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**THE LEGISLATIVE ASSEMBLY FOR THE
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FuelCheck Post-Implementation Review: Summary Report

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ACT
Government

FuelCheck Post- Implementation Review

Summary Report

August 2023

FuelCheck Post-Implementation Review: Summary Report

The ACT Government conducted a six-month review of the FuelCheck scheme's operation in the ACT to inform an optimal pathway for its future operation, including whether there is a need to mandate the use of FuelCheck, having regards to its benefits and whether the scheme was being delivered in an optimal way.

Review Outcome

The FuelCheck pilot phase indicates that FuelCheck has brought benefits to both retailers and consumers, by creating greater visibility on petrol pricing to consumers, through real time pricing, compared to that possible when Canberran's had access to near-time fuel pricing information.

- FuelCheck allows motorists to access up-to-minute fuel prices across the ACT and compare prices at various service stations to find the lowest price of fuel for their vehicle needs. As a result, consumers can make educated and informed decisions on how and where they spend their money.
- During the six-month pilot, consumers could enjoy significant saving of, on average, 11 cents per litre on standard unleaded, 16 cents per litre on premium unleaded; and 27 cents per litre on diesel, by using the FuelCheck app to shop around. While prices will vary over a year, a motorist who drives an average of 12,100 kilometres per year could save around \$140-\$200 for a petrol car and \$350 for a diesel car, annually.
- FuelCheck has proven to be popular with motorists, with around 100,000 downloads of the FuelCheck app and 10,000 discrete visits to the FuelCheck website by Canberrans.

Further, the six-month pilot indicated that an opt-in model, where retailers have the choice of participating in FuelCheck to provide real-time pricing to their customers, can be successful.

- Over 95 per cent of ACT service stations signed up to, and remain in FuelCheck.

While participation in FuelCheck in the ACT is voluntary for retailers, it is important to ensure that the prices are uploaded real time. There has been a low level of price mismatch complaints, that is where the price shown in FuelCheck is different to that available at the pump, during the pilot scheme. Retailers were very receptive to acknowledging and addressing issues immediately when they arose.

- In the event of serious non-compliance, retailers can be suspended or removed from the scheme for not providing real-time price information, under arrangements agreed with NSW, or sanctions under the Australian Consumer Law for falsely advertising petrol prices.

Further, the FuelCheck scheme received highly positive feedback from both consumers and retailers. Consumer and retailer surveys on YourSay Conversation indicates that nearly 90 per cent of the consumer responses and all retailer responses demonstrate a satisfactory, or very satisfactory experience in using FuelCheck. In addition, around 90 per cent of consumer respondents indicated that they are likely to continue using the application and to refer the app to others.

Future of FuelCheck in the ACT

The scheme's benefit, coupled with high levels of popularity and low levels of complaints from consumers, highlights its effectiveness and reliability. Given the success of the FuelCheck pilot, the Government has decided to continue the scheme in the ACT without industry specific regulation to compel participation by retailers in FuelCheck.

Consumers who own, or plan to own electric vehicles (EVs) have advised they would like to see EV chargers listed on FuelCheck. Commercial EV chargers should begin to appear in FuelCheck from later this year, much as they do in NSW, through engagement with industry and Government efforts to improve participation in the scheme.