

Frequently asked questions

Retailer of Last Resort event

Weston Energy Pty Ltd (ACN 142 392 738)

With effect from 6 am on 24 May 2022, Weston Energy was suspended from wholesale gas markets for failing to meet its prudential requirements with the Australian Energy Market Operator.

The Australian Energy Regulator has the power to appoint a new retailer to you under the Retailer of Last Resort scheme.

Customers of Weston Energy can contact the AER Retailer of Last Resort Infoline on 02 6243 3065.

This information is for Weston Energy's gas customers in South Australia, the Australian Capital Territory, New South Wales and Queensland. If you are a customer of Weston Energy in Victoria or Tasmania, you have similar protections but the event is managed by Victoria's Essential Services Commission (ESC), not the AER. For assistance contact ESC (phone on +61 3 9032 1300 or 1300 664 969, or email energy.enquiries@esc.vic.gov.au), or Tasmania's Office of the Tasmanian Economic Regulator (phone 03 6145 5899).

Weston Energy customers transferred to other retailers

Some of Weston Energy's gas customers may have previously advised AEMO of their nominated retailer before Weston Energy failed or made other arrangements to switch in recent days.

Unless other arrangements were in place, gas customers of Weston Energy have been transferred to the nominated Retailer of Last Resort in their area (see table below), with effect from the transfer date of 24 May 2022

If you were a customer of Weston Energy and you have been transferred under a deemed arrangement, your new retailer's prices will apply from the time you became their customer. You should check as soon as possible what terms and conditions apply. This information will be published on the retailer's website. The terms and conditions must be fair and reasonable.

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

You should receive a final bill from Weston Energy for any energy you used up until you were transferred to your new retailer (24 May 2022). You are liable to pay for your energy use up until the transfer date.

The termination of contracts for the sale of energy between your business and Weston Energy does not affect any rights and obligations that have already accrued under those contracts, but Weston Energy is not able to charge former customers any early termination charge.

Default Retailers of Last Resort

| State | Distributor | Retailer | Website | Phone |
|------------------------------|--|---------------|---------------------|--------------|
| New South Wales | Jemena Gas Networks | AGL | Agl.com.au | 1300 001 047 |
| | Australian Gas Networks (NSW) Pty Ltd | Origin Energy | Originenergy.com.au | 13 23 34 |
| | Central Ranges Pipeline Pty Ltd | Origin Energy | Originenergy.com.au | 13 23 34 |
| | Australian Gas Networks (Albury) Ltd | Origin Energy | Originenergy.com.au | 13 23 34 |
| Australian Capital Territory | ActewAGL Distribution | ActewAGL | Actewagl.com.au | 13 14 93 |
| Queensland | Allgas Energy Pty Ltd distribution system (including northern NSW) | AGL | Agl.com.au | 1300 001 047 |
| | Australian Gas Networks Limited | Origin Energy | Originenergy.com.au | 13 23 34 |
| South Australia | Australian Gas Networks Limited | Origin Energy | Originenergy.com.au | 13 23 34 |