



What is the Canstar Blue Electricity Plan Comparison Tool?

Canstar Blue’s electricity plan comparison tool, allows consumers to compare, the estimated cost of a plan against its included features, by providing an estimated annual cost, and feature score (out of 10) for each of these three main categories:

- Customer Service and Support – Application channels, smartphone and website functionality, online help/support, Call Centre, and other support services
- Billing and Payments – payment frequencies & options and statement & billing options
- Plan Flexibility – fees and charges, contract specific terms, solar options, and additional services

What are the types of Plans are compared in the Electricity Comparison Tool?

Canstar Blue’s electricity plan comparison tool, allows consumers to compare plans on a single tariff (i.e. tariff 11), and plans with controlled load tariffs (i.e. tariff 31 and/or tariff 33).

- Tariff 11 – standard residential retail electricity tariff for general residential electricity supply. Consumers pay the same price for each kWh used, plus a daily supply charge.
- Tariff 31 and 33 – may be used for hardwired appliances, such as hot water systems and/or pool pumps, etc.

Profiles

Canstar Blue takes into account a number of variables which determine the estimated amount of usage for a particular household. A combination of variables, such as location (i.e. state/territory), climate zone, household size, and six other variables considered, produce 12,800 different consumer profiles with varied estimated annual usage. The following combination of variables determines the estimated usage for each profile:

State	Climate Zone*	Household Size	Loading Variables
NSW QLD SA VIC	1	1 2 3 4 5+ 5+ 5+	<ul style="list-style-type: none"> • Electric heater • Electric water heater • Electric underfloor heater • Gas • Pool • Split-system/ reverse-cycle air conditioning
	2		
	3		
	4		
	5		
	6		
	7		

*Note: not all states/territories will have each climate zone within them.

Eligibility Requirements

Canstar Blue’s electricity comparison tool compares plans that are either single tariff, or, controlled load. The following eligibility criteria are applied for single rate and controlled load electricity plans.

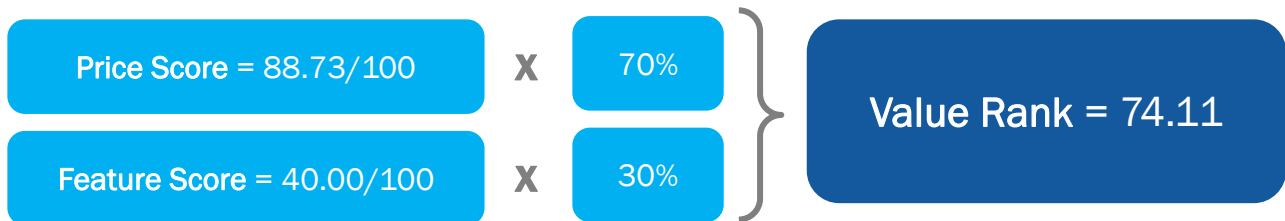
Profile	Eligibility Criteria
Single Rate (Tariff 11)	Plan must be available under Tariff 11 and must not have controlled load included (i.e. tariff 31 and 33).
Controlled Load (Tariff 31 or 33)	Plan must be available under Tariff 11 with at least one of the controlled load tariff’s included (i.e. tariff 31 or 33).

How does it work? How is the display order determined?

The plan's display order, or Value Rank, is determined by the Price Score and the Feature Score. Canstar ranks Electricity plans based on value-for-money. Whereby, the Value Rank takes into account a plans' estimated cost and features offered as compared to the market. The plans that are lower in cost and have higher features will be ranked higher than plans which have higher cost and less features.



The plans are ordered by Value Rank (i.e. total score), which incorporates a price score weighted at 70% and a feature score of 30%. Below is an example of how the Value Rank score is derived, using the raw weighted figures from the price score and feature score.



Price Score

The Price Score is based on the estimated total annual cost of the plan. The total cost includes usage charges, supply charges, and any discounts included in the plan. The lowest cost plan will receive the top score with all other plans receiving a score relative to the lowest cost plan.

The following is a general representation for calculating the total annual cost of a plan:



The following assumptions are applied in the calculation:

- The period of consideration is one calendar year consisting of 365 days. For the purposes of calculating the estimated total annual cost the year considered is the first year following plan purchase.
- Electricity usage is defined by the profile taking into account state/territory, climate zone, household size and any applicable loading variables.
- Supply charges are applied across the period considered.
- Usage charges are applied against the defined usage for the profile taking into account the tariff structure (i.e. Tariff 11, Tariff 31 and Tariff 33) and any applicable tiering or price variability based on usage or season.
- Where a plan offers Tariff 31 and Tariff 33, Tariff 33 is considered for the calculation by default unless details are provided on usage across both tariffs.
- Where a direct debt, on-time payment or electronic statement discount is applicable they are applied against the appropriate charge.

Feature Score

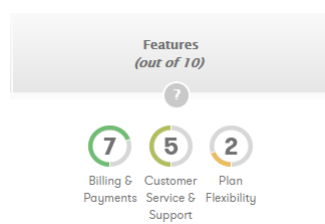
Canstar Blue's Energy Feature Scores use a unique methodology that compares the functionality and flexibility of electricity providers and their plans. Over 75 features are captured on each plan and grouped into three categories as outlined below:

- *Customer Service and Support* – application channels, website and mobile usability, online help/support, call centre, and other support services
- *Billing and Payments* – payment frequencies & options and statement & billing options
- *Plan Flexibility* – fees & charges, contract specific terms, solar options, and additional services

The plan with the highest feature score is allocated the maximum score, with all remaining products within the profile scored against it.

Category	Weight	Description
Customer Service & Support	40%	
Call Centre	35%	Hours/days of availability for the call centre
Website and Mobile Usability	25%	Payment portal; ability to view billing and/or usage history online; interactive usage graphing/charts, etc.
Online Help/Support	20%	Online chat available; customer queries supported on social media
Customer Satisfaction	10%	Customer satisfaction rating
Application Channels	5%	Ability to apply online or by phone
Other Services	5%	Availability of interpreter, hearing impaired and vision impaired services; FAQs; and customer complaints facility
Billing & Payments	30%	
Payments	60%	Payment options, such as: BPAY, direct debit, online, phone, AusPost, PayPal; processing fees (credit card, direct debit, cheque)
Billing	40%	Billing frequency and notification
Plan Flexibility	30%	
Contract Specific Terms	50%	Plan waiver, discount, and discount period
Fees and Charges	30%	Account establishment, late payment, and termination fee
Solar Power	15%	Availability of solar calculators, graphing/charts, and alerts from smart meters
Additional Services	5%	Appliance installation, home energy check-up, relocation services, and solar or battery installation

The feature categories are displayed on Canstar Blue's comparison tool as a rounded number between 1 & 10. The raw weighted scores of the feature categories are used for this display purpose.



e.g. 1: A score of 68.65 for the category of 'Billing & Payments' is rounded to display as a '7'.

e.g. 2: A score of 45.00 for the category of 'Customer Service & Support' is rounded to display as a '5'.

e.g. 3: A score of 20.97 for the category of 'Plan Flexibility' is rounded to display as a '2'.

Does Canstar rate all products in the market?

We endeavour to include the majority of product providers in the market and to compare the product features most relevant to consumers in our ratings. However, this process is not always possible and it may be that not every product in the market is included in the rating nor every feature compared that is relevant to you.

How often are Electricity Plans reviewed for the Electricity Comparison Tool?

Canstar monitors changes on an ongoing basis, and the Value Rank, Pricing Score and Feature Scores of each plan are fully re-calculated every day.

How are the plans ordered?

Canstar ranks Electricity plans based on value-for-money. Whereby, the Value Rank takes into account a plans' estimated cost and features offered as compared to the market. The plans that are lower in cost and have higher features will be ranked higher than plans which have higher cost and less features.

Does Canstar compare other product areas?

Canstar researches, compares and rates the suite of banking and insurance products listed below. These star ratings use similar methodologies to guarantee quality, consistency and transparency. Results are freely available to consumers who use the star ratings as a guide to product excellence. The use of similar star ratings logos also builds consumer recognition of quality products across all categories. Please access the Canstar website at www.canstar.com.au if you would like to view the latest star ratings reports of interest.



- Account-based pensions
- Agribusiness
- Business banking
- Business life insurance
- Car insurance
- Credit cards
- Deposit accounts
- Direct life insurance
- Health insurance
- Home & contents
- Home loans
- Life Insurance
- Managed investments
- Margin lending
- Online banking
- Online share trading
- Package banking
- Personal loans
- Reward programs
- Travel insurance
- Youth banking & education

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