



# Understand, compare and control your energy service



## Tips to find a good energy deal

Energy Made Easy is a free website from the Australian Energy Regulator (AER) that helps you compare all energy offers in your area.

By showing you an estimated bill for every offer, Energy Made Easy can help you check if you could be paying less for energy.

To compare, it helps to know:

- 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 find this information on your bill or your current retailer can tell you.

You can learn about tariffs on Energy Made Easy.

### Price is important, but don't forget to check:

- how long you have to sign up for
- fees, discounts and incentives, and
- if the price can change.

## Before you sign up with a new retailer

Ask your current retailer:

- if they can give you a better deal
- if you will have to pay exit fees if you leave your current contract early.

There is a switching checklist on Energy Made Easy.

## Energy contracts

You can agree to an energy contract with a retailer over the telephone, online or face-to-face with a salesperson.

The retailer must provide you with written confirmation of the price, terms and conditions and other information you need to know.

Remember, you get a 'cooling off' period of 10 business days. During this time, you can change your mind and end the contract at no cost.

## Energy salespeople

Salespeople from energy retailers might knock on your door or call you. There are rules about what they must and must not do.

They must:

- tell you why they are contacting you
- make sure you understand what you are agreeing to
- let you know you can change your mind during the 'cooling off' period, and
- stop visiting you or calling you if you tell them to.

They must not:

- be pushy
- make statements that are not true, or
- let you sign anything if they think you don't understand.

Remember, you don't have to sign up straight away. If you want more time, ask the salesperson to come back or call you another day.

### Don't want to be contacted?

- Put a 'do not knock' or 'no marketing' sticker at your door.
- Ask to go on the energy retailer's 'no contact' list.
- Sign up to the Australian Government's Do Not Call Register ([www.donotcall.gov.au](http://www.donotcall.gov.au)) or phone 1300 792 958.

## Energy bills

You are entitled to receive a bill and it must be clear.

If you need help finding information or understanding your bill, contact your retailer. Their website might also help.

Energy Made Easy also has information to help you read your bill.

### Are you having difficulty paying your bill?

If you can't pay your bill, contact your retailer and ask if they can help you.

Retailers must help customers experiencing financial hardship. Get help early to avoid extra fees or stop disconnection.

You may be able to get a payment extension, a payment plan, help under a hardship program, information about concessions, and referral to a financial counselling service.

If your retailer cannot help you, contact the energy ombudsman.

## Dealing with problems

If there is a problem with your bill, or you want to complain about a retailer, take action.

First phone or email your energy retailer. Tell them:

- what the problem is, and
- how you want it fixed.

If the problem isn't fixed straight away, ask to speak with a senior officer or manager.

Write down the date and time of the call, who you spoke to and what you discussed.

If you still can't resolve the problem or you want to complain, contact the energy ombudsman.

The energy ombudsman helps to fix problems between customers and energy retailers. You do not have to pay to use the energy ombudsman.

There is an energy ombudsman in each state and territory. Their contact details are on Energy Made Easy.

[www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)  
**AER Infoline: 1300 585 165**

### Indigenous Infoline

Call: 1300 303 143

### For information in languages other than English

Call: 13 1450

Ask for: 1300 585 165

### National Relay Service—Speak and Listen

Call: 1300 555 727

Ask for: 1300 585 165

### National Relay Service—TTY users

Call: 13 3677

Ask for: 1300 585 165

### National Relay Service—Internet Relay

Go to [www.relayservice.com.au](http://www.relayservice.com.au)

Ask for: 1300 585 165

#### Important notice

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