

MEDIA RELEASE

Consumers urged to shop around for the best electricity deal

21 December 2022

The Queensland Competition Authority's latest annual monitoring report on south-east Queensland's (SEQ) retail electricity market has found average residential and small business electricity prices increased in 2021–22, primarily due to increases in wholesale energy costs.

QCA Chair Professor Flavio Menezes said that while retail prices have increased over the year, on average 8.9% for residential and 2.7% for small business flat rate customers, consumers who remained active and engaged with the market were best placed to find the most competitive offer for their circumstances.

"Some retailers had market offers available in the June quarter of 2022 that resulted in a lower bill for the typical SEQ customer than the cheapest plan they had available a year earlier."

Professor Menezes said the SEQ retail electricity market remained competitive in 2021–22, and retailers continued to compete on price.

"There are still a variety of retailers and plans to choose from. Prices vary substantially between retailers, and often even between different plans offered by the same retailer.

"Retailers also continued to compete by differentiating their products and tailoring them to customers' preferences, as can be seen from the new retail plans and incentives that emerged.

"We encourage customers to use the Australian Government's Energy Made Easy website when shopping around, as it is a free, simple way to see whether you can find a better deal. All customers need is their latest electricity bill."

Customers who require help using the Energy Made Easy website can call the AER Infoline on 1300 585 165. If a customer is experiencing difficulties paying their electricity bill, they should contact their retailer and discuss their situation, as assistance is available.

The market monitoring report for 2021–22, which outlines the findings in more detail, is available on the QCA [website](#).

In regional Queensland, most customers do not have competing retailers to choose from in the retail electricity market. As a result, the QCA sets prices, as directed by the Queensland Government. More detail on regional electricity prices is available on the QCA [website](#).

Media enquiries: Cole Lawson Communications, 07 3221 2220