

Queensland fuel price reporting trial



FREQUENTLY ASKED QUESTIONS (FAQ)

GENERAL

What is the fuel price reporting trial?

The [Queensland Government's mandatory two-year Fuel Price Reporting trial](#) requires all fuel retailers in Queensland to report their fuel prices within 30 minutes of a price change at the bowser.

From 3 December 2018, the fuel price reporting trial helps motorists find the cheapest fuel prices in their area. Under the two-year trial, all fuel retailers must report their fuel prices within 30 minutes of a price change at the pump.

The scheme enables Queensland motorists to find the cheapest fuel in their area.

The Queensland Government has commissioned an external supplier (the 'Aggregator' known as Fuel Prices QLD) to operate the service that enables fuel retailers to report their fuel prices and for the fuel price to subsequently be made available to fuel price publishers and data consumers.

It is expected that some of the websites and smartphone apps will progressively come on board to publish fuel price information to motorists.

When was the fuel price reporting trial announced?

The Queensland Government first announced the fuel price reporting scheme on [1 May 2018](#).

When did the fuel price reporting trial start?

The trial commences at noon on [3 December 2018](#).

As of 30 November 2018, fuel retailers who have already signed up to the aggregation system are able to report their fuel prices to www.fuelpricesqld.com.au. Please note reported fuel prices before will not be made publicly available until midday 3 December.

RETAILERS

Why must retailers report fuel prices?

Before December 2018 approximately half of the service stations in Queensland made their fuel prices available to existing fuel price reporting websites and apps, meaning there were gaps in the information available to Queensland motorists on these websites and apps.

Requiring all fuel retailers to report their prices and making the fuel price data available to consumer websites and apps fills in the gaps and empowers motivated motorists to get the best deal.

Under the scheme, all fuel retailers must report their fuel prices within 30 minutes of a price change at the pump.

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Which prices must be reported?

Fuel retailers must report the normal fuel price for all fuels offered for retail sale, without applying any discounts.

Must prices for all types of fuel to be reported?

Yes, all types of fuel offered for retail sale must be reported.

Which retailers must report their fuel prices?

The [responsible fuel retailer](#) that must report fuel prices is the entity who decides the retail fuel price for the fuels offered for retail sale at a service station (i.e. the price setter for the site).

Why do retailers need to sign up to the aggregation system?

The Queensland Government has commissioned an external supplier (the 'Aggregator' known as Fuel Prices QLD) to operate the service that enables fuel retailers to report their fuel prices.

All fuel retailers in Queensland must report to Fuel Prices QLD each time they change the price of a fuel. When a fuel retailer signs up at Fuel Prices QLD, they will get their log in details to allow them to update their fuel prices.

How do retailers sign up?

Fuel retailers received an email with information on the ways to sign up to report fuel prices. If you haven't received an email please contact Fuel Prices QLD Support Team by email at support@fuelpricesqld.com.au or by phone on (07) 3858 0027.

What methods can fuel retailers use to report their fuel prices?

Fuel retailers have a number of options available to report their fuel prices. These are:

- by directly reporting your fuel prices via www.fuelpricesqld.com.au.
- by direct data upload via an API (Application Programming Interface) or Flat file (plain text file) to Fuel Prices QLD.
- by direct bulk data upload to Fuel Prices QLD through a fuel retailer appointed third party agent.
- by phone where an internet connection is not available.

Will the Queensland Government cover any extra costs to report fuel prices?

No. The trial was designed in consultation with fuel industry representatives to develop a model which minimises red tape and keeps costs to a minimum. Fuel retailers are responsible for complying with their reporting obligations as part of the trial.

Who was consulted in developing the scheme?

The Queensland Government's scheme was open for public consultation from 29 August to 17 September 2018.

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The Queensland Government also engaged with the Australian Institute of Petroleum, the Australasian Convenience and Petroleum Marketers Association and the Motor Trades Association of Queensland. Formal submissions were also received from fuel retailers and fuel industry representative bodies during the formal public consultation process.

Who has access to the fuel price data?

Organisations who operate or wish to commence fuel price publishing or comparison apps and websites may apply for access to publish the fuel pricing data. Organisations may also apply to be a data consumer. Fuel price datasets will also be published monthly under the Queensland Government's open data initiative.

Is private information included in the fuel price data made available?

No. The data identifies the retail site, fuel type and price. No personal data or contact details are published.

What penalties will apply if a fuel retailer doesn't report their prices?

Fuel price reporting is mandatory and all retailers in Queensland must report their fuel prices under new regulations which start at midday, 3 December 2018.

Fuel retailers will have three months' grace from penalties to get their processes right, and by Easter 2019, will face fines if they do not meet their obligations to update their fuel prices accurately and on time. The maximum penalty for not reporting fuel prices on each occasion is \$2,611 for an individual and \$13,055 for a corporation.

Initially the Queensland Government will adopt an educational approach to fuel retailers which are not meeting their obligations to report fuel prices, before issuing fines or commencing prosecutions.

How will the Queensland Government check that correct fuel prices are entered into the aggregation system?

The Queensland Government is putting in place real time measures to check

Who do I contact regarding the scheme?

Fuel retailers seeking information about how to comply with their reporting obligations should contact the Fuel Prices QLD Support Team by email at support@fuelpricesqld.com.au or phone on (07) 3858 0027.

For information about the scheme please contact the Department of Natural Resources, Mines and Energy Liquid Fuels Policy team at fuelprices@dnrme.qld.gov.au.

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