



The power to choose the power you use.

thepowertochoose.qld.gov.au

About competition

From 1 July 2007, Queensland's power industry opened up to competition. Most householders and small businesses now have a choice about who they buy their electricity and natural gas from.

Energy retailers can decide which customers they wish to make offers to. Competition is expected to be most intense in south-east Queensland as it is the largest, most commercially-attractive market. If you live outside the south-east corner, even if you live in a big regional city, you are unlikely to get a competitive offer in the short term. This may change with time, as retailers become established in the Queensland market.

The choice is yours

Competition is expected to create lower prices, improved service offerings and other benefits for small customers. You can either remain with your existing electricity or gas retailer, or choose a retailer that offers a range of products and services that better suit your individual needs. Even if you leave things as they are initially, you can always change later.

Your options

If you are approached by a retailer, or wish to shop around, here are your options.

For electricity you can:

- compare offers from retailers and choose a deal that best suits your needs
- stay with your current retailer on the Government-set electricity price
- ask your current retailer about any new deals they may be offering.

For natural gas you can:

- compare offers from retailers and choose a deal that best suits your needs
- stay with your current retailer on their standard terms and conditions
- ask your current retailer about any new deals they may be offering.

You may also get offers from retailers looking to bundle your electricity and natural gas services – 'dual fuel' offers.

A 10 business-day cooling-off period applies for all contracts. The cooling off period will commence from the day the contract was signed.