



**The
power
to
choose
the
power
you
use.**

thepowertochoose.qld.gov.au

Consumer protection

The Queensland Government has ensured that retail competition includes strong protections for small customers.

A guaranteed regulated electricity price

As a householder or small business operator, you can stay on the Government-set electricity price – or return to it at a later date – if you wish. This means, even if you try a market contract with your electricity retailer, you can choose to go back to the regulated price at the end of your contract.

Minimum contract standards

Minimum terms and conditions apply to all electricity and natural gas contracts. Your retailer must give you a Customer Charter that clearly outlines these minimum terms and conditions, which include things like billing, connections and disconnections.

10 business-day cooling-off period

A 10 business-day cooling-off period applies to all electricity and gas contracts from the date you sign. During the cooling-off period you can cancel the contract if you change your mind, without incurring any penalties.

Marketing Code of Conduct

Electricity and natural gas retailers and their contract marketers are governed by a strict Code of Conduct about how and when they can contact you to promote their services.

Also, retailers can not mislead, exert pressure, or otherwise harass customers.

Any complaints about improper marketing behaviour can be investigated by the Energy Ombudsman on 1800 662 837 or www.eoq.com.au

What happens if your retailer goes out of business?

The Queensland Government has put arrangements in place to ensure your electricity or natural gas supply is not affected in the unlikely event your retailer goes out of business.

Energy Ombudsman

An independent Energy Ombudsman was established on 1 July 2007 to provide a free service for small customers who have been unable to resolve a dispute with their electricity or gas retailer directly. The Energy Ombudsman replaced the Energy Consumer Protection Office (ECPO).

Making a complaint

If you have a complaint about your retailer or distributor, you should speak with them first to see if it can be sorted out through their dispute resolution services.

If you are not happy with their response, you can then contact the Energy Ombudsman on 1800 662 837 or www.eoq.com.au