



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

**Call 1800 657 567 during business
hours for information.**



**thepowertochoose.qld.gov.au
1800 657 567
(business hours)**

 **Queensland Government**



**What's happening
to our power
in Queensland?**

 **Queensland Government**

ON 1 JULY 2007,

the power industry in Queensland opens up to competition. It's a change that will give many Queensland residents and small businesses the opportunity to compare offers from new energy retailers, and make a choice about where they buy their electricity and natural gas. It's all about the power to choose the power you use.



Will everyone have a choice?

Energy retailers – not the Government – will decide which customers they will target. Competition will be most intense in south-east Queensland, as it is the largest, most commercially-attractive market. Anyone living outside this region may not receive new retail offers in the short-term. But this may change with time.



Do I have to change?

No. You don't have to change your retailer or your contract if you don't want to. You can leave your electricity and gas arrangements as they are.



What will happen when competition begins?

Competing energy retailers may begin promoting a range of different packages and services before retail competition officially starts on 1 July 2007. Remember, the power to choose is in your hands. So make sure you read all offers and contracts carefully to work out what suits your needs best. The better informed you are, the better choice you're likely to make.



What are my options?

If you are offered a choice of prices and services, you don't have to do anything straight away.

You can:

- Wait to see what other offers you get, or shop around for a deal that best suits your needs
- Stay with your current retailer on their standard price
- Ask your current retailer about any new offers they may have

You can enter an agreement with a retailer right now if you wish, but any contract will not take effect until after competition starts on 1 July 2007. Remember, you don't have to change if you don't want to. But you could save money if you do.



What about the price?

Competition is expected to create lower prices, new service offerings and more choice for small customers. But, no matter where you live, you can choose to stay on the standard electricity price, set annually by the Queensland Government. Your retailer will have to sell you electricity at this price if you choose, but you are free to shop around for an offer that suits your needs.

What you pay for your natural gas depends on the price you agree with your retailer.

Your current entitlement to any concessions, such as pensioner rebates, will also continue.

The Queensland Government has also built important consumer protections into the system, so you can enter the competitive market knowing your interests are being looked after.



Do I still pay the Ambulance levy?

Yes. You will continue to pay your Community Ambulance Cover Levy through your electricity bill. This is collected by your retailer on behalf of the Government.



What protection measures are in place for small customers?

Retailers must comply with a Marketing Code of Conduct, and must also offer minimum contractual standards to you, including a 10 business day cooling-off period for all contracts. For any contract signed before 1 July 2007, the cooling-off period won't start until 1 July, and will expire 10 business days later.

Plus, a new independent Energy Ombudsman will be appointed to take care of any complaints you can't resolve with your retailer and to investigate improper marketing behaviour. From 1 July 2007, you can contact the Energy Ombudsman on 1800 662 837.



Will these changes affect my electricity supply?

No. The quality and reliability of your electricity supply is ensured, no matter who you buy your electricity from. The Queensland Government will continue to own the distribution businesses, ENERGEX and Ergon Energy, whose poles and wires deliver the electricity to your home or business.



Who do I call if a storm knocks out my power?

You will need to call either ENERGEX (13 62 62) or Ergon Energy (13 22 96), depending on where you live, so they can restore your electricity.

If you would like to find out more,
please call 1800 657 567 during
business hours or visit our website
www.thepowertochoose.qld.gov.au