



# Frequently Asked Questions

## MyFuel NT

[www.MyFuelNT.nt.gov.au](http://www.MyFuelNT.nt.gov.au)

From 1 November 2017, new requirements for fuel price boards come into effect.

Below are answers to some frequently asked questions about the new requirements.

### **Why is there a new fuel price standard in the Northern Territory**

Amendments to Part 11 of the *Consumer Affairs and Fair Trading Act* and new Consumer Affairs and Fair Trading (Fuel Retailers) Regulations 2017 establish a Territory-wide mandatory retail fuel price reporting scheme and include new fuel price board standards.

These changes aim to improve transparency of fuel prices and protect consumers from confusing information as they make decisions in traffic. Requiring all retailers to display non-discounted prices helps motorists to make more informed decisions before buying fuel.

### **Can a service station price board advertise a discounted price?**

No. The new law bans fuel retailers from displaying discounted fuel prices that are only available to the consumer if they have specific discount docket. Instead, fuel price boards must display the full price of fuel to motorists.

However, fuel retailers will still be able to advertise a special offer – such as 4 cents off per litre of fuel – but not the price that consumers would pay once that discount is applied.

### **Can shopper docket discount schemes still operate?**

Yes, service stations can still offer and accept discounts with shopper dockets but the discounted price cannot be displayed on the price board.

### **What happens if a service station is not compliant after 1 November 2017?**

NT Consumer Affairs may take enforcement action against non-compliant service stations.

### **What are the penalties for non-compliance?**

Retailers in breach of the new fuel price board standards can face maximum penalties of more than \$3,000.

### **What does a member of the public do if they see a non-compliant service station?**

Report the details of the service station and location along with photographic evidence of the price board to NT Consumer Affairs by email to [consumer@nt.gov.au](mailto:consumer@nt.gov.au)

### **Do service stations require new price boards?**

No, the new law does not require service stations to install a price board if you do not currently have one.

Existing price boards will comply, as long as a discounted fuel price is not shown and the correct current fuel price is displayed in accordance with MyFuel NT.



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[www.consumeraffairs.nt.gov.au](http://www.consumeraffairs.nt.gov.au)