



Frequently Asked Questions

MyFuel NT

www.MyFuelNT.nt.gov.au



What is MyFuel NT and why has it been introduced?

From 1 November 2017, a mandatory retail fuel price reporting scheme came into effect in the Northern Territory. The scheme is administered as MyFuel NT.

The scheme requires all fuel retailers of prescribed fuels to register for the scheme and report standard retail fuel prices and fuel availability through the MyFuel NT website www.myfuelnt.nt.gov.au.

MyFuel NT has been introduced to help improve fuel price transparency and competition in the retail fuel market in the Northern Territory and to assist consumers make better informed fuel purchase decisions.

As a website application, MyFuel NT provides motorists across the Territory with real-time information about fuel prices. It will help find the cheapest fuel, whether in your local area, or any suburb, town or region in the NT, and it will search for the closest and cheapest offering of any particular fuel type.

How do I use MyFuel NT?

MyFuel NT can be found at www.myfuelnt.nt.gov.au and is accessible from any device connected to the internet, including smartphones, tablets, desktop computers and laptops.

User instructions can be found in the MyFuel NT Main Menu by selecting the 'About' tab.

You will also need to enable 'Location services' for the mapping and navigation features of the web app to work correctly on your device. A location services set-up guide can be found in the MyFuel NT Main Menu by selecting the 'Help' tab.

Never use your phone while driving, penalties may apply.

To find the cheapest fuel near you:

1. Enable Location services.
2. Open the MyFuel NT home page.
3. Select the type of fuel of your choice.
4. Leave the default at All Brands or select a brand.
6. Select 'Fuel Near Me'.
7. A map will update to show the price of your selected fuel type at each nearby service station.

To find the cheapest fuel in a particular location:

1. Open the MyFuel NT home page.
2. Enter the name of the suburb /postcode or community/region and select your location choice from the drop down menu.
3. Select the fuel type and/or brand of your choice.
4. Tick the 'remember my settings' checkbox to save your selection for later use.

5. Select Search. Your search results will appear in list view, which defaults to display the cheapest fuel at the top of the list. In list view you can sort by price or distance.
6. Make a selection from the list to see the selected service station's display box in map view. The display box shows the selected fuel price and service station details including a link to its website for further facilities information (if applicable).
7. To see your search results in map view, tap/click the Map icon in the top right corner of the screen. To change from map to list view, tap/click the list icon in the top right corner of the screen.

NOTE: A fuel type may be displayed as n/a (not available) for a number of reasons such as if the service station is temporarily out of stock or a fuel pump malfunction.

Average Price by NT Region

On the home page, The 'Average Price Now' panel provides scrolling data of the average price of any fuel type selected for the nine regions of the NT.

To view the map area of each NT region, simply search as follows:

1. Open the MyFuel NT home page.
2. Select the 'Region' button.
3. Select 'Region' appears in the adjoining field.
4. Select the down arrow on the right of that field or click directly in the field.
6. From the drop down menu select a region.
7. Select the 'Search' button at the bottom of the screen.
8. A list of service stations in the region will appear.
9. Select the 'Map' icon in the top right corner.
10. The region selected appears as the shaded area on the map.
11. You can filter your search by fuel type and brand whilst in map view.

View Pricing Trends

1. Open the MyFuel NT home page.
2. Click on the 'Average Price Now' panel at the top right of the screen.
3. The NT Trends page will display.
4. Scroll to the bottom of the screen and select the fuel type you wish to see trending information for.
5. Select a Region from the drop down menu to display trends for that selected region or for the entire NT average.
6. Select by Week, Month or Year view options from across the top of the page.
7. Select 'Compare Fuels' and the fuel types you wish to compare and select a Region.
8. Options to view by Week, Month or Year for the entire NT average are also available when comparing fuels.

How do I save the MyFuel NT web application icon to my Apple or Android device?

MyFuel NT can be saved on a phone or tablet as a web app. This will give you quick and easy access to MyFuel NT each and every time you are looking for fuel. It is not available to download from the Apple/Android stores.

On Apple devices:

1. Open the **MyFuel NT** web application in your web browser. If you open the web application in another browser, your Apple device will default to Safari for the process of creating the icon.
2. Select the **'Up arrow box'** at the top of the screen.
3. Select the **'Add to Home Screen'** option.
4. Select **'Add'** to complete.

On Android devices:

The process for creating an icon for the MyFuel NT web application varies between the different web browsers and may vary slightly depending on the brand and type of device you have.

Google Chrome

1. Open the **MyFuel NT** web application in Google Chrome.
2. Select the **'three-dot icon'** on the top right of the screen.
3. Select **'Add to Home Screen'** option.
4. Type in the name of the web application if required. This name will appear below the icon on your home screen.
5. Select **'Add'** to complete.
6. The **MyFuel NT** website icon will now appear on your home screen.

Other browsers

1. Open the **MyFuel NT** web application in your web browser.
2. Select the options menu, often (but not always) located in the top right hand corner of the screen.
3. Select the option to create the icon on your home screen.
4. Type in the name of the web application if required. This name will appear below the icon on your home screen.
5. Select **'Add'** to complete if required.

The **MyFuel NT** website icon will now appear on your home screen

Do I need to be connected to the internet to use MyFuel NT?

Yes, you will need to be connected to the internet to see the most up-to-date MyFuel NT information.

My nearest service station isn't listed on MyFuel NT - why not?

If you are searching for a specific fuel type and find that a station near you isn't showing in MyFuel NT, it may be because the service station doesn't sell that particular fuel. Adjust your search to a different fuel type and the station is likely to be listed.

Why is MyFuel NT showing me fuel from another suburb?

The MyFuel NT website is designed to find the cheapest fuel in or near the suburb you have requested. On some occasions, MyFuel NT will show a nearby suburb where the cheapest fuel or types of fuel in use, can be found. You can then decide if you want to drive to the cheapest service station or use a service station closer to your location.

When searching for Unleaded 91 I sometimes get no results?

In some areas of the Northern Territory Low Aromatic Fuel (LAF) will be substituted for regular unleaded fuel (U91). If your search results for unleaded 91 do not appear, adjust your search to Low Aromatic Fuel.

Fuel Price Discrepancies

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 NT Consumer Affairs.

You can also lodge a 'Discrepancy report' with NT Consumer Affairs if:

1. 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
2. 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 is different?

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 on the NT Consumer Affairs website.