

# Talking to your retailer



Electricity retailers are responsible for establishing and maintaining your electricity account, as well as managing your billing. A great place to start is by calling your current retailer and asking about your current usage, what charges you are receiving and what plan would be best suited to your situation. Here are some questions that can start you off!

## Existing retailer

- ✓ How does my current plan compare with the standing offer?
- ✓ Do you have a plan which is better than the standing offer?
- ✓ Do you have a better deal at the moment?
- ✓ Can I save more by paying on time or setting up a direct debit?
- ✓ How else can I access further discounts on my bill?
- ✓ I need help paying my bill. What assistance can you provide?
- ✓ Am I eligible for a government concession or rebate?
- ✓ Am I better off with a flat rate or time of use plan?
- ✓ Are there any cancellation fees included in the contract?



### Did you know?

79% of residential customers could achieve a better deal if they switched to a competitively priced offer.

\*ACCC National Electricity Market Report Dec 2023

## Prospective retailer

- ✓ Do you have a plan which is better than the standing offer?
- ✓ Am I better off with a flat rate or time of use plan?
- ✓ What are the setup fees for the plan?
- ✓ Can I save more by paying on time or setting up a direct debit?
- ✓ How else can I access further discounts on my bill?
- ✓ What options will there be if I face financial hardship?
- ✓ Are there any cancellation fees included in the contract?

## Wanting to compare retail offers?

Comparing your current offer and pricing with the available deals on Energy Made Easy will give you a reference point to start the conversation with your retailer.

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



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