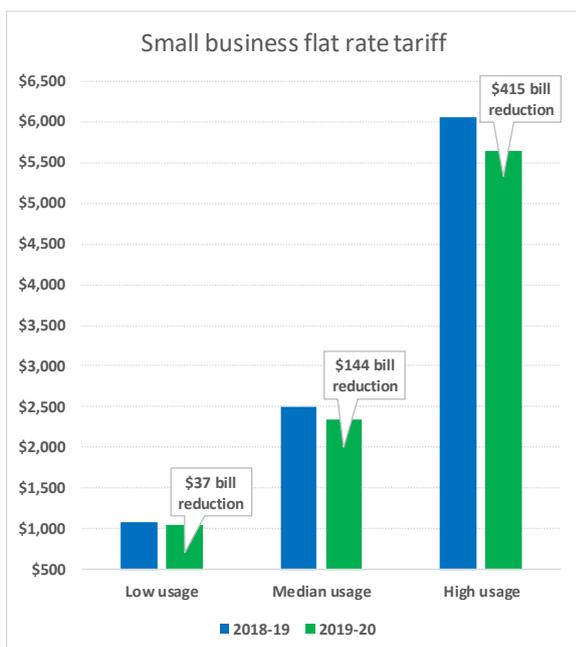


How are bills presented in the final determination? The QCA presents annual bill outcomes for a typical customer based on the median (50th percentile) usage for each tariff class.

How will the 2019–20 final determination impact bills for low and high usage customers?

The graphs below present bill impacts for residential and small business flat rate tariff customers. We present bills based off the 25th percentile customer for low usage and 75th percentile customer for high usage.



Why are my bills different to those presented in the final determination? The QCA calculates bills using only gazetted supply and usage charges (plus GST). Other factors which will affect individual bill calculations include:

- Metering costs
- Solar feed-in tariff payments
- Individual electricity consumption
- Government rebates and concessions

Why do customers who consume more electricity receive a larger bill reduction? The primary driver of price changes has been a reduction in wholesale energy costs of \$10–13/MWh, which translates into lower prices for each kilowatt of electricity used. Users who consume more electricity will see a proportionally larger decrease in bills than users who consume less electricity.

How do I calculate my own bill? The table below shows customers on flat rate residential and small business tariffs how to calculate their 2019–20 annual bill, based off a 2018–19 electricity consumption.

Tariff 11	Annual supply cost	+	Electricity cost	+	10% GST
	\$330		23.661 c/kwh x annual electricity consumption		

Tariff 20	Annual supply cost	+	Electricity cost	+	10% GST
	\$456		24.432 c/kwh x annual electricity consumption		

The above calculation is exclusive of feed-in credits received through your retailer for electricity exports via solar PV systems.

Where can I find more information? Visit our website at: www.qca.org.au.