

PRICE MISMATCH – MYFUEL NT – FREQUENTLY ASKED QUESTIONS

What is a Price Mismatch report?

If the price at the pump doesn't match the price you see on the MyFuel NT website, you can submit a 'Price Mismatch' report to Northern Territory Consumer Affairs.

You can also report to Northern Territory Consumer Affairs if:

- price information is reported by a service station on the MyFuel NT website but that fuel type is not available for sale upon arrival at the service station; or
- the fuel type is reported as n/a (not available) on the MyFuel NT website but is available at the service station.

You should first let the service station operator know about the price mismatch/discrepancy before reporting it. If this doesn't resolve the issue, or you're not satisfied with their response, then you can report it.

However, there may be instances where factors outside the control of the service station operator create a discrepancy. For example, the service station may be unable to connect to the internet to update their prices or fuel availability, there could be an issue with the device being used to access MyFuel NT, or the MyFuel NT website may be experiencing service difficulties.

What happens if the price I see in MyFuel NT is different at the service station?

You should not see a different price, as service station operators are required to ensure the price of fuel in MyFuel NT exactly matches the standard price at the pump.

If you do see a price difference, you should first alert the service station operator. If this fails to resolve the issue, or if you are not satisfied with the operator's response, you can lodge a Price Mismatch report with NT Consumer Affairs. A Price Mismatch may be lodged in two ways:

You can submit a Price Mismatch report through the MyFuel NT website or by using the Fuel Price/ Discrepancy Report Form found [here](#).

Submit via MyFuel NT

To lodge a Price Mismatch report directly through MyFuel NT, you can do so while still at the service station. Click here to be directed to the MyFuel NT website: <https://myfuelnt.nt.gov.au/>

- Take photos as evidence of the price mismatch (the service station price signage, the fuel pump display or a copy of the service station receipt showing the price you paid).
- Open MyFuel NT (www.myfuelnt.nt.gov.au).
- Search for the service station you wish to report.
- Select the service station from 'map' view. If you are on 'list' view, select the service station from the list; this will automatically take you to the 'map' view.
- Select 'Price Mismatch? (Report here)' from that service station's display box.
- Enter the price you saw at the pump (Advertised price*).
- Attach photo/s as evidence of the price mismatch.
- Enter your full name, email address, phone number and postcode.
- Tick the 'I'm not a robot' reCAPTCHA checkbox.
- Select Submit. A Price Mismatch reference ID will be generated for your reference.

Submit via the Northern Territory Consumer Affairs Website

If you wish to lodge the report after you have left the service station you can do so by completing a Fuel Price Discrepancy Report Form.

1. Visit the NT Consumer Affairs website.
2. Download/print/complete the Fuel Price Discrepancy Report Form.
3. Ensure all fields are completed.
4. Attach supporting evidence such as photos of the service station price signage, the fuel pump display or a copy of the service station receipt showing the price you paid.
5. Submit it to Northern Territory Consumer Affairs by email, fax or in person as per the details provided on the form.

How does Northern Territory Consumer Affairs deal with reports relating to MyFuel NT?

Northern Territory Consumer Affairs will review each complaint or report received about MyFuel NT. Depending on the circumstances, infringement notices can be issued for non-compliance.

What happens if MyFuel NT shows the fuel type is not available and when I attend the service station it is available?

Service station operators are required to ensure the price or availability status of fuel in MyFuel NT exactly matches the standard price and availability and at the pump.

If you see a difference, you should first let the service station operator know about the discrepancy before reporting it. If this doesn't resolve the issue, or you're not satisfied with their response, you may lodge a 'Fuel Price Discrepancy Report Form' with Northern Territory Consumer Affairs.

What happens if MyFuel NT shows a price for fuel at a service station and when I attend the fuel is not available?

Service station operators are required to ensure the price or availability status of fuel in MyFuel NT exactly matches the standard price and availability and at the pump.

If you see a difference, you should first let the service station operator know about the discrepancy before reporting it. If this doesn't resolve the issue, or you're not satisfied with their response, you may lodge a Fuel Price Discrepancy Report Form' with Northern Territory Consumer Affairs.

*Caution: Observe safety warnings regarding mobile phone use at service stations.

Further information

For further information about the MyFuel NT, please call NT Consumer Affairs on 1800 019 319 or email at consumer@nt.gov.au.