

Frequently Asked Questions

General

What is Summer Saver?

Our Summer Saver program asks participants to voluntarily reduce electricity usage on certain days for a few hours to earn rewards. This action plays a significant role in keeping the electricity grid running well during peak consumption periods.

Is it unusual to run a program like Summer Saver?

Not at all. Similar programs are run by other companies in Victoria, Australia, and the world! They are commonly known as demand management programs. They help keep electricity grids running well during extreme heat periods.

How does your Summer Saver program work?

We'll let you know when we think energy demand will be high

It won't be often but, during peak periods, we'll invite you to reduce your power via an SMS or email. These energy saving 'Events' are usually three hours long, between the hours of 3pm-8pm. You'll also get a notification on the morning of an Event, as a reminder. We will also message you when the Event is over.

Reduce or shift energy use

If you choose to take part, reducing power could be through simple actions like turning off non-essential appliances or pre-cooling rooms and closing them off during the Event period. Our United Energy [save on your energy costs](#) page has plenty of ideas about how you can reduce your energy use.

You can choose not to participate in the Event if it isn't convenient for you. **Remember to always prioritise your safety - don't turn off appliances if it could cause harm to you or anyone in your household.**

How do I join?

This year our program begins on 1 December 2023 and concludes on 31 March 2024. Visit our registration page and follow the prompts to sign-up to the Summer Saver program. There are 7 steps involved in the process, so before you start please make sure you have a copy of your electricity bill to hand, as you will be asked to enter your NMI (National Meter Identifier), this can be found on your electricity bill.

Remember the first 1,000 customers to successfully sign-up will score an extra \$30 bonus! Refer to the terms and conditions here:

<https://media.unitedenergy.com.au/factsheets/United-Energy-Summer-Saver-Program-22-23-Terms-And-Conditions.pdf>

About Events

What is an Event?

An Event is what we call the period that registered participants are asked to reduce their energy consumption.

Events typically occur over summer on days exceeding 35 degrees. They typically go for three hours, between the hours 3pm and 8pm, because this is when much of the community is home and consuming electricity.

We can't predict the number of events that may occur this summer. Last year, on average, there were five events.

How do I reduce my electricity consumption during an Event?

It's easy! Some ways you can do this are:

- pre-cool your home before an Event
- set your air conditioner between 24 and 26 degrees
- close off rooms that aren't in use, don't need to be cooled, or can be cooled following an Event
- close your blinds to keep the cool air in
- turn off appliances that aren't being used at the power point
- avoid using your dishwasher, washing machine or dryer during an Event
- if you own a pool, switch off the pump, chlorinator, and any cleaning equipment
- make sure all non-essential lighting is off
- avoid opening the fridge too often
- plan an outing during the Event.

Please note that appliances essential to your well-being should remain on. Please also refrain to turn off your electricity at your switchboard.

How will I be notified of an Event?

When you register for the program, you can choose to receive an email, a text message, or both to be notified of an Event.

We will aim to notify you well in advance of an Event and send messages at 8pm the day before an Event. You'll also get a notification on the morning of an Event, as a reminder. We will also message you when the Event is over.

We may call an Event and notify you, only to cancel it shortly before, or we may finish an event early. This is usually due to a change in weather and a coinciding temperature drop.

How many events do I need to participate to get a reward?

You will be rewarded each time you participate in an event. For example, if there are 3 Events and you participate in just one, you will still be rewarded for the one Event. There's no penalty for not participating.

Rewards

What is the reward to participate?

You can earn \$3 per hour for each kilowatt hour you reduce compared with your consumption prior to an Event. A kilowatt hour (kWh) is a unit of energy that measures how much electricity your home has used. It is what we base your consumption reduction on.

The rewards you earn by saving electricity during an Event will be loaded onto a digital gift card and sent to you via email after the program finishes.

Be sure to check your junk/spam folder for the email with the digital gift card after 1 April 2024 if you can't find your digital gift card in your inbox.

How is my baseline calculated?

Your baseline is your electricity consumption that we know you've used on a similar summer day. It is what we will use to measure your reduction in kWh during an Event.

We will let you know prior to an event what your baseline is, and how you went against it during an Event.

What is the sign-up bonus?

If you successfully register for the program before 1 January 2024 and remain subscribed to the program until 29 February 2024, you will qualify for a \$20 sign-up bonus!

This will be added to your earned event rewards and bundled up into a single digital gift card that will be sent to you at the end of the program.

What is the registration bonus?

As an incentive to finish the registration process, the first 1,000 customers to successfully register for the program will earn an additional \$10 bonus!

This will be added to your earned event rewards and bundled up into a single digital gift card that will be sent to you at the end of the program.

If I'm not one of the first 1,000 people to register, will I still receive my sign-up bonus?

Yes, you will still receive a \$20 digital gift card.

What is the referral bonus and who is eligible to receive one?

Previous participants of the program can refer eligible friends, family members, or acquaintances to join. They will need to enter a unique code while signing up to qualify for the bonus.

If you are a previous participant and you've been invited to apply again you can find your unique code under the Settings section when you login to the portal. If you successfully register, both you and your friend/family member will earn a \$15 referral bonus.

Please note that you can only use one referral code while signing up and one eligible participant can use your unique code to sign up. This will be added to your earned event rewards and bundled up into a single digital gift card that will be sent to you at the end of the program.

Will I still get a reward if I go out during an Event?

Yes. If you choose to leave the house, you will still receive the incentive as your baseline consumption will be lower than if you'd stayed home.

Registration process

How do I register to participate in the program?

You can register on our website via the following link and follow the prompts:

<https://summer-saver.digital.unitedenergy.com.au/>

To ensure the registration process is as smooth as possible, you will need a copy of your latest electricity bill, or the Summer Saver invitation letter if you still have it.

There are seven steps to successfully complete the registration:

1. Start by entering your NMI number.
Please enter only the first 10 digits of your NMI. This helps us to confirm that you are eligible to participate in the program.
1. Next, enter your first and last name as shown in your electricity bill. This helps to validate and protect your identity. Alternatively, you can provide your meter number instead of your name. You can also find your meter number on your electricity bill.
2. After entering your name (or meter number), you will be asked to confirm your address associated to the details entered.
3. The next step is to enter your details including mobile number, email address, and your communication preferences. This informs us how best to communicate with you during Events.
4. After entering your details, we will send you an email with link to complete your registration. Please do check this email in your spam/junk folder. We're almost there!
5. When you open the link, you will be asked to set your password.
6. After setting your password, you are done! Remember that your nominated email address is your username.

Why do you have so many steps to complete the registration?

These steps are important to help us properly identify you as the resident of the premise and to protect your privacy.

What is my NMI number and where can I find it?

NMI stands for National Metering Identifier. This is a unique number that helps us identify all our customers. NMIs are typically 10 or 11 digits and can be found in your electricity bill. When registering, remember to only provide the first 10 digits! See an example below of a sample electricity bill:

ELECTRICITY ACCOUNT IN DETAIL

Electricity Charges

NMI: 1234567890

NMI here

Supply address: [redacted]

Tariff: Residential Single Rate with Controlled Load 2

Billing Period: 11 Oct 2017 to 11 Jan 2018

When you'll receive your next bill

For quarterly bills: your electricity meter will be next read on approximately 16 Apr 2018. Please ensure safe access is available. If you receive monthly bills, you will receive your next bill in approximately 30 days.

| Tariff Description | Meter Number | Bill Days | Current Reading | Reading Type | Previous Reading | Multiplier | Total Usage (kWh) | Charge | \$ Ex GST |
|-------------------------|--------------|-----------|-----------------|--------------|------------------|------------|-------------------|----------|-----------|
| Any Time Usage | /1 | 93 | 22156 | Actual | 20784 | 1 | 1372 | | |
| Any Time Usage | | | | | | | 1372 | \$0.2600 | \$356.72 |
| Controlled Load Usage 2 | /2 | 93 | 16946 | Actual | 16424 | 1 | 522 | | |
| Controlled Load Usage 2 | | | | | | | 522 | \$0.2200 | \$114.84 |
| Supply Charge | | 93 | | | | | | \$1.0175 | \$94.63 |
| Total Charge | | | | | | | | | \$566.19 |

Eligibility

Can I participate if I have medical needs for electricity?

If you or anyone in your household has medical equipment that requires electricity, we recommend you **do not participate** in the program.

Can I participate if I have solar panels installed at my home?

Yes. In fact, the more you generate electricity from solar during an Event, the more rewards you will earn.