# Energy in Queensland

Energy is what powers our world. Electricity is the backbone of Queensland’s energy. Nearly everything powered does or can utilize electricity as a fuel source. Gas is the other main form of energy in Queensland; it is usually used for heating or cooking. Like all utilities, electricity and gas have extensive infrastructure to deliver it to where it is needed.

## Queensland’s Electrical Network

The electricity network in Queensland is split between two distinct organisation types: distributor and retailer. A distributor maintains the infrastructure, whereas the retailer sells the energy.  All distributors in Queensland are government owned entities and have clear areas of operations. You cannot choose or change your distribution network.

The Queensland energy grid is split into two distribution zones: the Energex network and the Ergon Energy network, with a small area along the QLD-NSW border being serviced by one of NSW’s distributors called Essential Energy.

### Electricity Distributors:

Energex

Energex supplies electricity to customers in Southeast Queensland.

* Report an emergency please call 13 16 70.
* Report a power outage please call 13 22 96.
* Energex Outage Finder website is <https://www.energex.com.au/outages/outage-finder>

Ergon

Ergon Energy supplies electricity to customers in all other areas of Queensland, except for areas covered by Essential Energy.

* Report an emergency please call 13 19 62.
* Report a power outage please call 13 62 62.
* Ergon Energy Outage Finder website is <https://www.ergon.com.au/network/outages/outage-finder>

Essential Energy

New South Wales energy distributor which supplies areas in and around Goondiwindi (close to the Queensland–New South Wales border).

* Report an emergency or a power outage please call 13 20 80.
* Essential Energy Outage Finder website is <https://www.essentialenergy.com.au/outages-and-faults/power-outages>.

### Electricity Retailers

Since the deregulation of electricity prices in Southeast Queensland, electricity retailers have emerged to service the areas residential, business, and industrial electrical needs. Each retailer is unique in their pricing, plans and areas of service. Outside of Southeast Queensland, the retail electricity market is dominated by the retail arm of Ergon Energy. Like its distribution arm, Ergon Energy retail is government owned and operated. Due to the increased cost of supplying electricity to the regional, rural, and remote areas of Queensland the state government subsidies Ergon Energy.

This subsidy is the difference between the actual cost of supplying customers and the Queensland Competition Authority price of supplying a SEQ customer. Because of this, customers outside of SEQ can receive electricity at similar prices to those within SEQ. There are retailers operating in these areas other than Ergon, but these vary in cost and area of operation.

Since 2019, the amount electricity retailers can charge households and small businesses is capped by the Australian Energy Regulator. The Regulator does not dictate what price electricity must be sold at, instead they enforce a maximum amount each unit of electricity can cost for the average residential customer.

## Electrical Emergencies

In the event of an electrical fire, call 000 and evacuate the immediate area.

Report fallen or sparking powerlines and transformers to your energy distributor.

### Power Outages:

Firstly, assess if the power is out for only your home. This can be done by either listening for neighbours' electronics or checking your breaker box if safe. Inside the breaker box all switches should be in the same position. If one is not, and if you are safe and comfortable to do so flip the differing switch to restore power. If the outage is network wide contact your relevant distributor or check on their website for outages.