

HELP!!!

MY ELECTRICITY BILL IS HUGE!!!

What are the causes of high electricity bills and consumption?



Apart from the yearly tariff increases that take effect on 1 July of every year, clients may also specifically experience higher electricity bills during autumn and winter.

If you have a Smart Meter installed, it is advisable that you keep a record of the daily consumption over a period or request your daily consumption reports from your Utilities Service Provider.

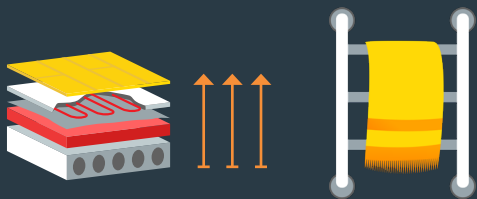
This will enable you to pinpoint the date when increases in consumption started, or if changes made had the desired effect of reducing your consumption.

Higher electricity accounts or consumption is often the result of the following
(often during autumn and winter seasons):

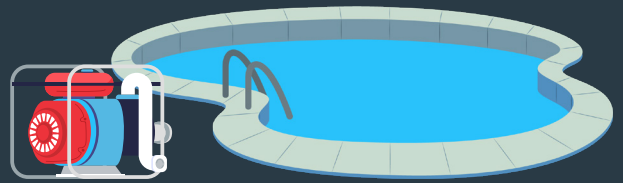
- 1 Heaters and warm blankets being used.
- 2 Stoves and other electrical cooking and food preparation equipment being used.
- 3 Other equipment that uses electricity to produce heat or to cool down (e.g. air conditioners, other cooling equipment, dishwashers, washing machines, dryers, etc.).
- 4 As the ambient temperature is very low in autumn and winter, the water temperature of cold water entering a geyser or a heat pump is also lower than spring or summer water temperatures. Heating up the cold water to the preferred or set temperature thus uses a lot more energy.
- 5 Heat pumps that use ambient temperature to assist in their workings use more power in autumn and winter, as the ambient temperature is also lower, thus having to use more energy.
- 6 Geyser usage is often also much higher as you tend to take longer showers and fill up the bath with more water.



- 7 A leaking or faulty geyser valve constantly allows cold water into the geyser, and the thermostat is kicking in more often to heat up the water.
- 8 A geyser thermostat that is broken or stuck can constantly heating up water without shutting off or working longer than required (if warm water coming out of taps is steaming hot, it's a clear indication that the thermostat is set too high or is broken).
- 9 You leave your appliances or electronics plugged in whether you're using them or not. The problem is, these devices are sitting idle, sucking electricity out of your home while waiting for a command from you, or for a scheduled task to run.
- 10 Faulty appliances and old, non-energy saving appliances.
- 11 Underfloor heating and heated towel rails.



- 12 Water- and pool pumps running longer than required or needed for autumn and winter. Setting the timer for less running time should be considered.



- 13 Inefficient fridges and freezers (load shedding might have damaged the motor or doors do not seal properly anymore)
- 14 When last was your heat pump and other electronic equipment serviced?
- 15 Is your house properly insulated? Windows and doors seal and close properly to avoid heat loss?
- 16 Energy-saving lights and equipment to be considered and installed.

If all above have been addressed and there is still higher than expected electricity bill received, the following should be considered:

- Is billing by the Utilities Service Provider done on actual or estimated readings?
- Is the Billing Period/Number of Days between readings a constant or does it vary?
- If you have a conventional electricity meter, were the readings taken correctly and correctly captured on the billing system? Are photos available of the meter to confirm the meter reading or can you confirm the readings yourself?
- Any Repairs and Maintenance in your house the last month?
- Any New Equipment in the house the last month or so?
- Is the Correct Tariff being used for billing? Winter tariffs applicable for your region or municipality?
- Request that a meter test to be done (Terms and Conditions often apply).

Conventional/Smart Electrical Meters

Electricity meters operate by continuously measuring the instantaneous voltage (volts) and current (amperes) to give **energy** used (kilowatt-hours, etc.).

Meters for smaller services (such as small residential customers) can be connected directly in-line between source and customer.

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