



1. How often are Tariffs reviewed?

All Gas and Electricity retailers review their prices annually at the end of each year.

2. What are the main reasons for the increases in the Tariff costs?

The main reasons for the tariff increase are:

- preparing for the rollout of new smart meters;
- increases in network prices; and
- increases in the cost of electricity.

We have increased our prices in line with the increases in these wholesale costs.

3. What is a smart meter?

Currently, most household meters can only record total electricity usage for a period of time whereas smart meters record usage every half hour.

4. Why do I have to pay for a smart meter if I don't have one?

The Victorian Government has decided that the rollout of smart meters will enable consumers to better manage their energy usage by providing more detailed and timely information on electricity use. The pricing approach has been agreed between the Australian Energy Regulator and each network company.

5. How do Neighbourhood Energy's tariffs compare with other retailers?

We believe in keeping things fair, and as a result, Neighbourhood Energy's tariffs for 2010 are highly competitive compared to other Victorian Retailers. You can compare Neighbourhood Energy's rates with other Victorian retailers by visiting the Essential Services Commissions website where all retailers have their gazetted prices listed. It is important to remember that Neighbourhood Energy is continuing to keep your 10% pay on time discount to ensure that we provide you with our lowest possible rates.

6. What is Neighbourhood Energy doing about the increase?

Neighbourhood Energy hates charging our customers more. We have made the decision to continue to provide customers with the 10% pay on time discount, and give each of our customers the option of taking up a whopping 12% pay on time discount if you agree to sign up with us for 24 months. This is our way of showing you that we are committed to keeping costs low, and allowing you to use your money the way you want.



7. How will my bill show the changes to the electricity prices?

Your average daily electricity consumption is calculated using the total energy consumption over your normal billing period.

Your new bill will show separate amounts for the number of days you used electricity at the former tariff rates, and the number of days you used electricity at the new tariff rate. Your total bill will therefore be the sum of these two amounts.

8. When will the new pricing come in to effect?

The pricing will come into effect from the 5th of February 2010.

9. Where can I find more information about my rates and options?

Neighbourhood Energy has recently sent you a letter explaining your old prices and your new prices. All of Neighbourhood Energy's rates are available on our website at www.neighbourhood.com.au or you can visit the Essential Services Commission's website at www.esc.gov.au after 5th of February 2010.

More information regarding smart meters is available at www.aer.gov.au

