



Energy Checklist

Getting the most
out of your utilities



ConnectEd provides information and support to South Australian households to help them better understand and manage their energy, water and telecommunications services. ConnectEd.org.au

Discounts

Discounts are offers from the energy retailer as part of your energy plan. These are often percentage amounts (e.g. 10% off) deducted from your bill. Discounts can be off usage or supply plus usage, and they can be rewards for paying on time, paying by direct debit, bundling your electricity and gas with the same retailer or loyalty.



Discounts can expire at the end of a 'benefit period'. When does yours stop? Check and make sure your retailer rolls it over.

Bonuses, credits...

From 1 July 2019, retailers are now obliged to compare their plans to a **reference price** set by the Australian Energy Regulator. All retailers refer to the same reference price, claiming their plan is, for example, "10% less than the reference price".

To distinguish their offers from competitors, retailers may offer dollar bonuses, credits or rewards.

Concessions

Are you receiving a state government concession on your electricity and water bills? If you are a concession card-holder you may be eligible for household concessions: Energy (which is paid on the electricity bill only), Water (+ Sewerage if you are a homeowner) and Cost of Living (paid into your bank account). You may also qualify for

the Medical Heating & Cooling Concession. These concessions can be backdated up to 2 years!

Warning: If you move address or switch retailer, you must ring the Concessions SA Hotline on: **1800 307 758**.

Email: concessions@sa.gov.au

Apply online: www.sa.gov.au/concessions

What is Controlled Load?

You may be eligible for the off-peak Controlled Load tariff in SA if you have a large electric hot water storage system. If you have electric hot water, check your bill for Controlled Load.

The tariff, or price you pay per kWh, may be roughly half the peak tariff. Contact your retailer if you are eligible and not receiving the Controlled Load tariff.



Solar

If you have solar panels on your roof, you should see a solar feed-in tariff on your electricity bill (unless you are part of the SA Government's Virtual Power Plant scheme). This is the price per kWh the retailer pays to receive your surplus electricity. Retailers offer different tariffs so it's worthwhile shopping around.

If you also receive the premium solar



feed-in tariff (44c on top of the retailer solar feed-in), you can still switch retailers - you won't lose this tariff.

SACEDO

The SA Government has arranged a special deal (the SA Concessions Energy Discount Offer) with Origin for concession card-holders, known as **Origin Value**.

You can find out more about this deal from Origin Energy by either searching "Origin Value Plan" on the internet or ring 1300 791 465.

Hardship and complaints

Every retailer must offer a hardship plan. Contact your retailer to discuss options - their hardship team will help you set up a payment plan. You may need to negotiate an installment amount - make sure you can afford to pay it!

Financial Counsellors can provide support and advocacy. This is a free, confidential and independent service. Call **1800 007 007**.

If you cannot resolve a dispute with your retailer, you can make a complaint to the Energy and Water Ombudsman (EWOSA). Call **1800 665 565** or submit online.

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