

# CUSTOMER STORY

DARREN MCCOUBRIE



Haberfield, NSW



6.6kW solar  
13.5kWh Tesla Powerwall



2 adults, 2 children



Amber customer since  
September 2022

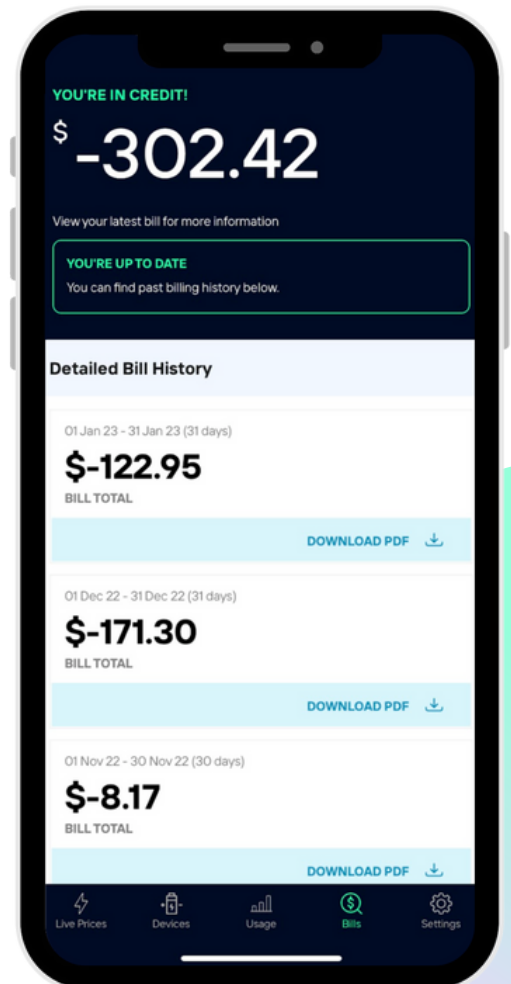
## SUMMARY

Darren McCoubrie first joined Amber in September 2022. Prior to this, his energy bills per quarter with EnergyAustralia averaged around **\$800** a quarter in winter and summer, and about **\$400** in autumn and spring.

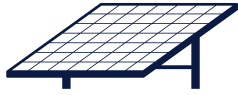
Once he joined Amber, Darren's bills fell to \$54 a month. Upon enrolling his battery in Amber for Batteries, Amber's battery automation and control technology, Darren's bills fell again, from **\$54.17** a month to **-\$15.21** for the month of October, and then **-\$8.17** in November.

In November, Amber informed Darren about a new, innovative tariff in his network, Ausgrid, that he could take advantage of to earn an even higher FiT. This tariff provides export rewards of **27.8¢/kWh** for solar energy sent to the grid between 2pm-8pm. As an Amber customer, this bonus FiT is applied on top of the wholesale feed-in tariff that Darren could access and Amber for Batteries optimises his system to make the most of the bonus FiT.

For Darren, this meant that his bill quickly shifted to **a credit of \$171.30** in December, and another credit of **\$122** for January. As of February, Darren is in credit with Amber by **\$302.42**.



## ENERGY SET UP



**6.6 kW**  
SOLAR SYSTEM



**13.5 kWh**  
TESLA POWERWALL

## DARREN'S SUMMARY STATS

**AVERAGE FIT**  
SINCE JOINING AMBER

**21.22** ¢/kWh

**AVERAGE USAGE RATE**  
SINCE JOINING AMBER

**23.32** ¢/kWh

**AVERAGE FIT**  
SINCE MOVING TO AUSGRID TRIAL  
TARIFF WITH AMBER

**27.96** ¢/kWh

**AVERAGE USAGE RATE**  
SINCE MOVING TO AUSGRID TRIAL TARIFF  
WITH AMBER

**20.18** ¢/kWh

**TOTAL  
BILL  
CREDIT**  
AS OF FEBRUARY 2022

**\$302**

## TIMELINE

**\$400-800**

**PRE-AMBER**

Darren's bills averaged **\$800** a quarter in winter/summer and **\$400** in autumn/spring

**\$54**

**SEPTEMBER 2022**

Joined Amber with his solar and battery, bills fell to **\$54** a month

**\$15.21**

**OCTOBER 2022**

Bills fell to **\$15.21** when Darren's battery was enrolled in Amber for Batteries

**\$8.17**

**NOVEMBER 2022**

Bills fell again, with Darren receiving **\$8.17** in credit. Darren joins the Ausgrid two way trial tariff at the end of November

**-\$122**

**JANUARY 2023**

Darren's exports fall slightly in January, but he still earns **\$122** with Amber for Batteries and Ausgrid's two way trial tariff

**-\$171.30**

**DECEMBER 2022**

Now on Amber for Batteries + Ausgrid's two way trial tariff, Darren earns **\$171.30** this month

# HERE'S AN INTERVIEW WITH DARREN ABOUT HIS EXPERIENCE

## **DARREN MCCOUBRIE**

Amber customer since September 2022

### **WHEN DID YOU FIRST INSTALL YOUR SOLAR AND BATTERY?**

We put the solar at our place a little over a year ago. We ran it through winter last year and had a look at what the performance was like and the bill benefits. We didn't feel it was good enough, so we went and got the battery.

The battery did what they do - pumped our solar into the battery during the solar period, then spread it out into the evening period. But the feed in tariff was really poor - about 7.5c/kWh.

### **WHY DID YOU DECIDE TO JOIN AMBER?**

I saw the opportunity to charge and discharge my battery in line with wholesale pricing with you guys and have seen a step down in my costs from that.

When you suggested I join the Ausgrid two way tariff, that added on a \$150 in credit a month, which is a huge opportunity.

### **HOW OFTEN DO YOU TAKE CONTROL OF YOUR BATTERY WITH AMBER?**

I haven't really done it much. Broadly I think the algorithm in SmartShift is doing its job and charging and discharging when it should.

### **WHAT WERE YOUR EXPECTATIONS/HOPES WHEN YOU JOINED AMBER?**

I was really hoping to improve my FiT. The gap of 15c a kilowatt hour between the price you buy and sell at on retail energy plans was really annoying me, and I hoped to do better than that.

I'm now expecting we'll get to a net zero bill on energy over the year, so that overall we pay nothing for energy.

### **WHAT WOULD YOU SAY TO OTHERS CONSIDERING A BATTERY AND AMBER?**

**The ROI analysis that a lot of people do is that a battery doesn't work on its own but it certainly does on Amber and the revised Ausgrid tariff.**

As long as that's around there's an incentive to do more with your renewable contribution - I'm even considering putting another battery on.



**Talk to these guys because the old retailers are dinosaurs and need to move on. Change is needed and Amber is delivering that, and I 100% support it.**

To anyone who's got an EV, or solar and a battery, I'd say 'Check these guys out'. If Amber manages your battery, you'll be better off. If Amber manages your battery and your car, you'll be even better off. If they can change your tariff to one of these trial tariffs like the Ausgrid one I'm on, you can shoot for the stars."

**Darren McCoubrie**

Amber customer in the Ausgrid region  
since September 2022