



MARKET AND NON-MARKET CUSTOMERS AS AT 31 March 2008

Introduction

Clause 8.5.1(b) of the Electricity Industry Code requires the 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 providing 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 March 2008, 223,223 small customers were on market contracts. These customers represented 11.7% of the 1,907,181 small customers in Queensland. This compares with 9.2% of small customers on market contracts as at 31 December 2007.

During the March quarter 2008, nine electricity retailers provided retail services to small customers under market contracts, the same as in the previous quarter.

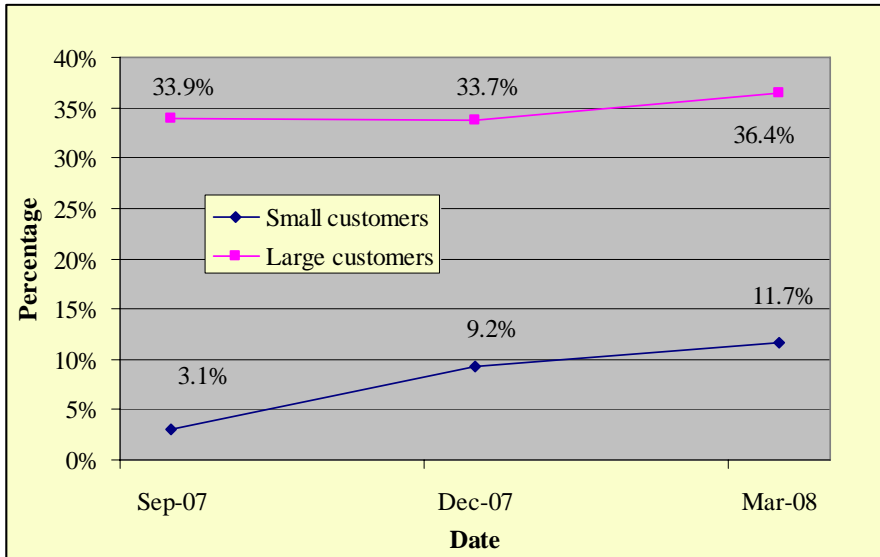
Large customers

There were 7,214 or 36.4% of the 19,830 large customers on market contracts as at 31 March 2008, compared to 33.7% as at 31 December 2007. The higher percentage of large customers on market contracts reflects, amongst other things, the longer period that retail competition has operated for large customers in Queensland.

During the March quarter 2007, 11 electricity retailers provided retail services to large customers under market contracts, compared to 10 electricity retailers in the previous quarter.

The following graph shows how the percentage of Queensland customers on market contracts has changed since reporting began under the Code.

Customers on Market Contracts in Queensland



Limitations of the data

One retailer is currently unable to exclude incomplete transfers from its reported data due to a data recording problem. In normal circumstances, the data should only include completed customer transfers. The Authority expects to receive corrected data when the June quarter 2008 data is reported.