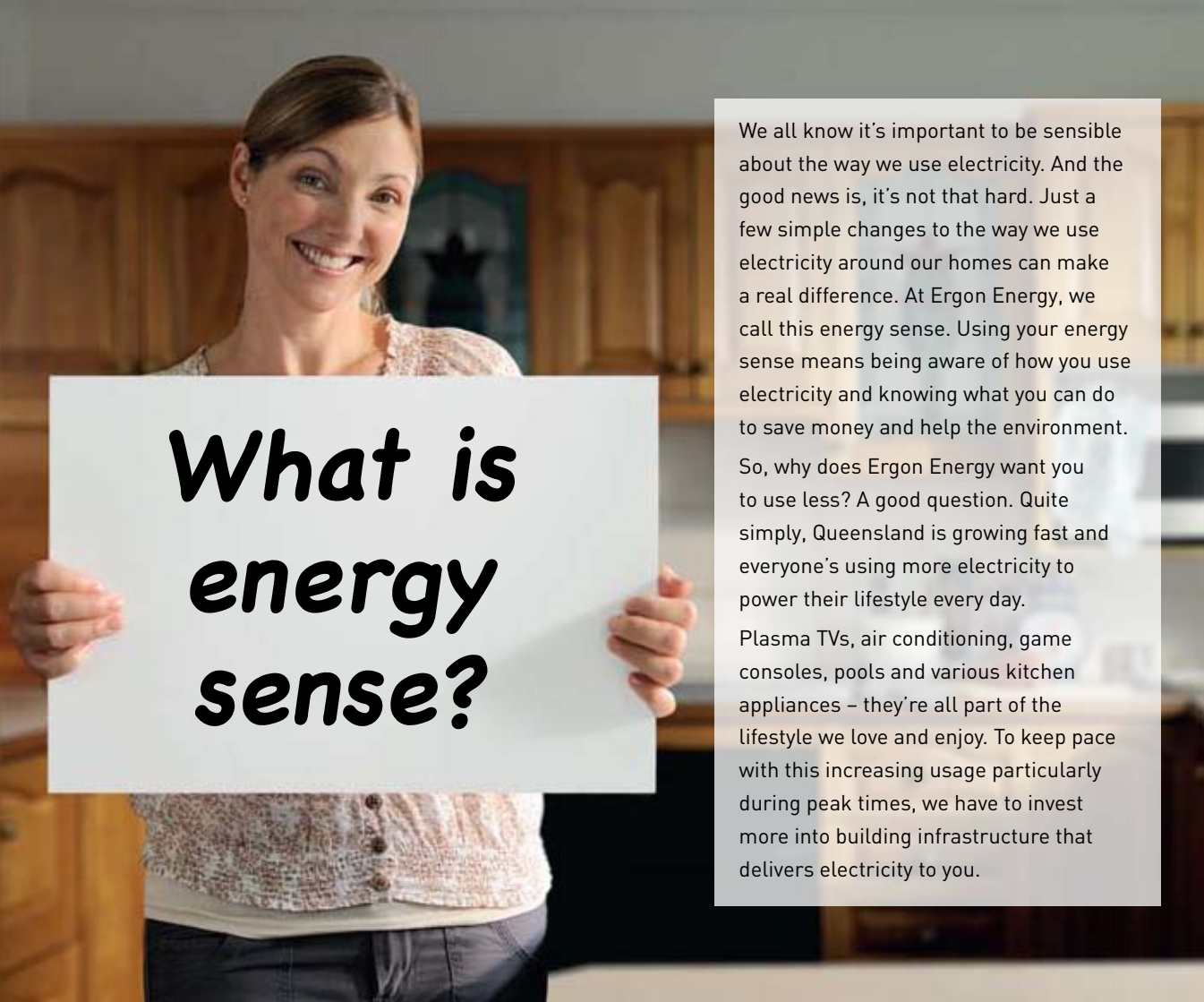


**Switch on your  
energy sense  
and save!**

**Energy Sense Guide 2010**



A smiling woman with brown hair, wearing a patterned cardigan, holds a white sign in front of her. The sign contains the text 'What is energy sense?'. The background is a blurred indoor setting with wooden paneling.

# ***What is energy sense?***

We all know it's important to be sensible about the way we use electricity. And the good news is, it's not that hard. Just a few simple changes to the way we use electricity around our homes can make a real difference. At Ergon Energy, we call this energy sense. Using your energy sense means being aware of how you use electricity and knowing what you can do to save money and help the environment.

So, why does Ergon Energy want you to use less? A good question. Quite simply, Queensland is growing fast and everyone's using more electricity to power their lifestyle every day.




Plasma TVs, air conditioning, game consoles, pools and various kitchen appliances – they're all part of the lifestyle we love and enjoy. To keep pace with this increasing usage particularly during peak times, we have to invest more into building infrastructure that delivers electricity to you.

So while it's important to enjoy your lifestyle, it's also important to use electricity wisely to stay on top of the costs. And at Ergon Energy, we're here to help. This Energy Sense Guide is full of practical tips, tools and advice to help you switch on your energy sense at home. You can also visit our website at [ergon.com.au](http://ergon.com.au) for more information.

**“Peak Times”** refers to those times of the day when we all use a lot of electricity at the same time. Between 3pm and 8pm, ovens, computers, showers, televisions and all kinds of other appliances are on in households across Queensland.

During 3pm to 8pm think about what you could use at other times; such as washing machines, dishwashers and pool filters. So in peak times, switch on your energy sense.

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# Tips that make good energy sense

■ Changing just a few ways you use electricity around your home can make a big difference to your energy usage. Whether you're lighting up a room or cooling it down, it makes energy sense to follow these tips to help you save electricity and money. And of course, the less we use, the better it is for the environment.



## ■ Cooling

- ✓ Be aircon smart:
  - In summer, set your air conditioner to a cool and energy efficient 25°C.
  - Close doors, windows, curtains and blinds in areas you want to cool.
  - Clean the filter pads on your air conditioner regularly.
  - Make sure you turn your air conditioner off when you go out.
  - Save electricity and avoid expensive repair bills by installing the right sized air conditioner for the space you need to cool. Consult a qualified air conditioning contractor to ensure your unit has optimum capacity.
- ✓ Consider using a fan – it's always friendlier on your pocket than switching on the air conditioning.
- ✓ Instead of air conditioning, open up your home to create cross breezes.
- ✓ Install ceiling insulation with a minimum rating that suits your locality.

## ■ Heating

- ✓ In winter, set reverse cycle air conditioners or heaters to an energy efficient and comfortable 18°C.
- ✓ Focus heating in commonly used rooms and trap in warm air by closing windows and doors.
- ✓ Before turning the heater on, close the curtains, check for drafts and dress appropriately for the weather.
- ✓ When purchasing a heater, choose the most energy efficient, the right size and type.

## ■ Hot water

- ✓ Install a low flow showerhead or a flow control valve to reduce the amount of hot water used without reducing pressure. An inefficient showerhead can use more than 20 litres every minute compared to a AAA rated showerhead that uses a maximum of 9 litres a minute.
- ✓ Take shorter showers. Every minute less will save on your water heating costs as well as save water.
- ✓ Understand how your water heater works by reading the instruction manual. Heat exchange water heaters must be topped up regularly via the top up valve.
- ✓ Fix leaking hot water taps quickly. 60 drops a minute = 9000 litres of wasted water a year.

## ■ Tariffs

- ✓ **Tariff 31** Night Rate (Super Economy) is the cheapest electricity tariff for water heaters that only reheat at night. The recommended minimum size of an electric water heater on Tariff 31 is 250 litres. Refer to our hot water sizing table on page 14.
- ✓ Consider connecting your pool or spa to **Tariff 33\*** Controlled Supply (Economy). Connecting filtering equipment to a cheaper tariff could reduce operating costs by 40%. However, filters can only operate during certain hours of the day as electricity supply times are at the discretion of Ergon Energy.
- ✓ Ask us if our economy tariff options<sup>^</sup> are more suitable for your needs.

\* Supply on Tariff 33 will be available for a minimum of 18 hours per day, but the times when electricity supply is available may be subject to variation at the discretion of Ergon Energy.

<sup>^</sup> All appliances connected to an economy tariff need to be permanently wired. It's essential that you have a licensed electrical contractor complete this work for you.

If you make a change to your current tariff/s additional fees may apply. Please discuss this with us when you call.



## Kitchen

- ✓ Ensure fridge seals are working efficiently. Check the seal by closing a sheet of paper in the door. If you can pull it out easily, you might need to adjust the door hinge or replace the seal. Don't forget to check additional bar fridges or storage freezers as well as your kitchen fridge.
- ✓ Don't place your fridge against a wall that's exposed to direct sunlight. Similarly, keep a space between the fridge and the wall oven or stove.
- ✓ Defrost your freezer regularly. The frost build up should never exceed a thickness of 6mm. A fuller freezer prevents heavy icing.
- ✓ Think about what you want from the fridge before you open the door.
- ✓ Fan forced cooking will reduce cooking time and energy use.
- ✓ Use pots and pans with snug-fitting lids and flat bases that stay in contact with the hotplate. The base of the pot should be the same size as the hotplate.
- ✓ Clean oven door seals regularly and check for signs of wear or damage. Flat or split door seals should be replaced.
- ✓ Wait until your dishwasher is full before turning it on, as small loads waste water and electricity. For best results follow manufacturer instructions, and use an economy cycle.



## ■ **Laundry**

- ✓ Using the sun and fresh air will always be the most energy efficient way to dry your clothes – after all, it's free.
- ✓ Clean the filter in your dryer before each load. If it's blocked the machine will use more electricity and take longer. Clogged filters are also a known cause of house fires.
- ✓ Use cold water for washing rather than hot or warm. Modern fabrics and detergents deliver excellent results.
- ✓ Adjust the water level to economically wash a partial load. Make sure you check manufacturer recommendations for your machine's capacity.
- ✓ Drying clothes on coat hangers or folding items as soon as you take them off the line minimises the need for ironing.

## ■ **Lighting**

- ✓ Switch to energy efficient bulbs. Compared with incandescent globes, energy efficient lamps are usually four times more economical to run and can last up to eight times longer. A 25 watt energy efficient lamp creates as much light as a 100 watt incandescent globe.
- ✓ Turn off lights if you're not using them. It's a simple way to save.

## ■ **Festive lighting**

- ✓ Convert to strings of solar festive lights – they use free energy from the sun and are readily available.
- ✓ Consider strings of LED festive lights. LEDs use less electricity and last longer than incandescent festive lights.
- ✓ Limit the time your lights are on – turn them on later in the evening and off when you go to bed.
- ✓ Use timers to limit light displays to no more than four evening hours a day.

## ■ Appliances

- ✓ Turn off electronic equipment such as TVs or DVD players that can be left in standby mode. Appliances on standby are called 'phantom' or 'ghost loads' and will contribute to your electricity bill.
- ✓ Switch off mobile phone and other chargers when not in use.
- ✓ Check manufacturer instructions for any energy saving features.

## ■ Swimming pools & spas

- ✓ Make sure you've got the right size filter for your pool and know how long it should operate daily to keep the water clean.
- ✓ Ensure the pump timer is set to operate the filter for the minimum time recommended (as per manufacturer instructions) for your size pool for both summer and winter. To save money, consider connecting your pool pump to Tariff 33.
- ✓ Cover a heated pool or spa with an insulated cover to reduce heating costs by up to 50%. Switch off the heater if you're not going to be using the pool for an extended period of time.

- ✓ Set spa temperatures to a minimum level when it's not in use and then turn up the setting an hour before it's going to be used.

## ■ Star ratings

When planning to buy a new appliance, it makes good energy sense to check the star or energy rating of the selected appliance. The number of stars on the label indicates just how energy efficient the appliance is, when compared to appliances of similar capacity. The higher the number of stars the more energy efficient the appliance is.







### ■ ***Going on holidays***

If you're going away for an extended period, consider emptying the fridge and freezer and switching off all electrical appliances including the water heater.

### ■ ***An unexpected increase?***

Things such as faulty or new appliances, house guests or a change in weather can all add to the cost of your electricity bill.

Ensure you have any faulty appliances repaired by a qualified electrical contractor.


Or replace them with a new energy efficient model, as an inefficient fridge, water heater or air conditioner can significantly increase the electricity used.

Having house guests can be a treat, but they also add to washing, cooking and showers which can also increase your bill.

Heating and cooling costs are seasonal, so your bill will vary with changes in climate.

And remember too, that a new household appliance like a spa or air conditioner can increase electricity use – as can a new hobby that uses electricity for tools or lighting.

# What do appliances cost to run?

 It makes good energy sense to know how much electricity the appliances in your home use.

The information here will assist you in calculating indicative costs\* for your home's electricity usage.

The following table is based on Ergon Energy's domestic rate  
– Tariff 11 – charged at 18.843 cents^ per kWh.

\* Please note: The following table is a guide only and shouldn't be used to check your bill. Actual running costs will vary depending upon how you use particular appliances, their age, energy efficiency and such factors as the size of your family, personal preferences and weather conditions.

^ GST inclusive. A minimum service fee of \$7.25 per month applies.  
Tariffs effective from 1 July 2009.



Appliance		Cost/ Hour
Air conditioners – cooling	2kW (6800 BTUs)	11 cents
	2.5kW (8500 BTUs)	13 cents
	3.5kW (12000 BTUs)	18 cents
	4.3kW (14700 BTUs)	20 cents
	5kW (17000 BTUs)	27 cents
	6.1kW (21000 BTUs)	33 cents
	6.9kW (23500 BTUs)	40 cents
Bathroom exhaust fan		1 cent
Bathroom light/heater – 4 lamps		12 cents
Clothes dryer – 5kg		45 cents
Coffee percolator		13 cents
Computer and monitor		8 cents
	Laptop	3 cents
	Modem	1 cent
Dishwasher		16 cents
Electric blanket		1 cent
Electric range	Oven	20 cents
	Grilling element	20 cents
	Hotplate – small	9 cents
	Hotplate – large	11 cents
Evaporative air cooler	Portable	3 cents
	Ducted	28 cents

Appliance		Cost/ Hour
Fans	Desk/pedestal fan	1 cent
	Ceiling fan – 1200 mm	1 cent
Food blender or mixer		6 cents
Freezer: Chest*	140–220 litre	1 cent
	250–340 litre	2 cents
Freezer: Upright*	220 litre	2 cents
	380 litre	2 cents
Fridge*	Bar, 65–85 litre	1 cent
	1 door, 140–220 litre	1 cent
	2 door cyclic defrost, 320–440 litre	3 cents
	2 door frost free, 320–440 litre	4 cents
	2 door frost free, 510–610 litre	5 cents
Frypan		10 cents
Games	Xbox 360	8 cents
	Playstation 2	1 cent
	Playstation 3	16 cents
	Wii	1 cent
Garbage disposal		8 cents
Hair dryer		18 cents
Hair curler/straightener		9 cents
Iron		16 cents
Kettle or jug		45 cents
Lighting	Incandescent lamp 100 watts	1.9 cents
	Fluorescent 40 watts	0.8 cent
	Compact fluorescent 18 watts	0.3 cent
	Outdoor spotlight 150 watts	3 cents

Appliance		Cost/ Hour
Microwave oven		26 cents
Microwave/convection oven		27 cents
Rangehood/exhaust fan		1 cent
Room heating	Radiator – 2400 watts	45 cents
	Portable fan heater – 2400 watts	45 cents
	Oil filled heater – 1200 watts	23 cents
	Oil filled heater – 2400 watts	45 cents
Reverse cycle air conditioners	1.7kW (6000 BTUs)	7 cents
	2.5kW (8500 BTUs)	9 cents
	3.8kW (13000 BTUs)	12 cents
	4.7kW (16000 BTUs)	17 cents
	5kW (17000 BTUs)	19 cents
	6.3kW (21500 BTUs)	20 cents
Sandwich press/maker		14 cents
Swimming pool pumps and filters	1kW pump and filter	19 cents
	If connected to Tariff 33	11 cents
	With salt chlorinator^	38 cents
Stereo	Mini	1 cent
	Modular unit	2 cents
Set top box	SD/HD	1 cent
	Pay TV (Old)	4 cents
	Pay TV (New)	2 cents

\* Remember that your fridge and freezer use electricity 24 hours a day.

^ Based on 6 hours of operation a day on Tariff 11.

Appliance		Cost/ Hour
Television - CRT		4 cents
Television - Plasma		6 cents
Television - LCD		4 cents
Toaster	2 slice	21 cents
	4 slice	34 cents
Vacuum cleaner		28 cents
Video cassette recorder/ DVD player		2 cents
Washing machine	Automatic	11 cents
	Front load	6 cents
Water bed heater		1 cent
Water heating showers per shower for a 4 minute shower <sup>†</sup> using a normal showerhead	Tariff 11	40 cents
	Tariff 33	24 cents
	Tariff 31	16 cents
For a 4 minute shower <sup>†</sup> using an energy efficient showerhead	Tariff 11	18 cents
	Tariff 33	11 cents
	Tariff 31	7 cents
Water heating washing and cleaning per 30 litres based on a usage of 30 litres of hot water	Tariff 11	38 cents
	Tariff 33	23 cents
	Tariff 31	15 cents

<sup>†</sup> Based on a normal showerhead using 20 litres per minute, an energy efficient showerhead using 9 litres per minute and 40% hot water content for both.

## Visit [ergon.com.au](http://ergon.com.au)

At [ergon.com.au](http://ergon.com.au), you'll find more information and online tools to help you put your energy sense into action and reduce the cost of your electricity bills.

Use our Energy Savings Calculators to discover how small changes in the way you use electricity can mean big savings in every room of your home.

Our Electricity Emissions Calculator can help you estimate your emissions from your electricity use and suggest practical ways to reduce them through a tailored action plan.

You can even find out if your household uses more or less electricity compared to others in your area. Just visit [ergon.com.au](http://ergon.com.au).



**See how your  
energy saving  
adds up with our  
online calculators**



# Making sense of tariffs

■ One of the best ways to manage your ongoing electricity costs is to make sure your tariffs suit your lifestyle and household needs. Appliances with different usage patterns can be connected to different tariffs with the potential to reduce your costs. There is a range of tariffs and discounted rates available for certain appliances e.g. hot water. To check which tariffs best suit your needs, read the information in this guide or contact us about our economy tariff options.\*

\* All appliances connected to an economy tariff need to be permanently wired by a licensed electrical contractor.

## How are electricity charges calculated?

Your Ergon Energy electricity account is based upon notified prices outlined in the Tariff Schedule set by the Queensland Competition Authority (QCA) under a delegated authority from the Queensland Minister for Natural Resources, Mines and Energy and Minister for Trade.

The exact number of days billed in a specific period is shown on your account. The tariff for electricity consumption is shown in cents per kilowatt hour and other charges for service fees or minimum payments are calculated pro rata, based on the number of days specified on your account.

## Why am I charged a minimum monthly payment or service fee?

The minimum monthly payment or service fee covers the cost of maintaining your electricity supply, the provision of equipment, and general administration.

## Am I eligible for an Electricity Rebate?

A Queensland Government Electricity Rebate may be available to holders of a Pensioner Concession Card, Queensland Government Seniors Card, or holders of a Gold Card who receive a War Widow or Special Rate TPI pension. This rebate applies to the account for supply of electricity to your principal place of residence, if you meet certain eligibility requirements set by the Department of Communities.

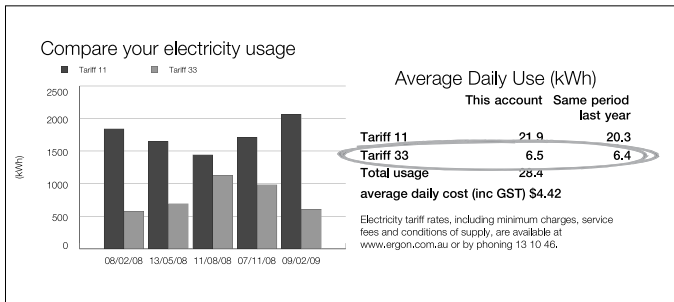




## What tariff am I on?

These pages provide a summary of the notified prices set by the QCA that are available for Ergon Energy residential customers. They will help you determine the most relevant tariff for your home.

**You can see which tariff you're currently on by checking the information on page 2 of your account.**



**Find out more  
about our  
economy tariffs  
online or  
call 13 10 46**

## Tariffs for your house

### **Tariff 11 Domestic**

Notified Pricing Structure	Cents per kWh
All consumption	18.843
Service fee per metering point per month*	\$7.25

This is the tariff for general domestic usage. It's generally used for all lights and power for appliances in domestic houses, flats and units. Your account will vary depending on changes with your electricity usage, which usually varies from season to season.

#### Terms & Conditions

Tariffs effective from 1 July 2009.

All tariffs listed are GST inclusive and shown in cents with three decimal places. All other payments and minimum payments are shown in dollars and cents. The prices are current at the time of publishing. Usage conditions in this brochure are to be used as a guide only and are subject to change.

\* The minimum monthly payments and service fees cover the cost of maintaining your electricity supply, the provision of equipment and general administration.

## **Tariff 33 Controlled Supply (Economy)**

Notified Pricing Structure	Cents per kWh
All consumption	11.319
Service fee per metering point per month*	\$5.05

This tariff can be used for applicable storage water heating^ systems including solar, electric and heat pump water heaters, swimming pool filters, and other applicable permanently connected equipment that don't require power all day or need to be on call.

Under this tariff, electricity supply is made available to the permanently connected appliances at a reduced cost, for a minimum of 18 hours per day during time periods set at the discretion of Ergon Energy. Switching to this tariff for suitable appliances could help you save on your electricity bill.

Please seek advice for the best tariff options for your lifestyle.

\* The minimum monthly payments and service fees cover the cost of maintaining your electricity supply, the provision of equipment and general administration.

^ Please note, because the energy supply hours are restricted, it's important to make sure that your electric storage water heater is large enough to meet the needs of your house and family.



**Soak up  
the savings**

## ■ **Tariff 31 Night Rate (Super Economy)**

Notified Pricing Structure	Cents per kWh
All consumption	<b>7.689</b>
Service fee per metering point per month*	<b>\$5.05</b>

Super Economy is the cheapest tariff available for applicable electric storage water heaters^ and other applicable permanently connected equipment. This is because we control the supply to generally provide your electricity at night when demand is low. Electricity supply is made available for a minimum of 8 hours per day during time periods set by Ergon Energy, usually between the hours of 10pm and 7am when there's a low demand. This tariff is recommended for electric storage water heaters that only need to reheat at night to meet your household needs throughout the day. The recommended minimum size of an electric water heater on Tariff 31 is 250 litres.

### **Terms & Conditions**

Tariffs effective from 1 July 2009.

All tariffs listed are GST inclusive and shown in cents with three decimal places. All other payments and minimum payments are shown in dollars and cents. Prices are current at the time of publishing. Usage conditions in this brochure are to be used as a guide only and are subject to change.

If you make a change to your current tariff/s additional fees may apply. Please discuss this with us when you call.

\* The minimum monthly payment or service fee covers the cost of maintaining your electricity supply, the provision of equipment and general administration.

^ Please note, because the energy supply hours are restricted, it's important to make sure that your electric storage water heater is large enough to meet the needs of your house and family.


## ■ **Hot water sizing table**

It makes good energy sense to check your water heater is on the right economy tariff. Use our Hot Water Sizing Table to make sure. Simply inspect your electric storage water heater to check the tank size (litre capacity), then select the most suitable tariff based on the number of people in your house.

### **Electric Storage Water Heaters**

Capacity	Tariff 33 Controlled [Economy]	Tariff 31 Night Rate [Super Economy]
50 Litre	Not Suitable	Not Suitable
80 Litre	Not Suitable	Not Suitable
125 Litre	2-3 People	Not Suitable
160 Litre	3-4 People	Not Suitable
250 Litre	4-6 People	2-3 People
315 Litre	6-8 People	4-5 People
400 Litre	8-10 People	6-8 People

# Easy payment options

 You can pay your Ergon Energy account a number of different ways, so make sure you choose the option that's most convenient and best suits your needs.

## **Direct Debit**

Direct Debit is a convenient and simple way to pay your account either weekly, fortnightly, monthly or on the due date of your account.

## **Centrepay**

Pay your account automatically from your Centrelink payments. It's a free service from Centrelink. Contact us and we can arrange this service for you.

## **BPAY View™**

Receive and view your account electronically with BPAY View™. For more information on this convenient and environmentally friendly service go to [bpay.com.au](http://bpay.com.au).

## **BPAY®**

BPAY® allows you to pay your account by transferring funds from your bank account to ours, over the internet or phone. To register for this service simply contact your bank, credit union or building society.

## **In Person**

You can pay your account at any branch of Australia Post, Heritage Building Society or other authorised agency.

## **By Mail**

Tear off the bottom portion of your account and mail it to the address shown on it with your cheque or money order.

## **Credit Card**

Call us on 1300 363 214 to pay your account by credit card over the phone. We accept Visa and MasterCard. You can make a payment of between \$20 and \$10,000.

## **Postbillpay®**

Visit [postbillpay.com.au](http://postbillpay.com.au) to pay your account via the internet using a credit card. We accept Visa and MasterCard. This convenient service is provided by Australia Post.



We have lots more information to share with you to help you switch on your energy sense.

So if you'd like more information about anything you've read about in this guide, contact us on 13 10 46\* or visit [ergon.com.au](http://ergon.com.au).

\*Mon – Fri 7am – 6.30pm

A smiling woman with dark hair tied back, wearing a teal top and a necklace, stands in a kitchen. She is holding a white sign with black text. The kitchen has a wooden countertop, a sink with a faucet, and a window with colorful stained glass panes. On the counter, there is a glass of orange juice, a cutting board with vegetables, and a bowl of salad.

**Need more  
information?**





## *10 top energy sense tips*

1. Turn off lights if you're not using them.
2. Be aircon smart – set your air conditioner to 25°C in summer and 18°C in winter.
3. Clean the filter pads on your air conditioner regularly so that it uses less power.
4. Install ceiling insulation – ensure you check the minimum rating for your locality.
5. Use sun and fresh air to dry your laundry – it's free!
6. Fix leaking hot water taps quickly. 60 drops a minute = 9000 litres of wasted water a year.
7. Install a water-saver showerhead to cut hot water usage while maintaining water pressure.
8. Take shorter showers to save on your hot water bill.
9. Ask Ergon Energy about economy tariff options for your water heater and other appliances.
10. Turn electrical equipment, that remain on in standby mode, off completely.

**everything in our power**



# Contact Us

## Customer Service

**13 10 46**

7am – 6.30pm Monday to Friday

## Faults only

**13 22 96**

24 hours a day, 7 days a week

## Life Threatening Emergencies only

**Triple Zero (000)**

or **13 16 70**

24 hours a day, 7 days a week

**ergon.com.au**

Ergon Energy Corporation Limited ABN 50 087 646 062

Ergon Energy Queensland Pty Ltd ABN 11 121 177 802

Effective 1 July 2009.

This brochure is printed on Monza recycled paper.



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