



MARKET AND NON-MARKET CUSTOMERS AS AT 31 DECEMBER 2007

Introduction

Clause 8.5.1(b) of the Electricity Industry Code requires the Queensland Competition Authority 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.

For some large electricity customers, the option to choose their electricity retailer commenced in 1998. However, for the majority of customers, such as residential customers, full retail competition and the option to choose only came into effect on 1 July 2007.

Customer numbers

Small customers

As at 31 December 2007, 174,703 small customers were on market contracts. These customers represented 9.2 per cent of the 1,897,848 small customers in Queensland. This compares with 3.1 per cent of small customers on market contracts as at 30 September 2007. During the December quarter 2007, nine electricity retailers provided market contracts to small customers, the same as in the previous quarter.

Large customers

There were 6,777 or 33.7 per cent of the 20,087 large customers on market contracts as at 31 December 2007, compared to 33.9 per cent as at 30 September 2007. The slightly lower proportion of large customers on market contracts between quarters reflects the net impact of an additional 15 large customers in total but 35 fewer large customers on market contracts (that is, more large customers in total but of less on market contracts).

During the December quarter 2007, 10 electricity retailers provided market contracts to large customers (unchanged from the previous quarter).

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 31 December 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.