



Mozo Experts Choice Awards **Energy 2021**

Methodology Report
September 2021



Mozo Experts Choice Awards Energy 2021

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

Residential Electricity Retailer of the Year



For the second year in a row, ReAmped Energy is our Residential Electricity Retailer of the Year, winning electricity awards in every state they operate in. 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.

Residential Energy 2021 Winners

Energy pricing is complicated, even though governments have moved to tidy things up a bit this year. Mozo compared energy plans sold directly by retailers in the Australian market, at a range of different usage levels and in every distributor area, to find some of the cheapest options available.

New South Wales

Electricity

Elysian Energy

Power Maximiser

ReAmped Energy

Advance

Solar-friendly Electricity

Discover Energy

Solar Smart

ReAmped Energy

Advance

Green Electricity

Nectr

Nectr Friends Clean

Gas Plan

Alinta Energy

HomeDeal Gas

Victoria

Electricity

Elysian Energy

Power Maximiser

ReAmped Energy

ReAmped Advance

Solar-friendly Electricity

QEnergy Limited

MiniMe Resi

ReAmped Energy

ReAmped Advance

Green Electricity

Simply Energy

VIC Simply Blue Perks

Gas Plan

Momentum Energy

Self Serve Gas

Tango Energy

Home Select

Queensland

Electricity

Nectr

Nectr Friends Clean

ReAmped Energy

Advance

Solar-friendly Electricity

Nectr

Nectr Friends Clean Solar

Mojo Power

All Day Breakfast

Green Electricity

Nectr

Nectr Friends Clean

Gas Plan

Globird Energy

GLOSAVE Residential

South Australia

Electricity

Elysian Energy

Power Maximiser

ReAmped Energy

Advance

Solar-friendly Electricity

Discover Energy

Solar Smart

Green Electricity

Energy Locals

Online Member 2022

Gas Plan

Simply Energy

Solutions Gas

Australian Capital Territory

Electricity

Elysian Energy

Power Maximiser

ReAmped Energy

ReAmped Advance

Solar-friendly Electricity

Elysian Energy

Power Maximiser

Green Electricity

Radian Energy

Grid to go Res

Gas Plan

Origin Energy

Origin Everyday Rewards

Tasmania

Electricity

Elysian Energy

Power Maximiser

Solar-friendly Electricity

Elysian Energy

Power Maximiser

Small Business Energy Winners

We've scoured the web to find energy plans sold directly by each retailer in the market, in every distributor area, to find some of 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

GEE Energy

GEE Business Saver Online

Solar-friendly Electricity

Simply Energy

NSW Business Saver

Green Electricity

Simply Energy

NSW Business Saver

Gas Plan

Simply Energy

NSW Business Saver

Victoria

Electricity

Alinta Energy

BusinessDeal

Blue NRG

Blue Business Champion

Solar-friendly Electricity

Alinta Energy

BusinessDeal

Blue NRG

Blue Business Champion

Green Electricity

Simply Energy

VIC Business Saver

Gas Plan

Alinta Energy

BusinessDeal Gas

Queensland

Electricity

GEE Energy

GEE Business Saver Online

Solar-friendly Electricity

Origin Energy

Origin Business Solar Boost Plus

Green Electricity

Simply Energy

QLD Business Saver

Gas Plan

Alinta Energy

BusinessDeal Gas

South Australia

Electricity

Powerclub

Powerbank Bis

Solar-friendly Electricity

Alinta Energy

BusinessDeal

Green Electricity

Energy Locals

Business Member

Gas Plan

Alinta Energy

BusinessDeal Gas

Australian Capital Territory

Electricity

Radian Energy

Grid to go Bus

Solar-friendly Electricity

Radian Energy

Grid to go Bus

Green Electricity

Radian Energy

Grid to go Bus

Gas Plan

EnergyAustralia

Total Plan Business

Tasmania

Electricity

1st Energy

1st Saver

Solar-friendly Electricity

1st Energy

1st Saver

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 included in the cost calculations, as well as ongoing bill credits.

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 as 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)
or
- promise to purchase carbon credits to offset the energy you use (or offer 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 2021, there was one retailer that was a clear winner in New South Wales, Victoria, Queensland, South Australia, and 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, Tasmania, 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 842 products from 47 energy 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 37 years. Both AJ and Peter act as Responsible Manager on Mozo's Australian Financial Service Licence and Australian Credit Licence.

Important Information

The information published in this report is of a general nature only and does not take into account your situation or needs. Before choosing a service, you should consider whether it's appropriate to you and you should read all the information available from the service provider.

The information contained in this report is governed by Mozo's standard Terms of Use. To the extent permitted by law, you indemnify and agree to keep Mozo indemnified against any loss or claim arising out of your use of any information contained in this report. Where Mozo collects information such as rates, pricing and product information we make every effort to ensure that all information displayed is accurate. Mozo does not warrant that the information contained in this report will be faultless or that all of the information displayed will be completely accurate and we accept no liability whatsoever for any errors or omissions.

Copyright © 2021 Mozo Pty Ltd. All Rights Reserved.

ABN: 68 128 199 208. AFSL & ACL 328141

Level 10, 89 York Street, Sydney NSW 2000

Appendix

List of all providers considered in the awards.

1st Energy	Enova Energy	Pooled Energy
ActewAGL	Future X Power	Powerclub
AGL	GEE Energy	Powerdirect
Alinta Energy	GloBird Energy	Powershop provider
Amber	Glow Power	QEnergy
Arc Energy Group	Kogan Energy	Radian Energy
Aurora Energy	Locality Planning Energy	ReAmped Energy
Blue NRG	Lumo Energy	Red Energy
Bright Spark Power	Mojo Power	Simply Energy
CovaU	Momentum Energy	Smart Energy
Diamond Energy	Nectr	Social Energy
Discover Energy	Next Business Energy	Sumo
Dodo Power & Gas	On by EnergyAustralia	Tango Energy
Electricity in a Box	Origin Energy	
Elysian Energy	OVO Energy	
Energy Locals	People Energy	
EnergyAustralia		

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.