



Households have power to keep bills down

Synergy today welcomed the release of the Office of Energy's final recommendations into the review of electricity tariffs.

"It is well known electricity tariffs in Western Australia do not reflect the cost of supplying electricity," Synergy Managing Director, Jim Mitchell said.

"We support tariffs increasing to cost reflectivity - almost everything else we buy is based on the cost of the commodity. However, given the extent by which tariffs need to rise, we are advocating an increase over a number of years."

Mr Mitchell said while tariffs needed to rise, households had the power to keep their electricity bills down by reducing their energy use – without impacting their lifestyle.

"Many households use more electricity than they actually need to. We will be working with our customers, both households and businesses, and providing information and advice to enable them to reduce their energy consumption.

"They can start to make changes now, and reduce the amount they spend on electricity immediately. By taking action now, when tariffs do increase, the household expenditure on electricity will increase by less than the tariff."

"We will soon be providing a household energy audit service for households, and in the meantime, Synergy has a number of online tools available to assist households manage their electricity consumption."

"Customers can log on to our website and use our energy calculator to do a personal audit of their household electricity use."

"The calculator takes the user through every room of the house, and outside it, they select the appliances they use, estimate the amount of time they use them each day, and the calculator will give the user an indicative cost of the appliances, the overall annual cost, tips to reduce electricity use and the greenhouse gas emissions the appliances emit."

Other tools include:

My Account – enables customers to track their energy usage, including greenhouse gas emissions, by viewing comparative billing history;

Home design tool – to assist home builders in ensuring their new home is energy efficient;

Better Globes calculator – demonstrates the savings possible from switching to compact fluorescent globes.

Mr Mitchell welcomed the recommendation to increase rebates to customers, and said Synergy had a best practice financial hardship policy already in operation to assist financially disadvantaged customers deal with higher energy bills.

Media Contact
Andrew Gaspar
6212 1355