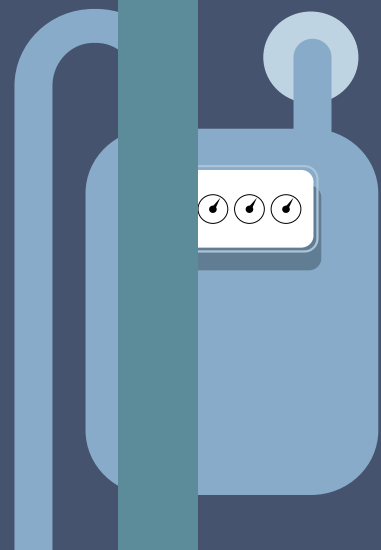
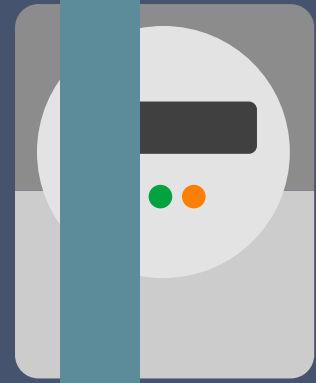


# ESTIMATED BILLS

## WHAT ARE THEY AND HOW CAN I AVOID THEM?



**Electricity and gas meters are usually read every 3 months (or at least once every 12 months). Your energy retailer receives meter readings from your local distributor, so you can be invoiced.**

Some electricity customers have a smart meter that doesn't require physical meter readings because the data is sent directly to your electricity distributor. Gas meters are still read in person.

You may be issued with an estimated bill if your meter couldn't be read.

The most common reasons are access issues, such as:

- ✗ Locked gates
- ✗ Pets preventing access
- ✗ The meter being located in an inaccessible place

In rare instances, a meter may not be read due to weather events like flooding or bushfires, pandemics, faulty meter reading equipment or issues with the meter data.

# HOW TO AVOID ESTIMATED BILLS

The most common reasons your meter cannot be read are access issues...



In rare instances your meter may not be read due to weather events like **FLOODING** or **BUSHFIRES**



Estimated reads can be avoided by ensuring there is **EASY AND SAFE ACCESS** to your electricity and gas meter



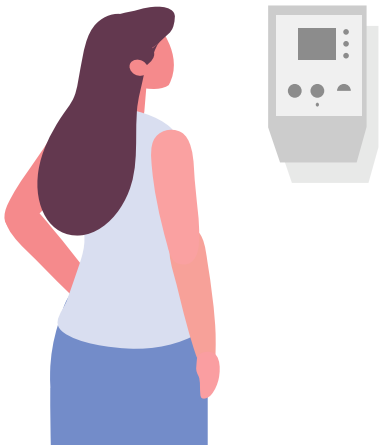
Make sure there are **NO TRIPPING HAZARDS** or anything blocking the meter.

## HOW TO AVOID AN ESTIMATED BILL

Avoiding estimated bills can help you to stay on top of your energy costs.

Estimated reads can be avoided by ensuring there's easy and safe access to your electricity and gas meter. Providing clear access will also help reduce the chances of getting an estimated bill, so make sure there are no objects that could be a tripping hazard or blocking the meter.

If your meter's hard to find let your energy retailer know, they can provide access details to the local distributor who reads your meter.



To keep control of your energy use and costs, it's better to get an actual bill, rather than an estimate.

If you don't want to wait to rectify an estimated bill, you can also submit a self-read and have your bill updated directly to your retailer - there are some situations where you may not be able to submit a self-meter read, so it's best to speak to your retailer.

### WANT TO KNOW MORE?

If you have questions about an estimated bill or meter access, speak to your retailer. Your retailer's phone number is located at the top of your energy bill.

## HOW DO I KNOW IF MY BILL IS AN ESTIMATE?

**If your bill has been estimated, it must say so. It may appear as the letter 'e' or the word 'estimated' next to the usage charge.**

Your bill can be estimated based on your previous usage, sometimes the estimate may be different to what you've used. If this occurs your next billing period may be impacted to account for the difference between your actual and estimated usage - this means the billed amount may adjust over time, but in the end, you will only pay for the electricity or gas that you've consumed.

- ↓ If the estimate is above your actual usage, it will reduce the costs on your next actual bill.
- ↑ If the estimate is below your actual usage, this extra consumption will be 'back-billed', which means your next bill may be bigger to reflect the difference.

**Energy retailers can back-bill up to nine months prior, so it's best to check your bill to see if you've received an estimated read.**

### FACTSHEET: ESTIMATED BILLS

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