

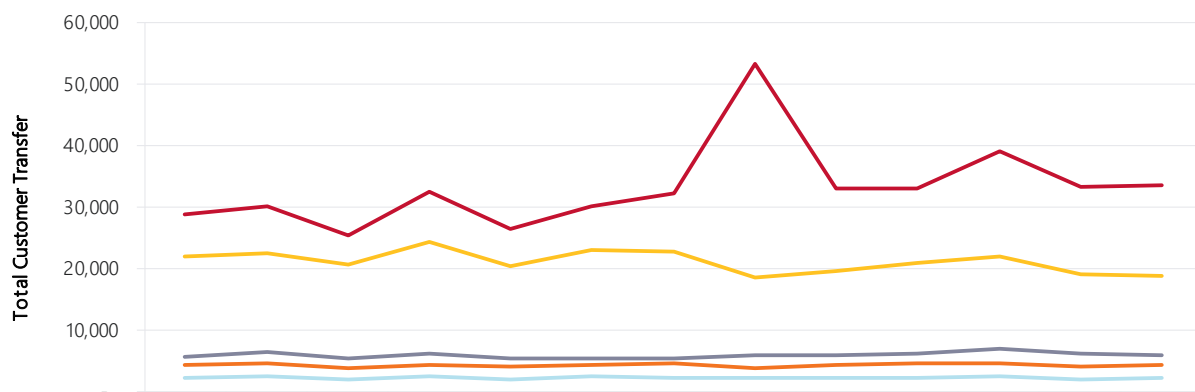
The following statistics pertain to the retail gas markets of New South Wales & Australian Capital Territory, Queensland, South Australia, Western Australia and Victoria for the reporting period ending September 2021.

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.



	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
VIC	28,660	30,119	25,189	32,520	26,280	30,145	32,217	53,359	33,084	32,875	39,130	33,293	33,504
QLD	2,054	2,267	1,974	2,308	1,862	2,350	2,213	2,076	1,980	2,225	2,476	1,968	2,217
SA	4,298	4,448	3,822	4,253	3,931	4,254	4,502	3,731	4,119	4,559	4,431	4,000	4,215
NSW / ACT	21,935	22,416	20,650	24,264	20,226	22,920	22,765	18,375	19,463	20,806	21,906	19,082	18,734
WA	5,633	6,400	5,346	6,039	5,362	5,158	5,266	5,856	5,822	6,016	6,730	6,175	5,799

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

	Sep 21	VIC	QLD	SA	NSW / ACT	WA
% of total MIRNs churned in last 12 months		18%	11%	10%	15%	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.

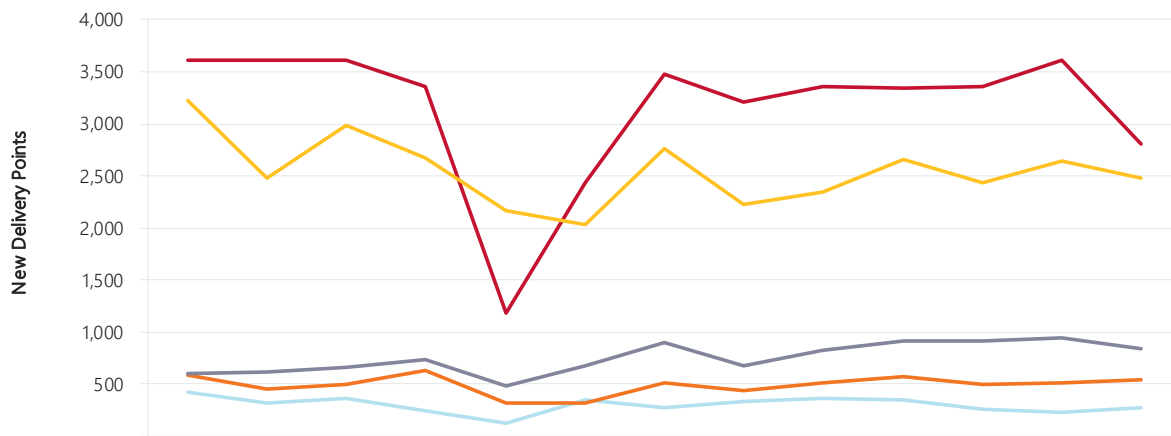
<sup>2</sup> From the August 2020 reporting month onwards, new sites are excluded from monthly customer transfers; monthly customer transfers include basic and interval meters. These changes were agreed by the GRCF.

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.



	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
VIC	3,609	3,612	3,610	3,354	1,178	2,430	3,482	3,206	3,355	3,349	3,362	3,616	2,808
QLD	423	316	363	246	125	342	276	335	366	342	256	229	274
SA	578	446	500	632	316	313	516	440	503	567	495	512	532
NSW / ACT	3,230	2,473	2,987	2,678	2,171	2,038	2,758	2,229	2,347	2,654	2,436	2,643	2,477
WA	598	619	657	740	482	679	900	667	817	909	907	935	839

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	2,239,362	226,221	483,840	1,710,118	785,041