



Mozo Experts Choice Awards **Energy 2020**

Methodology Report
September 2020



Mozo Experts Choice Awards Energy 2020

Every day, Mozo keeps track of thousands of products in banking, insurance and energy. We use our knowledge and experience to identify those products that offer great value or market-leading features, and we recognise them with these awards.

- For product providers, it's a third-party endorsement of their product.
- For consumers, it's a sign that a product is among the leaders and is worthy of consideration.

Our awards in Energy recognise the products and retailers who offer the best value plans in each State, in the areas of:

- Electricity plans
- Electricity plans for customers with solar panels
- Green electricity plans
- Gas plans

We've awarded the best plans for Residential customers, and the best plans for Small Business customers.

This report lists the winners and explains the judging methodology.

Overall State Winners

Electricity Retailer of the Year



ReAmped is our Electricity Retailer of the Year, winning awards in every state they operate in (NSW, QLD, SA). Mozo's analysis shows that they tend to be one of the cheapest options available for residential customers. ReAmped shies away from discounts and offers, instead focusing on giving their customers the lowest energy prices possible.

Electricity Retailer of the Year - VIC



Elysian was the standout Electricity retailer in Victoria, winning awards for both basic energy supply and for customers operating a solar system. They offer simple plans without gimmicks or discounts and aim to give their customers the best prices they possibly can.

Small Business Electricity Retailer of the Year



Powerclub scored Small Business Electricity awards in almost every state, and in the one state where they didn't quite nab a win they were certainly not far off it.

Powerclub does things differently, so it's important to understand their model. They charge an annual membership fee, and a usage charge per kWh, but they also require you to hold a cash buffer in a 'Powerbank' from which they will add or subtract the difference between the usage charge and the wholesale energy price.

Powerclub is not for everyone but, particularly for businesses that use most of their energy outside peak times, they are an innovator well worth looking into.

Residential Energy 2020 Winners

Energy pricing is complicated, even though governments have moved to tidy things up a bit this year. Mozo compares every plan sold direct by every retailer in the market, for a range of different usage levels and in every distributor area, to find the cheapest options available.

New South Wales

Electricity

GloBird Energy

GloSave

ReAmped Energy

Advance

Solar-friendly Electricity

Click Energy

Click Flora

Click Energy

Click Flora Plus

Green Electricity

Powershop

Shopper Market Offer

Gas Plan

Dodo Power & Gas

Residential Market

Victoria

Electricity

Elysian Energy

Simple Plan

Powerclub

Powerbank Home

Solar-friendly Electricity

Elysian Energy

Simple Plan

Momentum Energy

Self Serve Electricity

Green Electricity

Powershop

Shopper Market Ofer

Gas Plan

Origin Energy

Origin Max Saver - Online
Special

Queensland

Electricity

Mojo Power

All Day Breakfast

ReAmped Energy

Advance

Solar-friendly Electricity

CovaU

Freedom Plus Solar

EnergyAustralia

No Frills

Green Electricity

Powershop

Shopper Market Ofer

Gas Plan

CovaU

Freedom

South Australia

Electricity

Powerclub

Powerbank Home

ReAmped Energy

Advance

Solar-friendly Electricity

Click Energy

Click Flora Plus

Origin Energy

Origin Solar Boost Plus

Green Electricity

Powershop

Shopper Market Ofer

Gas Plan

GloBird Energy

Gas EasySave

Australian Capital Territory

Electricity

Powerclub

Powerbank Home

Solar-friendly Electricity

Origin Energy

Origin Solar Boost Plus

Green Electricity

Energy Locals

Online Saver

Gas Plan

Red Energy

Easy Saver
Qantas Red Saver

Small Business Energy Winners

We've scoured the web to find every plan sold direct by every retailer in the market, in every distributor area, to find the cheapest options available for an average small business. Every business will have different needs, but we think that these retailers should be on your shortlist.

New South Wales

Electricity

Blue NRG

Blue Saver

Powerclub

Powerbank Bis

Solar-friendly Electricity

Powerclub

Powerbank Bis + Solar

Next Business Energy

Business Market Offer

Green Electricity

Energy Locals

Business Saver

Gas Plan

Simply Energy

Business Saver

Victoria

Electricity

Blue NRG

Blue Saver

Powerclub

Powerbank Bis

Solar-friendly Electricity

Blue NRG

Blue Saver

Momentum Energy

Self Serve Electricity

Green Electricity

Energy Locals

Business Saver

Gas Plan

Momentum Energy

Self Serve Gas

Queensland

Electricity

Blue NRG

Blue Saver

Powershop

Shopper Market Offer

Powershop

PowershopLITE

Solar-friendly Electricity

Blue NRG

Blue Saver

Powershop

Shopper Market Offer

Green Electricity

Powershop

Shopper Market Offer

Gas Plan

AGL

Business Essentials

South Australia

Electricity

Next Business Energy

Business Market Offer

Powerclub

Powerbank Bis

Solar-friendly Electricity

Next Business Energy

Business Market Offer

Powerclub

Powerbank Bis + Solar

Green Electricity

Energy Locals

Business Saver

Gas Plan

Lumo Energy

Lumo Basic

Australian Capital Territory

Electricity

Powerclub

Powerbank Bis

Next Business Energy

Business Market Offer

Solar-friendly Electricity

Next Business Energy

Business Market Offer

Powerclub

Powerbank Bis + Solar

Green Electricity

Energy Locals

Business Saver

Gas Plan

EnergyAustralia

Total Plan Business

How do we judge the winners?

Overall Calculation Methodology: Lowest Cost

The winning products are those that provide the cheapest energy at the time of judging, for a set of customer scenarios.

Our scenarios covered each of the different distributor areas in each State (because prices differ) and for residential costs we considered several different levels of energy usage (because this affects the influence of daily supply charges versus variable usage charges).

Energy usage estimates were based on published industry benchmarks wherever possible. Refer to Appendix 3 for details.

Cost calculations were based on single rate tariffs, guaranteed discounts and any conditional discounts for paying on time, direct debit, paying online or in advance, or e-billing. Discounts for combining gas and electricity plans were not included.

Any upfront one-off joining fees and annual membership fees were included fully in the annual cost. Upfront one-off credits or incentives were not included in the cost calculations, but ongoing bill credits were included in calculations.

Solar-friendly electricity

These awards recognise those products that provide the cheapest energy for customers with existing solar panels, after making an allowance for feed-in tariffs for selling excess energy to the grid and well as the cost of buying electricity from the grid.

See Appendix for assumptions.

Green electricity

To identify the best value plans for those who want to support carbon neutral power generation we looked at the offers from providers that:

- generate only renewable energy (or do not generate any)
and
- promise to purchase carbon credits to offset the energy you use (or offers 100% GreenPower).

The cheapest plan in each State that meets those criteria was awarded a Green Electricity award.

Gas

Similar to the Electricity category, the winning Gas products are those that provide the cheapest energy at the time of judging, for a set of customer scenarios.

Our scenarios covered each of the different distributor areas in each State (because prices differ) and for residential costs we considered several different levels of gas usage.

Discounts for combining gas and electricity plans were not included.

Energy Retailers of the Year

To be crowned an Electricity Retailer of the Year, a provider must have won an award in the residential Electricity category, and must also have won more awards in total than any other retailer.

If no retailer stands out in this way, we may look more closely at relative rankings across each category to see if we can identify a good all-round performer.

In 2020, there was one provider that was a clear winner in NSW, QLD and SA, and another that stood out in Victoria, but not in the ACT.

What products do we consider?

Mozo considered all electricity and gas plans available to residential and small business customers, where energy price fact sheets were published on the retailer website. Electricity plans that require the consumer to also sign up to a gas plan were excluded, as were products not aimed at the general public such as those only available to households in a limited area.

We considered products in NSW, Victoria, South Australia, the ACT and in the contestable market in SE Queensland covered by the Energex electricity distribution network.

We grouped products into four categories for the awards:

- **Electricity**
- **Solar-friendly electricity**
- **Green electricity**
- **Gas**

In carrying out the Mozo Experts Choice Awards energy research we analysed 662 products from 43 residential energy retailers and 415 products from 37 small business energy retailers; covering a total of 44 retailers.

How we manage conflicts of interest

Mozo Experts Choice Awards are awarded irrespective of a product provider's commercial relationship with Mozo.

The Awards are based on objective verifiable facts and analysis wherever possible, and any assumptions made are set out in this report. Mozo's research team analyses product data and determines the winners in each Mozo Experts Choice category without reference to Mozo's sales or commercial functions.

Companies do not pay to enter the Mozo Experts Choice Awards. Should a winning product or service wish to use the Mozo Experts Choice Awards badges in their own marketing activities, Mozo charges them a licence fee.



About Mozo

Mozo provides a comparison service with the goal of helping consumers to make their own financial decisions and save money. Mozo offers consumers a comprehensive product comparison service across the retail banking market, general insurance, life insurance, business banking, energy and more.

Hundreds of thousands of Australians a month use Mozo's comparison service. Mozo's comparison technology and expertise has been used by some of Australia's largest online publishers.

Mozo holds an Australian Financial Services Licence and an Australian Credit Licence. Mozo's management team have experience in consumer credit and financial services in a variety of roles from executive management, marketing, actuarial services and technology. Mozo's team are often called upon to provide expert media commentary in relation to the product areas they cover.

Our Mozo Experts Choice Awards analysis is overseen by AJ Duncanson, Mozo's Data Director, and Peter Marshall, Research Manager. AJ is a data scientist and actuary and has worked in financial services and product comparison for over 30 years. Peter has worked for a wide range of Australian banks and product comparison for the past 36 years. Both AJ and Peter act as Responsible Manager on Mozo's Australian Financial Service Licence and Australian Credit Licence.

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Appendix

List of all providers considered in the awards.

1st Energy	Electricity in a Box	nectr
ActewAGL	Elysian Energy	Origin Energy
AGL	Energy Locals	OVO Energy
Alinta Energy	EnergyAustralia	People Energy
amaysim	Enova Energy	Pooled Energy
Amber Electric	Future X Power	Powerclub
Aurora Energy	GloBird Energy	Powerdirect
Blue NRG	Glow Power	Powershop
Bright Spark Power	Kogan Energy	QEnergy
Click Energy	Locality Planning	ReAmped Energy
Commander Power & Gas	Energy	Red Energy
CovaU	Lumo Energy	Simply Energy
Diamond Energy	Metered Energy	Sumo Power
Discover Energy	Holdings Pty Ltd	Tango Energy
Dodo Power & Gas	Mojo Power	
	Momentum Energy	

Assumptions used in cost calculations - all awards

Residential energy usage assumptions were based on the industry benchmarks as currently published by the AER. We used 3 different usage scenarios in each State:

- Low usage = a 1 person household, without any of the additional usage factors like a pool or subfloor heating;
- Medium usage = a 3 person household, without any of the additional usage factors like a pool or subfloor heating;
- High usage = a 5 person household, with additional usage factors.

The AER does not publish benchmarks of averages for small business customers. For our Small Business award calculations, we assumed electricity usage of 20,000 kWh/year and gas usage of 100,000 MJ/year. We tested our results to ensure that they were not unduly influenced by our choice of assumption.

Solar-friendly - additional assumptions

Calculations in this category consisted of two parts:

1. The cost of electricity drawn from the grid. This calculation followed the same approach as the Electricity category, except:
 - Low energy use households were not considered.
 - The energy usage assumptions were reduced to reflect that some of the energy needs would be met by solar-generated power.
2. The feed-in rebate earned by selling unused solar power back to the grid. We assumed no eligibility for any Government bonus schemes.

To enable these calculations, we had to make assumptions about the amount of power generated by solar panels, and the percentage of this power that the customer used. Our estimate of the power generated from residential solar panels came from a calculator published by the U.S. National Renewable Energy Laboratory, assuming an average 4Kw system in the relevant State capital. We assumed that 50% of the solar-generated energy was used by the household, the rest sold to the grid and none stored. For small business users, we assumed double the solar generation capacity.