

# Helping you manage electricity costs

Endeavour Energy contributes about 1/4 of the average residential and small business electricity bill. We are committed to keeping our costs to build, operate, maintain and upgrade the distribution network as low as possible for all customers. Our focus on affordability means our contribution to customers' bills is \$198/year less than it was 10 years ago (based on real pricing adjusted for inflation). Our commitment to customers also includes providing quality support and advice about the actions you can take to keep your electricity bill as affordable as possible.

## Actions you can take to lower your bills

Whether you're a homeowner, renter, or run a business, you can take more control of your electricity bills. Many of these actions to lower your bills are simple and cost you nothing. Did you know, about 60% of people who are eligible for government concessions are not taking them up? So, let's look at what you can do.



### Choose

Understand your energy consumption and which type of retail pricing plan is best for you.

**Shop around for the deal that is right for you.**

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



### Use

Take simple steps to use energy more efficiently and save money every day.

**Use it, don't lose it.**



### Access

Explore the potential government financial support and energy efficiency rebates on offer.

**Don't miss out on the money.**



### Save

See if you can save money by moving your energy usage to cheaper, off-peak periods offered under time-of-use retail pricing plans.

**Align your habits with your chosen plan.**



### Ask

Enquire with your energy retailer about their Customer Assistance Program if you are experiencing financial difficulties.

**Ask for assistance.**

## Steps to find the best retail pricing plan

Understand your energy consumption and which type of retail pricing plan is best for you.



### Choose

**1 Understand your energy usage:** Knowing when and how much energy you use helps you decide what kind of retail pricing plan suits you best. See our [Choosing the Right Retail Plan](#) fact sheet for more information.

**2 Talk to your retailer:** Discuss the plans they offer and find out if you are on the most affordable plan that best suits your needs.

**3 Compare plans online:** Use the Australian Energy Regulator's (AER) free website, [Energy Made Easy](#) to compare retail pricing plans and switch to one that suits you. You can call the AER Infoline on 1300 585 165 (weekdays between 10am and 3pm) if you need assistance with using Energy Made Easy.

Use



**Take simple steps to use energy more efficiently and save money every day.**

The quick wins below can make the biggest impact on your electricity costs.

**Heating and cooling**

<p>about 40% of the average energy bill in your home</p>	<p><b>Every degree counts</b></p>	<p>Every degree you change your heating and cooling <b>impacts your energy use by 5% to 10%</b>. Set your air conditioner to a comfortable 18-20°C in winter and to 24°C in summer to <b>balance comfort and costs</b>. Regularly clean your air conditioning filter to keep it running efficiently.</p>
	<p><b>Zone your home</b></p>	<p><b>Close doors</b> to keep comfortable in rooms you are using.</p>
	<p><b>Be a fan of the fan</b></p>	<p><b>Fans are much cheaper to run</b> than air conditioning. Ceiling fans are efficient, and portable fans cost as little as <b>2 to 3 cents per hour</b> to operate. In winter, use your ceiling fan in reverse mode to disperse your heating more efficiently.</p>
	<p><b>Only keep your draughts in the fridge</b></p>	<p>Draught proofing your home is a cheap and easy way to <b>save up to 25%</b> of your heating and cooling costs and remember <b>40% of heat can be lost through windows</b>. Sealing gaps around doors, floors, windows and skirting boards, and closing curtains and shutters can keep in the heat.</p>

**Hot water**

<p>about 30% of the average energy bill in your home</p>	<p><b>Keep appliances filled and chilled</b></p>	<p>Washing clothes in <b>hot water uses 50% more energy</b> for front loaders and <b>85% more energy</b> for top loaders. Use cold water where possible. Reduce your hot water costs by only running the dishwasher and clothes washer <b>when full, using cold wash</b>. Have shorter showers and use a low-flow showerheads.</p>
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**Appliances**

<p>about 25% of the average energy bill in your home</p>	<p><b>Switch off to save</b></p>	<p>Switch off appliances at the wall when not in use. 'Standby power' can account for <b>10% of your electricity bill</b>. If it's got a little light or clock, it's using power. (Always keep fridges and freezers switched on for food safety.)</p>
	<p><b>Use appliances wisely</b></p>	<p>Clean and defrost your fridge regularly and keep it on energy efficient temperatures - between <b>3 and 4°C for the fridge</b>, and <b>-15 to -18°C for the freezer</b>. Get rid of any additional fridges and freezers you don't need. Dry clothes on the line rather than in the dryer. Avoid using the oven on hot days.</p>
	<p><b>Check the Energy rating</b></p>	<p>When buying a new fridge, freezer, television, washing machine, clothes dryer, dishwasher or air-conditioner, <b>look for the Energy Rating Label</b>.</p>

**Lighting**

<p>about 7% of the average energy bill in your home</p>	<p><b>LED light savers</b></p>	<p><b>LEDs require 75% less energy</b> than halogen lights. Save <b>about \$200 / year on lighting costs</b> by switching 20 halogen lights to LEDs. Access the NSW Energy Savings Scheme to replace your downlights at low cost and save. Switch lights off when you leave the room.</p>
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Quick wins that can **save** a household of 4 up to **\$760** per year

**\$79**

Use the clothesline instead of the dryer once a week



**\$172**

Get rid of the second fridge if you don't need it



**\$193**

Switch off the game console after use



**\$315**

Install a water-efficient 4-star showerhead

### A tip for solar customers



Consuming the solar energy you generate delivers better savings than exporting the energy your solar panels generate back to the grid.

Changing your energy consumption to use the solar energy you generate in the middle of the day is an effective way to maximise savings.

To find out more about how Endeavour Energy is supporting solar customers, please see our [Supporting Solar Customers](#) fact sheet.

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### Don't miss out on the money.

Explore the potential government financial support and energy efficiency rebates on offer. Concession schemes can help reduce financial pressure on eligible homes and businesses. We encourage you to contact your retailer to understand whether you are eligible to receive government concessions or rebates.

Access

## Government Concession Schemes



### NSW Government rebate schemes

Contact your retailer or Service NSW on 13 77 88 to check your eligibility for the following rebate schemes: Low Income Household Rebate, Life Support Rebate, Medical Energy Rebate and Seniors Energy Rebate.

### Commonwealth Concession Card schemes

Having a Pensioner Concession Card, Seniors Health Card or Veterans' Affairs Gold Card may make you eligible to receive government concessions.

Government energy efficiency schemes **reduce the up-front costs of energy efficient upgrades** to your home or business and can help you **make long-term savings** on your energy bills.

## NSW Energy Savings Scheme



Access significant discounts on the up-front cost of upgrading your home or business with energy efficient appliances through the NSW Energy Savings Scheme. You can achieve significant discounts when installing energy efficient lighting, air-conditioning, electric hot water, pool pumps and energy storage batteries. The upfront discount you receive will depend on how energy efficient your upgrade is. For example, eligible customers can:

Replace halogen downlights with energy efficient **LED downlights** for the cost of the electrician's call out fee **(\$33)\***

Changing 20 halogen downlights to LED downlights can **save \$210 a year.**

\*Current offer available from an accredited Energy Savings Scheme supplier in the Sydney metro and Illawarra areas.

## Federal Government's Household Energy Upgrades Fund



This fund provides discounted finance to help households upgrade their homes with battery-ready solar systems, modern appliances and other improvements.

**Save**



**Off-Peak Savings**

Time-of-use retail pricing plans offer different prices at different times of the day. Peak rates apply in the high demand period (weekday afternoon / evening), and off-peak rates apply at all other times when demand is lower – in the morning, middle of the day, overnight, and on weekends. Some time-of-use pricing plans include a very low off-peak price to encourage customers to consume cheap, sustainable solar energy in the middle of the day.

To increase your savings with a time-of-use retail pricing plan, use energy-intensive appliances during off-peak periods in the morning, in the middle of the day or overnight. Focus on using the biggest and most energy-intensive appliances during off-peak times to make the biggest impact, such as:

A typical backyard **swimming pool** can add 17% to an electricity bill

**Air conditioning** makes up 40% of the average household bill

Consider charging your **electric vehicle** in off-peak periods (middle of the day or overnight)

**Ask**



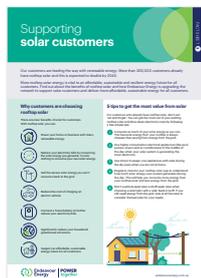
**Ask for assistance.**

Enquire with your energy retailer about their Customer Assistance Program to help manage your bill payments.

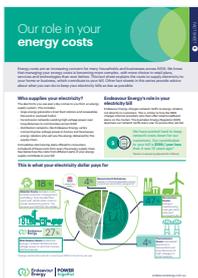
**We want to help you understand your bill, make affordable energy choices and access the right support to reduce your energy costs.**



**Choosing the right retail pricing plan**



**Supporting solar customers**



**Our role in your energy costs**



**Why our network tariffs are changing**

**For more information**

**Endeavour Energy**  
[www.endeavourenergy.com.au](http://www.endeavourenergy.com.au)  
 131 718

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**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.

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**Australian Government**  
[www.energy.gov.au/households](http://www.energy.gov.au/households)  
[www.energy.gov.au/business](http://www.energy.gov.au/business)

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**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

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**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**

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.

