

Getting the most out of the Energy Made Easy

The Australian Energy Regulator runs the Energy Made Easy website (www.energymadeeasy.gov.au) to help households and small businesses make a choice about electricity and gas offers.

When you use the Energy Made Easy website you can:

- search for new electricity and gas offers
- compare your household's electricity usage to similar homes in your area.

What other information can you find on the website?

Energy Made Easy has information on:

- how to make your home more energy efficient
- your rights when buying electricity and gas
- how to read and understand your energy bill.

How to compare electricity and gas offers

1. Go to www.energymadeeasy.gov.au.
2. Select either the home or small business button in the 'Search for energy offers' box.
3. Type in your postcode and click 'Get started'. Answer the questions that appear. Click the question mark icon if you're not sure how to answer.
4. You can see an estimated annual bill for each offer if you have at least one recent energy bill. Just enter the start and end date on the bill(s) and how much electricity or gas you used in that period. If you don't have an electricity bill, we can estimate your usage for you.
5. You will see all of the available offers for your area. Information will include:
 - the name of the retailer
 - the unit price of the electricity or gas
 - terms and conditions
 - any GreenPower or solar options that might be available
 - the retailer's contact information.
6. You can compare up to three offers at the same time to help you choose which offer is best.
7. Each offer has an Energy Price Fact Sheet that you can print or save. If you find an offer you like, contact the retailer and give them the offer ID.

What is an Energy Price Fact Sheet?

The 'National Energy Retail Law' makes retailers give customers an Energy Price Fact Sheet. An Energy Price Fact Sheet is a summary of what you get in an offer. This includes:

- the price
- any discounts or fees that apply
- the terms and conditions
- the contact details for the retailer.

Every offer on Energy Made Easy has an Energy Price Fact Sheet that you can print or save.

Does the website have all the latest offers?

The 'National Energy Retail Law' makes retailers give Energy Made Easy information on all their 'generally available' energy offers. This means that Energy Made Easy shows most offers, but some special offers that are only available to a small group of people will not be on Energy Made Easy. For example, an offer that is only for people who live on a particular street will not be on Energy Made Easy.

Can you change my electricity and gas retailer through the website?

No. It only compares the price of electricity and gas.

If you want to choose one of the offers you see on Energy Made Easy then:

- read, print or save the Energy Price Fact Sheet for that offer
- follow the link to the retailer to ask more questions
- If you want to accept a new offer, the new retailer will arrange for your electricity or gas service to change over.

Before you change to a new retailer you should check with your current retailer if there are any exit fees with your current contract. Also check with your current retailer if they can give you a better offer.

Does the website recommend one electricity or gas offer over others?

No. Every home has different needs so it won't recommend one offer.

It gives you current information in a clear and simple way so that you can make an informed choice.

More information

Australian Energy Regulator

AER Infoline 1300 585 165

Energy Made Easy www.energymadeeasy.gov.au

AER website www.aer.gov.au

Indigenous Infoline

Call 1300 303 143

For information in languages other than English

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 users

Call 13 3677

Ask for 1300 585 165

National Relay Service—Internet Relay

Go to www.relayservice.com.au

Ask for 1300 585 165