

As a result of Government policy to allow more competition in the energy industry, some customers are now able to choose their retailer. These customers are called 'contestable customers'.

Only a customer of a licensed retailer can be considered a contestable customer. If you are supplied energy by an exempt retailer, you cannot choose your retailer and this section does not apply to you (see sheet #10 for more information on exempt retailers).

If you are able to choose your retailer, your choice will be limited by the number of retailers available to you. For example, some retailers only supply to business customers, and in some areas there is only one retailer.



Gas customers

All gas customers are free to choose their retailer. However, Synergy is currently not allowed to supply you with gas if you use less than 0.18 TJ of gas per year (about \$4,000).

Electricity customers

You are a contestable customer and can choose your electricity retailer if:

- you use more than 50 MWh (about \$12,600) of electricity per year; or
- your distributor is not Western Power (i.e. you do not live in the SWIS area).

If you own several properties, you cannot combine the amount of electricity that you use at each property to determine whether you are contestable or not.

If you use less than 50 MWh of electricity per year (about \$12,600) and are connected to Western Power's distribution network, you will not be able to choose your retailer. As a non-contestable customer living within the SWIS network, you will be supplied by Synergy.

Finding a retailer

All retailers who supply small use customers with energy must have a 'standard form contract' that has been approved by the ERA.

The ERA website (www.erawa.com.au) shows all retailers with approved standard form contracts. Sheet #12 provides a list of these retailers. You can ring the retailers to see if they can supply energy to your address.

Transfer between retailers

If you are a contestable customer and you choose to transfer from your existing retailer to a new retailer, simply contact the new retailer and request to be transferred. The new retailer will organise the transfer on your behalf.

All gas contracts and some electricity contracts will state that the contract ends if you enter into a new contract with another retailer.

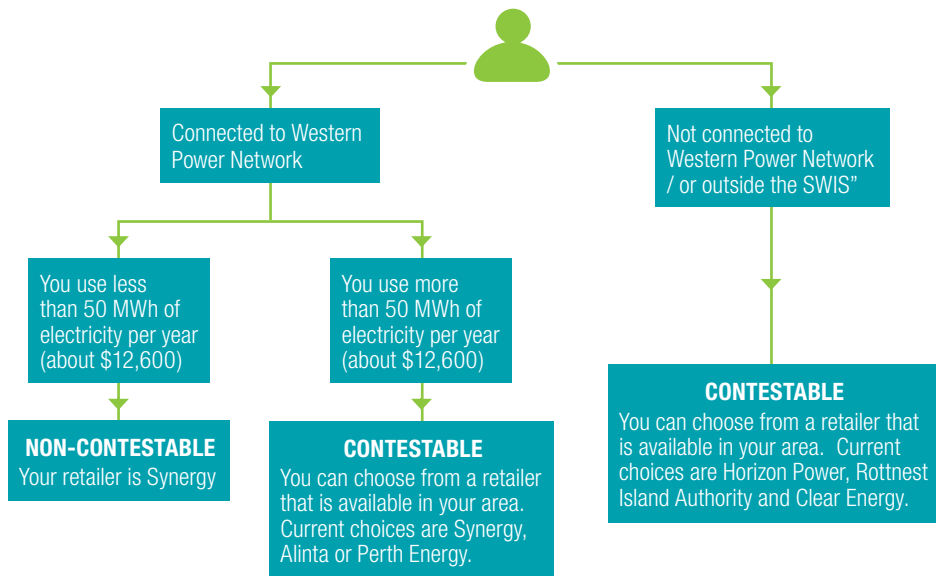
Your previous electricity retailer may not bill you for any electricity consumed after your transfer.

IMPORTANT!

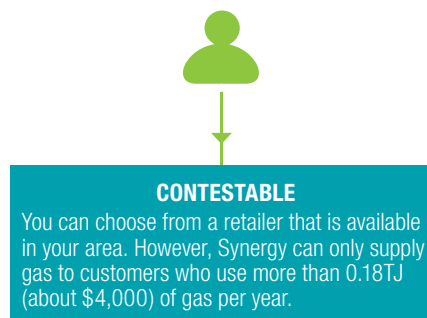
If your electricity contract does not state that the contract will end if you enter into a new contract, you must notify your old retailer to ensure the contract is terminated in accordance with its terms and conditions. Retailers may require a certain amount of notice. Fees may apply for ending a fixed-term contract early.

can i choose my retailer?

Electricity customer



Gas customer



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