

Energy-Saving Tips



1. Switch off lights and electrical appliances when not in use

Turn off your heater, air conditioner and appliances when you go to bed, or leave the house.



2. Switch to energy-saving LED light globes

Energy-efficient globes could save you up to 80 per cent off your lighting costs.

LED bulbs use less power and last longer.



3. Shut doors and close curtains

Shut doors to areas you're not using, and only cool or heat the rooms where you spend the most time.

Close curtains or blinds when the sun has gone down.

Block draughts around doors and windows.



4. Save energy when you wash and dry clothes

Wash clothes in cold water and choose a short wash cycle.

Wait until your machine is full before starting the washing machine.

Clothes dryers use lots of energy. Hang clothes outside and let them dry naturally or hang them on a clothes rack indoors.



5. Save energy in the kitchen

Fridge: Your fridge runs 24 hours a day and is one of your most expensive appliances to run.

Make sure the fridge door seal is tight and that no gaps or cracks let cold air escape.

If you have a second fridge or freezer, only turn it on when you need it.

Cooking: Microwaves use much less energy than an electric oven.



6. Manage your heating and cooling

Every degree above 20 degrees can add 10 per cent to your heating bill.

In winter, heating can account for over 30 per cent of your bill.

In winter, set your thermostat between 18 and 20 degrees.

In summer, set your thermostat to 26 degrees or above.

Utility Relief Grant

You may be eligible to apply for a government grant to help with overdue electricity, gas and water bills.

To apply, you need to call your retailer.

For more information, visit: <https://services.dffh.vic.gov.au/utility-relief-grant-scheme>

Victorian Energy Compare

An independent government tool to help you compare offers from all energy retailers.

To find the best energy offers for you visit: <https://compare.energy.vic.gov.au/>

Appliance Energy and Water Efficiency Ratings

If you are buying a new appliance like a fridge, try and choose one with the most energy or water efficiency stars. More stars means that it uses less energy or water. It might cost a little more to buy, but will save you money over time.

You can learn more at www.energyrating.gov.au

No Interest Loans

If you need a new essential household appliance like a fridge or a washing machine, but do not have the money to buy it, you might be eligible for a no interest loan.

To find your local provider, go to the Good Shepherd website:

<https://goodshep.org.au/services/nils/>

For information in other languages, visit:

<https://goodshep.org.au/publications/translated-nils/>

Victorian Energy Saver Website

For discount energy-saving products, in-home energy assessments and simple ways to save energy, visit: <https://www.victorianenergysaver.vic.gov.au/save-energy-and-money>

Energy and Water Ombudsman

A free and independent service that helps resolve complaints about electricity, gas and water companies.

Visit: <http://www.ewov.com.au/> or call **1800 500 509** or **131 450** if you need an interpreter.

Australian Red Cross acknowledges Darebin City Council as the original source of information for this document

Interpreter Phone Lines

GAS & ELECTRICITY:

1st Energy: 13 14 50

AGL: 1300 307 245

Alinta Energy: 1300 297 727

Amber Electric: 1800 531 907 - Call-back service – leave voicemail asking for an interpreter

Blue NRG: 1300 599 888 (main phone line) – Ask for an interpreter and provide language

Circular Energy: 13 14 50

CovaU: 1300 689 866 – Press “0” for an interpreter

Diamond Energy: 13 14 50

Discover Energy: 1300 946 898 (main phone line) – Ask for an interpreter and provide language

Dodo Power & Gas: 13 36 36 (main phone line) – Ask for an interpreter and provide language

Electricity In A Box: 13 14 50

Elysian Energy: 1300 671 799 (main phone line) – Ask for an interpreter and provide language

Energy Australia: 1300 622 718

Energy Locals: 13 14 50

Future X Power: 13 14 50

Glo Bird Energy: 13 14 50

Kogan Energy: 1300 005 123 (main phone line) – Ask for an interpreter and provide language

Lumo Energy: 1300 115 866 (main phone line) – Ask for an interpreter and provide language

Momentum Energy: 1800 497 170

Origin: 1300 137 427

Ovo Energy: 13 14 50

People Energy: 13 14 50

Power Club: 13 14 50

Powerdirect: (03) 9679 9894

Powershop: 1800 462 668 (main phone line) – Ask for an interpreter and provide language

QEnergy: 13 14 50

ReAmped Energy: No phone number – Request a call-back via [online enquiry form](#)

Red Energy: 1300 161 382 (main phone line) – Ask for an interpreter and provide language

Simply Energy: 1300 408 265

Sumo: 13 88 60 (main phone line) – Ask for an interpreter and provide language

Tango Energy: 1800 010 648 (main phone line) – Ask for an interpreter and provide language

Tas Gas Retail: 13 14 50

WATER:**Melbourne:**

Greater Western Water: 13 44 99 – Press “3” for an interpreter

South East Water: (03) 9209 0130

Yarra Valley Water: (03) 9046 4173, or for Arabic: 1300 914 361

Regional Victoria:

Barwon Water: 13 14 50

Central Highlands Water: 1800 061 514 (main phone line) – Ask for an interpreter and provide language

Coliban Water: 13 14 50

East Gippsland Water: 131 450

Gippsland Water: 13 14 50

Goulburn Valley Water: 13 14 50

Goulburn-Murray Water: (03) 9280 1993

Grampians Wimmera Mallee Water: 13 14 50

Lower Murray Water: 13 14 50

North-East Water: 1300 361 622 (main phone line) – Ask for an interpreter and provide language

South Gippsland Water: 13 14 50

Southern Rural Water: 13 14 50

Wannon Water: 13 14 50

Westernport Water: 13 14 50