



Hall & Partners

Australian Energy Regulator Better Bills Guidelines Research Final Report

July, 2021

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Research Objectives

The overarching research objectives for this project were:

- Understanding the overall requirements of those aged 65+ years for clear comprehension and clarity of their hardcopy bills; and
- To determine audience preference of the more comprehensive or simpler bill.

More specifically to evaluate:

- **Content** – is relevant information included?
- **Format** – how well does the layout of the bill suit needs?
- **Comprehension** – does the visual representation make the information easy to understand? Which elements are easy or difficult to understand?
- **Seeking assistance** – how easy is the contact number and accessibility information to find?
- **Optimisation** – what can be changed to make the bill easier to read, use, understand? What, if anything, is missing that could be added?

Methodology

Fieldwork included three focus groups conducted between 30th June and 8th July 2021 with a total of 18 participants. Two groups did not go ahead due to lockdowns resulting from COVID-19.

All focus groups were conducted face to face. Each focus group was up to 90 minutes duration with free-flowing conversation.

All participants were free-found using recruitment partners.

All participants were screened by professional market research recruiters to fit the determined criteria.

All participants received a \$100 incentive for taking part.

Focus groups were split according to locations.

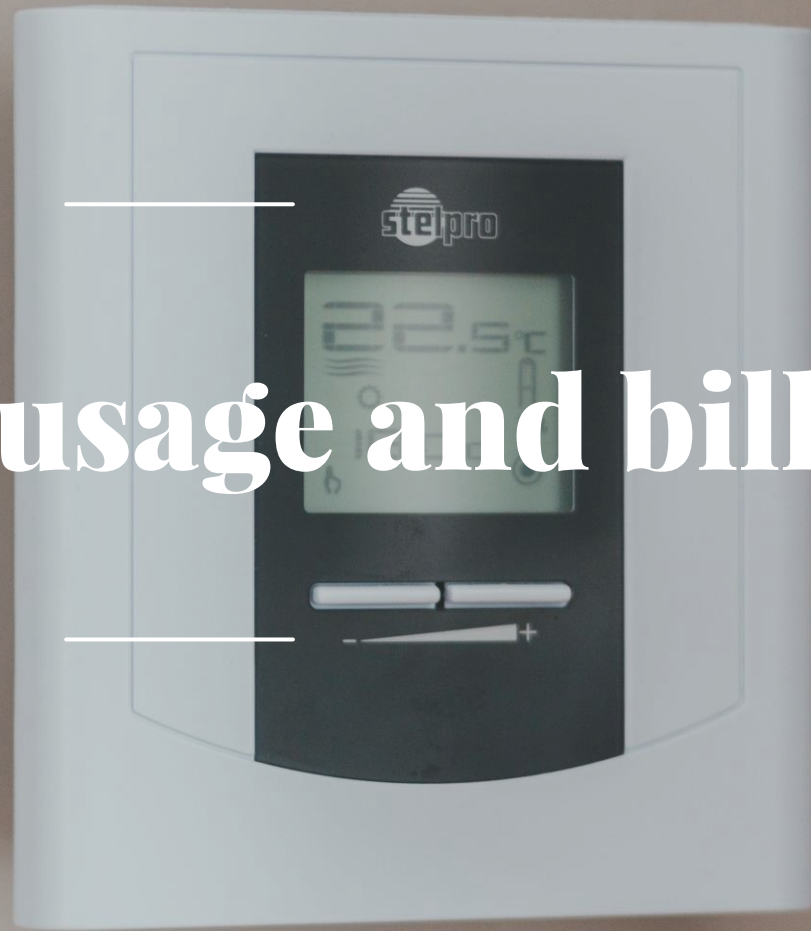
- 1 focus group – Canberra (30th June)
- 1 focus group – Hobart (30th June)
- 1 focus group – Adelaide (8th July)
- *1 focus group – Brisbane (cancelled due to COVID restrictions)*
- *1 focus group – Sydney (cancelled due to COVID restrictions)*

All participants fit the following screening criteria:

- All participants were aged 65+ years
- Opted to receive a hardcopy of their bill via postal mail
- Preferred to resolve any issues with their bill via phone call with their provider
- Had not downloaded an app from their electricity provider
- Read and signed a Participant information sheet prior to taking part in the focus group.



Current usage and bills



Receiving bills can trigger anxiety and payment methods are habitual

"I usually get it out of the letterbox and don't open it right away, I just don't want to know!"

"I pay it the day before it is due – why should they have my money for any longer than they need to? I just need to make sure I don't forget to pay it!"

Receiving the bill

Receiving an energy bill in the mail is not perceived as a pleasant experience. For some it can trigger anxiety, for most there is an element of curiosity to see if their projections about their usage have been accurate.

Once the bill arrives there are different routines and habits that are at play. Some schedule the bill to be paid on time via online banking, some diarise the due date and others wait for their direct debit to pay the bill for them.

Regardless of payment method, there is a desire to 'set and forget' payment or diarising the payment so they can move on.

Paying the bill

This audience pay their bills in a range of ways, but importantly, the same way each time. In order of most to least common methods:

1. Via phone banking
2. Direct debit
3. Via their online banking portal using BPay
4. In person at the post office

Regardless of payment method, the common thread is that the bill is paid on, or just before, the due date. There is a resentment about energy providers being paid early. Those who seek to capitalise on the early payment discount will pay right on the date allocated.

There are key elements being sought from energy bills

"I always have an idea of what each bill will be, I've lived here long enough to know and I've been with the same energy company for years. So I anticipate it and then the bill is basically just a check in to see"

"I need to know quickly and easily from the total that the early pay discount and any other discounts too, like solar, have already been applied – if its clear I can just pay it and move on"

When the bill is first opened, there are certain elements that customers feel are vital.

- **Amount due:** this audience will generally have a sense of how much they expect their bills to be each quarter. There is an understanding of the rise and fall of energy bills with the seasons and they budget appropriately. So the first step is to sense check the amount on the current bill to see if it matches expectations.
- **Due date:** Managing money later in life, including budgeting for bills, can often be stressful so this audience are quick to seek out the due date for payment. Many allocate monthly funds to bills to smooth out financial bumps, so the due date can be vital for these calculations.
- **Discounts being applied:** early payment discounts are of high interest to this audience and the aim can be to capitalise on this offering. Additionally, the age of this audience means there are often concession discounts to be applied. Solar customers can also have credits applied and there is a desire for clarity around the total amount that is listed on the bill, which incorporates all discounts. Making sure it is clear that all potential discounts have been included is very important to minimise confusion and potential to need to interrogate their bill further.
- **Historical data:** if a bill is greater than expected, referring to personalised comparative data is important. Being able to quickly and easily check what the bill was for the same time last year is a simple way for these customers to check back.
- **Payment options:** while bills are often paid in the same way each time, highlighting payment options clearly and easily is important.

A higher-than-expected bill and payment modifications are the main drivers for seeking assistance

"You need to have all the right information on each bill so when you call you have it all there to talk through with them"

"When you call you need to be able to talk to someone who can solve the problem on the spot. Emailing never works, no one answers and it just gets lost in the web!"

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Seeking more detailed information or clarification: with clear expectations of the price range that their energy bill should be within, if the bill feels too high, they will immediately seek more information or clarification from their provider. Experiences point to a phone call as being the best way to resolve this as emails are felt to get lost in the system and are easily ignored.



Immediate resolution needed: with the effort of making a phone call, being on hold and explaining their query, fast and simple resolution is required. There is an expectation that the customer service officer will have the relevant authority to resolve their query and one phone call should be sufficient.



Payment options or deferral of payment: for individual queries or modification to payments (deferral, staggered payments or financial assistance) phone calls are vital. This can be a sensitive issue for this audience and they require a customer service officer who can be empathic and flexible in offering solutions.

This audience require personalisation of a phone call for their queries. There is underlying mistrust of using online contact methods to resolve queries and the stress that a lack of resolution can cause is notable.



Evaluation of new bill formats

Sample Bills

All focus group participants reviewed the comprehensive bill, followed by the basic bill. These bill prototypes are based on designs developed by the Behavioural Economics Team of the Australian Government (BETA) for use in AER-commissioned consumer research and testing. The comprehensive bill was designed to be similar to many existing bills over two, densely packed pages, while the basic bill contains information necessary to enable payment, a table showing how the bill was calculated and key contact details (i.e. it omits the plan summary, definitions, best offer and historical usage and benchmarking information).

www.energyco.com.au
Enquiries 13 66 27
Emergencies 13 74 90

Account holder: Alice Williams
Account number: 351932
Issue date: 1 April 2021
For supply at: 13 Bridge Road, Carlingford NSW 2118

Your electricity
466kWh used in 31 days

Your plan
Simple Saver

Your bill
\$122.95 Due 27 April 2021

This bill covers 1 Mar 2021 – 31 Mar 2021

You are on a time of use tariff. You pay different rates for electricity depending on when you use it.

Guaranteed usage discount 15%
You saved \$18.23 off this bill.

Understand your plan

Your plan
EnergyCo Simple saver
Contract expires 1 June 2021
25% Green energy
15% Guaranteed usage discount (applies to peak and off-peak usage charges only)

Rates
\$1.02 per day supply charge
29 cents per kWh peak usage (6am-10pm)
13 cents per kWh off-peak (other times)
9 cents per kWh paid to you for solar

Could you save money?
We have identified a cheaper plan for you. You could save \$81.45 a year by moving to our EnergyCo Super Saver Plan.

To move plans, call us on 13 66 27 or go to www.energyco.com.au

To look at other plans available for you in the market, go to energymadeeasy.gov.au

Technical terms
1 kWh (kilowatt-hour) is about as much power as using a laptop for a whole day.
Your supply charge is a fixed daily fee that keeps you connected to the electricity grid, and keeps power coming to your home.
Your usage is any electricity that you have paid for. It does not include any of the solar power that you used yourself.
Your solar exports are the electricity you sold to the grid. They don't include the amount of your own solar energy that you used while the sun was shining.

Comprehensive Bill

Current Transactions

Electricity Charges charges based on actual read Last meter read: 31 March 2021

Your plan: Simple Saver
NMI: 2043789159
From: 1 March – 31 March 2021 (31 days)

Tariff Description	Previous Reading	Current Reading	Units Used	Rate	Charges
Peak	19008	20189	381 kWh	\$0.29 / kWh	\$110.49
Off-peak	10008	10093	85 kWh	\$0.13 / kWh	\$11.05
Total usage charges					\$121.54
Total usage charges (after 15% guaranteed discount applied)					\$103.31
Supply charge (31 days)					\$19.62
Solar exports					-\$25.47
Total new charges					\$109.46
GST					\$13.49
Total Electricity Charges					\$122.95

Payment Assistance
Call 131 131
Help us to help you. If you are having difficulty paying your account, please contact us to discuss payment assistance.

Interpreter Service
Call 131 45
Service Interpreter
Dinh Vu Thong Ngien
...အကူ
Yuryra nepreozhewka

Hearing Impaired Service
Call 1900 368 236

Concession Information
You may be eligible for NSW Government Energy or Life Support rebates - call us on 13 83 14 for details.

Average daily energy used from and sold to the grid

Total usage per day: 15.0 kWh
Solar exports per day: 10.0 kWh
Average cost per day: \$3.96
Overnight gas emissions for March: 0.4 Tonnes

How your usage compares to similar households

This information has been provided to help you compare your electricity use with the average household in your postcode. Your household may vary due to individual circumstances.
To find out more about saving energy visit energymadeeasy.gov.au

DIRECT DEBIT
Call us on 131 131 to set up a direct debit.

PAY IN PERSON
Pay by cash, EFTPOS or cheque at any Australia Post Office.

BY PHONE
Call 138 675 to pay by Visa, Mastercard and Bankcard (up to \$1000 per bill).

MAIL
Make your cheque payable to EnergyCo and post to PO Box 412, East Richmond 3121.

ENTER CODE 333
Ref No 351932

CONTACT YOUR PARTICIPATING FINANCIAL INSTITUTION
For information on BPAY.

ENTER CODE 3456
Ref No 351932

CALL 131 816 TO PAY BY CREDIT CARD OR GO TO www.postbillpay.com.au TO PAY ON THE INTERNET.

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Basic Bill

Understand your bill

Electricity Charges charges based on actual read Last meter read: 31 March 2021

Your plan: Simple Saver
NMI: 2043789159
From: 1 March – 31 March 2021 (31 days)

Tariff Description	Previous Reading	Current Reading	Units Used	Rate	Charges
Peak	19008	20189	381 kWh	\$0.29 / kWh	\$110.49
Off-peak	10008	10093	85 kWh	\$0.13 / kWh	\$11.05
Total usage charges					\$121.54
Total usage charges (after 15% guaranteed discount applied)					\$103.31
Supply charge (31 days)					\$19.62
Solar exports					-\$25.47
Total new charges					\$109.46
GST					\$13.49
Total Electricity Charges					\$122.95

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Interpreter Service
Call 131 45
Service Interpreter
Dinh Vu Thong Ngien
...အကူ
Yuryra nepreozhewka

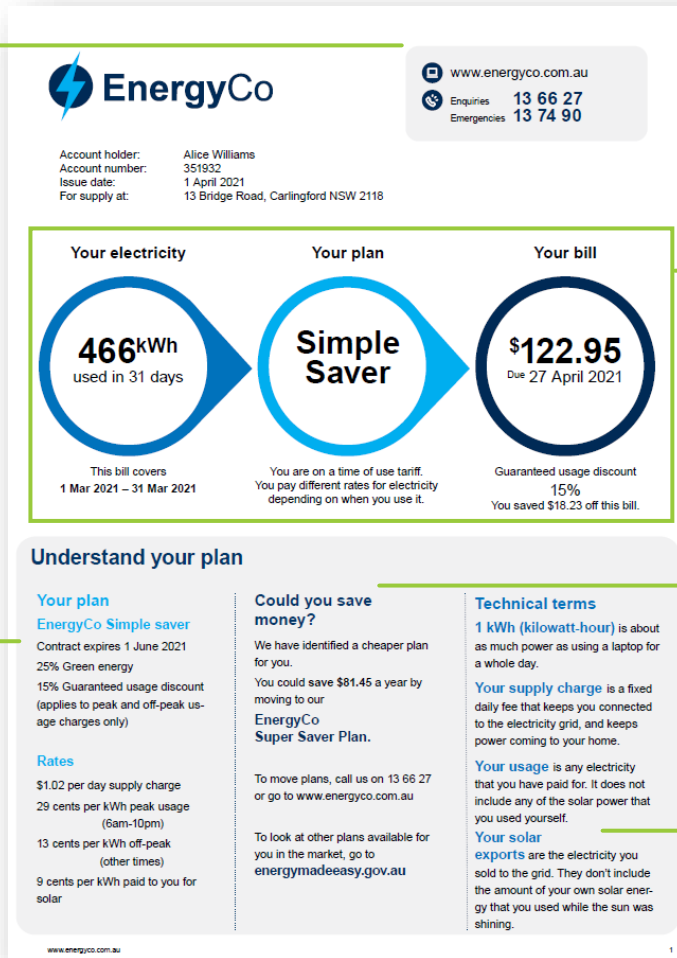
Hearing Impaired Service
Call 1900 368 236

Comprehensive bill offers clarity on vital information, with extra information available if needed

Clear and easy to find contact details for queries. This audience prefer phone contact for quick, easy and complete solutions to queries. The amount of white space allows for easy comprehension and digestion of information, whilst also providing a place to make notes (e.g. payment confirmation number)

Plan information is appreciated as it offers information to opt into if needed.

Rate information allows clarity in any self-calculations of energy usage and allows easy comparisons of plans across providers if required.



There is consistent feedback about pertinent information customers seek first on an energy bill. The comprehensive bill offers this information in a clear and succinct way. **Bill total and due date, usage and usage period and plan information.** The clear snapshot of clearly highlighted information is welcomed and is seen as a way to quickly and easily understand an energy bill. If the amount is within an anticipated range, customers feel no need to seek further information on their bill.

A focus on assisting customers to save money implies transparency and customer care from providers. There is also a desire to see energy saving tips from those wanting to reduce their energy bills.

Technical terms generate interest and are seen as being linked to energy saving, transparency and understanding how energy usage is calculated. There are suggestions for more relevant examples (leaving a light one, using heating or cooling or leaving the TV on) to solidify understanding.

"You can look at this and easily see all the important information you need straight away, how much, when its due how much you used"

"It feels like they actually want to help you by showing you how you could save money with a different plan or even reducing your energy usage. My current company doesn't do that"

"I like the amount of white space available on the page, its not wasteful, but also gives me somewhere to write down things like my payment reference number"

Detailed information is readily available if needed, but doesn't overwhelm

The inclusion of contact options for different accessibility needs is seen as important to allow access to all customers and is difficult to find in the location on the basic bill.

Current Transactions					
Electricity Charges Charges based on actual read			Last meter read: 31 March 2021		
Your plan Simple Saver					
NMI 2043789159					
From 1 March – 31 March 2021 (31 days)					
Tariff Description	Previous Reading	Current Reading	Units Used	Rate	Charges
Peak	10808	20189	381 kWh	\$0.29 / kWh	\$110.49
Off-peak	10008	10093	85 kWh	\$0.13 / kWh	\$11.05
Total usage charges					\$121.54
Total usage charges (after 15% guaranteed discount applied)					\$103.31
Supply charge (31 days)				\$1.02 / day	\$31.62
Solar exports	8188	8783	283 kWh	-\$0.09 / kWh	-\$25.47
Total new charges					\$109.46
GST					\$13.49
Total Electricity Charges					\$122.95

Payment Assistance
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Help us to help you. If you are having difficulty paying your account, please contact us to discuss payment assistance.

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Dịch Vụ Thông Ngôn
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خدمة مترجم
Услуги переводчика

Hearing Impaired Service
Call 1300 368 536

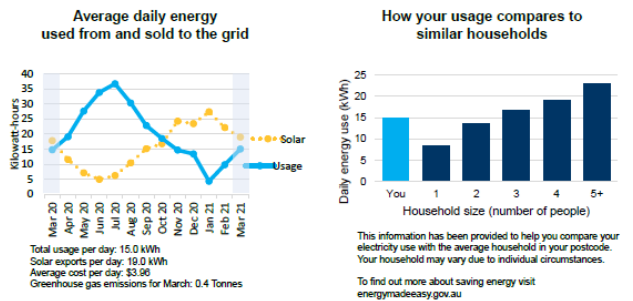
Concession Information
You may be eligible for NSW Government Energy or Life Support rebates - call us on 13 83 14 for details

The data table is a vital element for those who are seeking more information when the cost of their bill doesn't match expectations.

The information contained within this table is comprehensive, clear and a good reference point for querying charges or usage. Solar customers particularly appreciated the inclusion of all solar charges in the same place.

“What I really want to see on the back here is how much my bill was at the same time last year. That gives me a good idea of how I am tracking at the moment and if I need to change anything”

For those with solar panels, this data is helpful but also intuitive. Solar customers express interest in the ability to track the dollar amount per month that their solar panels are producing. Additionally, information about greenhouse emissions being offset and specific solar rates and tariffs is appreciated.



While the information in the bar chart is appreciated, it is not deemed to be as useful as tracked personal data. Comparison to other households can either cause guilt (using more than comparable households) or be disregarded (every house is different). Being able to **compare current usage** with the **historical personal usage** is felt to be a vital element of the energy bill to understand seasonal highs and lows.

“There is everything you would need to know about your usage here, it is really helpful if you want to look in more detail – and its clear and easy to read”

DIRECT DEBIT
Call us on 131 131 to set up a direct debit.

PAY IN PERSON
Pay by cash, EFTPOS or cheque at any Australia Post Office

BY PHONE
Call 136 075 to pay by Visa, Mastercard and Bankcard (up to \$1500 per bill).

MAIL
Make your cheque payable to EnergyCo and post to PO Box 412, East Richmond 3121

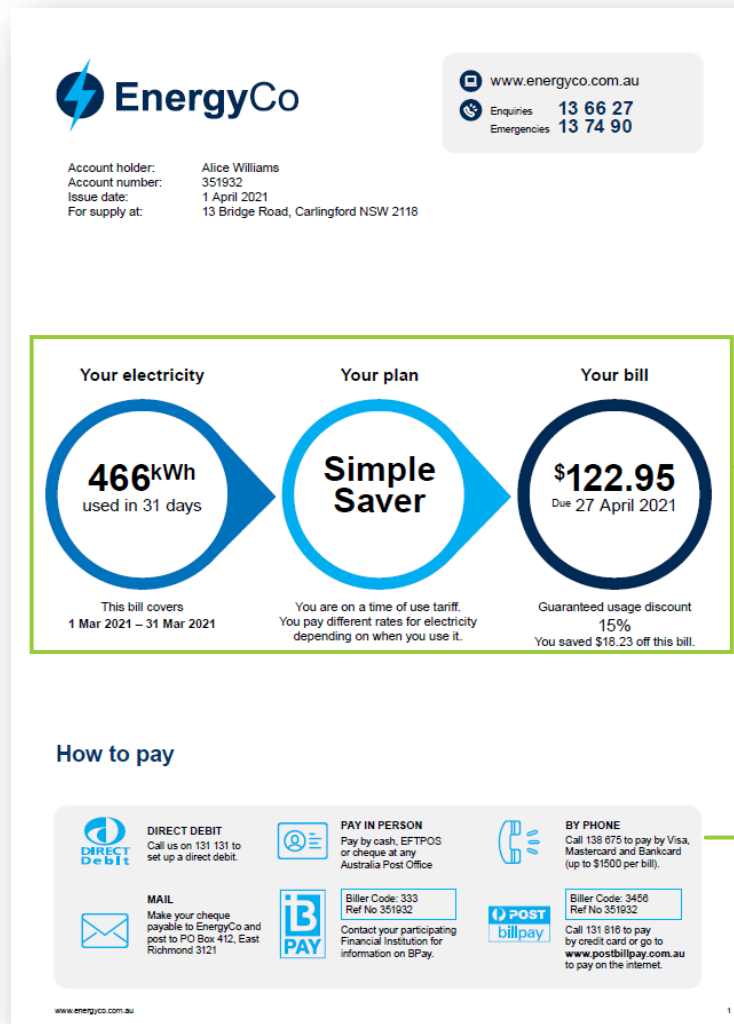
B PAY
Billers Code: 333 Ref No 351932
Contact your participating Financial Institution for information on BPay.

POST billpay
Billers Code: 3456 Ref No 351932
Call 131 816 to pay by credit card or go to www.postbillpay.com.au to pay on the internet.

Payment options are felt to be comprehensive and cover all required options.

“I don't find it helpful to know what a household of two people uses. Each house is different and uses different energy. It just makes me feel bad about my usage”

Basic bill offers a quick oversight of key information on the front...



Visually, the basic bill is clear and easy to read. The difficulties with the basic bill arise when there is an anticipated need for more information or detail and it is not available. While the main components of how to take care of an energy bill are evident on the front page, many customers are seeking the reassurance of additional information being there 'if they need it'.

Similarly to the comprehensive bill, easily highlighting bill total and due date, usage and usage period and plan information is vital and important for customers. The large text and colour is also found to be easy to read and this basic bill is felt to offer a quick snapshot of energy usage that is quick and easy to engage with.

Highlighting the payment options on the front of the bill is seen as positive for those who prefer to pay their bill and move on quickly! Easy to find payment options are also highlighted as being visually available for older customers who may have difficulty navigating their bills. While the amount of 'white space' allocated to the front of the bill is provides an opportunity to write notes or receipt numbers, it is can be viewed as wasteful and an inefficient use of space.

"All the information is here on the front page that you'd need to just get your bill and pay it. Makes it seem very easy."

"I can see this being great for someone like my mum. She is in her 90s and just wants to pay her bills easily, this would be fine for her"

"There is a lot of white space that seems wasted here – I could write my notes and receipt number here easily but in this day when we're trying to be more environmentally conscious it feels a bit wasteful"

...but the back page does not provide enough detail

Understand your bill

Current Transactions

Electricity Charges Charges based on actual read Last meter read: 31 March 2021

Your plan Simple Saver
NMI 2043789459
From 1 March – 31 March 2021 (31 days)

Tariff Description	Previous Reading	Current Reading	Units Used	Rate	Charges
Peak	19808	20189	381 kWh	\$0.29 / kWh	\$110.49
Off-peak	10008	10093	85 kWh	\$0.13 / kWh	\$11.05
Total usage charges					\$121.54
Total usage charges (after 15% guaranteed discount applied)					\$103.31
Supply charge (31 days)				\$1.02 / day	\$31.62
Solar exports	8168	8763	283 kWh	-\$0.09 / kWh	-\$25.47
Total new charges					\$109.46
GST					\$13.49
Total Electricity Charges					\$122.95

Need help?

Payment Assistance

Call 131 131
Help us to help you. If you are having difficulty paying your account, please contact us to discuss payment assistance.

Interpreter Service

Call 131 45
Servizio Interpreti
Dịch Vụ Thông Ngôn
二漢口語
خدمة مترجم
Услуги переводчика

Concession Information

You may be eligible for NSW Government Energy or Life Support rebates - call us on 13 83 14 for details

Hearing Impaired Service

Call 1300 368 536

There is continued appreciation for the inclusion of the data contained within the table, however the lack of additional information on the back of the bill is noticed immediately.

This blank space highlighted the “missing” accessibility options for those who may need them and the lack comparative or historical data that is seen as being useful and important.

Some feel visually the blank space is unappealing; however, there is acknowledgement that there is plenty of space to write notes about contact calls or receipt numbers, which were considered a more likely outcome of receiving this bill as detailed information and an explanation of how to interpret the bill is lacking.

The accessibility options go unnoticed in this position and potentially, being as small as they are. Their position next to the data table on the comprehensive bill easily draws the eye across and they are noticed.

“There is just not enough on here. It gives me a basic overview but compared to the other one it seems to be missing so much”

“I cant see where the accessibility access options are. I don’t need them, but lots of people would”

“It seems a waste to have all this space and nothing there. If people want more information they can have it, you don’t always have to turn the bill over, but it is nice to have it there if you want it”

Comparison highlights strengths of comprehensive bill to cover all needs

Comprehensive Bill

EnergyCo Account holder: Alice Williams, Account number: 201922, Issue date: 1 April 2021, For supply at: 13 Bridge Road, Carlingford NSW 2118

Your electricity 466kWh used in 31 days. This bill covers 1 Mar 2021 – 31 Mar 2021.

Your plan Simple Saver. You are on a time of use tariff. You pay different rates for electricity depending on when you use it.

Your bill \$122.95 due 27 April 2021. Guaranteed usage discount 15%. You saved \$16.23 off this bill.

Understand your plan

Your plan
EnergyCo Simple Saver
Contract expires 1 June 2021
20% Green energy
15% Guaranteed usage discount (applies to peak and off-peak usage charges only)

Rates
\$1.02 per day supply charge
29 cents per kWh peak usage (6am-10pm)
13 cents per kWh off-peak (after 10pm)
9 cents per kWh paid to you for solar

Could you save money?
We have identified a cheaper plan for you. You could save \$81.48 a year by moving to our EnergyCo Super Saver Plan.
To move plans, call us on 13 66 27 or go to www.energyco.com.au
To look at other plans available for you in the market, go to energymadeeasy.gov.au

Technical terms
1 kWh (kilowatt-hour) is about as much power as using a laptop for a whole day.
Your supply charge is a fixed daily fee that keeps you connected to the electricity grid, and keeps power coming to your home.
Your usage is any electricity that you have paid for. It does not include any of the solar power that you used yourself.
Your solar exports are the electricity you sold to the grid. They don't include the amount of your own solar export that you used while the sun was shining.

Pros

- Clear and succinct visual information
- Important information easily accessible
- The ability to access more detailed information if required.
- Educative information about energy and money saving is appreciated and viewed positively.

Last meter read 31 March 2021

Block	Rate	Charge
1 kWh	\$0.29 (with)	\$10.46
1 kWh	\$0.13 (with)	\$1.52
1 kWh	\$0.14	\$1.54
1 kWh	\$1.02 (day)	\$18.21
1 kWh	\$0.29 (with)	\$22.47
1 kWh	\$0.29 (with)	\$19.48
Total Electricity Charges		\$122.95

Payment Assistance: Call 13 131. Help us to help you. If you are having difficulty paying your account, please contact us for discount payment assistance.

Interim Service: Call 13 131. Our 24/7 Metered Stop-to-Work Help is available. Verify representation.

Helping Helped Service: Call 1366 266 526

Connection Information: You may be eligible for NSW Government Energy Rebate. Call 1366 266 526 for details.

Average daily energy used from and sold to the grid

How your usage compares to similar households

Household size (number of people): 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40

Direct Debit: Call us on 13 131 to set up a direct debit.

Pay in Person: Pay us using BP/POS at check-out.

By Phone: Call 13 131 to pay by Visa, Mastercard or Gift Card. Make sure you call us before you pay.

Mail: Make your cheque payable to EnergyCo and post to PO Box 412, East Brisbane QLD.

Pay by Phone: Call 13 131 to pay by Visa, Mastercard or Gift Card. Make sure you call us before you pay.

Pay by Post: Call 13 131 to pay by credit card or go to www.paybypost.com.au to pay on the internet.

The similarities of both bills are appreciated, however the underlying sense is that the comprehensive bill allows the ease of finding relevant and required information and the option to engage with more information if needed.

The main hesitation towards the basic bill stems from a lack of availability of more detailed information if it should be required.

Basic Bill

EnergyCo Account holder: Alice Williams, Account number: 201922, Issue date: 1 April 2021, For supply at: 13 Bridge Road, Carlingford NSW 2118

Your electricity 466kWh used in 31 days. This bill covers 1 Mar 2021 – 31 Mar 2021.

Your plan Simple Saver. You are on a time of use tariff. You pay different rates for electricity depending on when you use it.

Your bill \$122.95 due 27 April 2021. Guaranteed usage discount 15%. You saved \$16.23 off this bill.

Understand your bill

Current Transactions

Electricity Charges: 1 March – 31 March 2021 (31 days)

Rate Description	Previous Reading	Current Reading	Units Used	Rate	Cost
Peak	5800	2010	379 kWh	\$0.29 (with)	\$110.41
Off-peak	5800	5200	600 kWh	\$0.13 (with)	\$78.00
Total usage charges					\$188.41
Total usage charges (after 15% guaranteed discount applied)					\$159.15
Supply charge (31 days)				\$1.02 (day)	\$31.62
Total charges					\$190.77
Other charges					\$0.00 (with)
Total Electricity Charges					\$190.77

How to pay

Direct Debit: Call us on 13 131 to set up a direct debit.

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Mail: Make your cheque payable to EnergyCo and post to PO Box 412, East Brisbane QLD.

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Total charges					\$190.77
Other charges					\$0.00 (with)
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Helping Helped Service: Call 1366 266 526



In summary

In summary, the comprehensive bill performed better – with some optimisations suggested

In its current form, the comprehensive bill fulfils the important criteria and informational needs of these customers. With some optimisation, there would be the potential to create greater certainty in understanding energy bills as well as the potential to reduce needs to contact energy providers for information.

Suggested optimisations


- Personalised historical data to allow comparison with previous bills across seasons.
- Retain some white or dedicated space for notes and receipt numbers.
- Offering video calls call for bill queries – screening sharing to ensure that any queries or explanations are clear.
- More relevant examples of how one kilowatt hour may be calculated (TV being left on or heating/cooling examples).
- In addition to offering better plans or ways to save through plan choice, offer energy saving tips – this was seen as a relevant place to begin to educate those who are interested in saving energy.



Appendix: Bill designs

Comprehensive Bill

All focus group participants reviewed the comprehensive bill, followed by the basic bill. These bill proto-types are based on designs developed by the Behavioural Economics Team of the Australian Government (BETA) for use in AER-commissioned consumer research and testing. The comprehensive bill was designed to be similar to many existing bills over two, densely packed pages, while the basic bill contains information necessary to enable payment, a table showing how the bill was calculated and key contact details (i.e. it omits the plan summary, definitions, best offer and historical usage and benchmarking information).

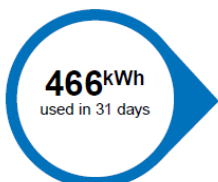


Account holder: Alice Williams
Account number: 351932
Issue date: 1 April 2021
For supply at: 13 Bridge Road, Carlingford NSW 2118

www.energyco.com.au

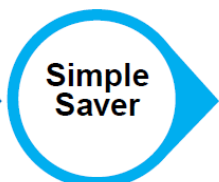
Enquiries 13 66 27
Emergencies 13 74 90

Your electricity




This bill covers
1 Mar 2021 – 31 Mar 2021

Your plan



You are on a time of use tariff.
You pay different rates for electricity
depending on when you use it.

Your bill



Guaranteed usage discount
15%
You saved \$18.23 off this bill.

Understand your plan

Your plan
EnergyCo Simple Saver
Contract expires 1 June 2021
25% Green energy
15% Guaranteed usage discount (applies to peak and off-peak usage charges only)

Rates
\$1.02 per day supply charge
29 cents per kWh peak usage (8am-10pm)
13 cents per kWh off-peak (other times)
9 cents per kWh paid to you for solar

Could you save money?
We have identified a cheaper plan for you.
You could save \$81.45 a year by moving to our **EnergyCo Super Saver Plan**.

To move plans, call us on 13 66 27 or go to www.energyco.com.au

To look at other plans available for you in the market, go to energymadeeasy.gov.au

Technical terms
1 kWh (kilowatt-hour) is about as much power as using a laptop for a whole day.
Your supply charge is a fixed daily fee that keeps you connected to the electricity grid, and keeps power coming to your home.
Your usage is any electricity that you have paid for. It does not include any of the solar power that you used yourself.
Your solar exports are the electricity you sold to the grid. They don't include the amount of your own solar energy that you used while the sun was shining.

Current Transactions

Electricity Charges Charges based on actual read Last meter read: 31 March 2021

Your plan: Simple Saver
NMI: 2043789159
From: 1 March – 31 March 2021 (31 days)

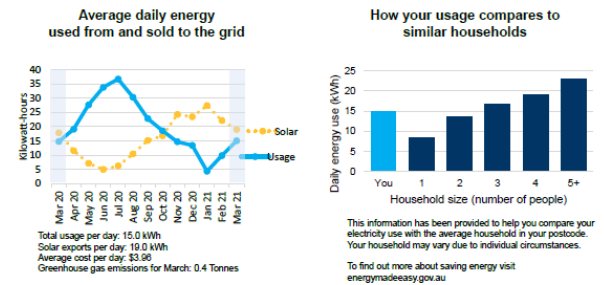
Tariff Description	Previous Reading	Current Reading	Units Used	Rate	Charges
Peak	19808	20159	351 kWh	\$0.29 / kWh	\$110.49
Off-peak	10008	10003	85 kWh	\$0.13 / kWh	\$11.05
Total usage charges					\$121.54
Total usage charges (after 15% guaranteed discount applied)					\$103.31
Supply charge (31 days)					\$31.62
Solar exports	8168	8763	293 kWh	-\$0.09 / kWh	-\$25.47
Total new charges					\$109.46
GST					\$13.49
Total Electricity Charges					\$122.95

Payment Assistance
Call 131 131
Help us to help you. If you are having difficulty paying your account, please contact us to discuss payment assistance.

Interpreter Service
Call 131 43
Servizio Interpreti
Dịch Vụ Thông Ngôn
... (Pinyin)
خدمة مترجم
Услуги переводчика

Hearing Impaired Service
Call 1300 368 536

Concession Information
You may be eligible for NSW Government Energy or Life Support rebates - call us on 13 83 14 for details



DIRECT DEBIT
Call us on 131 131 to set up a direct debit.

MAIL
Make your cheque payable to EnergyCo and post to PO Box 412, East Richmond 3121

PAY IN PERSON
Pay by cash, EFTPOS or cheque at any Australia Post Office

Billpay
Bill Code: 333
Ref No 351932
Contact your participating Financial Institution for information on Billpay

BY PHONE
Call 138 675 to pay by Visa, Mastercard and Bancard (up to \$1500 per bill).

POST billpay
Bill Code: 3456
Ref No 351932
Call 131 816 to pay by credit card or go to www.postbillpay.com.au to pay on the internet.

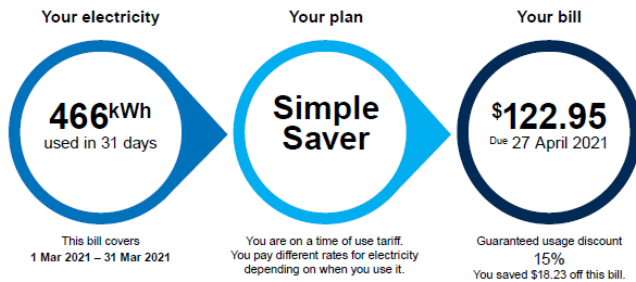
Basic Bill

All focus group participants reviewed the comprehensive bill, followed by the basic bill. These bill proto-types are based on designs developed by the Behavioural Economics Team of the Australian Government (BETA) for use in AER-commissioned consumer research and testing. The comprehensive bill was designed to be similar to many existing bills over two, densely packed pages, while the basic bill contains information necessary to enable payment, a table showing how the bill was calculated and key contact details (i.e. it omits the plan summary, definitions, best offer and historical usage and benchmarking information).



Account holder: Alice Williams
 Account number: 351932
 Issue date: 1 April 2021
 For supply at: 13 Bridge Road, Carlingford NSW 2118

www.energyco.com.au
 Enquiries 13 66 27
 Emergencies 13 74 90



How to pay

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PAY IN PERSON
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BY PHONE
Call 138 075 to pay by Visa, Mastercard and Eanikard (up to \$1500 per bill).

MAIL
Make your cheque payable to EnergyCo and post to PO Box 412, East Richmond 3121

POST billpay
Bill Code: 333 Ref No 351932
Contact your participating Financial Institution for information on BPay.

POST billpay
Bill Code: 3456 Ref No 351932
Call 131 816 to pay by credit card or go to www.postbillpay.com.au to pay on the internet.

Understand your bill

Current Transactions					
Electricity Charges			Charges based on actual read		Last meter read: 31 March 2021
Your plan	Simple Saver				
NMI	2043789159				
From	1 March – 31 March 2021 (31 days)				
Tariff Description	Previous Reading	Current Reading	Units Used	Rate	Charges
Peak	19808	20189	381 kWh	\$0.29 / kWh	\$110.49
Off-peak	10008	10093	85 kWh	\$0.13 / kWh	\$11.05
Total usage charges					\$121.54
Total usage charges (after 15% guaranteed discount applied)					\$103.31
Supply charge (31 days)				\$1.02 / day	\$31.62
Solar exports	8188	8783	283 kWh	-\$0.09 / kWh	-\$25.47
Total new charges					\$109.46
GST					\$13.49
Total Electricity Charges					\$122.95

Need help?

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Call 1300 368 536

Hall & Partners

www.hallandpartners.com