

DETAILS OF CONTESTABLE DEMAND

	Contestable Demand (kWh)		
	Total Contestable Demand (kWh)	Percentage Buying through MSSL*	Percentage Buying from Retailers
Jan 2010	2,246,589,636	4%	96%
Feb 2010	2,099,410,771	5%	95%
Mar 2010	2,346,563,264	4%	96%
Apr 2010	2,357,037,021	5%	95%
May 2010	2,393,036,752	5%	95%
Jun 2010	2,321,185,504	5%	95%
Jul 2010	2,380,642,238	5%	95%
Aug 2010	2,373,753,653	5%	95%
Sep 2010	2,321,171,897	5%	95%
Oct 2010	2,381,900,669	6%	94%
Nov 2010	2,340,654,404	6%	94%
Dec 2010	2,373,952,040	6%	94%
Jan 2011	2,345,697,243	6%	94%
Feb 2011	2,123,249,190	6%	94%
Mar 2011	2,354,819,652	6%	94%
Apr 2011	2,339,418,979	7%	93%
May 2011	2,459,044,507	7%	93%
Jun 2011	2,409,577,622	7%	93%
Jul 2011	2,448,888,817	8%	92%
Aug 2011	2,406,001,691	9%	91%
Sep 2011	2,373,270,367	5%	95%

*Market Support Services Licensee.

Contestable Demand (No. of Accounts)				
	Total Contestable Demand (Accounts)	Percentage Buying through MSSL	Percentage Buying from Retailers	Churn Rate¹
Jan 2010	8,429	27%	73%	0.60%
Feb 2010	8,369	27%	73%	0.29%
Mar 2010	8,349	27%	73%	2.53%
Apr 2010	8,350	27%	73%	0.61%
May 2010	8,301	27%	73%	0.96%
Jun 2010	8,255	27%	73%	2.86%
Jul 2010	8,214	27%	73%	0.10%
Aug 2010	8,178	27%	73%	0.58%
Sep 2010	8,153	27%	73%	0.54%
Oct 2010	8,133	27%	73%	0.32%
Nov 2010	8,115	27%	73%	0.24%
Dec 2010	8,064	27%	73%	1.76%
Jan 2011	8,311	30%	70%	0.07%
Feb 2011	7,977	28%	72%	0.37%
Mar 2011	7,948	28%	72%	1.01%
Apr 2011	7,976	29%	71%	0.28%
May 2011	7,874	29%	71%	0.16%
Jun 2011	7,839	28%	72%	0.41%
Jul 2011	7,812	28%	72%	0.16%
Aug 2011	7,790	28%	72%	0.20%
Sep 2011	7,819	29%	71%	0.22%

¹ The number of contestable customers who switch between retailers expressed as a percentage over the total number of contestable customers with retailers during that period