



**National
Customer Code**
Energy Comparators &
Energy Moving Services
Proudly supported by the Energy Charter

GOT A BATTERY OR EV?

Get a comparison that
reflects how you use energy



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Got a home or small business battery or EV? Get a comparison that reflects how you use energy

The way households and small businesses use electricity is changing. If you have a battery, electric vehicle (EV), solar or participate in a virtual power plant (VPP),* your past electricity use may no longer tell the full story.

When using an energy comparison or moving service, providing some additional information can help you understand which energy plans may better suit your needs and technology.

Businesses participating in the Energy Comparators + Moving Services Customer Code are committed to helping customers make informed choices. That includes understanding how your energy needs may be changing, so comparisons can better reflect the way you expect to use energy in the future.

Getting ready to compare

A little information about your household or small business and how you use energy can help you get more from your comparison. You don't need to know every detail — but here are some useful things to consider.

Your solar and battery

- Do you have rooftop solar?
- Do you have a battery and what is its approximate capacity?
- When was the battery installed?
- Do you usually charge it from solar, the grid or both?
- Are you part of a Virtual Power Plant or considering joining one?
- What solar feed-in tariff are you currently receiving?



Your electric vehicle

- Do you have an EV or are you planning to get one soon?
- Do you usually charge it at home?
- Approximately how often and how much do you charge at home?
- Can you choose when your vehicle charges — for example, overnight or during periods when electricity is cheaper?
- Do you have, or are you considering, a dedicated EV charger?

* A Virtual Power Plant (VPP) connects your energy resources such as solar and batteries so they can work together to support the electricity grid. Participants may receive financial incentives for helping system reliability.

Could you use energy differently at different times?

Some energy plans offer cheaper — or sometimes free — electricity at particular times of the day. If it suits you, changing when you charge your battery or EV, or run some appliances, could make a difference to which plan works best for you. Some newer energy plans offer different prices at different times.

Think about whether you could:

- charge your EV or battery at particular times;
- run appliances during cheaper or free-energy periods;
- use stored battery energy when grid electricity is more expensive; or
- allow a VPP provider to access your battery under agreed conditions.

Questions you can ask

Don't look only at the headline usage rate or discount. You may also want to ask:

- Does this plan suit my particular solar, battery or EV setup?
- Are there cheaper, free or more expensive electricity periods available and when are they?
- What happens to my solar feed-in tariff?
- Are there special EV charging rates or conditions?
- Does the plan require a smart meter or particular equipment?
- Is Virtual Power Plant participation available or rewarded?
- Are there any additional fees, eligibility requirements or lock-in arrangements?
- How would the plan compare based on how I expect to use electricity in future, rather than just my past usage?

Your past energy use tells only part of the story

A new battery, EV or a change in when you use electricity can make a real difference to your household's energy needs.

Tell your comparison or moving service what's changed — or what you're planning.

Ask them to consider how you expect to use energy in the future, not just what appears on your previous bills.

The more your comparison reflects your household or small business, your technology and the way you use energy, the more useful it can be in helping you make an informed choice.



The Energy Charter

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