

# FACT SHEET 'WHAT IS ENERGY'

This fact sheet will provide a definition on what energy is, there will also be some definitions of common terminology/language in relation to energy.



## Energy

Energy means electricity, natural gas, steam, hot or chilled water, fuel oil, or other product for use in a building, or renewable on-site electricity generation, for purposes of providing heating, cooling, lighting, water heating, or for powering or fueling other end-uses in the building and related facilities, as reflected in Utility bills or other documentation of actual energy use. In this program, when we refer to energy we mean electricity, gas and water.

## Tariff

A tariff is the price you pay for the energy you consume. Tariffs will vary depending on where you live, your energy distributor, the type of meter you have and the type of tariff itself.

## Energy Wastage

When we use electricity for a task that is unimportant, unnecessary, or unlikely to succeed, this is energy waste. Energy waste occurs in many ways. Some waste energy examples are: An office with lights that don't switch off after employees leave. A factory with leaky pipes.

## Energy Efficiency

Energy efficiency simply means using less energy to perform the same task – that is, eliminating energy waste. Energy efficiency brings a variety of benefits: reducing greenhouse gas emissions, reducing demand for energy imports, and lowering our costs on a household and economy-wide level.

## Concessions and Rebates:

Gas and electricity concessions and rebates can provide financial support to eligible in-need and low-income households who might otherwise struggle to afford their utility bills.

## Financial Hardship

You are in financial hardship if you have difficulty paying your bills and repayments on your loans and debts when they are due. Under credit law you have rights when you are in financial hardship.

## Smart Meter

A smart meter is a device with a digital two-way communication system that measures when you use electricity and how much. It records your energy use in at least 30-minute intervals and transmits the information to your retailer daily. Your retailer can read the meter remotely.

## On & Off Grid

There are two main types of solar systems: on-grid and off-grid. On-grid systems connect to the electric grid and supplement the power you receive from your utility company. In contrast, off-grid systems are entirely independent and rely on battery storage. Despite their differences, they offer similar benefits.

