



emPOWERing You Trial



Frequently Asked Questions

What's a tariff?

In electricity supply, a tariff is the fee-based rate a customer pays. Different charging arrangements are referred to as “tariffs”. You might, for example, have a time of use tariff where you’ll be charged different rates at different times of the day, or a flat rate tariff with the same charges at all times. Our customers don’t pay us directly for their use of our network. Instead, we charge network tariffs to retailers like Aurora Energy. Retailers then pass these costs through to customers in retail tariffs.

Why are you undertaking the trial?

Our costs make up around half of the average household electricity bill. The emPOWERing You Trial will allow us to better understand when and how customers use electricity on our network, and help us with our future planning. It’ll also help us understand how customers will respond to new ways of pricing power use.

How will the trial work?

We’ve already installed around 600 advanced meters in homes in the Bridgewater, Brighton, Lower Midlands and surrounding areas. The meters are collecting information on when customers are using power from our electricity network. Information we collect from the trial will help us better understand when and how customers are using our network.

Why should I participate?

Your participation will help us better understand electricity use and our network. It’ll help us design better tariffs for our customers in the future. We’ll also give you incentives for participating. You’ll receive \$100 for completing the first survey after you sign up and have an advanced meter installed.

What's the app/portal?

The app/portal enables you to easily monitor, learn and make informed decisions about your household’s electricity.

- The app can be used on both Apple and Android devices
- The portal can be accessed via any computer or laptop using your web browser

What are the benefits of downloading the app/portal?

You can look at your electricity use and demand for every 30 minutes, hourly, monthly and seasonally. You’ll also be able to compare your usage to others in the trial and view energy efficiency tips.

Who do I contact for more information?

Call us on 6274 3030 if you have any questions.