



MEDIA RELEASE

John Robertson MLC

Minister for Energy
Minister for Commerce
Minister for Industrial Relations
Minister for Public Sector Reform

December 19, 2009

NSW Government keeps the lights on for Jackgreen customers

All former customers of small energy retailer Jackgreen were automatically transferred across to an alternate retailer overnight following the company's suspension late on Friday.

NSW Energy Minister John Robertson has reassured customers saying there will be no impact on energy supplies and no fee associated with the transfer.

"The switch was automatic and customers did not have their electricity supply interrupted during the transfer," said Mr Robertson.

"The system is designed to ensure that power supply to customers is not affected when market events like this one occur out of the blue.

"The smooth transition of Jackgreen customers to EnergyAustralia, Integral and Country Energy overnight ensured the lights stayed on and customers were not left stranded.

"Affected customers will be contacted by their new retailer in the coming weeks and are not required to take any action until they hear from their new retailer."

Jackgreen International was suspended late on Friday night from the national energy market by the independent market operator, the Australian Energy Market Operator (AEMO), after the company appointed an administrator. Jackgreen had approximately 45,000 energy customers in NSW.

Country Energy, EnergyAustralia and Integral Energy are known as 'Retailers of Last Resort' under a system introduced by the NSW Government in 2002 to deal with situations like this. The system sets up an automatic process to transfer electricity customers to one of these 'Retailers of Last Resort' in the event that a retailer is no longer able to supply its customers.

Customers are distributed according to geographical location. EnergyAustralia covers the Sydney, Hunter and Central Coast regions, Integral Energy covers South West Sydney, Western Sydney, the Illawarra and the Blue Mountains, and Country Energy covers the remaining areas of rural and regional NSW.

Electricity from the new retailer will be charged at the regulated price of a standard contract, set by the Independent Pricing and Regulatory Tribunal (IPART).

Customers who currently receive NSW Government rebates can contact their new retailer to ensure these concessions will continue be applied to their next bill. Customers should also advise their new retailer if they wish to remain as a GreenPower customer and select the amount of GreenPower they wish to purchase.

NSW retailers will be contacting former Jackgreen customers over the next few weeks to complete the switch, update customer information and ensure all rebates and programs are carried forward.

If people would like more information they can visit www.industry.nsw.gov.au/energy or call 1300 136 888.

Contact numbers for the energy retailers are EnergyAustralia 137 219, Integral Energy 131 002 and Country Energy 13 23 56.

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