

Energy Coaching



Energy at Home Workbook

Become an electricity expert and learn how to make the most out of your power

Notes

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Energy coaching is available to help you make the most of your electricity and break down everything you need to know about your home and appliances, electricity use, and power bill.



Energy coaches can support you with tips and tricks to save money on your power bill and keep warm, step by step guides to understand electricity and your bill, information on the support available to you, and much more.

By the end of this workbook, you'll be an electricity expert!

Inside this booklet you'll find...

- 03 Things to check to make sure your home isn't adding more to your power bill
- 04 Tips to make sure you're getting the most out of your electricity
- 05 A step by step guide to understand your power bill
- 06 Your personal action plan
- 07 Where you can get more support

The state of your home can make a massive difference in the health of you and your whānau and your power bill.

First, check if your home is insulated. This is the most important thing you can do to make sure your home isn't losing heat. All rental properties must be insulated by law— you can read more about your rights as a tenant [here](#).

Use your curtains! Opening your curtains when the sun's up and closing them before sunset helps you make the most of the natural heat from the sun. Double layered or thick curtains that sit close to the window and extend all the way to the floor to this job best.

Seal up any cracks and gaps in your house to keep the hot air inside and the cold air out. A good place to look is around your doors and windows. You can seal up your windows with some draught tape from a hardware store and use a draught stopper in front of your door. You could even make your own draught stopper by rolling up a towel or stuffing an old rugby sock!

Ventilate your space – it's much harder to heat damp air so you'll end up using more electricity to keep warm. Make sure there's a way for damp air to leave while you're cooking and showering by opening a window or using an extractor fan.

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Your Electricity

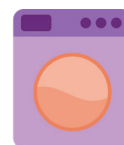
Electricity is a big part of our day to day routines – but it's something that we often don't think about while we're using it.

Understanding how we use electricity in our homes and how to use it efficiently will help you make the most of your power.

Appliances

Using appliances efficiently can help you save hundreds of dollars on your bill, so you can use that power where it counts most – like to heat your home.

Here are our top five simple things you can do around your home to make sure you're getting the most out of your electricity.



Set your washing machine to use cold water. Most washing machines do a great job washing clothes with cold water, and only really stubborn stains need hot water to clean. Using cold water could save you money and while you're at it you could save more load by drying your clothes outside. rather than the dryer.



Don't leave your appliances on stand-by - instead, switch them off at the wall. Lots of devices like your microwave, TV, and PlayStation draw power even when you're not using them and could be costing you more than you realise.



Set your heaters (including your heat pump) to between 18-22°C, the ideal temperature range to keep you healthy and energy-efficient. Most heaters won't be able to heat more than just one room, so shut the door and stay cosy.



Switch to LED bulbs for lighting - they're more efficient and they last longer. Switching the lights in your home LED bulbs can save you money. The best place to find LEDs is in hardware stores, where they're often more affordable than at other suppliers.



Long showers can add up quickly, costing you hundreds of dollars a year. Most standard showers use about 9-16 litres of water per minute, depending on the showerhead and pressure. Checking the shower flow will help you work out if its efficient.

Your Power Bill

Understanding your power bill can be overwhelming, but it doesn't have to be. We've pulled together all the key bits of information to look out for on your next power bill to help you piece together the puzzle.

Your Name Here
21 Example Road
Mangere
Auckland 2022

Your Customer Number:

1. Customer Information

This piece is easy - it should contain your name, customer number, and address. If it says to 'The Occupier' it means the company doesn't know you and you haven't set up a contract with them- give them a call to set up the best plan for your needs

Invoice date
12 October 2021

Statement number
999910001

GST number
99-000-001

GET THE POWER

166 Featherston Street,
Wellington 6011

Our customer helpline hours are
Mon 8am to Fri 8pm:
Call 0800 999 9991

2. Power Company Information

This piece is also pretty easy as it usually just has the power company information. This could be a fancy logo, contact information, and an invoice date which is the day the bill was created.

Help

There are a range of organisations that can support you with targeted assistance through energy coaching.

Households at high risk of energy hardship can receive help from their power company, a local budgeting support service, or Healthy Homes support services.

There are also online resources available at energymate.nz to help you make the most of your electricity.



Your Personal action plan

#1 Check my plan

Get in touch with your power company and they'll advise if you're on the right plan for your needs. You can also check comparison websites to compare companies and plans

#2 Check my meter

The meter box is usually located on the outside of your house. It measures the amount of electricity you use in your home. You can check the kilowatt hour (kWh) reading and see that it aligns with the reading on your bill to make sure you're paying the right amount.

#3 Check my appliances are efficient and safe

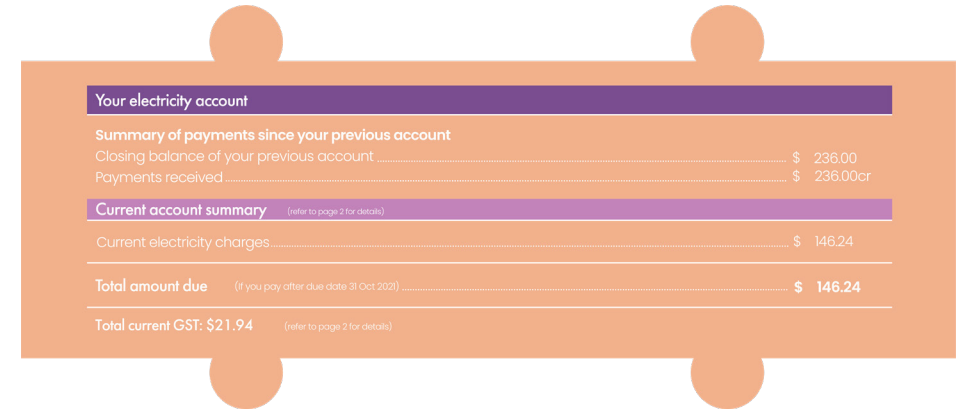
You can find out about what appliances are best and how much they cost to run at <https://www.eeca.govt.nz/for-homes/energy-saving-technology/>

#4 Call my Power Company

#5

#6

#7



Your electricity account	
Summary of payments since your previous account	
Closing balance of your previous account	\$ 236.00
Payments received	\$ 236.00cr
Current account summary (refer to page 2 for details)	
Current electricity charges	\$ 146.24
Total amount due (if you pay after due date 31 Oct 2021)	\$ 146.24
Total current GST: \$21.94 (refer to page 2 for details)	

3. Charges

Your bill lists the charges that need to be paid along with any other outstanding charges if you've missed recent payments.

If you qualify for any discounts, you'll usually find that alongside the outstanding amount due.

A very important piece of information on this piece is the due date the bill needs to be paid by. Try your best to pay the bill on time to avoid any late payment fees. If you think you won't be able to pay your bill for any reason, get in touch with your power company. Your retailer's support team will be able to offer you support if you're having trouble paying your bill.

This part of the bill will also include the name of your plan and what period you've been billed for. Most power companies will bill you monthly but depending on your plan and how you're paying you may be billed fortnightly or even weekly.

The plan you're on might not necessarily be the right one for you. You can use a website like Powerswitch to compare plans and retailers and find the best deal for you



Turn the page to see the last pieces of the puzzle



Ways to pay

Use the App

Use the Get the Power App to manage your account, wherever you are. Download from Google Play or the App Store.

Direct Debit

Pay your bill automatically every month from your bank account. Set this up on the Get the Power website, the Get the Power App or by calling us.

Credit/debit card direct debit

Pay by Credit/Debit Card. A 1% card fee will apply.

Internet and Phone Banking

Most banks have Get the Power set up as a Payee, otherwise our account number with ANZ is 01-0123-01234567-01. Please use your Customer Number and name in the reference fields.

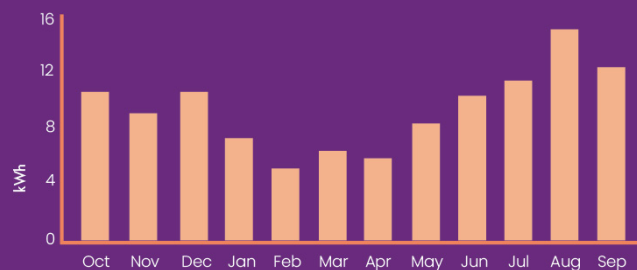
Over the Phone

Call us to pay by Credit/Debit Card, or to set up a direct debit.

4. Ways to Pay

This part of the bill outlines ways you can pay your bill. The easiest way is usually by internet banking these days, but most retailers also accept phone banking, direct debit, and credit or debit card payments.

Average daily electricity usage



5. Graph of Power Use

Some companies have a handy graph of usage which charts how much electricity you've used each month so you can see trends over time. These graphs usually show power use increasing over the winter months and decreasing in summer months. This graph is a good way to see if your habits match the usage the power company has recorded and charged you for – if something doesn't look right call you power company to ask. Most power companies have a an app with useful information about your power account.

Current electricity usage

ICP	Previous reading	Current reading	Read type	Units used	Rate	Total
Choice power plan 009091834AA-1Q9	8993	9442	Actual	449 @	20.00 c/unit	117.50
Daily fixed charge - standard user				30 days @	1.3300 c/day	9.67
					Sub total	127.17
					GST	19.07
						\$146.24

Total current electricity charges

Your average daily electricity cost for the billing period is \$5.04 including GST
This bill covers the 30 day period from 1 Sep 2021 to 30 Sep 2021.
Your meter was read on 30 Sep 2021

6. Your Power Use Data

This part of your power bill is confusing at first glance, but is less complicated than you might think.

This piece breaks down how many units of electricity you've used and the price of the units, and the price you've paid to get the electricity to your house. These two items on your bill are called the "variable charge" and "fixed charge".

The variable charge is the cost of the power you've used, displayed in kWh (kilowatt hours) or sometimes referred to as "units". This is a measurement of how much power you've used during the billing period, and you've charged per unit used.

The fixed charge is the cost of getting the power to your house and other essentials like your power meter. Your fixed charge is charged per day is the same regardless of how much power you use.

Feedback

If you have any concerns or feedback about our service or want to make a complaint please call us on 0800 300 400 or email us at help@getthepower.nz

If we're unable to resolve your complaint you can call the free independent dispute resolution service provided by Utilities Disputes on 0800 22 33 40 or visit utilitiesdisputes.co.nz.

If you're interested in comparing your plan to others, you can enter your usage data on powerswitch.org.nz.

POWERSWITCH
by consumer.

UTILITIES DISPUTES
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7. Call when you need help

The most important thing to keep in mind is to get in touch with your energy retailer if you're unsure about anything in your bill, if you think something might be wrong, or if you think you won't be able to pay your bill for whatever reason. Your retailer's support team will be able to explain your bill to you and can offer you support if you're having trouble paying your bill.

If you're unable to resolve the issue to your satisfaction, Utilities Disputes provides an independent and free service that can help resolve challenging issues.