

# The power to choose



## What does full retail competition mean?

Competition in the retail electricity market has been progressively introduced on mainland Tasmania since 2006.

Commencing on 1 July 2014, 'full retail competition' means that all customers on mainland Tasmania are able to either choose their electricity retailer or purchase electricity from the wholesale market, regardless of their annual electricity consumption. See Fact Sheet 6, *Choosing an electricity retailer* and Fact Sheet 2, *Purchasing electricity from the wholesale marketplace* for further information.

Prior to 1 July 2014, Tasmanian business customers who used more than 50 megawatt hours of electricity per annum were able to contract with alternative retailers for their electricity supply. Full retail competition provides choice to all customers (including residential customers) on mainland Tasmania, large and small.

Retail competition is not available to customers on the Bass Strait Islands. Hydro Tasmania continues to be responsible for the provision of electricity to customers on King and Flinders Islands and the Government will continue to support the cost of electricity to customers on King and Flinders Islands.

## Retail Competition in Tasmania

Tasmania joined the National Electricity Market in May 2005 and implemented the National Energy Customer Framework (NECF) in July 2012.

There are two types of contestable customers for the purpose of implementing the NECF on mainland Tasmania: small customers (residential and business customers using less than 150 MWh of electricity per annum) and large customers (business customers using at least 150 MWh of electricity per annum).

Your retailer is responsible for classifying you as a residential or business customer when you make a request to the retailer for the sale of electricity to your premises.

If you are a business customer, your distributor is responsible for classifying you as a large customer or small contestable customer. Your distributor, TasNetworks, will classify your business customer status based on your consumption and notify your retailer. While full customer protection under the NECF will be afforded to a residential customer, the level of protection that is afforded to a business customer will be dependent upon this classification.

Consumption at separate business premises may be combined for the purpose of classification of a contestable customer in certain circumstances; contact your retailer for more information.

## What are my choices as a small customer?

As a small customer, you have a choice of:

- entering into a standard retail contract or a market retail contract with any authorised retailer; or
- purchasing from the electricity wholesale market (see Fact Sheet 2, *Purchasing electricity from the wholesale marketplace*).

# The power to choose



A retailer's standard retail contract for small customers must be in the form specified in the National Energy Retail Rules (NERR), whereas a market retail contract may be more flexible, yet still subject to certain minimum terms and conditions specified under the NERR.

You may choose to continue to be supplied electricity by Aurora Energy under a standard retail contract at regulated standing offer prices, which are approved by the Tasmanian Economic Regulator.

If Aurora Energy is your current retailer and you are supplied under a negotiated contract, rather than a standard retail contract, then you will continue to be supplied under that contract until it terminates.

## What are my choices as a large customer?

As a large customer, you have a choice of:

- entering into a negotiated market retail contract with any authorised retailer; or
- purchasing from the electricity wholesale market (see Fact Sheet 2, *Purchasing electricity from the wholesale marketplace*).

## Who will be my distributor?

TasNetworks, in its capacity as a licensed distributor, is responsible for physically distributing or delivering electricity from the high voltage transmission grid to the sites of most customers. No matter which retailer you choose, TasNetworks will remain responsible for the "poles and wires". While you will have a contract with your distributor, you will only receive a bill from your retailer and should report any problems with your electricity supply to your retailer in the first instance.

## Disputes

Tasmanian electricity customers have a free, fair and independent option to deal with complaints and disputes that cannot be resolved with their retailer, via access to the Tasmanian Energy Ombudsman. The Ombudsman can be contacted by telephoning 1800 001 170 (free call in Tasmania) or visiting [www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au).

For more information go to [www.power.tas.gov.au](http://www.power.tas.gov.au).

July 2014

Information in this publication/website is provided for general guidance only. It does not constitute legal advice or other professional advice and should not be relied on as a statement of the law in any jurisdiction. Because it is intended only as a general guide, it may contain generalisations. You should obtain professional advice if you have a specific concern. We have made every reasonable effort to provide current and accurate information, but cannot make any guarantees regarding the accuracy, currency or completeness of the enclosed information.

Office of the Tasmanian Economic Regulator • [www.power.tas.gov.au](http://www.power.tas.gov.au)

Address: Level 5 111 Macquarie Street, Hobart • Postal address: GPO Box 770, Hobart, Tas 7001 • Telephone: (03) 6166 4422 • Facsimile: (03) 6233 5666  
Email: [office@economicregulator.tas.gov.au](mailto:office@economicregulator.tas.gov.au) • Web: [www.economicregulator.tas.gov.au](http://www.economicregulator.tas.gov.au)