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# Getting the most out of Energy Made Easy

Shopping around to find a new energy offer can save you money. You can use Energy Made Easy to compare offers from energy retailers. It is run by the Australian Energy Regulator and is designed to help households and small businesses make informed choices about electricity and gas offers.

You can search for new energy offers, compare your household's electricity usage and get tips and advice on how to make your household or business more energy efficient. This fact sheet will show you how to get the most out of Energy Made Easy.

## What is Energy Made Easy?

The Australian Energy Regulator created Energy Made Easy ([www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)) to help residential and small business customers make more informed choices about electricity and gas offers.

The website also provides information so that you can understand and compare your residential electricity usage against similar households in your area. You can also get information on energy efficiency, contracts, billing and your rights when purchasing energy.

## What information can be found on the website?

Energy Made Easy provides information about:

- all generally available electricity and gas offers for your household or small business
- how your electricity usage compares to similar sized households in your area
- steps you can take to make your household more energy efficient
- your consumer rights when purchasing energy services
- how to understand and read your energy bill.

## How do I use Energy Made Easy to compare energy offers?

1. Go to [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au). Select either the residential or small business button in the 'Compare energy offers' box on the home page of the website.
2. Select what offers you want to compare—gas, electricity or both and type in your postcode. If you have the following extra information—billing period, your current tariff and how much energy you used in that period, Energy Made Easy can also display the estimated annual cost.
3. Energy Made Easy will then show all the generally available offers for your area. Information displayed will include the name of the retailer, a unique offer identification number, the type of tariff, key terms and conditions, special contract features and links to the retailer's website.
4. You can also select up to three offers to compare side-by-side to help you assess which offer is best.
5. Each offer has an Energy Price Fact Sheet that includes the offer identification number, which you can print or save. If you find an offer you are interested in, you can contact the retailer and quote this number.

## What is an Energy Price Fact Sheet?

The National Energy Retail Law requires retailers to provide an Energy Price Fact Sheet—a summary of the features, terms and conditions of the contract. It includes the price and the contact details for the retailer and any discounts or fees that apply. You can print or save a copy from Energy Made Easy.

## Does Energy Made Easy have all the latest offers?

The Retail Law requires retailers provide Energy Made Easy with all of their current generally available electricity and gas offers.

Some energy retailers offer special or one-off deals (for example, to members of a club, or residents on one street) which are not generally available to all customers in a particular area. These types of offers are not included on Energy Made Easy.

## Is Energy Made Easy a switching website?

No, Energy Made Easy is an independent energy price comparison website run by the Australian Energy Regulator. It is not a commercial switching website.

If you are interested in any of the offers on Energy Made Easy, you can read, print or save the Energy Price Fact Sheet for that offer. There is also a link on Energy Made Easy to the retailer's website to help you to make further inquiries. If you are interested in taking up the offer, your new retailer will arrange for your service to be switched over.

Before you switch to a new retailer, you may want to check with your current retailer if any exit fees apply to your current contract—they may also be able to provide a better offer.

## Does Energy Made Easy recommend a particular energy offer?

No. As every household has different needs, Energy Made Easy won't recommend a particular offer. Instead, it provides current information in a clear and simple way so that you can make an informed choice.

## What other tools are on the website?

Energy Made Easy includes a tool to compare residential electricity usage. By knowing how much electricity your household uses compared to similar sized households in your area, you can get an idea of whether you use more or less electricity than average. Energy Made Easy also has tips on how you can save energy.

## How do I use the compare electricity usage feature on Energy Made Easy?

Just click on the 'Understand and compare your energy usage' box on the home page of Energy Made Easy. Simply type in your postcode and how many people live in your household and Energy Made Easy will display the average electricity usage of similar sized households in your local area. The information displayed is annual energy usage and by season as energy usage can change in the cooler winter months and the warmer summer months.

## More information

### Australian Energy Regulator

AER Infoline 1300 585 165

AER website [www.aer.gov.au](http://www.aer.gov.au)

Energy Made Easy [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

### Other contacts

Indigenous Infoline 1300 303 143

For information in languages other than English call 13 1450 and ask for 1300 585 165

Speak and Listen users phone 1300 555 727 and ask for 1300 585 165

TTY users phone 13 3677 and ask for 1300 585 165

Internet relay users connect to the National Relay Service ([www.relayservice.com.au](http://www.relayservice.com.au)) and ask for 1300 585 165

Australian Competition and Consumer Commission  
23 Marcus Clarke Street, Canberra, Australian Capital Territory 2601  
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