

**QUEENSLAND TREASURY**  
***Electricity Act 1994***  
**SECTION 89B DIRECTION**  
**to the Queensland Competition Authority**

As the Treasurer, Minister for Energy and Minister for Home Ownership, pursuant to section 89B(1) of the *Electricity Act 1994* (the Act), I hereby direct the Queensland Competition Authority (QCA) to continue to monitor the operation of the retail electricity market for residential and small business customers in the designated retail market area (Energex distribution area), and provide an annual written report for each financial period.

**TERMS OF REFERENCE**

**Matters to consider**

1. In accordance with section 89B(2)(a) of the Act, these Terms of Reference apply for each financial year reporting period, during the period that this direction remains in force, with each period commencing 1 July and ending 30 June.
2. In accordance with section 89B(4) of the Act, the QCA is to include in its report a comparison and assessment of the following:
  - a. retailers' standing offer bills and generally available market offer bills', incorporating fixed and variable charges, which were available to customers in the reporting period (on a quarterly and annual basis). Where relevant, a comparison of the lowest, highest and average bills for each retailer is to be provided
  - b. variations to retailers' generally available market offer bills. incorporating fixed and variable charges that were available to customers in the reporting period
  - c. the types of discounts and savings generally available to customers in the reporting period, including an assessment of the total number of customers who actually received a discount
  - d. retailers' fees and charges relating to the sale of electricity to customers on standard and market retail contracts in the reporting period including an assessment of the total number of customers who actually paid such fees or charges.
  - e. Number of customers receiving the Queensland Government electricity rebate only:
    - i. the number of customers on standing offers and market offers, for each retailer
    - ii. the change in the number of customers on standing offers for each retailer compared to the previous reporting period
    - iii. the standing offer prices and market offer prices paid by customers, and any trends in the prices paid.
  - f. for customers participating in a retailer hardship program or accessing support via the Home Energy Emergency Assistance Scheme in the reporting period, who may also be receiving the Queensland Government electricity rebate:
    - i. the number of customers on standing offers and market offers, for each retailer
    - ii. the change in the number of customers on standing offers for each retailer compared to the previous reporting period
    - iii. the standing offer prices and market offer prices paid by customers, and any trends in the prices paid.
  - g. feed-in tariffs available to residential and small business electricity customers with solar PV systems in the reporting period:
    - i. lowest, highest and average feed-in tariffs between retailers
    - ii. any trends in relation to retailers' feed-in tariffs in and between the reporting period and preceding reporting periods
    - iii. any comment on the emergence of new and/or innovative feed-in tariff structures.
3. In accordance with section 89B(4)(c) of the Act, the QCA is to provide comment on:

- a. the emergence of new retail tariff structures and retail electricity plans in the reporting period
  - b. the number of customers that switched to a better plan of their retailer
  - c. the number of customers who remain on legacy offers
  - d. the number of vulnerable or hardship customers who have been charged additional fees and charges
  - e. the prevalence of non-financial incentives in retail electricity offers in the designated retail market area in the reporting period
  - f. whether the outcomes observed in the designated retail market area in the reporting period are broadly consistent with a competitive retail market
  - g. any significant issues that have emerged in the designated retail market area in the reporting period.
  - h. The impact the default market offer, as set by the Australian Energy Regulator, has had on the competitiveness and function of the retail market of south east Queensland.
  - i. The impact of any relevant rule changes on the retail market and retail offers being made available to customers.
4. The Minister may request in writing for any given reporting year, additional or alternative matters of significance be monitored and reported on, relating to the operation of the retail electricity market in the designated retail market area for residential and small business customers.

#### **Timing**

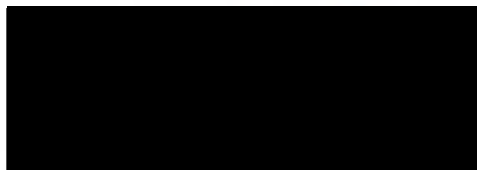
5. The QCA is to provide a final report for each reporting period by 20 December of the year in which the reporting period ends, in accordance with section 89B(2)(b) of the Act.
6. In accordance with section 89B(2)(c) of the Act, the QCA is to publish the report on the QCA website by 21 December of the year in which the reporting period ends.

#### **Revocation**

7. The following direction notice and request issued to the QCA are revoked:
  - a. the direction notice issued on 17 February 2017 under section 253AA of the Act to monitor and provide a written report on solar feed-in tariffs annually
  - b. the request issued on 14 December 2023 to include information in future market monitoring reports on the number of households and small businesses in SEQ which remain on legacy market offers that are now above the default market offer.
8. Unless earlier revoked in writing, this direction notice, as originally given or as subsequently amended (in accordance with section 4 above), remains in effect until revoked by written notice.

This direction is made by **The Honourable David Janetzki MP**, Treasurer, Minister for Energy and Minister for Home Ownership.

**Signed:**



The Honourable David Janetzki MP  
**Treasurer**  
**Minister for Energy**  
**Minister for Home Ownership**

**Dated:** 13/6/26