



# Methodology

## Electricity Plans

### Outstanding Value Award

### 2020

#### What is the Canstar Blue Electricity Plans Outstanding Value Award?

Canstar Blue's Electricity Plans Outstanding Value Award uses a sophisticated ratings methodology, unique to Canstar Blue, which compares providers' suite of Electricity products offered to consumers.

The Canstar Blue Electricity Plans Outstanding Value Award is awarded to the one provider per state/territory that provides the strongest Electricity offering across consumer profiles from Canstar Blue's Electricity Value Rank.

#### What are the types of plans considered in the Electricity Plans Outstanding Value Award?

Canstar Blue's Electricity Plans Outstanding Value Award considers Electricity plans that are either single rate, or controlled load.

Tariff Type	Description
<b>Single Rate</b>	Electricity plans which are available under a single rate tariff. These may be called: <ul style="list-style-type: none"> <li>• Anytime rate</li> <li>• Flat rate</li> <li>• Peak rate</li> <li>• Standard rate</li> <li>• Tariff 11</li> </ul> It does not include: <ul style="list-style-type: none"> <li>• Demand tariffs</li> <li>• Solar feed-in tariffs</li> <li>• Controlled load plans</li> <li>• Tariff 12</li> <li>• Time of Use tariffs</li> </ul>
<b>Controlled Load</b>	Electricity plans which are available under single rate tariff (as above) with the availability of a controlled load tariff or plans which are a controlled load specific plan. These may be called: <ul style="list-style-type: none"> <li>• Controlled Load 1</li> <li>• Controlled Load 2</li> <li>• Off-peak</li> <li>• Tariff 31</li> <li>• Tariff 33</li> </ul> It does not include <ul style="list-style-type: none"> <li>• Tariff 35</li> </ul>

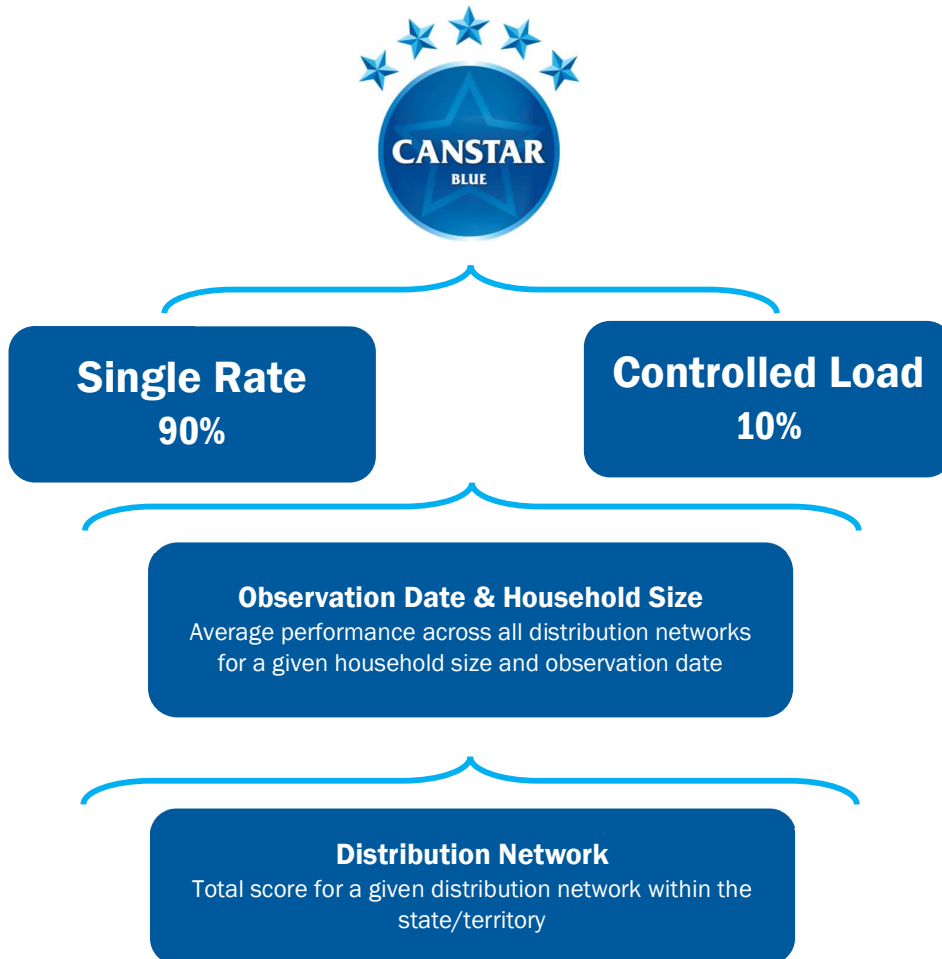
## What are the consumer profiles considered in the Electricity Plans Outstanding Value Award?

For each state/territory, Canstar Blue takes into account providers' performance over two tariff types, three household sizes, and each distribution network within that state/territory.

Tariff Type	Household Size	Distribution Network
Single Rate	1 person household	ACT – Evoenergy NSW – Ausgrid, Endeavour Energy, and Essential Energy
	3 person household	QLD – Energex
Controlled Load	5 person household	SA – SA Power Networks VIC – Citipower, Jemena, Powercor, Ausnet Services, and United Energy

## How does it work? How is the Electricity Plans Outstanding Value Award determined?

Canstar Blue's Outstanding Value Award for Electricity Plans considers a retailer's cumulative performance across single rate and controlled load plans over a six-month historical consideration, for each household size and distribution network within the state/territory. The weights below represent the weighted distribution of each tariff type considered in the award.



## Does Canstar rate all products in the market?

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

Please refer to Canstar Blue's Electricity Plans Outstanding Value Award Report for further detail of providers considered in the award.

## How often are plans reviewed for the Electricity Value Rank?

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 annual 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.



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