

Case study:

Ron and Maggie are eligible for energy concessions and manage bills by paying fortnightly



Ron and Maggie are retired aged pensioners who live in a one bedroom unit in Launceston, Tasmania. They are on Aurora's regulated standing offer for electricity and receive quarterly bills.

There is no gas available in their area and all their major appliances are electric, including the oven, hot water system and space heater. Ron and Maggie try to conserve energy, however they are often home during the day as they no longer work. Their electricity use is much higher between April and September as they rely on their space heaters to keep warm. Their annual consumption is approximately 8000 kWh.

During summer, Ron and Maggie's electricity bills are around \$460. The autumn quarterly bill increases to \$570 and in winter rises to \$800. This is primarily due to their increased electricity consumption towards warming their home as the weather gets colder.

Ron and Maggie receive a combined pension of \$1218.60 a fortnight. They are eligible for an energy concession of \$1.35 per day (around \$122 off each quarterly bill). With the concession their summer bills come to around \$335, their autumn bills to around \$448 and their winter bills to around \$578.

Ron and Maggie generally pay their bills and expenses as they fall due. When paying their winter electricity bill, this represents nearly half of their income for that fortnight. Ron and Maggie talk to their retailer and arrange to make fortnightly payments of \$73 towards their bills to avoid paying large quarterly electricity bills during winter (around six per cent of their fortnightly income). Ron and Maggie checked with their retailer and confirmed that there would be no additional fee for making the fortnightly payments over the counter at Australia Post.