

**ELECTRICITY ACT 1994**  
**Section 89B(1)**

**MINISTER'S DIRECTION NOTICE**

Pursuant to section 89B(1) of the *Electricity Act 1994* (the Act), I hereby direct the Queensland Competition Authority (the QCA) to monitor and provide an annual written report on the operation of the retail electricity market in the designated retail market area (Energex distribution area) for residential and small business customers for each financial year from 1 July 2020 to 30 June 2025.

The following are the Terms of Reference of this direction:

**Terms of Reference**

1. In accordance with section 89B(2)(a) of the Act, these Terms of Reference apply for each of the next five financial years, each for the period commencing 1 July and ending on 30 June (five reporting periods).
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<sup>1</sup>, 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;
  - d. retailers' fees and charges relating to the sale of electricity to customers on standard and market retail contracts in the reporting period, including joining and early termination charges;
  - e. any trends in relation to retailers' standing offer bills and generally available market offer bills, each weighted by retailer market share, available to customers in the reporting period and over time (i.e. since 1 July 2015);
  - f. for those customers that were participating in a retailer hardship program or receiving the Queensland Government's electricity rebate or support via the Home Energy Emergency Assistance Scheme (HEEAS) in the reporting period:
    - i. the number of customers on standing offers and market offers, for each retailer<sup>2</sup>;
    - ii. the change in the number of customers on standing offers for each retailer<sup>4</sup>, compared to the previous reporting period; and
    - iii. the standing offer prices and market offer prices paid by customers, and any trends in the prices paid.

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<sup>1</sup> Published on the Australian Energy Regulator's *Energy Made Easy* website.

<sup>2</sup> As published in the Australian Energy Regulator's retail energy market performance data.

3. In accordance with section 89B(4) of the Act, the QCA is to provide comment on:
- a. the emergence of new types of retail tariff structures and retail electricity plans in the reporting period;
  - b. the prevalence of non-financial incentives in retail electricity offers in the designated retail market area in the reporting period;
  - c. whether the outcomes observed in the designated retail market area in the reporting period are broadly consistent with a competitive retail market; and
  - d. any significant issues that have emerged in the designated retail market area in the reporting period.
4. The Minister may from time to time request in writing the monitoring of and inclusion in an annual report additional matters of significance relating to the operation of the retail electricity market in the designated retail market area for residential and small business customers.

#### **Timing and publication of report**

5. In accordance with section 89B(2)(b) of the Act, the QCA must provide me with a final version of each written report for each reporting period no later than 20 December of the year in which the reporting period ends.
6. In accordance with section 89B(2)(c) of the Act, the QCA must publish each report on the QCA website by 21 December of the year in which the reporting period ends.

#### **Revocation**

7. All earlier direction notices issued to the QCA under section 89B(1) of the Act to monitor and provide an annual written report on the operation of the retail electricity market in the designated retail market area for residential and small business customers are revoked.
8. Unless earlier revoked in writing, this direction notice ceases upon the publication of the final report prepared under this notice.

DATED this 27 day of June 2021.

SIGNED by the Honourable )  
MICK de BRENNI MP )  
Minister for Energy, Renewables and Hydrogen  
Minister for Public Works and Procurement



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(signature)