

Frequently Asked Questions

Price Change (February 2011)

1. What are the main reasons for the increases in electricity prices?

Every year your price of electricity is adjusted to reflect changing cost factors in the industry. In particular network costs, that include the charges for the physical poles and wires to your property, will increase in 2011. As a result we (and other electricity retailers in Victoria) are raising prices accordingly.

2. When will the new rates take effect?

The new electricity rates will begin on the 18th February 2011. Until that time you will be billed for your usage at the current rates that you have been paying during 2010. We will charge you at your old rates for the number of days in the billing period that were before 18 February 2011, and will then use the new rates for the number of days in the billing period that were on or after 18 February 2011.

3. What is Neighbourhood Energy doing about the increase?

Your plan with Neighbourhood will continue to provide you with a significant pay on time discount for every bill you pay on time. Currently we are offering a whopping 12% pay on time discount on a 24 month plan! By calling Neighbourhood Energy on 1300 764 860 you can take advantage of this great offer today!

4. How am I notified about pricing increases?

All customers of Neighbourhood Energy will be notified in writing of the rate increase and their new energy rates. This notification will provide 30 days notice as described in our Terms and Conditions.

5. Is anything else going to change on my account?

No. Apart from the rate increase everything else about your business with us remains the same. All the other features of your plan with us will stay the same.

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

Neighbourhood Energy has recently sent you a letter explaining 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 the 18th of February 2011. Also, please call our customer service centre on 1300 764 860 if you have any additional questions and we will be happy to help.

7. I just signed with Neighbourhood Energy and the rates do not reflect what I thought I agreed to.

Neighbourhood Energy's Terms & Conditions allow us to change rates at any time with written notice. If you have not heard from us about the price increase, please contact us on 1300 764 860.

8. How can I reduce my electricity bills?

Our website lists a range of actions you can take to reduce your electricity costs. Click here to read more about saving on energy costs.

9. Will my rates keep going up?

While there are no plans to increase rates again in 2011 at this stage, if market costs do change we are required to write to you again at that time to let you know of any planned changes.