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3 Bristol Street

ESSENDON FIELDS VIC 3041

## UNDERSTANDING USAGE ON YOUR ACTIVE BILL

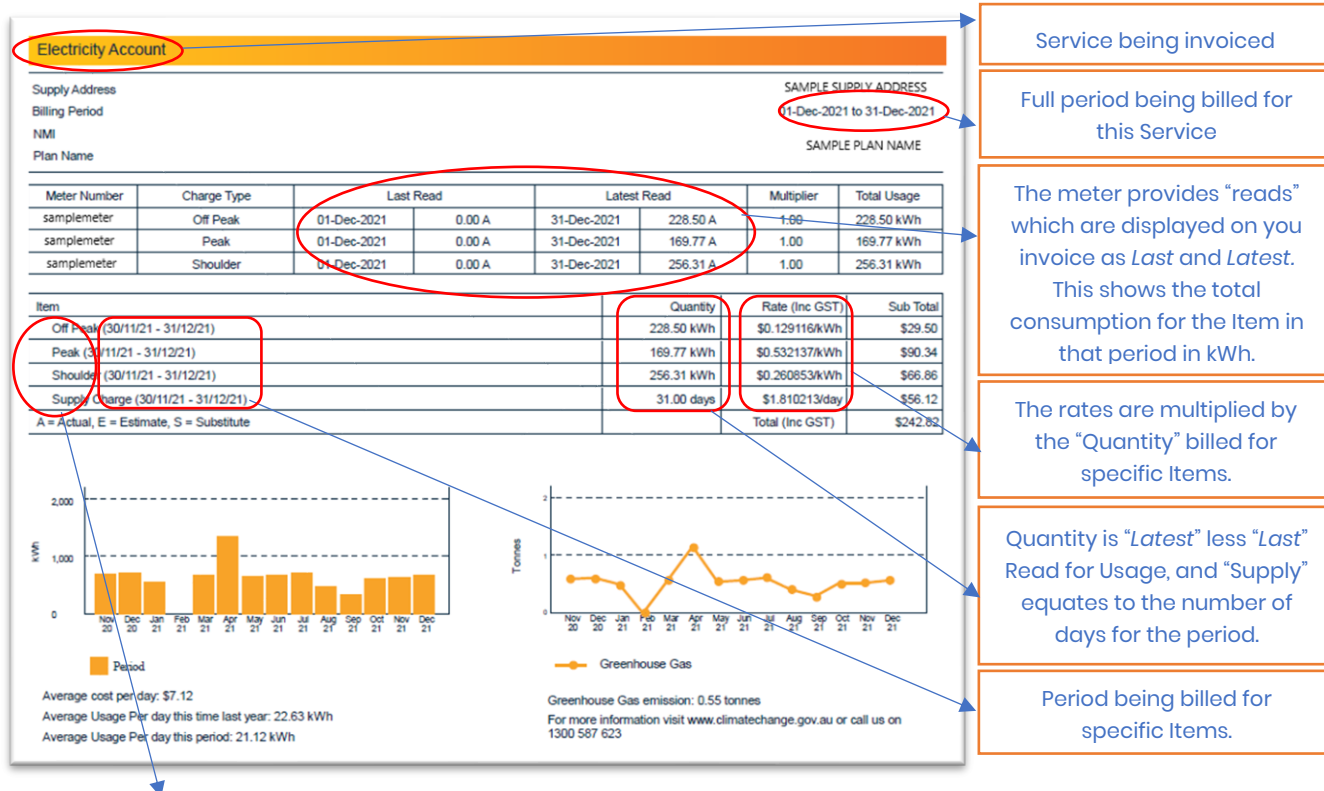
At ACTIVE we try to simplify things where we can. One of the benefits of being an ACTIVE customer is that you may have one Supplier for multiple utilities, and so receive one bill for all.\*

\*Your building may not have more than one service provided by ACTIVE.

### ELECTRICITY

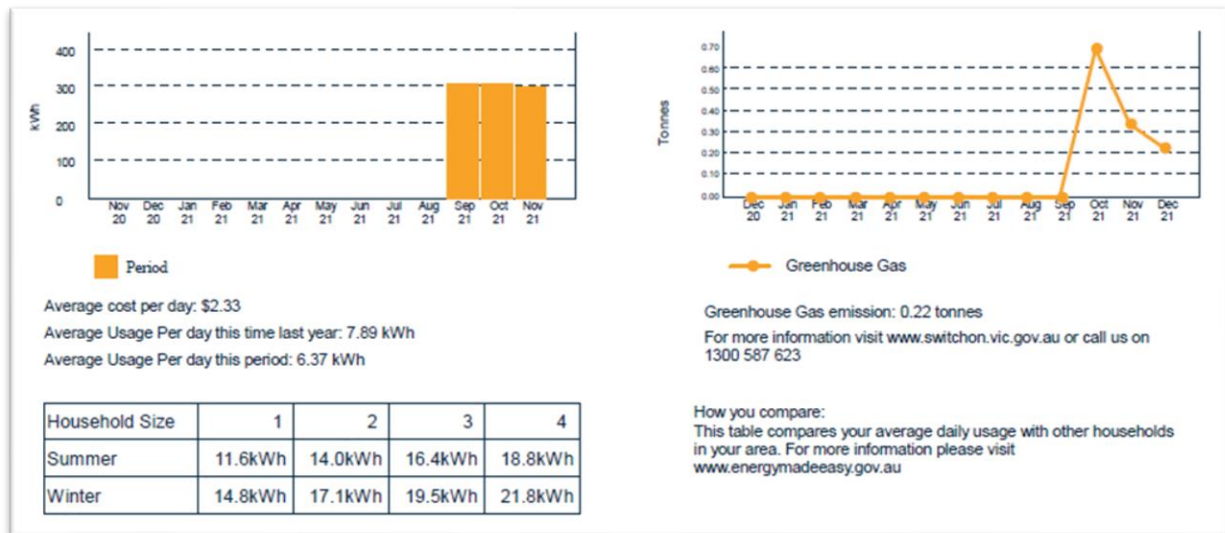
As a full customer of an Embedded Network, your electricity Usage is billed according to the setup of your electricity meter. The meter measures the electricity in kilowatts per hour (kWh). Each kilowatt is charged at a specific rate, all of which are displayed on your invoice:

- Time of Use (TOU) Plan – The TOU plan means that you pay different rates at different times of the day.
- Anytime Plan – The Anytime plan is one rate regardless of what time you use electricity.



The ITEMS on your invoice are defined with your plan. "Peak", "Off Peak" and "Shoulder" all relate to the time of day that the usage took place\*. You can save money by limiting the amount of usage that takes place in the more expensive periods, such as PEAK. The "Supply" Item is charged to cover the cost associated to maintaining the infrastructure that supplies you with electricity, such as the poles and wires.

\*Your plan may not include all ITEMS identified in this example or may be ANYTIME which is one flat rate for all electricity consumed. Other plans which include other Items exist and are predominately more applicable to large customers.



Your electricity invoice includes graphs and tables which may help you understand your historical electricity usage and the associated Greenhouse Gases. You can use these graphs to assess your usage and review what may have changed at certain times. This may in turn help you consider historical changes and conditions, such as weather, and the effect they have on your electricity bills. You can then use the Household Size table to assist you compare your usage to others.

## ELECTRICITY NETWORK ONLY BILLING

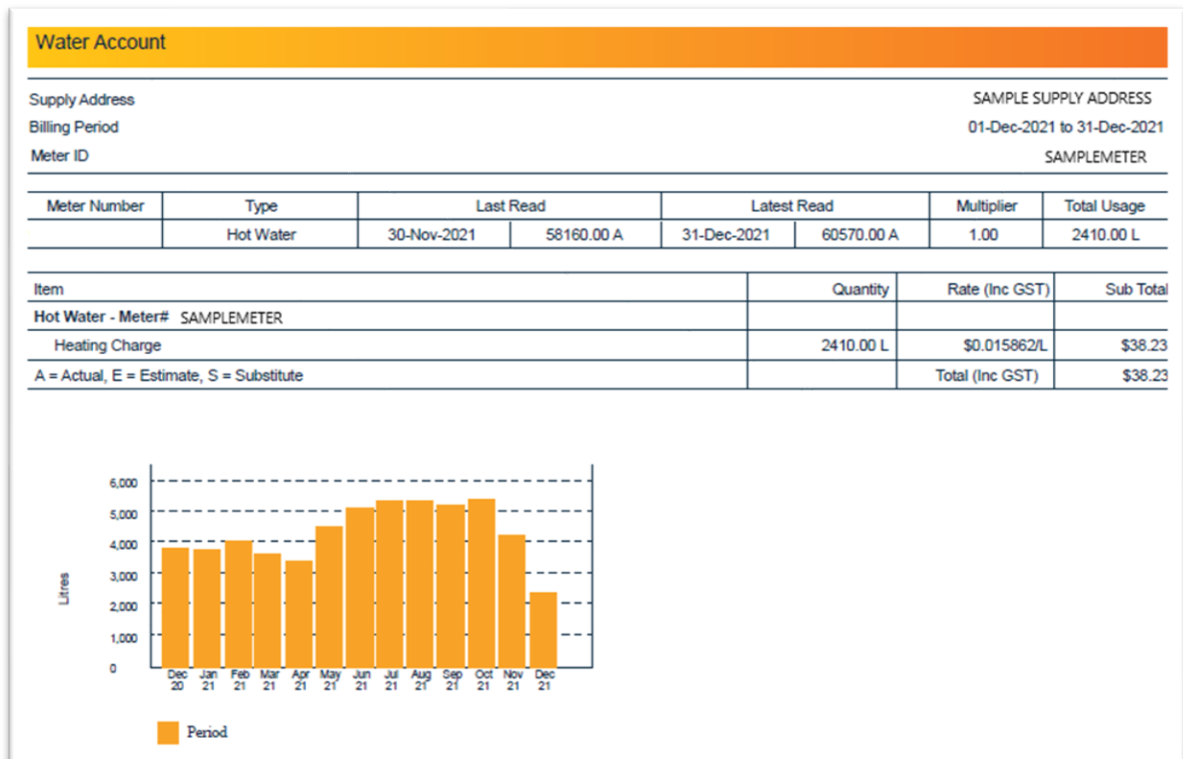
You may have elected to procure electricity from a “market” Retailer and as such you receive a “Network Only” invoice from Active. This invoice from Active covers the cost associated to the use of the Network which provides you with electricity to your tenancy. These costs are regulated and defined by the Distributor for your area. They are not defined by Active.

You are billed by Active according to your electricity Usage which is captured on your electricity meter. The meter measures the electricity in kilowatts per hour (kWh). Each kilowatt is charged at a specific rate, all of which are displayed on your invoice.

If you are a NETWORK ONLY customer of Active, you should also be receiving an electricity invoice from your Retailer of Choice for the RETAIL component of your electricity. These charges should not include Network associated costs. If you are not receiving another invoice you should speak with Active or another Retailer to avoid future bill shock associated to back billing.

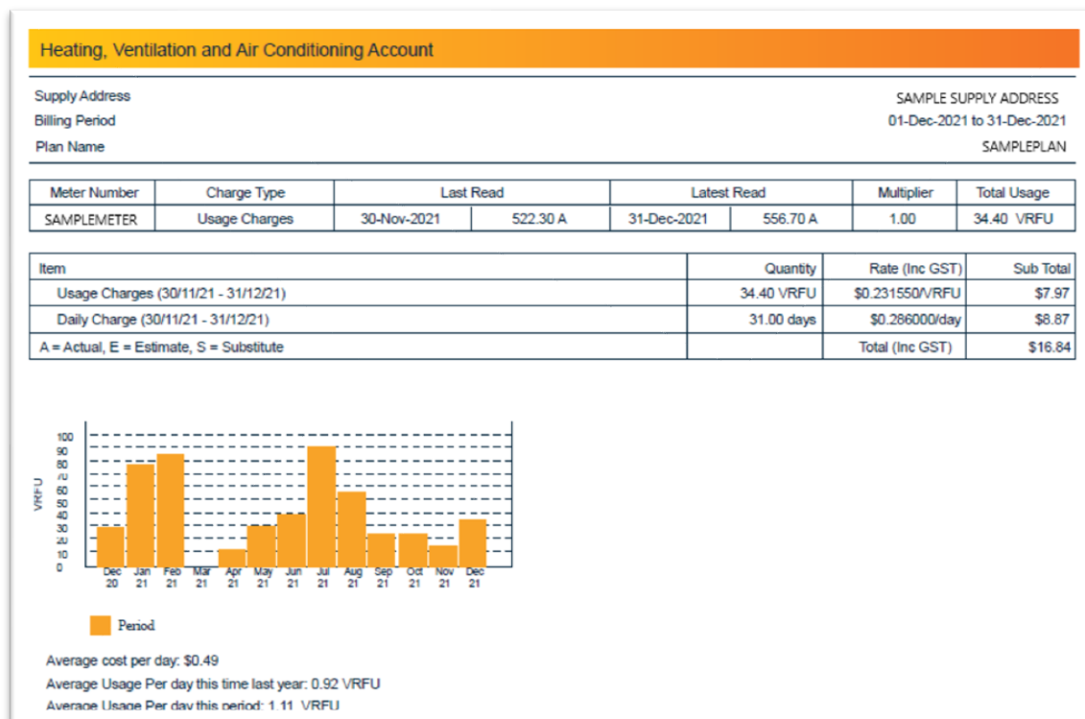
## HOT WATER

As per electricity invoicing, Hot Water is billed from data taken from a meter specific to your tenancy. The meter measures the flow of water through the hot water pipe for your tenancy. The unit of measurement for hot water is litres and is captured and invoiced for each period. The usage is calculated by subtracting the *Latest* read from the *Last* read. This total consumption is then multiplied by the rate which is defined by your plan.



## HEATING, VENTILATION and AIR CONDITIONING - (HAVC)

The Active HVAC solution uses a centralised condenser which is the central source of heating and cooling for your building. This condenser runs constantly to ensure the HVAC system is available on demand. As such a very small percentage of the total cost to run this condenser is allocated to each tenancy that has access to the system.



Variable Refrigerant Flow (VRF) units use a technology that combines both cooling and warming elements to provide the desired temperature. The unit measurements are the volume of refrigerant, the time spent Heating or Cooling, and the time spent idle.

Your apartment size will determine the size and number of units used to condition the air. Each of these individual measurements is combined to provide a single charging rate. On your bill from Active, this will be shown as Variable Refrigerant Flow Units (VRFU) and you will be charged on a cents per variable refrigerant flow unit basis (c/VRFU) using the data reads specific to your tenancy, provided through the Unit Controller and the Building Management System (BMS).

#### USAGE ASSESSMENT

Your Active invoice includes historical data so that you may assess your usage trends to try to understand the items and actions that influence your usage. With this information you can develop solutions that may allow you to lower usage across any of the services that Active provide and so reduce the cost to you.

#### ASSISTANCE

If you are experiencing financial hardship or just need some general assistance with making payments towards your Active invoices, it is important to call us on 1300 587 623, or write to us at [accounts@activeutilities.com.au](mailto:accounts@activeutilities.com.au), so that we can assist and ensure you are receiving the support you need. We are here to help.

The government website below may also provide you with more ideas on how you may reduce your usage and in doing so save money: <https://www.energymadeeasy.gov.au/>

For more information on Greenhouse gases and Australian Government's climate change strategies: <https://www.industry.gov.au/policies-and-initiatives/australias-climate-change-strategies>