



Mozo Experts Choice Awards **Energy 2023**

Methodology Report
October 2023



Mozo Experts Choice Awards Energy 2023

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:

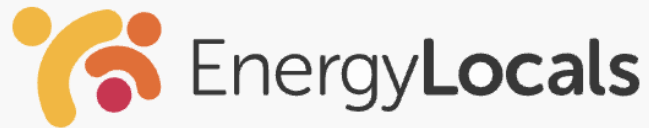
- Electricity plans
- Electricity plans for customers with solar panels
- Green electricity plans
- Gas plans

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.



Provider of the Year 2023



Energy Locals has been named our Provider of the Year for Energy in 2023. Energy Locals won far more awards than any other energy provider, and their wins were spread across most states. Their awards cover both Residential and Business customers in the Electricity, Solar-friendly Electricity, and Green Electricity categories. These results show that Energy Locals has made delivering value to a wide range of customers their priority.

Residential Energy 2023 Winners

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

AGL

Residential Value Saver

Momentum Energy

Nothing Fancy Electricity

Solar-friendly Electricity

AGL

Residential Value Saver

Momentum Energy

Nothing Fancy Electricity

Green Electricity

Energy Locals

Online Member

Gas Plan

AGL

Residential Value Saver

Victoria

Electricity

1st Energy

1st Saver

Lumo Energy

Lumo Basic

Solar-friendly Electricity

1st Energy

1st Saver

Lumo Energy

Lumo Basic

Green Electricity

OVO Energy

The One Plan

Gas Plan

AGL

AGL Value Saver

Queensland

Electricity

Ampol Energy

Ampol Energy Powering On

Solar-friendly Electricity

Globird Energy

GLOSAVE Residential

Green Electricity

Energy Locals

Online Member

Gas Plan

Red Energy

Living Energy Saver

South Australia

Electricity

Energy Locals

Online Member

Momentum Energy

Nothing Fancy Electricity

Solar-friendly Electricity

Energy Locals

Online Member

Green Electricity

Energy Locals

Online Member

Gas Plan

Globird Energy

BOOST Residential

Australian Capital Territory

Electricity

Origin Energy

Origin Go Variable

Solar-friendly Electricity

Origin Energy

Origin Go Variable

Green Electricity

CovaU

Freedom Residential Single

Gas Plan

Origin

Origin Go Variable

Tasmania

Electricity

Energy Locals

Online Member

Solar-friendly Electricity

Energy Locals

Online Member

Green Electricity

Energy Locals

Online Member

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

Sumo

Sumo Freedom Business

Solar-friendly Electricity

Sumo

Sumo Freedom Business

Green Electricity

Energy Locals

Business Member

Gas Plan

Red Energy

Red Business Saver

Victoria

Electricity

Circular Energy

Zero Member Fee Anytime Business

Solar-friendly Electricity

Circular Energy

Zero Member Fee Anytime Business

Green Electricity

Energy Locals

Business Member

Gas Plan

Red Energy

Red Business Saver

Queensland

Electricity

Energy Locals

Business Member

Solar-friendly Electricity

Energy Locals

Business Member

Green Electricity

Energy Locals

Business Member

Gas Plan

CovaU

Freedom Business

South Australia

Electricity

Energy Locals

Business Member

Solar-friendly Electricity

Energy Locals

Business Member

Green Electricity

Energy Locals

Business Member

Gas Plan

Origin Energy

Origin Business Go Variable

Australian Capital Territory

Electricity

Next Business Energy

Next Assured

Solar-friendly Electricity

Next Business Energy

Next Assured

Green Electricity

Energy Locals

Business Member

Gas Plan

Red Energy

Red Business Saver

Tasmania

Electricity

Energy Locals

Business Member

Solar-friendly Electricity

Energy Locals

Business Member

Green Electricity

Energy Locals

Business Member

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 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 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.

Feed in tariffs were checked just prior to the finalisation of these awards so that we could adjust any that had changed significantly, in order to avoid awarding plans that no longer offered winning feed in tariffs.

See Appendix for assumptions.

Green electricity

To identify the best value plans for those who want to support renewable energy generation we looked at the offers from providers that offer 100% GreenPower and are not involved in, or owned by a company involved in, the extraction of or power generation from coal, gas or oil.

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.

Provider of the Year

Once the winners of the individual categories were decided, we reviewed the results to identify which provider had the most wins spread across a broad range of categories and states.



What products do we consider?

Mozo considered all electricity and gas plans available to residential and small business customers, where energy price data was available through the Consumer Data Right. 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.

Only plans from retailers actively allowing new customer sign-ups were considered.

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 2,438 products from 37 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.



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 Director of Data & Compliance, and Peter Marshall, our Financial Services Specialist. AJ is a data scientist and actuary and has worked in financial services and product comparison for over 31 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.

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Appendix

List of all providers considered in the awards.

1st Energy	Globird Energy
ActewAGL	Kogan Energy
AGL	Lumo Energy
Alinta	Lumo Energy (SA)
Alinta Energy	Momentum Energy
Amber	Nectr
Amber Electric	Next Business Energy
Ampol Energy	Origin Energy
ARCLINE by RACV	OVO Energy
Aurora Energy	Pacific Blue Retail
Blue NRG	Powershop
Circular Energy	ReAmped Energy
CovaU	Red Energy
Diamond Energy	Simply Energy
Dodo	SmartestEnergy
Dodo Power & Gas	Sumo
Energy Locals	Tango Energy
EnergyAustralia	ZEN Energy
Future X Power	

Assumptions used in cost calculations - all awards

Residential energy usage assumptions were determined following a review of the industry benchmarks as currently published by the AER. The usage levels were chosen to cover the needs of low, medium and high energy consumption households across each state.

The AER does not publish benchmarks of averages for small business customers. For our Small Business award calculations, we assumed low, medium and high usage levels that would cover the needs of a wide range of businesses.

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 installed at the latitude and longitude of the relevant Australian 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.