

LIKE THE WEATHER, ENERGY BILLS CAN CHANGE WITH THE SEASONS

Sometimes for what seems like no apparent reason, you might find your energy bill has gone up or down. This can be confusing to say the least.

Luckily though, there's often a simple explanation as to why.

Go through the following checklist for the 9 most likely reasons your bill may have changed.

- ☐ Are there any outstanding amounts carried over from the last invoice?
- ☐ Are you eligible for a concession and if so, are your details up to date?
(Except in Western Australia)
- ☐ Was your previous bill estimated?
- ☐ Is the billing period longer than usual?
- ☐ Have there been any recent price increases in your state?
- ☐ How does your bill compare to the same time last year?
- ☐ Have any additional people been staying at the property?
- ☐ Are the meter reads on your bill correct?
- ☐ What appliances have been in use at the property?

For more information about any of the above, check out the pages that follow.



THE 9 MOST LIKELY REASONS IN DETAIL

1. Are there any outstanding amounts carried over from the last invoice?

If your last bill never arrived, or you only paid part of it, you may find the amount on your new bill includes any amount you still owe. And if you've only been paying off smaller amounts for a while, the total amount you owe Origin has likely been building up.

If that's the case, simply call us on **1800 684 993** and arrange a payment plan. It's one of the easiest ways to pay off a large amount. Plus, for information about what you owe and for what, you'll find a charges and payments summary on your Origin bills.

2. Do you have an eligible concession card? (Except in Western Australia)

If you have an eligible concession card, and your entitlement doesn't appear on your bill, login to My Account via the Origin website to add or update your details. You can also find a list of concessions you may be eligible for here. If you're not sure, call us on **1800 684 993**.

Please note, if you live in South Australia you may need to register your details with the Department for Communities and Social Inclusion.

3. Was one of your last bills estimated?

Sometimes it's not possible for us to physically read a gas and electricity meter, often because we are unable to gain access to the meter point.

When this happens, we "estimate" the property's consumption by using the consumption for roughly the same period a year before. Then, once an actual meter reading can be obtained, any amount that may have been over charged or under charged due to the estimate is corrected.

If we've estimated your account, you'll find "(E)" on the back of your bill. Otherwise, if your meter was actually read, you'll find "(A)" there instead. You'll also find your 'next scheduled read' on the back of your bill, too.

4. Was the billing period longer than usual?

Energy bills roughly cover the same period of time whenever they're issued (whether that's 2 months for gas or 3 months for electricity), but they rarely cover the exact same number of days (for example, 89 days one bill then 94 days the next).

When this happens, your bill may jump or drop from one to the next as a result of higher Service to Property charges and different usage being recorded.

5. Have there been any price increases recently?

You're probably aware that energy rates increase from time to time.

We always look to minimise the impact these price changes have on our customers by ensuring our prices are competitive and by offering smarter energy solutions.



6. How does your bill compare to the same one this time last year?

It makes sense that energy bills can change with the weather. You may have the air conditioner running during summer, but during the cooler months, you're probably indoors more – watching TV, using your computer and perhaps the clothes dryer. It gets darker earlier in the evenings too, so your lights may be on more and you'll no doubt use your heating more too.

12 months is a long time to remember how these appliances made an impact on your energy costs. So the best way to see if everything is adding up is by comparing your energy usage with usage at the same time the year before. Look at your consumption in kWh.

7. Have there been any additional people staying at the property?

The more people at home, the more energy you're likely to use. So if a friend or relative stays for a few weeks or your kids have been home for the holidays, chances are they've left a mark on your energy costs.

8. Has your meter been read correctly?

Care is always taken by the network team who read your meter. However, as most meters around Australia are read manually there's still room for human error. In Victoria many homes have smart meters which means meters are read remotely and automatically.

You can check that your meter read was correct by checking your own meter and comparing the number with the one under 'Current Reading'.

If both numbers are about the same, or if the number on your meter is slightly higher than the one under 'Current Reading' on your bill, then your meter was read correctly and you have been billed accurately. If not, call **1800 684 993** with the details.

Read your meter and monitor your usage

If you're unsure whether your meter is working properly, or you have your suspicions about your appliances working properly, then it may be worth checking your own meter for a short while.

It's easy. Simply take a reading at a set time on a typical day for your household being careful not to change your usual usage pattern. Then at the same time the next day, take another reading.

The difference between the two will be the amount you used in one day (24 hours).

You can also start to take notice of how much your appliances use by taking regular meter reads and keeping track of when you change your usage pattern (when you use certain appliances or have them turned off).

9. What appliances have been in use at the property?

Some appliances use a lot of energy – maybe more than you realise – which can make your energy bills bigger.

For information on how much energy an appliance uses, read its manual, check the manufacturer's website or reference its 'energy efficiency' label. Many appliances have their power rating printed on the back of the appliance or underneath it.

For helpful energy efficiency tips that can help reduce your consumption and costs, go to **originenergy.com.au/efficiency**.