

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.

What changes have occurred?

The Queensland Competition Authority (QCA) have set the regional residential prices consistent with the Queensland Government's uniform tariff policy. Prices in South East Queensland remain deregulated with the (AER) setting the default market offer for the 2020-21 year. The DMO is an annual price representing the amount a typical customer can expect to pay for electricity over a year.

Frequently Asked Questions

You can also compare retail offers by using the Australian Energy Regulator's independent price comparator website, through the Energy Made Easy website from the following link:

www.energymadeeasy.gov.au

What is the electricity supply charge?

A Daily supply charge is a fixed charge to cover the costs of maintaining the electricity supply to a premises for each day of the billing period regardless of how much electricity you use. This charge also includes the costs charged by the distributor (Energex/Ergon) associated with the provision of equipment (excluding metering and associated services) and general administration.

Noting: Retailers may use different terms for this charge, for example: Service Charge, Service Fee, Service to Property Charge etc.

Important Notes

All prices are listed in cents per day (c/day) and cents per kilowatt hour (c/kWh) and include GST.

Price Changes

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

South East Queensland (SEQ) Electricity Price Comparison Table

Usage Type	2019-2020	2020-2021
Electricity Charge (c/kWh)	25.41	24.93
Electricity Service Fee (c/day)	108.90	99.00

Chilled Water Information

Chilled water is for your air conditioning and is billed in accordance with consumption and energy used. The meter is fitted to the chilled water pipework, either inside or adjacent to the coil of the indoor unit and measures the flow rate and temperature differential of the chilled water entering and leaving the coil. The meter then calculates the cooling energy consumed by the indoor unit in kWh.

VRF air conditioning systems (also known as VRF – Variable Refrigerant Volume) use refrigerant gas as the cooling and heating medium. They are typically more efficient than chilled water systems, particularly at lower demand times (i.e. cooler months). The refrigerant gas is conditioned by an outdoor condensing unit (compressor), and is circulated within the building to multiple indoor units in each apartment.

These VRF systems are controlled by the manufacturer's central controller and software. The central controller calculates the amount of energy for the air conditioning in each apartment. The system bases the calculations on many factors such as the running time of each indoor unit (in each apartment), ambient air temperatures and the temperature set in each apartment.

**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

Energy and Water Ombudsman QLD
www.ewoq.com.au

Queensland Competition Authority
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 to make an online enquiry

Email

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