



ELECTRICITY BILLS & METER READINGS



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CHECKING YOUR BILLS & METER READINGS

ARE YOUR PUMPS ON THE MOST APPROPRIATE TARIFFS?

- Check and review your electricity account to verify that your pumps are on your preferred tariff (see EEGAI Fact Sheet No.3 Tariff Options).
- You are allowed a once yearly change to your tariff options. There are specialist advisors who can help determine the best option for a particular farmer's situation. Contact Ergon Energy call centre on **1300 135 210**, (Monday-Friday), or email businesscustomerservice@ergon.com.au and ask for a cost comparison for your accounts using the tariffs on offer.

DO YOU SUSPECT ANOMALIES IN YOUR ELECTRICITY ACCOUNT?

- Check the meter readings. Sometimes meter readings are estimated if the meter reader can't get to the meter box, and this may be the cause of an odd looking bill. If there appears to be an anomaly on your bill, call **13 10 46** (7.00 am - 6.30 pm Monday to Friday).
- The approximate date of your next meter reading is located on your most recent electricity bill. Actual meter reading dates may vary due to weather, scheduling changes or other unforeseen events.

DO YOU KNOW HOW TO READ YOUR ELECTRICITY METERS?

- If your meter is not functioning properly, you may be victim to electricity account anomalies. Your meters should be checked regularly to avoid any mishaps.
- Examples of different types of meters and how to read them are shown on the reverse side of this fact sheet.

A GROWER RECEIVED AN ELECTRICITY ACCOUNT AMOUNTING TO APPROXIMATELY \$8,000, WHICH WAS WELL ABOVE HIS AVERAGE BILL

FOR THE COST OF A PHONE CALL, HE WAS ABLE TO RECTIFY THE ISSUE; ANOTHER ACCOUNT WAS WRONGLY ASSIGNED TO HIM

TURNS OUT HIS ACCOUNT WAS ONLY \$1,200

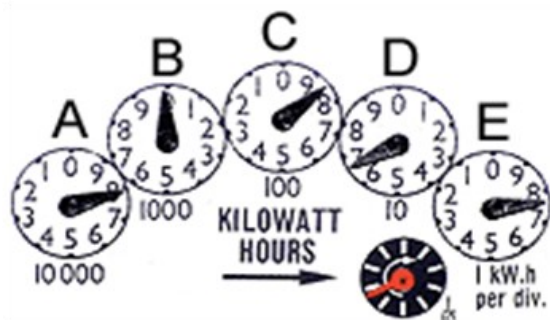
IT PAYS TO CHECK YOUR BILLS!

Fact sheets are available from the BBIFMAC office or www.bbifmac.org.au



COMMON EXAMPLES

CLOCKFACE (POINTER) METERS



The reading for this example is:

7-9-8-6-7

This meter has up to six clock faces. There is one hand on each clock face. The clock faces have numbers 0 to 9 and alternate between rotating clockwise and anti-clockwise.

When a dial hand points between two numbers, write down the lower of the two numbers.

When a dial hand appears to be exactly on a number, as with dial (A), look at the next dial to the right to see if it has passed zero.

Check your meters & record your actual irrigating time of use & total kW hours

DIGITAL (CYCLOMETER) DISPLAY METERS - DUAL RATE



The reading for this example is:

H 0-0-3-1-2

L 0-0-2-9-5

In this example, the meter shows two displays - H (High/Peak) and L (Low/Off-Peak).

NOTE: some meters may have the H and L displays reversed, in which case you may be charged on the High (peak) rate whilst you are actually irrigating during the off-peak time.

Also, be aware that if the fuse trips on the Low (off-peak) meter the system will default to the high rate reader.

Compare with your electricity account & note any anomalies

ELECTRONIC DIGITAL DISPLAY METERS



The reading in this example is:

0-0-4-7-6-3

This meter will automatically cycle through the various meter readings. It is not necessary to press any buttons to read this meter, simply watch as the various meter readings appear.

An electronic meter will also display readings for total usage, test, date, time and program ID. If error codes E and F appear then there is a problem with the meter.

By monitoring your actual irrigating time of use and total kW hours, you will know what to expect on your next bill and any errors can be quickly rectified.

Contact Ergon Energy on 13 10 46 (7.00 am - 6.30 pm Monday to Friday)