

# Understanding your energy bill



**POWER  
PEOPLE** PROJECT



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Aurora Energy Pty Ltd  
auroraenergy.com.au

054 00825

**1**

Ms Sam Sample  
U 2 44 SAMPLE ROAD  
SAMPLETON TAS 7017

Account number: **123456789 1**

Supply address: **U 2 44 SAMPLE RD, SAMPLETON TAS 7017**  
National Meter Identifier (NMI): **8000248394**

**2**

**Need help?**

**Contact us**  
1300 132 003  
Monday to Friday  
8am–6pm

**Outages & faults**  
TasNetworks  
132 004 (24/7)

**Disputes**  
Your feedback  
1800 800 753  
Energy Ombudsman  
1800 001 170

**3**

**Your bill**

Your amount due is  
**\$116.12**  
due on  
**31 Jul 2023**

Bill issue date:  
**8 Jun 2023**

Tax invoice number:  
**12345678**

**4**

**Could you save money on another plan?**

Finding the right energy plan for your lifestyle could help you save on your energy bill.

To find out more about our different energy plans go to [auroraenergy.com.au](http://auroraenergy.com.au) or phone us on **1300 132 003**.

Compare plans from other retailers at Energy Made Easy [energymadeeasy.gov.au](http://energymadeeasy.gov.au)

**5**

**How to pay**

**Pay on our website**  
Pay with your credit card or set up Centrepay or direct debit at [auroraenergy.com.au](http://auroraenergy.com.au)

**Pay by phone**  
Phone us on 1300 132 003 to pay by credit card (Visa or Mastercard).

**Pay in person**  
Present this bill at any Service Tasmania shop.

**Pay by BPAY**  
Biller Code: 5599  
Ref: 123456789 1

**BPAY View**  
View and pay this bill using internet banking.  
BPAY View Registration Ref: 123456789 1

**Pay by mail**  
Aurora Energy  
Locked Bag 4,  
Hobart Tas 7001

**Pay with aurora+**  
Make payments on your mobile, tablet, or desktop with aurora+

**Pay with AusPost**  
Biller Code: 0755  
Ref: 123456789 1

Pay in person at any post office, by phone 131 816 or go to [postbillpay.com.au](http://postbillpay.com.au)

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The following bill is representative of Aurora Energy’s new-look bill.

If you have a different energy retailer please contact them if you have any questions about the layout or information on your bill.

All energy retailers are required to meet the standard outlined in the Australian Energy Regulator’s Better Bills Guideline.

## 1. Your details

This part of your bill has your personal information and details about where the bill is applicable. Your account number is here, also found at the bottom of every page of your bill. You use this number when talking about your bill with the retailer. This section also lists the supply address and National Meter Identifier (NMI), unique to that address, handy if you manage multiple energy installations.

## 2. Need help?

The “need help” section has contact info for:

- Your energy retailer’s customer service team
- The distributor for outages and faults
- The Energy Ombudsman for feedback or to formalise a dispute.

## 3. Amount due and due date

This part shows what you owe, and when to pay. More details are on page 2 with a breakdown of the charges.

## 4. Could you save on another plan?

There are multiple energy retailers supplying energy to customers in Tasmania, and multiple energy plans available with each retailer. Use Aurora Energy’s tariff tool.

## 5. How to pay

There are many ways to pay your bill, including online, over the phone, in person at Service Tasmania, via direct debit or Centrepay, BPAY, Aurora+ or with Australia Post. Details for each method are in this section.



## About your current plan

Connection type: Residential  
Current plan: Peak and Off-Peak plan on Tariff 93.

Electricity charges were calculated using estimated usage data. To find out how to submit a self-read visit [auroraenergy.com.au/self-meter-read](http://auroraenergy.com.au/self-meter-read)

## Understand your bill

Total charges on last bill	\$145.29
Payment received	\$350.00
Balance brought forward	\$204.71 CR

## New charges | 1 March 2023 – 31 March 2023 (31 days)

	Quantity	Rate \$	Amount \$
<b>Energy charges</b>			
Peak residential   Tariff 93	246 kWh	0.33399	\$82.16
Off-Peak residential   Tariff 93	367 kWh	0.15551	\$57.09

<b>Supply charges</b>			
Peak and Off Peak   Tariff 93	31 days	1.09903	\$34.07

<b>Discounts</b>			
Annual electricity concession	31 days	1.340061	\$41.54 CR

<b>Other charges</b>			
Re-energisation			\$100.97
Late payment fee			\$5.00

<b>Total of new charges</b>			\$320.83
Includes 10% GST			\$32.08

<b>Account balance</b> (balance brought forward + new charges)			\$116.12
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<b>Total Due</b>			\$116.12
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## 6. Your current energy plan

This section explains your connection type and the energy plan that you are on.

## 7. Estimated bills

If your bill has been estimated, this part tells you, and explains how to self-read your meter. Smart meter bills are always based on actual usage.

## 8. Total charges on last bill

Details on previous charges, payments made, and your account balance before this bill.

## 9. New Charges

Charges based on usage during the billing period are detailed here.

## 10. Energy charges

This section shows the tariffs for the billing period.

In this example, the customer is on a time-of-use tariff and were charged for peak and off-peak usage.

They also have a solar system installed on their home and received a solar feed in tariff.

## 11. Quantity, Price & Amount

This section breaks down energy usage or generation in kilowatt-hours (kWh) for each tariff and the applicable rates. Total amounts are calculated accordingly.

## 12. Supply Charges

Explains the fees for having the energy service connected, calculated daily, whether you use energy or not.

## 13. Discounts

If you have discounts, they are outlined here.  
If any are missing, contact your retailer.

## 14. Other charges

Any additional charges like late fees or reconnection costs are in this section.

## 15. Total new charges

Shows the total charges for the billing period, including GST.

## 16. Account Balance

This matches the amount due on the first page, indicating what you need to pay after discounts and other considerations.



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kWh

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> Tariffs

**A tariff is the way that an electricity retailer charges you for the energy you use. The different types of energy tariffs currently used in Tasmania for residential customers are categorised as either flat rate or time of use.**

### Flat rate tariffs

With a single rate tariff plan there are no peak or off-peak periods. This means that you pay the same rate whatever time of the day you use energy.

The rate is usually lower than the peak rates of a time-of-use tariff, but it does not offer you the opportunity to reduce your costs with changing your energy usage behaviour, or by making sure you use the energy you do use at the cheapest times of the day.

### Time-of-use tariffs

A time-of-use tariff means that the price of electricity changes at different times of the day. The types of rates available are:

- Peak – this is when electricity costs the most. Peak rates usually apply in the mornings and evenings from Monday to Friday.
- Off-peak – this is when electricity is cheapest. Off-peak rates usually apply during the middle of the day, overnight, and throughout the weekend.

A time-of-use tariff plan could be a good choice offering money savings if:

- you are out a lot in the evenings from Monday to Friday
- you are at home during the day or on weekends and can use your appliances at these times
- you can program your appliances to work at certain times of the day

To get a time-of-use tariff plan, you need a meter that measures your electricity usage at different times of the day (a smart meter). The information about tariffs can change, as retailers may offer different products at different times of the year. Contact your retailer for information about tariffs available to you.



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## > High bill checklist

### Is your bill higher than expected?

Getting a bill higher than expected can be a bit of a shock, especially when you don't know why its high. This checklist will help you understand what might be going on, so that you can avoid high costs.



#### Seasonal changes:

One of the biggest influences on energy bills in Tasmania is the weather, so if you are comparing bills, make sure you are comparing from the same time last year.



#### Appliances:

Appliances like plugin heaters, clothes dryers, fish tanks, computers and plasma TVs are all common causes of high energy consumption.



#### Lifestyle changes:

Housemates, guests, or a new baby can all have an impact on the amount of power you use. Working from home means heat pumps, computers, TVs, and other appliances are all being used more often.



#### Estimated bills:

If the meter reader has not been able to access your meter to read it, your account may be based on your average usage at the same time last year. Also check if your previous bill has been estimated as this could impact how much this bill is as well.

## Things to check:



### Do a self-read:

You can do a self-read to confirm if the meter readings are correct.



### Bill check:

Check your concessions and discounts have been added to your bill, that you paid the full amount last time, and whether your billing period is longer than last time. You can also check if there has been a price change.



### Check your usage:

To find out the cause of high usage, check where you are using the most energy. Do you use more on heating and hot water, or on lights and power? Are you using more in peak times? It is worth making sure you are on the right energy plan for you.



### Monitor your usage:

You can keep an eye on your usage by self-reading your meter or requesting a usage report, depending on the type of meter you have. If you want full visibility of your usage, the Aurora+ app can help you see exactly what you are using, down to the hour.





## What you can do:

There are some actions you can take if your energy bill is causing you stress.



### Payment plans:

If you need some extra time to pay your bill, you can negotiate a payment plan.



### Talk to someone:

Aurora Energy customers should contact 1300 132 003, Monday to Friday, 8am – 6pm. There is also an online high bill form on the Aurora Energy website and you will receive a call back to work through the challenges.

If you need extra support, Aurora Energy has a Your Energy Support (YES) program that can help. Further information about the YES program is on page 19.

Customers with a retailer other than Aurora Energy should contact their retailer directly to find out what support is on offer.



### Energy advice:

The most common cause of higher bills is higher usage. There are many cost-effective ways you can make your home more energy efficient. Other modules in the Power People Project cover these in more detail.



### Power Hours (Aurora Energy):

Power Hours is periods of free energy available to Aurora Energy customers in the aurora+ app. Please contact 1300 132 003 for further information.



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> Customer support,  
rebates & incentives

In the dynamic landscape of energy assistance, various support programs, rebates, and incentives are available to aid you in managing your energy bills effectively.

These initiatives come from both Aurora Energy and TasNetworks, sometimes with support from state or federal governments. Check with your retailer if you are not an Aurora Energy customer to explore available support programs.

### The YES program



Aurora Energy offers the Your Energy Support (YES) program to assist its customers. This program empowers you to comprehend and control your energy usage, providing tips, budgeting advice, and flexible payment plans.

### How can the YES program help me?

The YES team collaborates with you, ensuring fair payment plans, guiding you to financial counsellors, offering information on grants and concessions, sharing energy efficiency advice, and providing phone-based energy auditing services. This is an ongoing relationship, with regular support check-ins.

### Am I eligible for the YES program?

Aurora Energy residential customers facing financial difficulties with outstanding energy bills may be eligible for the YES program. Active participation, through making regular payments, seeking help from welfare organisations, and working to lower your energy use are required. Please call 1300 102 010 or email [YES@auroraenergy.com.au](mailto:YES@auroraenergy.com.au) for further information.

## Uniting Vic.Tas Energy Support Program

TasNetworks have partnered with Uniting Vic.Tas to provide the Uniting Energy Support Program. Available to all Tasmanians, this free service offers assistance in various languages, covering bill understanding, accessing discounts, energy efficiency advice, negotiating payment plans, and home budget management.

**Uniting**

 Powering a  
Bright Future

## Concessions and Rebates

Several concessions and government rebates are available, **but these can change over time**. We recommend you seek updated information from the YES program or the Uniting Vic.Tas team for the latest details. Some of the rebates and concessions available at the time of printing include:



### Renewable Energy Dividend:

Tasmanian households will have a credit of \$250 applied to their power bill by 30 June 2024, promoting cost-of-living relief and providing a share of the benefits of the state's renewable energy.



### Business Bill Relief:

Eligible small businesses received \$650 in targeted electricity rebates, with the first rebate applied in 2023 and the second in the first half of 2024.



### Annual Electricity Concession:

Provides a daily discount on energy bills for eligible customers holding a Pensioner Concession Card, Health Care Card, or an ImmiCard.



## 2024 Government Energy Support:

All Australian households will receive a \$300 rebate, and eligible small businesses will receive \$325. These will be applied in quarterly instalments from 1 July 2024.



## Life Support Concession:

For customers using an approved life support system, or living with someone who does, providing a daily discount on their primary residence's energy bill.



## No Interest Loans (NILS) – Energy Saver Loan and Subsidy Scheme:

NILS Tasmania provides No Interest Loans to Tasmanians living on a low income, with funding also available for eligible NILS clients to reduce their energy costs and purchase more energy efficient appliances.

The Energy Saver Loan and Subsidy Scheme offers 50% off the cost of a new energy-efficient heat pump (up to \$1,500) and provide 50% off the cost an energy efficient washing machine, fridge or freezer (up to \$1,000) when combined with a NILS loan.

For further information about the NILS Energy Saver Loan and Subsidy program, including checking your eligibility, visit [www.nilstasmania.org.au](http://www.nilstasmania.org.au) or call **1300 301 650**.



## Medically Cooling or Heating Concession:

Offers a daily discount for those with medical conditions requiring home cooling or heating to manage the condition. The account holder must have a Pension Concession Card or Health Care Card.



## Tasmanian Energy Saver Loan Scheme:

Energy Saver Loans is a Tasmanian Government initiative providing interest-free, have no establishment fee, and no account-keeping fee - although fees for late repayments do apply.

- Loans may be issued for amounts between \$500 and \$10,000.
- Loans may be issued for terms of one (1) to three (3) years.
- Loans require fortnightly or monthly repayments (with the entire sum to be paid off by the end of the loan-term).

For further information about the Tasmanian Energy Saver Loan Scheme, including checking your eligibility, call Brighte – supporting the Tasmanian Government initiative on **1300 274 448**.



## 2023 Energy Bill Relief Payment:

The Tasmanian Government partnered with the Commonwealth Government to provide eligible households with \$250 of targeted electricity bill rebates each year over two years.

4 x rebate payments of \$125 will be made to eligible electricity accounts between July 2023 and June 2025. The first rebate was applied to customer bills in the second half of the 2023 calendar year. For more information please visit [www.auroraenergy.com.au/aurora-support](http://www.auroraenergy.com.au/aurora-support)

# > Glossary

**AER (Australian Energy Regulator):** An organization overseeing and regulating energy-related matters in Australia.

**Basic Plan Information Document (BPID):** A document summarising key information about an energy plan.

**Benefit Period:** The specific time during which you receive a particular advantage under your energy contract, such as a discount.

**Conditional Discount:** A discount on your energy bill that depends on fulfilling specific conditions, like paying the full amount on time.

**Consumption Charge:** The cost of the electricity or gas you use, also known as the usage charge.

**Contract Term:** The duration of an energy contract, specifying when it ends or providing a way to calculate the end date.

**Controlled Load:** A specific rate paid for certain appliances, like electric hot water systems, or under-slab heating.

**Demand Charge:** An energy plan with additional charges based on how intensely you use energy at a specific time.

**Distributor:** The company owning the power-poles and lines, or the gas pipes, that deliver electricity and gas to homes or businesses. The distributor can answer questions about power lines and gas pipes, gas or electricity outages, and your natural gas meter or meter readings.

**Energy Rating Label:** A label on appliances indicating their energy efficiency, helping you compare and choose more efficiency options.

**Energy Retailer:** Energy retailers purchase electricity and gas from generators (for electricity) or producers (for gas) and then sell that energy to you. Your retailer can help you with getting electricity or gas to your home or business, information about your service (including bills and sales) and your meter or meter readings.

**Energy Star:** A label identifying energy efficient appliances.

**Feed-In Tariff:** An energy plan compensating customers for contributing solar or wind energy to the grid.

**Generator:** A company that produces electricity or gas.

**Hardship Program:** A program to help residential customers facing challenges paying their energy bills.

**Incentive:** A benefit offered to customers, separate from a discount, for entering to a contract.

**Kilowatt (kW):** A measure of electricity equal to 1,000 watts.

**Kilowatt Hour (kWh):** A unit measuring energy consumption or production—how much power (in kilowatts) is used or produced over an hour.

**Meter Reading:** Recording how much electricity and/or gas has been used for billing purposes.

**National Metering Identifier (NMI):** A unique 10 or 11 digit number assigned to the electricity connection at your address. The NMI can be found on your electricity bill and is different from your electricity meter numbers.

**Off-Peak Tariff:** A cheaper electricity price during periods of lower demand in time-of-use plans.

**Payment Plan:** An arrangement between a retailer and a customer to help them pay their energy bills.

**Peak Tariff:** Included in time-of-use energy plans, the 'peak' period is when electricity costs the most. Peak rates usually apply in the mornings and evenings from Monday to Friday.

**Photovoltaic (PV) Panels:** Solar panels which generate electricity.

**Shoulder Tariff:** Included in time-of-use energy plans, the 'shoulder' period is when electricity costs a bit less than the peak period. Shoulder rates usually apply in between peak and off-peak periods.





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Supported by: Aurora Energy & TasNetworks

[www.auroraenergy.com.au](http://www.auroraenergy.com.au) | [www.tasnetworks.com.au](http://www.tasnetworks.com.au)