

## Notice to customers of Jackgreen International Pty Ltd

At 9pm Friday 18 December 2009, the Australian Energy Market Operator (AEMO) announced that it had suspended Jackgreen International Pty Ltd (Jackgreen) from trading in the National Electricity Market under clause 3.15.21(f) of the National Electricity Rules. The suspension will take effect from midnight (AEST) 18 December 2009.

No other electricity retailer is affected by this suspension. The supply of electricity to all electricity customers in the Queensland electricity market will be maintained.

It is understood that Jackgreen has around 17,500 small electricity customers in Queensland.

Queensland customers of Jackgreen will be automatically transferred from 00:00 hours on 19 December 2009 to Origin Energy unless they are in Country Energy's small retail area in the south of Queensland, in which case they will be transferred to Country Energy. Transfers will occur automatically and customers are not required to do anything to ensure their continuity of supply. The transfers from Jackgreen will be made by AEMO.

Any customer who has entered into an agreement with Jackgreen for supply from 9pm on 18 December 2009 will remain with their existing retailer.

Under the Retailer of Last Resort Scheme, customers transferred from Jackgreen will be taken to have automatically entered into a retail contract with either Origin Energy or Country Energy. Over the next few days, Origin Energy and Country Energy will be contacting the affected customers of Jackgreen who have been transferred to them, with details of the contract arrangements under the Retailer of Last Resort scheme.

It is important for customers to note the price arrangements under these contracts. For small customers (those who consume less than 100MWh a year, which includes households and most small businesses) the price will be the notified price that is set by Government. For large customers (those who consume more than 100MWh a year) the price will be based on the National Electricity Market spot market price. Customers are advised to contact a retailer of their choice as soon as possible to investigate whether more attractive pricing arrangements are available. A list of the electricity retailers operating in Queensland can be found at:

[http://www.qca.org.au/electricity-retail/retail\\_list/](http://www.qca.org.au/electricity-retail/retail_list/)