

Your checklist.

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

Section A: 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 (such as sealing on a fridge) 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. So if you have visitors staying for an extended period of time, or household members spending more time at home (e.g. during school holidays), this will have an impact on your daily energy use. 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 (e.g. a new plasma television) 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

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.

We suggest keeping track of your energy use over time by looking at your 'Daily Average Use' every quarter. You'll find it printed underneath the 'Electricity usage and greenhouse gas emissions' section of your bill.

Section B: 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. To do this, look to see if the meter number printed on your bill (under the 'Your electricity usage and service' calculation) matches the number on the meter at your residence. If the meter numbers don't match then you may have been incorrectly charged. If this is the case, please call us on 133 466 (Monday – Friday, 8am - 6.30pm AEST).

(If you have a smart meter, your bill won't contain a meter number. If you wish to confirm your meter number please call us on 133 466.)

Estimated meter reads vs actual reads.

There are two types of meter readings: actual meter readings and estimated readings. An estimated reading is done when the distribution business 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 EnergyAustralia 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.

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.