

# TIPS FOR TALKING TO YOUR ENERGY PROVIDER

WE'RE POWERING FORWARD



Every energy provider has different rates for electricity and gas. You may be receiving discounts on your energy bills already, or you may be on a standard energy offer.

You can contact your energy provider to see what you are currently paying, and find out if there is a better plan for you.

## Here's how...

- Call your energy provider. You will find this number on your energy bill.
- Ask the right questions. You may like to ask:
  - > What kind of energy plan am I on?
  - > Is this the best plan for me?
  - > Can you offer me a better deal?
  - > What can I do to lower my energy bills?
  - > Will you let me know when a better offer is available?
- If you are having trouble paying your bills...
  - > Is there anything you can do to help me?
  - > Can I go on to a hardship program?
  - > Can I get a government concession?
- Call often. Speak to your provider every year to see if there is a better offer for you.
- Call when your circumstances change. You could be moving house or starting a new business. Ask for the best deal.

## SOME COMMON ENERGY TERMS

<b>Contract term (or fixed term)</b>	A contract where you are locked in for a certain amount of time.	<b>Tariff</b>	The price you pay for electricity or gas on your energy plan. Tariffs include a: <ul style="list-style-type: none"><li>• Supply charge - the cost to supply electricity or gas to your home or business</li><li>• Usage charge - the amount of electricity or gas you use.</li></ul>
<b>Hardship program</b>	A program which helps customers who are having trouble paying their home energy bills. All energy retailers must have a customer hardship program.	<b>Time of use tariffs (or Peak, Off-peak and Shoulder tariffs)</b>	A tariff where you are charged different rates for electricity and gas usage depending on the time of day. For example, rates are higher during peak times which are usually in the evenings from Monday to Friday. Rates are lowest during Off-peak times, which are usually overnight on Saturday and Sunday.
<b>Market offer (or market contract)</b>	Fixed-term energy plans where you are on a different rate to a standard offer and may receive discounts on your bills. For example, you may be eligible for a discount when you bundle your electricity and gas, or when you pay your bills on time.		
<b>Standing offer (or default price)</b>	A basic plan for electricity and gas, with no special discounts.		