



## Important information for residential customers.

The price to deliver electricity to you is changing, and you could benefit through lower bills.

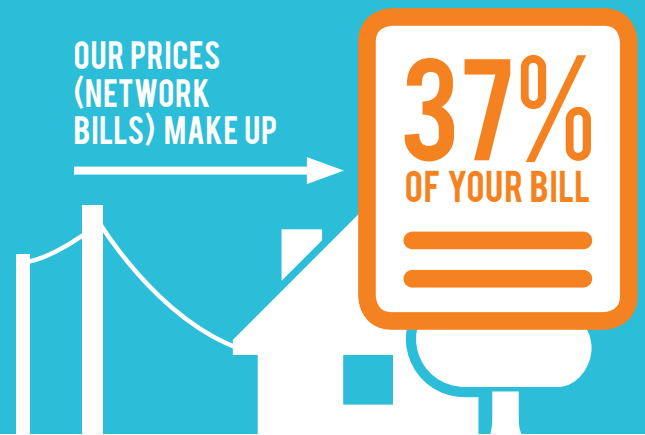
Jemena is your electricity distributor. We own the poles, wires and meters supplying electricity to approximately 320,000 homes and businesses across Melbourne's north-western suburbs.



## We are planning to change our network distribution prices.

Our prices (known as network bills) cover the cost of delivering electricity to you, and they make up about 37% of your total bill sent to you by your electricity retailer.

Jemena will not make any more money from the price changes.



## What changes are planned?

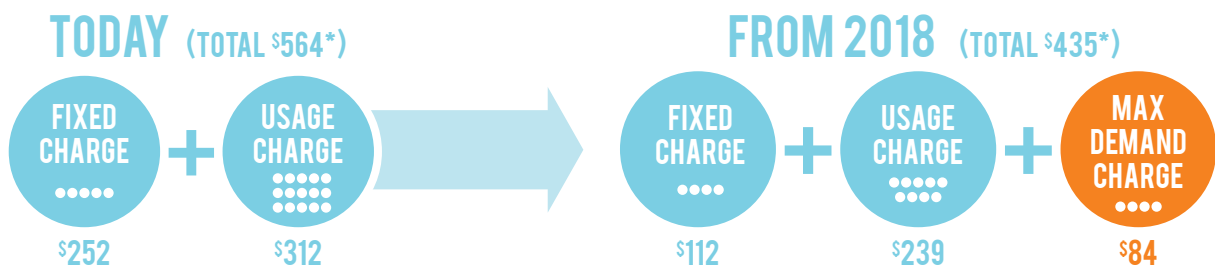
1

We expect that over

**98%** of residential customers will pay lower network bills over the next five years, between 2016 and 2020

2

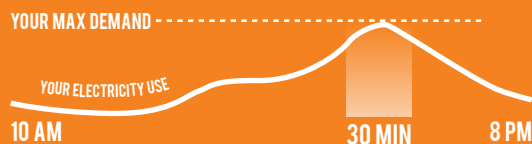
How we work out your network bill will change from 2018



Today our network bill for your home is made up of a fixed amount plus a consumption amount based on how much electricity you use.

From 2018, we will lower fixed and consumption charges, and instead add a new amount based on your highest electricity use at peak times. We call this your 'maximum demand'.

Your highest electricity use in any 30 minute block at peak times, between 10am and 8pm weekdays, calculated every month.

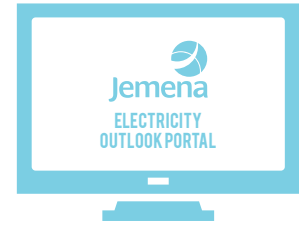


\*Estimated network bill for an average household, not including the impact of inflation.

# A new way to save on your electricity bill from 2018: keeping your maximum demand down

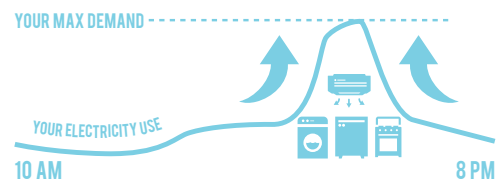
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**Get to know your electricity use.** You might like to connect to our free Electricity Outlook portal, or use an in-home display, to see how much electricity you are using and when. Find out more at [electricityoutlook.jemena.com.au](http://electricityoutlook.jemena.com.au)



2

**Spread out your electricity use.** Help keep your network bills down by spreading out when you use your appliances during peak times: Monday to Friday, 10am to 8pm. For example, you could run your clothes washer, dryer and dishwasher at different times rather than at the same time.



3

**Save \$\$ by shopping around.** Ask your electricity retailer to pass on our lower network bills by lowering your electricity bill. Or shop around to find the retail deal that's best for you at [switchon.vic.gov.au](http://switchon.vic.gov.au)



## Have your say on our planned changes

Our prices are approved by the Australian Energy Regulator, and our planned changes are outlined in full in our 2016 Plan available at [www.jemena.com.au](http://www.jemena.com.au).



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