



Shopping around and changing your electricity or gas offer

You could save money on your electricity or gas bill. Shop around to get an electricity or gas offer that suits you and your home. Offers may also be called deals or contracts.

Comparing offers

Take your time to compare the different offers available to you. Electricity and gas retailers have different offers which:

- can have different prices
- may offer discounts or have fees
- may or may not have a contract term.

To help you compare different offers:

- Look at your last energy bills to see how much you use and how much you pay.
- Check if you can get a better deal from your current retailer. Ask if you can get any special offers or concessions.
- Visit Energy Made Easy, the Australian Energy Regulator's energy price comparison website (www.energymadeeasy.gov.au).

Energy Made Easy

Energy Made Easy is the Australian Government's free, independent website where you can compare electricity offers. Unlike some commercial switching websites, Energy Made Easy shows all generally available offers and does not take commissions from retailers.

www.energymadeeasy.gov.au

Is the offer right for you?

Before you decide to change retailers you should:

- check the prices
- check if there are fees (exit fees, for example)
- check if there are discounts and what you have to do to get them
- consider if it is the right offer based on your energy usage

- talk about it with someone else (family, friends etc.) before deciding
- find out if you need to pay a security deposit and how much it is
- check if you will receive one bill if you choose to have electricity and gas from the same retailer
- check how you can pay (direct debit, Centrepay, electronic transfer and post offices). Ask if there are any extra fees for the different ways to pay.

Energy contracts

You start an energy contract when:

- you buy electricity or gas from an energy retailer.
- you move into a new property and start using electricity or gas. The retailer will continue supplying electricity or gas to your house until you contact them or another retailer and make a new contract.

Types of energy contracts

Standard contracts

- These have set terms and conditions that can't be changed by the retailer.
- You may have this type of contract if you have not changed retailers or contacted a retailer about a contract.
- The price you pay for your electricity and gas may be set by your state or territory government.

Market contracts

- These have some set terms and conditions and some varied terms and conditions.
- They may cost less than standard contracts, and may offer renewable energy or discounts.
- They are sometimes for a fixed length of time, where exit fees may be charged if you leave early.
- Retailers offer very different market contracts so look for one that will work for you.

Tips when switching to a new energy offer

- Check if your old retailer will charge an exit fee.
- It may take a few months for your account to be transferred to the new retailer—it occurs on the date of your next meter reading. If you want a meter reading earlier than this, you can ask your old retailer. Getting your meter read early may cost you money.
- Your new retailer should send you all the information on your new offer. Check the terms and conditions to make sure they match what you agreed with the retailer.
- Check your first bill from your new retailer to make sure it matches what you and your retailer agreed.

More information

Australian Energy Regulator

AER Infoline 1300 585 165

Energy Made Easy www.energymadeeasy.gov.au

AER website www.aer.gov.au

Indigenous Infoline

Call 1300 303 143

For information in languages other than English

Call 13 14 50

Ask for 1300 585 165

National Relay Service—Speak and Listen

Call 1300 555 727

Ask for 1300 585 165

National Relay Service—TTY users

Call 13 3677

Ask for 1300 585 165

National Relay Service—Internet Relay

Go to www.relayservice.com.au

Ask for 1300 585 165

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