

20160119 email to Qld Competition Authority through their website:

I am a single person household, aged 76 , and my Ergon electricity account [REDACTED] for the last quarter to 16/12/2015 has :
a total electricity charge (Tariff 11 and Tariff 33) of \$62 (incl GST) and a service fee of \$100.97.

The service fee is 63% more than the charge for the electricity used.

I was living continuously in the house in the quarter

Can you suggest a way to reduce the service fee to a more reasonable proportion of the charge for the electricity used by small households where the principal occupier has a concession card. The state government rebate is appreciated but that is significantly lost to pay the large service fee.

Electricity Account



004814 044 25 5222 QD 91 1249 3180 0240



TAX INVOICE

Account Number 1249 3180
National Metering Identifier (NMI) 30330626682
Issue Date 18/12/15
Billing Period (86 days) 21/09/15 - 16/12/15
Security Deposit Held NIL

Account Summary

Previous Account	\$109.66
Payment received 13/10/15	\$109.66 CR
Opening Balance of this Account	\$0.00
<hr/>	
Electricity Charges	\$162.97
Other Charges & Credits	\$69.30 CR
Total New Charges	\$93.67
<hr/>	
Total Amount Due	\$93.67

Total Due \$93.67
Pay By 12 JAN 2016

Supply Details

Next Meter Read (approx) 18 MAR 2016

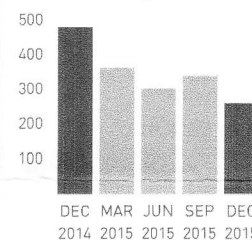
Compare Your Usage

Average daily cost (inc. GST) \$1.90

Average daily usage (kWh)

This account 3.0
Same time last year 5.0

Total Usage (kWh)



Electricity tariff rates, including minimum charges, service fees and conditions of supply, are available at ergon.com.au or by phoning 13 10 46.

Contact Us



Account Enquiries & Complaints
13 10 46 (7am-6:30pm Mon-Fri)



Faults
13 22 96 (24 hrs, 7 days)



Life-threatening emergencies
Triple Zero (000) or 13 16 70 (24 hrs, 7 days)



customerservice@ergon.com.au
ergon.com.au

Ergon Energy Queensland Pty Ltd ABN 11 121 177 802



You don't pay
quarterly for
milk, so why pay
quarterly for
electricity.

Sign up for
Direct Debit today!

Meter Number	Tariff Description	Previous Reading 21/09/15	Current Reading 16/12/15	Supply Period	Tariff Component	Days	kWh	Cents per kWh [exc GST]	GST	Total (inc GST)
Electricity Charges										
10069050	Tariff 11	9905	9927	21/09/15 to						
10069144	Residential	90957	91163	16/12/15	All Consumption		228	22.238	\$5.07	\$55.77
					Service fee	86			\$9.18	\$100.97
15026559	Tariff 33	29842	29872	21/09/15 to	All Consumption		30	18.872	\$0.57	\$6.23
	Economy			16/12/15						
Total							258		\$14.82	\$162.97
Other Charges & Credits										
	Metering Services Charge [86 days @ \$0.0669]								\$0.58	\$6.33
	Qld Govt Electricity Rebate [86 days @ \$0.7994]								\$6.88CR	\$75.63CR
Total									\$6.30CR	\$69.30CR

Other Information

Concessions and Rebates 13 10 46

A QLD Government Electricity Rebate is available to eligible holders of a QLD Government Seniors Card, Pensioner Concession Card or Repatriation Health Card for All Conditions (Gold Card) in receipt of either of the following benefits – War Widow or Special Rate TPI. For information about other Government relief schemes, please contact us.

Moving Premises 13 10 46

Call to arrange a final reading and/or a new application before you move. You are responsible for this account and electricity used until a final meter reading is obtained.

Privacy 13 10 46

Please let us know if you would prefer not to receive any direct marketing material from Ergon Energy.

For further information about Ergon Energy's Privacy Policy, please refer to the Privacy & Security Statement at ergon.com.au.

Meter Reading 13 10 46

Safe and convenient access is required. If we have trouble accessing your meter, e.g. a locked gate or dog present, we can only forward an estimated account. If this happens call us to make arrangements for future meter readings.

Interpreter Service 13 14 50

Servizi di interpretariato e traduzione
Dolmetscher- und Übersetzungsdienst
Mga serbisyo sa pagsasalin-wika
Tolk- en vertaal diensten

通訳・翻訳サービス

Ερμηνευτικές και Μεταφραστικές Υπηρεσίες

傳譯與翻譯服務

National Relay Service

TTY/voice calls 13 36 77 and Speak & Listen
1300 555 727.

Compare Your Electricity Usage With Other Households in Your Area.



Find out how average electricity usage of other households is calculated and ways to save electricity at energymadeeasy.gov.au

Ergon Energy Payment Options



Online (Visa or Mastercard)
ergon.com.au/bpoint Ref: 12493180



Direct Debit
Call 13 10 46 to organise.



Phone Pay (Visa or Mastercard)
Call 1300 363 214 Ref: 12493180



By Mail
Post this slip with cheque/Australia Post money order payable to 'Ergon Energy' (do not staple) to Locked Bag 3403, BRISBANE QLD 4001.



Electronic Funds Transfer
Call 13 10 46 to organise.



In Person
At any Post Office, or authorised agency.



Biller Code: 1552
Ref: 1249 3180 6

Telephone & Internet Banking – BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

Australia Post *468 12493180 7



Billpay Code: 0468
REF: 1249 3180

If you are having difficulty paying this account, talk to us before the pay by date about payment options on 13 10 46.

Total Due

\$93.67

Pay By

12 JAN 2016

CBA 831 65328 1249 3180 6



*468 12493180 7

<0000009367>

<065328>

<000000124931806>

>