

HIGH BILL CHECKLIST



Energy consumption varies depending on individual environmental circumstance. The checklist below will assist in determining individual circumstances that may explain why your energy consumption is higher than expected.

Seasonal Consumption

Weather influences the way we live our lives and thus the way energy is consumed. During cooler months days are shorter and colder resulting in possibly spending more time at home with the need to light and heat the property becoming more prominent. Summer months are warmer and have more daylight hours negating the need for lighting for most of the day but may require the use of a cooling system.

Electronic devices and Appliances

Have you purchased new appliances and electronic devices or have more appliances than normal plugged in? The lives we lead are very connected. We have multiple portable devices and watch television on much larger screens. Older appliances tend to have lower energy ratings than newer appliances. If for example you have had a fridge that is older than 5 years the amount of electricity it consumes can increase due to continuous use. Getting your appliances regularly checked by a registered electrician is the best way to ensure they are running in their most cost-effective manner.

Changes in lifestyle

There are times in our lives when changes occur that may result in more energy than previous being consumed such as the birth of a child, friends or relatives visiting, school holidays or even renovations. The more people at the property the more energy is likely to be consumed. These changes can be subtle but have a noticeable effect on energy consumption and the overall cost of your bills.

Billing Period

Is the billing period longer than usual? There are times when the meter may not be read within the standard 28 – 32 day period which bills are normally for. A longer billing period means higher consumption which results in a higher bill.

Outstanding Balances

Is there a balance carried forward from previous bills? Sometimes, for a variety reasons, the full amount of the last bill is not paid or you may have missed a bill altogether. We can help you with that, by offering an extension or payment arrangement to help get you back on track. We can also set up a direct debit arrangement for payment convenience. Just give us a call on 1300 791 970.

We also have a program called WINassist to help customers experiencing payment difficulty. If you would like to know more about WINassist please visit our website at www.winconnect.com.au or call our Customer Service team on 1300 791 970.

Estimated Bill

Though it is not ideal to bill on an estimate read there are times when this is unavoidable. Meter read estimations are based on your energy consumption for the same time the year before and follow strict guidelines set by market regulations. You may wish to request a special read, this may incur additional fees. Any over or under-charge from an estimated bill will be rectified when the next actual read is completed.

Price and discount changes

Prices change in the market at certain times of the year and these can result in an increase or decrease in the cost of your bills. We may change your energy pricing as set out in our Terms and Conditions with you. If we do change the pricing, we will provide you with notice accordingly.

Victorian price changes generally take effect January 1 each year. New South Wales, Queensland and South Australian prices changes are generally effective July 1 each year.

Concessions, Rebates and Government Grants

Have all the relevant concessions, rebates or grants been applied to your bill? If you are unsure, please contact us on 1300 791 970 and we will assist you. If you are an embedded network customer, you will need to contact your state government department responsible for the concession and they will determine your eligibility and process for application.