

CONSUMER FACT SHEET

Market offers and standing offers explained

Following the release of the *ACT Retail Electricity (Transparency and Comparability) Code* in October 2021, more consumers in the ACT are shopping around for the best plans. To help consumers in their search, this fact sheet explains the difference between standing offers and market offers.

For more information about the Code's reference price, better offer messaging and clear advice requirements, please see our other [fact sheet](#).

What is a market offer?

Most Canberrans are on '**market offers**'. These are advertised plans that you choose or plans that you negotiate with your retailer.

To help consumers compare plans more easily, we require retailers to advertise their offers against the reference price, which represents a standard annual charge for an average ACT consumer.¹

We also require retailers to place a message on bills prompting customers to contact them about what plans it has available and to check out the www.energymadeeasy.gov.au website on bills. Using this website, consumers can enter details about their electricity usage and personal circumstances to better compare plans that might suit their individual circumstances.

What is a standing offer?

A **standing offer** is one that is given to you by default if you don't choose a market offer or negotiate a plan. For example, if you choose a plan which expires after a year, you may then rollover onto a standing offer until you choose a new one.

Each retailer generally has one or more standing offers for different types of electricity consumers.

If you are on a standing offer, you may not be on the best deal available. We recommend contacting your retailer and/or checking the Energy Made Easy website to find the best plan for your needs. Remember to ask the retailer about any terms and conditions that are part of the offer and make sure the retailer explains what they mean for you and how they can affect your bill.

¹ For 2022-23, the representative consumption for a customer without a controlled load is 6,100kWh.