



South East QLD Electricity Standing Offer

Price Changes and Other Information
for 2023-2024

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 2023-2024 financial year.

South East Queensland (SEQ) Electricity Price Comparison Table

Residential Tariff	2022-2023	2023-2024
Electricity Charge (c/kWh)	26.489	32.001
Electricity Service Fee (c/day)	110.00	130.00
Controlled Load Charge (c/kWh)		23.30
Controlled Load Service Fee (c/day)		3.6

What changes have occurred?

Prices in South East Queensland remain deregulated with the (AER) Australian Energy Regulator. You may have recently heard the terms 'default market offer' or 'reference price' in the media in relation to electricity offers. They relate to new rules for retailers operating in New South Wales, South Australia and South East Queensland. If you live in these regions, what does this all mean for you?

A mandatory Electricity Retail Code began on 1 July 2019. It has new rules for retailers in states or regions where there is no regulated price for electricity. The reference price or DMO is a government set maximum price representing the amount a typical customer can expect to pay for electricity over a year.

The new rules:

- sets a price cap on what retailers can charge electricity consumers on standing offers.
- Help consumers to more easily compare market offers, as retailers must now compare all their offers against the same base rate (which is called the 'reference price' or 'reference bill').

Retailers can set different rates, as long as they don't exceed the annual price for that consumption level.

The Australian Energy Regulator (AER) will set the annual DMO price each 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 (Energen/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.

What goes into an average Australian energy bill?

Global inflation rates, weather events, overseas conflict and power plant outages all play a part in determining those costs. At Metered Energy we assess our rates taking into account a number of factors, including what's going on in the wider energy market.

- **Wholesale Costs** - Think of the electricity market like the stock market. Different generators (like coal and gas-fired power stations, solar, hydro and wind farms) sell the electricity into the wholesale market, and retailers like ourselves buy it. Just like stocks, the purchase price goes up and down all the time.
- **Network Costs** - The physical poles and wires that carry electricity to you and the pipes that bring you natural gas are called 'the network', and they're managed by our distributor: Distributors take care of building, maintaining and operating Electricity poles and wires and natural gas pipes, transporting energy to your home and managing blackouts and outages.
- **Environmental Costs** - These charges are for government programs that support the development of renewable energy.
- **Retail Cost** - This is what it costs retailers to run their business. It includes operating costs like administration operations 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.



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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 VRV – 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.

QLD Government Rebates

2023-2024 Electricity Rebate

The standard domestic tariff in Queensland has increased for 2023-2024. However the concession will remain the same.

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 the following:

The new gazetted rebate is at **\$0.9270** per day (GST exclusive) per day applied against the dollar and cents value of the electricity consumed based on the applicable (GST exclusive) tariff. This rebate equates to an annual rebate of **\$372.20** per year (GST inclusive).

2023-2024 Reticulated Natural Gas Rebate

The Natural Gas concession has increased.

If you are a consumer of 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 the following:

The new gazetted rebate is **\$0.2161** (GST exclusive) per day applied against the dollar and cents value. This rebate equates to an annual rebate of **\$86.75** per year (GST inclusive).

How to apply for a rebate

To find out if you are eligible and for more information on how to apply for a rebate and concession visit www.meteredenergy.com.au

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.

Contact Information

Phone

1300 633 637, Monday to Friday 7:30am to 5:30pm
Emergency after hours contact 1300 761 581

Website

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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>