



Understand, compare and control your energy service



Easy English 2015





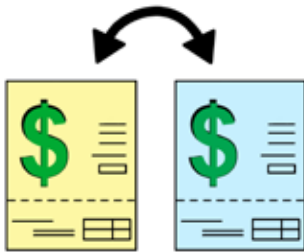
How to find a good energy offer

Use the website

www.energymadeeasy.gov.au

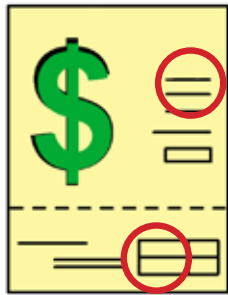
This website is from the Australian Energy Regulator (AER). The website is

- free
- independent
- helps you look at offers in your area.



How to compare

Look at your electricity or gas bill.



Check

- what rate (tariff) you are on
and
- how much energy you use
(in kWh for electricity, MJ for gas)
or
how much you pay.



You can also ask your retailer for this information.

- Check if you can get any discounts.
- Check the fees, like fees if you do **not** pay your bills on time.



Before you sign with a new retailer



Ask the new retailer what the offer might cost you.

Compare the new offer with the offer you have now.

Ask your current retailer to give you a better offer.

Ask your current retailer **Do I have to pay fees for stopping the contract early?**

This might be called an exit fee.



What is an energy contract?

You say **Yes** to an offer from an electricity or gas retailer.

- You can do this on the
 - phone
 - internet
 - with a salesperson, like at your front door or in a shopping centre.
- The retailer must give you some details in writing, like the price and rules.
- There is a **cooling off** period. This means
 - you can change your mind in 10 business days

and

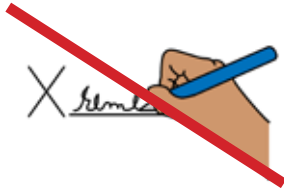
 - there will be no cost.



Door-to-door selling

There are rules. Salespeople must

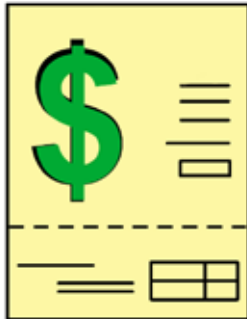
- **not** contact you at some times, like early in the morning, evenings and Sundays
- show you their ID and say why they are visiting you
- leave when you ask them to.



You do **not** have to sign.



You can think about the offer. Ask the salesperson to come back another day.

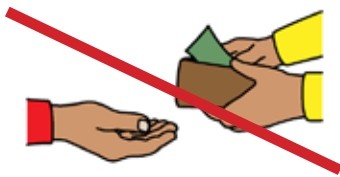


Energy bills

- Energy bills should be clear.
- Talk to your retailer if you do **not** understand your bill.

More information about bills

www.energymadeeasy.gov.au



Trouble paying your bill

Talk to your retailer. Say you are having trouble paying your bill.

The retailer may be able to help you.

For example, payment plans, hardship programs and concessions.



Problems with your energy bill or your retailer

Contact your retailer straight away.

Tell them the problem and what you want them to do.

If they can **not** fix it straight away, ask to speak with a senior officer or manager.



If you still can **not** fix the problem, contact the energy ombudsman in your state or territory.

The energy ombudsman helps energy customers fix problems.



Call the Energy Ombudsman in your state or territory.



Go to the Energy Made Easy website

www.energymadeeasy.gov.au

Click on Useful contacts.

Click on Energy ombudsmen.



More information



Australian Energy Regulator

Energy Made Easy website

www.energymadeeasy.gov.au



AER Infoline 1300 585 165

AER website www.aer.gov.au

Indigenous Infoline

Call 1300 303 143

For information in other languages

Call 13 14 50

Ask for 1300 585 165



National Relay Service – Speak and Listen

Call 1300 555 727

Ask for 1300 585 165



National Relay Service – TTY

Call 13 36 77

Ask for 1300 585 165



National Relay Service – Internet Relay

Go to www.relayservice.com.au

Ask for 1300 585 165

Australian Competition and Consumer Commission

23 Marcus Clarke Street, Canberra, Australian Capital Territory 2601

© Commonwealth of Australia 2015

Important notice

The information in this publication is for general guidance only. It does not constitute legal or other professional advice, and should not be relied on as a statement of the law in any jurisdiction. Because it is intended only as a general guide, it may contain generalisations. You should obtain professional advice if you have any specific concern.

The ACCC has made every reasonable effort to provide current and accurate information, but it does not make any guarantees regarding the accuracy, currency or completeness of that information.

ISBN 978-1-922145-56-7

ACCC 01/13_577

Scope's Communication and Inclusion Resource Centre

wrote the Easy English. June 2015 www.scopevic.org.au

To see the original contact the Australian Energy Regulator.

Phone 1300 585 165. Email AERinquiry@aer.gov.au

The Picture Communication Symbols ©1981–2010 by Mayer-Johnson LLC. All Rights Reserved Worldwide. Used with permission.

Boardmaker™ is a trademark of Mayer-Johnson LLC.

Valuing People ClipArt © Inspired Services, UK.

www.inspiredservices.org.uk

Change pictures © 2011. www.changepeople.co.uk.