



# South East Queensland Bulk Hot Water Price Changes and Other Information for 2020-2021

Metered Energy is proud of the high levels of service we provide to all of our customers and this fact sheet has been created to give all of our customers the most up to date information in relation to changes that have been implemented for the 2020-2021 financial year.

## Gas and Hot Water Information

Metered Energy will provide and maintain the central hot water plant for the building and ensure each customer is metered individually to provide accurate billing against consumption.

The hot water plants are engineered to provide constant hot water suitable to the buildings demand.

Gas in most residential properties is billed on a fixed daily rate and is commonly known as a UMA or Unmetered Appliance charge.

Large users are normally individually metered and charged on a tariff structure per MJ. The rates will depend on geographic location.

## South East Queensland Bulk Hot Water Price Comparison Table

Usage Type	2019-2020	2020-2021
<b>0-44 Litres</b> (c/litre)	2.601	2.601
<b>45-88 Litres</b> (c/litre)	1.634	1.634
<b>89+ Litres</b> (c/litre)	1.195	1.195
<b>Minimum Charge</b> (c/day)	69.242	69.242
<b>Hot Water Supply Charge<sup>1</sup></b> (c/day)	14.344	14.344

## Frequently Asked Questions

### What is UMA?

UMA stands for Unmetered Appliance and relates to a gas cooktop or other gas appliance in a unit. Installing a meter to these appliances is impractical and not cost effective.

If a meter was installed, you would be charged on the basis of actual consumption and would see significantly higher gas charges.

## South East Queensland UMA

Unmetered Appliance Charge Comparison Table

Usage Type	2019-2020	2020-2021
<b>UMA per day</b> (c/day)	38.50	38.50

### Important Notes

All prices are listed in cents per day (c/day) or cents per litre (c/litre) and include GST.

<sup>1</sup>Not applicable if you are billed for electricity on the same invoice.

### Price Changes

We may vary our Default Market Offer not more than once every 6 months.

For all enquiries, power outages or emergencies between  
7:30 am to 5:30 pm, Monday to Friday contact us on 1300 633 637.

## QLD Government Rebates

If you are a consumer of electricity and/or reticulated natural gas purchased from a Retail Entity and are in receipt of one of the cards stated below you may be eligible for a rebate of **\$0.8489 per day** (exclusive of GST) for electricity. The reticulated natural gas rebate is **\$0.1866 per day** (exclusive of GST).

## Applicable QLD Rebate Cards Only

### Seniors Card



### Veterans Affairs TPI



### Pensioner Concession



### Health Care Card



### Australian Government ImmiCard



## Benefits of being a Metered Energy Customer

- Residents receive a discount off one or more of the tariff components.
- Only one administration fee for all services.
- No Meter Rental Charge.
- No Late Fees are charged to our customers.
- No credit card fees.
- No application fee on sign up.
- One simple and easy to understand bill for all services.
- Reduced Body Corporate fees and levies due to reduced administration time and cost, no bad debts passed on, no sinking fund or maintenance costs on utility plant.
- Customers are able to speak directly to our customer service personal located in our Office here in Brisbane.
- Our Customers have all the cost advantages associated with dealing with a large, faceless corporation but they also have the advantages of a locally based personal service orientated business.



## Useful Resources

**Australian Government Energy Made Easy**  
[www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

**Energy and Water Ombudsman QLD**  
[www.ewoq.com.au](http://www.ewoq.com.au)

**Queensland Competition Authority**  
[www.qca.org.au/Electricity](http://www.qca.org.au/Electricity)

**Cost of Living Support and Concessions**  
<https://www.qld.gov.au/community/cost-of-living-support/concessions>

## Contact Information

### Phone

1300 633 637, Monday to Friday 7:30am to 5:30pm  
Emergency After Hours Contact 1300 761 581

### Website

[www.meteredenergy.com.au](http://www.meteredenergy.com.au) to make an online enquiry

### Email

[contact@meteredenergy.com.au](mailto:contact@meteredenergy.com.au)

### Postal Address

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