

FuelCheck

REPORT ON WHAT WE HEARD

The ACT Government is conducting a post-implementation review on the operation of the FuelCheck scheme since its commencement in the ACT.

The ACT Government expanded the NSW FuelCheck scheme into the ACT in November 2022. FuelCheck is an online tool that provides consumers with real-time information about fuel prices at service stations across the ACT and NSW.

THE CONVERSATION

The engagement process included seeking feedback from the Canberra community and ACT fuel retailers on the ongoing operation of Fuelcheck.

An online survey for the Canberra community was on *YourSay Conversations* between 28 June – 26 July 2023. An online survey for ACT fuel retailers was on *YourSay Conversations* between 28 June – 12 July 2023.

The survey results showed a high level of satisfaction with FuelCheck. Over 90 per cent of consumers who responded to the survey indicated they are likely to continue using the app and to refer others and over 95 per cent of retailers have opted in to provide real time prices.

WHO WE ENGAGED

The FuelCheck engagement targeted both the Canberra community, and ACT fuel retailers.

The engagement was promoted by ACT Government social channels, and cross-promoted by NRMA. The Australasian Convenience and Petroleum Marketers Association was also consulted to seek views on the operation of FuelCheck in the ACT.

WHAT'S NEXT?

The outcomes of the review and the ACT's approach to the future operation of the FuelCheck scheme in the ACT will be provided in the FuelCheck Post-implementation

Review Summary Report later this year. To find out more about FuelCheck in the ACT and other initiatives, policies and projects in Canberra visit www.yoursayconversations.act.gov.au.

THANK YOU FOR YOUR FEEDBACK

60
We sent emails to 60 ACT service stations.

5,017
There were 5,017 social media engagements on Facebook.

106
We received 106 responses to surveys from ACT consumers and retailers.

730
We reached over 730 people via YourSay Conversations.