



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

thepowertochoose.qld.gov.au

My Electricity Service

From 1 July 2007 many householders and small businesses – mostly in southeast Queensland – will have a choice about where they buy their electricity.

Only electricity retailers licensed by the Queensland Government will be able to sell electricity to you.

There is no hurry or reason to make the change if you don't want to. If you are happy with your present retailer, you can stay with them on the Government set electricity price. You can always change at a later date, if you choose.

Important things to check

Retailers may offer you a lower price, improved retail services or other benefits to encourage you to choose their service.

When comparing retail offers, make sure you check:

- the details of any package prices or rates at which electricity will be charged (compare them to what you are paying now)
- how much electricity you currently use
- what is included in the package price
- how and when you will be billed
- how and when you must pay
- any penalties for early termination of the contract
- any fees and charges including minimum charges, late payment fees, etc.

You don't have to change if you don't want to. But you could save money if you do.

Switching to another retailer

Once you decide to switch to another retailer, your retailer is responsible for making sure the customer transfer happens. You don't need to do anything. Usually the transfer will occur from the date of the next scheduled meter read – all without any interruption to your electricity supply. You will not have to install a new meter if you change retailers.

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, you can choose to go back to the regulated price at the end of your contract.

Your electricity supply

The quality and reliability of your 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 Ergon Energy (13 22 96) or ENERGEX (13 62 62), depending on where you live, so they can restore your electricity.