

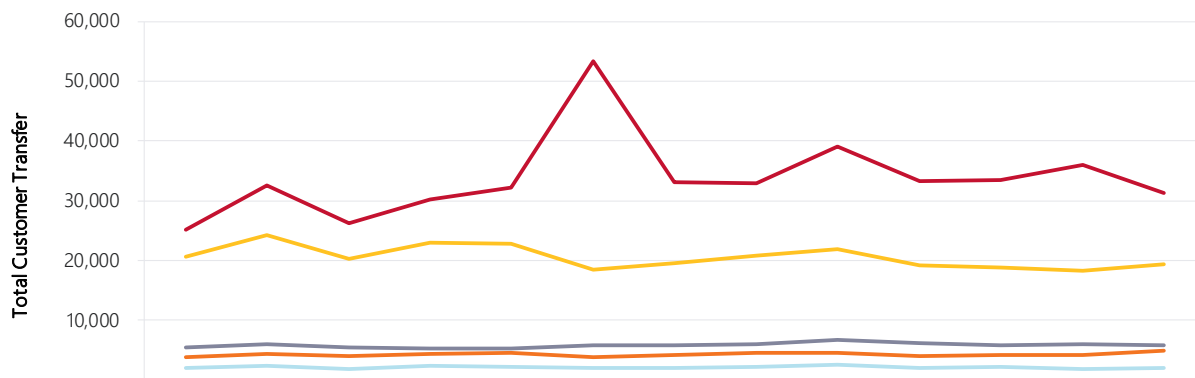
The following statistics pertain to the retail gas markets of New South Wales & Australian Capital Territory, Queensland, South Australia, Western Australia and Victoria for the reporting period ending November 2021.

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<sup>1, 2</sup>

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



	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
VIC	25,189	32,520	26,280	30,145	32,217	53,359	33,084	32,875	39,130	33,293	33,504	36,057	31,348
QLD	1,974	2,308	1,862	2,350	2,213	2,076	1,980	2,225	2,476	1,968	2,217	1,874	1,901
SA	3,822	4,253	3,931	4,254	4,502	3,731	4,119	4,559	4,431	4,000	4,215	4,201	4,820
NSW / ACT	20,650	24,264	20,226	22,920	22,765	18,375	19,463	20,806	21,906	19,082	18,734	18,171	19,339
WA	5,346	6,039	5,362	5,158	5,266	5,856	5,822	6,016	6,730	6,175	5,799	5,971	5,764

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

	Nov 21	VIC	QLD	SA	NSW / ACT	WA
% of total MIRNs churned in last 12 months		18%	11%	11%	14%	9%

<sup>1</sup> 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.

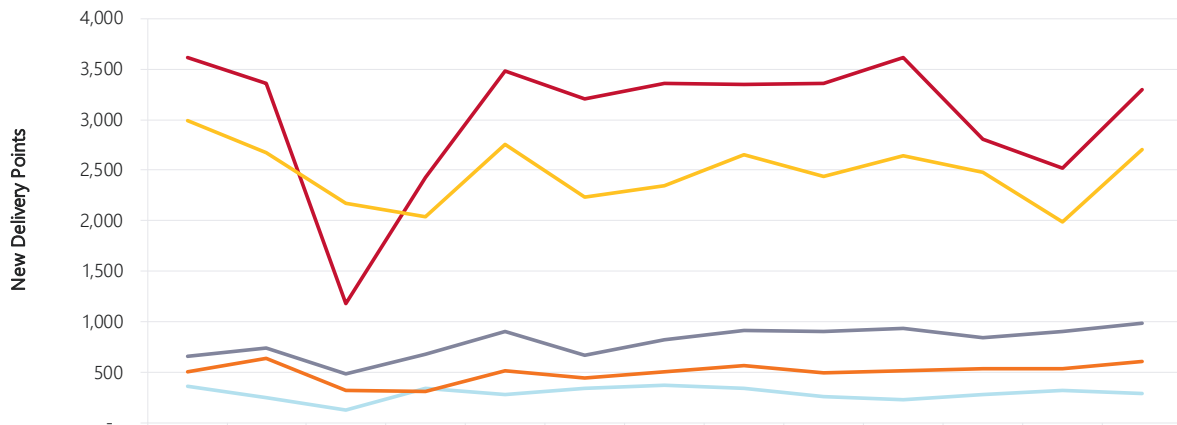
<sup>2</sup> From the August 2020 reporting month onwards, new sites are excluded from monthly customer transfers; monthly customer transfers include basic and interval meters. These changes were agreed by the GRCF.

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.



	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
VIC	3,610	3,354	1,178	2,430	3,482	3,206	3,355	3,349	3,362	3,616	2,808	2,518	3,300
QLD	363	246	125	342	276	335	366	342	256	229	274	319	287
SA	500	632	316	313	516	440	503	567	495	512	532	536	603
NSW / ACT	2,987	2,678	2,171	2,038	2,758	2,229	2,347	2,654	2,436	2,643	2,477	1,986	2,703
WA	657	740	482	679	900	667	817	909	907	935	839	898	989

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

	VIC	QLD	SA	NSW / ACT	WA
Total MIRNs / DPs	2,245,180	226,827	484,979	1,714,807	786,928