**ECA Research and Advocacy Projects**

**CITT Final report** – August 2016

**ACKNOWLEDGEMENT**

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# **EXECUTIVE SUMMARY AND MAIN FINDINGS**

CITT has undertaken Energy Consumers Australia (ECA) projects to conduct survey research of small and medium enterprises (SME) in the telecommunications industry about their current electrical energy supply contracts; the barriers that impact on their ability to reduce costs; and their knowledge of alternatives including clean and renewable energy solutions.

CITT presented the results in workshops across the Eastern Australian States to identified key SME stakeholders to discuss the results; gauge their opinions on the findings; and confirm the information obtained in the research regarding issues, barriers and current energy usage practice; and also to identify best practice models and case studies that represent viable costing scenarios for businesses.

# **Main findings of the CITT Projects**

### **Summary of the Survey Research Findings**

In the research project, CITT surveyed over 15,000 small to medium businesses in the Telecommunications, NBN, Electrical Installation and Pay TV sectors of this industry with the majority of these businesses employing only one to five people.

The research generally focused on the respondents:

* Feedback about their current electrical energy supply contracts;
* Their electricity supply costs and any barriers they faced in reducing those costs;
* Methods of reducing costs;
* Barriers to accessing cheaper electricity and energy solutions; and
* Opinions on alternatives including clean and renewable energy solutions.

The main reasons given for choosing current electricity suppliers are discounts if the bill is paid on time; better rates; being the only or current supplier available; being an Australian company; and offering energy efficient products or good solar rates.

Interest in the methods of reducing electrical usage is disappointing with only a third saying it is something they have seriously looked into with the main interest being around solar panels. Having said that, most have made some effort by installing energy efficiency rated appliances and low energy light bulbs with half reporting reduced electricity costs as a result.

A quarter of the respondents pay business tariffs for their electricity and a third of business premises have an electricity ‘smart-meter’ with comments equally split on being a waste of money and resulting in them paying more or they being happy with them. There is, however, an issue with the 30 minute intervals used by the smart meters, making it hard for small businesses to monitor and manage their actual usage.

Barriers to reducing some respondent’s electricity costs include having only one electricity supplier (this especially impacts rural, regional and remote businesses); the changing of government solar rebate options; reducing feed-in tariffs and increasing service charges.

Even though a significant majority have heard of clean, green and renewable electricity supply options such as solar energy, wind energy, hydro power and energy storage technologies, only around 15% actually buy clean, green or renewable energy from suppliers.

About 75% state that they would like to use energy supplied through these renewable methods, but only if it was at a competitive rate to “normal” grid supplied electricity. There is dissatisfaction with the price variation that electricity supply companies purchase electricity from small solar producers and the rate they charge for supplying it back to them via the grid – why is it not equal?

Respondents recommended the electricity suppliers of Click Energy, Red Energy, Origin & Energy Australia as delivering good value for money in their electricity supply plans.

### **Summary of ECA Advocacy Project Results**

CITT conducted workshops and information sessions in targeted locations throughout Eastern Australia to report on the findings, discuss options and promote stakeholders identified as ‘best practice models’; work through the barriers to encourage solutions to efficient electricity usage; and identify approaches to taking up clean and renewable energy.

The workshop participants discussed and agreed with the survey findings and supported some areas of concern raised by the survey results and made some suggestions.

In the main, the following were the outputs from the workshops that Electricity retailers may find worthy of consideration:

* Stakeholders were somewhat surprised at the lack of availability and information about reliable, clean, green and renewable energy options from the energy retailers and suggested that a proactive approach be undertaken to inform consumers, possibly by way of simple case studies/models;
* The issues of business tariffs are generally not understood and need to be better publicised so that businesses can benefit from any attractive options;
* The participants agreed that more needs to be done to help businesses understand how to monitor and manage the actual use of smart meters to their advantage;
* That local electricians be trained to provide support and advice on how to read an electricity bill, identify current tariff rates, provide “independent” advice and be a conduit for consumers to organisations, support groups, websites and Facebook groups for assistance;
* Stakeholders felt that a “renewable energy best practice model” could be developed by an independent organisation as the template for businesses wanting to review and decide on the best contract options available in each State and Territory. An organisation such as Energy Consumers Australia may decide to fund an organisation that would fit the bill and this would allow them to provide and promote independent advice to Community groups, “Facebook” groups etc. as well as identify and support local “Champions” and support groups;
* The workshop participants supported the push for consumer generated solar power to have more attractive buy back rates at least equal to the cost of purchasing grid generated power from the energy companies;
* They encouraged innovative suppliers to support the proliferation of alternate energy supply methods including wind power, geothermal, and wave technology and companies such as TESLA who are working on the research and development of energy storage batteries.

# **RECOMMENDATIONS**

The projects provided the opportunity to investigate small business and identify their needs, issues and possible solutions. Their main concerns highlight that they lack easily available information about how to best assess their electricity usage and decrease their costs, especially for those wanting to access clean, green and renewable energy supply options. This was evidenced by the fact that, even though only 15% actually buy clean, green or renewable energy from their supplier, 75% stated that they would like to use energy supplied through these renewable methods, but only if it was at a competitive rate to “normal” electricity.

The following are recommendations that the ECA and industry may consider in assisting small business to improve their electricity usage, reduce costs and encourage consideration of alternative energy to run their business:

* To reduce the time needed to investigate and compare energy supply options in each State and Territory, it is recommended that an easy to use ‘*on-line comparison tool’* be developed to allow businesses and other consumers to identify the best practices models and contract supply options available to them, especially for those wanting to reduce electrical usage and embrace energy efficiencies. The critical criteria could include percentage of green power they want to use; daily supply charge in cents per day; tariff charges for different rates; connection, exit and any other fees; billing options; discounts etc.;
* To successfully develop and maintain such an on-line comparison tool, all energy supply companies will need to be involved and agree to provide their supply plan data and continued support;
* It is recommended that a body, independent of the supply companies, be charged with negotiating and liaising with these energy supply companies to establish, develop and maintain the ‘on-line comparison tool’. This body could also provide advice and assistance in addressing barriers to reducing electricity costs in areas where there is only one electricity supplier; monitor constant government changes in areas such as solar rebates, feed-in tariffs and service charges; and provide and promote independent advice to community groups, local “Champions” and support groups;
* It is recommended that energy supply companies direct their focus to the research, development and distribution of alternate energy options such as solar energy, wind energy, hydro power, energy storage and local generation technologies and direct less of their budgets to existing ‘old’ technologies with the aim of reducing the cost of electricity to end users;
* The benefits of clean, green and renewable electricity supply options should be discussed and promoted more openly and diligently by the industry and stakeholders without the taint of self-interest and that electricity suppliers be supported by generous government and industry funding to promote these “new” energy options;
* Small business electricity bills need to be simpler and clearer in showing the current tariffs, and a marketing strategy put in place to inform businesses consumers on how to read their bills;
* More information and support needs to be provided to understand the benefits of ‘Smart Meters”;
* Local electricians can be used more to assist consumers in understanding how to read electricity bills, identify current tariff rates, and provide “independent” advice to consumers.

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# **INTRODUCTION**

CITT projects with Energy Consumers Australia (ECA) are supporting the small and medium business (SME) sector by identifying issues to assist with maximising efficient usage of electricity and minimisation of costs by conducting research and workshops in the telecommunications industry.

The aim of the data and feedback obtained in these projects is to provide information to the industry and small and medium businesses to negotiate good value in future electricity consumption contracts, with a particular focus on clean and renewable energy efficient solutions.

# **PROJECT AP 780: CITT Research Project - Survey of SME's Energy Contracts and Barriers to Reducing Costs**

In this research project, CITT surveyed over 15,000 small to medium businesses about their electricity supply costs and any barriers they faced in reducing those costs and gathered feedback about their current electrical energy supply contracts and their knowledge of alternatives including clean and renewable energy solutions.

The respondents have supplied valuable feedback and opinions on the questions that were canvassed and some solutions offered and recommendations made for good value suppliers.

### **CITT Small Business survey characteristics and engagement**

The survey was developed with small to medium businesses in mind and was vetted by ECA before it was distributed. The research was undertaken with small and medium businesses in Telecommunications Cabling, NBN, Electrical Installation and Pay TV with the majority of these businesses employing only one to five people.

CITT gathered information from small to medium enterprises (SMEs) about their:

* Current electrical energy supply contracts;
* Methods of reducing costs;
* Barriers to accessing cheaper electricity and energy solutions; and
* Opinions on alternatives including clean and renewable energy solutions.

CITT distributed over 15,000 newsletters and emails to TITAB cablers & assessors, ADTIA (Australian Digital & Telecommunications Industry Association) members and other industry stakeholders, with an opening rate of over 50%.

About 1% responded and of the 147 small businesses that responded to the survey:

* 114 specified the size of their small business;
* 71 respondents said that they employ between one to five employees;
* 18 employ between six to twenty employees;
* 7 said they employ between twenty-one and fifty employees;
* 18 respondents said that they have between fifty-one to one hundred employees;

CITT believes that the reason for this reduced participation can be explained by factors known to affect small to medium business owners such as their tendency to be ‘time poor’ thereby needing to prioritise activities by input V outcomes. Unfortunately, by this measure surveys are not generally seen as important in that respect. Since the majority of those surveyed were small contracting businesses, we feel this might explain the reduced participation rate.

### **Project Results**

This research focused on:

* Identifying if SMEs are aware of current electricity supply contracts;
* Gauging their level of interest in reducing electricity supply costs;
* Indicating the level of satisfaction with existing contracts and highlighting any barriers to accessing reduced energy solutions;
* Indicating existing uptake issues and barriers to clean and renewable energy;
* Increasing the level of interest in clean and renewable energy solutions by SMEs;
* Improving practices by SMEs in reducing energy costs;
* Identifying ‘best practice’ models being used by industry and SMEs;
* Presenting best practice ‘case studies’ through various modes and workshops that highlight the cost savings to be made from adopting energy saving solutions for SMEs;
* Current or past research about energy consumption in Australia;
* Researching the cost of electricity consumption;
* Identifying energy stakeholders and potential publications to inform the research.

As intended, the survey is detailed below and a summary of the valuable information includes:

* Data on existing contracts and barriers to accessing reduced energy solutions such as leasing rather than owning premises; in some areas the availability of only one supplier and increased service charges;
* CITT has identified that almost 100% of respondent SMEs are not aware of the type of electricity supply contract they have in place;
* Respondents also offered some solutions and recommendations for good value suppliers, which formed the basis of best practice case studies;
* The survey showed a high level of interest by SMEs in reducing their supply costs with up to 85% reporting that they adopt energy saving strategies to minimise costs.

### **Main findings of the Survey Projects**

Over 15,000 businesses nationally were surveyed and the survey included the following responses:

* 55% of respondents work in the capital city or surrounding suburb, 30% are in a regional centre, 15% not stated;
* Majority of the respondents 50% live in Queensland and 20% live in Victoria, while 10% each live in New South Wales and Western Australia;
* 55% of respondents operate their business from home and 45% from premises separate to the family home;
* 60% own and 40% lease the premises where they conduct their business;
* 60% of businesses responding employ 1-5 people, 20% employ 6-20 people & 15% employ 51-100 people;
* Many respondents who live or own businesses in rural, regional or remote areas have expressed frustration that do not have access to competitive pricing as there is only one energy supplier to their home or business;
* The main activities carried out by respondents were:
  + Telecommunications and NBN work
  + Electrical Installation
  + Foxtel & Pay TV Installation
  + Farmer/Agriculture
  + Engineer
  + RTO
  + Antenna Installer
  + Security
* The main electricity suppliers currently used by respondents were:
  + Energy Australia
  + AGL
  + Ergon Energy
  + Origin
  + Dodo
  + Synergy
  + Red Energy
  + Click
  + Tas. Network
* When asked if there is an electricity supplier they would recommend to other small to medium businesses that delivers good value for money, the following suppliers were suggested; Click Energy, Red Energy, Origin & Energy Australia;
* Majority of business owners (60%) said they decide which electricity supplier or deal they signed, 15% saying it’s a shared decision with partner(s), 15% saying there is only one electricity supplier available and 10% not stated;
* Majority (approx. 55%) of businesses hours are between 9am –5pm Monday to Friday (shoulder and peak), concurrently 30% between 7am – 3pm Mon – Fri (shoulder) and 30% between 7am – 10pm on weekends (shoulder);
* Close to 100% (all but 5 of the respondents) did not know the name of the plan they have with their electricity supplier. 25% of respondents are paying business tariffs for their electricity, while 50% are not and 25% are unsure;
* 50% of respondents have said that they pay the same price for electricity all through the day and night (flat rate, no off peak);
* Only 13% of respondents deliberately do something differently because of peak and off-peak electricity rates, with over 66% saying that they do not change what they do;
* More than 50% of respondents had to look at their electricity bill as they weren’t aware of the tariff they were currently on;
* The main reasons respondents chose their current electricity supplier were:
* Discounts were offered if the bill was paid on time
* They offer better rates
* The price
* They are the only supplier available/no choice
* They were the current supplier
* Australian company
* Energy efficient / Best solar rates
* Best price at the time
* Loyalty to the supplier
* Approx. 35% of respondents from ACT, NSW, QLD, SA or TAS fall below the relevant threshold to be classified as a ‘small energy customer’ by the electricity retailer, while 40% don’t know whether they do or not;
* Only 13% of respondents deliberately do something differently because of peak and off-peak electricity rates, with over 66% saying that they do not change what they do;
* 35% of respondents had accessed information about how to reduce electrical usage in their business with the majority looking on the internet into whether Solar panels were suitable for them;
* Nearly 20% of respondents reported having experienced barriers to reducing their electricity costs. These include: having only one option for their electricity supplier; the government changing the solar rebate options in Victoria; reducing feed-in tariffs and increasing service charges;
* Nearly 80% of respondents *had not been* contacted by an electricity retailer/supplier within the past 12 months, either in person, by phone or email to change from their current electricity supplier;
* 50% of the respondents who did change suppliers **did not negotiate** a cheaper price and 33% were not aware that they may be able to negotiate a lower price;
* 45% of respondents said that when comparing this year’s electricity bills for their business with last year’s bills their yearly costs stayed the same, while 45% said they were rising;
* 33% of business premises have an electricity ‘smart-meter’. Of those that chose to comment, half have said they feel that it is a waste of money or that having it has actually resulted in them paying more, whilst the other half are happy with it.
* Many people also commented on the 30 minute intervals making it hard for small businesses to monitor and manage their actual usage. A suggestion to fix this issue was to directly connect a Wi-Fi device to the smart-meter;
* In the last 5 years, 75% of respondents said they have installed energy efficiency rated appliances, and 85% have installed low energy light bulbs. Of these, 50% say that their electricity costs have decreased a little as a result;
* When asked which clean, green and renewable electricity supply options they know of, a significant majority had heard of solar energy, wind energy, hydro power and energy storage technologies (e.g. batteries). Around half had heard of geothermal energy, ocean or wave energy, biomass energy and hydrogen and fuel cells;
* Only around 15% actually buy clean, green or renewable energy from their supplier. 75% did state that they would like to use energy supplied through these renewable methods, but only if it was at a competitive rate to “normal” electricity;
* Many respondents expressed that they feel the Grid supply companies should purchase electricity from small solar producers at a similar rate to what they charge retailers in order to make it worthwhile to the energy producers.

CITT presented the survey results in workshops across the Eastern Australian States to identified key SME’s stakeholders as part of the other ECA approved project and the details are outlined below.

# **PROJECT AP 779: To conduct workshops and identify communications strategies for SME to minimise their energy costs and to encourage adoption of clean and renewable energy.**

CITT conducted workshops and information sessions in key locations throughout Eastern Australia to work through the barriers, encourage solutions for the efficient use of electricity and identify approaches to encourage the uptake of the clean and renewable energy.

### **Summary of the Workshop Outcomes**

In the workshops about 50 industry stakeholders and participants attended and were presented with the findings of the small and medium business survey. The workshops discussed the results and provided further information to incorporate into the survey and recognised the concerns within the survey results as issues that needed to be addressed through the suggested activities and recommendations of the projects.

The comments and outputs from the workshops emphasised that electricity retailers may need to work with groups and organisations to develop “better” marketing and information strategies to inform consumers of their products and effective usage of energy.

The workshops participants made the following observations and provided support for case studies and models that the industry can promote:

* Stakeholders were somewhat surprised at the lack of reliable information available from the retailers to consumers and suggested that the retailers undertake a proactive approach in informing consumers through simple case studies and models;
* The workshops felt that information about business tariffs could be better publicised so that businesses can benefit from these options;
* The participants agreed that with the smart meters more needs to be done to assist businesses understand how to monitor and manage their actual usage and that attaching a Wi-Fi device to the smart-meter would provide better information and communication between the meters and the consumers;
* That better use and training of local electricians be examined to provide support and advice on how to read an electricity bill, identify current tariff rates, provide “independent” advice and be a conduit by referring consumers to organisations, support groups, websites and Facebook groups for assistance;
* Stakeholders felt that the “best practice model” should be developed by an independent organisation – such as Energy Consumers Australia, and this independent advice be available to Community groups, “Facebook” groups, and to identify and support local “Champions” and support groups;
* This independent body should also provide advice or assistance with minimising the barriers to reducing electricity costs in areas where there is only one option for their electricity supplier (this especially impacts on rural, regional and remote businesses); constant government changing in areas such as solar rebate; reducing feed-in tariffs and increasing service charges;
* The workshop participants supported the push for Solar having different rates, encourage innovative suppliers such as TESLA storage batteries and wind generators and agreed with business dissatisfaction with the electricity supply companies purchase price of electricity from small solar producers and the rate they charge for supplying it back to them via the grid – it should be of equal value. Participants shared their concerns about the issues and barriers to taking up clean and renewable energy solutions for SMEs;
* There was an increased level of interest in clean and renewable energy solutions by SMEs with over 75% of respondents stating that they would like to use energy supplied through renewable means however this must be encouraged and supported by industry, governments and organisations such as the ENA, ECA, CSIRO, ARENA and many others.
* Participants proposed a small number of ‘best practice’ models though Click Energy, Red Energy, Origin & Energy Australia were recommended as delivering good value for money in SME electricity supply plans. It was felt that information about products available from these suppliers would be worth sharing with industry and SMEs through these bodies - the issue here is what are the best marketing strategies to do this and is beyond the scope of this paper.

# **RECOMMENDATIONS**

The projects provided the opportunity to investigate small business and identify their needs, issues and possible solutions. Their main concerns highlight that they lack easily understood and accessible information about how to best assess their electricity usage and decrease their costs. This was supported by the stakeholders’ workshops feedback.

The following are recommendations that the ECA and industry may consider in assisting small business to improve their electricity usage, reduce costs and encourage consideration for alternative energy to run their business:

* That energy supply companies direct their focus to the research, development and distribution of alternate energy options such as solar energy, wind energy, hydro power and energy storage technologies and direct less of their budgets to existing ‘old’ technologies of coal fired generation etc., with the aim of reducing the cost of electricity to end users;
* That the benefits of clean, green and renewable electricity supply options be discussed and promoted more openly and seriously by the industry and stakeholders without the taint of self-interest and electricity suppliers be supported by generous government and industry funding to promote these “new” energy options;
* Even though there are a number of comparison websites, they generally require consumers to speak to a person about a suitable supply plan but they do not always have information on all suppliers. Or alternately, accessing each supplier’s website individually is extremely time consuming and confusing as they have multiple plans with multiple options and it is not at all easy to compare choices;
* To reduce the time needed to investigate energy supply options in each State and Territory, it is recommended that an easy to use on-line comparison tool be developed to allow businesses and other consumers to identify the best practices models and contract supply options available to them, especially for those wanting to reduce electrical usage and embrace energy efficiencies;
* To successfully develop and maintain such an on-line comparison tool, all energy supply companies would need to provide their supply plan data and continued support to allow consumers to search and compare energy supply plans by various critical criteria such as percentage of green power they want to use; daily supply charge in cents per day; tariff charges for different rates; connection, exit and any other fees; billing options; discounts etc.
* That an independent body be established to develop and maintain the on-line comparison tool; to provide advice and assistance around addressing barriers to reducing electricity costs in areas where there is only one option for their electricity supplier (this especially impacts on rural, regional and remote businesses); to monitor constant government changes in areas such as solar rebates; reducing feed-in tariffs and increasing service charges; and provide and promote independent advice to Community groups, local “Champions” and support groups;
* That small business electricity bills be simpler and clearer in showing the current tariffs, and that a marketing strategy be put in place to inform businesses consumers on how to read their bills;
* That information and support is provided to understand the benefits of ‘Smart Meters”. Currently, there appear to be problems monitoring and managing the actual usage via the Smart Meter, that connecting a Wi-Fi device to talk between the supply company and the consumer might fix;
* That the industry, VET training and an independent body train and support local electricians to assist consumers in understanding how to read electricity bills, identify current tariff rates, and provide “independent” advice to consumers.

# **Attachments**

The following attachments include a detailed analysis of the research survey questions and promotion of the survey to the Telecommunications industry; a list of the major stakeholders within the Energy and Electricity industries; sample materials as models of information that can be made available (FREE) nationally to all consumers including information from Energy information from Energy Australia, ARENA publication on Clean and Green energy; and examples of renewable energy electricity supply plans.

Attachment 1: Survey Questions and Graphs

Attachment 2: E-TELIT articles

Attachment 3: Sample material on Energy information – Energy Australia

Attachment 4: Information about Renewable Energy from the Federal Government’s Australian Renewable Energy Agency - ARENA

Attachment 5: List of Stakeholders in the Energy Industry

Attachment 6: Existing Business Models incorporating Renewable Energy

# **SUMMARY AND CONCLUSION**

CITT acknowledges the support and input from the Telecommunications industry, the businesses in this sector, Energy Consumers Australia and the energy industry in general. There are many interested parties and vested interests in this field of Energy and it is important that a co-ordinated approach be taken by the industry, governments and organisations such ECA and CSIRO in promoting these best practices and simple messages.

The Energy industry is changing dramatically and with this comes opportunities, disruption and new competitive models. Consumers must be at the forefront of any strategies that are implemented, as can be seen by the results of these projects, and they MUST be provided with positive and encouraging experiences.

For further information, please contact Dominic Schipano at [dominics@citt.com.au](mailto:dominics@citt.com.au) .

# **ATTACHMENT 1: SURVEY QUESTIONS AND RESPONSES**

### **Small Business Electricity Cost and Issues Survey Questions**

1. **How would you best describe the area in which you work?** *Capital city and surrounding suburbs; Regional centre or city; Country town; Semi rural; Isolated farm or property*
2. **In which State or Territory do you live?**
3. **What is your business premises postcode?**
4. **Do you operate your business from the family home or from premises separate to the family home?**
5. **Do you own or lease the premises where you conduct your business?**
6. **What type of business do you operate? (e.g. Telecommunications Cabling / Pay TV / Antenna Installation)**
7. **How many people does your business employ?**  
    *1 – 5; 6 – 20; 21 – 50; 51 - 100*
8. **What are your business hours? (You may choose more than one answer e.g. If you work Mon to Fri from 9am to 5pm, you should indicate both Weekdays 7am to 3pm and Weekdays 3pm to 9pm)** *Weekdays 7am to 3pm (Shoulder); Weekdays 3pm to 9pm (Peak); Weekdays 9pm to 10pm (Shoulder); Weekdays 10pm to 7am (Off Peak); Weekends 7am to 10pm (Shoulder); Weekends 10pm to 7am (Off Peak)*
9. **In your business, who usually decides which electricity supplier or deal you sign up to?** *I do; Another adult (e.g. partner, wife or husband); These decisions are usually shared; Real Estate agent, landlord or body corporate arranges the electricity supplier and connection; There is only one electricity supplier available; Other (please specify)*
10. **Who is your current electricity supplier?**
11. **Why did you choose that electricity supplier?**
12. **If you are in ACT, NSW, QLD, SA or TAS, does your business fall below the relevant threshold to be classified as a 'small energy customer' for electricity? (ACT, QLD & NSW = 100MWh; TAS = 150MWh; SA = 160MWh)**
13. **What is the name of the plan you have with your electricity supplier? e.g. Basic Business**
14. **Are you paying business tariffs for your electricity?**
15. **Does your business premise have an electricity 'smart-meter'?**
16. **Which of the following electricity tariffs is most like the one at your business premises?** *Same price for electricity all through the day and night (flat rate, no off-peak); Electricity is cheaper late at night for some appliances only (e.g. off-peak hot water); Electricity is cheaper late at night for all electric appliances (peak and off-peak); Time-of-use-tariff with 3 or more different electricity rates on weekdays (e.g. peak, shoulder and off-peak); Don't know / Unsure; Other (please specify)*
17. **Were you already aware of tariffs, or did you have to do any of the following?**  
     *Ask someone else about your electricity tariff; Look at an electricity bill; Look it up on the*  *internet*
18. **Does your business deliberately do anything differently because of peak and off-peak electricity rates?**
19. **Within the past 12 months, have you been contacted by an electricity supplier, in person or by phone or email, to change from your current electricity supplier?**
20. **If you changed electricity supplier, did you negotiate a cheaper price?**
21. **Have you ever accessed any information about how you can reduce your electrical usage in your business?**
22. **If you compare this year's electricity bills with last year's electricity bills for your business, overall, are your yearly costs:**   
     *Staying the same; Going down; Rising; If energy costs are rising, what impact is this having on your business? (please specify).*
23. **Have you experienced any barriers to reducing your electricity costs?**
24. **How much effort does your business put in to reducing electricity use? (You may choose more than one answer)**  
     *A lot; Some; Not much; None; It depends how busy we are at the time; Other (please specify)*
25. **Have you installed any of the following over the last five years in your business premises?**  
     *Energy-efficiency-rated appliances; Low energy light bulbs; Roof / Ceiling insulation; Wall insulation; Solar PV panels (for electricity and/or hot water); Have you done anything else to reduce*

*your use of electricity? (please specify)*

1. **If Yes, what impact has it had on your electricity costs?**  
    *Stayed the same; Decreased a lot; Decreased a little*
2. **Are there any reasons why you cannot reduce the use of electricity at your business premises? (You may choose more than one answer)**  
    *Cannot afford new energy efficient appliances; Cannot afford repairs to make business premises warmer or cooler; Need to use specific electrical equipment as part of business; Need to use heating or cooling; No reasons; Other (please specify)*
3. **Please indicate what clean, green and renewable electricity supply options you know of? (You may choose more than one answer)**  
    *Solar energy; Wind energy; Geothermal energy; Ocean or wave energy; Biomass energy; Hydro power; Hydrogen and fuel cells; Energy storage technologies (E.g. batteries); Don't know; Other (please specify)*
4. **Do you buy clean, green or renewable electricity from your electricity supplier?**  
    *Yes 100%; Yes between 76% and 99%; Yes between 51% and 75%; Yes between 26% and 50%; Yes between 1% and 25%; No; Not offered; Don't know; Other (please specify)*
5. **Would you like to use electricity supplied through these renewable methods?**  
    *Yes, at any cost; Yes, but only if at a competitive price to "normal" electricity; No, not*  *interested; Don't know; Other (please specify)*
6. **Is there an electricity supplier that you would recommend to other small to medium businesses that delivers good value for money?**
7. **Is there anything else you'd like to add or tell us about your business electricity supply?**
8. **Would you like to make any other comments about your businesses electricity use or bills?**
9. **Please indicate if you would like to receive a short summary of the results of this survey and/or attend a workshop:**  
    *I would like to receive a short summary of the survey results; I would like to attend a workshop;* *I do not want to receive a short summary or attend a workshop; If you want to attend a workshop or receive a summary of the survey, please provide the following details: Your email address and your postal address*
10. **If you indicated that you would like to attend a workshop, please specify which location you would like to attend:**  
     *Sydney; Melbourne; Brisbane; Adelaide; Hobart; I answered 'No' to attending a workshop*
11. **If you would like to enter the prize draw for the iPad Mini valued at $469.00, and the 2x $50 Bunnings Vouchers, please enter the following details:**  
     *Your name, Your postal address, Your phone number, Your email address*

**The above questions raw data is shown in percentage and chart below:**

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **How would you best describe the area in which you work?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Capital city and surrounding suburbs | 55.8% | 82 |
| Regional centre or city | 30.6% | 45 |
| Country town | 8.2% | 12 |
| Semi rural | 4.1% | 6 |
| Isolated farm or property | 1.4% | 2 |
| ***answered question*** | | **147** |
| ***skipped question*** | | **0** |

The majority of respondents describe the area in which they work as being a capital city or surrounding suburb.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **In which State or Territory do you live?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| New South Wales | 10.9% | 16 |
| Queensland | 42.2% | 62 |
| South Australia | 4.8% | 7 |
| Tasmania | 4.8% | 7 |
| Victoria | 23.8% | 35 |
| Western Australia | 10.9% | 16 |
| Northern Territory | 0.7% | 1 |
| Australian Capital Territory | 2.0% | 3 |
| ***answered question*** | | **147** |
| ***skipped question*** | | **0** |

Majority of respondents live in Queensland.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **What is your business premises postcode?** | | |
| **Answer Options** | **Response Count** | |
|  | | 112 |
| ***answered question*** | | **112** |
| ***skipped question*** | | **35** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 3169 | 4350 | 4101 | | 815 |
| 3023 | 4217 | 4221 | | 4865 |
| 3204 | 4101 | 4558 | | 4870 |
| 2477 | 4680 | 2611 | | 5089 |
| 4020 | 6438 | 6008 | | 6105 |
| 2200 | 4016 | 4066 | | 2138 |
| 4655 | 4870 | 3008 | | 3008 |
| 3000 | 4066 | 3096 | | 2650 |
| 2293 | 4350 | 6401 | | 2063 |
| 3195 | 4825 | 4214 | | 2168 |
| 6230 | 4626 | 7005 | |  |
| 6000 | 4069 | 6027 | |  |
| 3153 | 4106 | 4730 | |  |
| 4814 | 4061 | 6014 | |  |
| 4812 | 4006 | 3129 | |  |
| 2753 | 4020 | 4701 | |  |
| 2170 | 4680 | 4130 | |  |
| 7307 | 4350 | 4503 | |  |
| 4300 | 4720 | 3043 | |  |
| 6008 | 4350 | 3912 | |  |
| 4172 | 4680 | 3165 | |  |
| 7250 | 4720 | 2615 | |  |
| 5087 | 6000 | 2323 | |  |
| 3844 | 4744 | 3280 | |  |
| 6157 | 6330 | 4118 | |  |
| 4870 | 3163 | 4159 | |  |
| 5214 | 7000 | 3338 | |  |
| 7277 | 7250 | 4161 | |  |
| 5082 | 3025 | 4075 | |  |
| 5090 | 6350 | 3195 | |  |
| 3138 | 4172 | 4510 | |  |
| 3064 | 4112 | 4350 | |  |
| 5112 | 5117 | 3047 | |  |
| 2750 | 3153 | 4860 | |  |
| **Small Business Electricity Cost and Issues Survey** | | | | | | | |
| **Do you operate your business from the family home or from premises separate to the family home?** | | | | | | | |
| **Answer Options** | | | | **Response Percent** | | | **Response Count** |
| Family home | | | | 56.5% | | | 65 |
| Separate business premises | | | | 43.5% | | | 50 |
| ***answered question*** | | | | | | | **115** |
| ***skipped question*** | | | | | | | **32** |

Majority of respondents operate their business from their family home.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Do you own or lease the premises where you conduct your business?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Own | 54.4% | 62 |
| Lease/rent | 45.6% | 52 |
| ***answered question*** | | **114** |
| ***skipped question*** | | **33** |

Majority of respondents own the premises where they conduct their business.

|  |  |
| --- | --- |
| **Small Business Electricity Cost and Issues Survey** | |
| **What type of business do you operate? (e.g. Telecommunications Cabling / Pay TV / Antenna Installation)** | |
| **Answer Options** | **Response Count** |
|  | 114 |
| ***answered question*** | **114** |
| ***skipped question*** | **33** |

|  |  |
| --- | --- |
| **Answers:** | |
| Telecoms support | Consulting, marketing |
| Electrical and telecommunication | Maintenance Services |
| Communication | Education |
| Telecommunications Cabling, Installation, Commercial Audio Visual, commercial MATV | Engineering - energy Sector |
| Training | Farm |
| Telecommunications cabling | Telecommunications cabling |
| Hospitality Technology; Telecommunications infrastructure, AV/TV System, Radio/Wi Fi Systems | Tel cabling |
| Telecommunications Network | AV retail plus home/ commercial installations |
| Telecommunications training | Telecommunications antennas & data & it |
| Telecommunications Cabling / Antenna Installation / Home Theatre | Telecommunications connections |
| I work for Telstra | Telecommunications Cabling |
| Telecommunications Importer and Wholesaler | Foxtel Installation |
| Telecommunications | Telecommunication Technician |
| Telecommunications Cabling | Electrical installation |
| Electrical/Telecommunications | Electrical Contractors |
| Telecommunication cabling | Electrical |
| Electrical contractor/ telecommunication cabling/ antenna installation/ home automation | Data planning and technology consultancy |
| Educational | Telecommunication provider |
| Allied Healthcare services | Advanced Instrumentation Services Pty Ltd |
| Foxtel, Optus, Mr Antenna, Telstra | Telecommunication cabling |
| Electrical Contracting | Telecommunications Cabling |
| Electrical/Antenna Installation, Telecommunications | Domestic & commercial installations |
| Communication technician. Everything from CCTV, security, Home A/V (inc RF), Commercial A/V, access control, structured networks to long distance fibre connections. | Electrical contracting/telecommunications cabling |
| Telecoms cabling | Telecommunications cabling |
| ICT support and installation | Electrical Contracting |
| Telecommunications Cabling/Pay TV/Antenna Installation | Electrical Contracting |
| Electrical and telecommunications cabling | Electrical |
| Telecommunications cabling | Telecommunications |
| Telecommunications | Telecommunications Cabling and TV Systems |
| Telecommunications/NBN p | Telecommunications cabling |
| Telecommunications | Communications technician, I work for Telstra. |
| Cabling / Antenna Installation / Alarms / Intercom | Telecommunications, TV antennas, catfish etc. |
| NBN Field Technician (Cabling) | Telecomms / it installation |
| Cabling, pay TV, NBN | Communications cabling |
| Electrical skilling | Maintenance and support in Electronics industry including Communications and Security. |
| Skilling Advise Consultancy | Comms |
| Education | Telecommunications Design, Management and Implementation |
| Training services | General electrician, including data wiring, pay TV and antenna installs |
| Electrical/Telecommunications Cabling | Electrical and data installation |
| Oil & Gas Energy Company | ICT |
| Catering | Antenna Installation, electrical and air con |
| Mining Consultant | Pay TV |
| Environmental | Vet lecturer |
| Energy management | Communications Consultant |
| Energy | Home Theatre installation / Antenna installation |
| Services | Telecommunications Cabling / Electrical |
| Fabrication Workshop , Labour Hire & Admin | Telecommunications - Electrical |
| Agriculture | Telecommunications |
| Solar electric | News |
| Technical Training | Network architecture |
| Registered Training Organisation | Telecomms cabling, coax, CCTV |
| Industry Association of Electrical Contractors | Security |
| Trade training | Telecommunications Cabling / Pay TV / Antenna Installation |
| HR | Telecommunications cabling and termination, antenna install satellite TV |
| Electrical / Solar | All of the above |
| Heavy machinery operator and labourer | Consultancy |
| RTO to the mining industry | Software development |

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **How many people does your business employ?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| 1 - 5 | 62.3% | 71 |
| 6 - 20 | 15.8% | 18 |
| 21 - 50 | 6.1% | 7 |
| 51 - 100 | 15.8% | 18 |
| ***answered question*** | | **114** |
| ***skipped question*** | | **33** |

Majority of the small businesses surveyed employ between one and five people.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **What are your business hours?  (You may choose more than one answer e.g. If you work Mon to Fri from 9am to 5pm, you should indicate both Weekdays 7am to 3pm and Weekdays 3pm to 9pm)** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Weekdays  7am to 3pm (Shoulder) | 89.4% | 101 |
| Weekdays  3pm to 9pm (Peak) | 48.7% | 55 |
| Weekdays  9pm to 10pm (Shoulder) | 7.1% | 8 |
| Weekdays 10pm to 7am  (Off Peak) | 7.1% | 8 |
| Weekends  7am to 10pm  (Shoulder) | 33.6% | 38 |
| Weekends  10pm to 7am  (Off Peak) | 9.7% | 11 |
| ***answered question*** | | **113** |
| ***skipped question*** | | **34** |

Majority of the small businesses surveyed operate between 7am and 3pm on weekdays.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **In your business, who usually decides which electricity supplier or deal you sign up to?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| I do | 62.8% | 54 |
| Another adult (e.g. partner, wife or husband) | 5.8% | 5 |
| These decisions are usually shared | 11.6% | 10 |
| Real estate agent, landlord or body corporate arranges the electricity supplier and connection | 4.7% | 4 |
| There is only one electricity supplier available | 15.1% | 13 |
| Other (please specify) | | 3 |
| ***answered question*** | | **86** |
| ***skipped question*** | | **61** |

Majority of the respondents completing the survey are the people that decide which electricity supplier or deal the business signs up to.

|  |  |
| --- | --- |
| **Small Business Electricity Cost and Issues Survey** | |
| **Who is your current electricity supplier?** | |
| **Answer Options** | **Response Count** |
|  | 83 |
| ***answered question*** | **83** |
| ***skipped question*** | **64** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Answers:** | | | |
| Origin | Aurora Energy | Ergon | RED ENERGY |
| Agl | Origin | Ergon | Actewagl |
| Dodo | AGL | Ergon | Simply Energy |
| Ergon | Origin | Synergy | Click |
| Momentum Energy | Energy Australia | Ergon | Origin |
| Energy Australia | Dodo (Sa Power) | Lumo | Click Energy |
| Unsure | Ergon | Tas Networks | Lumo |
| Ergon | AGL | Momentum | Click |
| Origin | Dodo | Synergy | Ergon |
| Energy Australia | Unsure | Energex | Ergon |
| Aurora | Ergon | Origin | AGL |
| Origin | Energex | AGL | ERGON |
| Synergy | Origin | Origin | Don’t Have One |
| Energex | Ergon | AWM | Ergon Energy |
| Aurora Energy | Ergon | Synergy | Tas Networks |
| None | Ergon Energy | Red Energy | Synergy |
| Energy Australia | Origin Energy | Ergon | Ausgrid |
| Synergy | Ergon | Origin Energy | Jemena |
| Solar With Top Up From Ergon | Ergon | AGL | Essential Energy, Origin Energy |
| Agl | Ergon Energy | Energy Australia | Energy |
| Western Power | Western Power | Western Power |  |

|  |  |
| --- | --- |
| **Small Business Electricity Cost and Issues Survey** | |
| **Why did you choose that electricity supplier?** | |
| **Answer Options** | **Response Count** |
|  | 83 |
| ***answered question*** | **83** |
| ***skipped question*** | **64** |

|  |  |
| --- | --- |
| **Answers:** | |
| Cost benefit analysis | No choice |
| It is operating even before I come here | Default |
| Price | Cheap |
| Only one available | Only one |
| Rates + Green Energy | Australia company |
| Not sure | No chose |
| GM's decision | Very energy efficient. |
| There are no other suppliers currently in my area. | No reason. |
| Reasonable rates | Good solar rebate |
| Trust | Cheapest at the time |
| Only supplier in the state | Felt with them for 20 years |
| Price | No choice |
| Only one supplier in this market | Lower rate at the time, 10% pay on time discount |
| Most reliable | No other choice |
| It’s the only option | It was good at the time |
| Because I pay no ongoing fees | Best price at the time. |
| Discounts if we use them for both Gas and electricity | Most competitively priced per kw/Hrs at time of purchase. |
| Monopoly | AUSTRALIAN OWNED |
| Local default | The ONLY supplier in the ACT |
| I do not know | Best discounts and pricing |
| No choice in Tasmania | Price deal |
| They offered the biggest pay-in for our solar system at the time | Consistency, reliability and Discount plans. I can monitor my energy use, although it’s been downgraded of late. |
| Cheap | At the time they were the best discounts |
| Cheap | Best rates |
| Discounts if payed by due date | The best solar rate and kw price |
| BETTER RATES | Always used |
| I just rang | Only one |
| Market research suggested they were the best available for our area. | Price |
| Price | No Choice |
| N/a | They rip you off |
| Was in the area | It's the only option |
| Decision was made prior to me being employed | Only one, hurray for competition |
| Only one | Only one. |
| Only supplier available | Building supplier |
| Sole supplier | Body corporate selected it |
| OK at the time | Have always been with them |
| It’s been connected for years | Price and good deal |
| No choice | Only one |
| It was the current supplier | Cheapest |
| They were the only one available | Use of Renewable Energy |
| The only one available | Reliable and cheap |

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **If you are in ACT, NSW, QLD, SA or TAS, does your business fall below the relevant threshold to be classified as a 'small energy customer' for electricity?  (ACT, QLD & NSW = 100MWh; TAS = 150MWh; SA = 160MWh)** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 38.6% | 32 |
| No | 7.2% | 6 |
| Don't know | 33.7% | 28 |
| My business is in VIC, WA or NT | 20.5% | 17 |
| ***answered question*** | | **83** |
| ***skipped question*** | | **64** |

Majority of the small businesses surveyed that live in either the ACT, NSW, QLD, SA or TAS fall below the relevant threshold to be classified as a ‘small energy customer’ for electricity.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **What is the name of the plan you have with your electricity supplier? e.g. Basic Business etc.** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Don't know | 100.0% | 74 |
| Name of electricity plan (please specify) | | 14 |
| ***answered question*** | | **74** |
| ***skipped question*** | | **73** |

None of the respondents knew the name of the electricity plan they have with their provider.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Are you paying business tariffs for your electricity?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 22.1% | 19 |
| No | 53.5% | 46 |
| Don't know | 24.4% | 21 |
| ***answered question*** | | **86** |
| ***skipped question*** | | **61** |

Majority of respondents are not paying business tariffs for their electricity.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Does your business premises have an electricity 'smart-meter'?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 34.9% | 30 |
| No | 51.2% | 44 |
| Don't know | 14.0% | 12 |
| Would you like to make any comments about smart meters? | | 10 |
| ***answered question*** | | **86** |
| ***skipped question*** | | **61** |

Majority of the small businesses surveyed do not have an electricity ‘smart-meter’.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Which of the following electricity tariffs is most like the one at your business premises?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Same price for electricity all through the day and night (flat rate, no off-peak) | 46.4% | 39 |
| Electricity is cheaper late at night for some appliances only (E.g. off-peak hot water) | 15.5% | 13 |
| Electricity is cheaper late at night for all electric appliances (peak and off-peak) | 8.3% | 7 |
| Time-of-use-tariff with 3 or more different electricity rates on weekdays (E.g. peak, shoulder and off-peak) | 4.8% | 4 |
| Don't know / Unsure | 25.0% | 21 |
| Other (please specify) | | 4 |
| ***answered question*** | | **84** |
| ***skipped question*** | | **63** |

Majority of respondents said that the electricity tariff at their business premises is the same price for electricity all through the day and night (flat rate, no off-peak).

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Were you already aware of tariffs, or did you have to do any of the following?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Ask someone else about your electricity tariff | 16.4% | 12 |
| Look at an electricity bill | 57.5% | 42 |
| Look it up on the internet | 26.0% | 19 |
| ***answered question*** | | **73** |
| ***skipped question*** | | **74** |

Majority of respondents needed to look at an electricity bill as they were not aware of their electricity tariffs.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Does your business deliberately do anything differently because of peak and off-peak electricity rates?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| No - we don't change what we do | 65.1% | 56 |
| No - we don't have off-peak electricity | 10.5% | 9 |
| Don't know / Unsure | 11.6% | 10 |
| Yes | 12.8% | 11 |
| If Yes, please specify | | 8 |
| ***answered question*** | | **86** |
| ***skipped question*** | | **61** |

Majority of the small businesses surveyed do not do anything differently because of peak and off-peak electricity rates.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Within the past 12 months, have you been contacted by an electricity supplier, in person or by phone or email, to change from your current electricity supplier?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 27.4% | 23 |
| No | 72.6% | 61 |
| If Yes, what was your reason for your decision to change or remain with your current supplier? | | 19 |
| ***answered question*** | | **84** |
| ***skipped question*** | | **63** |

Within the past 12 months the majority of respondents have not been contacted by an electricity supplier, in person or by phone or email, to change from their current electricity supplier.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **If you changed electricity supplier, did you negotiate a cheaper price?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 18.8% | 12 |
| No | 51.6% | 33 |
| I didn't know that I may be able to negotiate a lower price | 29.7% | 19 |
| ***answered question*** | | **64** |
| ***skipped question*** | | **83** |

Majority of respondents did not negotiate a cheaper price if they changed electricity supplier.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Have you ever accessed any information about how you can reduce your electrical usage in your business?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| No | 64.3% | 54 |
| Yes | 35.7% | 30 |
| If yes, what was it and where did you go to get the information? | | 22 |
| ***answered question*** | | **84** |
| ***skipped question*** | | **63** |

Majority of respondents have not accessed any information about how they can reduce their electrical usage in their business.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **If you compare this year's electricity bills with last year's electricity bills for your business, overall, are your yearly costs:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Staying the same | 44.4% | 32 |
| Going down | 11.1% | 8 |
| Rising | 44.4% | 32 |
| If energy costs are rising, what impact is this having on your business? (please specify) | | 11 |
| ***answered question*** | | **72** |
| ***skipped question*** | | **75** |

When comparing this year’s electricity bill with last year’s electricity bill for their business, overall, an equal majority of respondents stated that their bill was either rising (44.4%) or staying the same (44.4%).

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Have you experienced any barriers to reducing your electricity costs?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| No | 70.3% | 52 |
| Yes | 29.7% | 22 |
| If Yes, what sorts of things have prevented you from reducing your electrical energy costs or changing supply companies? (please specify) | | 17 |
| ***answered question*** | | **74** |
| ***skipped question*** | | **73** |

The vast majority of respondents have not experienced any barriers to reducing their electricity costs.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **How much effort does your business put in to reducing electricity use? (You may choose more than one answer)** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| A lot | 24.3% | 18 |
| Some | 43.2% | 32 |
| Not much | 18.9% | 14 |
| None | 9.5% | 7 |
| It depends how busy we are at the time | 13.5% | 10 |
| Other (please specify) | | 3 |
| ***answered question*** | | **74** |
| ***skipped question*** | | **73** |

Majority of respondents said that some effort goes in to reducing their businesses electricity use.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | | | | |
| **Have you installed any of the following over the last five years in your business premises?** | | | | | |
| **Answer Options** | **Yes** | **No** | **Already installed** | **Not possible** | **Response Count** |
| Energy-efficiency-rated appliances | 51 | 14 | 8 | 0 | 72 |
| Low energy light bulbs | 61 | 7 | 7 | 0 | 73 |
| Roof / Ceiling insulation | 22 | 20 | 26 | 3 | 70 |
| Wall insulation | 11 | 29 | 17 | 9 | 66 |
| Solar PV panels (for electricity and/or hot water) | 16 | 41 | 3 | 11 | 69 |
| Have you done anything else to reduce your use of electricity? (please specify) | | | | | 14 |
| ***answered question*** | | | | | **73** |
| ***skipped question*** | | | | | **74** |

Majority of respondents have installed energy-efficiency-rated appliances and low energy light bulbs in their business premises over the last five years.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **If Yes, what impact has it had on your electricity costs?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Stayed the same | 31.7% | 20 |
| Decreased a lot | 17.5% | 11 |
| Decreased a little | 50.8% | 32 |
| ***answered question*** | | **63** |
| ***skipped question*** | | **84** |

Of those respondents that said they installed energy-efficiency-rated appliances and low energy light bulbs in their business premises over the last five years, majority said that as a result their electricity costs have decreased a little.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Are there any reasons why you cannot reduce the use of electricity at your business premises?  (You may choose more than one answer)** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Cannot afford new energy efficient appliances | 20.6% | 14 |
| Cannot afford repairs to make business premises warmer or cooler | 8.8% | 6 |
| Need to use specific electrical equipment as part of business | 19.1% | 13 |
| Need to use heating or cooling | 23.5% | 16 |
| No reasons | 51.5% | 35 |
| Other (please specify) | | 6 |
| ***answered question*** | | **68** |
| ***skipped question*** | | **79** |

Majority of respondents said that there are no reasons why they cannot reduce their use of electricity at their business premises.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Please indicate what clean, green and renewable electricity supply options you know of?   (You may choose more than one answer)** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Solar energy | 98.6% | 73 |
| Wind energy | 91.9% | 68 |
| Geothermal energy | 52.7% | 39 |
| Ocean or wave energy | 63.5% | 47 |
| Biomass energy | 35.1% | 26 |
| Hydro power | 68.9% | 51 |
| Hydrogen and fuel cells | 39.2% | 29 |
| Energy storage technologies (E.g. batteries) | 77.0% | 57 |
| Don't know | 1.4% | 1 |
| Other (please specify) | | 2 |
| ***answered question*** | | **74** |
| ***skipped question*** | | **73** |

Majority of respondents had heard of the following clean, green and renewable electricity supply options: solar energy; wind energy; energy storage technologies (E.g. batteries) and hydro power.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Do you buy clean, green or renewable electricity from your electricity supplier?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes 100% | 8.1% | 6 |
| Yes between 76% and 99% | 5.4% | 4 |
| Yes between 51% and 75% | 0.0% | 0 |
| Yes between 26% and 50% | 1.4% | 1 |
| Yes between 1% and 25% | 2.7% | 2 |
| No | 37.8% | 28 |
| Not offered | 14.9% | 11 |
| Don't know | 29.7% | 22 |
| Other (please specify) | | 4 |
| ***answered question*** | | **74** |
| ***skipped question*** | | **73** |

Majority of respondents do not buy clean, green or renewable electricity from their electricity supplier.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Would you like to use electricity supplied through these renewable methods?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes, at any cost | 11.0% | 8 |
| Yes, but only if at a competitive price to "normal" electricity | 71.2% | 52 |
| No, not interested | 6.8% | 5 |
| Don't know | 11.0% | 8 |
| Other (please specify) | | 3 |
| ***answered question*** | | **73** |
| ***skipped question*** | | **74** |

Majority of respondents said that they would use electricity supplied through the above mentioned renewable methods, but only if it was at a competitive price to “normal” electricity.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Is there an electricity supplier that you would recommend to other small to medium businesses that delivers good value for money?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 12.5% | 9 |
| No | 87.5% | 63 |
| If yes, what is the name of the electricity supplier and the energy saving plan or product they provide? | | 6 |
| ***answered question*** | | **72** |
| ***skipped question*** | | **75** |

Majority of respondents said that they do not know of an electricity supplier that they would recommend to other small to medium businesses that deliver good value for money.

|  |  |
| --- | --- |
| **Small Business Electricity Cost and Issues Survey** | |
| **Is there anything else you 'd like to add or tell us about your business electricity supply?** | |
| **Answer Options** | **Response Count** |
|  | 21 |
| ***answered question*** | **21** |
| ***skipped question*** | **126** |

|  |
| --- |
| **Answers:** |
| Not involved - GMs decision |
| No |
| As we are in Tasmania there is very little options. Our electricity SHOULD be all green (Hydro) but I think in the interests of making more profit Aurora Energy uses Bass link power from the mainland. |
| It works, and monopoly in WA |
| Would like to be able to sell excess production to the wholesale market. |
| Tasmania needs more investment in power generation and a second Bass link cable across bass Strait |
| Not really |
| No |
| None |
| No |
| Not much you can do about the cost when there is no competition in very regional and rural areas |
| It is getting more expensive for even basic usage. |
| So many business activities rely on electricity and it is difficult to monitor and manage usage. |
| No |
| Nope |
| I make money from my solar system |
| Very hard to determine power use with smart meter, still a major issue. 30min interval overall use data is too poor for business to equate actual use. A direct connected Wi-Fi device is badly needed. |
| I tend to be out on the road a lot for my work so my energy use is very little at home |
| No |
| Solar panels and battery backup are future plan to buy for the business |
| No |

|  |  |
| --- | --- |
| **Small Business Electricity Cost and Issues Survey** | |
| **Would you like to make any other comments about your businesses electricity use or bills?** | |
| **Answer Options** | **Response Count** |
|  | 21 |
| ***answered question*** | **21** |
| ***skipped question*** | **126** |

|  |
| --- |
| **Answers:** |
| Not involved - GMs decision |
| No |
| No thanks |
| Change to LEDs, turn PCs off when not using them instead of sleep/etc. and solar |
| Bills seem to be constantly rising |
| Yea, I would like to get a company who have cheap rate and give discounts |
| No |
| None |
| No |
| It would be nice to have some alternatives rather than having to watch city people having all the fun! |
| Grid supply companies are ripping off small Solar producers. Grid in feed should be at in feed tariff cost - 10% |
| No |
| Unfortunately, it has been rising, would be very keen to see stakeholder initiatives like this collaborate for better outcomes. |
| No |
| Nope |
| Origin have removed 'detailed data usage real-time' type readings from support portal. The 'Smart monitor' they provide only logs 30min blocks? This I very much dislike. |
| We would like consistency from government on are they truly support a renewable energy future or just trying to save inefficient and polluting industries like coal fired power stations? |
| No |
| It's frigging hot up here at the moment so not running the air-con is a bit difficult unless you want to sweat over all your equipment! |
| They will need to go down in future to keep it viable. |
| No |

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **Please indicate if you would like to receive a short summary of the results of this survey and/or attend a workshop:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| I would like to receive a short summary of the survey results | 40.6% | 28 |
| I would like to attend a workshop | 13.0% | 9 |
| I do not want to receive a short summary or attend a workshop | 56.5% | 39 |
| If you want to attend a workshop or receive a summary of the survey, please provide the following details: Your email address and your postal address | | 26 |
| ***answered question*** | | **69** |
| ***skipped question*** | | **78** |

Majority of respondents indicated that they do not want to receive a short summary of the results of this survey or attend a workshop.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **If you indicated that you would like to attend a workshop, please specify which location you would like to attend:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Sydney | 8.0% | 4 |
| Melbourne | 2.0% | 1 |
| Brisbane | 16.0% | 8 |
| Adelaide | 4.0% | 2 |
| Hobart | 2.0% | 1 |
| I answered 'No' to attending a workshop | 74.0% | 37 |
| ***answered question*** | | **50** |
| ***skipped question*** | | **97** |

Majority of respondents who indicated that they would like to attend a workshop chose Brisbane as the location that they would like to attend.

|  |  |  |
| --- | --- | --- |
| **Small Business Electricity Cost and Issues Survey** | | |
| **If you would like to enter the prize draw for the iPad Mini valued at $469.00, and the 2x $50 Bunnings Vouchers, please enter the following details:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Your name | 100.0% | 65 |
| Your postal address | 95.4% | 62 |
| Your phone number | 96.9% | 63 |
| Your email address | 98.5% | 64 |
| ***answered question*** | | **65** |
| ***skipped question*** | | **82** |

# **ATTACHMENT 2: E-TELIT ARTICLE**

**ENERGY CONSUMERS AUSTRALIA**

**CITT Research and Advocacy Projects**

CITT has recently been contracted by Energy Consumers Australia (ECA) to conduct research and provide advocacy services to SMEs (small to medium enterprises) in our industry.

These projects involve CITT surveying businesses such as yours about electricity supply costs and any barriers you face in reducing those costs. CITT will then be following up the surveys with workshops in targetted locations throughout Australia to encourage uptake of clean and renewable energy efficient solutions.

**Survey Project**

The survey will run until the 31st March 2016 and is aimed at TITAB registered cablers, ADTIA members, COSBOA members and other small to medium businesses to gather information about:

* Your current electrical energy supply contracts;
* Methods of reducing costs;
* Barriers to accessing cheaper electricity; and
* Your opinions on alternatives including clean and renewable energy solutions.

**To take part in this survey, please click on this** [**link**](http://adtia.us2.list-manage2.com/track/click?u=ac0a0e233355f14c4da9dbd4b&id=d277f7096b&e=bd99a4788a)

**Prize Draw on 31/3/16**

Survey respondents who complete the survey are eligible to enter a prize draw for one of:

**1 iPad Mini worth $469.00 and 2 x $50 Bunnings vouchers.**

**Workshop Project**

Workshops will be conducted in Sydney, Melbourne, Brisbane, Adelaide and Hobart, to gather information about small/medium business current energy usage practices and to present models and case studies that show the cost savings to be made from adopting energy saving solutions.

**Benefits**

**The aim of these projects is to identify scenarios and case studies that can be used as the basis for ‘best practice models’ that represent good value for you to use in negotiating future electricity consumption contracts.**

**Reporting**

The results of the survey and a published report, with suggested models for future use by you in accessing clean and renewable energy solutions to reduce costs and decrease your reliance on ‘dirty’ energy production technologies, will be available for information at the following websites:

* CITT ([www.citt.com.au](http://www.citt.com.au))
* Energy Consumers Australia ([www.energyconsumersaustralia.com.au](http://www.energyconsumersaustralia.com.au))

For further information, please contact Kerry Ives at [kerryi@citt.com.au](mailto:kerryi@citt.com.au) or 03 9631 0800.

# **ATTACHMENT 3: ENERGY INFORMATIONS MATERIALS**

# **Am I a small energy customer?**

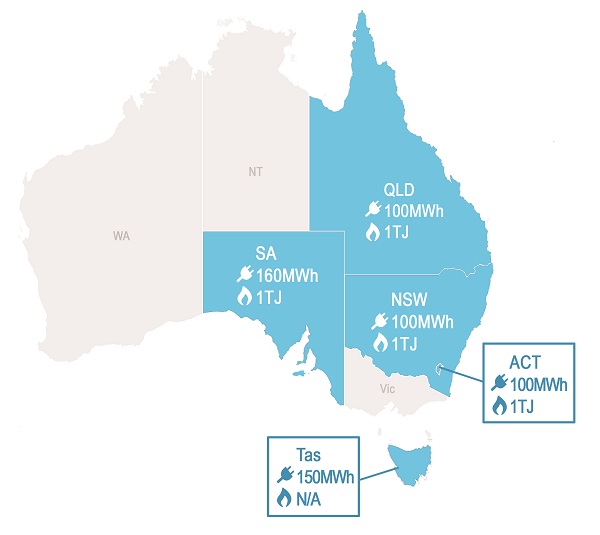
Under national energy laws, businesses that are small energy customers get protections similar to residential customers.

These laws operate in:

* Queensland
* New South Wales
* South Australia
* the Australian Capital Territory, and
* Tasmania.

Whether your business is a small energy customer depends on how much energy you use:

* For gas, you are a small energy customer if you use less than one terajoule (TJ) per year.
* For electricity, check the map below for the threshold in your state or territory.



#### Not sure how much energy you use each year?

Check your most recent bills or ask your retailer.

 Remember that one megawatt hour (MWh) is 1000 kilowatt hours (kWh). One terajoule (TJ) is one million megajoules (MJ).

**My rights as a small energy customer**

An energy retailer must:

* give you a written summary of the offer when you sign up
* tell you if there are any changes to an offer, including the price, and
* give you bills that clearly explain your energy charges.

**Here are some tips to help your business to use less energy and save money.**

Using less energy is also good for the environment.

* Turn off computers, monitors, printers and copiers at the end of the day.
* Turn off the lights at night and if you are not using a room.
* Set your heating to 18°C in winter.
* Set your air conditioner to 26°C in summer.
* Turn the air conditioner off for the last hour of the day.
* Make sure there is some space around your fridge. Keep it out of the sun and away from other equipment.

**Buying energy in a commercial building - customers of exempt sellers**

Many businesses in shopping centres and industrial parks buy their energy from the owner or landlord of the property on which their business operates. These sellers are known as [**exempt sellers**](http://accc-consumer.qa.previousnext.com.au/node/36/node/91#exemptseller).

If you buy energy from an exempt seller, you have certain rights.

For example, exempt sellers must:

* supply you with power
* tell you your rights and responsibilities
* tell you when you
* will get your bills, and
* must pay them by
* have a way you can make a complaint
* not unfairly cut your power off, and
* not charge you more than the '[standard retail offer](https://www.energymadeeasy.gov.au/get-energy-smart/about-energy-offers/types-energy-offers#standardretailoffer)'—this is sometimes called a ‘standing offer’.

**Can I choose my own retailer for my business?**

If you are a customer of an exempt seller, you might be able to choose your own retailer.

To find out:

* contact a retailer that has an offer you like, and
* ask what you need to do to sign up with them.

**Complaints**

If you are a customer of an exempt seller and have a problem with your energy service that you cannot solve, call the AER Infoline on 1300 585 165.

**Finding a great energy deal**

Go to Energy Made Easy to see if you could be saving with a new retailer. By showing you an estimated bill for every offer available to you, it can help you quickly work out if you could be paying less for energy.

You can select up to three offers to compare. You can even include your current offer.

To start searching straight away:

* go to Energy Made Easy, then
* enter your information into our [Search for energy offers](https://www.energymadeeasy.gov.au/offer-search) page.

For tips about how to use Energy Made Easy to find a good offer for you, visit our [How to search for offers on Energy Made Easy](https://www.energymadeeasy.gov.au/how-search-offers-energy-made-easy) page.

**How to search for offers on Energy Made Easy**

**Video of How to use Energy Made Easy**

**1. Enter information about how much you use, or let Energy Made Easy estimate it**

Energy Made Easy works out an estimated annual bill for each offer it displays, so you can easily see which ones could be cheaper.

The best way Energy Made Easy can estimate your annual bill is if you have your last four bills.

Energy Made Easy can also give you an estimate even if you don’t have any bills handy.

When comparing your recent bills to the estimated bills you see on Energy Made Easy, remember that prices might have gone up since then.

**2. Refine your search**

Once you have completed step 1, you will see a list of the offers you can choose. You can easily narrow down your search for offers with different features.

You can even narrow your search to look for:

* offers with no exit fees
* environmentally friendly choices (such as GreenPower), or
* solar energy choices.

You can also compare up to three offers at the same time.

**3. View a summary of the offer**

Once you’ve found an offer, you can read and print a summary of all the key points.

An [Energy Price Fact Sheet](https://www.energymadeeasy.gov.au/glossary#EPFS) is a short summary of the important details of the offer. It shows things like:

* the tariffs
* how long the offer is for
* fees, and
* discounts

You can also download the retailer’s own summary sheet of the offer from their website.

**Tariff and fees explained**

The price you pay for your energy service includes the tariff and any other fees and charges that may apply under your contract. Tariffs listed on your bill do not include GST—this is added to the total amount owing at the end of your bill.

Some retailers have offers or tariffs that are ‘regulated’, where the price is set by government. In Queensland, New South Wales, the ACT and Tasmania, you can ask for a contract with a regulated electricity price. Regulated prices for gas are only available in New South Wales. In Victoria and South Australia, there are no regulated offers or tariffs (for electricity or gas), which means that energy retailers set all of their own prices.

It is important to understand all of the costs associated with your energy contract so that you can get the right deal for you.

* [**Tariffs explained**](https://www.aer.gov.au/consumers/my-energy-bill/tariff-and-fees-explained#tariffs-explained)
* [**Energy price factsheets**](https://www.aer.gov.au/consumers/my-energy-bill/tariff-and-fees-explained#energy-price-factsheets)

**Tariffs explained**

Your tariff is the amount charged for providing energy under your contract. It includes both fixed and variable charges.

**The fixed charge:**

* is not based on how much energy you use. It will be separately identified on your bill, and is often called the ‘daily supply charge’ or ‘service to property’ charge. It can be displayed as a daily rate on your bill (e.g. in ‘cents per day’), but may appear as a single figure for a billing period.

**The variable charge:**

* or ‘consumption charge’ is the amount you pay for each unit of electricity and gas you use. It is listed on your bill as cents per kilowatt hour (c/[kWh](https://www.aer.gov.au/glossary#kWh)) for electricity and cents per megajoule (c/MJ) for gas.

It is important to note that different variable charges might apply in the one bill:

* depending on how much energy you use. With some offers, the first block of energy used is the cheapest, with any energy used over that charged at a higher rate. However, other offers may charge a higher rate for the first block, with extra energy charged at a cheaper rate.
* if you live in a house that has certain appliances that are separately metered and operate overnight, for example storage hot water systems or slab heating. You may see this listed as an off peak tariff on your bill. These off peak tariffs are normally cheaper as electricity demand is lowest overnight.
* if you elect to have renewable energy or GreenPower added to the cost of your electricity or gas. This can be charged as a higher variable usage price, but sometimes can be included as a fixed amount (per week, or billing period etc.).
* according to when you use your electricity and gas. For example, if your electricity meter records when you use electricity (rather than just the total amount used), you can be charged different prices for electricity used during the day, at night and on weekends. Some gas tariffs also change depending on the season, charging different rates in winter and summer.

**Tariffs and your bill**

The variable and fixed charges that make up the tariff are usually listed on the second page or on the back of a one-page electricity or gas bill. Look in the section where the cost of your bill is calculated.

Energy tariffs can change during a billing period. Your retailer will provide you with written notice of this change, usually with or on your next bill. If this happens, your bill will show you the amount of energy used at the old tariff rate and the amount of energy used at the new tariff rate. If you are unsure about the information on your bill, you should contact your retailer.

**Fees and charges explained**

Energy contracts can include a number of fees and extra charges. The following are examples of the types of fees that may apply to your energy contract:

* an establishment fee for setting up your contract
* a termination fee for leaving your contract early—this can vary depending on how much of your contract is left
* a payment processing fee, for example if you pay by credit card
* a fee if you have insufficient funds in your bank account when a direct debit payment is due
* a late payment fee if you pay your bill late
* disconnection or reconnection charges a charge if you request an extra or special meter reading

When they are charged your retailer will typically list these fees and charges separately on your bill. If you are unsure about any fees that appear on your bill talk to your retailer.

**Energy price factsheets**

In states and territories which have commenced the National Energy Retail Law, energy retailers are required to have Energy Price Factsheets for each of their offers. These factsheets help you compare offers by requiring all retailers to present information on their offers in the same way. The factsheets set out the tariffs, fees and charges that apply to each offer.

In states and territories which have commenced the Retail Law, you can also obtain Energy Price Factsheets from the AER’s [Energy Made Easy (link is external)](http://www.energymadeeasy.gov.au/) website when you search for offers available to you.

**Electricity contracts**

Electricity contracts take two forms:

* standard retail contract—where the customer is charged at the regulated price/rate, set by the Queensland Competition Authority
* market (or negotiated) contract—where the customer has negotiated the price/rate (including discounts) with the electricity retailer.

**Standard retail contracts and regulated rates**

Customers on a standard retail contract can switch retailers at any time. There are no late payment fees and no fee for terminating the contract (exit fee) because a standard retail contract has no expiry date.

Customers on standard retail contracts pay for their electricity supply at the regulated rate/s notified at the time.

**Market retail contracts and market rates**

Most market retail contracts offered in Queensland are for a set term. Customers wishing to switch retailers before the expiry date of their current contract will generally be expected to pay an exit fee. Market retail contracts typically include a condition allowing the retailer to alter (increase or decrease) its market rates at any time. This means retailers can increase their rates above the regulated rates, but it also means retailers can offer a range of discounts on regulated rates or other benefits.

If you are unsure, you should contact your retailer and ask them about the terms and conditions of your contract and the options available.

**Switching contracts**

If you are on a standard retail contract and considering switching to a market retail contract, contact your retailer and ask about its market offers and rates, and the terms and conditions.

**Protection from unexpected market rate increases**

If a retailer is about to increase its market rates above the regulated rates, by law the retailer needs to send a statement formally advising its customers before the new rates commence. When retailers notify their residential customers and small business customers (i.e. business customers consuming less than 100 megawatt hours of electricity per year) that new market rates will be higher than the regulated rates, these customers have the right to terminate their market retail contract without paying exit fees. Retailers are by law prevented from charging exit fees in these circumstances.

**If your market rates increase**

If you have received a notice from your retailer saying your rates have increased, check whether the notice includes advice that the increase is **higher** than the regulated rates.

* If it does, you have a right to terminate your market contract without paying an exit fee.
* If it does not, you may not be able to terminate your contract without paying an exit fee. Check the terms and conditions to see if you're subject to exit fees, and under what circumstances they apply.

**What to do if your market rates are above the regulated rates**

If you are a residential or small business customer on a market retail contract and your retailer notifies you that its new market rates will increase above the regulated rates (a price increase notification), you have three options:

* Stay on your existing market contract  
  Depending on what your existing market contract offers, such as conditional discounts, it is possible you may be better off staying on your current contract rather than switching to a standard retail contract at the regulated rates or a market retail contract with another retailer.
* Switch to a standard retail contract and the regulated prices  
  To do this without paying an exit fee you will need to notify your retailer in writing within 20 business days of receiving the price increase notification. Indicate that you wish to terminate your market contract and change to a standard retail contract and regulated rates.
* Switch to a market contract with another retailer  
  Although your new retailer will organise the transfer, to avoid paying an exit fee you will need to notify your retailer in writing within 20 business days of receiving the price increase notification that you wish to terminate your market contract and that you are switching retailers.

**Electricity tariffs and charges explained**

The Queensland Competition Authority (QCA) reviews the regulated electricity tariffs each year and determines new prices based on a number of factors. These regulated tariffs or prices are sometimes referred to as 'notified prices'.

[Read the current regulated prices](https://www.dews.qld.gov.au/electricity/prices/current)

There are many retailer businesses who sell electricity in South East Queensland, so you may pay a different price than that set by the QCA. Some customers are sold electricity on a market contract (often at a discount) rather than [a standard retail contract](https://www.dews.qld.gov.au/electricity/prices/contracts).

In regional Queensland, retail competition is not as strong as SEQ, meaning most customers are on a standard retail contract with Ergon Energy.

**What are the charges on my electricity bill?**

Each residential electricity bill is made up of different charges but generally you're charged for having access to electricity (a service fee) and for how much you use (a consumption charge and/or a demand charge).

**Service fee**

* Also known as service charge, fixed charge, daily supply charge, or service to property charge.
* Charged regardless of the amount of electricity used by customers.
* Charged in cents per day or dollars per billing period.
* Covers costs that do not depend on actual energy usage, for e.g. those associated with maintaining poles and wires, and customer administration.
* Some retailers include metering charges in the service fee and some have a separate metering charge.  Information on metering charges can be found below.

**Consumption charge**

* Also known as a usage charge, variable charge or energy use charge.
* Is charged for the amount of electricity you use.
* Charged in cents per kilowatt hour (c/kWh).

**Demand charge**

* A new type of charge for households in Queensland; based on how much electricity a household draws from the network at a particular time.
* Charged in dollars per kilowatt of maximum demand per month.
* It's only applicable to specific tariffs.

**What tariffs are available?**

The tariffs listed below are those determined by the QCA.  Electricity retailers generally offer these tariffs, but may call them something different.

**Tariff 11: standard residential tariff**

* The standard residential retail electricity tariff for general domestic/residential electricity supply. The majority of Queensland customers are on this tariff.
* Customers pay the same rate for unit of electricity consumed, whatever the time of day.

**Tariffs 12 and 12A: time of use**

* These tariffs have a higher rate for electricity used during peak periods and cheaper rates for electricity used at other times.
* Customers that can reduce their consumption in peak times or shift their consumption to off-peak times may benefit from these tariffs.
* Tariff 12 is available to customers in the Energex network area in South East Queensland, while Tariff 12A is available to customers in the Ergon Energy network area in regional Queensland.
* Tariff 12A has high prices that apply during peak times on weekdays in the summer months only, with lower prices the rest of the time.

**Tariff 14: Demand**

* A new type of tariff for residential customers, Tariff 14 has expensive demand charges during peak periods in summer, but cheaper fixed and consumption charges.
* Tariff 14 is available to customers in the Ergon Energy network area in regional Queensland.

**Tariffs 31 and 33: economy or controlled load tariffs, or limited guaranteed supply**

* Tariffs 31 and 33 are cheaper than Tariff 11 and may be used for hardwired appliances such as hot water systems and pool pumps.
* Unlike time-of-use tariffs, you do not need to change usage behaviour in order to benefit from these rates. The cheaper rates are offered because electricity may not be available all the time on these tariffs.
  + Tariff 31 guarantees supply for 8 hours per day.
  + Tariff 33 guarantees supply for 18 hours per day.
* Residential customers must be on Tariff 11 (or one of the time-of-use tariffs) before being able to access Tariffs 31 or 33.

Find more [tariff information for farmers and irrigators](https://www.dews.qld.gov.au/electricity/saving/irrigators).

**Metering charges**

From 1 July 2015, electricity metering costs will not be included in electricity prices set by the QCA. Retailers will be responsible for incorporating metering charges into your bill in 2015–16.

This is not a new cost because metering charges were previously included in network charges.

* Tariff 11's metering charge is 9.67 cents per day
* Tariff 31 and Tariff 33's charge is 2.89 cents per day.

These charges pay for the costs associated with providing meter services, such as:

* purchasing the metering equipment
* the onsite connection of a meter
* works to inspect, test, maintain, repair and replace meters
* quarterly or other regular reading of the meter
* processing, storage, delivery and management of metering data.

**Electricity prices**

**In this guide:**

1. [Energy supply and pricing](https://www.business.qld.gov.au/business/running/environment/energy-supply-pricing)
2. [Your gas supply](https://www.business.qld.gov.au/business/running/environment/energy-supply-pricing/your-gas-supply)
3. [Gas prices](https://www.business.qld.gov.au/business/running/environment/energy-supply-pricing/gas-prices)
4. [Your electricity supply](https://www.business.qld.gov.au/business/running/environment/energy-supply-pricing/your-electricity-supply)
5. **Electricity prices**
6. [Choosing your electricity or gas retailer](https://www.business.qld.gov.au/business/running/environment/energy-supply-pricing/choosing-electricity-gas-retailer)
7. [Dispute resolution and consumer protection](https://www.business.qld.gov.au/business/running/environment/energy-supply-pricing/dispute-resolution-consumer-protection)

Population growth, an ever-increasing demand for energy and the need to expand and upgrade Queensland's electricity infrastructure are among the many factors that impact on the cost of electricity.

**Electricity prices**

The Queensland Government has delegated responsibility for determining regulated retail electricity prices for 2015-16 to the Queensland Competition Authority (QCA).

Business customers across Queensland may pay a different price than the regulated price set by the QCA, if they are on a [market contract rather than a standard retail contract](https://www.dews.qld.gov.au/electricity/prices/contracts).

Large business customers in regional Queensland can access regulated prices. Retail prices for large customers in SEQ have been deregulated since 2012. The current regulated electricity prices will apply until 30 June 2016.

**How electricity costs affect prices**

The price you pay for electricity is made up of:

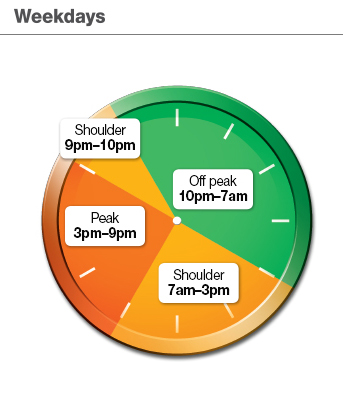
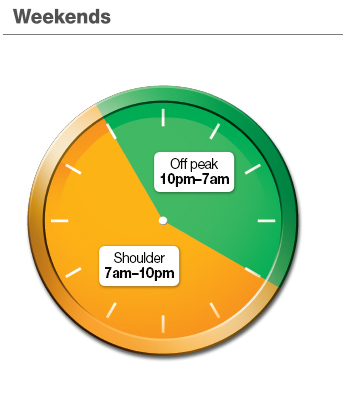
* **generation costs:** creating electricity at a power station
* **transmission costs:** to build and maintain the state's network of high voltage powerline infrastructure
* **distribution costs:** to build and maintain the network of low-voltage poles and wires that deliver electricity to homes and businesses
* **retail costs:** connecting customers, billing customers and managing their accounts.

**Regional support**

The Queensland Government supports regional and rural Queenslanders by subsidising them for the additional costs involved in supplying electricity outside SEQ, through payments to Ergon Energy. This subsidy is called the Community Service Obligation (CSO) payment. For 2015–16, the total CSO to support regional and rural Queenslanders is budgeted at $438.2

**From the Energy Australia website**

Small businesses may be offered different rates, and terms and conditions, to residential customers and the peak and off-peak times may vary to match typical consumption patterns.



Peak

**Peak:** The price of electricity is higher during the ‘peak’, typically on weekday afternoons and evenings, when the demand for electricity is the highest.

Shoulder

**Shoulder:** The price of electricity is lower than the peak rate and higher than the off-peak rate, when there is a reduced demand for electricity.

Off-peak

**Off-peak:** The price of electricity is lowest, when the demand for electricity is the lowest.

Contact your energy retailer to find out the rates and what times they are available to you.

# **ATTACHMENT 4: INFORMATION ABOUT RENEWABLE ENERGY FROM THE FEDERAL GOVERNMENT’S AUSTRALIAN RENEWABLE ENERGY AGENCY - ARENA**

**What is renewable energy?**

Renewable energy is energy which can be obtained from natural resources that can be constantly replenished.

Renewable energy technologies include technologies that use—or enable the use of—one or more renewable energy sources. Types of renewable energy technologies include:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| bioenergy | [bioenergy](http://arena.gov.au/about-renewable-energy/bioenergy/) | geothermal | [geothermal energy](http://arena.gov.au/about-renewable-energy/geothermal-energy/) | hydropower | [hydropower](http://arena.gov.au/about-renewable-energy/hydropower/) |
| wave | [ocean energy](http://arena.gov.au/about-renewable-energy/ocean-energy/) | solar | [solar energy](http://arena.gov.au/about-renewable-energy/solar-energy/) | wind | [wind energy](http://arena.gov.au/about-renewable-energy/wind-energy/) |

Renewable energy technologies also include [hybrid and related technologies](http://arena.gov.au/about-renewable-energy/hybrid-and-related-technologies/). For example, technologies that:

* [store energy](http://arena.gov.au/projects/energy-storage/) generated using renewable energy
* predict renewable energy supply
* assist in the delivery of energy generated using renewable energy technologies to energy consumers.

**Bioenergy**

**What is Bioenergy?**

Bioenergy is a form of renewable energy derived from biomass to generate electricity and heat or to produce liquid fuels for transport. Biomass is any organic matter of recently living plant or animal origin. It is available in many forms such as agricultural products, forestry products, and municipal and other waste.

Traditionally mainly woody biomass has been used for bioenergy, however more recent technologies have expanded the potential resources to those such as agricultural residues, oilseeds and algae. These advanced bioenergy technologies allow for the sustainable development of the bioenergy industry, without competing with the traditional agricultural industry for land and resources.

Bioenergy offers the potential for considerable economic benefits, including:

* increasing Australia’s energy security
* reducing greenhouse gas emissions
* stimulating regional development.

**How is bioenergy used in Australia?**

Some bioenergy technologies are well established in Australia and are currently in commercial use. Bioenergy currently accounts for nearly 1% of Australia’s electricity production, and 7% of renewable electricity production. Biofuels account for approximately 1-3% of Australia’s fuel consumption.

Australia’s bioenergy industry currently uses a range of biomass resources including:

* bagasse, which remains after sugar has been extracted from sugarcane
* landfill gas
* wood waste and black liquor
* energy crops
* agricultural products
* municipal solid waste.

The majority of Australia’s installed bioenergy capacity is derived from bagasse cogeneration. Australia has several comparative advantages that increase its potential to develop a sustainable and competitive bioenergy industry, including:

* an abundance of sunlight, flat land and a climate suitable for growing dedicated energy crops
* world-class expertise in agricultural science
* a strength in natural resources and infrastructure industry development.

**Geothermal energy**

**What is geothermal energy?**

Geothermal energy is the energy stored as heat in the earth. In Australia, this energy is abundant.

There is a steady flow of heat from the centre of the Earth (where temperatures are above 5000°C) through the surface of the Earth (-30 to +40°C) into space (-273°C)—heat flows from hot to cold. The heat is generated by the natural decay over millions of years of radiogenic elements including uranium, thorium and potassium.

Energy is brought to the surface by extracting hot water that is circulating amongst the sub surface rocks, or by pumping cold water into the hot rocks and returning the heated water to the surface, to drive steam turbines to produce electricity.

Geothermal energy holds the promise of being a renewable energy source that can operate 24 hours a day, providing critical large scale baseload power for Australian homes and industries. In addition, geothermal energy can be used for heating and cooling purposes. There are a number of buildings, residential homes and swimming pools that currently use geothermal for these purposes.

It has only become evident in the last decade that Australia has considerable geothermal energy potential. This is partly because of a perception that geothermal resources are found only in regions of active volcanism, which excludes Australia. Although there are no active volcanoes on the continent, Australia does have substantial potential for hot rock and hot sedimentary aquifer resources.

**How is geothermal energy used in Australia?**

In Australia, two types of projects are under development. They are:

* enhanced geothermal systems (EGS or hot rocks) and hot sedimentary aquifers (HSA).

Most current geothermal projects in Australia are still at proof-of-concept or early demonstration stage.

Direct use technologies are at a more advanced stage of innovation and the challenges lie in improving project economics and reducing upfront costs.

# **Hydropower**

**What is hydropower?**

Hydropower is a renewable source of energy which uses the force or energy of moving water to generate power.

This power, or ‘hydroelectricity’, is generated when falling water is channelled through water turbines. The pressure of the flowing water on turbine blades rotates a shaft and drives an electrical generator, converting the motion into electrical energy.

Hydropower is the most advanced and mature renewable energy technology, and provides some level of electricity generation in more than 160 countries worldwide.

Hydropower plants range from very small to very large individual plants and vast integrated schemes involving multiple large hydropower plants.

**How is hydropower used in Australia?**

In 2013, Australia had over 120 operating hydroelectric power stations, with a total generation of almost 20 GWh or 8% of total energy generated.

Unfortunately, water availability is a key constraint on future growth in hydroelectricity generation in Australia. Virtually all Australian hydropower is produced by stations at water storages created by dams in major river valleys. Most major hydropower opportunities in Australia have already been realised.

In the future there may be some growth in use of ’mini-hydro’ schemes—which can be ‘run-of-river’, with no dam or water storage, or developed using existing or new dams whose primary purpose is local water supply, river and lake water-level control, or irrigation.

In 2029–30, the share of hydropower in Australia’s total electricity generation is projected to fall to around 3.5%.

**Ocean energy**

**What is ocean energy?**

Ocean energy is a term used to describe all forms of renewable energy derived from the sea.

There are two broad types of ocean energy: mechanical energy from the tides and waves, and thermal energy from the sun’s heat.

Ocean energy is classified as:

* **wave energy:** generated by converting the energy of ocean waves (swells) into other forms of energy (currently only electricity). There are many different technologies that are being developed and trialed to convert the energy in waves into electricity
* **tidal energy:** generated from tidal movements. Tides contain both potential energy, related to the vertical fluctuations in sea level, and kinetic energy, related to the horizontal motion of the water. It can be harnessed using technologies using energy from the rise and fall of the tides or by technologies using energy from tidal or marine currents)
* **ocean thermal energy:** generated by converting the temperature difference between surface water and water at depth into useful energy. Ocean thermal energy conversion (OTEC) plants may have a range of applications for Australia, including electricity generation. They may be land-based, floating or grazing.

**How is ocean energy used in Australia?**

Ocean energy technologies are still at an early stage of development, with deployments limited to small pilot scale in Australia.

**Solar energy**

**What is solar energy?**

Solar energy is energy which is created from sunlight, or heat from the sun.

Solar power is captured when energy from the sun is converted into electricity or used to heat air, water, or other fluids.

There are currently two main types of solar energy technologies:

* **solar thermal**: these systems convert sunlight into thermal energy (heat). Most solar thermal systems use solar energy for space heating or to heat water (such as in a solar hot water system). However, this heat energy can be used to drive a refrigeration cycle to provide for solar based cooling. The heat can also be used to make steam, which can then be used to generate electricity using steam turbines. It is considered more efficient to build solar thermal electricity generators at large scale, typically in the tens to hundreds of megawatts
* **solar photovoltaic (PV)**: the conversion of sunlight directly into electricity using photovoltaic cells. PV systems can be installed on rooftops, integrated into building designs and vehicles, or scaled up to megawatt scale power plants.

[Research and development](http://arena.gov.au/programmes/research-and-development-programme/round-1/) and deployment in [on-grid](http://arena.gov.au/programmes/advancing-renewables-programme/large-scale-solar-pv/) and [off-grid](http://arena.gov.au/programmes/closed/regional-australias-renewables/) applications is progressing rapidly in Australia, and a range of other solar energy technology innovations are currently being explored, for example photosynthetic based solar energy technologies and solar enhanced fuels.

**How is solar energy used in Australia?**

Australia has the highest average solar radiation per square metre of any continent in the world.

More than 2 million Australian households now have solar hot water systems or solar photovoltaic (PV) systems on their rooftop. Deployment of megawatt-scale solar electricity generation systems is still at an early stage of development in Australia. The increased deployment of solar energy generation depends critically on the commercialisation of large-scale solar energy technologies.

# **Wind energy**

**What is wind energy?**

Wind energy is generated by converting wind currents into other forms of energy using wind turbines.

Winds are generated by complex mechanisms involving the rotation of the Earth, the heat capacity of the sun, the cooling effect of the oceans and polar ice caps, temperature gradients between land and sea, and the physical effects of mountains and other obstacles.

Wind turbines convert the force of the wind into a torque (rotational force), which is then used to propel an electric generator to create electricity. Wind energy power stations (known as wind farms) commonly aggregate the output of multiple wind turbines through a central connection point to the electricity grid. Across the world there are both on-shore (on land) and off-shore (out to sea) wind energy projects.

**How is wind energy used in Australia?**

In Australia, wind energy is primarily used for electricity generation. Wind energy is also used to pump bore water, particularly in rural areas. There is good access to available onshore wind resources and there are currently no known plans to develop offshore wind projects in Australia.

Australia has some of the world’s best wind resources along its south-western, southern and south eastern margins. More isolated areas of the eastern margin also have excellent wind resources.

Wind energy is the fastest growing renewable energy source for electricity generation in Australia, and its current share of total Australian primary energy consumption is currently almost 4%.

**Hybrid and related technologies**

Renewable energy technologies include hybrid technologies and those technologies that enable renewable energy technologies to work more effectively.

**What are hybrid technologies?**

A hybrid technology is one that integrates a renewable energy generation technology with other energy generation systems.

An example of a hybrid technology would be a power plant which combines solar-based thermal energy with thermal energy from gas or other renewable energy sources, to provide a combined energy flow that drives the power generation from the plant.

Hybridisation can reduce the risk for investors, and may provide a smoother transition to more renewable energy generation in the future.

**What are related technologies?**

For ARENA’s purposes, the term ‘related technologies’ means those technologies which are related to renewable energy technologies.

Renewable energy technologies include technologies that use—or enable the use of—one or more renewable energy sources, where a renewable energy source is one that is generated from natural resources that can be constantly replenished.

Technologies that are related to renewable energy technologies include:

* energy storage technologies
* grid management and connection technologies
* information and communication technologies
* mapping and resource identification technologies
* forecasting and modelling technologies.

# **Energy storage**

Storage is an important enabling technology for improving the competitiveness and increasing the supply of renewable energy. It can allow renewable energy to be delivered at peak times when it’s most needed and most expensive, unlocking more value and increasing flexibility and reliability.

It can be used to smooth out energy supply on grids, reducing peak loads, allowing utilities to better manage power supply and demand and potentially mitigate the need for network upgrades.

Energy can be stored in a variety of ways, including in batteries, in molten salt in solar thermal plants, and in pumped hydro systems.

# **Green energy**

**Show your support for Australia’s renewable energy industry by adding green energy to your account. Power to your business and the environment**

With Energy Australia’s Pure Energy options, you can match the energy your business uses with energy from government accredited renewable sources (such as solar, wind, hydro and biomass).

**What is GreenPower?**

Currently, most of Australia’s electricity comes from generators that burn coal. Only about nine per cent comes from renewable sources (electricity that produces no net greenhouse gas emissions).

GreenPower is Australia’s independent government authority helping the nation transition to renewable energy above and beyond legislated targets.

GreenPower audits and accredits GreenPower suppliers and generators to ensure the renewable electricity you buy through a supplier such as Energy Australia meets strict environmental standards.

**What happens when I add GreenPower?**

The percentage of GreenPower you choose – whether it’s 10, 25 or 100 per cent of your electricity consumption – is matched with energy from GreenPower-accredited renewable sources.

**Contribute to a healthy environment**

When your business signs up to a Pure Energy option that matches 10 per cent or more of its energy consumption from GreenPower accredited renewable sources, you’ll be able to [use the GreenPower logo](http://www.greenpower.gov.au/Business/Business-Logo-Application) in your branding.

**Everything else stays the same**

Your electricity supply doesn’t change when you switch to GreenPower – you still get the same reliability of supply with the added assurance that you’re doing your bit for the environment.

# **ATTACHMENT 5: LIST OF STAKEHOLDERS IN THE ENERGY INDUSTRY**

|  |  |  |
| --- | --- | --- |
| **Energy Industry Stakeholder:** | **Website link:** | |
| **Government agencies & departments** |  | |
| Australian Competition and Consumer Commission (ACCC) | [www.accc.gov.au](http://www.accc.gov.au) | |
| Clean energy regulator | [www.cleanenergyregulator.gov.au/Pages/default.aspx](http://www.cleanenergyregulator.gov.au/Pages/default.aspx) | |
| Clean energy regulator - Renewable Energy Target | [www.cleanenergyregulator.gov.au/RET/](http://www.cleanenergyregulator.gov.au/RET/) | |
| REC registry (Renewable Energy Certificate Registry) | [www.rec-registry.gov.au/home.shtml](http://www.rec-registry.gov.au/home.shtml) | |
| COAG Energy Council | [www.scer.gov.au](http://www.scer.gov.au) | |
| Department of Industry and Science | <http://industry.gov.au/Energy/Pages/default.aspx> | |
| National Competition Council (NCC) | [www.ncc.gov.au](http://www.ncc.gov.au) | |
| Productivity Commission (PC) | [www.pc.gov.au/](http://www.pc.gov.au/) | |
| Department of Environment, Land, Water and Planning (DELWP) | <http://www.delwp.vic.gov.au> | |
| Department of Primary Industries and Regions SA (PIRSA) | [www.pir.sa.gov.au/home](http://www.pir.sa.gov.au/home) | |
| **Energy institutions** |  | |
| Australian Energy Market Operator (AEMO) | [www.aemo.com.au](http://www.aemo.com.au) | |
| Australian Energy Market Commission (AEMC) | [www.aemc.gov.au](http://www.aemc.gov.au) | |
| National Gas Market Bulletin Board (NGMBB) | [www.gasbb.com.au](http://www.gasbb.com.au) | |
| **State & Territory regulators** |  | |
| Essential Services Commission of Victoria (ESCV) | [www.esc.vic.gov.au](http://www.esc.vic.gov.au) | |
| Essential Services Commission of South Australia (ESCOSA) | [www.escosa.sa.gov](http://www.escosa.sa.gov).a | |
| Independent Competition and Regulatory Commission of ACT (ICRC) | [www.icrc.act.gov.au](http://www.icrc.act.gov.au) | |
| Independent Pricing and Regulatory Tribunal of NSW (IPART) | [www.ipart.nsw.gov.au](http://www.ipart.nsw.gov.au) | |
| Economic Regulation Authority of WA (ERA) | [www.era.wa.gov.au](http://www.era.wa.gov.au) | |
| Queensland Competition Authority (QCA) | [www.qca.org.au](http://www.qca.org.au) | |
| Office of the Tasmanian Economic Regulator (OTTER) | [www.energyregulator.tas.gov.au](http://www.energyregulator.tas.gov.au) | |
| Utilities Commission | [www.utilicom.nt.gov.au](http://www.utilicom.nt.gov.au) | |
| **State & Territory energy departments** |  | |
| QLD Department of Energy and Water Supply | [www.dews.qld.gov.au](http://www.dews.qld.gov.au) | |
| NSW Department of Industry - Resources and Energy | [www.resourcesandenergy.nsw.gov.au](http://www.resourcesandenergy.nsw.gov.au) | |
| ACT Environment and Planning Directorate | [www.environment.act.gov.au](http://www.environment.act.gov.au) | |
| VIC Department of State Development, Jobs, Transport and Resources - Energy and Earth Resources | [www.energyandresources.vic.gov.au](http://www.energyandresources.vic.gov.au) | |
| SA Department of State Development | [www.energy.sa.gov.au](http://www.energy.sa.gov.au) | |
| TA Department of State Growth | [www.stategrowth.tas.gov.au/energy](http://www.stategrowth.tas.gov.au/energy) | |
| WA Department of Finance - Public Utilities Office | [www.finance.wa.gov.au/cms/Public Utilities Office.aspx](http://www.finance.wa.gov.au/cms/Public%20Utilities%20Office.aspx) | |
| NT Department of Mines and Energy | <http://www.nt.gov.au/d/MineralsEnergy/> | |
| **Ombudsman** |  | |
| Victorian Energy and Water Ombudsman (EWOV) | [www.ewov.com.au](http://www.ewov.com.au) | |
| South Australian Energy and Water Ombudsman (EWOSA) | [www.ewosa.com.au](http://www.ewosa.com.au) | |
| Queensland Energy and Water Ombudsman (EWOQ) | [www.ewoq.com.au](http://www.ewoq.com.au) | |
| Tasmanian Energy Ombudsman | [www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au) | |
| NSW Energy and Water Ombudsman (EWON) | [www.ewon.com.au](http://www.ewon.com.au) | |
| Commonwealth Ombudsman | [www.ombudsman.gov.au](http://www.ombudsman.gov.au) | |
| ACT Civil and Administrative Tribunal (ACAT) | [www.acat.act.gov.au](http://www.acat.act.gov.au) | |
| **Representative groups** |  | |
| Australian Gas Association (AGA) | [www.aga.asn.au](http://www.aga.asn.au) | |
| Australian Petroleum Production and Exploration Association (APPEA) | [www.appea.com.au](http://www.appea.com.au) | |
| Australian Pipelines and Gas Association | [www.apga.org.au](http://www.apga.org.au) | |
| Energy Retailers Association of Australia (ERAA) | [www.eraa.com.au](http://www.eraa.com.au) | |
| Energy Networks Association (ENA) | [www.ena.asn.au](http://www.ena.asn.au) | |
| Energy Supply Association of Australia (ESAA) | [www.esaa.com.au](http://www.esaa.com.au) |
| Energy Users Association of Australia (EUAA) | [www.euaa.com.au](http://www.euaa.com.au) |
| **International** |  |
| Ministry of Business, Innovation and Employment - New Zealand | [www.med.govt.nz](http://www.med.govt.nz) |
| US Department of Energy | [energy.gov](http://energy.gov) |
| Interstate Oil and Gas Compact Commission- United States | [www.iogcc.state.ok.us](http://www.iogcc.state.ok.us) |
| Ofgem - United Kingdom | [www.ofgem.gov.uk/Pages/OfgemHome.aspx](http://www.ofgem.gov.uk/Pages/OfgemHome.aspx) |
| **Energy Retailers** |  |
| 1st Energy | [www.1stenergy.com.au](http://www.1stenergy.com.au) |
| ActewAGL Retail | [www.actewagl.com.au](http://www.actewagl.com.au) |
| AGL | [www.agl.com.au](http://www.agl.com.au) |
| Alinta Energy | <https://alintaenergy.com.au/home> |
| Aurora Energy | [www.auroraenergy.com.au](http://www.auroraenergy.com.au) |
| Blue NRG | [www.bluenrg.com.au](http://www.bluenrg.com.au) |
| Click Energy | [www.clickenergy.com.au](http://www.clickenergy.com.au) |
| Commander Power & Gas | [www.commander.com.au/electricity](http://www.commander.com.au/electricity) |
| CO Zero | [www.cozero.com.au](http://www.cozero.com.au) |
| Cogent Energy | <http://cogentenergy.com.au> |
| Cova U | [www.covau.com.au](http://www.covau.com.au) |
| CS Energy | [www.csenergy.com.au](http://www.csenergy.com.au) |
| Diamond Energy | <https://diamondenergy.com.au> |
| Dodo Power & Gas | [www.dodo.com.au](http://www.dodo.com.au) |
| EDL Retail | [www.energydevelopments.com.au](http://www.energydevelopments.com.au) |
| Energy Australia | [www.energyaustralia.com.au](http://www.energyaustralia.com.au) |
| Ergon Energy | [www.ergon.com.au](http://www.ergon.com.au) |
| ERM Power Retail | [www.ermpower.com.au](http://www.ermpower.com.au) |
| GoEnergy | <http://goenergy.com.au/energy-retail> |
| GridX Power | <http://www.gridx.com.au> |
| Infigen Energy Holdings | [www.infigenenergy.com](http://www.infigenenergy.com) |
| Locality Planning Energy | [www.localityenergy.com.au](http://www.localityenergy.com.au) |
| Lumo Energy | [www.lumoenergy.com.au](http://www.lumoenergy.com.au) |
| Macquarie Bank | [www.macquarie.com/mgl/com/energy](http://www.macquarie.com/mgl/com/energy) |
| Metered Energy Holdings | [www.meteredenergy.com.au](http://www.meteredenergy.com.au) |
| Mojo Power | [www.mojopower.com.au](http://www.mojopower.com.au) |
| Momentum Energy | [www.momentumenergy.com.au](http://www.momentumenergy.com.au) |
| Neighbourhood Energy | [www.neighbourhood.com.au](http://www.neighbourhood.com.au) |
| Next Business Energy | [www.nextbusinessenergy.com.au/nbe](http://www.nextbusinessenergy.com.au/nbe) |
| OC Energy | <http://ocenergy.com.au> |
| Origin Energy | [www.originenergy.com.au](http://www.originenergy.com.au) |
| Pacific Hydro | [www.pacifichydro.com.au](http://www.pacifichydro.com.au) |
| People Energy | [www.peopleenergy.com.au](http://www.peopleenergy.com.au) |
| Pooled Energy | [www.pooledenergy.com](http://www.pooledenergy.com) |
| Powerdirect | [www.powerdirect.com.au](http://www.powerdirect.com.au) |
| Powershop Australia | [www.powershop.com.au](http://www.powershop.com.au) |
| Progressive Green | <http://pgenergy.com.au> |
| QEnergy | [www.qenergy.com.au](http://www.qenergy.com.au) |
| Red Energy | [www.redenergy.com.au](http://www.redenergy.com.au) |
| Sanctuary Energy | [www.sanctuaryenergy.com.au](http://www.sanctuaryenergy.com.au) |
| Savant Energy Power Networks | [www.savantenergy.com.au](http://www.savantenergy.com.au) |
| Stanwell Corporation | <http://www.stanwell.com> |
| Simply Energy | [www.simplyenergy.com.au](http://www.simplyenergy.com.au) |
| Tas Gas Retail | [www.tasgas.com.au](http://www.tasgas.com.au) |
| Urth Energy | [www.urthenergy.com.au](http://www.urthenergy.com.au) |
| WINenergy | [www.winenergy.com.au](http://www.winenergy.com.au) |

**Energy Industry Stakeholders Papers & Surveys**

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Website** | **Description** |
| Dept. of Industry, Innovation & Science | <http://ewp.industry.gov.au/> | The Energy White Paper sets out an energy policy framework for delivering competitively priced and reliable energy supply to households, business and international markets. |
| Dept. of Industry, Innovation & Science | <http://www.industry.gov.au/Energy/Pages/default.aspx> | Provides information on Australian Government policies and programs relating to energy. Covers industrial energy efficiency, clean energy, energy markets, energy security, international engagement and energy facts, statistics and publications. |
| Clean Energy Regulator | <http://www.cleanenergyregulator.gov.au/RET/Pages/default.as>px | Allows home owners to reduce the cost of their solar panels or solar water heater through the RET scheme. |
| Australian Energy Market Commission | <http://www.aemc.gov.au/> | The rule maker for Australian electricity and gas markets. Make and amend the National Electricity Rules, National Gas Rules and National Energy Retail Rules |
| Australian Energy Regulator (AER) | <http://www.aer.gov.au/> | Regulates the wholesale electricity market and electricity transmission networks in the long term interests of consumers. |
| Australian Energy Regulator (AER) | <http://www.energymadeeasy.gov.au/> | Helps you compare electricity and gas offers for residential and small business and allows you to compare your residential electricity usage against other similar households. |
| Australian Renewable Energy Agency (ARENA) | <http://arena.gov.au/> | Supports innovations that improve the competitiveness of renewable energy technologies and increase the supply of renewable energy in Australia |
| Clean Energy Finance Corporation | <http://www.cleanenergyfinancecorp.com.au/> | Invests in renewable energy, low emission technology and energy efficiency in Australia |
| Clean Energy Regulator | <http://www.cleanenergyregulator.gov.au/> | Administers legislation to reduce carbon emissions and increase the use of clean energy such as the Renewable Energy Target. |
| Clean Energy Regulator | <https://www.rec-registry.gov.au/rec-registry/app/home> | The REC Registry supports the Large-scale Renewable Energy Target (LRET) and Small-scale Renewable Energy Scheme (SRES) by facilitating the creation, transfer and surrender of certificates |
| Electrical Regulatory Authorities Council | <http://www.erac.gov.au/> | Works towards the coordination between the technical and safety electrical regulatory authorities of the Australian states, territories and Commonwealth. and New Zealand |
| Energy Consumers Australia | <http://www.eca.com.au> | Provides grants for consumer advocacy and research projects for the benefit of consumers for electricity and gas |
| National GreenPower Accreditation Program | [http://www.greenpower.gov.au/#](http://www.greenpower.gov.au/) | Make a difference. By purchasing GreenPower, households and businesses commit their GreenPower providers to purchasing the equivalent amount of electricity from accredited renewable energy generators, which generate electricity from sources like wind, solar, water and bioenergy. |
| COSBOA | <http://www.cosboa.org.au/> | Peak body exclusively representing the interests of small business |

**Consumer Advocacy Panel Papers**

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| Consumer Advocacy Panel (CAP) | Household expenditure on energy.  CAP reference no: AP 638.  Good references for energy tariffs. |
| Consumer Advocacy Panel (CAP) | Energy Markets Research Report.  CAP reference no: AP 637 targeted towards existing research |
| Consumer Advocacy Panel (CAP) | Changing demand: the flexibility of energy practices in larger households with dependent children.  CAP reference no: AP 623. |
| Consumer Advocacy Panel (CAP) | Best practice models to assist low-income households meet energy costs.  CAP reference no: AP 518. Deals with concerns to do with energy concessions - QLD based |
| Consumer Advocacy Panel (CAP) | Impacts for low-income households of rising energy prices.  CAP reference no: AP 508 |
| Consumer Advocacy Panel (CAP) | Ethno-specific small business and CALD residential energy consumer consultation project.  CAP reference no: AP 445 |
| Consumer Advocacy Panel (CAP) | Relates to energy consumption by businesses |
| Consumer Advocacy Panel (CAP) | Alternative electricity supply at the fringe of the grid.  CAP reference no: CAP 423 This report attempts to ascertain at what point it would be more cost effective to install a SAPS instead of choosing to invest in the electricity grid. |
| Consumer Advocacy Panel (CAP) | Desk research of rural and regional consumer issues.  CAP reference no: AP 420 |
| Consumer Advocacy Panel (CAP) | Qualitative assessment of rural and regional energy issues in the NEM  CAP reference no: AP 418 |
| Consumer Advocacy Panel (CAP) | Energy infrastructure in regional South Australia - baseline study of consumer issues and advocacy.  CAP reference no: AP 414 |
| Consumer Advocacy Panel (CAP) | Consumer advocacy in a nationally regulated market - a consultancy.  CAP reference no: AP 396. Looks at types of international advocacy models in Australia and overseas |
| Consumer Advocacy Panel (CAP) | Stakeholder forum to map consumer energy issues 2009-2014.  CAP reference no: AP 366 |
| Consumer Advocacy Panel (CAP) | NEM energy efficiency - retailers' role in energy service provision.  CAP reference no: AP 333 Lists incentives and barriers to investment in energy efficiency as well as an International review of energy efficiency programs |

# **ATTACHMENT 6: - EXISTING BUSINESS MODELS INCORPORATING RENEWABLE ENERGY**

Following are existing resources and models of energy supply plans for future use by small business in accessing clean and renewable energy solutions in order to decrease reliance on ‘dirty’ energy production technologies.

**The Green Energy Guide**

The Green Electricity Guide is a website funded by Energy Consumers Australia and developed by

The Total Environment Centre and Greenpeace Australia Pacific. The information in the website aims to help consumers to make greener, more sustainable energy choices.

The 2015 Green Electricity Guide offers independent, unbiased ranking of the environmental performance of all retailers selling electricity to Australian households and can be accessed via:

[www.greenelectricityguide.org.au](http://www.greenelectricityguide.org.au)

There are information sheets about each supplier and the site scores them, with the current top company in Australia being Powershop with a score of 8.6, then Diamond Energy at 8.5, then Momentum Energy at 6.9 down to People Energy at 1.9.

They can also be sorted by State and Territory enabling consumers to identify the best performing energy supply companies in their particular area. Of the 8 States and Territories, Powershop is top ranked in 2 States, Diamond Energy in2, Aurora Energy in 1,ActewAGL in 1, Horizon in 1, and Jacana Energy in 1.

The Powershop and Diamond Energy information sheets are included here as examples of the type of criteria used in ranking the suppliers.

The rankings are determined by reviewing the emissions intensity of the power stations they own**,** their investments in and policy positions on renewable energy, fossil fuels and burning native forests for electricity, their deals for solar consumers and how well they support additional investment in renewables through the GreenPower products they offer consumers, their promotion of energy efficiency and their transparency and sustainability reporting.

It does not, however, identify specific energy supply plans. Businesses would need to use this website as an indicator first then access the desired supplier’s website to further drill down to individual plans.

**Renewable Electricity Supply Plans - Samples**

As more than 50% of the small businesses who participated in these projects actually operate from their residence, the plans that they would be accessing are more likely to be for residential consumers so we have included examples of both residential and small business electricity supply plans from Powershop, Diamond Energy and just the business plan from Horizon Energy.