



Some people pay for their electricity through a third party. This is known as an 'on-supply' arrangement. Here is some information on protections and assistance for on-supply customers in Queensland.

## Am I an on-supply customer?

On-supply arrangements are common in caravan parks, boarding houses, converted motels, retirement villages, nursing homes and some units.

In many of these situations, your landlord, property manager, park owner or body corporate is your 'on-supplier'. This means that they have an account with an electricity retailer and they pass the charges on to you.

## What do I need to pay?

You will still receive an electricity bill from your on-supplier or from their representative.

You can be charged for the electricity you use plus any costs that your on-supplier has incurred in supplying electricity to you. These costs may vary with different suppliers.

You can only be charged for the actual costs incurred. Your on-supplier cannot profit from supplying electricity to you.

The way that charges are applied can vary. This should be set out in your tenancy agreement or body corporate agreement.

- Some on-suppliers install their own meters to measure your electricity usage and charge you accordingly.
- Others may measure the usage across the shared property and charge each resident a proportion of the total.
- You may also need to contribute to the cost of the electricity used in common areas.

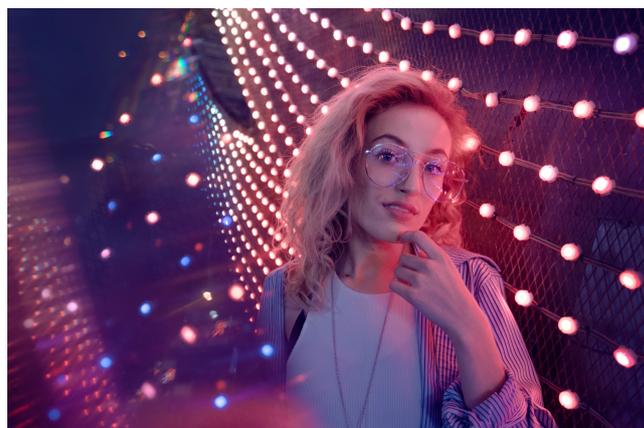
## What do I need to know?

You can't choose your electricity retailer. It's up to your on-supplier to choose the company and type of contract.

You may not be able to access feed-in tariff payments from solar panels installed on the premises.

You can't access the dispute resolution service provided by the Energy and Water Ombudsman Queensland (EWOQ).

If you have difficulty paying your bill, your on-supplier must meet the same obligations as an energy retailer. They must offer you a payment plan and provide access to relevant government concessions.



## What questions do I ask?

Before you move in to a home with an on-supply arrangement find out:

- What are the fixed and variable prices you will be charged for electricity?
- How do those prices compare to other prices on the market?
- How will bills be issued and what payment options are available?
- What is the process if you have difficulties paying your bill?
- Are there any other fees such as meter reading fees or meter rental?
- If there are solar panels are you entitled to any feed-in tariff payments?

## Accessing concessions and hardship assistance

The Queensland Government offers a range of concessions to assist some households with the cost of energy.

As an on-supply customer you can access concessions if you receive a bill from your on-supplier based on your metered consumption.



If you are eligible for a concession, notify your on-supplier. They must apply on your behalf and take the rebate from your bill.

## Where can I get help?

If you have questions or are having difficulty paying your bill, the first step is to contact your on-supplier. They must provide information and help you to get assistance.

If you have a complaint or dispute with your on-supplier you have some options:

- If you are a tenant or rent a site in a caravan park, contact the Residential Tenancy Authority (RTA). The RTA has a free and impartial dispute resolution service to help parties exchange information and resolve disputes. Call 1300 366 311 or visit [rta.qld.gov.au](http://rta.qld.gov.au)
- For tenancy advice, support or individual advocacy contact Tenants Queensland on 1300 744 263 or visit [tuq.org.au](http://tuq.org.au)
- If you own a manufactured home or live in a retirement village contact the Park and Village Information Link on 07 3214 6333 or visit [caxton.org.au](http://caxton.org.au)
- If you rent or own a residential premise under a body corporate, contact the Body Corporate and Community Management dispute resolution service on 1800 060 119 or visit [justice.qld.gov.au](http://justice.qld.gov.au)
- For all other on-supply enquiries contact the Department of Natural Resources, Mines and Energy on 13 43 87 or visit [dnrme.qld.gov.au/energy](http://dnrme.qld.gov.au/energy)

## Useful links

Community Door  
Queensland Government  
Residential Tenancy Authority  
Tenants Queensland  
Caxton Legal Centre

[communitydoor.org.au/energy](http://communitydoor.org.au/energy)  
[qld.gov.au](http://qld.gov.au)  
[rta.qld.gov.au](http://rta.qld.gov.au)  
[tuq.org.au](http://tuq.org.au)  
[caxton.org.au](http://caxton.org.au)