

Frequently asked questions

Retailer of Last Resort scheme

QEnergy Limited (ACN 120 124 101)

On Thursday the 15th of June 2023, an order was made in the Supreme Court of Queensland for the winding up of QEnergy Limited (**QEnergy**). An order made for the winding up of a retailer or a resolution passed for the winding up of a retailer constitutes a RoLR event in accordance with the definition of RoLR event in section 122 of the National Energy Retail Law.

If you are a customer of QEnergy, you will not be disconnected.

The Australian Energy Regulator (**AER**) has the power to appoint a new retailer to you under the RoLR scheme.

Your electricity will continue to be supplied by another retailer without you having to do anything.

About the retailer

1. Who is my new retailer?

You will be transferred automatically to the retailer of last resort in your area

For customers of QEnergy, these are the new retailers:

State	Distribution system	New retailer
Queensland	Energex	Origin Energy
	Ergon	Origin Energy
	Essential Energy	Origin Energy
South Australia	SA Power Networks	Origin Energy
New South Wales	Endeavour Energy	Origin Energy
	Essential Energy	Origin Energy
	Ausgrid	Energy Australia

An old electricity bill may tell you who your distributor is (this will not change). If you need help to work out who your new retailer is, please call the AER on (02) 6243 3065.

2. Do I need to contact my new retailer, or will they contact me?

You can expect your new retailer to contact you, usually by mail, within about five weeks, (mid-late July 2023). You do not have to contact your new retailer yourself, but in some cases, it is a good idea.

Contact details for your new retailer

Retailer	Website	Phone number
EnergyAustralia	www.energyaustralia.com.au	133 466
Origin Energy	www.originenergy.com.au	13 24 61

3. What price will my new retailer charge?

If you are a residential customer or a small business customer, your new retailer must charge you the standing offer tariff (subject to any RoLR cost recovery arrangements), which is the prices that a retailer offers under a standard retail contract. The standing offer tariff may be more than the price you were being charged under a market retail contract that you negotiated with QEnergy.

For large customers, the price payable will be your new retailer's default pricing or any competitive market offer they might make you.

In some states, the standing offer tariffs have been approved by an independent regulator or government.

4. Can I change to a different offer or a different retailer?

Your new retailer must automatically charge you the standing offer tariff (if you are a small customer), but when you become their customer, you can ask them about their market contracts, which may be cheaper than their standing offer.

You can also change to a different retailer. Visit our energy price comparison website, [Energy Made Easy](#), to compare offers from all of the retailers in your area.

If you do nothing, after three months you will be transferred onto the retailer's standard contract.

You can transfer anytime from your new retailer to another retailer of your choice and the transfer should happen within the same timeframe as any other transfer.

5. What if I have special requirements for life support equipment?

You should contact your new retailer **urgently** to advise that you have life support equipment, even if you have previously advised QEnergy. You will need to provide your new retailer with confirmation from a medical practitioner. The new retailer must then register you as having life support equipment at your premises and make sure that your distributor is aware of this.

Billing and payment arrangements

6. Will I receive a final bill from QEnergy?

You should receive a final bill from QEnergy or its insolvency official for any energy you used up until you were transferred to your new retailer. Your new retailer will bill you for any energy you use after you were transferred to them. The new retailer's prices will apply from the date that you become their customer.

7. I was paying QEnergy by direct debit. Will my direct debit automatically cease?

QEnergy has an obligation under the Retail Law to take steps to cancel direct debit authorisations. You should contact your financial institution to confirm that the direct debit arrangement with QEnergy has been cancelled. If you wish to pay your new retailer by direct debit, you will need to set up new direct debit arrangements with them.

8. I was paying QEnergy by Centrepay deductions. Will my Centrepay deductions automatically cease?

QEnergy has an obligation under the Retail Law to take steps to cancel Centrepay deductions. You should contact Centrelink to confirm that Centrepay payments to QEnergy have been cancelled. If you wish to pay your new retailer by Centrepay, you will need to set up new arrangements with Centrepay.

9. I was participating in QEnergy's hardship program. Can I continue this arrangement?

We recommend that you contact your new retailer to advise that you were on a hardship program, and to talk to your new retailer about your eligibility for payment plans or other assistance. Your new retailer has an AER approved hardship policy in place to assist customers who are experiencing financial difficulty or who are otherwise having trouble paying their bill.

10. I was on a payment plan with QEnergy. When QEnergy sends the final bill, can I pay the outstanding amount in instalments?

Yes. QEnergy must continue with the payment plan relating to amounts you are owing as at the date QEnergy failed.

11. QEnergy required me to pay a security deposit when I signed up with them. Can I get it back?

Yes. QEnergy or its insolvency official is required to refund any security deposit (including any interest accrued on that deposit) without any deduction other than in respect of energy consumed (but not paid for) before the date of the retailer's failure.

12. I owe money to QEnergy and was not on a payment plan. Do I still need to pay my debt?

You will still need to pay QEnergy for any energy that you consumed while they were your retailer. If you are not able to pay off the debt in full, you may contact QEnergy and request a payment plan. However, QEnergy or its insolvency official is not required to set up a payment plan with you.

13. I have outstanding credit from bill smoothing arrangements or made advance payment amounts towards my energy bill to QEnergy. What happens now?

QEnergy is required to apply those amounts to the payment of your account, but only insofar as that payment is for energy consumed before you were transferred to your new retailer. Any remaining balance is required to be repaid to you. However, if QEnergy is in or goes into liquidation, you may only receive some or none of the money owed.

14. I had a solar feed-in tariff arrangement with QEnergy. What happens to any credits or payments I am owed under the feed-in tariff arrangement I had with QEnergy?

If you had a feed-in tariff arrangement with QEnergy, and they owed you credits or payments from the feed-in tariff arrangement before they failed, then QEnergy is still required to apply those credits to your account or pay you the outstanding amount in accordance with the terms of the

feed-in tariff arrangement. However, if QEnergy is in, or goes into liquidation, you may only receive some or none of the money owed.

Your new retailer must, after the transfer date, comply with the feed-in tariff arrangement for the relevant jurisdiction that you are in.

15. I was disputing my last bill with QEnergy and they said they would look at it. What will happen now?

You should still contact QEnergy or its insolvency official as they should have processes for handling unresolved customer complaints. If you have contacted them and you are dissatisfied with the outcome, you should contact the energy ombudsman in your state or territory.

State or Territory	Ombudsman	Website	Phone number
New South Wales	Energy & Water Ombudsman NSW	www.ewon.com.au	1800 246 545
Queensland	Energy and Water Ombudsman Queensland	www.ewoq.com.au	1800 662 837
South Australia	Energy & Water Ombudsman SA	ewosa.com.au	1800 665 565

16. I have paid QEnergy in whole or part for a service order with my distributor (e.g. special meter read). What happens now?

You do not have to pay for the service order again. Your new retailer may place the order with the relevant distributor or, if the order has been placed by QEnergy, your new retailer will take steps to ensure its completion. You should speak directly to your new retailer regarding the status of your service order.

17. I had credit on my prepayment meter / card-operated meter when QEnergy failed. Are they required to refund the amount owing?

Yes. The value of any credit remaining in the prepayment meter / card-operated meter system account at the time you were transferred to your new retailer must be returned by QEnergy to you without any deduction.

Your new supply arrangements (prices and contracts)

18. I had a solar feed-in tariff arrangement with QEnergy. Will I have a feed-in tariff arrangement with my new retailer?

Under some feed-in schemes, minimum feed-in tariff amounts are mandated. Your new retailer will determine your eligibility for feed-in tariffs based on information they receive from your distributor. To preserve your eligibility, you should ensure that your name remains on the electricity account for your premises.

If you were switching when QEnergy failed

19. I was in the process of transferring from QEnergy to a different retailer at the time QEnergy failed. Who will I be transferred to?

Provided that your chosen new retailer had commenced the transfer process within the market systems before QEnergy failed, your transfer to your chosen new retailer will be fast-tracked so that you do not transfer to a RoLR. If your chosen new retailer had not commenced the transfer process within the market systems before QEnergy failed, you will be transferred to a RoLR, and your chosen retailer will need to arrange for you to transfer to them.

20. I was in the process of switching to QEnergy at the time they failed. Who will I be transferred to?

If you were in the process of transferring to QEnergy, this transfer will not be completed. You will remain a customer of the retailer you were in the process of transferring away from, on your current contract. Your retailer will send you a letter to confirm this.

Information on large and small customers

21. How do I know if I am a “small” customer?

If you are a residential customer, you will be a small customer. Many small businesses will also be small customers, however the threshold (based on energy consumption) for small customers varies across jurisdictions for electricity customers.

If you're not certain whether you're a “small” customer or a “large” customer, you should check with your new retailer.

22. I am a large customer – what RoLR arrangements have been made for me?

Unless you are a large electricity customer that had already advised the AEMO of your nominated RoLR before QEnergy failed, a RoLR has been appointed for you.

Your new retailer (a RoLR) has published the terms and conditions of your energy supply on its website. These terms and conditions must be fair and reasonable. You should check as soon as possible what terms and conditions apply to your energy supply. If you would like assistance to work out who your new retailer is, please call the AER on (02) 6243 3065.

Your new retailer should contact you, usually by mail, within around five weeks of the date your energy retailer failed.

You can transfer anytime from your new retailer to another retailer, or negotiate a retail contract with your new retailer. If you do not terminate the supply arrangements with the RoLR, or if you do not enter into a retail contract with the RoLR, they may terminate the supply arrangements after a period of 6 months.

Information for 'on-market' embedded network customers

23. I'm in an embedded network but have an energy only arrangement with QEnergy. What happens to my supply?

You will be transferred to a new retailer without you having to do anything.