

## Case study:

### Layla and Antonio save by comparing offers and switching



Layla and Antonio live with their children in a four bedroom house in Mawson Lakes, South Australia. They are on a market offer and receive their electricity bills quarterly. Layla and Antonio earn a typical household income (\$74 000) and are not eligible for any concessions.

While there is gas available in their area, Layla and Antonio's house does not have a gas connection and so all their major appliances are electric. Having three children between the ages of five and 15, there are many appliances on during the afternoon and evening. Layla and Antonio have relatively high annual consumption (approximately 8500 kWh per annum). Their bills come to about \$1010 per quarter or \$4040 each year (around 5.5 per cent of their annual income).

Layla and Antonio were told about a free government website, Energy Made Easy ([www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)), that could help them save money on their electricity bills. They visited the website and entered some simple details from their bill and were surprised to discover that they were on one of the more expensive contracts in their area.

Layla and Antonio had been on their market offer for a number of years and the discount they received when they signed up had ended after the initial 12 months expired. This meant that they no longer received discounts off their electricity usage. They contacted the retailer offering the cheapest deal on Energy Made Easy (using the offer ID provided), checked it was suitable for their needs and arranged to switch. After switching their average quarterly electricity bill fell to \$660 or \$2640 a year (now around 3.6 per cent of their annual income), saving them \$640 per year.

Layla and Antonio also picked up a few energy saving tips from Energy Made Easy, after comparing their household's electricity consumption to other similar sized households in their area.