

# Your bill checklist



This handy checklist will provide some common reasons why your electricity bill may be higher than you expected.

## CHANGES IN YOUR HOUSEHOLD

If there have been changes in your house recently, this could be the reason why your energy bill has increased. Things to check include:

### Changes in your energy use due to weather.

When the temperature drops in colder months, the increased use of heating will affect your daily energy usage. In the hotter months, operating an air conditioner will also increase your energy use. In extreme cold or heat, your systems will have to work harder and consume more power to maintain a comfortable temperature.

### Maintenance of appliances and systems.

Old or faulty appliances and systems can take more energy to run than newer, well maintained ones. Make sure that you regularly maintain your appliances or systems to ensure they are working efficiently and fix any faults to ensure that your appliances don't use more energy than they normally would.

### Changes to your household size.

If the number of people living in your home has increased, so too would the amount of energy used. New additions such as a baby or new housemate can also increase your household energy usage.

### New appliances or systems.

If you have recently purchased a new appliance or installed a new heating or cooling system, it could be using more energy. To find out how much energy your appliances use, visit [www.energyrating.gov.au](http://www.energyrating.gov.au)

### Changes to your home.

If you have renovated or extended your home, your energy usage during the construction stage may have caused an increase. Once your renovation is complete, you may experience higher daily energy usage as a result of having larger spaces to heat or cool, and more lights to power.



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## CHECKING YOUR ENERGY USE AND METERS

There are some quick and easy ways to check that the energy consumption recorded on your statement is correct.

### Check your meter number is correct.

If you have changed address and have safe access to your meter, ensure that your meter number is correct. Look to see if the meter number printed on your bill matches the number on the meter at your residence. If the numbers don't match then you may have been incorrectly charged. If this is the case, please call us on 1300 426 594 from Monday to Friday between 9am and 5pm.

### Estimated meter reads vs actual reads.

There are two types of meter readings: actual and estimated readings. An estimated reading is done when the Distributor meter reader is unable to obtain access to your meter or a technical issue occurred. To find out if your bill is an estimated reading, look for 'Estimated reading' written on the back of your 1st Energy bill under the pricing calculations. If it doesn't have this statement, your bill is based on an actual meter reading.

If your previous bill was an 'Estimated reading' and your new bill is based on an actual read, there may be a variation on the bill to account for the difference between the estimated and actual readings. If you used more energy than was estimated, the additional energy usage will be included on your new bill. Likewise, if you used less, you will be credited with the difference.

### Has your meter recently been changed.

If you have recently changed meters, you may notice that the amount of energy recorded as consumed on your statement has changed. This is because your old meter may have been unknowingly faulty.

### Check your energy reading.

To check that your meter reading is correct, compare the amount under 'Current reading' to the reading on your meter. If you have a Smart Meter, visit your network distribution provider for instructions on how to read your Smart Meter. To arrange for a meter reading for your Smart Meter or any other meter type, please call us on 1300 426 594 from Monday to Friday between 9am and 5pm.

### Check how many days are in the billing period.

If you have moved house recently, or received monthly bills in the past and now changed to a quarterly billing period, the number of days in the billing period may have changed. More billing days will increase the amount of energy usage billed.

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## ENERGY PLANS AND DISCOUNTS

Please contact us on 1300 426 594 from Monday to Friday between 9am and 5pm to see if you are on the best energy plan to suit your household.

**Check that all rebates and concessions have been applied.**

Make sure that you are receiving any rebates, discounts or concessions to which you are entitled. If you are eligible for a rebate, discount and/or concession, you will be able to see if they have been deducted from your total usage of your 1st Energy bill.



## FURTHER INFORMATION

Need assistance paying your bill?

Should you require additional assistance paying your bill please call us 1300 426 594 or email us at [support@1stenergy.com.au](mailto:support@1stenergy.com.au) to see what assistance we can provide.

Having trouble understanding your bill?

Visit our online bill guide at [www.1stenergy.com.au](http://www.1stenergy.com.au)

Track your energy consumption.

Monitor your energy consumption with our energy tracker, downloadable at [www.1stenergy.com.au](http://www.1stenergy.com.au)