

# High bill checklist

## Is your bill higher than expected?

Getting a higher than expected bill can be a bit of a shock, especially when you don't know why it's high. This checklist will help you understand what might be going on, so that you can avoid high bills.



### Seasonal changes

One of the biggest influences on energy bills in Tasmania is the weather so if you're comparing bills, make sure you're comparing from the same time last year.



### Appliances

Appliances like plug-in heaters, clothes dryers, fish tanks, computers and plasma TVs are all common causes of high energy consumption.



### Lifestyle changes

Housemates, guests, a new baby can all have an impact on the amount of power you're using. Working and schooling from home means heaters, computers, TVs and other appliances are being used more often.



### Estimated bills

If the meter reader hasn't been able to access your meter to read it, your account will be based on your average usage at the same time last year. Also check if your previous bill has been estimated as this could impact how much this bill is too.

## Things to check

Here are a couple of practical things you can do to help you better understand what might be contributing to higher than expected energy costs.



### Do a self-read

You can do a self-read to confirm if the reads are correct. Head to our website to find out how to do a self read on your meter.



### Bill check

Check your concession discount has been added to your bill, that you paid the full amount last time, and if your billing period is longer than last time. You can also check if there has been a price change.



### Check your usage

To find out the cause of high usage, check where you're using the most energy. Do you use more on heating & hot water or lights and power? Are you using more in Peak times? It's worth making sure you're on the right energy plan for you. Head to our website to find out more.



### Monitor your usage

You can keep an eye on your usage by self-reading your meter or requesting a usage report, depending on the type of meter you have. If you want full visibility of your usage daily, check out our digital product aurora+, where you can see exactly what you're using down to the hour.

## What you can do

Whether you need a bit more time to pay, extra support, energy advice, or you want someone to look into your account, we have a solution for you.



### Payment plans

If you need some extra time to pay your bill, we have both short and long-term payment plans available.



### Talk to someone

You can call our team on 1300 132 003, Monday to Friday, 8am to 6pm. Or fill out our online high bill form and we'll get back to you within 5 business days.



### Extra support

If you're needing some extra support, our Your Energy Support (YES) program can help. Our YES team can help you take back control of your energy usage and get on top of your bills with tailored support, advice and payment options.



### Energy advice

The most common cause of higher bills is higher usage. There are many easy and cost effective ways you can make your home more energy efficient. Go to our website for all the tips and tricks you need to save big on your power.

