

2015 Green Electricity Guide

Report on the Methodology and Results

NOVEMBER 2015



INTRODUCTION

ABOUT THE GUIDE

The Green Electricity Guide was developed to help inform Australians about which electricity retailers are really as 'green' as they say they are. It is the only independent analysis and ranking of the environmental performance of all electricity retailers around Australia. It is an important source of information for consumers keen to support retailers who align with their values.

BACKGROUND

In 2012, the Total Environment Centre (TEC) commissioned the Institute for Sustainable Futures (ISF) to conduct research into publicly-available information on electricity retailers' commitment to renewable energy and environmental sustainability. A briefing note was produced, providing information obtained from websites and publicly available reports on the fuel mix, commitment to renewable energy, and commitment to sustainability of licensed retailers operating in the National Electricity Market (NEM). 11 criteria were analysed across 36 retailers operating in the NEM at the time. No specific ranking was provided and no survey of retailers was conducted for this study.

In 2014 the first edition of the Guide was produced by TEC and Greenpeace. The ISF research was one of the inputs to the ranking. The Guide ranked 20 retailers against 7 criteria and has been visited by over 100,000 people.

In 2015, the ISF was contracted to update the Guide's methodology and rankings. The cost of the work was partly funded by an Advocacy grant from Energy Consumers Australia. In addition, ISF, TEC and Choice all contributed in-kind support to the project.

ABOUT ISF

The Institute for Sustainable Futures (ISF) is a university research institute established by the University of Technology Sydney in 1996 to work with industry, government and the community to develop sustainable futures through research and consultancy. Our mission is to create change toward sustainable futures that protect and enhance the environment, human well-being and social equity. Our work is future focused; we are committed to building independent capacity in our clients by passing on knowledge and skills. In this way, we create lasting change. In all our work, we aim to provide outcomes of a quality commensurate with the importance of our mission.

Our Energy research team works with government, business and the wider community to improve the sustainability of the energy sector. At the grassroots level, we support communities and organisations to develop and implement more sustainable and low carbon energy practices and systems. At the macro level, we explore how we can rethink and redesign our electricity system regulation for a decentralised energy future, and work to create the tools and knowledge that will unleash local, decentralised energy actors to accelerate the transition to 100% renewable energy future.

CITATION

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ACKNOWLEDGEMENTS

Many thanks to the wider research team: Steve Mohr and Fiona Berry, as well as to project partners Mark Byrne (Total Environment Centre), Uta Mihm (Choice) and Jack Gilding (Backroad Connections).

METHODOLOGY

METHODOLOGY

OVERVIEW

ISF reviewed the 2014 Green Electricity Guide (GEG) criteria and rankings, and then conducted background research to identify additional criteria and sub-criteria to expand the 2015 GEG to more comprehensively assess the 'green' credentials of Australia's electricity retailers.

The criteria and sub-criteria were weighted to reflect their importance in assessing performance, and overall weightings adjusted accordingly. Scoring criteria were then developed for each sub-criteria.

ISF developed a survey for retailers to capture the required information for the rankings. Known information was pre-filled into retailer surveys as much as possible. The surveys were provided to retailers by Choice at the end of August 2015, who then had 2 weeks to complete them. Information in the surveys was then supplemented by and verified against desktop research of company websites, company reports and public reports conducted in September 2015.

Where data on generation assets, emissions intensity and retail sales were not provided, these were estimated by ISF using NERS and CER data.

Each retailer's data was assessed and scored, to determine a final score and ranking for 2015. The final scores and ranking, plus individual retailer data are provided in the following chapter.

Some important criteria were unable to be included in 2015 due to a lack of data. In particular, both this ranking and the previous ranking put a high weighting on the emissions intensity of generation assets. This metric is only used because the most relevant consumer indicator, the fuel mix of the electricity sold by the retailer, is not available. Information on fuel mix of sales would allow consumers to assess the environmental effects of the product they are buying, and is available in other jurisdictions. Emissions intensity of generation assets is not a substitute for this information. It is hoped that this information will be available for future rankings.

CHANGES FROM 2014

In 2014, the Green Electricity Guide rankings were based on 7 criteria:

1. Renewable energy investment
2. Emissions intensity of generation assets
3. GreenPower options
4. Solar offers
5. Position on the Renewable Energy Target (RET)
6. Coal seam gas (CSG) investments
7. Position on native forest wood waste for electricity.

In the 2015 guide, 'Renewable energy investment' (#1) was combined with 'Position on the Renewable Energy Target' (#5), while 'Coal seam gas (CSG) investments' (#6) was combined with 'Position on using native forest wood waste' (#7) and supplemented with 'coal investments' and 'public positions on coal and CSG'. Two additional criteria were added: Energy efficiency and Environmental transparency. Each of the 7 criteria were expanded to include multiple sub-criteria to create a more comprehensive assessment and ranking of electricity retailers.

The final criteria for 2015 are:

1. Emissions Intensity of generation assets
2. Renewable Energy policy positions and investments
3. GreenPower (GP) products and promotion
4. Support for distributed generation (ie. Solar)
5. Fossil Fuels policy positions and investments
6. Energy efficiency performance and promotion
7. Environmental transparency.

Note: These results have also been published by Choice in their November magazine. Since then, further clarifications have been sent through by retailers and a few minor adjustments have been made to retailer scores and middle order rankings. Choice will issue corrections to that effect in its December magazine. The scores and rankings in this report are the Final scores and rankings for the 2015 Green Electricity Guide.

METHODOLOGY

CRITERIA DESCRIPTIONS

EMISSIONS INTENSITY

Emissions intensity of assets* Emissions intensity (in tCO₂e/MWh sent out) of all generation assets owned by retailer, or retailer's parent/sister companies

RENEWABLE ENERGY (RE)

Position on RET - Target* Position taken by retailer on the size of the RET GWh target in the 2014 RET review of 2020 target, or if no position, in earlier reviews

Position on RET - SRES Position taken by retailer on inclusion of SRES in RET in the 2014 RET review of 2020 target, or if no position, in earlier reviews

Future RE investment¹ Whether the retailer has any renewable energy generation assets currently in development or planned

GREENPOWER (GP)

100% GP Residential price The additional cost of 100% GP (or equivalent) to residential customers, usually a specified premium in c/kWh

Equitable Residential GP offer Whether the retailer allows GP customers equitable access to market offers (ie. with same tariffs and discounts)

Total GP sales The proportion of total GP sales (residential and commercial) relative to retailer's total sales

Proportion 100% GP equivalent² The equivalent proportion of GP customers on 100% GP

Offers competing RE products Whether the retailer offers products marketed as 'renewable' which are not accredited GreenPower

DISTRIBUTED GEN (SOLAR)

Solar export price dif* The difference between the solar export price offered by the retailer and the state average (averaged across all states the retailer offers solar in)

Equitable solar offer Whether the retailer allows solar customers equitable access to market offers (ie. with same tariffs and discounts)

FOSSIL FUELS

Position on CSG The position of the retailer on the place of CSG in Australia's electricity market, and whether this position is public

Position on coal The position of the retailer on the place of coal in Australia's electricity market, and whether this position is public

Investment in CSG* Whether the retailer has any current or planned investment in CSG

Investment in coal³ Whether the retailer has any current investment in coal mines or planned investment in coal mines and coal power plants

Native forests position* Whether the retailer has a policy or current position on buying electricity generated from burning native forest wood waste

ENERGY EFFICIENCY

Position on state EE schemes The retailer's level of support for state-based, mandated energy efficiency schemes

Penalties in state EE schemes Whether the retailer has received any penalties or carried forward any shortfalls in any state mandated EE schemes

Accessibility of online info Whether and how accessible energy efficiency information is to customers via the retailer's website

Amount of online information How comprehensive energy efficiency information for customers is on the retailer's website

Products and services offered Whether and how comprehensively the retailer offers energy efficiency products and services

TRANSPARENCY

Type of sustainability reports What type of sustainability reporting the retailer (or parent company) produces (for retailers who produce formal reports)

Amount of sustainability info How comprehensive the sustainability information produced by the retailer is, whether it covers policies, targets and progress

Discloses emissions intensity Whether the retailer (or parent company) publicly discloses the emissions intensity of their associated generation assets

Notes

* Criteria included in 2014 Green Electricity Guide

¹ Current RE investment (ie. whether the retailer has operating renewable energy generation assets) is scored under emissions intensity of generation

² Calculated by weighting the proportion of customers on each GP product by the % GP of that product (eg. 20% customers on 50% GP = 10% equiv to 100% GP)

³ Current investment in coal power plants is scored under emissions intensity of generation

METHODOLOGY

SCORING CRITERIA

EMISSIONS INTENSITY

Emissions intensity of assets	Score between 0 and 10 for position on scale between 0 and 1.3 (EI of brown coal)
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RENEWABLE ENERGY (RE)

Position on RET - Target	10 = Expand targets 9 = Maintain current 41 TWh target 7 = Maintain - qualified 5 = No position 2 = Recalibrate to 'real' 20% target 0 = Scale back/abolish target
Position on RET - SRES	10 = Support 8 = Qualified support 5 = No position 0 = Not support
Future RE investment ¹	10 = Actual project(s) initiated 4 = Specific plan to invest in RE 2 = General intentions to invest in RE 0 = No plans / no response

GREENPOWER (GP)

100% GP Residential price	Score between 5 and 10 for position on scale between min price (3.97) and max price (8.1, excluding outliers of 11, which scored 3 and 48, which scored 0)
Equitable Residential GP offer	10 = Yes; 0 = No
Total GP sales	Score between 0 and 5 for position on scale between min sales (0.01%) and max sales (1.3%, excluding outlier of 5.4% which scored 10)
Proportion 100% GP equivalent	Percentage divided by 10, ie. 100% = 10, 50% = 5
Offers competing products	10 = No competing 'renewable' products; 5 = No, but general marketing may confuse 3 = No, but standard product may mislead 0 = Yes, competing 'renewable' product

DISTRIBUTED GEN (SOLAR)

Solar export price	Score between 0 and 10 for position on scale between min price diff (-5.34c) and max price diff (+3.44c)
Equity of solar offer	Score between 0 and 10 for position on scale between min tariff diff (\$0) and max tariff diff (\$402). Data transformed by square root because of large differential.

FOSSIL FUELS

Position on CSG / Coal	9 = Against CSG / Coal 4 = No position 2 = Qualified support 0 = Supports status quo position of CSG / Coal +1 if position public
Investment in CSG / Coal	Current: 5 = No; 0 = Yes / Unknown (no response) Future: 5 = Policy against future investment 4 = No plans 2 = No current plans 0 = Plans / Unknown (no response)
Native forests position	10 = Publically against 5 = Advised against but position not public 0 = No public position and response

ENERGY EFFICIENCY

Position on state EE schemes	10 = Support 7 = Qualified support 5 = No position / no response 0 = Does not support
Penalties in state EE schemes	10 = None 8 = Shortfall in any state 3 = Penalty in any state 0 = Penalty in all states / unknown N/A = Only operates in states with no schemes
Accessibility of online info	10 = Permanent link from homepage/ res landing pag not including footer 8 = Link from homepage via footer 7 = One additional click from homepage/ res landing pag not including in-text links 5 = More than one click from homepage/ res landing page or via in-text links 0 = No information on website
Amount of online info	10 = Excellent / very comprehensive info 7 = Good / sufficient level of info 4 = Basic / quite limited info 0 = No information
Products and services offered	10 = Yes (via web and other channels) 7 = Yes (but not via not web) 0 = No / unknown

TRANSPARENCY

Type of sustainability reports	10 = Reports against GRI (Any level, with or without EUSS) 8 = Produces a standalone Sustainability Report, or a combined Sustainability/Annual Report 6 = Integrates limited Sustainability information into Annual Report 4 = Planning to produce a report next year 0 = No information in reports N/A= Does not produce any reports 10 = Provides information that includes policies, target AND performance 7 = Provides information that includes policies AND either targets OR performance 5 = Contains information about company's sustainability policies/ approach 0 = No public information about sustainability policies, targets or performance
Type of sustainability info	10 = Yes 3 = Future intention 0 = No N/A = pure retailers with no generation assets or 100% renewable generators
Discloses emissions intensity	10 = Yes 3 = Future intention 0 = No N/A = pure retailers with no generation assets or 100% renewable generators

METHODOLOGY

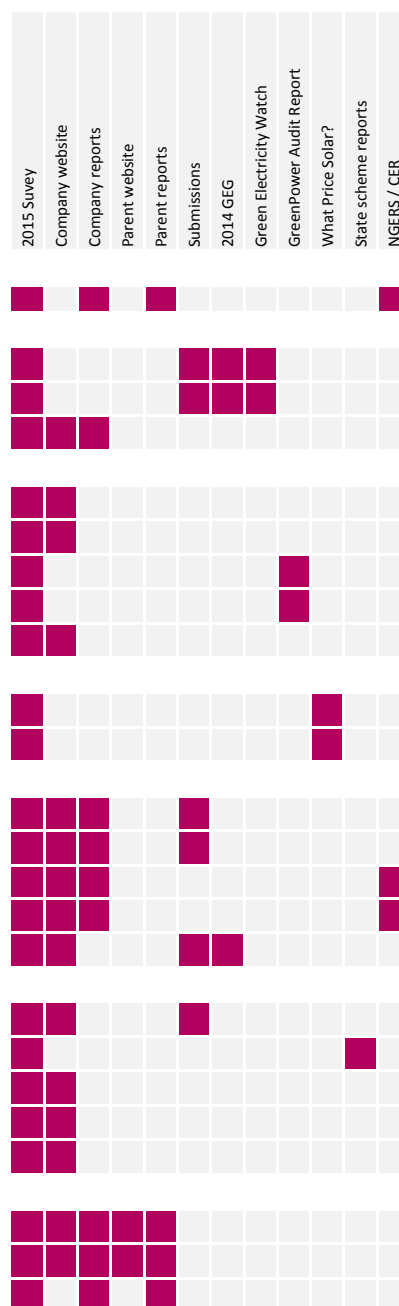
CRITERIA WEIGHTINGS

	Weighting within criteria	Contribution to final score
EMISSIONS INTENSITY		20%
Emissions intensity of assets	100%	20%
RENEWABLE ENERGY (RE)		10%
Position on RET - Target	50%	5%
Position on RET - SRES	25%	2.5%
Future RE investment plans	25%	2.5%
GREENPOWER (GP)		20%
100% GP Residential price	15%	3%
Equitable Residential GP offer	5%	1%
Total GP sales	50%	10%
Proportion 100% GP equivalent	15%	3%
Offers competing products	15%	3%
DISTRIBUTED GEN (SOLAR)		15%
Solar export price diff	50%	7.5%
Equitable solar offer	50%	7.5%
FOSSIL FUELS		15%
Public position on CSG	20%	3%
Public position on coal	20%	3%
Investment in CSG	20%	3%
Investment in coal	20%	3%
Native forests position	20%	3%
ENERGY EFFICIENCY		10%
Position on state EE schemes	25%	2.5%
Penalties in state EE schemes	25%	2.5%
Accessibility of online info	20%	2%
Amount of online information	20%	2%
Products and services offered	10%	1%
TRANSPARENCY		10%
Type of sustainability reports	25%	2.5%
Amount of sustainability info	25%	2.5%
Discloses emissions intensity	50%	5%

Note on applying weightings

Each retailer receives a score out of 10 for each sub-criteria. This is referred to as the raw (or unweighted) score. The raw scores for each sub-criteria are then assigned a weighting relative to the other sub-criteria (the 'Weighting within element' percentage above) and added together in order to calculate the raw Criteria score. Each raw Criteria score is then weighted relative to the other criteria and added together to calculate the Overall score for each retailer.

DATA SOURCES



References

- 2014 Green Electricity Guide: www.greenelectricityguide.org.au
- ACF 2013 Green Electricity Watch: www.acfonline.org.au/resources/green-electricity-watch-report
- 2014 GreenPower Audit Report: www.greenpower.gov.au/About-Us/Audits-And-Reports
- 2015 Total Environment Centre What Price Solar Report (not yet published)

RESULTS SUMMARY

RESULTS

INTRODUCTION

As discussed in the methodology, the Green Electricity Guide (GEG) ranks the environmental credentials and performance of the 23 retailer businesses with current offers to new customers. Retailers were assessed on 7 criteria, each with a number of sub-criteria. Sub-criteria and criteria are weighted based on their importance resulting in an overall score out of 10. 15 out of 23 retailers responded to the GEG Survey. Retailers who did not respond were assessed on any publically available data.

OVERALL PERFORMANCE

The overall ranking (shown to the right) reveals the position and score of each retailer in 2015. Two retailers out perform all other retailers by a substantial margin: Powershop, with a score of 8.6 and Diamond, with a score of 8.5. Two other retailers received a score over 6: Momentum on 6.9 and Aurora on 6.5. The majority of retailers (14/23) received a score between 4 and 6. Five retailers received a score below 4.

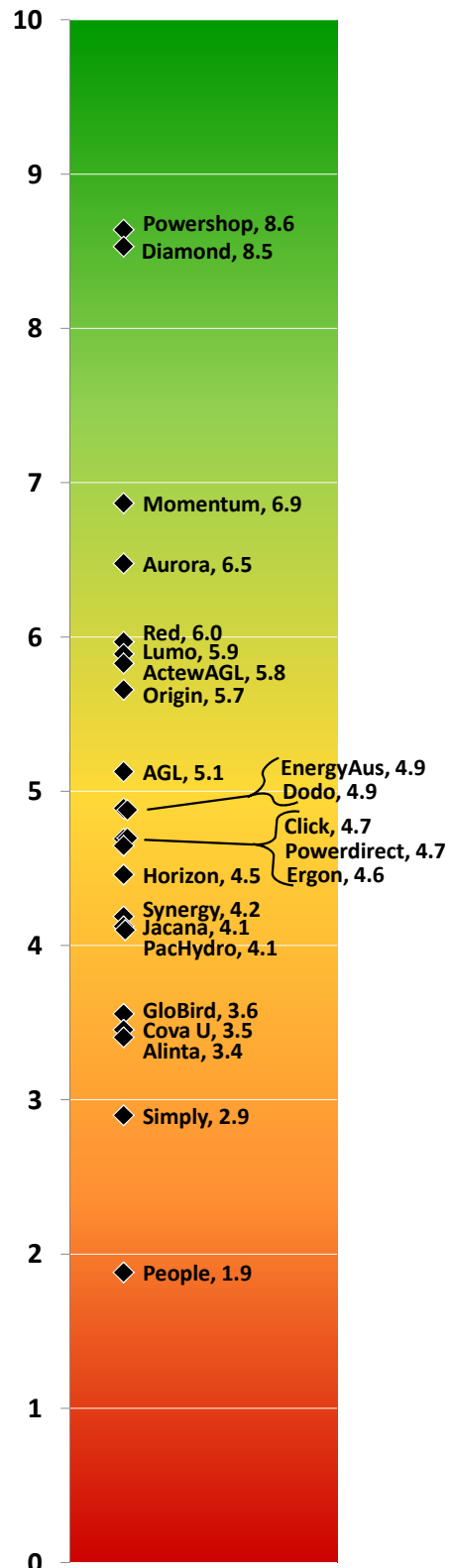
INDIVIDUAL CRITERIA

The following page shows the spread of scores for each of the 7 criteria making up the 2015 Green Electricity Guide. This figure shows that overall, retailers are performing better on some elements compared to others.

For example the average score for Solar was 6.3, and 6.0 for Energy Efficiency. Both these elements had few retailers scoring at the poorer end of the scale. Scores for Emissions Intensity of generation assets are split, with one group of retailers scoring at the better end of the scale, while the other scored mid to poor points, resulting in an average score of 5.3*. Renewables and Fossil Fuels and with average scores of 4.8 and 4.7 respectively show a wide spread across the scale, while Transparency and GreenPower (with average scores of 4.2 and 3.8 respectively) show greater concentration towards the poorer of the scale.

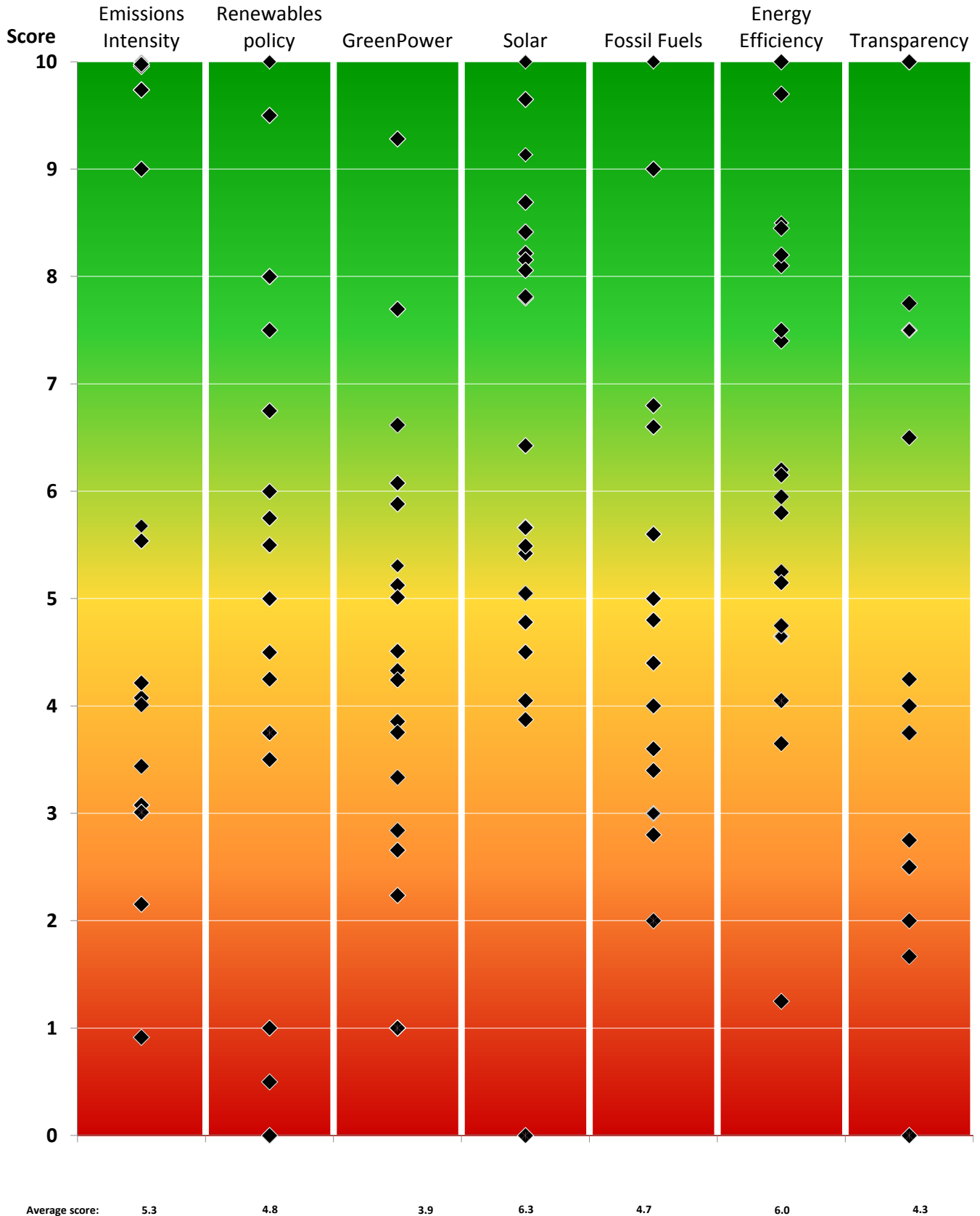
The final two pages in this section summarise the quantitative data collected on emissions intensity of generation assets, GreenPower price, sales and 100% GP equivalent, solar export price differences and equity of solar tariff, to give an indication of the performance of the sector as a whole in these areas. (More detailed information on solar can be found in TEC's 2015 factsheet 'What Price Solar?') Individual retailer results are provided in the final section of this report.

OVERALL RANKINGS AND SCORES



RESULTS

CRITERIA SCORES



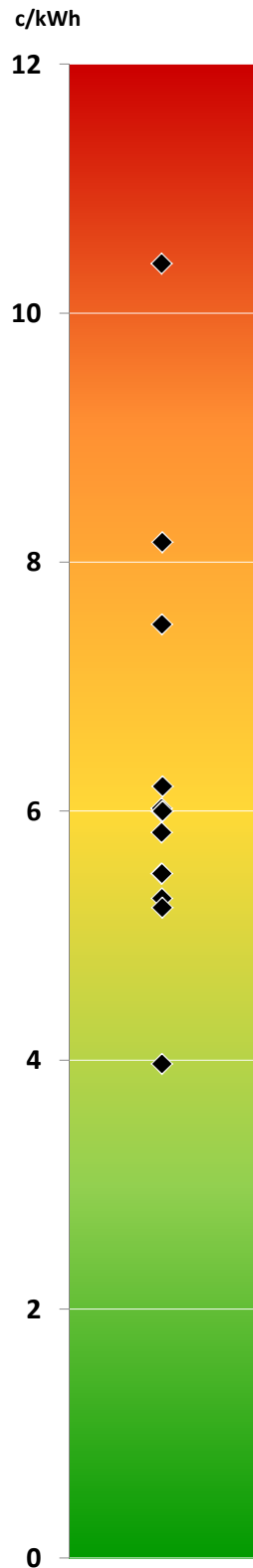
RESULTS

Emissions Intensity



NEM average: 0.91

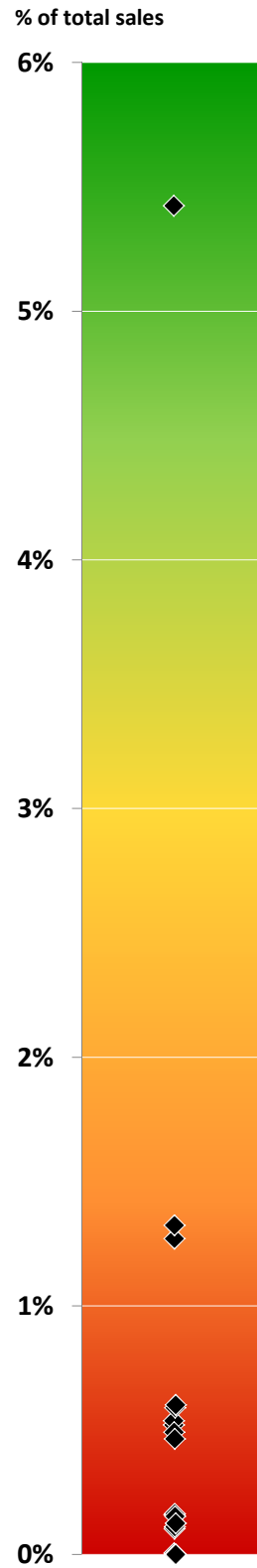
GreenPower price*



* Graph excludes one retailer with GP cost of 48c

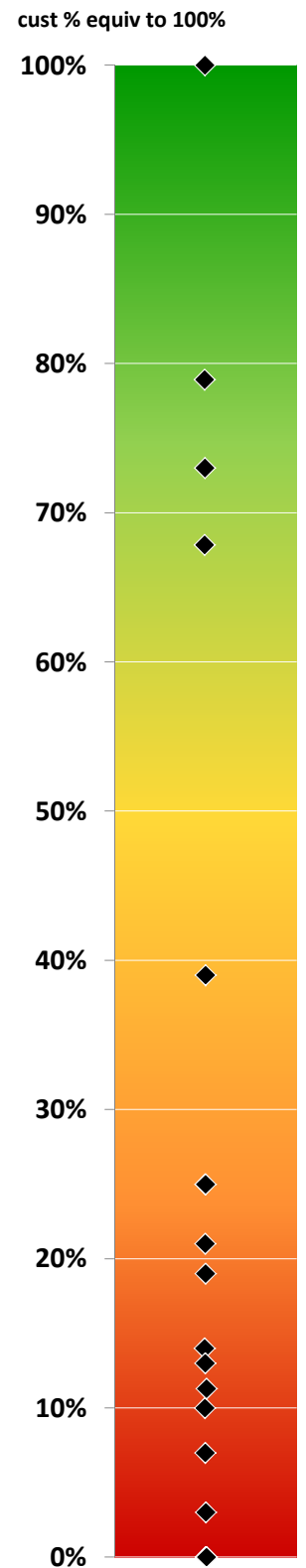
GEG average = 5.9 c/kWh
(Excludes outliers of 48c and 10.4c)

GreenPower sales



GEG average = 0.46% of total sales
(Excludes outlier of 5.4%)

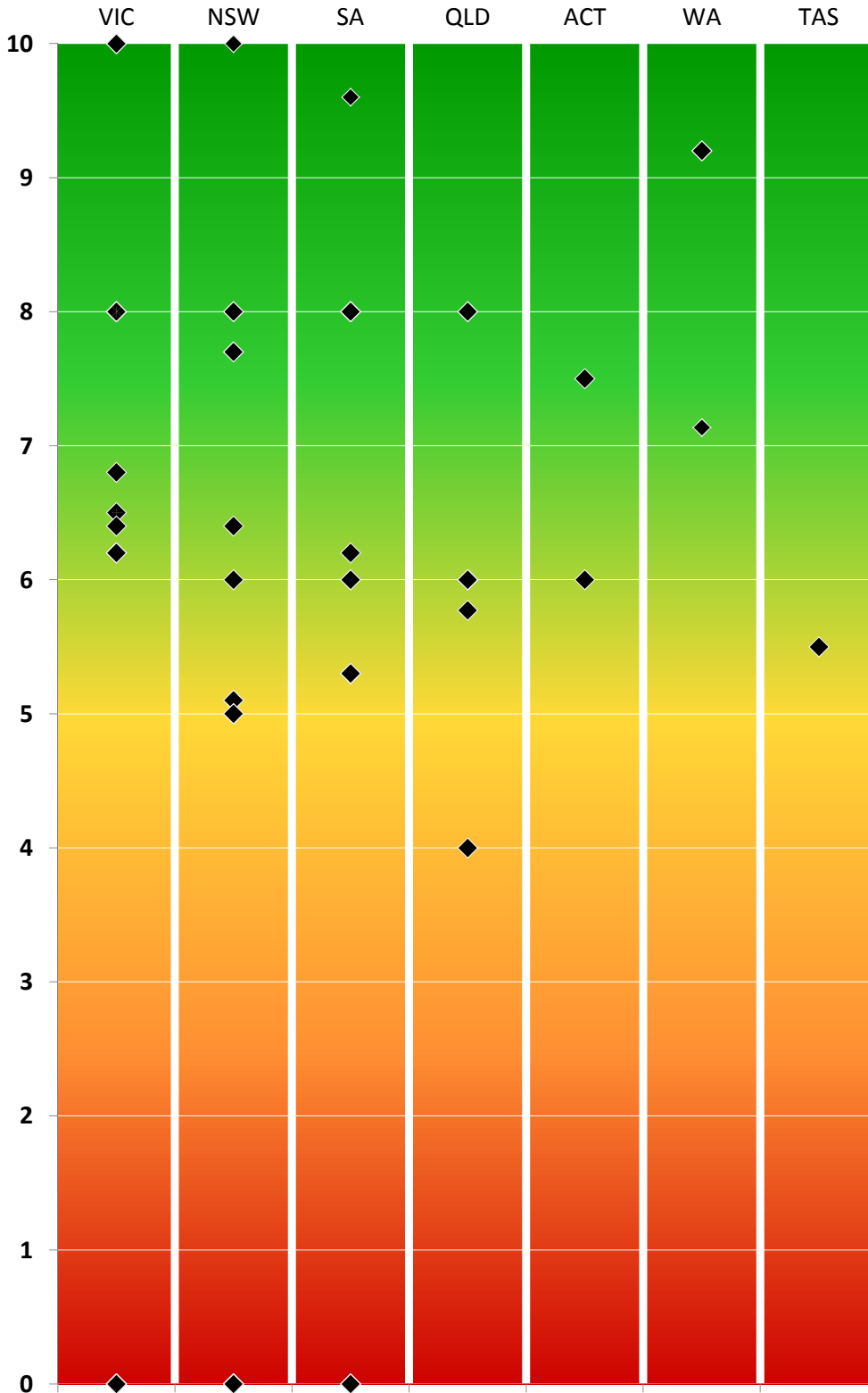
GreenPower 100%



GEG average = 34% of total sales

RESULTS

Solar export prices

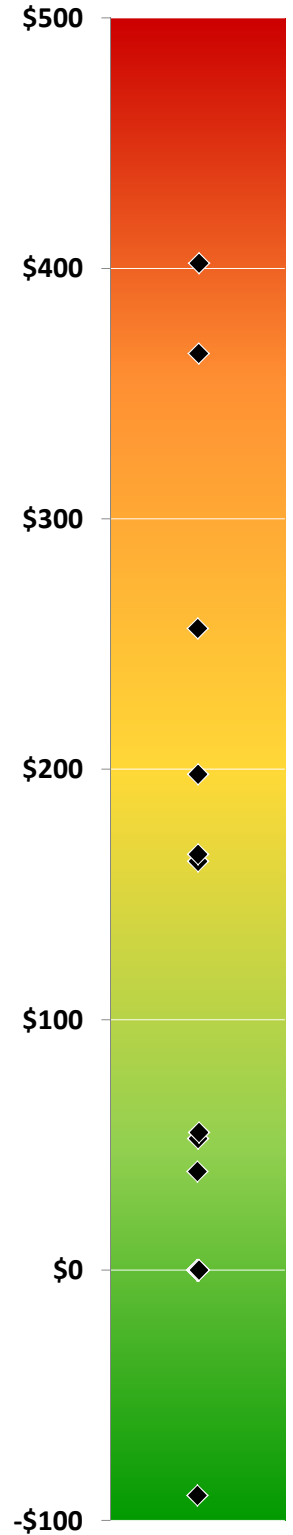


* Graph excludes NT with single solar export price of 26.9c/kWh

GEG average = (c/kWh)	5.8 VIC	4.5 NSW	5.4 SA	6.0 QLD	6.5 ACT	8.2 WA	5.5 TAS
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Equity of solar offer

\$ difference with non-solar



GEG average = \$77 higher than non-solar

INDIVIDUAL RETAILER RESULTS

Results Explainer

Score: Overall score, combining weighted criteria scores

Rank: Position out of 23 included retailers

Operates in: [STATES]
Responded to survey: [YES/NO]

KEY POINTS

- Notes on any good/excellent aspects of performance by the retailer
- Notes on any average aspects of performance by the retailer
- Notes on any poor aspects of performance by the retailer
- Notes on any neutral aspects of the retailer

The section below presents the retailer's datapoint for each sub-criteria, and the raw score out of 10 received for that sub-criteria. Weightings are then applied to each sub-criteria in order to calculate each criteria score. The criteria scores are then weighted again to produce the overall score. See Methodology for details of weightings.

DATA

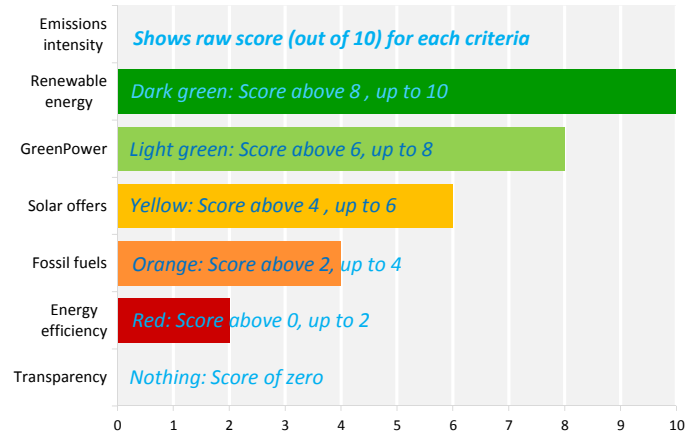
EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	Datapoint	Raw
		Criteria score: Raw

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	Datapoint	Raw
Position on SRES	Datapoint	Raw
Future RE investment plans	Datapoint	Raw
		Criteria score: Raw

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	Datapoint	Raw
Equitable Residential GP offer	Datapoint	Raw
Total GP sales	Datapoint	Raw
Proportion 100% GP equivalent	Datapoint	Raw
Offers competing products	Datapoint	Raw
		Criteria score: Raw

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	Datapoint	Raw
Equity of solar offer	Datapoint	Raw
		Criteria score: Raw

CRITERIA SCORES



FOSSIL FUELS	Value	Score
Position on CSG	Datapoint	Raw
Position on coal	Datapoint	Raw
Investment in CSG	Datapoint	Raw
Investment in coal	Datapoint	Raw
Native forests position	Datapoint	Raw
		Criteria score: Raw

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	Datapoint	Raw
Penalties in state EE schemes	Datapoint	Raw
Accessibility of online information	Datapoint	Raw
Amount of online information	Datapoint	Raw
Products and services offered	Datapoint	Raw
		Criteria score: Raw

TRANSPARENCY	Value	Score
Type of sustainability reports	Datapoint	Raw
Sustainability info in reports/website	Datapoint	Raw
Publicly discloses emissions intensity	Datapoint	Raw
		Criteria score: Raw

NOTES

Notes providing additional context to retailer's datapoints and/or performance, reflecting additional comments by retailer in the survey

METHODOLOGY COMMENTS

Notes on any assumptions/adjustments to methodology for this retailer, eg. assumptions for missing/unclear data, manipulation of data supplied in different formats etc

Powershop

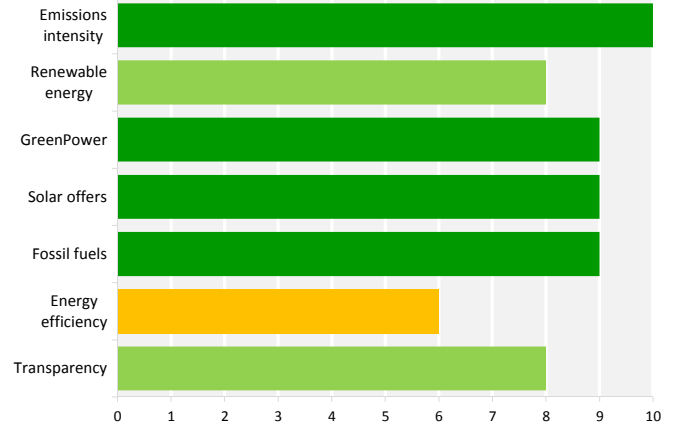
Score: 8.6 Rank: 1/23

Operates in: NSW, VIC
Responded to survey: YES

KEY POINTS

- Owns only renewable assets (via parent company), with emissions intensity of zero
- Public positions against coal and CSG and supported maintaining current RET
- Highest GreenPower sales (relative to total sales) and large proportion of GreenPower customers on 100% equivalent
- Solar export price(s) slightly above state average(s) and provides equitable solar offers
- Price of 100% GreenPower slightly above average
- Reports sustainability information against GRI guidelines (via parent company) but does not report targets and performance
- Energy efficiency information not comprehensively provided on website

CRITERIA SCORES



DATA

EMISSIONS INTENSITY		Value	Score
Emissions intensity of assets	0.000 tCO2e/MWh sent out		10
			Criteria score: 10

RENEWABLE ENERGY (RE)		Value	Score
Position on RET	Maintain GWh target		9.0
Position on SRES	Support		10
Future RE investment plans	Specific plans		4.0
			Criteria score: 8.0

GREENPOWER (GP)		Value	Score
Residential GP price (100%)	6 c/kWh premium		8.4
Equitable Residential GP offer	Yes		10
Total GP sales	5.4% of total sales		10
Proportion 100% GP equivalent	68% GP customers on 100% equiv.		6.8
Offers competing products	No		10
			Criteria score: 9.3

DISTRIBUTED GEN (SOLAR)		Value	Score
Solar export price diff	1.6 c avg diff from mean state price		7.4
Equity of solar offer	\$0.00 avg diff from non-solar offer		10
			Criteria score: 8.7

FOSSIL FUELS		Value	Score
Position on CSG	Not support (Public)		10
Position on coal	Not support (Public)		10
Investment in CSG	Current: No; Plans: No(+Policy)		10
Investment in coal	Current: No mining; Plans: No(+Policy)		10
Native forests position	Against (Not public)		5.0
			Criteria score: 9.0

ENERGY EFFICIENCY		Value	Score
Position on state EE schemes	Supports		10
Penalties in state EE schemes	No		10
Accessibility of online information	No info		0.0
Amount of online information	Basic		4.0
Products and services offered	None		0.0
			Criteria score: 5.8

TRANSPARENCY		Value	Score
Type of sustainability reports	GRI Sust Report		10
Sustainability info in reports/website	1 of 3 types of information		5.0
Publicly discloses emissions intensity	N/A, only renewable assets		N/A
			Criteria score: 7.5

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- Powershop's parent company Meridian Energy owns generation assets.
- In addition to only owning or operating 100% renewable generation assets, Powershop and parent company Meridian Energy purchase and voluntarily surrender UN Carbon Emission Reduction certificates for all head office emissions from Meridian Energy and Powershop Australia and emissions from Powershop customers' electricity consumption, to achieve carbon neutrality.
- Powershop has created an offer specifically for Electric Vehicle owners, which provides GreenPower at no additional charge.
- While Powershop does not make a large amount of energy efficiency information available on its website, the retailer says this is because the website is not their primary channel for communications to customers. Instead they provide energy efficiency information via channels such as social media, direct communications to customers and push notifications from Powershop's mobile app, etc.

METHODOLOGY COMMENTS

- GreenPower sales data is for the period 1 August 2014 to 31 July 2015.
- In calculating the Equity of Solar Offer, the information on Energy Made Easy suggests a difference of \$10 between solar and non-solar offers. However Powershop stated that all offers are equally accessible to all customers, and that any difference is a function of the Energy Made Easy website.

Diamond Energy

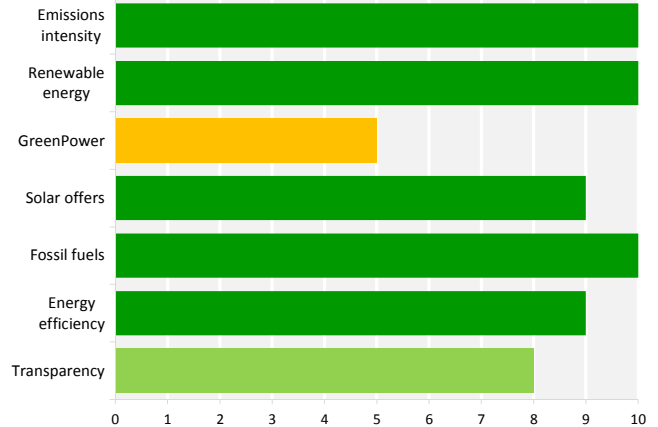
Score: 8.5 Rank: 2/23

Operates in: NSW, QLD, VIC, SA
Responded to survey: YES

KEY POINTS

Owns only renewable assets, with emissions intensity of zero
Price of 100% GreenPower power slightly cheaper than average
Large proportion of GreenPower customers on 100% GreenPower equivalent
Solar export price(s) slightly above state average(s) and provides equitable solar offers
Public positions against coal, CSG and burning native forest wood waste, and supported expansion of the RET
Small proportion of GreenPower sales relative to total retail sales
Potential for general marketing of retailer to confuse consumers into thinking they are purchasing 100% renewable energy without purchasing GreenPower

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.000 tCO2e/MWh sent out	10
		Criteria score: 10

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	Expand	10
Position on SRES	Support	10
Future RE investment plans	Actual projects	10
		Criteria score: 10

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	5.5 c/kWh premium	8.8
Equitable Residential GP offer	Yes	10
Total GP sales	0.5% of total sales	3.1
Proportion 100% GP equivalent	79% GP customers on 100% equiv.	7.9
Offers competing products	No, but general marketing may confuse	5.0
		Criteria score: 5.3

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	2.4 c avg diff from mean state price	8.3
Equity of solar offer	\$0.00 avg diff from non-solar offer	10
		Criteria score: 9.1

FOSSIL FUELS	Value	Score
Position on CSG	Not support (Public)	10
Position on coal	Not support (Public)	10
Investment in CSG	Current: No; Plans: No(+Policy)	10
Investment in coal	Current: No mining; Plans: No(+Policy)	10
Native forests position	Against (public)	10
		Criteria score: 10

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	Supports	10
Penalties in state EE schemes	No	10
Accessibility of online information	Homepage (clear)	10
Amount of online information	Basic	4.0
Products and services offered	Limited/other	7.0
		Criteria score: 8.5

TRANSPARENCY	Value	Score
Type of sustainability reports	Sust Report	8.0
Sustainability info in reports/website	2 of 3 types of information	7.0
Publicly discloses emissions intensity	N/A, only renewable assets	N/A
		Criteria score: 7.5

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- Diamond owns generation assets.
- GreenPower offer only commenced in 2015, and sales have been growing rapidly over this period.
- While Diamond's GP Sales as a % of total sales is 0.5%, the retailer advises that this percentage is highly skewed by a recent, transitional contract with the a local government council, which increased their total sales by just over 100% in 2015. Prior to this contract, their GP sales had reached 1.2% of total sales, in their first year of offering GP.
- Diamond's corporate vision statement on their website states: "At Diamond Energy, we are an electricity retailer supporting new renewable generation derived from Australia's pure resources – your Pure Power People...". This has the potential the confuse consumers into thinking that signing up with Diamond means they are purchasing "pure" power, ie. 100% renewable power, without purchasing an accredited GreenPower product.
- In addition to it's standard solar offer, Diamond is progressing development of grid-interactive customer incentives that are aligned to consumers needs, such as solar PPAs and battery storage.
- In addition to energy efficiency information provided to customers via the website, Diamond provides considerable over-the-phone advice, issue identification and troubleshooting, bill checks and detailed energy data heat map analysis.

METHODOLOGY COMMENTS

- GreenPower sales and customer data is for the period 1 January 2015 to 27th August 2015 (8 months), as GreenPower offer only commenced in 2015.

Momentum Energy

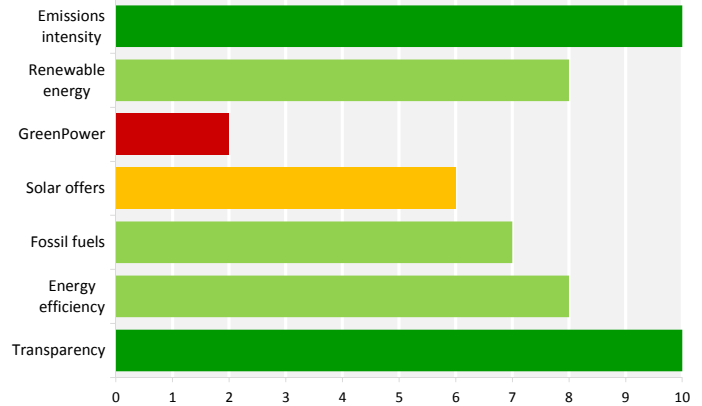
Score: 6.9 Rank: 3/23

Operates in: NSW, VIC, SA
Responded to survey: YES

KEY POINTS

- Owns mostly renewable assets (via parent company), with emissions intensity close to zero
- Reports sustainability information against GRI guidelines (via parent company) and provides information on sustainability targets and performance
- Solar export price(s) slightly below state average(s), and solar offers slightly more expensive than non-tariff offers
- Markets general offer as "renewable" in direct competition with GreenPower, despite not being an accredited renewable energy product.
- GreenPower only available in combination with Momentum's standing offer, which is substantially more expensive than Momentum's current market offers, making price of 100% GreenPower second most expensive

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.006 tCO2e/MWh sent out	10
		Criteria score: 10

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	Maintain GWh target	9.0
Position on SRES	Support	10
Future RE investment plans	General intentions	2.0
		Criteria score: 7.5

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	10.4 c/kWh premium (equivalent)	3.0
Equitable Residential GP offer	No	0
Total GP sales	0.5% of total sales	3.2
Proportion 100% GP equivalent	14% GP customers on 100% equiv.	1.4
Offers competing products	Yes, SmilePower	0
		Criteria score: 2.2

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	-1.4 c avg diff from mean state price	4.5
Equity of solar offer	\$39 avg diff from non-solar offer	6.9
		Criteria score: 5.7

FOSSIL FUELS	Value	Score
Position on CSG	No position (Public)	6.0
Position on coal	Qual Support (Public)	3.0
Investment in CSG	Current: No; Plans: No(+Policy)	10
Investment in coal	Current: No mining; Plans: No(+Policy)	10
Native forests position	Against (Not public)	5.0
		Criteria score: 6.8

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	Supports	10
Penalties in state EE schemes	No.	10
Accessibility of online information	More than one click	5.0
Amount of online information	Good	7.0
Products and services offered	Limited/other	7.0
		Criteria score: 8.1

TRANSPARENCY	Value	Score
Type of sustainability reports	GRI Sust Report	10
Sustainability info in reports/website	3 of 3 types of information	10
Publicly discloses emissions intensity	N/A, only renewable assets	N/A
		Criteria score: 10

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- Momentum's parent company, Hydro Tasmania, owns generation assets.
- Momentum has been conducting analysis on the value of the FIT for NSW customers that are currently eligible to receive a voluntary FIT. The results of this will involve some changes and as such Momentum expects to update voluntary feed-in tariffs for eligible NSW solar customers shortly.
- Momentum/parent company Hydro Tasmania's long-term sustainability indicator (aim) is to be: "the integrated generator with the lowest emissions intensity in the NEM" (2014 Annual Report, p.33).
- Momentum's website states: "SmilePower is our flagship clean energy product. For every bit of power you use, the equivalent amount of renewable energy is fed directly into the National Electricity Market by our parent company, Hydro Tasmania." This suggests that renewable generation by Snowy would not otherwise happen without Red sales, implying that purchasing standard electricity from Red results in additional renewable generation being fed into the grid.

METHODOLOGY COMMENTS

- As Momentum's GreenPower products are actually based on set kWh blocks, proportion 100% equivalent is therefore calculated as if each customer on a each block product had the average consumption upon which the block is calculated.
- Cost of 100% GreenPower is calculated by adding the quoted price of 5.8 c/kWh for 100% GreenPower to the difference in tariff cost between Momentum's standing offer (the only offer available for GreenPower customers) and Momentum's SmilePower market offer, averaged across standing/market offers in each distribution network that Momentum operates in. Note that the price difference ranges from 2.1 in SA to average of 4.1 in NSW to 5.4 in VIC. The average across all jurisdictions is 4.6c/kWh.

Aurora Energy

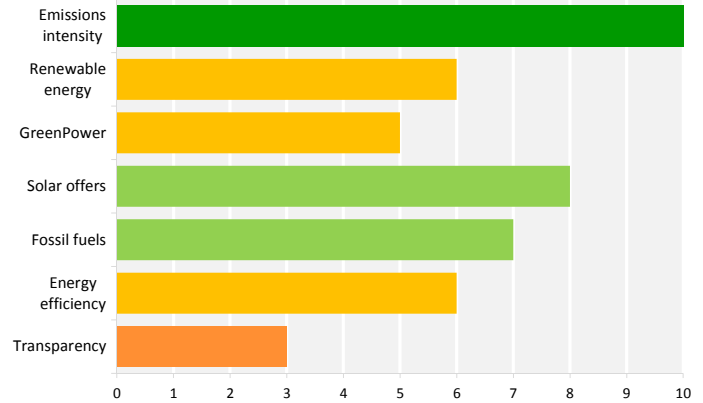
Score: 6.5 Rank: 4/23

Operates in: TAS
Responded to survey: YES

KEY POINTS

- Owns only renewable assets (via parent company), with emissions intensity close to zero
- Solar export price(s) slightly better than state average(s) and provides equitable solar offers
- Large proportion of GreenPower customers on 100% GreenPower equivalent
- Price of 100% GreenPower power slightly more expensive than average
- Comprehensive and accessible energy efficiency information available via website, but does not offer products/services
- Extremely small proportion of GreenPower sales relative to total retail sales

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.003 tCO2e/MWh sent out	10
		Criteria score: 10

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	Qualified Maintain	7.0
Position on SRES	Qual Support	8.0
Future RE investment plans	No plan/ response	0
		Criteria score: 5.5

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	6.023 c/kWh premium	8.4
Equitable Residential GP offer	Yes	10
Total GP sales	0.01% of total sales	0.3
Proportion 100% GP equivalent	73% GP customers on 100% equiv.	7.3
Offers competing products	No	10
		Criteria score: 4.5

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	-0.2 c avg diff from mean state price	5.6
Equity of solar offer	\$0.00 avg diff from non-solar offer	10
		Criteria score: 7.8

FOSSIL FUELS	Value	Score
Position on CSG	No position (Not public)	5.0
Position on coal	No position (Not public)	5.0
Investment in CSG	Current: No; Plans: No	9.0
Investment in coal	Current: No mining; Plans: No	9.0
Native forests position	Against (Not public)	5.0
		Criteria score: 6.6

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	No position	5.0
Penalties in state EE schemes	N/A	N/A
Accessibility of online information	One click	7.0
Amount of online information	Excellent	10
Products and services offered	None	0
		Criteria score: 6.2

TRANSPARENCY	Value	Score
Type of sustainability reports	No information in reports	0
Sustainability info in reports/website	1 of 3 types of information	5.0
Publicly discloses emissions intensity	N/A, only renewable assets	N/A
		Criteria score: 2.5

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- Aurora's parent company (Tasmanian Government) owns generation assets (via its other subsidiary companies).

METHODOLOGY COMMENTS

- As the only retailer in TAS, Aurora's solar export price is compared to the average of all retailers in the Guide, rather than a state average.
- Aurora did not confirm position on purchasing electricity from burning of native forest wood waste. Score assigned as per information available for 2014 Guide.

Red Energy

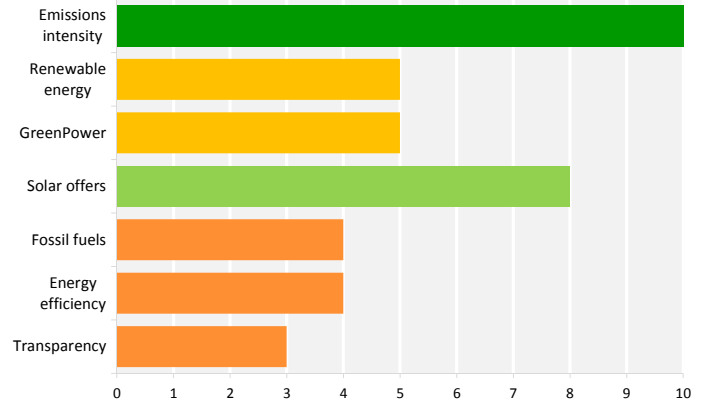
Score: 6.0 Rank: 5/23

Operates in: NSW, VIC, SA
Responded to survey: YES

KEY POINTS

- Owns mostly renewable assets (via parent company), with emissions intensity close to zero
- Price of 100% GreenPower power cheaper than average
- All GreenPower customers are on 100% GreenPower
- Solar export price(s) slightly better than state average(s) and provides equitable solar offers
- Provides only basic energy efficiency information to customers via website and no products or services
- Potential for description of standard product to mislead consumers that they are purchasing 100% renewable energy without purchasing GreenPower.
- Supported weakening of the RET (via parent company)

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.034 tCO2e/MWh sent out	9.7
Criteria score:		9.7

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	Qualified Maintain	7.0
Position on SRES	Not support	0
Future RE investment plans	Specific plans	4.0
Criteria score:		4.5

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	5.83 c/kWh premium	7.8
Equitable Residential GP offer	Yes	10
Total GP sales	0.5% of total sales	3.0
Proportion 100% GP equivalent	100% GP customers on 100% equiv.	10
Offers competing products	No, but standard product may mislead	3.0
Criteria score:		5.1

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	0.6 c avg diff from mean state price	6.4
Equity of solar offer	-\$90 avg diff from non-solar offer	10
Criteria score:		8.2

FOSSIL FUELS	Value	Score
Position on CSG	No position (Not public)	5.0
Position on coal	No position (Not public)	5.0
Investment in CSG	Current: No; Plans: No current plans	7.0
Investment in coal	Current: No mining; Plans: No current plans	5
Position on Native forests	No position	0.0
Criteria score:		4.4

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	No position	5.0
Penalties in state EE schemes	Unknown	0
Accessibility of online information	Homepage (clear)	10
Amount of online information	Basic	4.0
Products and services offered	None	0
Criteria score:		4.1

TRANSPARENCY	Value	Score
Type of sustainability reports	No information in reports	0
Sustainability info in reports/website	1 of 3 types of information	5.0
Publicly discloses emissions intensity	N/A, no generation assets	N/A
Criteria score:		2.5

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- Red Energy's parent company Snowy Hydro owns generation assets.
- Red Energy website states: "For customers in Victoria and South Australia we promise that for every unit of electricity bought from Red Energy, Snowy Hydro Limited will match it by generating one unit of electricity from a renewable source". This suggests that renewable generation by Snowy would not otherwise happen without Red sales, implying that purchasing standard electricity from Red results in additional renewable generation being fed into the grid.
- According to the My Power Planner website, in VIC, Red Energy's cheapest solar offer is \$90 cheaper per year than Red Energy's cheapest non-solar offer due to a higher pay on time discount higher for solar (10% vs 5% non solar).

METHODOLOGY COMMENTS

N/A

Lumo Energy

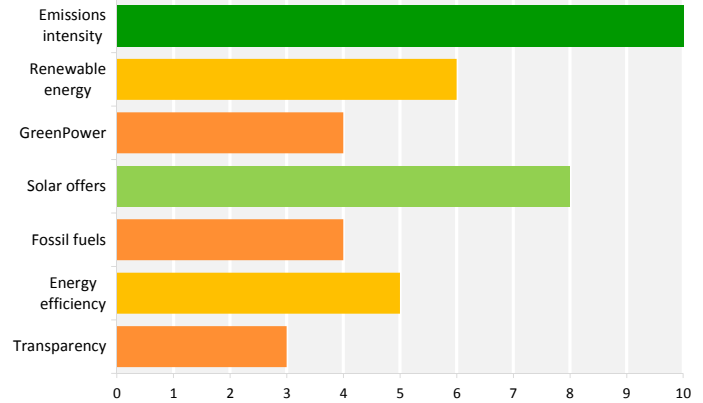
Score: 5.9 Rank: 6/23

Operates in: NSW, VIC, SA, QLD
Responded to survey: YES

KEY POINTS

- Owns mostly renewable assets (via parent company), with emissions intensity close to zero
- Solar export price(s) slightly better than state average(s) and provides equitable solar offers
- Energy efficiency information is very accessible to customers on website and reasonably comprehensive
- No current investments in coal or CSG, but no public positions against them or against native forest wood waste
- Only offers 10% GreenPower, and GreenPower sales make up very small proportion of total retail sales
- Does not publish sustainability information in formal reports, and does not provide information on targets and performance on website.

CRITERIA SCORES



DATA

EMISSIONS INTENSITY		Value	Score
Emissions intensity of assets	0.034	tCO2e/MWh sent out	9.7
			Criteria score: 9.7

RENEWABLE ENERGY (RE)		Value	Score
Position on RET	Qualified Maintain		7.0
Position on SRES	No position		5.0
Future RE investment plans	Specific plans		4.0
			Criteria score: 5.8

GREENPOWER (GP)		Value	Score
Residential GP price (100%)	5.3 c/kWh premium (equivalent)		9.0
Equitable Residential GP offer	No		0
Total GP sales	0.2% of total sales		1.7
Proportion 100% GP equivalent	10% GP customers on 100% equiv.		1.0
Offers competing products	No		10
			Criteria score: 3.9

DISTRIBUTED GEN (SOLAR)		Value	Score
Solar export price diff	0.5 c avg diff from mean state price		6.3
Equity of solar offer	\$0.00 avg diff from non-solar offer		10
			Criteria score: 8.2

FOSSIL FUELS		Value	Score
Position on CSG	No position (Not public)		5.0
Position on coal	No position (Not public)		5.0
Investment in CSG	Current: No; Plans: No current plans		7.0
Investment in coal	Current: No mining; Plans: No current plans		5.0
Native forests position	No position		0
			Criteria score: 4.4

ENERGY EFFICIENCY		Value	Score
Position on state EE schemes	No position		5.0
Penalties in state EE schemes	Unknown		0
Accessibility of online information	Homepage (clear)		10
Amount of online information	Good		7.0
Products and services offered	None		0
			Criteria score: 4.7

TRANSPARENCY		Value	Score
Type of sustainability reports	No information in reports		0
Sustainability info in reports/website	1 of 3 types of information		5.0
Publicly discloses emissions intensity	N/A, no generation assets		N/A
			Criteria score: 2.5

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- Lumo's parent company, Snowy Hydro, owns generation assets.
- Snowy Hydro is the largest renewable generator in the NEM on a capacity basis, predominantly pre-1997, non-GreenPower-accredited hydro.

METHODOLOGY COMMENTS

- Lumo's 10% GreenPower product does not have an addition GP premium. Instead the specific tariff costs an addition 0.53c/kWh at each step of the Single Rate tariff, for 10% GP. The c/kWh price equivalent for 100% GP is therefore calculated as 5.3 c/kWh.

ActewAGL

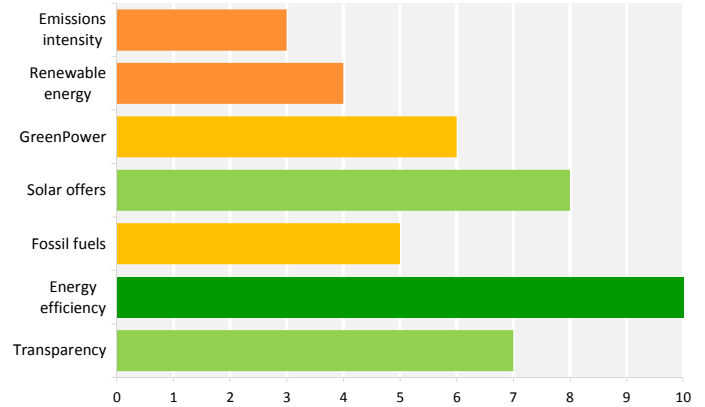
Score: 5.8 Rank: 7/23

Operates in: ACT, NSW
Responded to survey: YES

KEY POINTS

- Solar export price(s) slightly better than state average(s) and provides equitable solar offers
- Comprehensive and accessible energy efficiency products and information available to customers via website
- Average proportion of GreenPower customers on 100% GreenPower equivalent
- Investments in coal power stations and CSG (via parent company), with emissions intensity at NEM average
- Price of 100% GreenPower power noticeably more expensive than average
- No public positions on RET, coal, CSG or burning native forest wood waste for electricity

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.900 tCO2e/MWh sent out	3.1
Criteria score:		3.1

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	No Position	5.0
Position on SRES	No position	5.0
Future RE investment plans	No plan/ response	0
Criteria score:		3.8

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	7.5 c/kWh premium	7.3
Equitable Residential GP offer	Yes	10
Total GP sales	1.3% of total sales	4.8
Proportion 100% GP equivalent	25% GP customers on 100% equiv.	2.5
Offers competing products	No	10
Criteria score:		5.9

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	1 c avg diff from mean state price	6.8
Equity of solar offer	\$0.00 avg diff from non-solar offer	10
Criteria score:		8.4

FOSSIL FUELS	Value	Score
Position on CSG	No position (Not public)	5.0
Position on coal	No position (Not public)	5.0
Investment in CSG	Current: Yes; Plans: Unknown	0
Investment in coal	Current: No mining; Plans: No(+Policy)	10
Native forests position	Against (Not public)	5.0
Criteria score:		5.0

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	Supports	10
Penalties in state EE schemes	No	10
Accessibility of online information	Homepage (clear)	10
Amount of online information	Excellent	10
Products and services offered	Yes (web+ other)	10
Criteria score:		10

TRANSPARENCY	Value	Score
Type of sustainability reports	Sust info in Annual Report	6.0
Sustainability info in reports/website	2 of 3 types of information	7.0
Publicly discloses emissions intensity	N/A, no generation assets	N/A
Criteria score:		6.5

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- ActewAGL is a joint venture between Icon Water Limited (formerly ACTEW Corporation, an ACT Government owned corporation) and AGL. AGL owns generation assets.
- In 2015, part owner AGL released a policy committing to close existing conventional coal-fired plants by 2050 and to not acquire or finance new ones.

METHODOLOGY COMMENTS

- In addition to offering percentage-based GreenPower products, priced at 7.5c/kWh, ActewAGL also offers GreenPower as a fixed use option. Equivalent proportion of customers on 100% GP is therefore calculated as if each customer on each fixed-use block product had the average consumption upon which the block is calculated.
- ActewAGL did not confirm position on purchasing electricity from burning of native forest wood waste. Score assigned as per information available for 2014 Guide.

Origin Energy

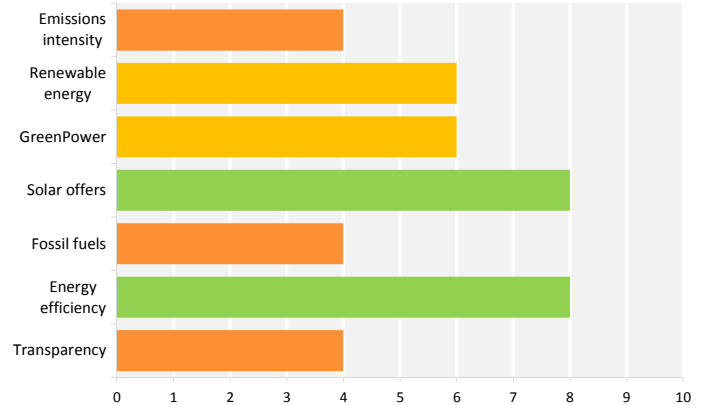
Score: 5.7 Rank: 8/23

Operates in: NSW, ACT, SA, QLD, VIC
Responded to survey: YES

KEY POINTS

Lowest cost of 100% GreenPower across all retailers in the 2015 Guide
Solar export price(s) slightly better than state average(s) and provides equitable solar offers
Comprehensive and accessible energy efficiency products and information available to customers via website
Average proportion of GreenPower sales (relative to total retail sales)
Reports sustainability information against GRI guidelines (via parent company) but does not report targets and performance
Investments in coal power stations and CSG, though emissions intensity slightly better than NEM average. Owns and currently developing renewables.
Very low proportion of GreenPower customers on 100% GreenPower equivalent

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.770 tCO2e/MWh sent out	4.1
Criteria score:		4.1

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	Recalibrate GWh to "real" 20%	2.0
Position on SRES	Support	10
Future RE investment plans	Actual projects	10
Criteria score:		6.0

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	3.97 c/kWh premium	10
Equitable Residential GP offer	Yes	10
Total GP sales	1.3% of total sales	4.9
Proportion 100% GP equivalent	7% GP customers on 100% equiv.	0.7
Offers competing products	No	10
Criteria score:		6.1

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	0.3 c avg diff from mean state price	6.1
Equity of solar offer	\$0.00 avg diff from non-solar offer	10
Criteria score:		8.1

FOSSIL FUELS	Value	Score
Position on CSG	Qual Support (Public)	3.0
Position on coal	Qual Support (Public)	3.0
Investment in CSG	Current: Yes; Plans: Yes	0
Investment in coal	Current: No mining; Plans: No	9.0
Native forests position	Against (Not public)	5.0
Criteria score:		4.0

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	No position	5.0
Penalties in state EE schemes	No	10
Accessibility of online information	Homepage (clear)	10
Amount of online information	Excellent	10
Products and services offered	Limited/other	7.0
Criteria score:		8.5

TRANSPARENCY	Value	Score
Type of sustainability reports	GRI Sust Report	10
Sustainability info in reports/website	1 of 3 types of information	5.0
Publicly discloses emissions intensity	No	0
Criteria score:		3.8

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- Origin owns generation assets.
- In addition to GreenPower, Origin also offers a Green Gas product.
- While Origin has no view on mandated, state-based energy efficiency schemes, their general view is that climate change policy should be at the national level.

METHODOLOGY COMMENTS

N/A

AGL

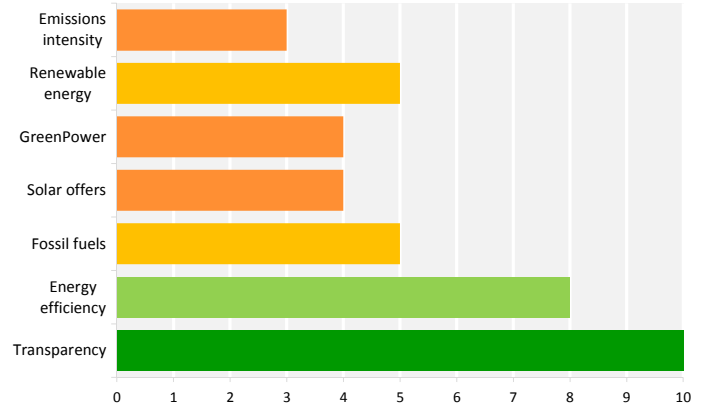
Score: 5.1 Rank: 9/23

Operates in: QLD, NSW, VIC, SA
Responded to survey: YES

KEY POINTS

- Owns and currently developing new renewable energy generation
- Reports sustainability information against GRI guidelines and provides information on sustainability targets and performance
- Price of 100% GreenPower power slightly cheaper than average
- Carried forward a shortfall of energy efficiency certificates in NSW (only retailer to disclose such information)
- Very comprehensive information on energy efficiency available to customers, but not fully accessible as somewhat fragmented across website
- Offers to solar customers substantially more expensive than offers to non-solar customers
- Investments in coal power stations and CSG, with emissions intensity close to NEM average, plus did not support maintaining the RET

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.900 tCO2e/MWh sent out	3.1
		Criteria score: 3.1

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	No position	5.0
Position on SRES	Not support	0
Future RE investment plans	Actual projects	10
		Criteria score: 5.0

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	5.5 c/kWh premium	8.8
Equitable Residential GP offer	Yes	10
Total GP sales	0.1% of total sales	1.4
Proportion 100% GP equivalent	21% GP customers on 100% equiv.	2.1
Offers competing products	No	10
		Criteria score: 4.3

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	0.3 c avg diff from mean state price	6.1
Equity of solar offer	\$256 avg diff from non-solar offer	2.0
		Criteria score: 4.1

FOSSIL FUELS	Value	Score
Position on CSG	Supports (Public)	1.0
Position on coal	Qual Support (Public)	3.0
Investment in CSG	Current: Yes; Plans: Unknown	0
Investment in coal	Current: No mining; Plans: No(+Policy)	10
Native forests position	Against (public)	10
		Criteria score: 4.8

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	Supports	10
Penalties in state EE schemes	Shortfall	8.0
Accessibility of online information	More than one click	5.0
Amount of online information	Excellent	10
Products and services offered	Limited/other	7.0
		Criteria score: 8.2

TRANSPARENCY	Value	Score
Type of sustainability reports	GRI Sust Report	10
Sustainability info in reports/website	3 of 3 types of information	10
Publicly discloses emissions intensity	Yes	10
		Criteria score: 10

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- AGL owns generation assets.
- AGL supports state mandated energy efficiency schemes but questions whether regulation, rather than tradeable schemes, is a better way to go.

METHODOLOGY COMMENTS

- AGL website stated that GreenPower was only available on two non-standard offers, however retailer confirmed that from April 5th 2015, GreenPower is available on all AGL market contracts.

EnergyAustralia

Score: 4.9

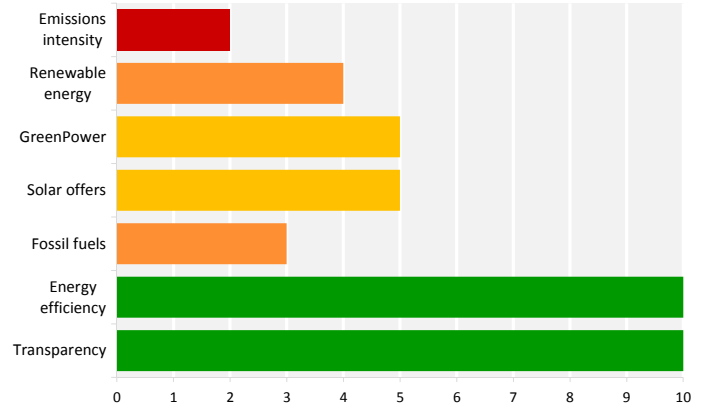
Rank: 10/23

Operates in: NSW, SA, QLD, VIC, ACT
Responded to survey: YES

KEY POINTS

Owns and currently developing new renewable energy generation
Reports sustainability information against GRI guidelines and provides information on sustainability targets and performance
Price of 100% GreenPower power slightly cheaper than average
Comprehensive and accessible energy efficiency products and information available to customers via website
Offers to solar customers substantially more expensive than offers to non-solar customers
Investments in coal power stations and CSG, and emissions intensity above NEM average.
Supported weakening of the RET

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	1.020 tCO2e/MWh sent out	2.2
		Criteria score: 2.2

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	Recalibrate GWh to "real" 20%	2.0
Position on SRES	Not support	0
Future RE investment plans	Actual projects	10
		Criteria score: 3.5

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	5.225 c/kWh premium	9.0
Equitable Residential GP offer	Yes	10
Total GP sales	0.5% of total sales	2.9
Proportion 100% GP equivalent	13% GP customers on 100% equiv.	1.3
Offers competing products	No	10
		Criteria score: 5.0

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	0.1 c avg diff from mean state price	5.9
Equity of solar offer	\$163 avg diff from non-solar offer	3.6
		Criteria score: 4.8

FOSSIL FUELS	Value	Score
Position on CSG	No position (Not public)	5.0
Position on coal	Qual Support (Not public)	2.0
Investment in CSG	Current: Yes; Plans: No current plans	2.0
Investment in coal	Current: Yes; Plans: Unknown	0
Native forests position	Against (Not public)	5.0
		Criteria score: 2.8

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	Supports	10
Penalties in state EE schemes	No	10
Accessibility of online information	Homepage (clear)	10
Amount of online information	Excellent	10
Products and services offered	Limited/other	7.0
		Criteria score: 9.7

TRANSPARENCY	Value	Score
Type of sustainability reports	GRI Sust Report	10
Sustainability info in reports/website	3 of 3 types of information	10
Publicly discloses emissions intensity	Yes	10
		Criteria score: 10

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- EnergyAustralia owns generation assets.
- In regards to solar offers, retailer states that all of EnergyAustralia's offers are available to solar customers but not necessarily through online or third parties (ie. customers must call in to get equitable offers).
- EnergyAustralia, as part of their support for energy efficiency schemes is working with state governments to optimise the designs of the existing schemes.

METHODOLOGY COMMENTS

N/A

Dodo Power & Gas

Score: 4.9

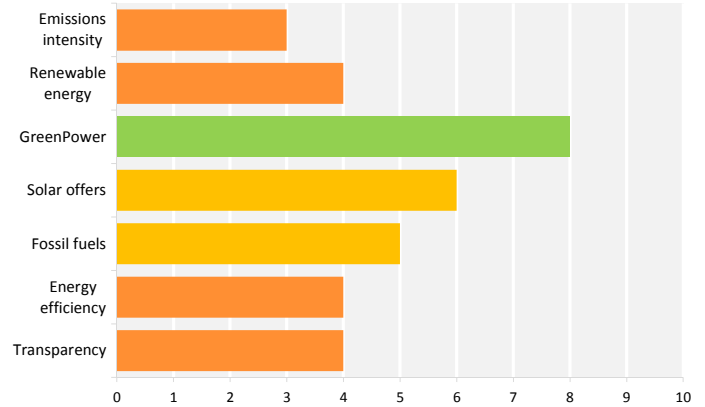
Rank: 11/23

Operates in: NSW, VIC, SA, QLD
Responded to survey: NO

KEY POINTS

- Price of 100% GreenPower power slightly more expensive than average
- Proportion of customers on 100% GreenPower equivalent just above average
- Produces a sustainability report (via parent company) but does not report on environmental sustainability targets or performance
- Solar export price(s) below state average(s) and slightly more expensive solar offers compared to non-solar offers
- Provides only basic energy efficiency information to customers via website
- Position on RET, coal, CSG and native forest wood waste unknown

CRITERIA SCORES



DATA

EMISSIONS INTENSITY		Value	Score
Emissions intensity of assets	0.909	tCO2e/MWh sent out	3.0
			Criteria score: 3.0

RENEWABLE ENERGY (RE)		Value	Score
Position on RET	No Position		5.0
Position on SRES	No position		5.0
Future RE investment plans	No plan/ response		0
			Criteria score: 3.8

GREENPOWER (GP)		Value	Score
Residential GP price (100%)	6 c/kWh premium		8.4
Equitable Residential GP offer	Yes		10
Total GP sales	Total retail sales unknown		NA
Proportion 100% GP equivalent	39%	GP customers on 100% equiv.	3.9
Offers competing products	No		10
			Criteria score: 7.7

DISTRIBUTED GEN (SOLAR)		Value	Score
Solar export price diff	-0.9 c	avg diff from mean state price	4.9
Equity of solar offer	\$53	avg diff from non-solar offer	6.4
			Criteria score: 5.7

FOSSIL FUELS		Value	Score
Position on CSG	No position (Not public)		5.0
Position on coal	No position (Not public)		5.0
Investment in CSG	Current: No; Plans: Unknown		5.0
Investment in coal	Current: No mining; Plans: Unknown		5.0
Native forests position	Against (Not public)		5.0
			Criteria score: 5.0

ENERGY EFFICIENCY		Value	Score
Position on state EE schemes	No position		5.0
Penalties in state EE schemes	Unknown		0
Accessibility of online information	Homepage (footer)		8.0
Amount of online information	Basic		4.0
Products and services offered	None		0
			Criteria score: 3.7

TRANSPARENCY		Value	Score
Type of sustainability reports	Sust Report		8.0
Sustainability info in reports/website	0 of 3 types of information		0
Publicly discloses emissions intensity	N/A, no generation assets		N/A
			Criteria score: 4.0

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- "Pure" retailer with no generation assets.

METHODOLOGY COMMENTS

- Dodo does not own generation assets, therefore assigned average intensity of NEM.
- Score for purchasing electricity from burning of native forest wood waste assigned as per information available for 2014 Guide as Dodo did not complete survey.

Click Energy

Score: 4.7

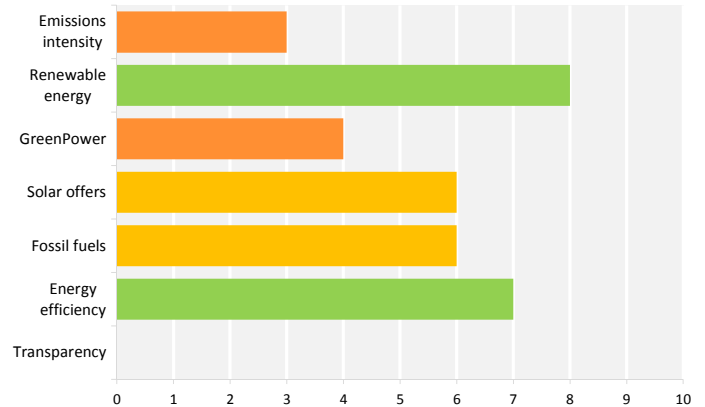
Rank: 12/23

Operates in: NSW, QLD, VIC, SA
Responded to survey: YES

KEY POINTS

- Supported expansion of the RET
- Provides only basic energy efficiency information to customers via website and does not offer products and services
- Does not offer same discounts on GreenPower tariffs, resulting in high cost of GreenPower
- Low proportion of GreenPower sales (relative to total retail sales)
- Solar export price(s) somewhat above state average(s) but solar offers substantially more expensive than non-solar offers
- Publicly promotes CSG as important to Australia's energy mix
- Does not report sustainability information in any form

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.909 tCO2e/MWh sent out	3.0
		Criteria score: 3.0

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	Expand	10
Position on SRES	Support	10
Future RE investment plans	General intentions	2.0
		Criteria score: 8.0

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	8.16 c/kWh premium	6.7
Equitable Residential GP offer	No	0
Total GP sales	0.2% of total sales	1.7
Proportion 100% GP equivalent	25% GP customers on 100% equiv.	2.5
Offers competing products	No	10
		Criteria score: 3.8

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	3.4 c avg diff from mean state price	9.3
Equity of solar offer	\$166 avg diff from non-solar offer	3.6
		Criteria score: 6.4

FOSSIL FUELS	Value	Score
Position on CSG	Supports (Public)	1.0
Position on coal	Not support (Not public)	9.0
Investment in CSG	Current: No; Plans: No	9.0
Investment in coal	Current: No mining; Plans: No	9.0
Native forests position	No position	0
		Criteria score: 5.6

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	Supports	10
Penalties in state EE schemes	No	10
Accessibility of online information	Homepage (footer)	8.0
Amount of online information	Basic	4.0
Products and services offered	None	0
		Criteria score: 7.4

TRANSPARENCY	Value	Score
Type of sustainability reports	N/A, no reporting	N/A
Sustainability info in reports/website	0 of 3 types of information	0
Publicly discloses emissions intensity	N/A, no generation assets	N/A
		Criteria score: 0

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- Click Energy is a private company, established with joint private equity ownership, including Angeleno Group, RobecoSam and Cleantech Ventures. RobecoSam and Cleantech have investments in generation assets.
- Click reports that they have the highest solar export tariff available to residential solar customers in the markets they operate in. However any benefits to solar customers are offset by the much higher tariff costs in solar offers compared to non-solar offers.

METHODOLOGY COMMENTS

- Click did not provide information on size or type of generation assets owned by parent companies, so was therefore assigned average emissions intensity of NEM.
- Click does not offer 100% GreenPower, only 25% GP, and does not charge an additional premium. Instead they have a specific GP tariff, which does not attract the same discount(s) as their standard market offer. The cost of the missing discount (s) is approx 2.04 c/kWh for 25% GP, thus the equivalent price for 100% GP is calculated as 8.16c/kWh.
- Click Energy does not produce formal reports (such as Annual Reports/Sustainability reports) and therefore was not scored on type of sustainability reports.

Powerdirect

Score: 4.7

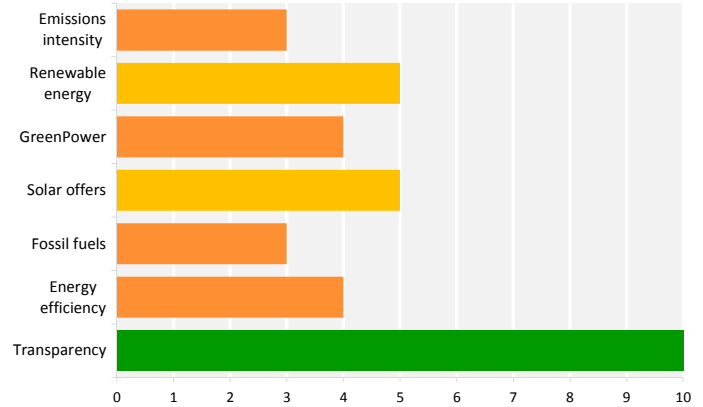
Rank: 13/23

Operates in: NSW, VIC, SA, QLD
Responded to survey: PARTIAL

KEY POINTS

- Currently owns and developing new renewable energy generation (via parent company)
- Reports sustainability information against GRI guidelines (via parent company) and provides information on sustainability targets/performance
- Price of 100% GreenPower power slightly more expensive than average
- Provides only basic energy efficiency information to customers via website
- Investments in coal power stations and CSG (via parent company) and did not support maintaining the RET
- Low proportion of GreenPower sales (relative to total retail sales)
- Solar export price(s) somewhat above state average(s) but solar offers substantially more expensive than non-solar offers

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.900 tCO ₂ e/MWh sent out	3.1
		Criteria score: 3.1

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	No position	5.0
Position on SRES	Not support	0
Future RE investment plans	Actual projects	10
		Criteria score: 5.0

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	6.2 c/kWh premium	8.3
Equitable Residential GP offer	Yes	10
Total GP sales	0.1% of total sales	1.4
Proportion 100% GP equivalent	19% GP customers on 100% equiv.	1.9
Offers competing products	No	10
		Criteria score: 4.2

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	2 c avg diff from mean state price	7.9
Equity of solar offer	\$198 avg diff from non-solar offer	3.0
		Criteria score: 5.4

FOSSIL FUELS	Value	Score
Position on CSG	Supports (Public)	1.0
Position on coal	Supports (Public)	1.0
Investment in CSG	Current: Yes; Plans: Yes	0
Investment in coal	Current: No mining; Plans: No(+Policy)	10
Native forests position	Against (Not public)	5.0
		Criteria score: 3.4

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	No position	5.0
Penalties in state EE schemes	Unknown	0
Accessibility of online information	Homepage (clear)	10
Amount of online information	Basic	4.0
Products and services offered	None	0
		Criteria score: 4.1

TRANSPARENCY	Value	Score
Type of sustainability reports	GRI Sust Report	10
Sustainability info in reports/website	3 of 3 types of information	10
Publicly discloses emissions intensity	Yes	10
		Criteria score: 10

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- Powerdirect's parent company, AGL, owns generation assets.

METHODOLOGY COMMENTS

- Powerdirect did not fully complete a survey. Instead, parent company AGL provided its own generation assets and policy positions in its own survey, and advised that these were the same for Powerdirect. Additional data on GreenPower was provided for Powerdirect specifically.
- Powerdirect did not confirm position on purchasing electricity from burning of native forest wood waste. Score assigned as per information available for 2014 Guide.

Ergon Energy

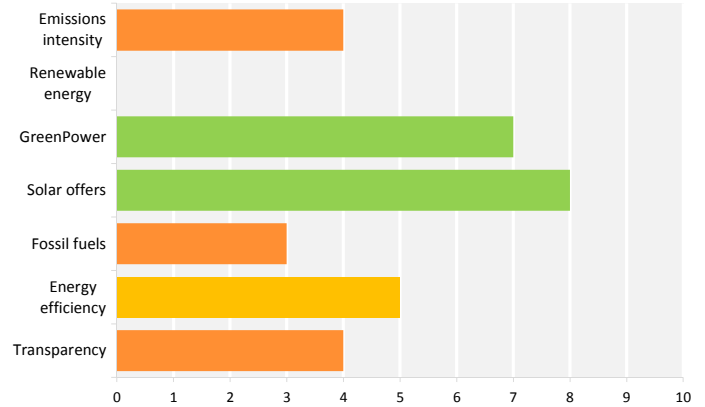
Score: 4.6 Rank: 14/23

Operates in: QLD
Responded to survey: YES

KEY POINTS

- Provides excellent energy efficiency information to customers but does not offer products and services via website
- Emissions intensity slightly below NEM average
- Price of 100% GreenPower power slightly more expensive than average
- Above average proportion of GreenPower sales (relative to total retail sales)
- Solar price(s) just below state average(s) but solar offers equitable with non-solar offers
- Produces a sustainability report but does not report on environmental sustainability targets or performance
- Supported weakening of the RET

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.779 tCO2e/MWh sent out	4.0
		Criteria score: 4.0

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	Reduce	0
Position on SRES	Not support	0
Future RE investment plans	No plan/ response	0
		Criteria score: 0

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	6 c/kWh premium (equivalent)	8.4
Equitable Residential GP offer	Yes	10
Total GP sales	0.6% of total sales	3.3
Proportion 100% GP equivalent	3% GP customers on 100% equiv.	0.3
Offers competing products	No	10
		Criteria score: 6.6

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	-0.2 c avg diff from mean state price	5.6
Equity of solar offer	\$0.00 avg diff from non-solar offer	10
		Criteria score: 7.8

FOSSIL FUELS	Value	Score
Position on CSG	No position (Not public)	5.0
Position on coal	No position (Not public)	5.0
Investment in CSG	Current: Unknown; Plans: Unknown	0
Investment in coal	Current: No mining; Plans: Unknown	5.0
Native forests position	No position	0
		Criteria score: 3.0

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	No position	5.0
Penalties in state EE schemes	Unknown	0
Accessibility of online information	Homepage (clear)	10
Amount of online information	Excellent	10
Products and services offered	None	0
		Criteria score: 5.3

TRANSPARENCY	Value	Score
Type of sustainability reports	GRI Sust Report	10
Sustainability info in reports/website	1 of 3 types of information	5.0
Publicly discloses emissions intensity	No	0
		Criteria score: 3.8

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

N/A

METHODOLOGY COMMENTS

Ergon offers GreenPower as set kWh blocks. These blocks are equivalent to certain percentages of average Queensland usage. The product offering 100% GreenPower for average Queensland usage costs \$120/quarter. The c/kWh price equivalent for 100% GP is therefore calculated as 6 c/kWh. Equivalent proportion of customers on 100% GP is calculated as if each customer on each block level had the average Queensland consumption upon which the block is calculated.

Horizon Power

Score: 4.5

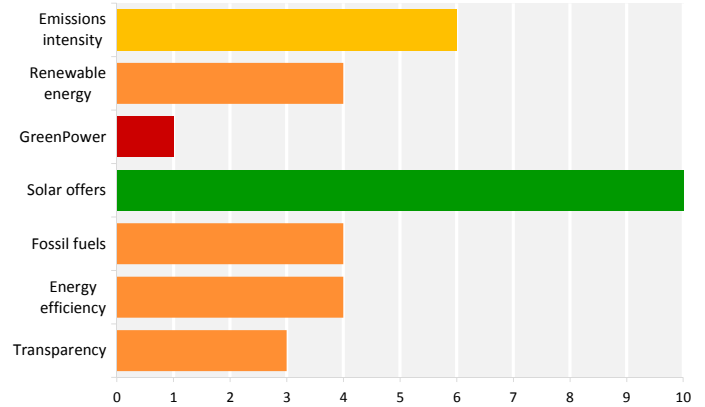
Rank: 15/23

Operates in: WA
Responded to survey: NO

KEY POINTS

- Solar export prices better than national average and solar offer equitable with non-solar offer
- Emissions intensity substantially better than NEM average
- Provides only basic energy efficiency information to customers via website and no products or services
- Produces a sustainability report (via parent company) but does not report on environmental sustainability targets or performance
- Does not offer GreenPower
- Position on RET, coal, CSG and native forest wood waste unknown

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.580 tCO2e/MWh sent out	5.5
		Criteria score: 5.5

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	No Position	5.0
Position on SRES	No position	5.0
Future RE investment plans	General intentions	2.0
		Criteria score: 4.3

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	Does not offer	0
Equitable Residential GP offer	Does not offer	0
Total GP sales	N/A	N/A
Proportion 100% GP equivalent	N/A	N/A
Offers competing products	No	10
		Criteria score: 1.0

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	3.5 c avg diff from mean state price	9.3
Equity of solar offer	\$0.00 avg diff from non-solar offer	10
		Criteria score: 9.6

FOSSIL FUELS	Value	Score
Position on CSG	No position (Not public)	5.0
Position on coal	No position (Not public)	5.0
Investment in CSG	Current: Unknown; Plans: Unknown	0
Investment in coal	Current: No mining; Plans: Unknown	5.0
Native forests position	Against (Not public)	5.0
		Criteria score: 4.0

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	No position	5.0
Penalties in state EE schemes	Unknown	0
Accessibility of online information	Homepage (clear)	10
Amount of online information	Basic	4.0
Products and services offered	None	0
		Criteria score: 4.1

TRANSPARENCY	Value	Score
Type of sustainability reports	Sust info in Annual Report	6.0
Sustainability info in reports/website	1 of 3 types of information	5.0
Publicly discloses emissions intensity	No	0
		Criteria score: 2.8

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

N/A

METHODOLOGY COMMENTS

- As one of only two retailers in WA, Horizon's solar export price is compared to the average of all retailers in the Guide rather than the state average. As Horizon offers different export prices at different locations across WA, the prices offered in the 8 most populous towns were averaged to generate a figure with which to compare against the national average.
- Horizon did not confirm position on purchasing electricity from burning of native forest wood waste. Score assigned as per information available for 2014 Guide.

Synergy

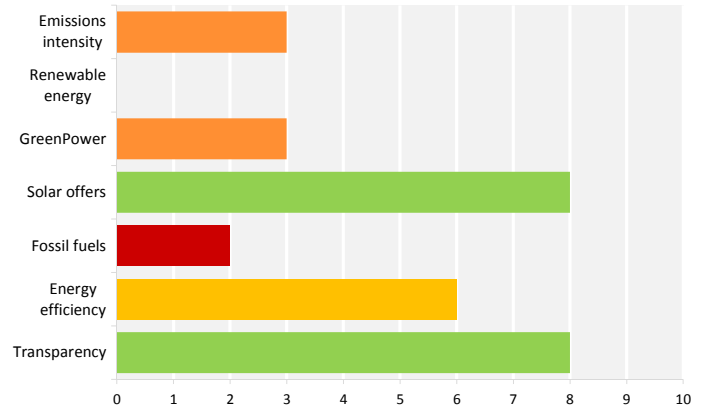
Score: 4.2 Rank: 16/23

Operates in: WA
Responded to survey: NO

KEY POINTS

- Solar export prices better than national average and solar offer equitable with non-solar offer
- Provides excellent energy efficiency information to customers via website, and offers some products and services
- Investments in coal power stations and CSG, though emissions intensity slightly below NEM average
- Produces a sustainability report (via parent company) and reports emissions intensity but not environmental targets/performance
- Low proportion of GreenPower sales (relative to total retail sales)
- Supported weakening of the RET (via parent company)
- Policy position on coal, CSG and native forest wood waste unknown

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.853 tCO ₂ e/MWh sent out	3.4
		Criteria score: 3.4

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	Reduce	0
Position on SRES	Not support	0
Future RE investment plans	No plan/ response	0
		Criteria score: 0

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	Unknown	0
Equitable Residential GP offer	Yes	10
Total GP sales	0.2% of total sales	1.7
Proportion 100% GP equivalent	Unknown	0.0
Offers competing products	No	10
		Criteria score: 2.8

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	1 c avg diff from mean state price	6.8
Equity of solar offer	\$0.00 avg diff from non-solar offer	10
		Criteria score: 8.4

FOSSIL FUELS	Value	Score
Position on CSG	No position (Not public)	5.0
Position on coal	No position (Not public)	5.0
Investment in CSG	Current: Unknown; Plans: Unknown	0
Investment in coal	Current: Unknown; Plans: Unknown	0
Native forests position	No position	0
		Criteria score: 2.0

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	No position	5.0
Penalties in state EE schemes	Unknown	0
Accessibility of online information	Homepage (clear)	10
Amount of online information	Excellent	10
Products and services offered	Limited/other	7.0
		Criteria score: 6.0

TRANSPARENCY	Value	Score
Type of sustainability reports	Sust info in Annual Report	6.0
Sustainability info in reports/website	1 of 3 types of information	5.0
Publicly discloses emissions intensity	Yes	10
		Criteria score: 7.8

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

N/A

METHODOLOGY COMMENTS

- As one of only two retailers in WA, Synergy's solar export price is compared to the average of all retailers in the Guide, rather than a state average.

Jacana Energy

Score: 4.1

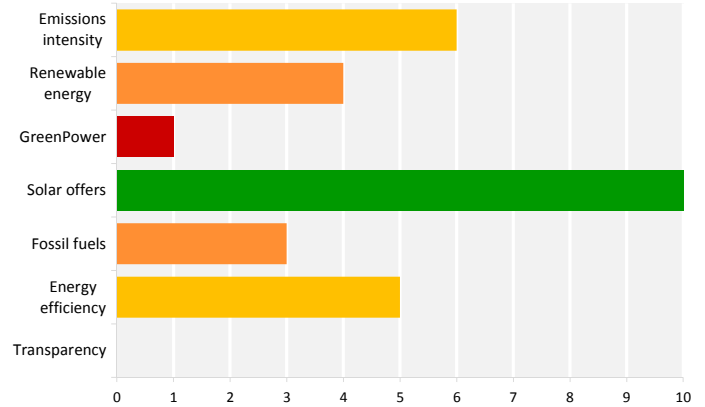
Rank: 17/23

Operates in: NT
Responded to survey: NO

KEY POINTS

- Solar export prices substantially better than national average and solar offer equitable with non-solar offer
- Emissions intensity substantially better than NEM average
- Provides good energy efficiency information to customers via website, though does not offer products or services
- Does not offer GreenPower
- Does not report sustainability information in any form
- Position on RET, coal and CSG unknown

CRITERIA SCORES



DATA

EMISSIONS INTENSITY		Value	Score
Emissions intensity of assets	0.562	tCO2e/MWh sent out	5.7
			Criteria score: 5.7

RENEWABLE ENERGY (RE)		Value	Score
Position on RET	No Position		5.0
Position on SRES	No position		5.0
Future RE investment plans	No plan/ response		0
			Criteria score: 3.8

GREENPOWER (GP)		Value	Score
Residential GP price (100%)	Does not offer		0
Equitable Residential GP offer	Does not offer		0
Total GP sales	N/A		N/A
Proportion 100% GP equivalent	N/A		N/A
Offers competing products	No		10
			Criteria score: 1.0

DISTRIBUTED GEN (SOLAR)		Value	Score
Solar export price diff	26.9 c	avg diff from mean state price	10
Equity of solar offer	\$0.00	avg diff from non-solar offer	10
			Criteria score: 10

FOSSIL FUELS		Value	Score
Position on CSG	No position (Not public)		5.0
Position on coal	No position (Not public)		5.0
Investment in CSG	Current: Unknown; Plans: Unknown		0
Investment in coal	Current: Unknown; Plans: Unknown		0
Native forests position	Against (Not public)		5.0
			Criteria score: 3.0

ENERGY EFFICIENCY		Value	Score
Position on state EE schemes	No position		5.0
Penalties in state EE schemes	Unknown		0
Accessibility of online information	Homepage (clear)		10
Amount of online information	Good		7.0
Products and services offered	None		0
			Criteria score: 4.7

TRANSPARENCY		Value	Score
Type of sustainability reports	N/A, no reporting		N/A
Sustainability info in reports/website	0 of 3 types of information		0
Publicly discloses emissions intensity	No		0
			Criteria score: 0

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

N/A

METHODOLOGY COMMENTS

- As the only retailer in NT, Jacana's solar export price is compared to the average of all retailers in the Guide, rather than a state average.
- Jacana did not confirm position on purchasing electricity from burning of native forest wood waste. Score assigned as per information available for 2014 Guide.
- Jacana does not produce formal reports (such as Annual Reports/Sustainability reports) and therefore was not scored on type of sustainability reports.

Pacific Hydro

Score: 4.1

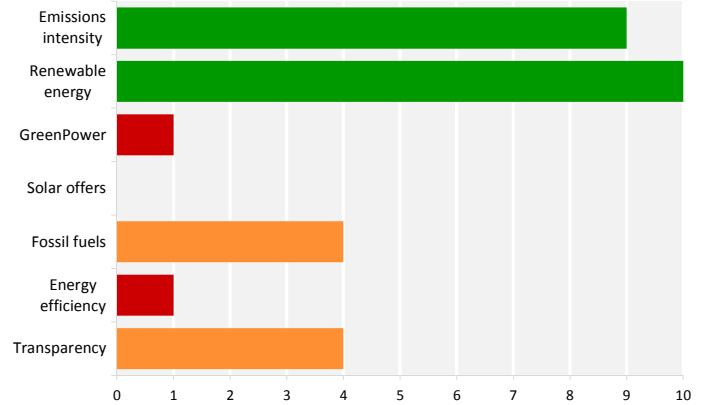
Rank: 18/23

Operates in: VIC, SA
Responded to survey: NO

KEY POINTS

Owns mostly renewable assets, with very low emissions intensity
Supported maintaining current RET
Produces GRI Sustainability Report, and reports on performance against key environmental metrics but does not report emissions intensity
Does not have solar offers
Does not currently offer GreenPower to residential customers
Does not provide energy efficiency information or products/services to customers via website
Position on coal, CSG and native forest wood waste unknown

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.130 tCO ₂ e/MWh sent out	9.0
Criteria score:		9.0

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	Maintain GWh target	9.0
Position on SRES	Support	10
Future RE investment plans	Actual projects	10
Criteria score:		9.5

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	No Res GP	0
Equitable Residential GP offer	No Res GP	0
Total GP sales	Unknown	0
Proportion 100% GP equivalent	N/A	N/A
Offers competing products	No	10
Criteria score:		1.0

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	N/A, does not offer	0
Equity of solar offer	N/A, does not offer	0
Criteria score:		0

FOSSIL FUELS	Value	Score
Position on CSG	No position (Not public)	5.0
Position on coal	No position (Not public)	5.0
Investment in CSG	Current: No; Plans: Unknown	5.0
Investment in coal	Current: No mining; Plans: Unknown	5.0
Native forests position	No position	0
Criteria score:		4.0

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	No position	5.0
Penalties in state EE schemes	Unknown	0
Accessibility of online information	No info	0
Amount of online information	None	0
Products and services offered	None	0
Criteria score:		1.3

TRANSPARENCY	Value	Score
Type of sustainability reports	GRI Sust Report	10
Sustainability info in reports/website	2 of 3 types of information	7.0
Publicly discloses emissions intensity	No	0
Criteria score:		4.3

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

N/A

METHODOLOGY COMMENTS

N/A

GloBird Energy

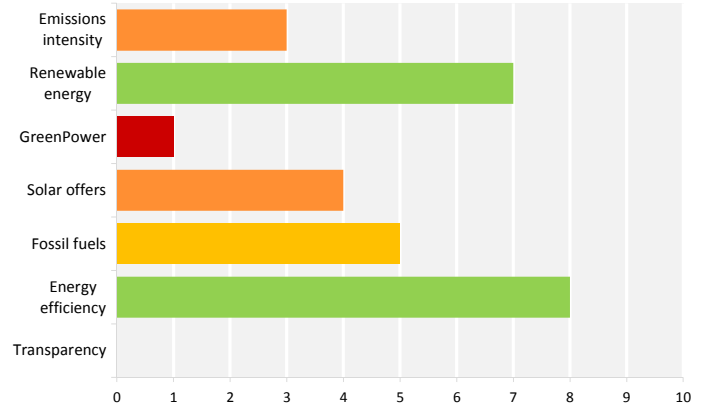
Score: 3.6 Rank: 19/23

Operates in: VIC
Responded to survey: YES

KEY POINTS

- Supported maintaining current targets for RET, but no position on SRES
- Qualified support for CSG, requiring higher burden of proof for establishing no environmental impact before approval
- Solar export price(s) somewhat above state average(s) but solar offers substantially more expensive than non-solar offers
- Does not offer GreenPower
- Only basic energy efficiency information provided on website and not easily accessible
- Does not report sustainability information in any form.

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.909 tCO2e/MWh sent out	3.0
		Criteria score: 3.0

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	Maintain GWh target	9.0
Position on SRES	No position	5.0
Future RE investment plans	Specific plans	4.0
		Criteria score: 6.8

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	Does not offer	0
Equitable Residential GP offer	Does not offer	0
Total GP sales	N/A	N/A
Proportion 100% GP equivalent	N/A	N/A
Offers competing products	No	10
		Criteria score: 1.0

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	1.5 c avg diff from mean state price	7.3
Equity of solar offer	\$366 avg diff from non-solar offer	0.5
		Criteria score: 3.9

FOSSIL FUELS	Value	Score
Position on CSG	Qual Support (Not public)	2.0
Position on coal	No position (Not public)	5.0
Investment in CSG	Current: No; Plans: No	9.0
Investment in coal	Current: No mining; Plans: No	9.0
Native forests position	No position	0
		Criteria score: 5.0

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	Supports	10
Penalties in state EE schemes	No	10
Accessibility of online information	More than one click	5.0
Amount of online information	Basic	4.0
Products and services offered	Limited/other	7.0
		Criteria score: 7.5

TRANSPARENCY	Value	Score
Type of sustainability reports	N/A, no reporting	N/A
Sustainability info in reports/website	0 of 3 types of information	0
Publicly discloses emissions intensity	N/A, no generation assets	N/A
		Criteria score: 0

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- New retailer operating less than 12 months. Likely that scores will improve as retailer establishes itself in the market and develops green offerings.
- "Pure" retailer with no generation assets.

METHODOLOGY COMMENTS

- GloBird does not own generation assets, and is therefore assigned average intensity of NEM.
- Glo Bird stated that its position on the RET was to maintain the 20% target, but did not specify if this was maintain the original GWh target, or maintain "real" 20% and recalibrate GWh target. Have assumed "maintain GWh".
- Glo Bird does not produce formal reports (such as Annual Reports/Sustainability reports) and therefore was not scored on type of sustainability reports.

Cova U

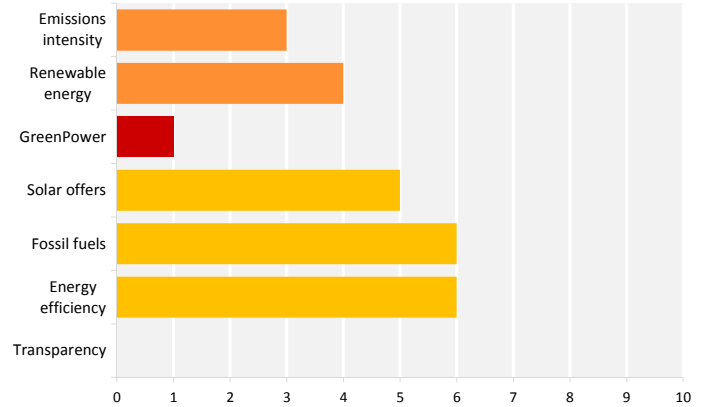
Score: 3.5 Rank: 20/23

Operates in: NSW, VIC
Responded to survey: YES

KEY POINTS

- Solar export price(s) well below state average(s) but solar offers equitable with non-solar offers
- Provides only basic energy efficiency information to customers via website and no products or services
- Does not offer GreenPower
- Does not report sustainability information in any form.
- Position on RET, coal, CSG and native forest wood waste unknown

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.909 tCO2e/MWh sent out	3.0
Criteria score:		3.0

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	No Position	5.0
Position on SRES	No position	5.0
Future RE investment plans	No plan/ response	0
Criteria score:		3.8

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	Does not offer	0
Equitable Residential GP offer	Does not offer	0
Total GP sales	N/A	N/A
Proportion 100% GP equivalent	N/A	N/A
Offers competing products	No	10
Criteria score:		1.0

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	-4.8 c avg diff from mean state price	1.0
Equity of solar offer	\$0.00 avg diff from non-solar offer	10
Criteria score:		5.5

FOSSIL FUELS	Value	Score
Position on CSG	No position (Not public)	5.0
Position on coal	No position (Not public)	5.0
Investment in CSG	Current: No; Plans: No	9.0
Investment in coal	Current: No mining; Plans: No	9.0
Native forests position	No position	0
Criteria score:		5.6

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	No position	5.0
Penalties in state EE schemes	No	10
Accessibility of online information	Homepage (footer)	8.0
Amount of online information	Basic	4.0
Products and services offered	None	0
Criteria score:		6.2

TRANSPARENCY	Value	Score
Type of sustainability reports	No information in reports	0
Sustainability info in reports/website	0 of 3 types of information	0
Publicly discloses emissions intensity	N/A, no generation assets	N/A
Criteria score:		0

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- New retailer operating less than 12 months. Likely that scores will improve as retailer establishes itself in the market and develops green offerings.
- "Pure" retailer with no generation assets

METHODOLOGY COMMENTS

- Cova U does not own generation assets, and is therefore assigned average intensity of NEM.

Alinta Energy

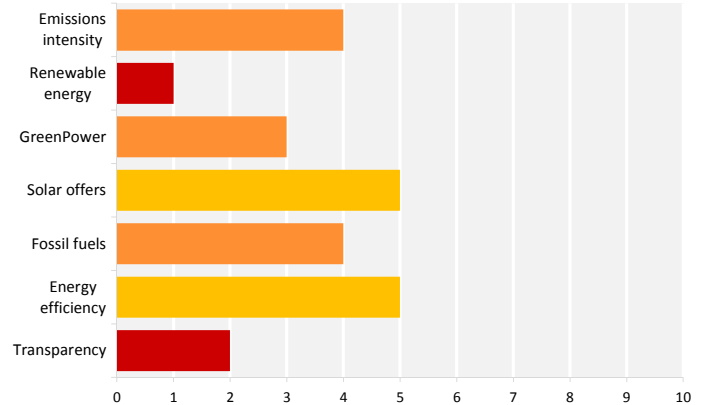
Score: 3.4 Rank: 21/23

Operates in: WA, VIC, SA
Responded to survey: YES

KEY POINTS

Yellow	Emissions intensity slightly better than NEM average
Red	Supported weakening of the RET (via parent company)
Red	Does not currently offer GreenPower to residential customers
Red	Low proportion of GreenPower sales (relative to total retail sales)
Red	Solar export price(s) somewhat better than state average(s) but solar offers substantially more expensive than non-solar offers
Red	Does not report sustainability information in any form, but indicated future intentions to

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.752 tCO ₂ e/MWh sent out	4.2
Criteria score:		4.2

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	Reduce	0
Position on SRES	Not support	0
Future RE investment plans	Specific plans	4.0
Criteria score:		1.0

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	No Res GP	0
Equitable Residential GP offer	No Res GP	0
Total GP sales	0.1% of total sales	1.5
Proportion 100% GP equivalent	N/A	N/A
Offers competing products	No	10
Criteria score:		2.7

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	3.2 c avg diff from mean state price	9.0
Equity of solar offer	\$402 avg diff from non-solar offer	0
Criteria score:		4.5

FOSSIL FUELS	Value	Score
Position on CSG	No position (Not public)	5.0
Position on coal	Supports (Not public)	0
Investment in CSG	Current: Yes; Plans: No	4.0
Investment in coal	Current: Yes; Plans: No	4.0
Native forests position	Against (Not public)	5.0
Criteria score:		3.6

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	No position	5.0
Penalties in state EE schemes	No	10
Accessibility of online information	More than one click	5.0
Amount of online information	Sporadic	2.0
Products and services offered	None	0
Criteria score:		5.2

TRANSPARENCY	Value	Score
Type of sustainability reports	No sust report but future intention	2.0
Sustainability info in reports/website	0 of 3 types of information	0
Publicly discloses emissions intensity	Future	3.0
Criteria score:		2.0

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- Alinta is exploring the opportunity to sell customers in WA a means of electricity generation through solar and battery storage systems.
- Alinta advised that in addition to energy efficiency information provided on their website, they also offer extensive information via their dedicated electricity and gas blogs as well as regular tips on Facebook.
- Alinta did not publish a sustainability report in 2015, but advised that they produced an internal sustainability report in 2015, and will be publishing a sustainability report in 2016 with a section on environmental sustainability, including emissions intensity of generation.

METHODOLOGY COMMENTS

- GreenPower sales data for period: 1 January 2015 to 30 June 2015 (6 months), as GreenPower offer only commenced in 2015.
- For GP sales as proportion of total sales, Alinta did not provide total retail sales. This figure estimated by ISF.
- Alinta did not state that it had investments in CSG, however their website states "Braemar Power Station is strategically located adjacent to Queensland's CSG fields" implying that the power station runs on CSG.
- Alinta did not confirm position on purchasing electricity from burning of native forest wood waste. Score assigned as per information available for 2014 Guide.

Simply Energy

Score: 2.9

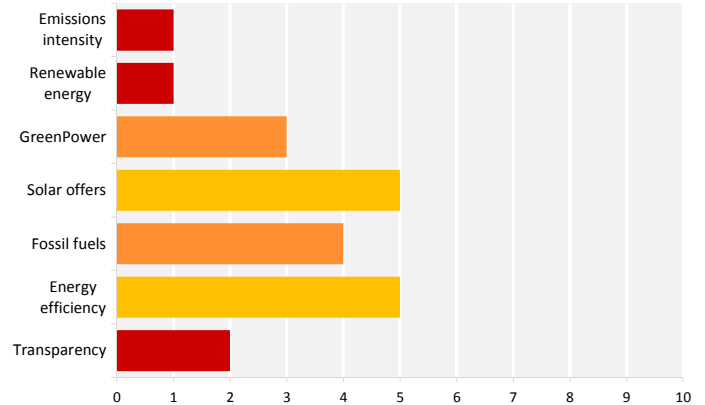
Rank: 22/23

Operates in: NSW, VIC, SA, QLD
Responded to survey: NO

KEY POINTS

- Proportion of GreenPower sales (relative to total retail sales) slightly above average
- Only offers 10% GreenPower
- Does not offer same discounts on GreenPower tariffs, resulting in extremely high cost of GreenPower
- Solar export price(s) below state average(s) and slightly more expensive solar offers than non-solar offers
- Investments in coal power stations and CSG, and emissions intensity well above NEM average, highest in 2015 GEG
- Supported weakening of the RET (via parent company)
- Policy positions on coal, CSG and native forest wood waste unknown

CRITERIA SCORES



DATA

EMISSIONS INTENSITY		Value	Score
Emissions intensity of assets	1.181	tCO2e/MWh sent out	0.9
			Criteria score: 0.9

RENEWABLE ENERGY (RE)		Value	Score
Position on RET	Reduce		0
Position on SRES	Not support		0
Future RE investment plans	General intentions		2.0
			Criteria score: 0.5

GREENPOWER (GP)		Value	Score
Residential GP price (100%)	48 c/kWh premium (equivalent)		0
Equitable Residential GP offer	No		0
Total GP sales	0.6% of total sales		3.3
Proportion 100% GP equivalent	11% GP customers on 100% equiv.		1.1
Offers competing products	No		10
			Criteria score: 3.3

DISTRIBUTED GEN (SOLAR)		Value	Score
Solar export price diff	-2 c avg diff from mean state price		3.8
Equity of solar offer	\$55 avg diff from non-solar offer		6.3
			Criteria score: 5.1

FOSSIL FUELS		Value	Score
Position on CSG	No position (Not public)		5.0
Position on coal	No position (Not public)		5.0
Investment in CSG	Current: No; Plans: Yes		5.0
Investment in coal	Current: No mining; Plans: Yes		5.0
Native forests position	No position		0
			Criteria score: 4.0

ENERGY EFFICIENCY		Value	Score
Position on state EE schemes	No position		5.0
Penalties in state EE schemes	Unknown		0
Accessibility of online information	Homepage (clear)		10
Amount of online information	Basic		4.0
Products and services offered	Yes (web+ other)		7.0
			Criteria score: 4.8

TRANSPARENCY		Value	Score
Type of sustainability reports	N/A, no reporting		N/A
Sustainability info in reports/website	1 of 3 types of information		5.0
Publicly discloses emissions intensity	No		0
			Criteria score: 1.7

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

N/A

METHODOLOGY COMMENTS

- Simply does not offer 100% GreenPower, only 10%, and does not charge an additional premium for this product. Instead they have a specific GP tariff, which does not attract the same discount(s) as their standard market offer. The cost of the missing discount (s) is approx 4.8 c/kWh for 10% GP, thus the equivalent price for 100% GP is calculated as 48c/kWh.
- Simply does not produce formal reports (such as Annual Reports/Sustainability reports) and therefore was not scored on type of sustainability reports.

People Energy

Score: 1.9

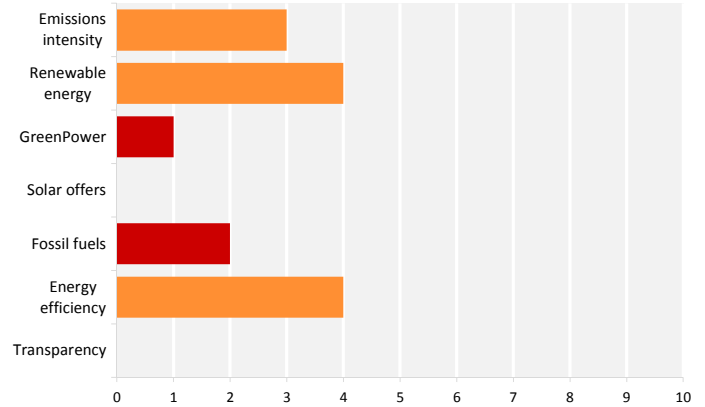
Rank: 23/23

Operates in: VIC
Responded to survey: NO

KEY POINTS

- Provides only basic energy efficiency information to customers via website and no products or services
- Does not offer GreenPower
- Does not have solar offer
- Does not report sustainability information in any form
- Position on RET, coal, CSG and native forest wood waste unknown

CRITERIA SCORES



DATA

EMISSIONS INTENSITY	Value	Score
Emissions intensity of assets	0.909 tCO2e/MWh sent out	3.0
Total:		3.0

RENEWABLE ENERGY (RE)	Value	Score
Position on RET	No Position	5.0
Position on SRES	No position	5.0
Future RE investment plans	No plan/ response	0
Total:		3.8

GREENPOWER (GP)	Value	Score
Residential GP price (100%)	Does not offer	0
Equitable Residential GP offer	Does not offer	0
Total GP sales	N/A	N/A
Proportion 100% GP equivalent	N/A	N/A
Offers competing products	No	10
Total:		1.0

DISTRIBUTED GEN (SOLAR)	Value	Score
Solar export price diff	N/A, does not offer	0
Equity of solar offer	N/A, does not offer	0
Total:		0

FOSSIL FUELS	Value	Score
Position on CSG	No position (Not public)	5.0
Position on coal	No position (Not public)	5.0
Investment in CSG	Current: Unknown; Plans: Unknown	0
Investment in coal	Current: Unknown; Plans: Unknown	0
Native forests position	No position	0
Total:		2.0

ENERGY EFFICIENCY	Value	Score
Position on state EE schemes	No position	5.0
Penalties in state EE schemes	Unknown	0
Accessibility of online information	Homepage (clear)	10
Amount of online information	Basic	4.0
Products and services offered	None	0
Total:		4.1

TRANSPARENCY	Value	Score
Type of sustainability reports	N/A, no reporting	N/A
Sustainability info in reports/website	0 of 3 types of information	0
Publicly discloses emissions intensity	N/A, no generation assets	N/A
Total:		0

Note that these are the raw scores out of 10 for each sub-criteria, which are then weighted to produce the criteria scores and final overall score (see Results Explainer)

NOTES

- New retailer operating less than 12 months. Likely that scores will improve as retailer establishes itself in the market and develops green offerings.
- "Pure" retailer with no generation assets

METHODOLOGY COMMENTS

- People Energy does not own generation assets, and is therefore assigned average intensity of NEM.
- People Energy does not produce formal reports (such as Annual Reports/Sustainability reports) and therefore was not scored on type of sustainability reports.

