

Getting a better electricity deal



Compare offers and find the electricity plan that fits your budget.

In South East Queensland, you can choose from a range of retailers offering competitive electricity deals. Shopping around could save you money on your bills.

1 Get to know your bill

Before you start comparing offers, it is important to understand what's on your electricity bill.

○ What tariffs are you on?

Most households are on 'Tariff 11' which is the standard domestic tariff. You may also have an off-peak or controlled supply tariff for your hot water system or pool pump.

○ How much electricity do you use?

Check your last bill and note how many kWh (kilowatt hours) were used for each tariff and the number of days being billed for.

○ What prices do you currently pay?

Note the prices for your daily service fee (cents per day) and for peak and off-peak usage (cents per kWh).

○ Any other fees or conditions?

You may be paying late payment fees or credit card transaction fees. Some contracts only give you a discount if you pay your bill on time.

○ Do you have a gas contract as well?

You don't have to purchase your gas and electricity from the same company but you may get an extra discount if you do.

○ Do you have solar panels?

If you purchased your solar panels from your retailer and are still paying them off, you may have obligations to stay with them. If you are receiving the Solar Bonus Scheme's 44 cent feed-in tariff, you can change retailers and keep that payment. What might change is how much you receive in addition to the 44 cents.

2 Ask for a better deal

Tell your retailer you are shopping around and ask if they can give you a better price. You may be surprised by what they can offer you.



3 Compare online

Energy Made Easy is a free, independent, online price comparator.

Visit energymadeeasy.gov.au to see how much you could save with different retailers.

Before you agree to a new deal, make sure you understand exactly what you are getting and what else is available.

4 Cooling off

If you change your mind, you have a cooling off period of 10 business days to cancel the new contract without penalty.

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Before you agree to a new contract, make sure you understand exactly what you are getting.

Do not sign up with a salesperson unless you understand what they are offering and how it compares with other deals. Here are some important questions to ask.

1 What is the real discount?

Retailers vary in how they advertise their discounts. You may need to ask “what is the discount off?”

- Does the discount apply to all tariffs?
- Does the discount apply to the whole bill or just the usage costs?
- Is the discount applied before or after any concession payments?
- Does the discount refer to prices before or after GST?

2 What are the conditions?

Make sure you understand the conditions of the offer and that you can meet them.

- Do you pay your bills on time, every time? Some discounts only apply if you pay by the due date.
- How do you pay your bills? Some contracts offer discounts only if you pay by direct debit.
- Do you mind being locked into a contract? Some contracts have a fixed term and may charge you an exit fee if you move or change retailers.

3 Is the service good?

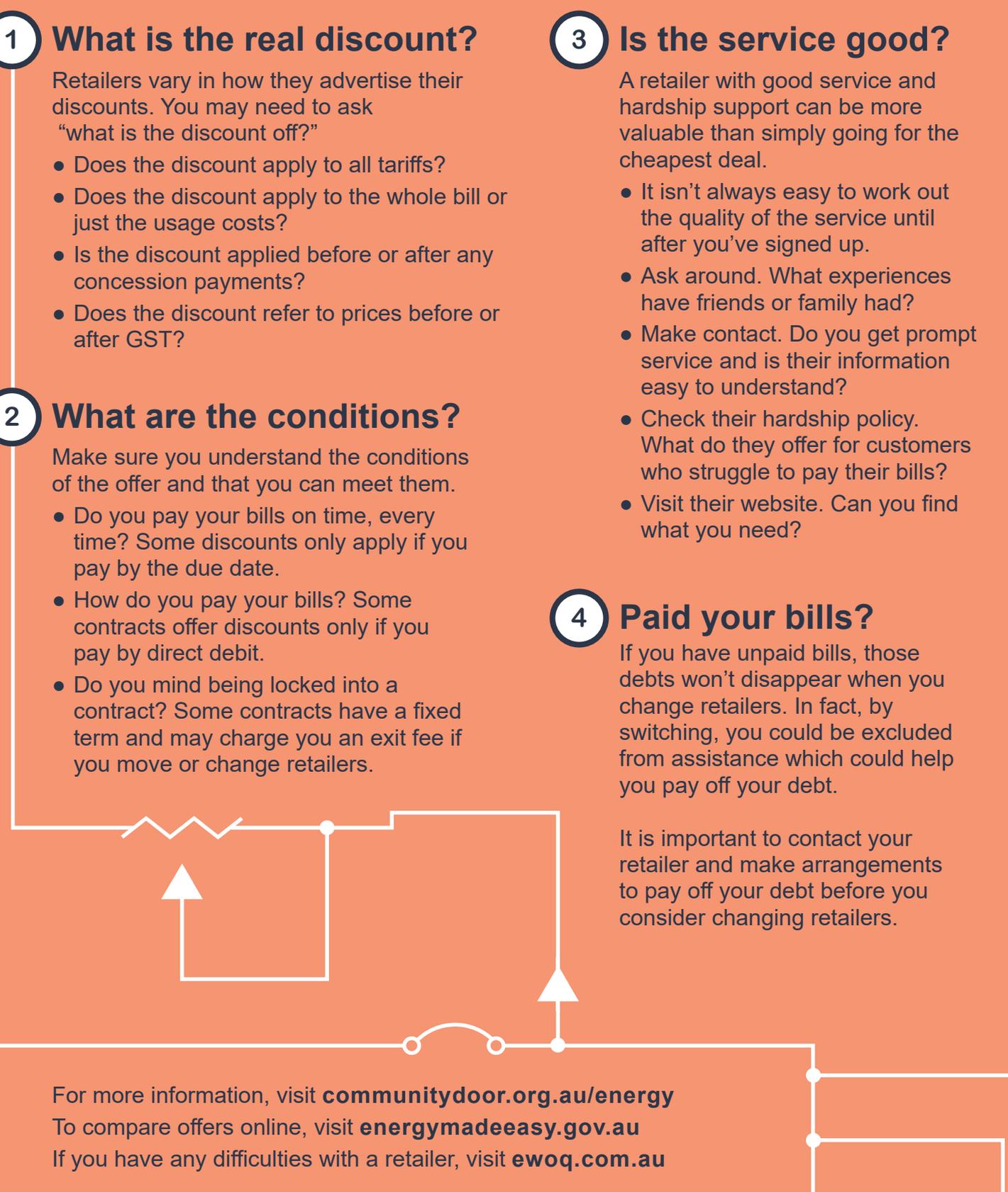
A retailer with good service and hardship support can be more valuable than simply going for the cheapest deal.

- It isn't always easy to work out the quality of the service until after you've signed up.
- Ask around. What experiences have friends or family had?
- Make contact. Do you get prompt service and is their information easy to understand?
- Check their hardship policy. What do they offer for customers who struggle to pay their bills?
- Visit their website. Can you find what you need?

4 Paid your bills?

If you have unpaid bills, those debts won't disappear when you change retailers. In fact, by switching, you could be excluded from assistance which could help you pay off your debt.

It is important to contact your retailer and make arrangements to pay off your debt before you consider changing retailers.



For more information, visit communitydoor.org.au/energy
To compare offers online, visit energymadeeasy.gov.au
If you have any difficulties with a retailer, visit ewoq.com.au