



Call 1800 657 567
during business hours for information.



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



**Protecting your
power in regional
Queensland.**



ON 1 JULY 2007,

the power industry in Queensland will open up to competition, and many Queensland households and small businesses will have the opportunity to choose the retailer they buy their electricity and natural gas from. While most of the competition is expected to occur in the south-east corner of the State, there's good news for Queenslanders who live in other areas too.

The Queensland Government is making sure your electricity supply remains affordable by continuing to subsidise electricity prices for regional customers.



Will new retailers contact me?

Because south-east Queensland is the largest, most commercially-attractive market to electricity and gas retailers, anyone living outside this region may not receive new retail offers in the short-term. But this may change with time.

As energy companies become established and competition gains momentum, you may be offered a package of products and services from a new retailer in the future.



What will change?

If you do not accept an offer from a new electricity retailer, Ergon Energy will continue to be your retailer. There will be no disruption to your electricity supply and no change to your existing billing arrangements. But if you accept an offer from another retailer, Ergon Energy cannot be the retailer for that property again.

Retail competition will not affect customers on isolated or private electricity networks.



What about the price?

You will continue to receive electricity from Ergon Energy at the subsidised price, set annually by the Government. Even if you accept an offer from another retailer, you can go back to the Government-set electricity price in future.

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



Will my concessions continue?

No matter who your retailer is, your current entitlement to any concessions, such as pensioner rebates, will also continue.



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.



Will these changes affect the quality and reliability of my power 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, Ergon Energy and ENERGEX, 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 Ergon Energy (13 22 96) or ENERGEX (13 62 62), depending on where you live, so they can restore your electricity.



What are my options if I am approached by a new retailer?

If you are offered a new deal, you don't have to do anything if you don't want to. 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

If a retailer makes you an offer, you can sign a contract right away if you wish. However 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 consumer protection?

The Queensland Government has built some important protections for small customers into the market, including the establishment of an Energy Ombudsman and a 10 business day cooling-off period for all contracts. From 1 July 2007, you can contact the Energy Ombudsman on 1800 662 837.

So you can enter the competitive market knowing your interests are being looked after.

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