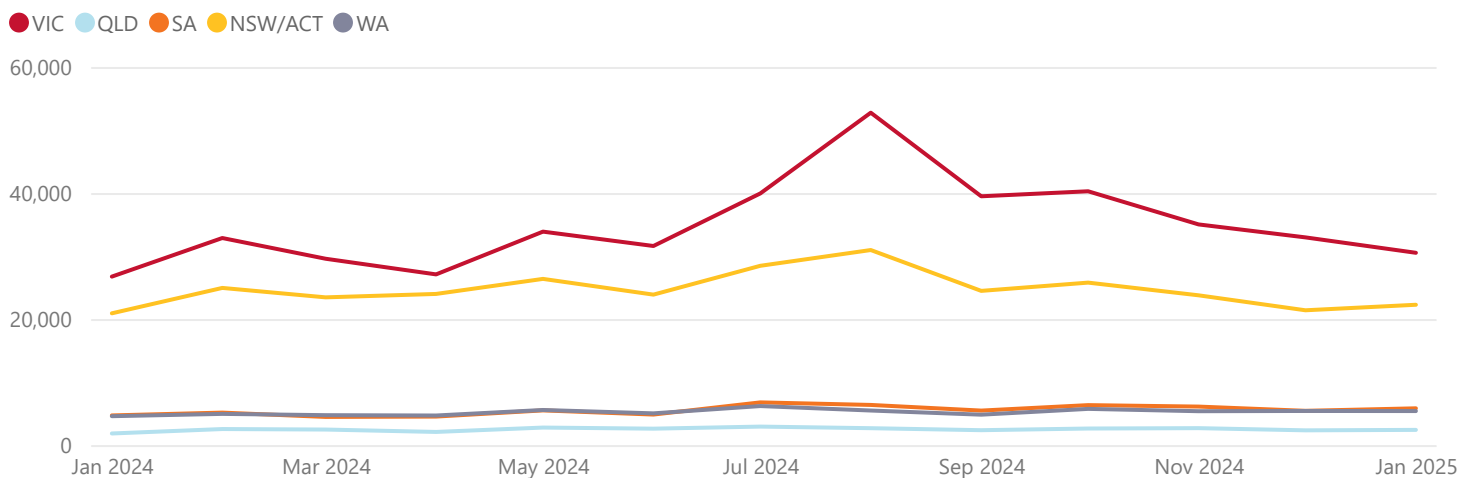


The following statistics pertain to the retail gas markets of New South Wales & Australian Capital Territory, Queensland, South Australia Western Australia and Victoria for the reporting period ending January 2025.

The report contains statistics providing trends of consumer transfers between retailers for each of the gas markets.

### Monthly Customer Transfers

The graph represents the volume of consumer transfers for each month in the respective markets over a 13 month rolling window. The transfer statistics in the table are based on the number of consumer transfers that have completed in AEMO's market systems.



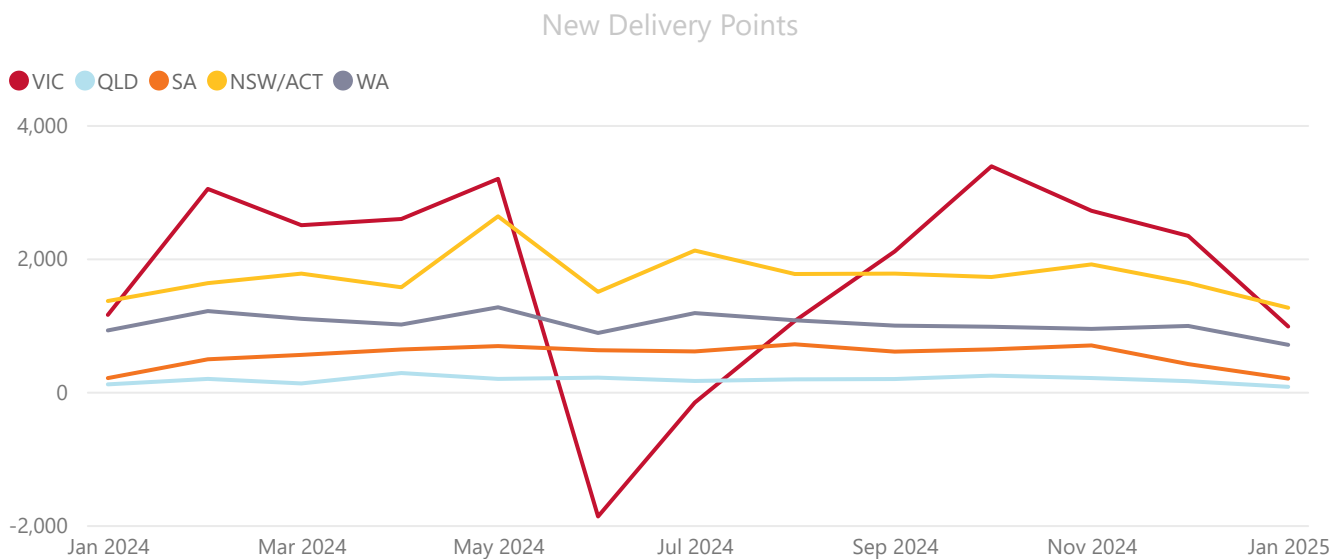
	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
VIC	26,733	32,856	29,568	27,085	33,871	31,591	39,932	52,744	39,479	40,275	35,015	32,957	30,512
QLD	1,839	2,545	2,464	2,086	2,779	2,605	2,933	2,679	2,362	2,627	2,686	2,339	2,411
SA	4,706	5,153	4,467	4,524	5,503	4,844	6,774	6,370	5,473	6,340	6,108	5,435	5,833
NSW/ACT	20,906	24,938	23,440	23,984	26,371	23,874	28,449	30,951	24,469	25,780	23,765	21,389	22,267
WA	4,584	4,949	4,746	4,692	5,568	5,033	6,191	5,483	4,824	5,744	5,374	5,412	5,398

The transfer statistics in the table represents the percentage of transfers for each jurisdiction over the last 12 months.

Jan-24	VIC	QLD	SA	NSW/ACT	WA
% of total MIRNs churned in the last 12 months	18%	13%	13%	17%	8%

## Monthly New Delivery Points Registered in Market Systems<sup>1</sup>

The graph represents the volume of new delivery (or supply points) for each month that are registered in AEMO’s market systems in the respective markets over a 13 month rolling window.



	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
VIC	1,152	3,041	2,497	2,590	3,192	-1,871	-163	1,061	2,104	3,380	2,713	2,337	978
QLD	110	192	124	280	192	211	161	185	190	241	205	158	73
SA	204	486	552	633	684	622	604	711	601	635	694	414	197
NSW/ACT	1,360	1,628	1,771	1,566	2,630	1,497	2,117	1,765	1,771	1,720	1,909	1,631	1,259
WA	919	1,209	1,093	1,007	1,266	881	1,179	1,071	991	974	942	986	703

The table represents the total number of MIRNs / DPIs in each jurisdiction at the end of the reporting month:

	VIC	QLD	SA	NSW/ACT	WA
Total MIRNs / DPIs	2,341,224	235,309	504,175	1,789,142	825,276

1. The drop in monthly new delivery points in VIC from Jun-24 is due to a distributor updating their meter supply point count methodology which now aligns with other distributors (clause 2.9.7 of VIC RMP). The count is made up of all gas sites that are either commissioned or decommissioned with a physical meter installed. The mentioned distributor previously provided this count regardless of whether a physical meter was installed (decommissioned MIRNs without physical meters were included in the count), resulting in a larger proportion of gas sites.