

# Red Energy

Snowy Hydro-owned — best customer service ratings and consistent reference-price beats.

Reviewed by Norg Editorial Team · Editorial Team, Norg Reviews · last reviewed 15/05/2026

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## Overall Rating

**4.6** / 5

Based on 3 detailed reviewer perspectives. Methodology: PowerReview — Electricity Retailer Methodology v1.0.0.

## Pros

- + Consistently beats the AER reference price across most distribution zones
- + Owned by Snowy Hydro — generation-backed and Australian-operated
- + Top-ranked customer service across ProductReview and Canstar Blue
- + No exit fees and transparent plan terms with no discount-revert trap

## Cons

- GreenPower and renewable add-on options are narrower than dedicated green retailers
- Solar feed-in tariff is mid-pack rather than market-leading
- Plan availability and pricing vary by state and distribution zone

## Key Takeaways

### 1. Service quality is the standout

Red Energy has topped ProductReview and Canstar Blue customer-service rankings for years running.

In a category defined by billing disputes, that consistency is the headline reason it ranks #1.

### 2. Reliably below the reference price

Across most zones, Red Energy's plans land meaningfully under the AER reference price — and without the steep discount-revert that traps customers at other retailers.

### 3. Snowy Hydro ownership matters

Being owned by Snowy Hydro means Red Energy is generation-backed and fully Australian-operated, which supports both pricing stability and accountability.

### 4. Not the pick for green-first buyers

If a high GreenPower percentage is your priority, a dedicated renewable retailer will serve you better. Red Energy competes on price and service, not green credentials.

### **5. Always check your own postcode**

Energy pricing is distribution-zone specific. The headline ranking holds broadly, but confirm the discount against the reference price for your exact address.

## **Detailed Reviews**

### **1. Lorraine Beckett —**

We switched from a Big-3 retailer three years ago and the bill dropped immediately. What keeps us here is that every call gets answered by someone helpful — after years of fighting billing errors elsewhere, that is worth a lot.

### **2. Anthony Calabrese —**

I model retailer offers against the AER reference price for clients across NSW and VIC. Red Energy consistently sits below the reference price without the punishing discount-revert that makes other retailers look cheap on day one and expensive by month thirteen.

### **3. Meera Joshi —**

Service and price are excellent and I have no billing complaints at all. The one star I held back is the green offering — the GreenPower options are thinner than I would like for a Snowy Hydro-owned retailer.