

Media release



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Tips to keep electricity costs down this winter

With winter on our doorstep, Energy and Water Ombudsman Jane Pires is reminding Queenslanders to watch their energy consumption during the colder months.

"Many people contact the Energy and Water Ombudsman Queensland (EWOQ) for assistance with high energy bills, especially after a cold winter," Ms Pires said.

"It's important to stay comfortable during a cold winter, but it's equally important to keep costs down for you and your family."

Ms Pires said the increased use of heaters and hot water during these months can significantly increase energy bills, which could bring an unwelcome surprise at the end of the billing cycle.

"The last thing you want is a nasty shock at the end of the season when you open your electricity or gas bill," she said.

"Ensure you check your appliances for damage, as faulty, old and inefficient appliances can cause a significant increase in the total amount of energy used in your home or business.

"A licensed electrical contractor can check your appliances for faults if you believe there is a problem.

"Other ways to help reduce your energy bills include replacing worn fridge seals, using energy-efficient light bulbs, turning off appliances at the wall, insulating walls and ceilings, using a clothes line rather than dryer, and only using washing machines and dishwashers at full capacity.

"Also, remember to set your air conditioner to an energy-efficient 18-20°C in winter, and seal gaps and close doors, windows and curtains to heat rooms quicker and keep them at a comfortable temperature for longer."

Ms Pires said people often underestimate how much energy they use at home.

"People forget that household appliances use significant amounts of electricity in standby mode - when the appliance is not in use, but still turned on at the wall. So if you're not using it, turn it off at the wall where practical.

“Remember energy and water efficiency can save you money on your bills and help the environment.”

Ms Pires said people who were experiencing payment difficulties should contact their energy provider immediately.

“No one wants to see a customer disconnected, so people should talk to their provider and discuss ways to take care of the bill including a payment plan. If you cannot agree on a solution with your energy provider, contact EWOQ for assistance on 1800 662 837 or visit www.energywatercomplaints.com.au,” she said.

ENDS

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