

Classification of Electricity Customers

Large customers are those that consume more than 100 megawatt hours (MWh) of electricity per annum, which includes large commercial and industrial electricity users as well as many medium to large businesses.

Small customers are those that consume up to 100 megawatt hours (MWh) of electricity per annum, which includes most residential and many small business customers.

Under the *Electricity Regulation 2006*, the distribution entity¹ has responsibility for actually classifying customers as large or small, based on the electricity consumption at the premises. That is, classification of a customer as large or small relates to the particular **premises**.

Once premises have been classified as large or small by a distribution entity, that classification will apply to all future customers at those premises unless the distribution entity reclassifies the premises.

While checking the consumption on your electricity bill² will give you an indication as to whether you are a small or large customer, you can find out your classification by contacting your electricity retailer.

Reclassification of customers

If a customer who is classified as a large customer for particular premises thinks they should be classified as small, the customer may apply to the electricity distribution entity, either directly or through the customer's electricity retailer, for a review of the customer's classification.

The distribution entity must decide the application for reclassification in accordance with the criteria set out in the *Electricity Regulation 2006*, and then must advise the customer and the customer's retailer in writing as to whether or not the customer has been reclassified.

The distribution entity may also review a customer's classification on its own initiative or at the request of the customer's retailer. If the distribution entity changes a customer's classification, the distribution entity must give the customer and the customer's retailer a written notice about the reclassification.

If the customer does not agree with the reclassification decision of the distribution entity, the customer may, within 28 days of the decision, apply to the Queensland Competition Authority for a review of the distribution entity's decision.

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¹ Distribution entities are the businesses that own and operate the poles and wires that deliver electricity to individual customers. In Queensland there are two distribution entities, ENERGEX in south-east Queensland and Ergon Energy in regional Queensland.

² Where electricity consumption on a customer's bill is shown in kilowatt hours (kWh), divide the kWh figure by 1,000 to convert to MWh.