



St Vincent de Paul Society  
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# Home Energy Management Service

Offering a hand up  
to those in need of energy account assistance

Program funded by



Fin year 2019/20



**Anne Armansin**  
Energy Consultant

0407 623 079  
anne@energyaid.com.au  
energyaid.com.au

*energy made simple*

Project Manager|  
Home Energy Management Service  
St Vincent de Paul Society Queensland

# Home Energy Management Service

Trial Service for SVdP clients of SW Bne Region 1 December 2017 to 31 July 2018



St Vincent de Paul Society  
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## WHO WE ARE

St Vincent de Paul Society Queensland's Inala Family Support Centre offers support and referral for people who are in a crisis situation or facing unexpected financial hardship.

## HOW WE CAN HELP

### ASSISTANCE WITH YOUR ENERGY ACCOUNT

- Discuss your energy bill reviewing your tariff connections, charges and energy use
- Check your billing history to identify seasonal consumption patterns and annual consumption
- Offer advice on how to identify and control your appliances that use lots of energy
- Help you identify faulty appliances using too much energy that need repair or replacement
- Suggest no cost / low cost changes to reduce your energy consumption
- Aid you in discussions with representatives of your current energy provider
- Assist with concession and payment assistance applications
- Explain pricing options, discount offers and obligations
- Assist you make regular payment arrangements with your energy retailer (CentrePay or Direct Debit)
- Aim to avoid discount forfeiture, extra charges, disconnection, debt recovery action and more.

**Note:** In order to assist you we will require a current Centerlink income statement

**TO BOOK AN APPOINTMENT CALL: 07 3714 6300**

# Trial Results

ACTION - 220 accounts reviewed

		No.	total value	
shared benefit client / energy provider	save \$ (new deal discounts / concessions)*	139	\$49,753	(11 results)
	HEEAS applications	14	\$8,020	
	backdated concessions applied to accounts	17	\$2,961	
	hardship program new entry	68	\$80,054	
	other CentrePay arrangements	45	\$70,486	
client benefit	energy company special credits	13	\$4,066	**
	tailored energy efficiency advice***	96		
	personal billing audits***	107	\$26,750	

\* expected value of cost savings over next 12 months

\*\* total estimated value of payments to energy providers

\*\*\*\*Combined service valued at an average of \$50 each

**NB: Total value of regular payments \$ to energy providers \$150,540 pa**



# Where do those of greatest need live?

council	region	conference	No. households			% households		
			conference	region	council	conference	region	council
Northern	North Coast	Bribie Island (Little Flower)	10,011			4.6		
Northern	North Coast	Caboolture (St Peter's)	20,439	30,450		9.3	14	
Northern	Wide Bay/ Burnett	Gympie (St Patrick's)	16,172	16,172	46,622	7.4	7	21
South Coast	Logan Albert	Meadowbrook / Loganlea	4,070			1.9		
South Coast	Logan Albert	Beenleigh (St Patrick's)	24,123			11.0		
South Coast	Logan Albert	Beaudesert (Sacred Heart)	8,231	36,424		3.7	17	
South Coast	Springwood	Acacia Ridge (Our Lady of Fatima)	4,864			2.2		
South Coast	Springwood	Supp Cent St Peter & St Paul's Logan Cent	11,268			5.1		
South Coast	Springwood	Daisy Hill (St Edward's)	10,158			4.6		
South Coast	Springwood	Marsden (St Maximilian Kolbe)	8,527			3.9		
South Coast	Springwood	Chambers Flat / Logan Reserve, Waterford	6,947	41,764	78,188	3.2	19	36
Western	Ipswich	Goodna (St Francis Xavier)	22,409			10.2		
Western	Ipswich	Collingwood Park / Redbank	11,647			5.3		
Western	Ipswich	Booval (Sacred Heart)	7,781			3.5		
Western	Ipswich	Ipswich (St Mary's)	26,447			12.0		
Western	Ipswich	Laidley/ Kentville / Blenheim / Townson / Summerholm/ Thornton / Plainland/ Regency Downs / Mt Berryman / Mulgowie	6,145	74,429		2.8	34	
Western	South West Suburbs	Inala (St Mary of the Cross)	11,423			5.2		
Western	South West Suburbs	Ellen Grove / Forest Lake	9,039	20,462	94,891	4.1	9	43
total			219,701					

\*(SEIFA 2016)

Households in SEQ – 1,372,900 (n.)

households in postcodes identified as most disadvantaged - 219,701 (16%) \*





# Average household energy use in your area of care

## Western Brisbane Diocesan Council



ENERGEX Network Area Residential Electricity Connection, Consumption, Unit and Pool data as at 1/4/19

postcode	res total	ave kWh/y	ave kWh/day	% no centralised load	% T31 (OP1)	% T33 (OP2)	% two off peak connections	% off peak load	% units	% solar PV	ave PV capacity	% pools	COUNCIL	REGION	CONFERENCE
4065	3,695	6151	16.9	54	7	35	0.5	43	18	22	4.2	21	Western	Bardon	Bardon (St Mary Magdalene)
4300	22,409	5595	15.3	62	11	24	0.3	35	11	30	4.3	9	Western	Ipswich	Asylum Seeker ER (Goodna)
4300													Western	Ipswich	Goodna (St Francis Xavier)
4300													Western	Ipswich	Springfield (Our Lady of the Southern Cross)
4301	11,647	5522	15.1	61	9	26	0.3	35	16	25	3.8	7	Western	Ipswich	Collingwood Park / Redbank
4304	7,781	5018	14.6	40	9	48	0.2	56	21	24	3.9	6	Western	Ipswich	Booval (Sacred Heart)
4305	26,447	5525	15.1	46	12	38	0.4	50	19	27	3.8	8	Western	Ipswich	Ipswich (St Mary's)
4305													Western	Ipswich	North Ipswich (St Joseph's)
4305													Western	Ipswich	Support Centre: Ipswich Community Support Centre
4306	13,793	6330	17.3	54	18	25	1.3	43	4	42	4.4	19	Western	Ipswich	Whitlock / Wivenhoe / White Rock / Waloon / Waver / Wem / Thagore / Swanbank / Split / Yard Creek / Ripley / Purga / Pine Hill / Peak Crossing / Hurst / Mt Marrow / Mt Dru
4307	606	5840	18.7	37	19	44	0.2	63	2	41	4.7	8	Western	Ipswich	Wilson's Plains / Silverdale / Warill View / Muldarity / Radford / Coleville / Harnsville
4309	1,323	6005	16.5	39	22	37	0.6	60	2	37	4.3	4	Western	Ipswich	Mount Edwards / Fassifern / Moogerah / Aratula
4310	2,581	5350	14.7	32	21	46	0.4	67	7	41	3.9	4	Western	Ipswich	Boonah (All Saints)
4311	4,057	5558	18.0	48	13	39	0.1	51	4	41	4.2	8	Western	Ipswich	Esk / Lowood (St Brendan's)
4312	1,365	5121	14.0	45	13	41	0.2	54	5	43	4.1	6	Western	Ipswich	Caboonbah / Coal Creek / Bryden / Eskdale / Glen Esk / Crossdale / Esk / Murrumbidgee / Moombra / Mount Byron / Redbank Creek / Somerset Dam
4313	1,188	5092	14.0	40	15	44	0.6	60	5	38	4.3	5	Western	Ipswich	Fulham / Gregors Creek / Cressbrook / Ottaga / Ivory Creek / Braemore / Yimbun / Toogoolawah / Scrub Creek
4314	362	5008	13.7	51	11	39	0.0	51	1	35	4.5	3	Western	Ipswich	Gila / Blackbutt / Cherry Creek / Linville / Moore / Avoca Vale / Benarkin / Nukku / Taromeo / Telah
4340	2,348	5755	15.8	43	14	40	0.3	55	12	34	4.0	6	Western	Ipswich	Grandchester / Merriwaile / Moorang / Mounts Forbes & Mort / Ashwell / Rosewood / Rosevale
4341	6,145	5075	16.6	47	18	34	0.4	51	4	43	4.2	9	Western	Ipswich	Laidley / Kentville / Blenheim / Townson / Summerholm / Thornton / Plainland / Regency Downs / Mt Berryman / Mulgowie
4342	1,051	5454	17.7	34	17	48	0.3	66	2	41	4.5	10	Western	Ipswich	Lynton / Glenor Grove / Lockrose / Forest Hill / Glencairn / Crowley Vale
4303	1,515	5339	14.6	54	8	35	0.1	43	6	22	3.4	4	Western	Ipswich	Booval / Blackstone / Silstone / Ebbw Vale / Bundamba
4343	4,585	5944	16.3	31	17	50	0.6	68	14	32	7.2	6	Western	Ipswich	Gatton (St Mary's)
4344	904	5260	17.1	43	16	40	0.4	56	3	38	5.2	7	Western	Ipswich	Lockyer / Rockmount / 17 Mile / Stockyard / Helidon / Inedale / Lilydale / Carpendale / Egypt / Flagstone Creek
4346	443	5754	15.8	47	13	37	0.7	51	4	39	4.2	7	Western	Ipswich	Marburg
4347	540	5353	17.4	45	13	39	0.4	53	1	43	4.8	6	Western	Ipswich	Mt Whiteside / Ma Ma Creek / Winwill / Veradilla / Grantham
4352	1,513	5796	18.6	45	19	33	0.3	52	3	42	4.3	13	Western	Ipswich	Bapume / Ballard / Blanchview / Bimam / Cabanah / Branchview / Colebank et al
4031	6,459	4396	12.0	62	3	31	0.1	34	42	15	4.5	9	Western	West Suburbs	Kedron (Little Flower)
4032	7,501	4378	12.0	51	7	37	0.3	45	48	14	4.0	9	Western	West Suburbs	West Chermide St Gerard Majella
4051	12,621	4721	12.9	60	5	32	0.1	37	41	16	4.3	11	Western	West Suburbs	Enoggera (St John the Baptist)
4053	19,095	5088	13.9	47	10	39	0.6	49	25	22	3.9	16	Western	West Suburbs	Mitchellton (Our Lady of Dolours)
4053													Western	West Suburbs	Stafford (Our Lady Queen of Apostles)
4054	5,613	5155	14.1	40	18	39	0.9	56	16	28	3.6	16	Western	West Suburbs	Grovely (St William's)
4055	7,647	5270	17.2	36	16	37	1.5	55	8	38	3.9	25	Western	West Suburbs	Ferny Grove / Hills / Upper Kedron / Burya
4058	10,721	5183	14.2	60	5	31	0.4	38	51	13	4.7	14	Western	West Suburbs	Asylum Seeker ER (Indooroopilly)
4051													Western	Rosalie	Newmarket (St Ambrose)
4059	4,917	4403	12.1	69	4	26	0.1	28	45	13	4.5	7	Western	Rosalie	Kelvin Grove / Red Hill
4060													Western	Rosalie	Ashgrove (St Finbar's)
4060	5,197	5660	15.5	60	5	32	0.4	38	26	21	4.2	20	Western	Rosalie	Dorrington (St Michael's)
4061	6,176	5671	15.3	22	17	54	1.0	73	7	33	3.9	32	Western	Rosalie	The Gap (Mater Dei / St Peter Chanel)
4064	5,654	4730	13.0	72	3	24	0.1	27	53	11	4.7	10	Western	Rosalie	Rosalie (Sacred Heart)
4066	8,279	4468	12.2	75	3	21	0.1	24	63	9	4.8	7	Western	Rosalie	Toowong (St Ignatius)
4067	4,593	4875	13.4	68	5	26	0.2	31	62	9	7.7	9	Western	Rosalie	St Lucia
4068													Western	West Suburbs	Indooroopilly (Holy Family)
4069	12,328	8202	22.5	28	18	50	2.0	69	7	33	4.3	48	Western	West Suburbs	Kenmore (Our Lady of the Rosary)
4070	4,157	7139	19.6	40	19	36	1.7	57	4	41	4.0	33	Western	West Suburbs	Moggili / Belbomine / Anstead
4073	3,202	6884	18.8	23	31	38	1.7	70	19	42	4.3	28	Western	West Suburbs	Sinnamon Park / 17 Mile Rocks
4074	8,857	6660	18.2	22	18	54	1.2	73	13	39	3.9	38	Western	West Suburbs	Westlake / Riverhills / Middle Park / Sumner / Mt Ommaney / Jindalee / Jamboree Hts
4075	9,954	5322	14.6	51	7	37	0.3	45	28	22	4.3	14	Western	West Suburbs	Corinda (Christ the King - St Joseph's)
4076	1,844	5543	15.2	27	8	62	0.2	70	37	33	10.7	4	Western	West Suburbs	Darra (Our Lady of the Sacred Heart)
4077	11,423	4934	13.5	46	7	43	0.1	50	26	26	3.6	4	Western	West Suburbs	Inala (St Marks)
4077													Western	West Suburbs	Inala (St Mary of the Cross)
4078	9,039	6293	17.2	35	24	33	1.0	58	6	36	3.5	15	Western	West Suburbs	Ellen Grove / Forest Lake

# Average household energy use in your area of care

## Western Brisbane Diocesan Council

### North West Suburbs Region

ENERGEX Network Area Residential Electricity Connection, Consumption, Unit and Pool data as at 1/4/19 NB: DRAFT document - SVdP data to be confirmed

postcode	res total	ave kWh/yr	ave kWh /day	% no controlled load	% T31 (OP1.)	% T33 (OP2.)	% two off peak conn	% off peak load	% units	% solar PV	ave PV capacity	% pools	CONFERENCE
4031	6,469	4396	12.0	62	3	31	0.1	34	42	15	4.5	9	Kedron (Little Flower)
4032	7,501	4376	12.0	51	7	37	0.3	45	48	14	4.0	9	West Chermside St Gerard Majella
4051	12,521	4721	12.9	60	5	32	0.1	37	41	16	4.3	11	Enoggera (St John the Baptist)
4053	19,095	5088	13.9	47	10	39	0.6	49	25	22	3.9	16	Mitchelton (Our Lady of Dolours)
4053													Stafford (Our Lady Queen of Apostles)
4054	5,613	5155	14.1	40	16	39	0.9	56	16	28	3.6	16	Groverly (St William's)
4055	7,647	6270	17.2	36	16	37	1.5	55	8	38	3.9	25	Ferny Grove / Hills / Upper Kedron / Bunya
4068	10,721	5183	14.2	60	6	31	0.4	38	51	13	4.7	14	Asylum Seeker ER (Indooroopilly)



# Average household energy use in your area of care

## Brisbane Diocesan Council

### North East Suburbs Region

ENERGEX Network Area Residential Electricity Connection, Consumption, Unit and Pool data as at 1/4/19 NB: DRAFT document - SVdP data to be confirmed

postcode	res total	ave kWh/yr	ave kWh/day	% no controlled load	% T31 (OP1.)	% T33 (OP2.)	% two off peak conn	% off peak load	% units	% solar PV	ave PV capacity	% pools	CONFERENCE
4000	6,501	4406	12.1	91	1	7	0.0	8	99	3	7.5	2	Brisbane (St Stephen's Cathedral)
4005	9,086	4430	12.1	80	2	17	0.0	20	80	5	4.7	5	New Farm (Holy Spirit)
4006	5,796	4624	12.7	87	2	12	0.0	13	103	4	10.6	2	Herston / Newstead / Bowen Hills / Fort Valley
4007	6,973	5534	15.2	72	3	23	0.2	26	65	8	5.9	15	Hamilton / Ascot
4008	153	5108	14.0	43	6	51	0.0	57	72	27	14.7	7	Pinkenba
4009	10	5723	15.7	100	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Eagle Farm
4010	1,584	3582	9.8	79	2	19	0.1	21	78	8	5.3	4	Albion
4011	7,759	5089	13.9	65	3	30	0.1	33	52	12	4.6	15	Clayfield (St Agatha's)
4011													Hendra (Our Lady Help of Christians)
4012	10,839	4236	11.6	64	3	29	0.2	33	48	14	3.8	8	Nundah (Real Presence)
4014	4,947	5355	14.7	40	9	40	0.4	50	18	31	4.3	11	Banyo (Holy Trinity)
4030	8,103	4380	12.0	69	2	27	0.1	29	53	12	4.3	8	Lutwyche (St Mary of the Cross)
4030													Windsor Holy Rosary
4030													Woolloowin Holy Cross



# Average household energy use in your area of care

## Brisbane Diocesan Council

### Northern Suburbs Region

**ENERGEX Network Area Residential Electricity Connection, Consumption, Unit and Pool data as at 1/4/19** NB: DRAFT document - SVdP data to be confirmed

postcode	res total	ave kWh/yr	ave kWh /day	% no controlled load	% T31 (OP1.)	% T33 (OP2.)	% two off peak conn	% off peak load	% units	% solar PV	ave PV capacity	% pools	CONFERENCE
4012	10,839	4236	11.6	64	3	29	0.2	33	48	14	3.8	8	Wavell Heights (St Paschal's)
4013	2,345	4383	12.0	60	3	33	0.1	37	51	16	5.2	8	Northgate
4017	14,659	4987	13.7	47	10	36	0.6	46	14	31	3.6	16	Brighton (St Lawrence's)
4017													Sandgate (Sacred Heart)
4018	5,229	4384	12.0	61	13	19	0.2	33	35	26	3.6	5	Fitzgibbon/Taigum
4034	18,676	5241	14.4	38	12	41	0.6	54	30	25	3.9	15	Aspley (Our Lady and St Dympnas)
4034													Geebung (St Kevin's)
4034													Zillmere (St Flannan's)
4035	9,458	6689	18.3	30	20	33	2.6	56	14	39	4.0	33	Albany Creek (All Saints)
4036	2,473	5836	16.0	28	13	46	0.6	59	2	37	3.8	16	Bald Hills (St Anthony's)
4037	2,540	7711	21.1	26	24	30	2.8	57	1	47	4.2	40	Eatons Hill
4500	2,600	5136	14.1	32	14	48	0.2	62	42	27	3.9	12	Lawnton
4500	15,853	6015	16.5	45	15	31	0.9	46	21	38	4.5	21	Pine Rivers [Strathpine] (Holy Spirit)
4502	18,102	5250	14.4	59	10	23	0.7	34	25	29	4.0	13	Kallangur/Griffin/Dakabin/Whiteside/Kurwongbah/Murrumba Downs
4502	3,316	6008	16.5	25	20	38	1.7	60	13	39	4.2	25	Petrie (Our Lady of the Way)
4504	6,609	6435	17.6	51	16	26	1.5	44	6	45	4.5	26	Narangba
4509	11,701	5407	14.8	82	6	9	0.4	16	17	31	4.5	13	North Lakes/Mango Hill (St





# Average household energy use in your area of care

## South Coast Diocesan Council

### Springwood Region

ENERGEX Network Area Residential Electricity Connection, Consumption, Unit and Pool data as at 1/4/19

South Coast Council

Springwood Region

postcode	res total	ave kWh/yr	ave kWh/day	% no controlled load	% T31 (OP1.)	% T33 (OP2.)	% off peak load	% units	% solar PV	ave PV capacity	% pools	CONFERENCE
4109	13,245	5889	16.1	28	14	54	68	18	39	3.6	24	Sunnybank (Our Lady of Lourdes)
4110	4,864	4976	13.6	50	6	40	46	21	31	6.2	6	Acacia Ridge (Our Lady of Fatima)
4111	371	4871	13.3	30	6	61	68	27	26	3.8	16	Nathan
4112	2,654	6456	17.7	27	30	36	67	14	44	3.6	16	Kuraby
4113	10,290	5610	15.4	34	18	42	61	32	33	3.8	16	8 Mile Plains / Runcorn
4114												Sup Cent St Peter & St Paul's Logan Cent, (Migrant & Refugee conf)
4114												Woodridge (St Paul's)
4115	6,520	6425	17.6	24	24	44	70	13	43	3.7	27	Algester / Parkinson
4116	8,473	5952	16.3	39	22	33	56	22	43	3.5	17	Calamvale / Drewvale / Stretton
4117	594	5954	16.3	84	2	11	14	17	36	14.6	6	Berrinba / Karawatha
4123	7,699	5743	15.7	40	11	45	56	9	36	3.8	24	Rosedale (St Peter's)
4124	6,978	6941	19.0	43	14	36	51	6	46	4.2	23	Boronia Heights / Greenbank / Silverbark Ridge/ Lyons / New Beith
4125	3,029	6451	17.7	53	18	24	44	11	37	4.3	29	Munruben / Park Ridge
4127	10,158	5882	16.1	35	11	49	61	32	30	4.3	28	Daisy Hill (St Edward's)
4128	6,094	6821	18.7	29	21	43	65	17	38	3.8	37	Tanah Merah / Shailer Park
4132	8,527	6159	16.9	37	10	44	55	13	30	3.7	12	Marsden (St Maximillian Kolbe)
4133	6,947	5715	15.7	59	10	27	37	22	30	3.9	12	Chambers Flat / Logan Reserve, Waterford

TOTAL 96,443

average

5990	16	41	14	39	55	18	36	5	20
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Source: ENERGEX data to share 1/04/2019

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# Average household energy use in your area of care

## South Coast Diocesan Council

### Redlands Region

**ENERGEX Network Area Residential Electricity Connection, Consumption, Unit and Pool data as at 1/4/19** NB: DRAFT document - SVdP data to be confirmed

postcode	res total	ave kWh/yr	ave kWh/day	% no controlled load	% T31 (OP1.)	% T33 (OP2.)	% two off peak conn	% off peak load	% units	% solar PV	ave PV capacity	% pools	CONFERENCE
4159	5,472	6103	16.7	28	23	41	2.2	66	16	40	3.7	29	Birkdale (St Mary of the Cross/Blessed Mary MacKillop)
4160	7,339	6220	17.0	34	21	37	2.4	61	20	38	3.7	30	Wellington Point / Ormiston
4161	6,253	6049	16.6	20	20	51	1.4	73	8	38	3.8	29	Alexandra Hills (St Anthony's)
4163	7,179	5607	15.4	32	19	45	1.4	65	44	25	4.1	23	Cleveland (Our Lady Star of the Sea)
4164	6,181	6455	17.7	52	17	26	1.6	44	10	37	4.1	28	Thornlands
4165	14,510	6163	16.9	42	20	31	1.6	53	12	39	3.8	23	Victoria Point (St Rita's)



# Average household energy use in your area of care

## South Coast Diocesan Council

### Gold Coast Region

ENERGEX Network Area Residential Electricity Connection, Consumption, Unit and Pool data as at 1/4/19 **NB: DRAFT document – SVdP data to be confirmed**

postcode	res total	ave kWh/yr	ave kWh/day	% peak connection only	% T31 (OP1.)	% T33 (OP2.)	% two off peak conn	% off peak load	% units	% solar PV	ave PV capacity	% pools	CONFERENCE
4209	22,928	5803	15.9	79	6	11	0.3	17	23	21	5.0	10	Upper Coomera (St Mary's)
4210	7,612	6730	18.4	51	13	31	1.3	45	19	38	4.2	25	Wongawallan / Studio Village / Oxenford/ Maudsland/ Guanaba
4211	22,764	6577	18.0	50	18	27	1.5	46	32	33	4.2	26	Nerang (St Bridgid's)
4212	12,381	7507	20.6	53	16	25	2.1	43	26	34	4.5	40	Helensvale / Sanct Cove / Hope Island
4213	10,607	7761	21.3	41	21	31	2.3	55	18	38	4.2	37	Mudgeeraba (St Benedict's)
4214	13,615	6814	18.7	39	18	36	2.4	56	37	35	4.4	35	Ashmore (Mary Immaculate)
4215	23,923	4815	13.2	68	6	24	0.2	31	79	11	4.4	7	Southport (Guardian Angels)
4216	15,343	5973	16.4	54	11	31	1.2	43	54	25	3.9	26	Runaway Bay (Holy Family)
4217	19,339	6084	16.7	78	7	14	0.9	21	75	11	4.6	21	Surfers Paradise (St Vincent's)
4218	16,556	5848	16.0	72	6	20	1.0	27	57	17	4.2	27	Mermaid / Nobby Beach/Broadbeach / Mermaid Beach
4220	14,253	5255	14.4	58	13	26	1.4	40	67	22	4.6	21	Burleigh Heads (Infant Saviour)
4221	12,385	5321	14.6	54	16	26	1.4	44	45	26	3.7	21	Elanora / Palm Beach
4223	6,153	5836	16.0	47	21	27	2.2	50	40	32	4.1	23	Currumbin / Waters / Valley
4224	3,361	4874	13.4	62	12	23	0.9	36	58	16	4.0	10	Tugun
4225	4,733	4046	11.1	77	5	18	0.0	22	82	5	4.7	4	Coolangatta / Tugan (St Augustine's)
4226	13,674	6581	18.0	37	20	36	2.4	59	41	26	3.9	30	Clear Island Waters / Robina / Merrimac
4227	8,439	6078	16.7	51	12	32	0.8	45	49	26	3.9	18	Varsity Lakes / Reedy Creek
4228	1,784	8560	23.5	44	26	25	3.5	54	6	46	4.5	44	Tallebudgera



# Average household energy use in your area of care

## Northern Diocesan Council

### Sunshine Coast Region

ENERGEX Network Area Residential Electricity Connection, Consumption, Unit and Pool data as at 1/4/19 **NB: DRAFT document - SVdP data to be confirmed**

postcode	res total	ave kWh/yr	ave kWh/day	% no controlled load	% T31 (OP1.)	% T33 (OP2.)	% two off peak connections	% off peak load	% units	% solar PV	ave PV capacity	% pools	CONFERENCE
4550	1,777	5873	16.1	39	21	32	1.5	54	10	39	3.9	18	Landsborough (Our Lady of the Way)
4551													Caloundra (Our Lady of Good Counsel)
4551	28,336	4914	13.5	46	16	30	1.8	48	36	32	3.7	16	Caloundra (our Lady of the Rosary)
4552	4,174	5022	13.8	48	24	26	0.6	50	17	43	3.8	6	Maleny Sacred Heart)
4553	2,954	5819	15.9	56	17	19	1.7	38	4	37	4.3	19	Mooloolah / Palmview / Diamond Valley / Glenview
4554	683	6710	18.4	47	20	26	1.5	47	2	39	4.5	22	Eudlo / Ilkley
4555	2,657	6328	17.3	33	25	33	2.1	61	10	44	3.7	24	Palmwoods / Chevallum / Landers Shoot / Hunchy
4556	17,886	6008	16.5	33	27	32	3.8	63	35	35	3.9	27	Buderim / Kunda Park / Forest Glen / Sippy Downs / Mons / Tanawah
4557	9,042	5237	14.3	54	12	24	2.5	39	46	23	4.0	21	Mountain Creek / Mooloolaba
4558	10,125	4528	12.4	49	14	34	0.9	49	67	18	3.7	10	Maroochydore (St Gerald Majella)
4559	2,372	6442	17.6	40	21	31	2.4	55	9	41	4.5	25	Woombye / Kiels Mtn / Diddillibah
4560	14,498	5209	14.3	39	20	36	1.3	57	23	35	3.8	13	Nambour (St Joseph's)
4561	3,015	6164	16.9	48	20	28	1.9	50	11	42	16.4	20	Valdora / North Arm / Yandina/ Bridges / Ninderry / Maroochy River
4562	3,338	7289	20.0	44	23	26	4.9	53	3	41	4.4	35	Weyba Downs / Verrierdale/ Doonan / Belli Park / Eumundi / Eerwah Vale
4563	3,894	5876	16.1	43	24	28	2.6	55	12	43	4.2	24	Tinbeerwah / Cooroy / Lake Macdonald / Ridgewood / Carters Ridge / Black Mountain
4564	4,999	5389	14.8	35	21	39	2.9	63	42	30	3.6	25	Marcoola / Majimba / Pacific paradise / Twin Waters
4565	6,745	5464	15.0	30	29	36	3.5	68	18	35	3.8	25	Tewantin (Our Lady of Perpetual Succour)
4566	5,600	5602	15.3	54	14	21	3.4	39	64	25	4.9	27	Noosaville
4567	8,163	6235	17.1	51	15	29	3.0	46	50	16	4.4	29	Sunshine Beach / Sunrise Beach / Noosa Heads / Castaways Beach
4568	1,538	5846	16.0	36	27	33	2.5	63	4	42	4.2	21	Pomona / Pinbarren / Federal
4569	718	5107	14.0	38	26	31	1.4	59	2	38	3.9	15	Cooran
4572	2,128	4794	13.1	64	9	24	1.1	34	64	12	4.3	17	Alexandra Headland
4573	13,640	5112	14.0	51	15	28	2.0	45	34	24	4.0	21	Coolum (St Peter's)
4574	629	5297	14.5	50	19	32	0.6	52	5	29	4.2	9	Kenilworth / Gheerulla / Coolabine / Obi Obi / Kidaman Creek / Moy Pocket
4575	10,380	5793	15.9	31	18	42	3.2	63	33	36	4.0	27	Kawana (Good Shepherd)





# Basic budgeting assistance

- It's important to pay rent and electricity regularly
- Some energy providers require an understanding of clients financial commitments
- You may use this tool to determine suitable energy assistance (GOV \$, hardship program or payment plan only)





## Basic Budget (Fortnightly)

NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CRN: \_\_\_\_\_



DATE: \_\_\_\_\_

INCOME		
	HOUSEHOLD	\$
	Centrelink payments (main)	_____
	Centrelink payments (partner)	_____
	Centrelink loan	_____
	Wages	_____
	Miscellaneous Income	_____
	Other	_____
	<b>TOTAL</b>	_____

ELECTRICITY		AVE kWh/DAY	
		T11 (Peak)	T33 or T31
	SUMMER	_____	_____
	AUTUMN	_____	_____
	WINTER	_____	_____
	SPRING	_____	_____
kWh/year		_____	
current cost / kWh		_____	
TOTAL usage est \$ / year		_____	
current supply cost/day		_____	
TOTAL supply est \$ / year		_____	
est fortnightly cost \$		_____	
TOTAL est fortnightly cost \$ (incl GST)		_____	

EXPENSES		\$	EXPENSES		\$	EXPENSES		\$
	HOUSEHOLD			LIVING			TRANSPORT	
	Rent/Mortgage	_____		Groceries	_____		Car Loan Repayments	_____
	Electricity	_____		Takeaway	_____		Petrol	_____
	Gas	_____		Medical	_____		Car Registration	_____
	Telephone	_____		Clothes	_____		Car Servicing/Repairs	_____
	Rates	_____		Alcohol	_____		Bus/Train fare	_____
	Water	_____		Cigarettes	_____		Taxi fares	_____
Other	_____	Other	_____	Other	_____		_____	
	<b>TOTAL</b>	_____		<b>TOTAL</b>	_____		<b>TOTAL</b>	_____
	EDUCATION			LOANS & FINES		Other		
	Child Care	_____		Centrelink loan	_____			
	Uniforms	_____		SPER	_____			
	Excursions	_____		Christmas Hampers	_____			
	Tuckshop	_____		Personal Loan	_____			
Sport	_____	Appliance Rental	_____		_____			
Other	_____	NHS loan	_____		_____			
	<b>TOTAL</b>	_____	Other	_____		_____		
	<b>TOTAL</b>	_____		<b>TOTAL</b>	_____		<b>TOTAL</b>	_____



# Hardship programs and other assistance

You can help your client talk to your energy provider to:

- **Apply for the QLD Govt HOME ENERGY EMERGENCY ASSISTANCE GRANT**
  - up to \$720 fee relief (with conditions)
  - Set up to help account holders who have had to pay unforeseen, unexpected household expenses in the last twelve months
  - Significant change in income
  - Expenses that qualify include the purchase of washing machines, refrigerators, car repairs or new tyres (ideal for receipts to accompany application forms)
- **Seek entry to their hardship program**
  - Agree on an affordable payment plan and pay regularly via CentrePay
  - Avoid extra fees and charges, phone calls from debt collectors and disconnection
- **Seek a better discount or change energy providers**
  - Perhaps your energy provider can be persuaded to offer you a bigger discount or a guaranteed discount (SEQ area only)
  - It is not wise to change energy providers if you are unable to pay your account



# household meters



Dial meter



Odometer meter



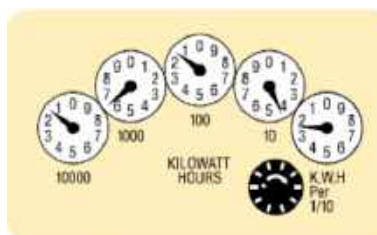
Digital meter

## Electricity meters:

Most QLD homes have 2 meters –

T11 - Peak (general consumption)

T33 or T31 - Off peak (hot water)



The reading from the above dials is 16142

Record your readings in the boxes below.

10000s	1000s	100s	10s	Units
1	6	1	4	2

# electricity accounts

Important information is usually listed on page 2.

## TOTAL ELECTRICITY CHARGES 0

### Your site details

3 Sample Street BOOVAL 4304

### Meter read

Actual

### National Meter Identifier (NMI)

31200431437

### Last meter read date

19 Mar 18

### Next scheduled read date

22 Jun 18 (+/- 2 business days)

### Period: 19 Dec 17 - 19 Mar 18 (91 days)

Your rate: General Domestic

Meter no	Usage type	Previous read	Current read	Usage (kWh)
1134383	Peak	69756 (A)	74023 (A)	4267
1405572	T33 Ct Load	19858 (A)	20146 (A)	288
Total kWh				4555

(A = Actual, E = Estimated)

Charges	Usage (kWh)	Charge	Amount
Peak Usage	4267	24.51 c/kWh	\$1,045.84
T33-Controlled Supply(Economy)	288	20.48 c/kWh	\$58.98
Supply Charge		114.19 c/Day	\$103.91
Supply Charge - T33		2.76 c/Day	\$2.51
<b>Discounts and Rebates</b>			
Guaranteed usage discount (13%)			\$143.63 CR
<b>Total for period 19 Dec 17 - 19 Mar 18 (excl GST)</b>			<b>\$1,067.61</b>



# Tariffs and charges – listed on page 2 of your bill

**A tariff is the pricing structure householders are charged for electricity consumption.**

**Household tariffs include:**

**Peak** is also known as Tariff 11 or domestic supply

- Most household electrical appliances are connected to Tariff 11
- Power is constantly available at a fixed rate regardless of the time appliances are used
- We pay for the energy we use – use less / pay less

**Off-Peak – T31 or T33** AKA Tariff 31 or 33; Controlled Load 2; Over night rate; Off-peak 1 or 2

- Most electric hot water systems are connected to one of the above tariffs
- T31 is cheaper because power is only available between 10pm -7am daily
- You pay for the energy you use – use less / pay less

**Supply Charges – fixed daily charges**, regardless of how much electricity is used.

- These charges are separately identified on our bills and displayed as a daily rate (e.g. in 'cents per day')
- We pay supply charges regardless of how much energy we use



# Regular payments help reduce bill shock

Extra fees and charges may be avoided by making and maintaining regular payments.

## ACCOUNT SUMMARY

<b>Previous activity</b>	
Opening balance	\$389.21
Payments received	\$0.00
<b>Balance carried forward</b>	<b>\$389.21</b>
<b>Your new charges</b>	
Other charges and adjustments (incl GST of \$0.00)	\$12.00
Total electricity charges - incl discounts and rebates (incl GST of \$33.37)	\$367.02
<b>Total amount due</b>	<b>\$768.23</b>
(incl net GST charges of \$33.37)	

If your payment plan ends, your balance carried forward of **\$389.21** will be due immediately and your new charges of **\$379.02** will be due on **12 Feb 18**.

## PAYMENTS RECEIVED

<b>Total</b>	<b>\$0.00</b>
--------------	---------------

## OTHER CHARGES AND ADJUSTMENTS

15 Nov 17 Late Payment Fee (No GST)	\$12.00
<b>Total (incl GST of \$0.00)</b>	<b>\$12.00</b>

## ACCOUNT SUMMARY

<b>Previous activity</b>	
Opening balance	\$492.22 CR
Payments received	\$330.00 CR
<b>Balance carried forward</b>	<b>\$822.22 CR</b>
<b>Your new charges</b>	
Other charges and adjustments (incl GST of \$29.46 CR)	\$324.00 CR
Total electricity charges - incl discounts and rebates (incl GST of \$23.50)	\$258.48
<b>Current balance</b>	<b>\$887.74 CR</b>
(incl net GST charges of \$5.96 CR)	

## PAYMENTS RECEIVED

17 Oct 17	Centrelink Payment	\$55.00 CR
31 Oct 17	Centrelink Payment	\$55.00 CR
14 Nov 17	Centrelink Payment	\$55.00 CR
28 Nov 17	Centrelink Payment	\$55.00 CR
12 Dec 17	Centrelink Payment	\$55.00 CR
23 Dec 17	Centrelink Payment	\$55.00 CR
<b>Total</b>		<b>\$330.00 CR</b>

## OTHER CHARGES AND ADJUSTMENTS

18 Oct 17	Miscellaneous (incl GST of \$4.91cr)	\$54.00 CR
1 Nov 17	Miscellaneous (incl GST of \$4.91cr)	\$54.00 CR
15 Nov 17	Miscellaneous (incl GST of \$4.91cr)	\$54.00 CR
29 Nov 17	Miscellaneous (incl GST of \$4.91cr)	\$54.00 CR
13 Dec 17	Miscellaneous (incl GST of \$4.91cr)	\$54.00 CR
27 Dec 17	Miscellaneous (incl GST of \$4.91cr)	\$54.00 CR
<b>Total (incl GST of \$29.46 CR)</b>		<b>\$324.00 CR</b>

Some hardship programs offer matching payment incentives to assist hardship clients pay down debt.



# Typical household appliance usage



## Hot water system

Between 5kWh – 8 kWh/day



## Air conditioners

Between 0.58 kW – 4.6 kW / hour



## Fridge 400L

Between 1.2 kWh – 2.2 kWh/day



## Lighting

Between 1.2 kWh – 2.2 kWh/day



## Clothes Dryer

4.6 kWh – \$1.40 per load



## TV

Between .12 kW – .475 kW/hour



Vacuum



Personal computer



VCR/DVD



Stereo



Fan

Each of these contribute to around 2% annual household

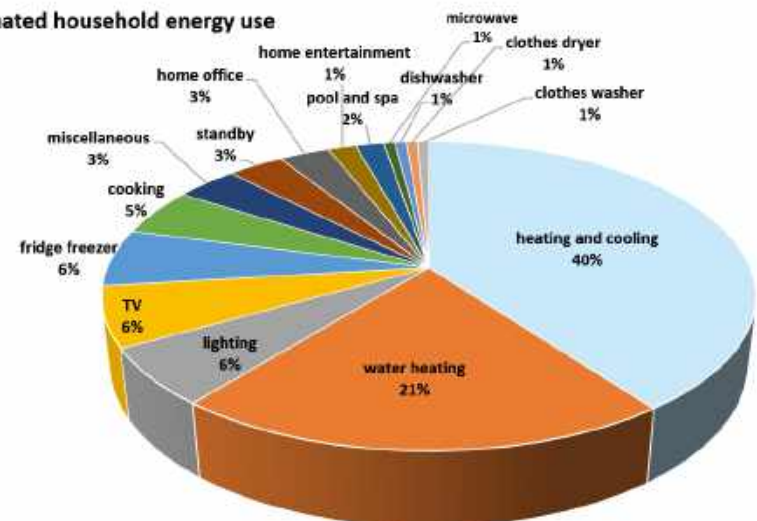


## Portable space heating

Up to 2.4 kW/ hr

Did you know?  
Stand-by power uses approximately 50W per day

## Estimated household energy use



# Opportunity to help your clients

- HEMS will provide free, independent and tailored energy advice on a range of energy topics, including:
  - understanding energy consumption, meters and billing detail
  - assistance to access programs for those having trouble paying energy bills
  - advocacy to help consumers engage with energy providers
  - relevant energy saving strategies for householders



## FAMILY SUPPORT CENTRE

Inala

Providing support and advice to individuals and families facing hardship



St Vincent de Paul Society  
QUEENSLAND  
good works

## WHO WE ARE

St Vincent de Paul Society Queensland's Inala Family Support Centre offers support and referral for people who are in a crisis situation or facing unexpected financial hardship.

## HOW WE CAN HELP

### ASSISTANCE WITH YOUR ENERGY ACCOUNT

- Discuss your energy bill reviewing your tariff connections, charges and energy use
- Check your billing history to identify seasonal consumption patterns and annual consumption
- Offer advice on how to identify and control your appliances that use lots of energy
- Help you identify faulty appliances using too much energy that need repair or replacement
- Suggest no cost / low cost changes to reduce your energy consumption
- Aid you in discussions with representatives of your current energy provider
- Assist with concession and payment assistance applications
- Explain pricing options, discount offers and obligations
- Assist you make regular payment arrangements with your energy retailer (CentrePay or Direct Debit)
- Aim to avoid discount forfeiture, extra charges, disconnection, debt recovery action and more.

**Note:** In order to assist you we will require a current Centerlink income statement

**TO BOOK AN APPOINTMENT CALL: 07 3714 6300**

## Disclaimer:

*While utmost care is taken to research material from respected sources and maintain currency in all matters, please note that energy pricing differs between network areas and appliance energy consumption varies depending on the size, type, tariff, individual condition of unit and use.*

*As all information and advice offered in this work is of a general nature, we recommend you seek advice from a specialist regarding your individual circumstances before making major purchasing decisions.*

**Anne Armansin**

Energy Consultant

0407 623 079

[anne@energyaid.com.au](mailto:anne@energyaid.com.au)

[energyaid.com.au](http://energyaid.com.au)

Working with clients from  
Conferences based in South West Brisbane Region  
From St Vincent de Paul's  
Inala Family Support Centre



# Expressions of interest sought

1. advisory committee members – join Rose McGrath and Liz Ward represented by the four Diocesan Central Councils
2. ‘HEMS Champion’ (main point of contact for assistance with complex cases within your area)
3. learning more about the HEMS to actively promote the service to your clients and forward necessary details to service champions for action

Formal training and follow up visits to work with you in your area will be provided

No.		Name	Email	Phone No.	Conference
1.	Advisory Committee member				
2.	HEMS Champions				
3.	HEMS promotion team				

Please register expressions of interest from you and those within your network by return email to [anne@energyaid.com.au](mailto:anne@energyaid.com.au)





**St Vincent de Paul Society**  
QUEENSLAND  
*good works*

## Basic Budget (Fortnightly)

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CRN: \_\_\_\_\_

**energyaid**<sup>+</sup>  
*energy made simple*

DATE: \_\_\_\_\_

### INCOME

#### HOUSEHOLD



Centrelink payments (main) \_\_\_\_\_  
Centrelink payments (partner) \_\_\_\_\_  
Centrelink loan \_\_\_\_\_  
Wages \_\_\_\_\_  
Miscellaneous Income \_\_\_\_\_

Other \_\_\_\_\_

**TOTAL** \_\_\_\_\_

### ELECTRICITY



#### AVE kWh/DAY

T11 (Peak) T33 or T31

	T11 (Peak)	T33 or T31
SUMMER		
AUTUMN		
WINTER		
SPRING		

kWh/year

current cost / kWh

TOTAL usage est \$ / year

current supply cost/day

TOTAL supply est \$ / year

est fortnightly cost \$

TOTAL est fortnightly cost \$ (incl GST)

### EXPENSES

\$

#### HOUSEHOLD



Rent/Mortgage \_\_\_\_\_  
Electricity \_\_\_\_\_  
Gas \_\_\_\_\_  
Telephone \_\_\_\_\_  
Rates \_\_\_\_\_  
Water \_\_\_\_\_

Other \_\_\_\_\_

**TOTAL** \_\_\_\_\_

### EXPENSES

\$

#### LIVING



Groceries \_\_\_\_\_  
Takeaway \_\_\_\_\_  
Medical \_\_\_\_\_  
Clothes \_\_\_\_\_  
Alcohol \_\_\_\_\_  
Cigarettes \_\_\_\_\_

Other \_\_\_\_\_

**TOTAL** \_\_\_\_\_

### EXPENSES

\$

#### TRANSPORT



Car Loan Repayments \_\_\_\_\_  
Petrol \_\_\_\_\_  
Car Registration \_\_\_\_\_  
Car Servicing/Repairs \_\_\_\_\_  
Bus/Train fare \_\_\_\_\_  
Taxi fares \_\_\_\_\_

Other \_\_\_\_\_

**TOTAL** \_\_\_\_\_

### EXPENSES

\$

#### EDUCATION



Child Care \_\_\_\_\_  
Uniforms \_\_\_\_\_  
Excursions \_\_\_\_\_  
Tuckshop \_\_\_\_\_  
Sport \_\_\_\_\_

Other \_\_\_\_\_

**TOTAL** \_\_\_\_\_

### EXPENSES

\$

#### LOANS & FINES



Centrelink loan \_\_\_\_\_  
SPER \_\_\_\_\_  
Christmas Hampers \_\_\_\_\_  
Personal Loan \_\_\_\_\_  
Appliance Rental \_\_\_\_\_  
NLS loan \_\_\_\_\_  
STEP UP loan \_\_\_\_\_

Other \_\_\_\_\_

**TOTAL** \_\_\_\_\_

### EXPENSES

\$

#### Other


**TOTAL** \_\_\_\_\_

OUTSTANDING ENERGY DEBT \$ \_\_\_\_\_

ENERGY PROVIDER: \_\_\_\_\_

ENERGY SPEND % OF INCOME \_\_\_\_\_

CONCESSION PAID? \_\_\_\_\_

Notes / Action: \_\_\_\_\_

Have there been any unforeseen unexpected expenses in the past 12 months (receipts may be required) \_\_\_\_\_

NAME OF SVDP WORKER

CONTACT No:

Conference: \_\_\_\_\_

Return completed form to: Anne Armansin, Energy Consultant:

E. [anne@energyaid.com.au](mailto:anne@energyaid.com.au)

Enquiries: M. 0407 623 079

### Authority to Act (Individual)

**Important:** This form authorises Anne Armansin to:

- Act with limited authority to make billing and usage enquiries on behalf of the account holder and receive billing and service information for preparation of home energy audit, energy efficiency, energy account and basic budgeting advice
- Request valid concessions be made available to account holder
- Act as account holder advocate to
  - request account holder entry to energy or water provider's hardship program
  - request application for Home Energy Emergency Assistance Scheme funds
  - instigate CentrePay arrangements (suitable to utility provider and account holder)
  - request reduction in fees and charges where appropriate (e.g. GreenPower)
  - request new services that may reduce appliance running costs be provided at no cost to the account holder

This authority will remain valid for a period of six months unless withdrawn by account holder.

NB: energyaid is a service offered by Anne Armansin, sole proprietor of Home Energy Help. This business is contracted to work with individuals seeking free energy information and advice from St Vincent de Paul Society Queensland.

I (account holder's full name):	
Address:	
Telephone No.:	
Email:	
Authorise	
Anne Armansin, Energy Consultant, Home Energy Help. E. <a href="mailto:anne@energyaid.com.au">anne@energyaid.com.au</a>	
working with	
St Vincent de Paul Society Queensland	
based at	
Inala Family Support Centre, 5 Lupin Street, Inala 4077. (07) 3714 6300	
To act on my behalf with my utility supplier:	
Name on account:	
Account Number:	
Signature:	
Date:	

ABN: 17 590 227 785

Project Manager  
Home Energy Management Service  
St Vincent de Paul Society Queensland  
Based at  
Inala Family Support Centre  
5 Lupin Street, INALA 4077  
Ph. (07) 3714 6300 for appointment

# Brisbane HEMS Champion

Your first local HEMS Champion is Mark Brennan, a member of New Farm St Vincent de Paul Society Conference.

Together we are available to assist SVdP Sunshine Coast clients who require assistance with their energy accounts.

Companions may simply assist clients by forwarding completed 'authority to act' and 'basic budget forms and send to us with a copy of their energy account (all pages) – mobile phone pictures or pdf documents suitable.

Contact: Mark Brennan [mark.brennan@svdpqld.org.au](mailto:mark.brennan@svdpqld.org.au)

**More Champions will help lighten work load for your region**

Please register expressions of interest from you and those within your network by return email to [anne@energyaid.com.au](mailto:anne@energyaid.com.au)





# Sunshine Coast HEMS Champion

Your first local HEMS Champion is Jill Farrer, a member of OLPS Tewantin St Vincent de Paul Society Conference.

Together we are available to assist SVdP Sunshine Coast clients who require assistance with their energy accounts.

Companions may simply assist clients by forwarding completed 'authority to act' and 'basic budget forms and send to us with a copy of their energy account (all pages) – mobile phone pictures or pdf documents suitable.

Contact: Jill Farrer [jillianfarrer@gmail.com](mailto:jillianfarrer@gmail.com)

**More Champions will help lighten work load for your region**

Please register expressions of interest from you and those within your network by return email to [anne@energyaid.com.au](mailto:anne@energyaid.com.au)