

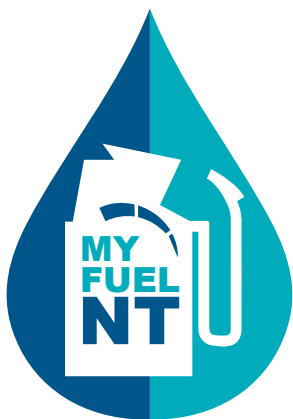
NORTHERN TERRITORY CONSUMER AFFAIRS

FUEL PRICING

NT Consumer Affairs is responsible for fuel price accuracy and transparency - not fuel pricing levels.

Its role is delivered through administration and enforcement of the MyFuel NT scheme.

What NT Consumer Affairs regulates



NT Consumer Affairs:

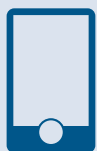
- verifies that fuel prices reported on [MyFuel NT](#) match the price board and bowser price at each outlet
- conducts random compliance checks of fuel outlets
- investigates reported price mismatches
- takes compliance action where necessary, including issuing infringement notices or prosecuting repeat non-compliance

From 25 April 2026 NT Consumer Affairs will also ensure fuel outlets do not increase their daily prices beyond their committed amounts.

How price accuracy is checked

NT Consumer Affairs staff conduct random compliance checks:

- in urban areas on a weekly basis, currently covering:
 - o Darwin
 - o Palmerston
 - o Katherine
 - o Tennant Creek
 - o Alice Springs
- in remote areas when staff are visiting, or through phone-based checks



1800 019 319



consumer@nt.gov.au



consumeraffairs.nt.gov.au



IMPORTANT

Fuel price mismatches should be submitted using the MyFuel NT price mismatch function to be formally recorded and investigated by NT Consumer Affairs.

Reporting a price mismatch

The quickest and most effective way to report a price mismatch is through the MyFuel NT price mismatch function.

This ensures the report is formally recorded, assessed through the correct compliance process, and able to be investigated and actioned.

Supporting evidence should include:

- photos of the price board
- photos of the bowser

a screenshot of the [MyFuel NT](#) listed price

- a receipt (if fuel was purchased)

This evidence is required to support compliance action, which may include an infringement notice or prosecution for repeat offences.

If the [MyFuel NT](#) app is unavailable, evidence can be emailed to: Consumer@nt.gov.au

Use of the [MyFuel NT](#) price mismatch function is preferred wherever possible, as it ensures the matter is properly recorded and assessed.

If a consumer is charged more than the displayed price

If a consumer relies on the price shown on the price board but is charged more:

- they are entitled to a refund of the difference
- evidence should be retained, including photos and receipts

If a retailer does not provide a refund, NT Consumer Affairs can be contacted on 1800 019 319 and the matter will be followed up.

Fuel pricing levels and price gouging

NT Consumer Affairs does not handle complaints about excessive fuel pricing or price gouging.

Fuel prices in the Northern Territory vary due to factors including location and remoteness, freight and supply costs, customer volumes, and individual business operating costs.

Concerns about excessive pricing or potentially exploitative practices should be directed to:

- the Australian Competition and Consumer Commission (ACCC), or
- the Controller of Prices, where applicable.