

# ELECTRICITY ACCOUNT REVIEW

9 January 2020

Reference: Property address:

Electricity Account No.

NMI Code:

(NMI) is a unique number used to identify every electricity network connection point in Australia.)

Dear

Thank you for seeking our assistance with your electricity account.

We've reviewed your energy billing history for the period 19 February 2019 to 19 November 2019.

Account holder:  
Address:  
Contact No.

energy retailer:  
Account number:  
NMI  
Energy Plan:

Standing (no discount) until 17/11/19 Loyalty credit of 10% off usage only guaranteed until 18/11/19 - 17/11/2020 - Daily Saver choice 15% off usage and supply charges guaranteed

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Account Review : 9/1/2020

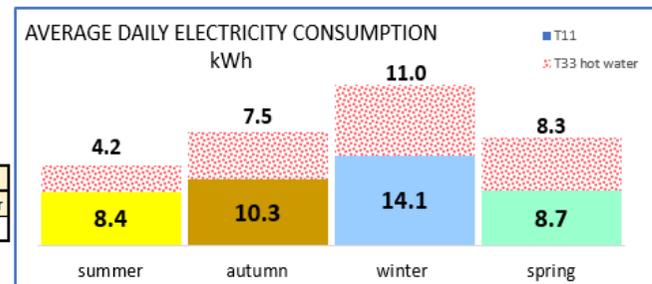
information from billing records					Tariff 11 (peak)		Tariff 33 (hot water)		ave kWh/day		charges \$				concessions			billing totals			Base Rebate, Tariff Rates, Supply Charges (Ex GST) until 1/7/19 (then GST incl)					notes
actual /est read	date	from	to	No. Days	total kWh	total kWh	T11	T33	T11	T33	supply charge PEAK	supply charge OFF PEAK	TOTAL	discounts n credits	QLD govt elec rebate	Origin loyalty credit / discount	new charges and credits \$	GST	TOTAL	QLD Govt rebate \$ / day	T11 (peak) cost \$/kWh	supply ch / \$day	T33 (off-peak / hot water) cost \$/kWh	supply ch / \$		
actual	19/02/19	17/11/18	18/02/19	94	789	394	8.4	4.2	\$190.93	\$79.66	\$105.97	\$2.55	\$379.11		-\$79.80	-\$14.14	\$285.17	\$28.52	\$313.69	-\$0.85	\$0.2420	\$1.1273	\$0.2022	\$0.0272	10% off usage loyalty credit began 1 Jan 2019	
actual	22/05/19	19/02/19	21/05/19	92	944	688	10.3	7.5	\$228.45	\$139.12	\$103.71	\$2.50	\$473.78	-\$50.00	-\$78.10	-\$36.75	\$358.93	\$35.89	\$344.82	-\$0.85	\$0.2420	\$1.1273	\$0.2022	\$0.0272	\$50cr QLD Govt Asset Owner Div 30/4/19	
actual	21/08/19	22/05/19	20/08/19	91	1284	1000	14.1	11.0	\$329.53	\$214.58	\$108.79	\$2.73	\$655.63		-\$84.97	-\$33.67	\$536.99		\$536.99	-\$0.93	\$0.2492	\$1.1606	\$0.2085	\$0.0299	Pricing reduction 1/7/19 (rates n charges now GST incl)	
actual	20/11/19	21/08/19	19/11/19	91	790	752	8.7	8.3	\$196.82	\$156.75	\$105.61	\$2.72	\$461.90	-\$1.56	-\$84.98	-\$10.61	\$364.75		\$363.19	-\$0.93	\$0.2492	\$1.1606	\$0.2085	\$0.0299	energy plan change 18/11/19	
<b>TOTALS</b>					<b>368</b>	<b>3807</b>	<b>2834</b>	<b>10.3</b>	<b>7.7</b>	<b>\$945.73</b>	<b>\$590.11</b>	<b>\$424.08</b>	<b>\$10.50</b>													

Billing data analysis

from	to	previous balance	payments	new charges	account balance
17/11/18	18/02/19	\$371.00	-\$325.00	\$313.69	\$359.69
19/02/19	21/05/19	\$359.69	-\$350.00	\$344.82	\$354.51
22/05/19	20/08/19	\$354.51	-\$300.00	\$536.99	\$591.50
21/08/19	19/11/19	\$591.50	-\$350.00	\$363.19	\$604.69

AVERAGE kWh/day

	T11	T33 hot water
summer	8.4	4.2
autumn	10.3	7.5
winter	14.1	11.0
spring	8.7	8.3



average fortnightly costs				
period	T11	T33	supply	TOTAL
fortnight	\$36.08	\$22.47	\$16.67	\$75.23
discount 15%	\$5.41	\$3.37	\$2.50	\$11.28
<b>TOTALS AFTER DISCOUNT</b>	<b>\$30.67</b>	<b>\$19.10</b>	<b>\$16.37</b>	<b>\$66.15</b>
ELEC REBATE				-\$13.07
<b>TOTALS AFTER ELEC REBATE</b>				<b>\$53.07</b>

average cost per \$				
No. days	day	fortnight	month	quarter
14	\$3.79	\$53	\$115	\$346

**Anne Armansin Comments:**

**Re: quarterly consumption patterns**

- Your electricity meters are read quarterly. All bills are based on actual meter readings (not estimated) and measure energy consumed by your appliances between meter reading times.
- Electricity use is measured in kilowatt hours. 1000 Watts operating for one hour = 1 kWh.
- It is normal for consumption patterns to fluctuate seasonally with higher consumption at times energy intensive appliances are used (cooling, heating, thermostatically controlled items)
- You have two tariff connections at your home,
  - **Meter No. . . . . Tariff 11 (billed as peak usage)** provides electricity to all appliances except your hot water system.
    - Consumption levels are considered to be relatively normal for a two to three person household that does not have refrigerative air conditioning. Consumption is higher in winter (possibly due to portable electric heater use), though extra lighting time and washing loads are expected due to less daylight hours and heavier clothing and bedding being in use.
  - **Meter No. . . . . Tariff 33 (Billed as T33 Controlled supply [economy])** provides electricity 18 hours a day to your hot water system. The actual times electricity is supplied each day is at the discretion of the network provider, ENERGEX.
    - Hot water consumption has increased throughout the year from a modest average 4.2 kWh/day to an average 11 kWh/day during the winter period.
    - This may have happened if you had visitors staying for more than a few months or have developed a small leak on one of your hot water taps.
    - Hot water energy consumption is usually highest in winter as elements need to work harder to heat cooler ambient water to set thermostat temperatures

**Re: Billing and payments:**

- Up until the new deal was made, rates were higher and you were receiving a nominal 10% discount off usage (called a loyalty credit).
- When you received your winter bill, there was an outstanding balance of \$54.51 which increased the amount owing on this account to \$591.50.
- Over the past twelve months, \$50 per fortnight payments were not enough as costs were approximately \$62 per fortnight
- Based on current consumption levels, the new deal made on 18 November 2019 will reduce fortnightly costs to about \$54.

Happy to discuss.

Respectfully submitted,

Anne Armansin

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# Typical household appliance usage



**Hot water system**  
Between 5kWh – 8 kWh/day



**Air conditioners**  
Between 0.58 kW – 4.6 kW /hour



**Fridge 400L**  
Between 1.2 kWh – 2.2 kWh/day



**Lighting**  
Between 1.2 kWh – 2.2 kWh/day



**Clothes Dryer**  
4.6 kWh - \$1.40 per load



**TV**  
Between .12 kW – .475 kW/hour



Vacuum



Personal computer



VCR/DVD

Stereo



Fan



Each of these contribute to around 2% annual household

Estimated household energy use



**Portable space heating**  
Up to 2.4 kW/ hr

Did you know?  
Stand-by power uses approximately 50W per day

