

WHY'S MY BILL SO HIGH?

There could be several explanations. We've listed the most common causes to help you identify the reason in your case.

YOUR BILL

OUTSTANDING BALANCE

Has an amount from a previous bill been carried forward? Sometimes bills are accidentally paid short of the full amount, which increases the size of the next bill.

BILLING PERIOD

Occasionally, the meter reader is unable to read the meter on the designated day. In that case the normal billing period will be longer than usual. In other words, the higher bill might cover more days than your normal bill has covered in the past.

PRICE RISES OR DISCOUNT CHANGES

In NSW, Queensland and SA, prices and discounts are reviewed and reset on July 1 each year. In Victoria the review date is January 1. We advise customers of any adjustment in price and discounts. You may not have had a chance to review that notification.

BILL READING ESTIMATES

Although we try to avoid providing estimated bills, on some occasions it's unavoidable. When the meter can't be read, we use the same consumption level you had for that period the previous year. An adjustment will be made after the next meter reading. You can request a special meter read, but this may come with an additional fee.

ENERGY CONSUMPTION

THE WEATHER

Households typically consume more energy in the warmer and colder months of the year. If the season's been more extreme, it generally means more energy has been used. In winter we use lighting more, run heating most days and tend to take longer showers and baths. In summer the air-conditioning, fridges and freezers work harder.

HOUSEHOLD CHANGES

It follows that having more people in your household is likely to increase the amount of energy used. A new baby or relatives or friends visiting for extended periods are common examples. Any increase in the number of users compared with the past generally affects household energy consumption.

HOUSEHOLD BEHAVIOUR

As children develop into teenagers, they typically use more energy. Is someone using the heating or cooling more - or have the temperature settings been changed? Any shift from past practice can affect energy consumption.

APPLIANCES AND ELECTRONIC DEVICES

Acquired any new appliances lately? Big televisions can consume more energy. Sometimes a heater or air-conditioner is undersized for the area it serves, which means it works too hard and is inefficient. As technology advances, we're being connected to a greater array of energy-hungry new electronic devices. And some older appliances simply aren't energy-efficient, especially as their use-by date nears. If in doubt, get them checked by a qualified electrician.