

Power to save.

Helpful tips for lower bills.



Start saving.

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Get short-term support or set up an ongoing arrangement to assist you through life's ups and downs.

Understand your energy bill.

Knowing what makes up your bill will help you understand your energy usage—and discover potential savings.

READING YOUR BILL

Your details

The top of the first page of your bill contains your account details – including your account number, address, payment amount and due date. If you're asked for these details by our Customer Care team, this is where you'll find them.

Estimated or actual?

If your bill was based on an estimated meter reading, you'll see this information next.

Account summary

This section outlines information about your current and previous bills, including any payments and adjustments.

Above or below average?

The graph on page two of your bill shows your average daily energy consumption for the last five months, so you can track how you're using energy. You may have a second graph that compares your average daily use with other households in your area.

Supply and usage charges

Page two of your bill also includes a breakdown of your supply and usage charges, and the ways you can pay.

Credits, rebates and discounts

These are listed on the final page of your bill, along with your previous payments. We accept a number of government concession cards – including Centrelink, Veterans' Affairs and ACT Services Access cards.

IS YOUR BILL HIGHER THAN USUAL?

- Our legendary seasons could contribute to an increase in your heating, cooling, hot water or clothes dryer use. Compare your energy use to the same time last year by logging into your account at my.actewagl.com.au
- If you've had more people at your home, you may see a spike in your energy consumption. And if you'd previously been away, your new bill may appear higher than your previous bill.
- If your bill is based on an estimated meter read, you can send us a photo of your meter and we'll adjust your bill. Find out how at actewagl.com.au/meterselfread
- Take time to check your appliances are working well. Potential issues include leaking hot water systems, loose seals on fridge doors or appliances making strange noises.
- If your previous bill wasn't paid in full, the remaining amount would be added to your current bill.
- If you're eligible for a concession or rebate, check that your information is up to date by logging into your account at my.actewagl.com.au or speaking to our Customer Care team.
- If you were previously on a discounted plan, the benefit term may have expired.



WHAT'S YOUR PLAN?

Check you're on the best energy plan for you using our plan comparison tool at actewagl.com.au/plans

BILL HELPLINE 13 12 93

Connect with a local ActewAGL energy consultant, 8am–6pm, Monday–Friday.

PAY YOUR WAY

Stay on top of your bills and better manage your budget with our convenient direct debit payment options. With **EvenPay**, the cost of your annual energy bill is smoothed over smaller, predictable payments. You'll always know how much you need to pay, and when. Set up your direct debit at my.actewagl.com.au

CHAT IN PERSON

Our Energy Bar is your one-stop-shop for energy advice—face to face. Visit us every weekday at our **Energy Bar at 40 Bunda Street in Civic (9am–5pm)**.

Track your energy use.

Upgrade your electricity meter to help you track your energy use and make informed choices about how and when you use your appliances – to unlock potential savings.

A new meter will record your actual usage at regular intervals throughout the day, putting you in control. Currently, there are no charges for having a new meter installed. However, if additional work is needed at your premises to enable installation, we'll let you know beforehand.

NEW METER MEANS MORE BENEFITS

- You can view and track your daily electricity usage anytime at **my.actewagl.com.au**. There's no need to wait for your bill. (Please allow up to 48 hours for the most recent usage information to be available.)
- Your new meter is digital and can be read remotely. Most homes and small businesses have traditional analogue meters, which require a visit from a meter reader.

HOW PRICING WORKS

When your new meter is installed, you'll be placed on a time-of-use pricing plan. Time-of-use plans can help you save money by taking advantage of different electricity prices during peak, shoulder and off-peak periods across the day. The timing of these pricing periods varies depending on whether you're a residential or business customer, and located in the ACT or NSW.

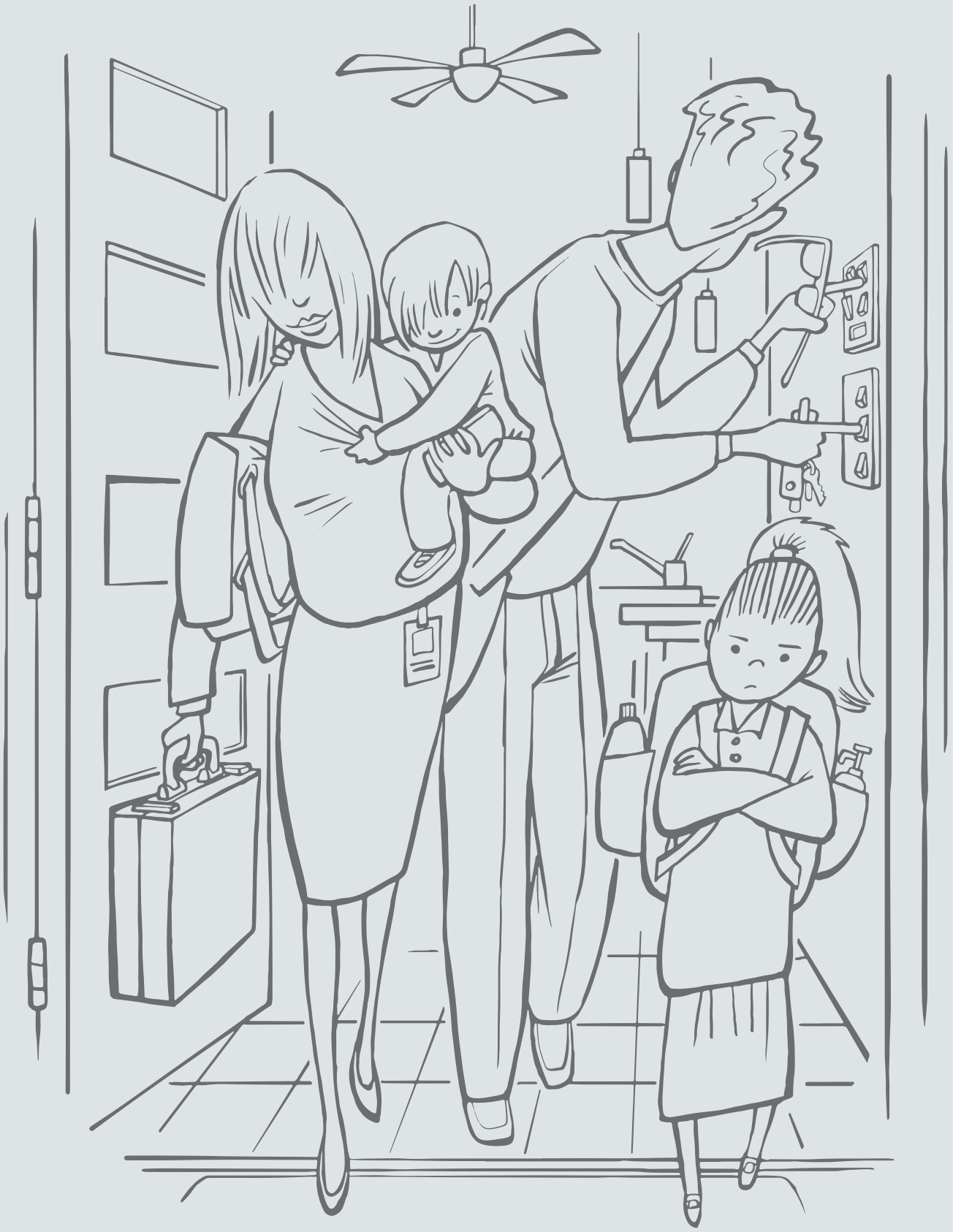
GETTING VALUE FROM A TIME-OF-USE PLAN

The cost of electricity is highest during peak periods and cheapest during off-peak periods. You can save money by aiming to use your appliances during shoulder and off-peak periods. (This is known as time-shifting.)

- By time-shifting appliances such as your dishwasher, clothes dryer and washing machine, you can save on your energy bill.
- Timers on appliances like dishwashers and pool filters can be used, so they only run outside of peak periods.



Upgrade to a new meter at **actewagl.com.au/new-meter** or call **1300 815 815**.



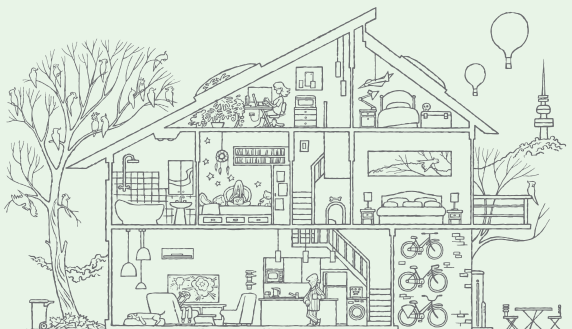
Tips to reduce your energy use.

Giving you the power to save more.

HEATING

Heating accounts for more than half of your annual energy costs—so small changes here can add up to big savings.

- Every degree you lower the thermostat will save up to 10% on your heating bill. Aim to keep the temperature set between 18°–20°C.
- Set auto timers on your heater. By using your heater one hour less each day, you'll save up to 90 hours of heating costs over winter.
- Minimise the space you heat. Only heat the rooms you're using—close all doors to rooms such as the laundry, bathroom and spare bedrooms. Keep all windows shut and check curtains are drawn to contain the heat.
- Keep more heat inside by sealing any gaps and cracks around windows and doors, and ensure the insulation in your roof and walls is adequate. Ceiling batts should be about 20cm thick or R4.1 (or above).
- Keep furniture away from heaters as this will reduce efficiency.
- Instead of heating your bedroom, consider an electric blanket or hot water bottle.



COOLING

- Keep your air conditioner set between 25–27°C. Every degree lower can add 10% to your electricity bill.
- The most effective way to keep your home cool during the day is to stop the sun's rays from hitting windows and walls. Awnings, blinds, curtains and reflective window tints all help reduce the load on your air conditioner.
- At night, place a fan near an open window. It will blow hot air out of the room, replacing it with cold air from outside. Opening another window elsewhere will encourage a cross breeze.

WATER HEATING

- Reduce the temperature setting of your hot water system to 60°C (instead of 70°–80°C) to save up to 10% on water heating. If you have an instantaneous system, check that your thermostat is set no higher than 50°C.
- Insulate hot water tanks and pipes to limit heat loss.
- Ensure there are no leaks from your hot water system.
- Consider upgrading your hot water system if it's older than 10 years. An energy-efficient water heater suitable for Canberra winters is an excellent alternative to an electric element system. Find out more about our appliance upgrade offers on page 7.
- Wash your clothes in cold water. Washing with hot (or warm) water can increase your water heating costs by up to 90%.
- Switch to a water-efficient shower head and make short showers a habit. A typical family uses about 75% of hot water for showers.

ELECTRICAL APPLIANCES

The star rating on appliances compares their energy efficiency—more stars mean lower running costs. So, the more stars, the better!

Clothes dryer

- Clothes dryers are a significant energy consumer in the home. Aim to time-shift this appliance.
- Dry your washing either outside in the sunshine or positioned under ducted heating vents to avoid using the clothes dryer.
- If you need to use the dryer, try quick consecutive loads to benefit from the warmth of the previous load.
- Add a small dry towel to your load to reduce drying time by up to 25%.

Refrigerator/freezer

- Check your temperature settings aren't too low. Fridges should be between 3°C and 5°C, and freezers between -15°C and -18°C. Every degree lower uses 5% more energy.
- Check that the fridge/freezer door seals are tight. You can check this by closing the door on a piece of paper, then pulling it. If the paper slips out easily, it's time to replace your seals.
- Getting rid of a second fridge could save you up to \$200 a year in electricity costs. Find out more about our Fridge Buyback Program on page 7.

Dishwasher

- Only run your dishwasher when it's full and use the economy cycle.
- Aim to time-shift this appliance.

Screens and small devices

- Switch off TVs and gaming consoles at the wall when not in use.
- Don't leave laptops and phones attached to chargers after they've reached 100%.
- Use the 'sleep' function to save battery life.

Pool pumps and filters

- Set a timer so they only run when needed, and change the timer to suit the season.

Cooking

- Heat or steam food with a microwave when possible as it uses about 80% less energy than your stove or oven.
- When cooking on the stove, put lids on pots to reduce energy use by up to 70%.
- Use appropriately-sized pots with flat bottoms and tight-fitting lids.
- Make sure oven doors close tightly and seals are in good condition.

Lighting

- Replace halogen with LED bulbs, especially in your most frequently used areas. Quality LED bulbs last 5–10 times longer than halogen bulbs and can save you up to 88% on your lighting costs.
- Choose fluorescent tubes, rather than ordinary bulbs. They use a quarter of the electricity and last around eight times longer.
- Choose the lowest wattage bulb needed to light each room.
- Install motion detectors to control lighting in less frequently used areas like your garage and outdoor areas.
- Clean lamps and fittings regularly as dirt reduces their lighting output.
- Light switch dimmers save energy and can extend the life of bulbs.
- When installing lighting in a large open-plan space, divide the switches into zones. This way, you can restrict your lighting to only the area you're using.



For more ideas to better manage your energy, go to actewagl.com.au/save-energy

Appliance upgrade offers.

Say goodbye to power-hungry appliances.

ActewAGL can support you to upgrade your inefficient appliances, like heaters, air conditioners and hot water systems, to the latest energy-efficient models for year-round comfort. Not only will upgrading to a newer system reduce your running costs, you could also get a discount off the purchase price of your new unit and a credit on your ActewAGL electricity bill. Plus, we have interest-free*, quick and convenient payment plans available for approved ActewAGL customers.

HEATING, COOLING AND HOT WATER UPGRADES

Upgrade from ducted gas heating to ducted reverse-cycle air conditioning.

Replace your old ducted gas heater with a highly efficient ducted reverse-cycle system to ensure year-round comfort. You can save \$1000* off the purchase price, plus get \$500* credit on your ActewAGL electricity bill.

Upgrade from a flued gas heater to reverse-cycle air conditioning.

An all-in-one solution for your heating and cooling needs. Save \$500* off the purchase price, plus get \$500* credit on your ActewAGL electricity bill.

Upgrade your hot water system to an energy-efficient water heater.

Energy-efficient water heaters use the available heat in the air to heat water—even if it's freezing outside. They can be 2–3 times more efficient than conventional water heaters. Upgrade your water heater to an innovative hot water heat pump suitable for Canberra winters, and get \$500* off the purchase price, plus \$250* credit on your ActewAGL electricity bill.

*ACT only. T&Cs apply – see website.



Find out more about appliance upgrade offers at actewagl.com.au/upgrade

FRIDGE BUYBACK

Have you got an old fridge or freezer lying around that's on 'The List' for your next clean up? Not only will ditching it save you in energy costs (up to \$200 a year), through our Fridge Buyback program we'll pick it up for free, ensure its responsibly recycled and give you \$30* credit on your ActewAGL electricity bill.



Book a pick-up at actewagl.com.au/fridgebuyback

ACTEWAGL SOLARHUB SMART ENERGY HUB

Your journey from gas to electricity begins at our Smart Energy Hub. ActewAGL and SolarHub can help you identify the most impactful improvements to your home. Work with an industry specialist to design a personalised energy solution, that could include:

- Solar panels and batteries
- Hot water systems
- Induction cooktops
- Air conditioners
- EV charging

You could also benefit from the ActewAGL Appliance Payment Plan, to offset the cost of new efficient appliances with up to 24 months of interest-free payments.



To find out more, visit us online at solarhub.net.au/smart-energy-hub or in person in Mitchell.

ActewAGL SolarHub Smart Energy Hub
Unit 2/157 Flemington Road, Mitchell 2911

Access support.

When paying your bill is a challenge, we have a range of programs to assist you.

PAYMENT PLANS AND BILL EXTENSIONS

To make seasonal bills more manageable, log in to your my.actewagl.com.au account to request a payment extension or switch to EvenPay. EvenPay smooths your annual energy bill over smaller, predictable fortnightly or monthly payments. Find out more at actewagl.com.au/evenpay

REBATES AND CONCESSIONS

ActewAGL manages various rebates and concessions on behalf of the ACT and NSW governments. These include energy account concessions and medical and life support rebates. Find out more at actewagl.com.au/rebates

STAYING CONNECTED PROGRAM

Once accepted into our Staying Connected program, we'll work with you to develop personal and practical solutions to help keep your energy supply connected, including tailoring a payment plan for you – because no two situations are the same. Find out more at actewagl.com.au/stayingconnected

POSITIVE PARTNERSHIPS

We draw on the skills and experience of Care Financial, Salvation Army Moneycare, St Vincent de Paul Society, Lifeline, LegalAid, Domestic Violence Crisis Service, St John's Care, Companion House and our partners in business to provide ongoing training and feedback.

VULNERABILITY ACTION PLAN

You can read more about our commitment to looking out for our community and connecting with customers that need extra support in our Vulnerability Action Plan at actewagl.com.au/VAP

Contact financial support partners

CARE INC

A community organisation that ensures low-income consumers are treated fairly and have support to overcome debt.

02 6257 1788 or 1800 007 007

THE SALVATION ARMY MONEYCARE

Qualified financial counsellors provide free and confidential advice and support to individuals, couples and families through a range of financial situations such as setting up a budget, assisting with debt collectors and creating repayment plans.

13 72 58

ST VINCENT DE PAUL SOCIETY

An organisation that's been providing assistance to people going through tough times in the Canberra/Goulburn region for 166 years.

02 6282 2722 or 13 18 12

DOMESTIC VIOLENCE CRISIS SERVICE (DVCS)

DVCS provides support and advice to victims of domestic violence, including emotional, psychological, financial, sexual or other types of abuse.

02 6280 0900 or 1800 RESPECT

EVERYDAY CLIMATE CHOICES

Your one-stop-shop for ACT Government programs that help Canberrans save energy and water, reduce waste and cut greenhouse gas emissions.

climatechoices.act.gov.au

ENERGY RATING

Information about the Equipment Energy Efficiency Program to standardise energy efficiency ratings for appliances.

energyrating.gov.au

ENERGY SAVER NSW

Rebates and discounts for energy efficiency programs available to NSW residents to help cut back on energy use and save on power bills.

energysaver.nsw.gov.au

Customer enquiries

13 14 93

Postal address

ActewAGL GPO Box

366 Canberra ACT

2601

Language assistance

13 14 50

24 hours

actewagl.com.au/save-energy