

# Our role in your energy costs

Energy costs are an increasing concern for many households and businesses across NSW. We know that managing your energy costs is becoming more complex, with more choice in retail plans, services and technologies than ever before. This fact sheet explains the costs to supply electricity to your home or business, which contribute to your bill. Other fact sheets in this series provide advice about what you can do to keep your electricity bills as low as possible.

## Who supplies your electricity?

The electricity you use every day comes to you from an energy supply system. This includes:

- large energy generators (coal fired stations and renewables like wind or pumped hydro)
- transmission networks sending high voltage power over long distances to communities across NSW
- distribution networks, like Endeavour Energy, safely connecting low voltage power to homes and businesses
- energy retailers who sell you the energy delivered by this supply chain.

Competitive retail pricing plans offered to consumers include all of these costs from every part of the energy supply chain. See below how the costs from different parts of your energy supply contribute to your bill.

## Endeavour Energy's role in your electricity bill

Endeavour Energy charges network tariffs to energy retailers, not directly to customers. This is similar to how the NBN charges internet providers who then offer retail broadband plans on the market. The Australian Energy Regulator (AER) approves our network tariffs every year to ensure they are fair.

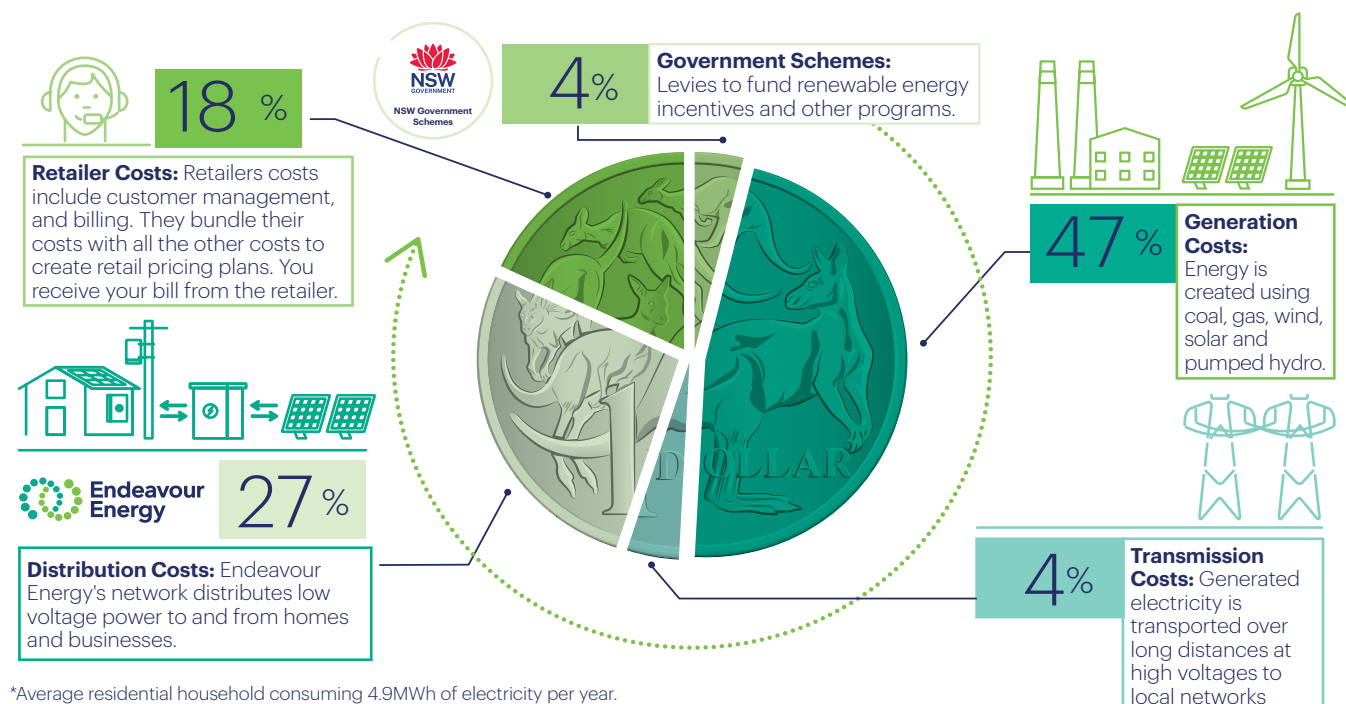


We have worked hard to keep network costs down for our customers.

Our contribution to your bill is **\$198 / year less than it was 10 years ago.\***

\*Based on real pricing (adjusted for inflation).

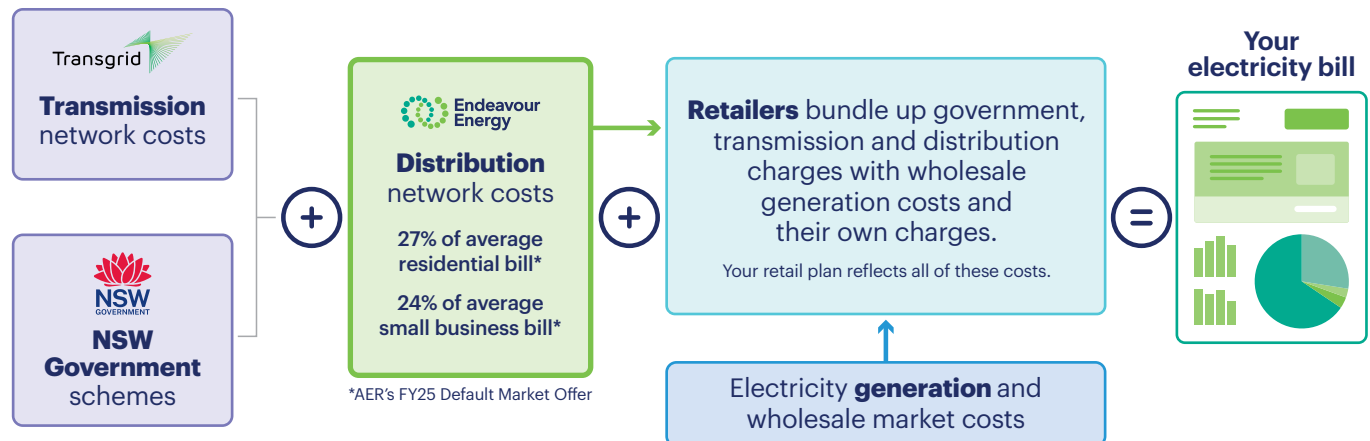
## This is what your electricity dollar pays for



**Endeavour  
Energy**

**POWER  
together**

## A quick refresher on what comprises an electricity bill



## So what control do I have over these energy costs?

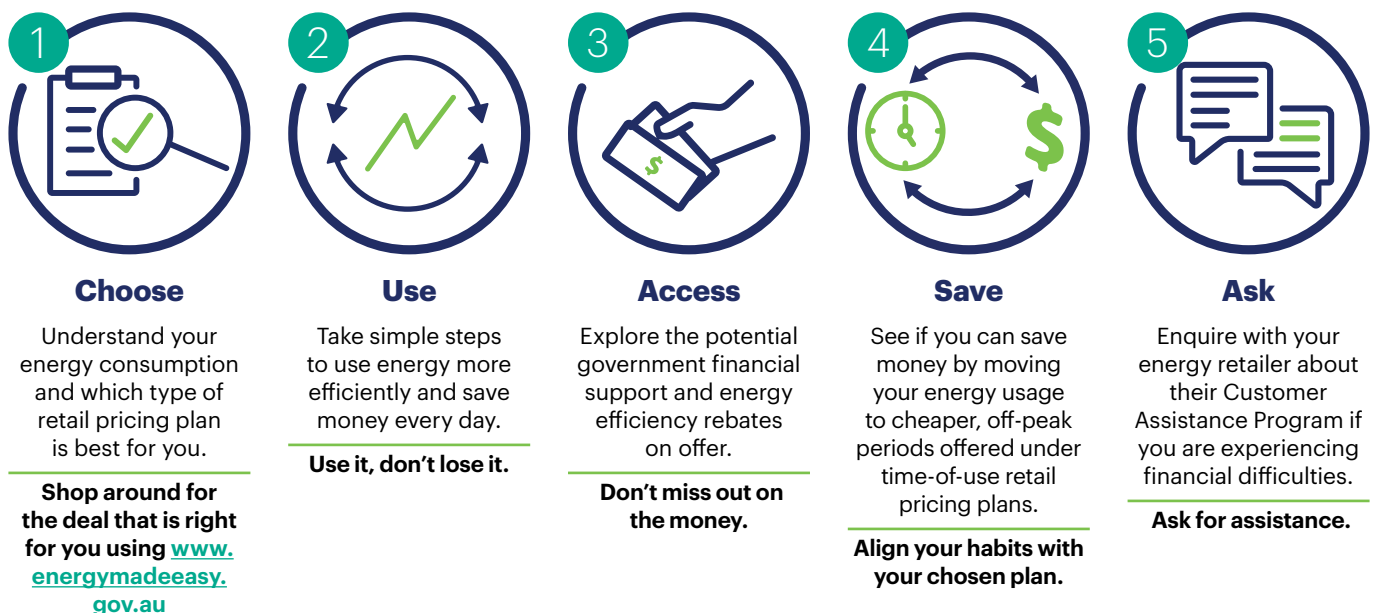
There are costs in your electricity bill that you can't individually control, like the cost of generating power, and the costs of getting that power to your homes and business. However, these costs are annually controlled by federal regulators to protect all energy consumers.

Importantly, there are areas where you have significant control to improve your energy affordability, including your choice of retail pricing plan. Choosing the best retail plan to suit your household or business can make a big difference to your electricity costs.

And that's just the start. See below the five key actions to lower your electricity costs.

See our **Managing your Electricity Costs** fact sheet ([insert hyperlink](#)) for more detailed advice about how to take these simple actions and the savings they can bring you.

## You can take simple actions to manage and save on your energy bills

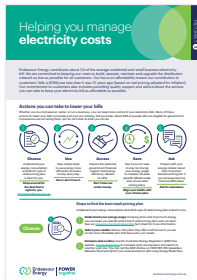


Ask your retailer about the best retail plan they can offer you and use [energymadeeasy.gov.au](http://energymadeeasy.gov.au) to compare retail plans.

**We want to help you understand your bill, make affordable energy choices and access the right support to reduce your energy costs.**



**Choosing the right retail pricing plan**



**Helping you manage electricity costs**



**Supporting solar customers**



**Why our network tariffs are changing**

## For more information

### Endeavour Energy

[www.endeavourenergy.com.au](http://www.endeavourenergy.com.au)

131 718

### Energy Made Easy

[www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

1300 585 165

A free, Australian Government energy price comparison service for households and small businesses.

### Australian Government

[www.energy.gov.au/households](http://www.energy.gov.au/households)

[www.energy.gov.au/business](http://www.energy.gov.au/business)

### NSW Government

[www.energy.nsw.gov.au/households](http://www.energy.nsw.gov.au/households)

[www.energy.nsw.gov.au/business-and-industry](http://www.energy.nsw.gov.au/business-and-industry)

13 77 88

### NSW Energy & Water Ombudsman

[www.ewon.com.au/page/customer-resources](http://www.ewon.com.au/page/customer-resources)

1800 246 545

For questions about your retail plan, contact your energy retailer directly.

## [energymadeeasy.gov.au](http://energymadeeasy.gov.au)

With Energy Made Easy you can compare the different energy companies and choose the best plan for you. It's a free, independent government service.

Enter your postcode, situation and energy usage to find the best rate and plan for your household.

