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## Regional Queensland

Energy retailers – not the Government – will decide which customers they will target for business. 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.

From 1 July 2007, if you're an electricity or natural gas customer in regional Queensland and do not enter into an agreement with a new retailer, you will remain with your current retailer on their standard terms and conditions.

The Queensland Government will make sure your electricity supply remains affordable by continuing to subsidise the electricity price for regional customers. What you pay for your natural gas depends on the price you agree with your retailer.

### Quality and reliability of power supply

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

### What happens if you move to another electricity retailer?

If you live in regional Queensland and you accept an offer from another retailer, you cannot return to Ergon Energy as a retail customer **at that property**. Ergon Energy is not allowed to compete against other retailers because it is Government-owned and subsidised.

If your property is sold, any new or future resident at that address also cannot return to Ergon Energy as their retailer. If you are buying a property, you may wish to check who is currently supplying electricity to the property.

In any case, your interests as a small customer are still protected. You, or any future resident at the property, can still ask your retailer to sell you electricity at the Government-set price under a standard retail contract.

### Who do you 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 if you live in Roma or Dalby?

Roma and Dalby Town Councils have their own gas network, which supplies customers in their area. Competition does not apply to gas customers on these 'private' networks.

### Isolated networks

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