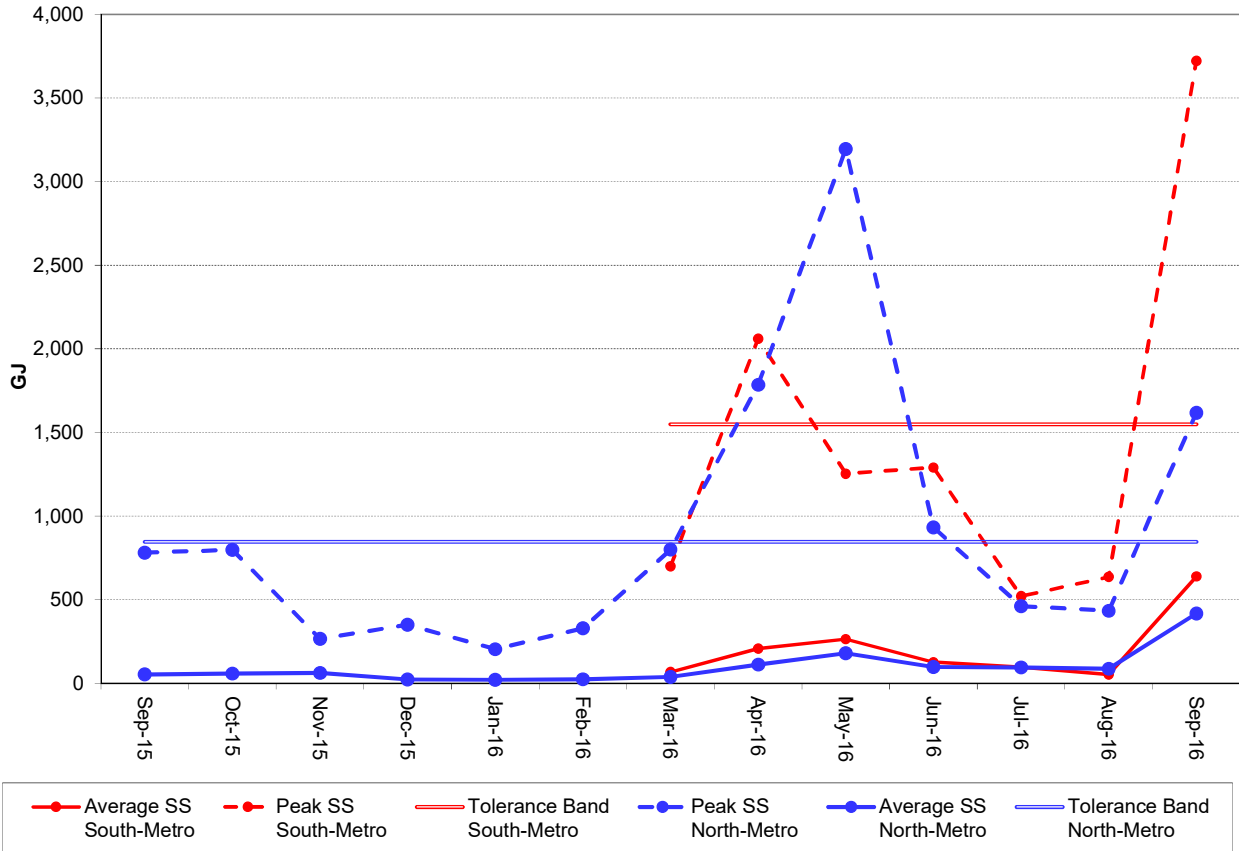
Monthly Swing Service Market Outcomes

The following table provides the information on the operation of the Swing Service market on the North Metro and South Metro sub-networks over a 13 month rolling window.

Swing Service Report – August 2016				
Month	North Metro		South Metro	
	Peak SS (GJ)	Average SS (GJ)	Peak SS (GJ)	Average SS (GJ)
September 2015	781	52		
October 2015	798	58		
November 2015	265	62		
December 2015	351	23		
January 2016	204	22		
February 2016	330	24		
March 2016	799	38	700	68
April 2016	1,785	112	2,060	207
May 2016	3,194	181	1,254	264
June 2016	932	97	1,291	126
July 2016	461	95	521	97
August 2016	434	86	636	53
September 2016	1,617	417	3,721	640
Average	2-year	94	Since March 2016	208

- North Metro**
- Average and peak Swing Service volumes in the North Metro sub-network were near normal levels for the first half of September 2016.
 - However, there was a significant number of Swing Service spikes above the Tolerance Band between 15 and 29 September 2016. REMCo is investigating the cause of these Swing Service spikes, which are likely the result of breaches of the Retail Market Rules (the “Rules”) by multiple retailers. If necessary, REMCo will commence compliance processes once the investigations are complete.
- South Metro**
- Swing Service has applied in the South Metro sub-network for 7 months, so there is still not a sufficient long-term trend to use as a comparator for market performance.
 - However, as for the North Metro sub-network, Swing Service volumes for the South Metro sub-network were low in the first half of the month but there was a significant number of Swing Service spikes between 15 and 29 September 2016. REMCo is investigating the cause of these Swing Service spikes, which are likely the result of breaches of the Rules by multiple retailers. If necessary, REMCo will commence compliance processes once the investigations are complete.

13 Month Swing Service Results



Terms:

- **Peak SS** means the maximum amount of Swing Service recorded on a day during that month.
- **Average SS** means the average amount of Swing Service for any day in that month.
- **Peak Trend** is the linear trend of the Peak SS data, using the least squares method.
- **Average Trend** is the linear trend of the Average SS data, using the least squares method.
- **Tolerance Band** is a marker – REMCo will investigate and report on any Swing Service spikes that are larger than the Tolerance Band. The Tolerance Band is defined as a volume equal to the mean amount of Swing Service over the last 2 years plus 3 standard deviations.