



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.

## Changing bills

Your energy and water bills will go up and down depending on how much you use. They will change with things like:

- the number of people in your household
- whether it is hot or cold
- whether you are doing your usual activities or are on holidays.

These bill changes are normal. You will get used to them as you see how your household's energy or water pattern changes during the year.

## High bills

Sometimes you will get a bill that doesn't fit your normal pattern and seems high. This might be because:

- your bill includes amounts from past bills that you haven't paid
- your bill is estimated
- your bill includes fees and charges
- the price of your energy or water has changed
- you used more energy or water than usual
- your bill is wrong.

## You haven't paid previous amounts

Your high bill might include an amount you still owe. This happens when:

- you didn't receive a past bill or you missed it

- you only paid part of a past bill.

If this has happened a few times, the amount you owe will be building up.

## You bill is an estimated bill

If your bill is an estimated bill, it must say so.

Check for the letter 'e' or the word 'estimated' next to the usage charge.

You might get an estimated bill if your meter wasn't read.

### *How your bill is estimated*

Your provider can estimate your bill based on the amount of water or energy you have used before.

If they don't know this, they can make an estimate based on how much other customers like you use.

An estimated bill is a guess so it can be wrong.

If it is above your usage, you will pay more than you should, but the extra amount will be credited to your next bill.

If it is below your usage, you will pay less than you should and you will get a backbill.

The backbill will charge you for any energy or water that you've used but not yet paid for.

If you think your bill is an estimated bill, ask your provider for more details.

### Your bill includes fees and charges

Read your bill carefully to see if it includes:

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

If it does and you don't understand why you were charged them, contact your provider.

### The price has changed

Prices can go up when:

- your provider increases them
- you get a new meter
- you change providers or contracts.

If the price goes up, you will get a higher bill, even if your usage hasn't increased.

To check if the price has changed:

- compare the rates on your high bill with the rates on an earlier bill
- look to see if your provider included a note about the price increase.

If your meter was changed, compare your bills to see if the tariff has changed.

If you cannot understand something on your bill, ask your provider to explain any changes and why it made them.

### You used more than usual

Compare your high bill with the bill you got for the same time last year. If your bill is higher than last year's bill, ask:

- Have you been at home more often and used more energy or water for this bill?
- Have you been using your heating or cooling more often?
- Have you changed the temperature settings for your heating or cooling?
- Have you had people staying with you?

- Have you used some appliances or devices more often?
- Are your appliances working properly?
- Have you bought any extra appliances or devices lately?
- Have you installed a pool or a spa, landscaped your garden or planted new lawn?
- Do you have a leaking pipe somewhere?

All these changes can increase your usage.

### Your bill is wrong

If you still think your bill is wrong, ask your provider to investigate.

If you're not happy with your provider's response, contact us.

### Payment help

If your high bill is too high for you to pay, contact your provider straight away. Your provider can:

- offer you a payment plan
- check if you can get any rebates or concessions
- check your energy use to see how you can save
- help you in another way.

### More help

See our fact sheets:

- *Making a complaint*
- *Payment help*
- *Estimated bills*
- *Energy contracts: what providers must do*
- *Checking your usage*
- *Measuring the energy used by your appliances.*