

**MARKET AND NON-MARKET CUSTOMERS
AS AT 30 SEPTEMBER 2007**

Introduction

Under clause 8.5.1(b) of the Electricity Industry Code, the Queensland Competition Authority is required to publish quarterly data collected from Queensland electricity distributors and retailers on the number of small and large customers on market contracts. The purpose of obtaining this information is to indicate the number (and percentage) of electricity customers that have moved from a regulated electricity contract to a market contract now that full retail competition is in operation. For some large electricity customers, the potential to choose their electricity retailer became possible in 1998. However, for the majority of customers, such as residential customers, full retail competition commenced on 1 July 2007.

Customer numbers

The numbers of small and large customers that had moved to market contracts in Queensland as at the end of September 2007 are shown in Table 1.

Table 1 Market and non-market customers in Queensland – 30 September 2007

<i>Customer type</i>	<i>Total customers</i>	<i>Market customers</i>	<i>Non-Market customers</i>	<i>% on market contracts</i>
Small	1,895,734	58,350	1,837,384	3.1%
Large	20,092	6,812	13,280	33.9%

Note: Small customers are defined as those that consume less than 100 MWh per year

Small customers

In the three months to 30 September 2007, 58,350 small customers entered into market contracts with a retailer of their choice. This represented 3.1 per cent of all small customers in Queensland. Nine electricity retailers provided market contracts to these small customers.

Large customers

For large customers, 6,813 or 33.9 per cent were on market contracts as at 30 September 2007. Ten electricity retailers provided market contracts to these large customers.

The higher percentage of large customers on market contracts reflects the longer period that retail competition has operated for large customers in Queensland.

Limitations of the data

The Authority was advised by one of the retailers that it was not able to exclude incomplete transfers from its reported data due to a data recording problem. In normal circumstances, the data presented above should only include completed customer transfers to 30 September 2007. A transfer will not be completed until a customer's next scheduled meter read has taken place even though that customer may have entered into a market contract some time prior to that date. It is understood that corrected data will be provided by the retailer when the March quarter 2008 data is reported next year.