



UNDERSTAND YOUR ENERGY BILL

Understanding your energy bill including all the fine print will help you to assess your energy use patterns so you can begin to make changes and savings around the home.

What is on your energy bill

Electricity retailers generally bill you in 2 ways –

1. Fixed charges, and
2. Variable charges.

The fixed charge is a flat daily fee for your electricity connection.

It will be separately identified on your bill and is often called the '*daily supply*' or '*service to property*' charge.

This is the amount your energy provider pays to run their business. They will calculate how many days they provided electricity or gas, and the cost per day.

The variable charge is the amount you pay for each unit of electricity and gas you use. It may be referred to as the '*consumption*' or '*usage*' charge.

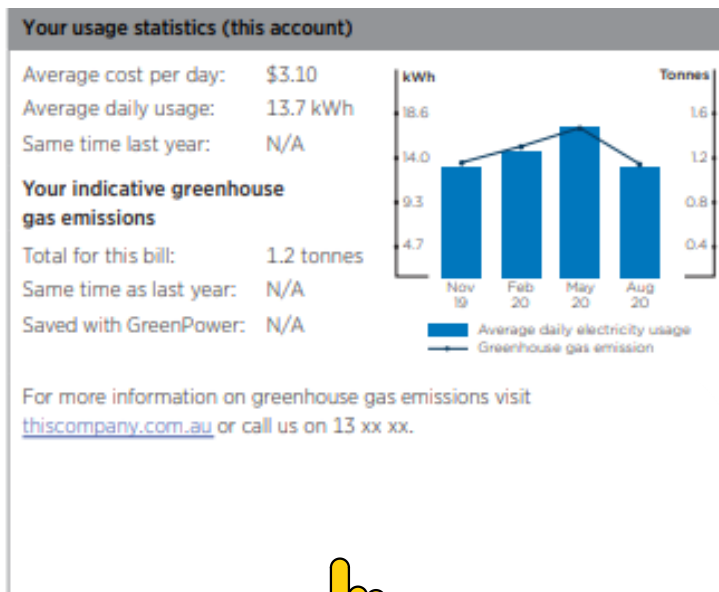
Some bills might show more than one variable charge. For example, a *time-of-use* plan might have different charges for different time periods usually called peak, shoulder and off-peak.

Bills will often display a graph showing your average daily electricity usage and costs over the past year.

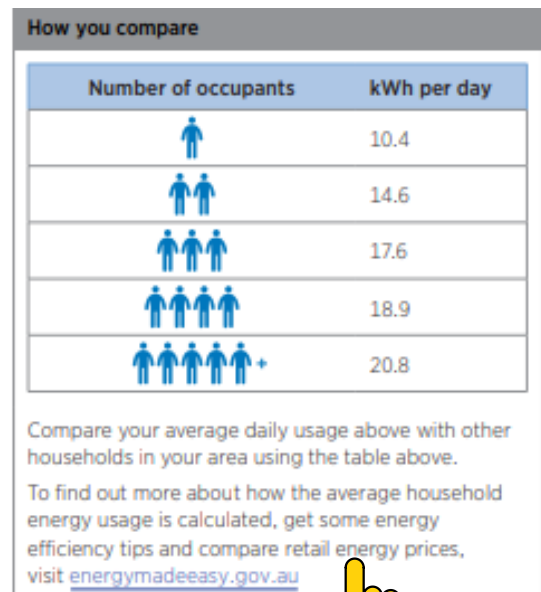
Sometimes they also include how many kWh you were using at the same time last year. This helps you compare how much electricity you have used over time.

For households, electricity retailers are required by law to provide a graph or table which compares your usage to similar sized households in your area.

Example of usage statistics



In this section you can see that this household emitted 1.2 tonnes of greenhouse emissions for this billing quarter. Their average daily cost was \$3.10 and they used 13.7 kWh (kilowatt hours) of energy per day.



This section shows how this household compares to other households of similar size in their area. So, if they were a household of 1 their energy use would be higher than other single person households (13.7 compared to 10.4) but if they were a 2 person household their energy use would be lower than average (13.7 compared to 14.6).

KEY FACTORS AFFECTING YOUR ENERGY BILL

A range of factors determine the amount of energy used in individual households, including:

- your local climate
- the size of your home and whether it's a townhouse, apartment or freestanding
- the design of your home including its orientation and use of passive heating and cooling
- features and appliances including the size, number and energy efficiency of major appliances
- habits and personal preferences.