I am a single person household, aged 76, and my Ergon electricity account for the last quarter to 16/12/2015 has:
a total electricity charge (Tariff 11 and Tariff 33) of $62 (incl GST) and a service fee of $100.97.
The service fee is 63% more than the charge for the electricity used.
I was living continuously in the house in the quarter
Can you suggest a way to reduce the service fee to a more reasonable proportion of the charge for the electricity used by small households where the principal occupier has a concession card. The state government rebate is appreciated but that is significantly lost to pay the large service fee.
**Electricity Account**

### Account Summary

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Account</td>
<td>$109.66</td>
</tr>
<tr>
<td>Payment received 13/10/15</td>
<td>$109.66 CR</td>
</tr>
<tr>
<td>Opening Balance of this Account</td>
<td>$0.00</td>
</tr>
<tr>
<td>Electricity Charges</td>
<td>$162.97</td>
</tr>
<tr>
<td>Other Charges &amp; Credits</td>
<td>$69.30 CR</td>
</tr>
<tr>
<td>Total New Charges</td>
<td>$93.67</td>
</tr>
<tr>
<td><strong>Total Amount Due</strong></td>
<td><strong>$93.67</strong></td>
</tr>
</tbody>
</table>

### Supply Details

- **Total Due**: $93.67
- **Pay By**: 12 JAN 2016

### Compare Your Usage

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Usage (kWh)</th>
<th>Average daily usage (kWh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 2014</td>
<td>500</td>
<td>3.0</td>
</tr>
<tr>
<td>Dec 2015</td>
<td>500</td>
<td>3.0</td>
</tr>
<tr>
<td>Dec 2016</td>
<td>500</td>
<td>5.0</td>
</tr>
<tr>
<td>Dec 2017</td>
<td>500</td>
<td></td>
</tr>
<tr>
<td>Jan 2018</td>
<td>500</td>
<td></td>
</tr>
</tbody>
</table>

Electricity tariff rates, including minimum charges, service fees and conditions of supply, are available at ergon.com.au or by phoning 13 10 46.

### Contact Us

- **Account Enquiries & Complaints**: 13 10 46 (7am–6:30pm Mon–Fri)
- **Faults**: 13 22 96 (24 hrs, 7 days)
- **Life-threatening emergencies**: Triple Zero (000) or 13 16 70 (24 hrs, 7 days)

Ergon Energy Queensland Pty Ltd ABN 11 121 177 802
### Electricity Charges

<table>
<thead>
<tr>
<th>Meter Number</th>
<th>Tariff Description</th>
<th>Previous Reading</th>
<th>Current Reading</th>
<th>Supply Period</th>
<th>Tariff Component</th>
<th>Days</th>
<th>kWh</th>
<th>Cents per kWh (exc GST)</th>
<th>GST</th>
<th>Total (incl GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10089050</td>
<td>Tariff 11</td>
<td>9905</td>
<td>9927</td>
<td>21/09/15 to</td>
<td>All Consumption</td>
<td>228</td>
<td>22.238</td>
<td>$5.07</td>
<td>$55.77</td>
<td>$65.84</td>
</tr>
<tr>
<td>10089144</td>
<td>Residential</td>
<td>90957</td>
<td>91163</td>
<td>16/12/15</td>
<td>Service fee</td>
<td>86</td>
<td>$9.18</td>
<td>$100.97</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15026559</td>
<td>Tariff 33</td>
<td>29842</td>
<td>29872</td>
<td>21/09/15 to</td>
<td>All Consumption</td>
<td>30</td>
<td>18.872</td>
<td>$0.57</td>
<td>$4.23</td>
<td>$4.77</td>
</tr>
<tr>
<td></td>
<td>Economy</td>
<td></td>
<td></td>
<td>16/12/15</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>258</td>
<td>$14.82</td>
<td>$162.97</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Other Charges & Credits

- Metering Services Charge (86 days @ $0.0669)
- QLD Govt Electricity Rebate (86 days @ $0.7994)

**Total**: $6.30CR $69.30CR

---

## Concessions Information

**Concessions and Rebates 13 10 46**

A GLD Government Electricity Rebate is available to eligible holders of a GLD Government Seniors Card, Pensioner Concession Card or Repatriation Health Card for All Conditions (Gold Card) in receipt of either of the following benefits — War Widow or Special Rate TPI. For information about other Government relief schemes, please contact us.

**Moving Premises 13 10 46**

Call to arrange a final reading and/or a new application before you move. You are responsible for this account and electricity used until a final meter reading is obtained.

**Privacy 13 10 46**

Please let us know if you would prefer not to receive any direct marketing material from Ergon Energy.


---

### Compare Your Electricity Usage With Other Households in Your Area

Find out how average electricity usage of other households is calculated and ways to save electricity at energymadeeasy.gov.au

---

### Ergon Energy Payment Options

- **Online** (Visa or Mastercard) ergon.com.au/bpoint Ref: 12493180
- **Direct Debit** Call 13 10 46 to organise.
- **Phone Pay** (Visa or Mastercard) Call 1300 363 214 Ref: 12493180
- **By Mail** Post this slip with cheque/Australia Post money order payable to ‘Ergon Energy’ (do not staple) to Locked Bag 3403, BRISBANE QLD 4001.
- **EFT** Electronic Funds Transfer Call 13 10 46 to organise.
- **In Person** At any Post Office, or authorised agency.

---

**Bill Pay**

**Biller Code**: 1552
**Ref**: 12493180 6

**Telephone & Internet Banking — BPAY**

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

**Australia Post** 468 12493180 7

**Postpay**

**Billpay Code**: 0468
**Ref**: 12493180

If you are having difficulty paying this account, talk to us before the pay by date about payment options on 13 10 46.

**Total Due**

**Pay By** 12 JAN 2016

CBA 831 66328 1249 3180 6

---