

COMPARE ENERGY OFFERS

IPART operates a free electricity and gas on-line price comparison service, www.myenergyoffers.nsw.gov.au, that lets consumers compare offers from energy retailers in NSW. A complementary phone service is maintained by the Department of Trade and Investment, Regional Infrastructure and Services and is available on 1300 136 888.

IPART's price comparison service is not a commercial energy switching service. It is an independent and free service that makes impartial pricing information on all generally available energy offers for residential and small business energy consumers in NSW. The information includes the rates, contract terms and conditions and an estimated annual bill which should help consumers to make informed decisions about offers that may realise the best value for their circumstances.

IPART does not receive any commission for providing this independent and free service.

There are many commercial energy switching services which may be commission-based and may not represent all energy offers. Energy consumers who use these services are strongly encouraged to enquire:

- ▼ whether all energy offers are represented;
- ▼ whether the services are commission-based ; and
- ▼ whether the service provider has preferred relationships with particular energy retailers, to ensure that they are not missing out on the best deal available for them.

The CEO of IPART, Jim Cox, said "It is important that consumers are aware of all energy offers when making a purchasing decision. 2011 saw a significant increase in energy marketing complaints to the Energy and Water Ombudsman NSW. I am concerned that some consumers may not be aware of the best deal available for their circumstances if they don't have access to full information. This includes details of all energy offers available. I urge consumers considering switching energy suppliers to visit the IPART price comparison service for independent, free and complete information on all generally available energy offers in NSW."

For further information, contact: James Cox PSM, CEO and Full Time Member.

T (02) 9290 8420