

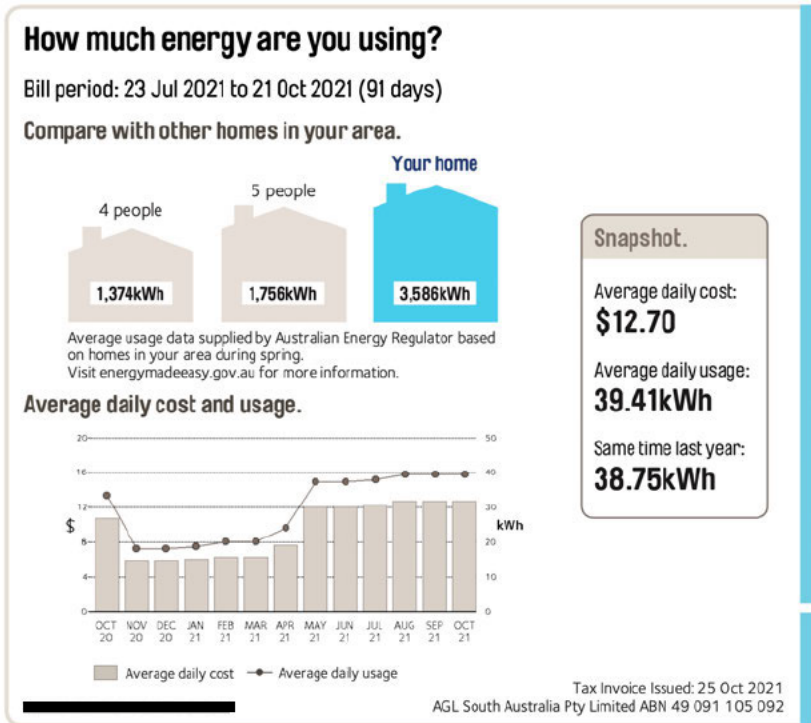
Hi, Submitted: 31st Jan 2022

**Re: stakeholders' feedback on the draft Better Bills Guideline published on 20 December 2021**

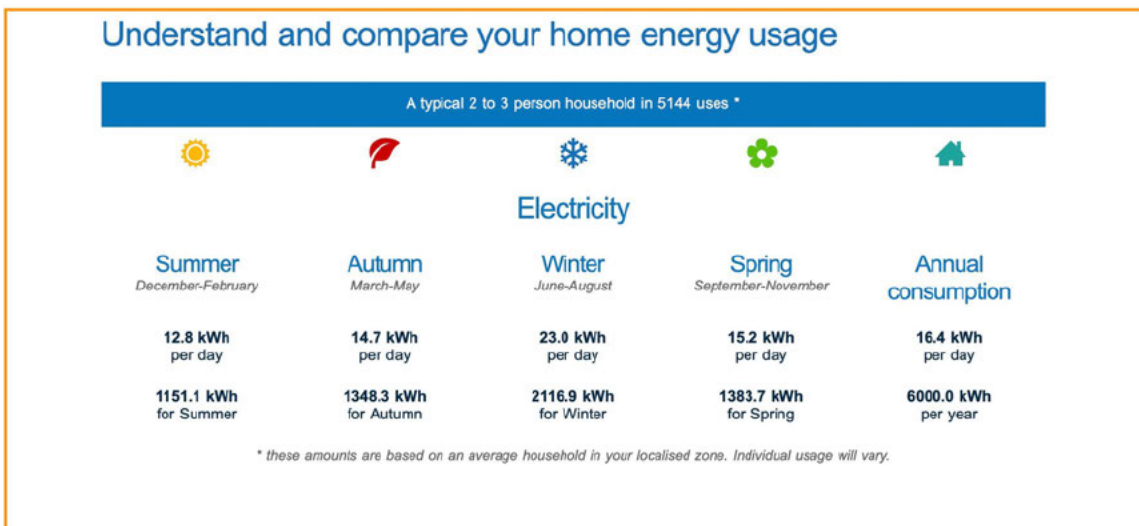
I have not read all of the draft documents (only saw them today 31Jan2022 unfortunately) but have spoken to someone in the AER who has and I believe there is a fundamental problem in the "Energy Usage Comparator" that every Electricity Bill has to have (as well as the Energymadeeasy web site)

To make clear what I'm addressing:

The following Energy Usage Comparator is on every electricity bill I receive from AGL:  
 (showing ridiculous comparisons)



The following Energy Usage Comparison is on the Energymadeeasy web site: <https://www.energymadeeasy.gov.au/benchmark>



The fundamental problem, which makes these comparisons totally useless for most households, is that no account is made for whether household members are mostly home all day or at work (most days)  
 For the web site questions are asked about no members in the household, Controlled Load and whether a pool is owned but nothing about occupancy

In my case, Adelaide Hills, the electricity usage per Quarter can vary up to five (5) time between a household empty during the day and a household where, say two (2) people, are home all day (with electric heating on all day for example, lights etc)

The Energy Usage Comparator on my electricity bill I receive from AGL asks no questions, of course, and the only thing AGL would know about me is where I live and that I have a Controlled Load

The Energy Usage Comparison on the Energymadeeasy web site asks where I live, do I have a Controlled Load, how many people in the household, do I use electric heating (but not how much) and do I own a pool. So this is much better but still the average energy usage per day calculated and presented is likely to be completely meaningless and useless for the majority of households.

If the average energy usage per day is an average over household members who are mostly home all day (high e usage) AND those at work (low e usage) then an average will be somewhere in

between these two extremes and NOT be typical of either household type. So a completely meaningless figure (as averages often are if not used wisely).  
For example say the mostly at home ones use 50e per day, and the at work ones use 20e per day then the average might be 35e per day (assuming the nos are about equal for this example).  
So the Average of 35e is nowhere near either 20e or 50e. **Completely useless as any sort of comparison.**

To be useful the bills and web site needs to either:

- 1 Do the averaging calculation for **ONLY households at work all day** and state this! (bad luck about retirees home all day)
- 2 OR, Do the calculation for ONLY households at work all day, and separately for households at home all, and **state the two sets of figures.**
- 3 OR, **ask whether people are home all day or at work all day**. Easy to do for the web site since it already asks about heating type and pool ownership. Harder for an energy supplier to do for their bills but possible.

Thanks for listening

Overall a good review program!

Cheers,  
Rod Martin.

Home: [REDACTED], Mobile: [REDACTED]

