

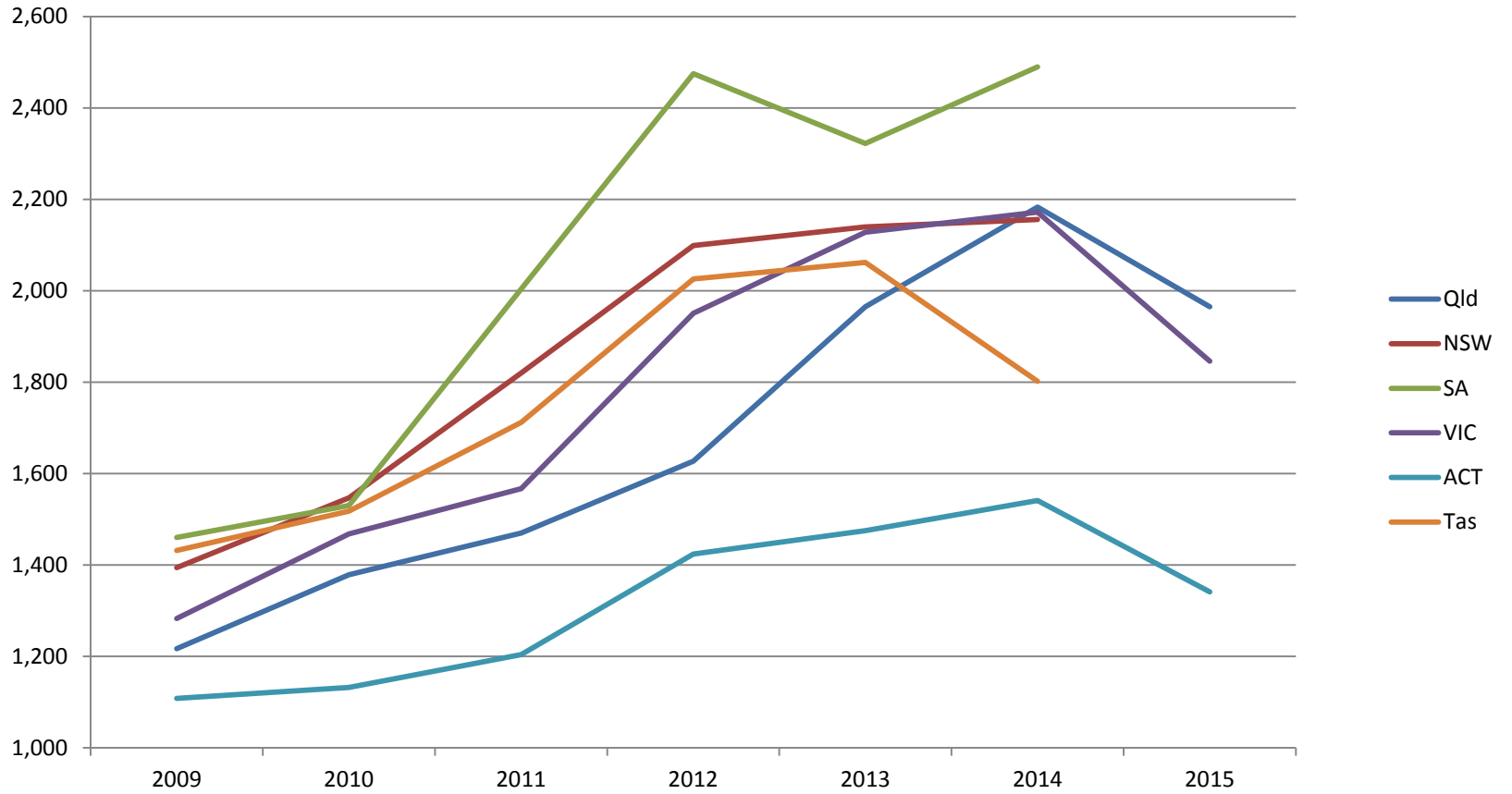
# **SUPPORTING VULNERABLE ENERGY CONSUMERS**

**Identifying the impacts of changes in  
energy markets on vulnerable  
energy customers in Victoria – A  
view from an emergency relief  
agency**

# Complex interaction

- Complex interaction in households budgets and how costs pressures play though
- Price volatility “bill shock” seems to be the issues big driver (bill to bill at times of price changes)
- But in the context of other pressures ie income changes and costs such as housing, utilities, and transport

# Vinnies tariff tracker - Long term price trends average by state based on 6000 kWh note CO2 impacts on and off - prices are easing



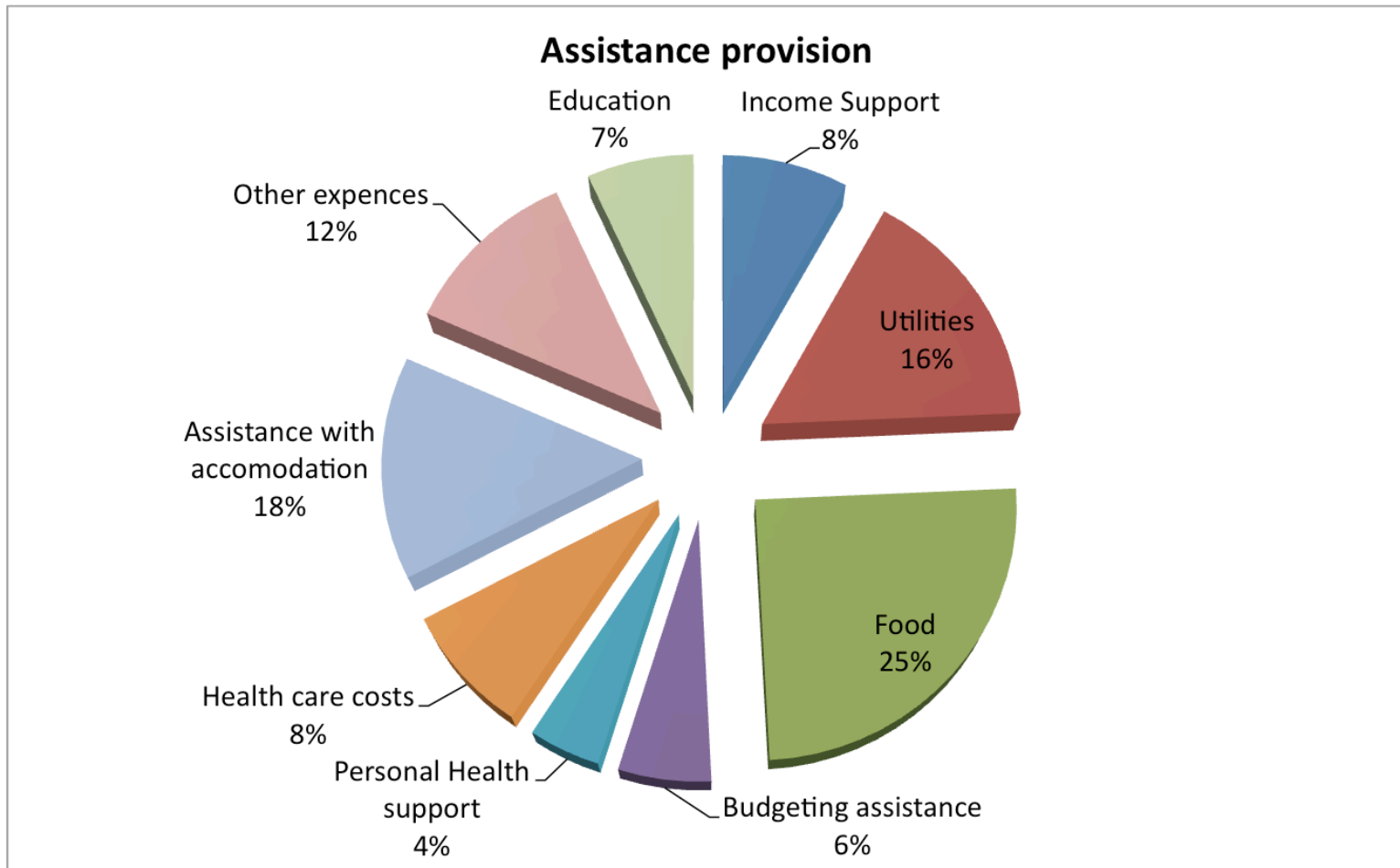
# The *AVERAGE* utility spend-RPI how it washes through for household

	All Households	Renter	Unemployed / Student	Couple 3 Children
Percent Utility spend (note estimates from 2009/10 HES)	4.5%	3.7%	6.8%	5.6%
Dollar spend utilities	\$63.61	\$47.11	\$42.10	\$88.75
Dollar spend Electricity	\$39	\$35.43	\$28.19	\$55
Dollar spend Gas	\$10.08	\$8.21	\$6.65	\$14.44
Av ¼ energy bill	\$588.96	\$523.68	\$418.08	\$833.28
<i>Bill as proportion of weekly income</i>	<b>37.7%</b>	<b>37.9%</b>	<b>53.2%</b>	<b>52.2%</b>

## What's happening on the ground ! - Vinnie's emergency relief

- Handed out approximately \$11 million in Victoria 14/15 (operating over 300 areas)
- 5,000 - Volunteers and Members assisted 124,638 families consisting of 173,988 adults 133,439 children (not to mention Op- shops another 5,000 and \$32 million in sales and in-kind)
- Overall ER trend 3 years
- UP 5.7% Metro
- UP 19.8% Non Metro

# June survey - Assistance provided includes support and payments



# Trends over time Emergency relief assistance utilities in detail

- Payment of utility bills UP 26.7% Metro and 26.3% non metro – (note - more than average increase and even across state)
- BUT patchy broader economic issues at play in local communities (Altona, Berwick, Corangamite, Dandenong.....see tables later)
- Utilities seemed to be bundled in with other cost pressures - Metro (housing / Utilities) Non Metro (transport / utilities)
- Interestingly households with children overwhelmingly represented in utility assistance
- While for households without kids seek assistance with food
- Elasticities – at play – have to feed the kids !

# Impacts

- Fuel poverty can not be seen in isolation from income and a host of other issues that households experience – its not just about the energy price BUT price has a significant role to play ..... What do we know from research
- They are more than twice as likely to suffer from a variety of health problems, such as asthma and bronchitis. (see health costs in ER provided )
- Lack of adequate energy also negatively affects how children perform at school and their emotional well-being.
- Cut back on other essentials to pay their fuel bills or make choices between keeping energy connected and buying food rent and other bills.
- Social isolation and stigma .....to name a few



# The details ..... Row 5

	Food Vouchers & Gift Cards	Purchased Food	Donated Food	Utilities Bills	Accommodation	Transport	Prescription s/Medicine	Whitegoods	Education	Cash	Other	Total (\$) value of assistance
ALTONA REGION	\$499,048	\$15,583	\$52,423	\$15,505	\$10,167	\$5,136	\$5,481	\$65,285	\$6,183	\$2,625	\$14,486	<b>\$691,923</b>
AVOCA-TYRRELL REGION	\$79,923	\$20,908	\$60,125	\$13,864	\$9,471	\$22,476	\$1,395	\$3,929	\$2,140	\$2,542	\$7,923	<b>\$224,696</b>
BALLARAT REGION	\$243,293	\$103,268	\$103,715	\$26,271	\$8,601	\$21,715	\$5,223	\$10,345	\$7,983	\$2,616	\$28,509	<b>\$561,539</b>
BENDIGO REGION	\$25,097	\$229,429	\$102,229	\$38,029	\$60,943	\$41,762	\$16,138	\$11,063	\$3,344	\$4,133	\$7,280	<b>\$539,446</b>
BERWICK REGION	\$110,932	\$34,686	\$64,899	\$17,952	\$12,838	\$11,874	\$2,740	\$5,249	\$3,523	\$1,876	\$8,640	<b>\$275,209</b>
BOX HILL REGION	\$65,664	\$6,340	\$20,640	\$7,428	\$2,320	\$1,044	\$1,038	\$876	\$2,780	\$460	\$5,056	<b>\$113,646</b>
BROADMEADOWS REGION	\$76,749	\$67,359	\$131,378	\$19,903	\$6,363	\$5,506	\$2,605	\$13,553	\$1,635	\$1,350	\$16,198	<b>\$342,598</b>
BRUNSWICK REGION	\$89,470	\$8,973	\$34,830	\$13,303	\$6,255	\$2,272	\$1,171	\$876	\$1,028	\$1,613	\$7,875	<b>\$167,665</b>
CAMBERWELL REGION	\$83,480	\$4,492	\$29,460	\$11,850	\$2,200	\$433	\$330	\$1,790	\$0	\$1,640	\$1,639	<b>\$137,314</b>
CENTRAL HIGHLANDS REGION	\$54,658	\$16,379	\$26,833	\$9,652	\$4,016	\$10,564	\$1,271	\$2,211	\$3,044	\$1,250	\$10,640	<b>\$140,518</b>
CORANGAMITE REGION	\$142,620	\$11,483	\$16,773	\$6,470	\$6,235	\$7,448	\$912	\$1,914	\$2,548	\$1,729	\$5,040	<b>\$203,174</b>
DANDENONG REGION	\$195,479	\$56,160	\$57,975	\$33,166	\$18,987	\$5,715	\$3,367	\$8,438	\$9,251	\$9,596	\$18,089	<b>\$416,222</b>
DIAMOND VALLEY REGION	\$149,553	\$11,619	\$71,688	\$33,726	\$7,607	\$4,587	\$1,679	\$4,392	\$25,810	\$61,007	\$57,218	<b>\$428,888</b>
EAST GIPPSLAND REGION	\$99,515	\$16,916	\$42,685	\$4,027	\$2,813	\$4,068	\$921	\$1,644	\$548	\$641	\$5,812	<b>\$179,591</b>

ESSENDON REGION	\$108,635	\$50,436	\$33,340	\$16,766	\$4,925	\$738	\$1,811	\$5,956	\$740	\$100	\$4,705	\$228,152
GEELONG REGION	\$138,094	\$38,744	\$88,197	\$12,099	\$24,304	\$13,159	\$4,425	\$876	\$1,358	\$745	\$12,502	\$334,502
GLENELG REGION	\$195,676	\$10,956	\$31,126	\$17,511	\$10,313	\$11,305	\$2,507	\$1,696	\$2,428	\$3,843	\$7,329	\$294,690
GOULBURN VALLEY REGION	\$72,865	\$106,291	\$38,286	\$18,416	\$45,460	\$50,975	\$3,267	\$5,241	\$5,025	\$1,434	\$47,010	\$394,270
HAMPTON REGION	\$157,870	\$7,230	\$46,093	\$21,611	\$2,440	\$1,805	\$3,336	\$2,007	\$1,752	\$352	\$30,247	\$274,744
KNOX-SHERBROOKE REGION	\$75,750	\$10,747	\$43,906	\$12,935	\$7,261	\$8,087	\$1,577	\$926	\$2,460	\$935	\$12,717	\$177,301
LA TROBE BAW BAW REGION	\$114,330	\$143,171	\$73,828	\$25,236	\$50,885	\$16,998	\$10,331	\$1,382	\$10,515	\$2,588	\$34,460	\$483,726
MELBOURNE REGION	\$182,589	\$32,015	\$34,756	\$19,488	\$5,428	\$5,438	\$3,612	\$5,256	\$3,756	\$625	\$6,785	\$299,748
MENTONE REGION	\$141,045	\$8,306	\$52,446	\$10,313	\$368	\$936	\$1,594	\$2,746	\$994	\$526	\$10,942	\$230,215
MID MURRAY REGION	\$44,783	\$26,999	\$50,881	\$4,473	\$8,093	\$7,987	\$2,532	\$834	\$9,737	\$587	\$1,419	\$158,325
MORNINGTON REGION	\$457,015	\$91,926	\$109,737	\$38,070	\$38,645	\$9,100	\$9,357	\$10,754	\$7,830	\$805	\$29,618	\$802,858
PRESTON REGION	\$200,135	\$18,730	\$78,353	\$29,990	\$4,263	\$20,538	\$7,881	\$13,200	\$5,006	\$0	\$9,385	\$387,483
RINGWOOD REGION	\$99,210	\$12,950	\$78,618	\$17,119	\$4,780	\$3,361	\$586	\$2,348	\$1,250	\$6,432	\$26,602	\$253,256
SOUTH GIPPSLAND REGION	\$266,001	\$4,527	\$8,134	\$11,790	\$7,359	\$40,774	\$1,499	\$3,233	\$4,020	\$320	\$22,732	\$370,390

SUNRAYSIA REGION	\$29,094	\$35,944	\$43,723	\$11,409	\$1,421	\$3,302	\$559	\$1,140	\$748	\$841	\$14,808	\$142,990
UPPER MURRAY REGION	\$10,588	\$19,213	\$11,336	\$13,500	\$2,371	\$9,304	\$623	\$250	\$6,792	\$400	\$3,920	\$78,299
WANGARATTA REGION	\$50,742	\$48,907	\$173,254	\$15,631	\$14,535	\$19,045	\$3,707	\$6,979	\$4,691	\$2,772	\$11,258	\$351,520
WAVERLEY REGION	\$133,875	\$12,445	\$37,776	\$15,098	\$2,021	\$1,772	\$1,470	\$1,276	\$1,620	\$1,991	\$22,281	\$231,627
WIMMERA REGION	\$14,358	\$1,358	\$4,220	\$5,152	\$1,700	\$5,166	\$2,812	\$2,036	\$1,382	\$620	\$2,066	\$40,869
YARRA VALLEY REGION	\$9,992	\$95,488	\$32,059	\$24,059	\$6,890	\$11,177	\$1,859	\$9,607	\$1,296	\$488	\$33,901	\$226,818
<b>TOTALS</b>	<b>\$4,633,016</b>	<b>\$1,379,980</b>	<b>\$1,886,921</b>	<b>\$624,814</b>	<b>\$402,280</b>	<b>\$388,988</b>	<b>\$109,761</b>	<b>\$233,737</b>	<b>\$147,174</b>	<b>\$119,619</b>	<b>\$546,221</b>	<b>\$10,472,511</b>
METROPOLITAN	2836491	545485	1010377	358282	143758	99519	51494	154535	76914	92421	316384	5685667
REGIONAL	1796525	834495	876544	266532	258522	289469	58267	79202	70260	27198	229837	4786844