

# The power to choose



## Distribution of your electricity

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).

As of 1 July 2014, all customers on mainland Tasmania are eligible to source electricity from an authorised retailer operating in Tasmania or from the wholesale market.

## Who will be my distributor?

On mainland Tasmania, 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.

As a distribution network operator, TasNetworks is responsible for the “poles and wires” no matter which retailer you choose.

## Do I have to have a contractual arrangement with TasNetworks?

Yes, you will have a contract with TasNetworks for the connection to, and use of, its network.

## Will there be a separate bill for distribution charges?

No. Distribution charges will be included in the account you receive from your retailer. Your retailer will be responsible for paying the distributor.

## If I have a supply problem, who do I contact?

Contact your retailer in the first instance. Your retailer will work with TasNetworks to ensure that supply is as seamless as possible.

## What happens if I am a transmission customer?

You will need to enter into a connection agreement with TasNetworks (in its capacity as a licensed transmission network operator) in relation to each site that is directly connected to the transmission network, unless you already have one.

## Do you have a complaint about your electricity distributor?

Firstly, refer to your distributor’s website for details about its standard complaints process.

If you are not happy with your distributor’s response to your complaint, the next step is to contact the Energy Ombudsman at [www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au) or on 1800 001 170 (free call in Tasmania).

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