



# Am I on the best energy deal with my retailer?

Energy prices are rising and so are bills for many Australians. If you aren't happy with how much you are paying for energy, a good place to start is making sure you are on the best deal for your circumstances.

## Ask if there is a better energy deal

Unhappy with your latest bill? Contact your energy retailer to make sure you are on the best deal for your circumstances.

Our [PowerCall tool](#) can also help step you through how to have the right conversation with your retailer.



## Questions to ask your energy retailer

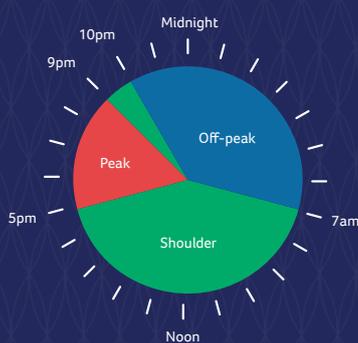
- ? Am I on your best plan?
- ? Do you have a better offer that would suit my household or business and our energy use?
- ? Am I being charged different rates for using energy at different times of the day? (This will change what deals suit you best).
- ? Am I eligible for any government concessions or rebates?
- ? If you would like to avoid bill shock that may come with receiving bills quarterly, ask: Can I pay my bill more often, and will my costs be estimated?
- ? Am I paying any extra fees, such as for receiving a paper bill, or for paying late?
- ? Don't want to talk on the phone? Check your retailer's website for real people chat functions.



### Tips

Receive Centrelink payments? You can arrange for your bill, or a payment plan you have with your retailer to be paid directly to your energy retailer through CentrePay.

Ask your retailer or Centrelink to set this up for you.



**It's a good idea to find out if you're on a Time Of Use Tariff as this affects how you are charged for your energy use.**

A time of use tariff means that there are different prices for electricity for different parts of the day, usually around:

- Peak (most expensive)– night
- Off-Peak (cheapest)– very late/early morning and weekends
- Shoulder (moderate)– all other times

You could save money on this kind of tariff, if for example:

- you are able to use big appliances like a washing machine at times when prices are cheaper
- you have solar

Time of use tariffs may not work for everyone, and costs may be involved if you would like to change. Ask your retailer for more information.

## Need extra support? Retailers are there to help you:

1. If you can't pay your energy bill, or you don't think you will be able to, don't wait until you receive a disconnection warning notice, even if it is only temporary. Your retailer is obligated to help you and has programs in place to do so.
2. You may like to say:
  - "I'm having trouble paying my bill. What can you do to help?"
  - "I can only afford (say how much you can afford per fortnight/month)"
  - "My circumstances have changed, and I don't think I will be able to pay my upcoming bill, what can you do to help me?"
3. Need information on how to save energy? Check out our variety of energy saving fact sheets.

### Tips

Still not happy?, it might be time to look at switching to another energy retailer. For help with how to switch, see our fact sheet on 'how to compare energy deals.'

## Are you a small business customer?

If you are under financial stress, make sure to ask how your retailer can help – even if it's only temporary.

Or, if you are looking for tips on how your small business can lower its energy use, you can check out our fact sheet.

## National Debt Helpline

If you need more help to manage bill stress and/or other debts, call the National Debt Hotline on **1800 007 007** (check times) to speak to a financial counsellor. This is a free, independent and confidential service.