

Getting switched on with energy comparator and moving services



**National
Customer Code**
Energy Comparators &
Energy Moving Services
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A quick guide to making confident, informed energy choices.

Whether you're moving house, looking at your small business needs or just thinking it's time for a better energy deal, it helps to know what you're looking at and why.

In Australia, there are government websites where you can check out available plans for your suburb.

There are also comparison sites and moving services ready to help you explore energy plans.

But not all comparison methods are created equal. Some focus more on price, while others give options that can include value, choice and service.

Price might not be your only consideration

Depending on your needs you might be interested in choosing an offer that includes:

- **Bundled benefits** – some providers offer solar/batteries, discounts on appliance purchases or access to sustainability programs such as solar buy-back or carbon offsets.
- **Usage insights** – certain plans come with apps, live chat or reports that help you track consumption and save energy over time.
- **Tariff flexibility** – you may prefer fixed-rate plans, time-of-use pricing, or demand-response options depending on your lifestyle or business needs.
- **Billing preferences** – some energy retailers support weekly payments, direct debit discounts, or pay-as-you-go models.
- **Call centre support** – choose the kind of support you need, purely online or human help.
- **Green energy options** – you can choose between different levels of renewable sourcing or carbon offset products.
- **Reputation and trust** – participation in an Independent code like the Customer Code for Energy Comparators + Energy Moving Services.

Comparison methods explained

If you're looking for a better price, more value or something that fits your lifestyle, or business needs, understanding how prices are compared can help you be better placed to choose a plan that makes sense for you.

So, before you switch, it's worth understanding what goes on behind the scenes and how to make sure the offer you're looking at is genuinely right for your home or your business.

Let's unpack the main comparison methods and how they stack up.

Reference price* or ceiling price*

This is a government-set benchmark for electricity costs in your area. It helps you compare plans by showing how much more or less a retailer's offer is than the standard reference price or it is a ceiling price which means an offer cannot exceed this price. It is an estimate based on what an average household is expected to use each day.



Simple starting point where you can easily see how the price compares to the reference price.

**Reference price applies in Victoria, ceiling price applies in NSW, ACT, QLD, SA and TAS from 01/07/26.*

Household size

Some comparisons base your usage on the number of people in your home. Are you a household of one, a busy share house, or a growing family?



A step up in personalisation



A general estimate and doesn't include specific usage patterns



Average daily energy use

This method looks at how much electricity has been used at your address over the past 12 months.

- ✓ More tailored than general estimates and helps match you to the right plan
- ✗ Doesn't consider things like your tariff structure or seasonal changes
- ✗ Usually only applies if you have a single-rate or controlled load meter

Bill comparison

This is where you compare actual numbers from a recent energy bill and stack that up against new offers. It's one of the most accurate methods available.

- ✓ Based on your real energy use
- ✓ Can highlight value, not just price
- ✗ Takes a bit more effort – you'll need to upload or share a bill
- ✗ May be affected by seasonal usage (e.g. summer vs winter)

Open energy (powered by the Consumer Data Right)

This lets you securely share your energy usage data over the past 12 months, giving comparison services and government sites a detailed view of your household energy patterns. With your permission, you can let a company access your data to show you energy plans, compare your bill more accurately and personalise your offers.

- ✓ Uses real, historical data
- ✓ Enables better decision-making and energy efficiency strategies, particularly for small businesses
- ✓ Provides faster and more personalised results
- ✓ Enables comparison across price, features, value and service
- ✗ Requires a bit more effort from you to provide your consent for your data to be shared with the Comparator or Moving Service
- ✗ Still rolling out – not all businesses may offer this yet

Transparency

Comparators and Moving Services should clearly show you which energy retailers they represent. And Moving Services need to let you know if they are independent or fully/partly owned by an energy retailer.

Want expert help?

You don't have to do it alone. Many comparison and moving services can walk you through the options, explain what the fine print means, and even help you make the switch.

Start with a service that's a signatory to the Customer Code for Energy Comparators + Moving Services. These businesses are committed to delivering transparency, fairness and accountability for you.

Signatory commitments to you:

Customer centricity

We will put you at the centre of our business and make recommendations to drive positive and effective energy solutions that empower your choices.

Transparency and disclosure about our business, practices and offers

We will provide you with true and accurate information about our business, our services and products, those brands we represent and any assumptions that we use.

Fairness and consistency

We will ensure that you are treated fairly and provided with information you need to choose an energy plan in a clear and consistent manner.

Accountability

We will be responsive to your needs and take prompt, appropriate action if you make an enquiry or complaint to ensure our continuous improvement.



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