

Frequently Asked Questions

YMCA as the electricity retailer

The electricity retailer is the company you buy your electricity from. Electricity retailers in Victoria must comply with the Electricity Retail Code.

The YMCA (as an exempt electricity retailer) purchases the electricity, delivers it to your residence and charges you for the cost and delivery. The YMCA measures the amount of the electricity sold using compliant meters.

When does this agreement start?

Residents are responsible for electricity usage costs, starting from the date that the lease agreement commences.

How does the YMCA come up with its electricity pricing?

Electricity prices in Victoria vary depending on where you live. The key five distributors have different price structures meaning you will pay different electricity rates, even with the same supplier. These price structures are different to reflect differences in the cost of operating and maintaining the network. Size, age, population density etc. all contribute towards varying costs.

Can you explain my charges?

The amount you pay for electricity is comprised of a fixed supply charge (priced in cents per day) plus usage charges per kilowatt hour of electricity that you use (priced in cents per kWh). The more electricity you consume the higher your usage charges will be.

Kilowatt hour (kWh)

Ten 100-watt light bulbs, burning for one hour consumes one kilowatt hour of electricity. This is the basic unit retailers use to charge for consumption of electricity.

Tariff's

A tariff (sometimes referred to as a rate) is the pricing structure used to determine the amount that you (the consumer) have to pay for each unit of electricity consumed. YMCA tariffs (also known as 'stepped') means there is a different rate for the first consumption bracket (340 kWh) compared to any consumption over this amount. YMCA rates are based on standard local tariffs.

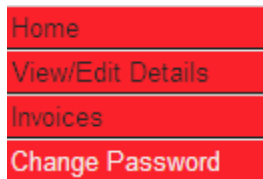
Service Charge

The service charge (or service to property charge) covers your contribution to the following services: Reading the meter, maintaining the network supplied to the property, printing the bill and the customer enquiries service.

Reviewing my account

The online billing portal allows you to access your electricity account by logging into a secure area. Customers can view payments made and obtain a copy of their invoice. To access this feature visit www.myutil.com.au/ymca and log in using your username and password (distributed to you via direct mail).

For security reasons it is suggested that you change your password immediately when logging in for the first time. You can do this by selecting the "Change Password" feature on the red left hand column.



It is also imperative that you log out of the system when complete. The logout is located on the top menu.



Why is my electricity bill high?

Even with stable rates, your bill could vary because:

- The excessive use of electric heaters during winter (June, July and August)
- The excessive use of evaporative coolers during summer (December, January and February)

Goods and service tax

The Goods and Services Tax (GST) in Australia is a Value Added Tax (VAT) on the supply of goods and services in Australia. It was introduced by the Federal Government in July 2000. Page 2 of your bill lists the total GST exclusive. Ppage 1 of your bill lists the current charge inclusive of the goods and services tax.

How do I know my meter reading is accurate?

Meter readings for the previous and current month appears on every bill, so it's easy to track your monthly usage. You may request a second reading if you dispute the accuracy (a fee will apply if the initial reading was correct).

How often do I receive my electricity bill?

Electricity invoices are sent monthly.

How much time do I have to pay my bill?

The due date will appear on the invoice. Residents have 12 business days from the issued date to pay the bill.

What are my payment Options

Payments can be made via cash or EFTPOS at the reception desk (Monday to Saturday 8.00 am to 7.00 pm), or BPay and Credit Card (DEFT). Each invoice you receive contains BPay and DEFT payment information that can be used at anytime to make and invoice or advance payment.

Do I need to pay my electricity bill while I am on holidays?

Yes, your electricity bill will be sent to you and your payment due as per normal.

Can I make advance payments?

You can to make payments in advance for future electricity usage. Advance payments can be made via cash or EFTPOS at the reception desk (Monday to Saturday 8.00am to 7.00pm), or Bpay or Credit Card (DEFT). Each invoice you receive contains BPay and DEFT payment information that can be used at anytime to payment. Therefore, if you are going to be absent from College Square at any time, advance payments can be made to avoid reminder notices and disconnection warnings being sent.

What if I have difficulties paying?

If you experience difficulties paying your bill please contact the YMCA on 03 9349 3600 (570 Lygon Street Carlton) or 03 9349 2500 (800 Swanston Street Carlton) as soon as possible. A staff member will provide you with information and options to assist you.

Am I eligible for concessions, grants & rebates?

In some cases, residents may be eligible for assistance in paying electricity costs. Generally, your local government authority is responsible for administering concessions, grants and rebates.

If you think you are entitled to a concession or support for your utility expenses, contact your local government agency for information and application forms.

Because YMCA provisions electricity differently to traditional suppliers, your bill might not reflect a concession. You may need to receive your concession as a direct rebate from the administering authority.

For more information on concessions, grants and rebates please contact:

Department of Human Services

P: 1800 658 521

W: <http://www.dhs.vic.gov.au/concessions/entitlements/energy/non-mains-winter-energy>



YMCA

We build strong **PEOPLE**
strong **FAMILIES**
strong **COMMUNITIES**

When does my electricity agreement end?

This agreement will remain in place until you are no longer a resident at College Square, or until we provide notice in writing that we are terminating this agreement in accordance with the Electricity Retail Code.

For YMCA managed apartments, when vacating College Square you will be required to complete a vacate form on departure. This information will be used to finalise your electricity account.

For apartments not managed by the YMCA, when you vacate your apartment at College Square you will be required to complete a request to have your electricity terminated to your apartment. Please see reception or administration staff for details.

What are some energy saving tips you can help me with?

Reduce your electricity bill and carbon emissions by trying out some of these energy efficiency tips:

Lighting

- Turn off lights when there's nobody in the room.
- Dusty or dirty lights can dim your lights by up to half, so regularly clean light globes, fittings, reflectors and lampshades.

Heating

- Close doors to rooms that don't require heating. You can save up to 75% of total heat loss by closing doors to colder rooms, like bathrooms, and kitchens.
- Let the sunshine in. On sunny winter days, warm the house by pulling back the curtains.
- Seal gaps around doors with weather stripping or door 'snakes' to stop cold air flowing in.
- Dust your heater and service the air filters regularly.
- Turn off heaters in your living areas before going to bed. They will stay warm for several hours if they're insulated.
- Use an extra blanket rather than an electric blanket,
- Wear warmer clothing.
- Stop air escaping from your apartment – try to keep doors and windows closed.
- Sometimes, you are using more energy than you realise – ensure appliances are turned off or unplugged when not in use.

Microwave

- Use your microwave whenever you can. They use less than half the energy of an oven and cook three times faster using 70% less electricity.
- Stir or turn food over regularly to cook food evenly and speed up cooking time.

Hot water

- Report dripping taps

Questioning your account?

If you question an amount on your electricity account we will review your query. While the matter is being reviewed you must still pay amounts that are not in dispute and that have or will be charged.

If the account is not correct then we will correct the amount, although if the account is correct you must pay the account.

I still have some more questions who do I ask?

If you have more questions about your electricity account please contact YMCA Accommodation Services on 03 9349 3600 (Lygon) or 03 9349 2500 (Swanston).