



NSWBC Energy & Electricity Survey Results

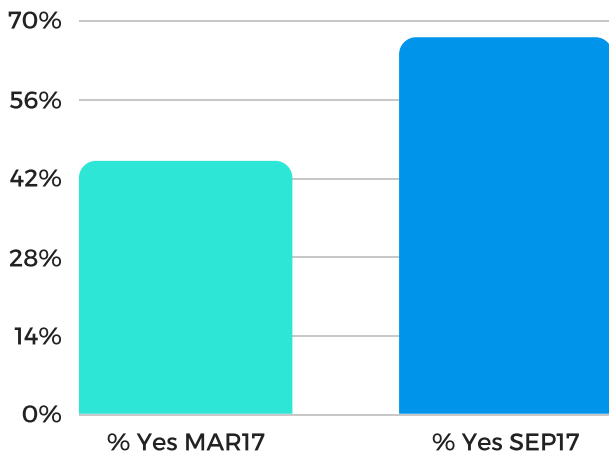
September 2017



Between March and September 2017, reducing energy costs has jumped from the 5th to the 2nd most important cost reduction priority for NSW businesses.

Impact of higher energy prices on NSW businesses

More than two thirds (67%) of businesses in September report that energy costs are affecting their business, up from 45% of businesses in March.



Effects of higher energy prices

Of businesses affected by higher energy prices:

- 90% report higher energy costs have reduced profits
- 22% report reduced investments and/or expansion plans
- 16% have been able to pass on higher energy costs to customers
- 5% have reduced staffing

Biggest barriers to reducing energy costs

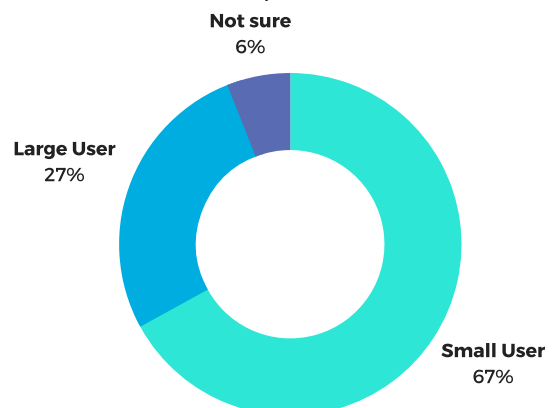
- 27% of businesses report a lack of retail competition in their area
 - 69% of these businesses are from regional NSW
- 24% report retail offers and bills are too hard to understand
- 17% can identify energy savings projects but don't have required funds
- 10% are unsure how to find or assess energy savings opportunities

64% of businesses report that they have already negotiated the best retail offer and implemented energy savings projects but costs still remain too high.

Complexity in dealing with the retail market

Of businesses finding retail offers and bills too hard to understand:

- 67% are small users of electricity (less than 100,000 kilowatt hours per annum)
- 27% are large users of electricity (more than 100,000 kilowatt hours per annum)



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