

Dear Team,

This work is very welcome in helping us understand the various charges and how they all compare. It is good to see that our provider has already started this journey.
Thank you for forcing all providers to be more transparent and honest about their plans and offers and how they actually compare.

Two requests:

- 1. One small potential addition to your supply charge definition - we also get a 'membership' monthly charge that relates only to our electricity invoice (see screenshot below). Should this show in the main summary as a Supply Charge?
- 2. Something I personally find as a disincentive is being required to call a number to speak to somebody to move to their identified improved plan. We can sign up initially online, and we should be able to make these changes online. My request is that you make it obligatory that they provide the ability to make changes online, with an option to call to speak to somebody should you so desire.

Thank you once again.

Great initiative. Best wishes,

Understanding your bill

The billing period is 10 December 2025

This bill is based on an actual read of your usage.
To check your actual usage, you can find instructions for reading your electricity meter at: [energylocalsre](#)
Submit a self-read to us by following the instructions on our website: [energylocalsretail.com.au/self-metr](#)

Description	Billing period
Anytime Usage	10/12/2025 - 12/03/2026

Could you save money on another plan?

Based on your past usage, our Home Comfort plan may cost you up to \$96 incl.GST less than your current plan. To switch plans, please call 1300869573. Conditions may apply.

To compare other available plans, visit [www.energysave.com.au](#)