

# WeMoney Awards Program - Ratings & Methodology Criteria

## Energy (Electricity & Gas) Awards

**Name:** 2026 WeMoney Energy Awards

**Key Dates:**

Applications open: Monday, 2-Feb-2026
Applications close: Friday, 13-Mar-2026
Winners announced: Monday, 13-Apr-2026

### Summary

The WeMoney Energy Awards celebrates the best electricity and gas distributors, providers, and innovators in the market offering outstanding value and service to retail and business customers.

We use our knowledge and experience to identify those electricity and gas suppliers that offer exceptional value, services, as well as market-leading features, and recognise them with the WeMoney Energy Awards.

For applicants, a WeMoney Energy Award is a third-party endorsement of their product(s) and service(s).

**Method:** We score each factor on a 0-to-10 scale (or as a zero or one, depending on the factor), with 0 being the lowest possible score and 10 being the highest possible score.

## Overview

### 2026 Energy Award Categories

Overall Award Categories
Retail Energy Provider of the Year
Business Energy Provider of the Year
Broadband & Energy Provider of the Year (Bundled)
Renewable Energy Provider of the Year
Best Mobile Experience
Outstanding Customer Service
Most Satisfied Customers
Best for Innovation
Best Solar Plan

Electricity & Gas Award Categories
Best for Flexibility (Electricity & Gas)
Best for Value (Electricity & Gas)
Best for Value (Electricity) - NSW
Best for Value (Electricity) - VIC
Best for Value (Electricity) - QLD
Best for Value (Electricity) - SA
Best for Value (Electricity) - ACT
Best for Value (Gas) - NSW
Best for Value (Gas) - VIC
Best for Value (Gas) - QLD
Best for Value (Gas) - SA
Best for Value (Gas) - ACT
Best for Value (Gas) - WA

# Award Methodology

## Overall Award Categories

### Retail Energy Provider of the Year

The top-performing electricity and gas provider, delivering exceptional customer experience, competitive pricing, and industry-leading service offerings. Applicants were also assessed based on nationwide coverage, commitment to renewable energy, and flexible product options. The award is given to the provider that received the highest weighted rating across the following categories:

- Affordability & Fees
- Accessibility & Benefits
- Service Quality
- Customer Experience

### Business Energy Provider of the Year

The leading provider of tailored energy solutions for businesses, offering flexible plans, competitive rates, and advanced digital tools. Applicants were also assessed on their commitment to support businesses of all sizes, simplifying energy management while delivering sustainable solutions. The award is given to the provider that received the highest weighted rating across the following categories:

- Affordability & Fees
- Accessibility & Benefits
- Service Quality
- Customer Experience

### Broadband & Energy Provider of the Year (Bundled)

The provider that seamlessly integrates broadband and energy services into a unified, value-driven offering. Applicants were assessed based on pricing competitiveness (including new customer discounts), equipment costs, and the added benefits of bundling broadband with energy plans. The award is given to the provider that received the highest weighted rating across the following categories:

- Affordability & Fees
- Features & Functionality
- Bundled Value (Energy & Broadband)
- Customer Experience

### Renewable Energy Provider of the Year

The leading provider in renewable energy innovation, setting a new benchmark for green energy adoption, wholesale pricing, and solar integration. Applicants were also assessed on their commitment to sustainability, empowering customers with control over energy usage and access to cleaner power. The award is given to the provider that received the highest weighted rating across the following categories:

- Affordability & Fees
- Renewable Energy Accessibility
- Mobile Experience
- Customer Incentives

## **Best Mobile Experience**

The provider delivering the most seamless and user-friendly mobile platform for managing electricity and gas consumption. Applicants were also assessed on how they empower customers with real-time usage tracking, effortless bill payments, live support access, and smart digital notifications. The award is given to the provider that receives the highest weighted rating across the following categories:

- Real-Time Tracking
- Mobile Dashboard
- Push Notifications
- Customer Experience

### **Outstanding Customer Service**

The provider that delivers exceptional customer experience, going beyond standard electricity and gas support. Applicants must demonstrate outstanding service quality, responsiveness, and user-friendly support channels, ensuring a seamless experience for customers. The award is given to the provider that received the highest weighted rating across the following categories:

- Support Channels
- Service Quality
- Resolution Times
- Customer Satisfaction

### **Most Satisfied Customers**

The provider delivering the most exceptional customer experience, going above and beyond in service quality, affordability, and support. Applicants were also assessed on transparent pricing, a customer-first approach, and commitment to sustainability, resulting in high satisfaction and retention. The award is given to the provider that received the highest weighted rating across the following categories:

- Customer Experience
- Service Quality
- Testimonials & Reviews
- Sustainability

### **Best for Innovation**

The provider that demonstrates the most innovative approach to energy pricing, product design, or service delivery. Applicants were assessed on how their innovations empower customers with greater control, transparency, and value in managing their energy. The award is given to the provider that received the highest weighted rating across the following categories:

- Affordability & Fees
- Accessibility & Benefits
- Service Quality
- Customer Experience

### **Best Solar Plan**

The provider that offers the most comprehensive and rewarding solar energy plan, combining competitive feed-in tariffs, battery incentives, and virtual power plant participation. Applicants were assessed on how they maximise value for solar households. The award is given to the provider that received the highest weighted rating across the following categories:

- Affordability & Fees
- Accessibility & Benefits
- Service Quality
- Customer Experience

## **Electricity & Gas Award Categories**

### **Best for Flexibility (Electricity & Gas)**

The provider that delivers unmatched flexibility in electricity and gas services, empowering customers with innovative pricing models and smart energy tools. Applicants were also assessed on flexible billing options and a customer-centric approach to control energy usage and maximise savings. The award is given to the provider that received the highest weighted rating across the following categories:

- Service Delivery
- Payment Options
- Mobile App Experience
- Accessibility & Features

### **Best for Value (Electricity & Gas)**

The provider that delivers affordable and transparent electricity and gas pricing nationwide. Applicants were also assessed on their competitive single-rate tariffs, minimal additional charges, and value-packed energy plans across multiple regions with a strong focus on fair pricing and customer savings. The award is given to the provider with the highest weighted rating across the following categories:

- Affordability & Fees
- Additional Fees
- Discount Savings
- Customer Experience

### **Best for Value (Electricity) – NSW**

The provider that delivers the best value for electricity within New South Wales, and across multiple distributors. Applicants were assessed based on a single-rate tariff plan, daily supply charges, usage costs, additional fees, and total annual usage of 4,000 kWh. The award is given to the provider with the highest weighted rating across the following categories:

- Affordability & Fees
- Additional Fees
- Service Costs
- Customer Experience

### **Best for Value (Electricity) – VIC**

The provider that delivers the best value for electricity within Victoria, and across multiple distributors. Applicants were assessed based on a single-rate tariff plan, daily supply charges, usage costs, additional fees, and total annual usage of 4,000 kWh. The award is given to the provider with the highest weighted rating across the following categories:

- Affordability & Fees
- Additional Fees
- Service Costs
- Customer Experience

### **Best for Value (Electricity) – QLD**

The provider that delivers the best value for electricity within Queensland, and across a single distributor. Applicants were assessed based on a single-rate tariff plan, daily supply

charges, usage costs, additional fees, and total annual usage of 4,000 kWh. The award is given to the provider with the highest weighted rating across the following categories:

- Affordability & Fees
- Additional Fees
- Service Costs
- Customer Experience

### **Best for Value (Electricity) – SA**

The provider that delivers the best value for electricity within South Australia, and across a single distributor. Applicants were assessed based on a single-rate tariff plan, daily supply charges, usage costs, additional fees, and total annual usage of 4,000 kWh. The award is given to the provider with the highest weighted rating across the following categories:

- Affordability & Fees
- Additional Fees
- Service Costs
- Customer Experience

### **Best for Value (Electricity) – ACT**

The provider that delivers the best value for electricity within Australian Capital Territory, and across a single distributor. Applicants were assessed based on a single-rate tariff plan, daily supply charges, usage costs, additional fees, and total annual usage of 4,000 kWh. The award is given to the provider with the highest weighted rating across the following categories:

- Affordability & Fees
- Additional Fees
- Service Costs
- Customer Experience

### **Best for Value (Gas) – NSW**

The provider that delivers the best value for gas within New South Wales, and across multiple distributors. Applicants were assessed based on a single-rate tariff plan, daily supply charges, usage costs, additional fees, and total annual usage of 15,000 Mj. The award is given to the provider with the highest weighted rating across the following categories:

- Affordability & Fees
- Additional Fees
- Service Costs
- Customer Experience

### **Best for Value (Gas) – VIC**

The provider that delivers the best value for gas within Victoria, and across multiple distributors. Applicants were assessed based on a single-rate tariff plan, daily supply charges, usage costs, additional fees, and total annual usage of 15,000 Mj. The award is given to the provider with the highest weighted rating across the following categories:

- Affordability & Fees
- Additional Fees
- Service Costs
- Customer Experience

### **Best for Value (Gas) – QLD**

The provider that delivers the best value for gas within Queensland, and across multiple distributors. Applicants were assessed based on a single-rate tariff plan, daily supply charges, usage costs, additional fees, and total annual usage of 15,000 Mj. The award is given to the provider with the highest weighted rating across the following categories:

- Affordability & Fees
- Additional Fees
- Service Costs
- Customer Experience

### **Best for Value (Gas) – SA**

The provider that delivers the best value for gas within South Australia, and across multiple distributors. Applicants were assessed based on a single-rate tariff plan, daily supply charges, usage costs, additional fees, and total annual usage of 15,000 Mj. The award is given to the provider with the highest weighted rating across the following categories:

- Affordability & Fees
- Additional Fees
- Service Costs
- Customer Experience

### **Best for Value (Gas) – ACT**

The provider that delivers the best value for gas within Australian Capital Territory, and across multiple distributors. Applicants were assessed based on a single-rate tariff plan, daily supply charges, usage costs, additional fees, and total annual usage of 15,000 Mj. The award is given to the provider with the highest weighted rating across the following categories:

- Affordability & Fees
- Additional Fees
- Service Costs
- Customer Experience

### **Best for Value (Gas) – WA**

The provider that delivers the best value for gas within Western Australia, and across multiple distributors. Applicants were assessed based on a single-rate tariff plan, daily supply charges, usage costs, additional fees, and total annual usage of 15,000 Mj. The award is given to the provider with the highest weighted rating across the following categories:

- Affordability & Fees
- Additional Fees
- Service Costs
- Customer Experience

## Assessment Criteria

The Awards are based on a comprehensive list of individual criteria applied to each electricity and gas provider, assessing important factors, such as:

### 1. Affordability & Fees

The independent judging panel examines each electricity and gas providers' cost structure, value-added services, and inclusions. This involves a detailed assessment of all potential costs incurred by a customer over a 12-month period for a single-rate tariff electricity or gas plan. Applicants are compared based on how their pricing and fees compete relative to industry benchmarks.

- Usage Costs
- Service Fees
- Connection Fees
- Disconnection Fees
- Discounts & Incentives

### 2. Accessibility & Benefits

The independent judging panel examines the service coverage of each electricity and gas provider across Australia, as well as accessibility to smart energy tools, wholesale energy pricing, and flexible billing options. Applicants are compared based on their service quality and access to value-added services.

- Service Coverage
- Delivery Options
- Billing
- Mobile App Experience
- Customer Service

### 3. Customer Experience

The independent judging panel examines the quality of the overall customer experience, including the sign up process, flexibility, and the availability of customer support teams. Applicants are compared based on industry standards and customer expectations.

- Available Support Channels
- Customer Service
- Mobile Experience
- Service Quality
- Account Management

## Scoring Methodology

Score Range	Description
0-4	Below industry standards and represents significant room for improvement.
5-7	Meets industry standards and demonstrates strong performance, though with some room for improvement.
8-10	Exceeds industry standards and customer expectations, with limited room for improvement.

## Data Collection & Review Process

WeMoney collects data from electricity and gas service providers, and observes demonstrations, as necessary. Our process begins by sending out detailed questionnaires to electricity and gas service providers and distributors. The questionnaires are structured to be unbiased in nature and provide coverage at eliciting both favourable and unfavourable responses. The questionnaire answers, combined with our in-house specialists' hands-on research, make our proprietary assessment process that scores each provider's performance.

We then undergo an additional evaluation process that is curated for certain types of consumers. This evaluation adjusts the weighting of factors (and occasionally will consider additional criteria) to emphasise features that matter most to consumers.

We also take into account customer experience, industry standards and regulatory requirements.

## Award Eligibility

Lenders were given 5 weeks to respond to our invitation process and provide all necessary data. Only providers that provided data satisfactorily and met all requirements, were included in the WeMoney Awards Program.

## The Review Team

The review panel comprises a member from the WeMoney team and experts that include market contributors, CEOs, Directors, and editorial staff who are seasoned writers. Each panel member follows WeMoney's strict guidelines for editorial integrity and are all commercially independent of the applicants.

## Selection Criteria

Awards are based on a comprehensive list of individual criteria applied to each product that assesses important features such as Affordability & Fees, Accessibility & Benefits and Customer Experience, among others, that broadly fall into the following (3) three categories:

- **Affordability & Fees**
- **Accessibility & Benefits**
- **Customer Experience**

Each individual criterion receives a weighting, which varies according to the award. Each award is made up of its own unique combination of weightings.

## Weighting

Criteria	Indicative Breakdown	Weighting (%)
<b>Affordability &amp; Fees</b>	<ul style="list-style-type: none"><li>● Usage Costs</li><li>● Service Fees</li><li>● Connection Fees</li><li>● Disconnection Fees</li><li>● Discounts &amp; Incentives</li></ul>	<b>40%</b>
<b>Accessibility &amp; Benefits</b>	<ul style="list-style-type: none"><li>● Service Coverage</li><li>● Delivery Options</li><li>● Billing</li><li>● Mobile App Experience</li><li>● Customer Service</li></ul>	<b>30%</b>
<b>Customer Experience</b>	<ul style="list-style-type: none"><li>● Available Support Channels</li><li>● Customer Service</li><li>● Mobile Experience</li><li>● Service Quality</li><li>● Account Management</li></ul>	<b>30%</b>