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In the course of my business dealings, I often have to look at customers electricity bills and there needs to be a standard format which shows all the details of the charges. In particular, there are standard DNSP charges which will apply in a given location / circumstance irrespective of the retailer.

These charges should be completely visible along with the DNSP and the Tariff the customer is on. Often, I have to guess and test to find out what tariff they have been put on. Of course the NMI can be decoded to determine the DNSP but this should be spelled out.

Then on top of the fixed and variable network pricing, there need to be a clear application of retailer fixed and variable charges especially indicating, in both cases if there are inclining or declining block tariffs and what the limits and rates of these are.

This helps to show the sensitivity of energy savings to price. There also needs to be a section which deals with new technology, eg installation of a Solar PV system or Battery Storage so that it is obvious what the charges will do in relation to large changes in consumption, eg no change down to x kWh / day then a new tariff will kick in. Too often, the analysis is done and then after the event, retailers and DNSP's change the slope on the playing field which destroys the customers savings.

There also needs to be a section of what options are available to the customer, eg the possibility to conglomerate a number of customers electrically located on the same transformer so that they can be considered as a single load and the export, consumption and time shifting usage can be shared around with those customers AND the retailer sharing in the benefit.

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