



INFORMATION SHEET

Accessing your energy data

Power and gas bills make up a large component of our household costs and when we only get a bill once every two months it isn't always easy to keep track of those expenses. It is even harder to find ways to manage our energy use to help keep these bills down. But there are ways that we can see how much energy we have been using or the size of our bills without tracking down copies of all these bills.

How can I get access to my energy data?

Energy retailers hold energy use data for each customer and can provide it to you. Your retailer is the first organisation to work with to help get a better understanding of your energy use or the amount you have been paying for energy services.

Energy retailers usually have online portals, such as [Synergy](#) and [Horizon Power](#)'s 'My Account' services. Horizon Power also has an app that provides additional data including bill forecasts and hourly consumption. Gas retailers have their own portals.

In the South West of WA, the data from your electricity meter readings is also available from the distributor Western Power. You can also nominate a third party to access your data from Western Power's [website](#) on your behalf. If you live in one of Horizon Power's service areas, you or your nominated third party can access this data from Horizon Power.

Suppliers of modern solar photovoltaic (PV) systems, batteries and smart appliances provide apps that allow you to determine the electricity consumed, stored and generated at your home. A smart home appliance is a device, such as a television, that can be connected to, and accessed through, your smartphone or computer. The inverter on your solar PV system may work in a similar way.

What energy data can I access?

You can access the different types of data outlined in the table below. The specific data available will depend on individual circumstances, for example, the type of meter you have installed.

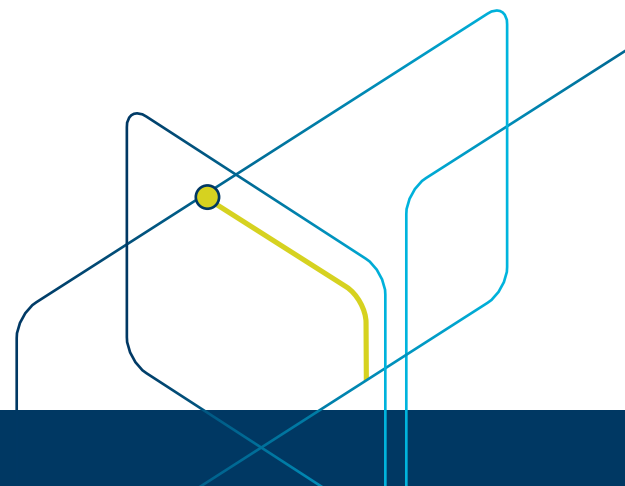




Table 1: Types of energy data

Data category	Data	Data holder
Energy use	Metered electricity or gas consumption at the premise by the occupant.	Retailer (and Western Power for electricity in South West WA)
Bills paid	Payments charged and received by the retailer.	Retailer
Energy concessions and discounts	Energy concession and other payments received by the customer.	Retailer
Charges	The breakdown of the charges that have been applied to your account, including the fixed and variable components of your tariff. If you have a solar PV system, this will also include the amount per kilowatt hour received for exported electricity.	Retailer
Electricity exported	The amount of electricity generated at a premise that is exported to the network (in kilowatt hours).	Retailer
Solar PV or battery information	The amount of electricity generated by a rooftop solar PV system, and electricity stored and generated by a battery system (dependent on the type of inverter or additional meter installed).	PV or battery system owner

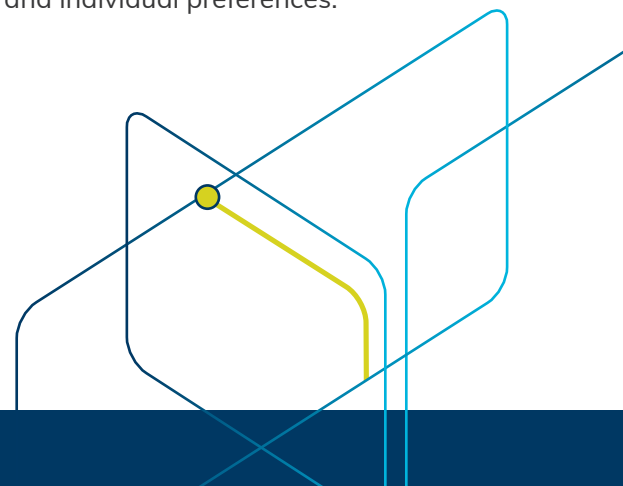
What can I do with my data?

Having access to your data can allow you to keep track of your costs and take measures to keep those costs down. For example, the data from your meter, inverter or smart appliances may enable you to:

- Get an understanding of your current energy use.
- Identify factors that impact your bill, such as individual devices or seasonality.
- Guide purchases of appliances, solar PV systems or batteries.
- Adjust the time of day of your electricity use to maximise the benefit of the electricity generated by your solar PV system.

- Utilise energy management or carbon footprint monitoring programs.
- Identify other retail offers that may benefit you.

If you are a gas customer or an electricity customer who consumes more than 50 MWh per year of electricity, you are able to choose your retailer. Understanding your historical energy use can help you choose the offer that best suits your usage patterns and individual preferences.





Who can see my data?

Distributors and retailers are required to ensure your confidential information is protected and, unless required by law, only used for the purpose that it was provided. Third parties may access your data, but only when you have given consent.

De-identified and aggregated data is used by retailers and distributors to report on their performance to the regulator.

I don't have an account with a licensed retailer

If you receive your energy bills through a property manager, strata manager, caravan park operator or similar, data requests should be addressed to the manager. However, there is no obligation on the manager to provide this information.

What about the data from my solar PV system?

You may be able to access real-time data on the performance of your solar PV system, battery or energy monitoring system via apps provided by the system suppliers.

If you have a solar PV system on your property that is not owned by you, you may like to contact the system owner to discuss how to get access to data from the system. However, there is no obligation on the system owner to provide this information.

I want more energy data

By 2022, there will be nearly 500,000 advanced meters deployed across Western Power's network, and in the regional areas of the State almost all electricity meters already have this feature. Advanced meters allow customers to view their half-hourly consumption and generation. For further information on the advanced meter deployment in the South West of WA see the Western Power [website](#).

There are also affordable energy monitoring devices that may provide you with real-time information about electricity use in your home or generated by your solar PV system. Most meter installations can also have simple devices attached to monitor the time and quantity of your consumption from the grid.

More information

Head to your energy retailer's website, customer portal or app to find out more about accessing your energy data.

Energy Policy WA has additional information on its [website](#) to assist households and small businesses in managing their energy use. There is also [information](#) about the benefits of installing solar PV systems, batteries and electric vehicles and how to maximise your bill and energy savings by adjusting your consumption patterns.

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Disclaimer: The material provided in this information sheet is general in nature and a guide only. It does not take your personal circumstances into account and so you cannot rely solely upon this material when deciding to act. Additional matters or factors may be relevant to you. Where appropriate, seek professional advice.