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FORMER JACKGREEN CUSTOMERS TRANSFERRED TO NEW ENERGY RETAILERS

Former Victorian electricity customers of Jackgreen International Pty Ltd have been transferred to three new electricity retailers after Jackgreen was suspended from participating in the National Energy Market on Friday, 18 December.

The former Jackgreen customers in Victoria will be transferred to Origin Energy, AGL or TRUenergy, depending on the customer address, under the Essential Services Commission's Retailer of Last Resort procedures.

If an energy retailer fails, the Commission has the powers provided by licence conditions made under the *Gas Industry Act 2001* and *Electricity Industry Act 2000* to protect customers by facilitating their transfer to a new retailer.

Jackgreen International Pty Ltd was suspended after it was placed in voluntary administration by its board of directors on 18 December. In Victoria, Jackgreen has around 3000 domestic customers.

Origin Energy, AGL and TRUenergy will be writing to former Jackgreen customers shortly to explain the Commission's approved terms of their supply and to ensure that customers receive full information and advice. The arrangements ensure that Jackgreen customers will continue to receive uninterrupted electricity supply.

However, prices may change with a new retailer and customers may have to pay a one-off administration fee.

If a customer wishes to then enter into a contract with another retailer, they should contact that retailer, which will provide the information they need and arrange the transfer. The Essential Services Commission can provide information on choosing a new retailer and a list of alternative retailers.

The Essential Services Commission can be contacted on 1300 134 575. Alternatively customers can visit www.esc.vic.gov.au

For further information contact:

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