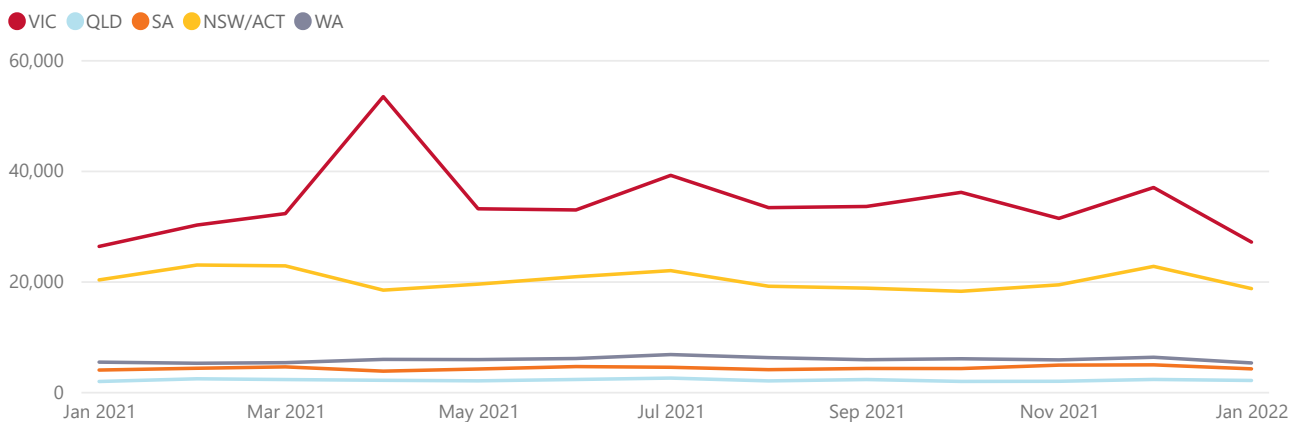


The following statistics pertain to the retail gas markets of New South Wales & Australian Capital Territory, Queensland, South Australia Western Australia and Victoria for the reporting period ending January 2022.

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

### Monthly Customer Transfers<sup>1,2</sup>

The graph represents the volume of consumer transfers for each month in the respective markets over a 13 month rolling window. The transfer statistics in the table are based on the number of consumer transfers that have completed in AEMO's market systems.



	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
VIC	26,280	30,145	32,217	53,359	33,084	32,875	39,130	33,293	33,504	36,057	31,348	36,932	27,064
QLD	1,862	2,350	2,213	2,076	1,980	2,225	2,476	1,968	2,217	1,874	1,901	2,232	2,048
SA	3,931	4,254	4,502	3,731	4,119	4,559	4,431	4,000	4,215	4,201	4,820	4,870	4,145
NSW/ACT	20,226	22,920	22,765	18,375	19,463	20,806	21,906	19,082	18,734	18,171	19,339	22,672	18,655
WA	5,362	5,158	5,266	5,856	5,822	6,016	6,730	6,175	5,799	5,971	5,764	6,241	5,215

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

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

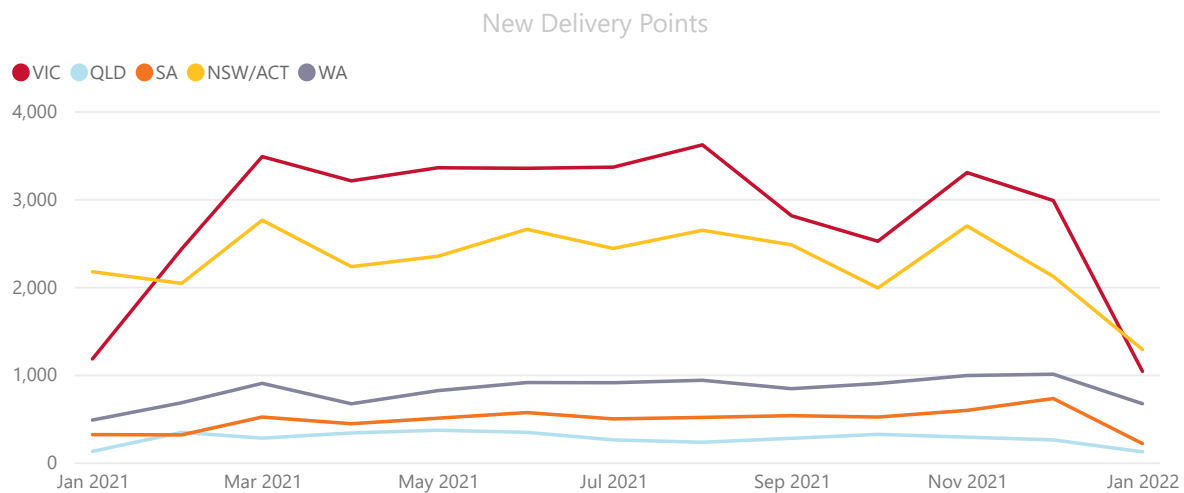
1. Prior to the August 2020 reporting month, transfer statistics for the VIC jurisdiction are inclusive of new sites for second tier retailers; other state jurisdiction transfer statistics do not include new sites.

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.



	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
VIC	1,178	2,430	3,482	3,206	3,355	3,349	3,362	3,616	2,808	2,518	3,300	2,982	1,037
QLD	125	342	276	335	366	342	256	229	274	319	287	256	120
SA	316	313	516	440	503	567	495	512	532	516	592	727	214
NSW/ACT	2,171	2,038	2,758	2,229	2,347	2,654	2,436	2,643	2,477	1,986	2,692	2,118	1,285
WA	482	679	900	667	817	909	907	935	839	898	989	1,004	668

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

	VIC	QLD	SA	NSW/ACT	WA
Total MIRNs / DPLs	2,249,199	227,203	485,889	1,718,199	788,600