



High energy bills

High bills

Your energy bills will naturally go up and down over time, depending on factors like the weather, how many people are at home, and your daily routines.

Sometimes, you may receive a bill that doesn't match your usual pattern and feels unexpectedly high. This could be because:

- your bill includes unpaid amounts or extra charges
- your bill is estimated
- the price of your energy has changed
- you used more energy than usual.

This fact sheet will walk you through each possibility, how to check your bill, and what to do next.

You haven't paid previous amounts

A high bill may include money still owed from earlier bills. This can happen if:

- you didn't receive a past bill or didn't notice it
- you only paid part of a previous bill.

If this has happened more than once, the unpaid amounts can add up over time.

Your bill includes fees and charges

Check your bill to see if it includes:

- late payment fees
- establishment fees
- early termination fees.

If something doesn't look right, contact your provider to ask why the fee was applied.

Your bill is an estimated bill

If your provider can't access your meter data to issue a bill, they may estimate how much energy you used.

If your bill is estimated, it must say so. Look for the letter 'e' or the word 'estimated' next to the usage charge.

Because an estimate is only an approximation, it can sometimes be too low or too high. Read our [Estimated bills](#) fact sheet for more information.

If you think your bill has been estimated, ask your provider for more details. If you have an accumulation (flat-rate) meter, you may be able to submit a self-read before the due date of your estimated bill.

The price has changed

Prices can go up when:

- your provider changes its rates
- your meter is replaced
- you move to a new provider or contract.

To check for a price change, compare the rates (¢/kWh) on this bill with a previous bill, or look for a notice from your provider (e.g. via email, SMS or post).

If your meter was replaced, compare your bills to see whether your tariff has changed.

If you're unsure about anything on your bill, call your provider – they can explain what changed and why.

Hot tip

It's a good idea to compare your energy rates regularly. You can:

- check your bill to see if your retailer offers a cheaper plan (look for “*Could you save money on another plan?*”)
- contact your retailer and ask whether you're on their cheapest plan
- compare plans from other providers at www.energymadeeasy.gov.au

You used more than usual

Compare your high bill with the bill you received at the same time last year. Check your usage on the bill (shown in kWh) to see how much energy you used.

If your bill is higher than last year's, consider questions like:

- Have you spent more time at home?
- Have you had guests staying?
- Have you been using heating, cooling, or other appliances more often?
- If you are on a time-of-use tariff, did you use more energy during peak periods?

Any of these changes can increase your energy use.

Your bill is wrong

Electricity bills can be complicated, and mistakes do sometimes happen. Your provider might:

- forget to apply concessions, discounts or credits
- misplace a payment or not apply it to your account
- misread your meter or use incorrect meter data.

If something doesn't look right, ask your provider to review the bill.

If you're not satisfied with the response, contact us.

Is your usage still high?

If you have a smart meter, your provider may offer an app or online portal where you can check your daily use over time.

If you don't have a smart meter or an app, you can use your meter to see whether your usage is still high or has returned to normal.

1. Take a meter reading at the same time on two consecutive days.
2. Subtract the first reading from the second to see how much energy you used in 24 hours.
3. Compare this with the “average daily use” shown on your bill.


If your 24-hour usage is lower than the average on your bill, the high bill may reflect higher use during that billing period. If the numbers are similar, your usage is steady. You can repeat this over several days for a clearer picture.

Payment help

If your bill is too high for you to pay, contact your provider as soon as possible. They can:

- set up a payment plan
- check whether you're eligible for concessions or rebates
- look at your energy use to help you save
- offer other support depending on your situation.

Need help?

Call us **1800 665 565** (free call)
Monday to Friday,
8:30am to 5:00pm
 **131 450** (interpreter service)

Text us **0488 854 555**

Online **ewosa.com.au**

We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

