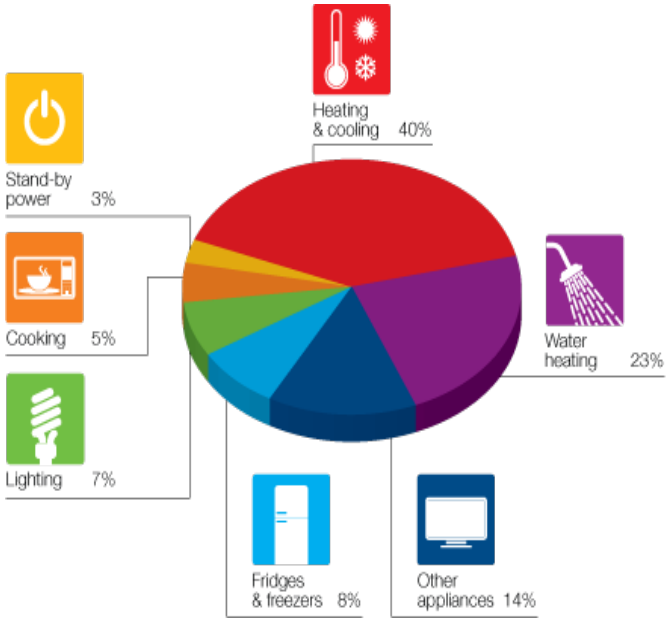
SAVING ENERGY

Saving energy can be as simple as turning off a switch rather than leaving any appliances on stand-by. Did you know heating, cooling and water heating add up to more than 60% of an average home's energy use.
Practical ways to save energy in your home:

- Reduce the area you heat or cool;
- Take shorter showers;
- Turn off second fridges and freezers;
- Turn of lights when you leave the room;
- Adapt your clothes to the season;
- Switch off appliances rather than using stand-by power.

What uses energy in your house:



CALCULATE APPLIANCE RUNNING COST

https://www.sa.gov.au/topics/energy-and-environment/using-saving-energy/calculate-running-costs

DISPUTE RESOLUTION

Energy & Water Ombudsman SA (EWOSA)

If you have raised your electricity related issue with a Council officer and feel like the dispute has not been resolved properly, you can contact EWOSA for a free and independent assessment.

You can visit www.ewosa.com.au, call 1800 665 565 or text 0488 854 555.

FINANCIAL HARDSHIP

If you are experiencing financial hardship please contact one of the Council's Revenue Officers on 08 8672 4600.

A copy of the Hardship Policy for Residential Customers can be collected from the Council office, or downloaded here:

- Factsheet
- Code

Alternatively, you may wish to contact an organisation listed below should you require financial counselling assistance.

Centacare Catholic Country SA (www.cccsa.org.au)
0447 015 020, (08)8641 0432
Unit 6, 24-25 Hutchison Street, Coober Pedy

Uniting Country SA (www.ucsa.org.au)
0488991945
Paxton Road, next to the school, Coober Pedy

GOVERNMENT CONCESSIONS

Concessions SA

To be eligible, you must meet the following criteria:

- live at the property;
- be listed first on the electricity bill;
- hold an eligible concession card or receive an eligible Centrelink payment;
- not be living with anyone who has an income of more than $3,000 per year, unless they either:
  - get an allowance from Centrelink or the Department of Veterans' Affairs (DVA)
  - are your spouse, domestic partner or dependent

To find out more call 1800 307 758 or you can alternatively collect an application form at the Council offices.

INTERPRETER SERVICES AVAILABLE

The Department of Home Affairs' Translating and Interpreting Service (TIS)

The TIS is a free interpreting service for people who are not proficient in the English language. TIS' number is 1800 131 450. Council can phone TIS on your behalf if you wish to have the use of the interpreting service during any meetings with Council representatives.



ELECTRICITY INFORMATION BROCHURE

Contact Details

Monday to Thursday
Enquiries: 08 8672 4600 | 9:00am - 4:30pm
Friday
Enquiries: 08 8672 4600 | 9:00am - 3:30pm
Monday to Friday
Works Depot: 08 8672 4626 | 7:30am - 3:30pm

Website - www.cooberpedy.sa.gov.au
Email - dccp@cpcouncil.sa.gov.au

Electricity on-call (emergency) - 0417 814 617

District Council of Coober Pedy

Details of your contract for Electricity Supply can be found at :

Microsoft Word - 20240115 - District Council of Coober Pedy - Electricity Standard Contract - Final

CONNECTING METER

Tenants
At the commencement of tenancy, a $335.00 for residential and $1,000 for a business security deposit is required for electricity to be connected. The security deposit is payable by the tenant. The tenant will also need to complete an Application for Connection of Electricity Form which can be collected from the Council office or downloaded from:
www.cooberpedy.sa.gov.au/services/forms

An Owner's Authority Form will also need to be completed by the owner of the property before electricity can be connected.

Owners
New owners are required to complete an Application for Connection of Electricity Form after disconnection by an exiting tenant or after purchasing a property.

DISCONNECTING ELECTRICITY SUPPLY

To disconnect your electricity supply you will need to complete a Disconnection of Electricity and Water Supply Form which you can collect from the Council office or download online at:

www.cooberpedy.sa.gov.au/services/forms

Please note that Council requires 3 business days notification to disconnect your electricity supply.

Once the property has been vacated, a final account will be issued. Your security deposit will be subtracted from the final bill and any remaining funds will be transferred the nominated bank account stated on the Disconnection of Electricity and Water Supply Form.

POWER OUTAGE OR FAULTS

There are several reasons why there may be a power outage. If you experience a power outage, firstly establish whether or not the outage is at your premises only or more widespread. Power outages can occur for a range or reasons, such as storms, bushfires, flooding, faulty appliances or blown fuses. Unplug all appliances during a power outage to prevent any damage that may be caused by potential power surges when the electricity supply is re-established .

If your meter is not receiving any power you can ring the Electricity On-Call number 0417 814 617.

ELECTRICITY NOTICE INFORMATION

Electricity notices are sent out on the second week of every quarter. The billing quarters are March, June, September and December of every year.

EZYBILL
You can now register to receive your electricity notices by email via Ezybill. To do this:
1. Go online to cooberpedy.ezybill.com.au
2. Create your account
3. Register your property

Tariff Charges 2025-2026

Tariff charges for residents:	
Supply Charge (/day)	$1.1030
All kWh per day (/kWh)	$0.4100
Tariff charges for businesses:	
Supply Charge (/day)	$1.2700
All kWh per day (/kWh)	$0.4610
Time of Use Tariff for residents: SOLAR	
Supply Charge (/day)	$1.1740
Off Peak—10am to 4:59pm (/kWh)	$0.3050
Peak—5pm to 9:59am (/kWh)	$0.4720
Time of Use Tariff for businesses: SOLAR	
Supply Charge (/day)	$1.3540
Off Peak—10am to 4:59pm (/kWh)	$0.3700
Peak—5pm to 9:59am (/kWh)	$0.5470

Electricity tariffs are set by the Government of South Australia and not the Council.

PAYMENT OPTIONS

BPAY (reference details on bill)

Easy and secure way to manage your bills through your online or mobile banking from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

BY PHONE

Have your account number and your credit/debit card ready and phone 08 8672 4600. (VISA and Mastercard only)

BY MAIL

Post the payment slip (located at the bottom of your bill) and your cheque made payable to: District Council of Coober Pedy PO BOX 425 Coober Pedy, SA, 5723

IN PERSON

Take your notice to the Council office (Lot 773 Hutchison Street, Coober Pedy) to pay by cash, cheque or EFTPOS.

The Council office is open for payment Monday to Thursday from 9:00am to 4:30pm and Friday from 9:am to 3:30pm.

CONNECTING YOUR SMART METER

Once the electricity is connected, press any button on your meter to wake the display. After the meter has received signal, it will show the 'READY' icon and display the words 'Press A', 'Connect':

1. Press the 'A' button;
2. The screen will display the words 'Press B,' 'Confirm';
3. Press the 'B' button.

An audible click will be heard as the electricity is connected.

IN HOME DISPLAY

The Pipit 500 is an In-Home energy Display (IHD) which receives information wirelessly from your new smart electricity meter. The default screen (titled 'Usage Now') shows two displays; the Instantaneous use dial (left), and the Daily totals graph (right).

Instantaneous use dial (left)

This dial shows how much electricity is being used right now. As your load increases (as you turn on more or more energy hungry appliances), the dial will fill.
The number in the middle of the dial shows exactly how much electricity you are currently using.

Daily totals graph (right)

This column graph shows the cost of consumption since midnight. By pressing the View selection button (A), you can choose to view:
· Today's use vs daily target
· Today's use vs yesterday's use
· This week's use vs last week's use
· Tariff information.

