

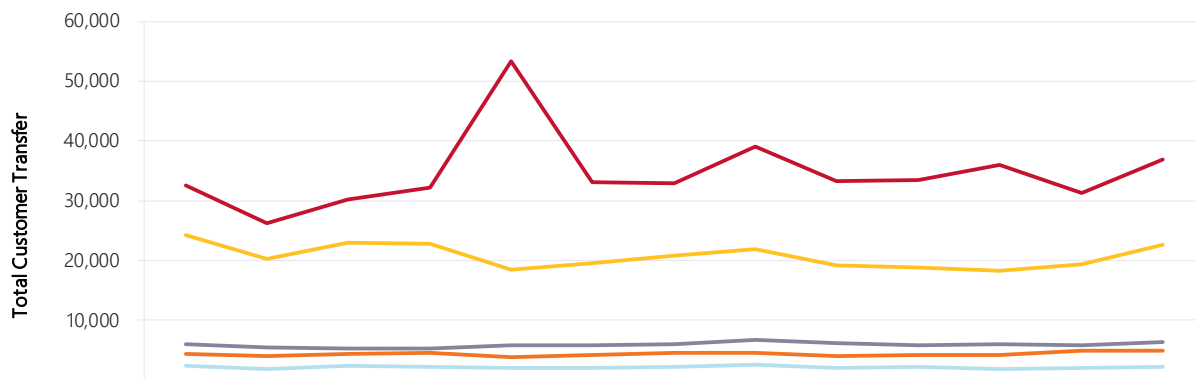
The following statistics pertain to the retail gas markets of New South Wales & Australian Capital Territory, Queensland, South Australia, Western Australia and Victoria for the reporting period ending December 2021.

The report contains statistics providing trends of consumer transfers between retailers for each of the gas markets.

The transfer statistics in the table are based on the number of consumer transfers that have completed in AEMO's market systems.

Monthly Customer Transfers^{1, 2}

The graph represents the volume of total consumer transfers for each month in the respective markets over a 13 month rolling window.



| | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| VIC | 32,520 | 26,280 | 30,145 | 32,217 | 53,359 | 33,084 | 32,875 | 39,130 | 33,293 | 33,504 | 36,057 | 31,348 | 36,932 |
| QLD | 2,308 | 1,862 | 2,350 | 2,213 | 2,076 | 1,980 | 2,225 | 2,476 | 1,968 | 2,217 | 1,874 | 1,901 | 2,232 |
| SA | 4,253 | 3,931 | 4,254 | 4,502 | 3,731 | 4,119 | 4,559 | 4,431 | 4,000 | 4,215 | 4,201 | 4,820 | 4,870 |
| NSW / ACT | 24,264 | 20,226 | 22,920 | 22,765 | 18,375 | 19,463 | 20,806 | 21,906 | 19,082 | 18,734 | 18,171 | 19,339 | 22,672 |
| WA | 6,039 | 5,362 | 5,158 | 5,266 | 5,856 | 5,822 | 6,016 | 6,730 | 6,175 | 5,799 | 5,971 | 5,764 | 6,241 |

The transfer statistics in the table represents the percentage of total meter transfers for each jurisdiction over the last 12 months.

| | Dec 21 | VIC | QLD | SA | NSW / ACT | WA |
|--|--------|-----|-----|-----|-----------|----|
| % of total MIRNs churned in last 12 months | | 19% | 11% | 11% | 14% | 9% |

¹ Prior to the August 2020 reporting month, transfer statistics for the VIC jurisdiction are inclusive of new sites for second tier retailers; other state jurisdiction transfer statistics do not include new sites.

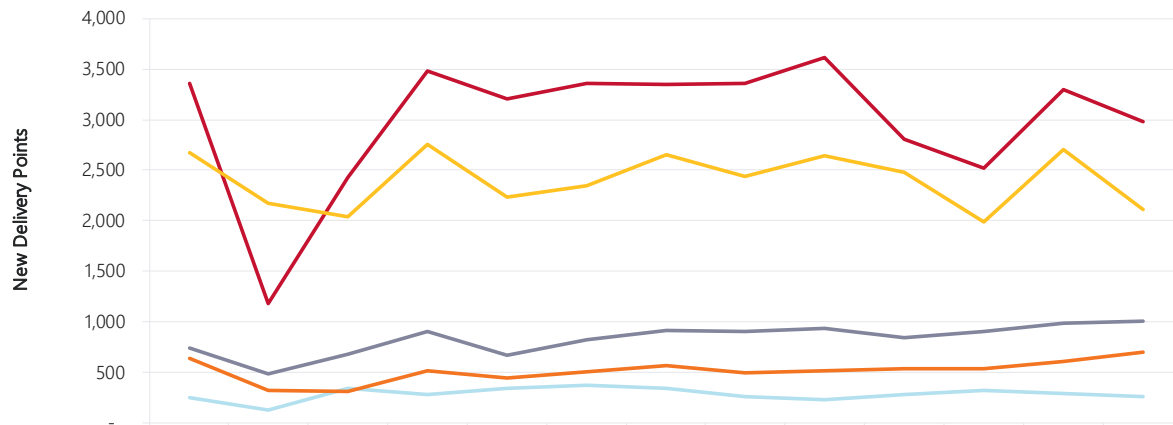
² From the August 2020 reporting month onwards, new sites are excluded from monthly customer transfers; monthly customer transfers include basic and interval meters. These changes were agreed by the GRCF.

Note: Increase in VIC retail transfers for April 2021 is largely due to the surrender of Click Energy's retailer authorisation

(<https://www.aer.gov.au/communication/aer-approves-click-energy%E2%80%99s-application-to-surrender-its-retailer-authorisations>)

Monthly New Delivery Points Registered in Market Systems

The graph represents the volume of new delivery (or supply points) for each month that are registered in AEMO's market systems in the respective markets over a 13 month rolling window.



| | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| VIC | 3,354 | 1,178 | 2,430 | 3,482 | 3,206 | 3,355 | 3,349 | 3,362 | 3,616 | 2,808 | 2,518 | 3,300 | 2,982 |
| QLD | 246 | 125 | 342 | 276 | 335 | 366 | 342 | 256 | 229 | 274 | 319 | 287 | 256 |
| SA | 632 | 316 | 313 | 516 | 440 | 503 | 567 | 495 | 512 | 532 | 536 | 603 | 696 |
| NSW / ACT | 2,678 | 2,171 | 2,038 | 2,758 | 2,229 | 2,347 | 2,654 | 2,436 | 2,643 | 2,477 | 1,986 | 2,703 | 2,107 |
| WA | 740 | 482 | 679 | 900 | 667 | 817 | 909 | 907 | 935 | 839 | 898 | 989 | 1,004 |

The table represents the total number of MIRNs / DPIs in each jurisdiction at the end of the reporting month.

| | VIC | QLD | SA | NSW / ACT | WA |
|--------------------|-----------|---------|---------|-----------|---------|
| Total MIRNs / DPIs | 2,248,162 | 227,083 | 485,675 | 1,716,914 | 787,932 |