



MARKET AND NON-MARKET CUSTOMERS March Quarter 2009

Introduction

The Electricity Industry Code requires Queensland electricity distributors and retailers to provide data on the number of small and large customers on market contracts. This information allows for the identification of the number, and percentage, of customers who have moved from a regulated electricity contract to a market contract.

For some large electricity customers, the option to choose their electricity retailer commenced in 1998. For the majority of smaller customers, such as residential customers, the option to choose their retailer only came into effect on 1 July 2007 with the introduction of full retail competition (FRC).

Customer numbers (Table 1)

Small customers

The proportion of small customers (those consuming less than 100 megawatt hours (MWh) per year) on market contracts has continued to increase over the past quarter. As at 31 March 2009, there were 864,181 small customers (44.8% of the State's 1.93 million small customers) on market contracts compared to 818,570 (42.6%) as at 31 December 2008.

During the March quarter 2009, 11 electricity retailers provided services to small customers under market contracts, unchanged from the previous quarter.

Large customers

The number of large customers on market contracts in Queensland increased marginally during the March quarter 2009 with 9,091 large customers on market contracts (43.4% of the 20,958 large customers in Queensland) compared to 43.3% (9,057) of large customers on market contracts as at 31 December 2008.

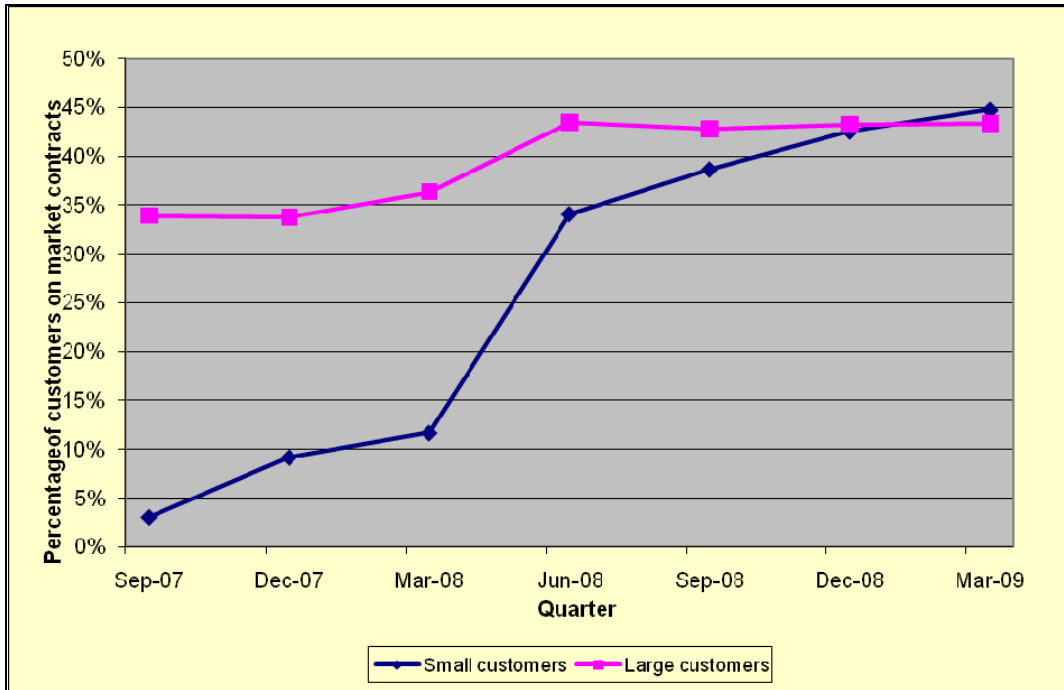
During the March quarter 2009, 14 electricity retailers provided retail services to large customers under market contracts, compared to 13 in the previous quarter.

Table 1: Market and non-market customers, Queensland – as at 31 March 2009

<i>Customer type</i>	<i>Total customers</i>	<i>Market Customers</i>	<i>Non-market Customers</i>	<i>% on market contracts</i>
Small	1,930,001	864,181	1,065,820	44.8%
Large	20,958	9,091	11,867	43.4%

Figure 1 shows the proportion of small and large customers in Queensland on market contracts over the 18 months since the commencement of FRC. At the end of the March quarter 2009, the percentage of small customers on market contracts (44.8%) exceeded that of large customers (43.4%) on market contracts for the first time since the commencement of FRC.

Figure 1: Customers on Market Contracts in Queensland as at 31 March 2009



Note: Some caution must be exercised when interpreting these statistics as a measure of the extent of competition in the electricity market. The number of customers moving to market contracts, shown above, includes transfers between retailers as well as internal transfers (customers who have moved from a regulated contract to a market contract but remained with the same retail entity).