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Your submission for this review:

Thanx for this opportunity to share my views about the retail energy market in NSW. For clarity, my comments relate to the electricity market and not the gas market. Firstly, your key findings and recommendations from our 2023-24 Energy Market Monitoring reports gave me great solace because you correctly identified many of the inequities in the NSW electricity market. I would like to emphasise the importance of requiring electricity retailers to offer the cheapest plan to every customer whenever they make tariff changes. I am very engaged in this topic. I note that my retailer, OVO Energy, assures me on every monthly bill that I am on the best plan for my needs. This is good. However, I like to regularly compare plans with other retailers. I have found the best website for this to be WATTevery.com.au. They provide a far more comprehensive list of data entry options, including EV and battery ownership. Sadly, these options are absent from Energy Made Easy. Therefore, the Government's attempt to inform energy customers falls short of what is required. When recently comparing plans through Energy Made Easy, it was incapable of providing plans that related to EV charging rates that I access in OVO. It recommended a plan hundreds of dollars more than what I can get from OVO's EV Plan! I don't have a battery, but I noted that Energy Made Easy did not consider battery owners. These two shortfalls are very disturbing. In contrast, WATTevery.com.au gives me an opportunity to enter my EV and battery details and whether I take advantage of discounted EV charging rates. I am concerned that a less engaged customer would likely miss out on the best deals for them if they had an EV and/or a battery, if they rely on Energy Made Easy. This is unsatisfactory, and steps should be urgently made to correct the deficiencies of Energy Made Easy. Electricity customers are not being educated about the benefits of Virtual Power Plants (VPPs), Virtual Energy Networks (VENs) and market-based retailers such as Amber. The NSW Government ought to be providing information about these options to enable customers to make better informed decisions. Sadly, only very engaged people, like me, have the patience and tenacity to investigate the marketplace. In contrast, disengaged customers needlessly pay a loyalty tax designed by the retailers to extract as much as possible from them in their ignorance. This is why electricity retailers must be compelled to offer the cheapest plan for every customer, not just the ones who nag them! To be blunt, the Default Offer is a scam and should be dropped and replaced with a Best Offer arrangement. In conclusion, there are retailers, such as OVO Energy and Amber, that do meet customers' needs. However, the profit motive drives the major retailers to keep their customers in the dark when it comes to putting them first. Therefore, I'd like to see the NSW Government be far more strict on electricity retailers, forcing them to do the right thing for their loyal customers rather than their shareholders. Thanx.