



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

thepowertochoose.qld.gov.au

My Gas Service

From 1 July 2007 many householders and small businesses – mostly in southeast Queensland – will have a choice about where they buy their natural gas. Only gas retailers licensed by the Queensland Government will be able to sell gas to you.

If you live in an area where choice is available, you may get offers from retailers looking to bundle your electricity and natural gas – ‘dual fuel’ offers.

There is no hurry or reason to make a change if you don’t want to. If you are happy with your present retailer, you can stay with them on their standard contract and 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 gas will be charged (compare them to what you are paying now)
- how much gas (and electricity, for dual fuel offers) 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.

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.

Your new natural gas retailer will set up a new account, and bill you from the date of your next meter reading, without any interruption to your gas supply. You will not have to install a new gas meter if you change retailers.

Pricing

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