



17. Shopping around for a better energy deal

It is worth investigating if you are on the best deal possible for your electricity and gas needs.

Finding a cheaper tariff will free up money that you can invest in other power saving improvements. It may be possible to negotiate a better rate – particularly through group bargaining.

Getting started

With your electricity and gas bills in hand, start by comparing different energy offers.

Comparing energy offers

You'll find there are a number of websites that offer price comparisons between different energy providers.

We recommend using government sites

because commercial sites may charge a commission or may limit information about conditions or alternative suppliers.

There are government and commercial online comparison sites.

Be aware that the commercial switching sites may get a commission if you switch through them, or may not show all the options or all the conditions.

We recommend the following websites:

Australian Energy Regulator
www.energymadeeasy.gov.au

Australian Competition and Consumer Commission
www.accc.gov.au

State-based regulators/governments
www.switchon.vic.gov.au

To compare energy offers enter your location, your consumption over 12 months and the website gives you the available retail options.

Making the switch

If you decide to switch, the new company will handle the paperwork and notify your old provider.

The Energy Made Easy website also tells you about your consumer rights when undertaking a contract.

Shopping around

Key things to consider

- Check with your current energy retailer to see if you can get a better deal.
- Before you start your search, it's a good idea to have copies of your last few



bills with you. This will tell you how much energy you use and the price you pay, which will make it easier to compare other offers.

- You have ten working days after you sign a contract with a new retailer to change your mind without incurring a cancellation charge.
- If you are on a fixed term contract you may be charged a fee if you switch before the contract has expired – it may be still worth it, but check the cost of termination and compare this with the savings from the new deal.
- If you spot a good deal, record the energy offer number so you can refer back to it.

- Ask for details of energy deals in writing. Retailers are required by law to provide Energy Price Factsheets which describe the price, features, terms and conditions of the contract.

Further resources

Check out A Greenhouse Around the Corner website:

www.agreenhouse.net.au/helpful-resources

Related fact sheets

Fact sheet 1: Understanding and managing your bill

For more fact sheets, go to A Greenhouse Around the Corner website:

www.agreenhouse.net.au/fact-sheets

Other contact information

Indigenous Info line 1300 303 143

For information in languages other than English call 13 1450 and ask for 1300 585 165

Speak and Listen users phone 1300 555 727 and ask for 1300 585 165

TTY users phone 13 3677 and ask for 1300 585 165

Internet relay users connect to the National Relay Service (www.relayservice.com.au) and ask for 1300 585 165



CHECK POINTS

- › Investigate if you have the best deal.
- › Use comparison websites.
- › Be prepared to ask for a better deal and to negotiate.
- › There is strength in numbers – investigate if a cluster of centres in your area could do a group deal.



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