

HIGH BILL CHECKLIST



Energy consumption varies depending on individual environmental circumstance. The checklist below will assist in determining individual circumstances that may explain why your energy consumption is higher than expected.

Seasonal Consumption:

Weather has an effect on the way we live our lives and thus the way energy is consumed. During cooler months days are shorter and colder resulting in tenants possibly spending more time at home with the need to light and heat the property becoming more prominent. Summer months tend to be a lot warmer and have more daylight hours negating the need for lighting for most of the day but may require the use of a cooling system.

Electronic devices and Appliances:

Have you purchased new appliances and electronic devices or have more appliances than normal plugged in? The lives we live are a very connected life. We have multiple portable devices and a watch television on much larger screens. Older appliances tend to have lower energy ratings than newer appliances, if for example you have had a fridge that is older than 5 years the amount of electricity it consumes can increase due to continuous use. Getting your appliances regularly checked by a registered electrician is the best way to ensure they are running at their most cost effect.

Changes in lifestyle:

There are times in our lives when changes occur that may result in more energy than previous being consumed such as the birth of a child, friends or relatives visiting, school holidays or even renovations. The more people at the property the more energy is likely to be consumed. These changes can be subtle but have a noticeable effect on energy consumption and the overall cost of your bills.

Billing Period:

Is the billing period longer than usual? There are times when the meter may not be read within the standard 28 – 32 day period which invoices are normally for. A longer billing period means higher consumption which results in a higher invoice.

Outstanding Balances:

Is there a balance carried forward from previous invoices? Sometimes errors occur when we may pay less than is required or for one reason or other may have missed an invoice.

Estimated Bill:

Though it is not ideal to invoice on an estimate read there are times this is unavoidable. Meter read estimations are based on your energy consumption for the same time the year before and follow strict guidelines set by market regulations. You may wish to request a special read, this may incur additional fees. Any over or under charge from an estimated bill will be rectified when the next actual read is completed.

Price and discount changes:

Rates change in the market at certain times of the year. We will adjust rates relevant to changes in the market. We may change your energy rates as set out in our Terms and Conditions. If we do change our rates, we will provide you notice of any changes that affect you as soon as practicable and, in any event, no later than your next bill. Victoria's price changes generally take effect January 1 of each year, at the same time price changes occur discounts are also reviewed. New South Wales, Queensland and South Australia prices and discount changes are generally effective July 1 each year. If you were previously receiving a concession you will need to contact the government department responsible for the concession in your state and they will assist to determine your eligibility for the concession within your embedded network.