



Electricity

## SA's electricity industry

### Customers in the NEM

This fact sheet provides information for electricity customers that are part of the national electricity market (NEM).

The South Australian electricity supply industry comprises participants in the generation, transmission, distribution and retail sectors. The Essential Services Commission regulates some aspects of participants operations.

#### Generation

Power stations generate electricity for the wholesale market. Generators compete to sell what they produce into the NEM that covers Victoria, New South Wales, the Australian Capital Territory, Queensland and South Australia. The [Australian Energy Market Operator \(AEMO\)](#) manages and facilitates the wholesale electricity market. In addition to local generation, demand for electricity in South Australia may be met by importing electricity from the eastern states over interconnectors.

#### Transmission

Electricity is transported from generators to the distribution system via the high voltage transmission network. This network, which includes the interconnectors linking the SA and

Victorian markets (Heywood and Murraylink), is operated and managed by [ElectraNet](#).

#### Distribution

[SA Power Networks](#) operates and manages the distribution network and is responsible for the transport of energy from the transmission network through the network of poles, wires, substations and transformers, to customers' premises.

#### Retail

Electricity retailers buy electricity through the NEM and sell it to residential and business customers. Electricity retailers pay fees to network service providers (transmission and distribution companies) for transporting the electricity they sell to customers. If you switch electricity retailer:

- ▶ your electricity distribution does not change
- ▶ the quality and reliability of your supply will not change, and
- ▶ you do not need a new meter.

The [Australian Energy Regulator's \(AER\)](#) website contains a list of authorised electricity retailers and details on consumer protections in the NEM.

The AER can be contacted by calling 1300 585 165 or by email at [aer inquiry@aer.gov.au](mailto:aer inquiry@aer.gov.au).

The Essential Services Commission is an independent statutory authority with functions in a range of essential services including water, sewerage, electricity, gas, rail and maritime services, and also has a general advisory function on economic matters. For more information, visit [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au).

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