



Energy Retailers Association
of Australia Limited

MEDIA RELEASE

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Suspension of Jackgreen Limited – Retailer of Last Resort provisions

Customers of renewable energy retailer, Jackgreen Limited, can be assured of their electricity supply following the decision of the Australian Energy Market Operator (AEMO) to suspend the company from trading in the National Electricity Market (NEM).

The suspension has triggered “Retailer of Last Resort” (ROLR) provisions across the National Electricity Market (NEM) under which Jackgreen’s 75,000 customers are transferred immediately to a new designated area energy retailer.

Different ROLR arrangements apply in different States, and in differing parts of particular States, but all customers will be contacted by the company who will be taking over their supply. Alternatively members of the public can contact the Australian Energy Market Operator (AEMO) on 1300361011 to find out who will be assuming their supply.

The peak body for energy retailers, The Energy Retailers Association of Australia (ERAA), said today that the Jackgreen situation has arisen for company specific reasons and should not be seen as evidence of any systemic problems in the energy retailing sector.

“ROLR provisions are in place to ensure the public’s reliability of supply is not threatened by commercial problems at particular companies and on behalf of my members I can say that there are not general market issues at present that should give consumers cause for concern”, the Executive Director of the ERAA, Mr Cameron O’Reilly said today.

“Energy retailing is a competitive business and that competition benefits consumers but on occasions, as in other industries, some providers do not succeed.”

“Energy is recognised as an essential service and the industry is unique in having immediate back-up arrangements in the event a company runs in to commercial trouble.”

“The ROLR provisions I’m confident will ensure that Jackgreen’s customers do not suffer any inconvenience as a result of the company being put in to voluntary administration”, Mr O’Reilly said.

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