

Frequently Asked Questions

1. Do I need to notify my current energy retailer that I am leaving?

No. When you sign up with Click Energy your existing retailer will be notified automatically as part of the transfer process.

2. How long will it take to transfer my meter to Click Energy?

Click Energy goes to great lengths to ensure that your meter is transferred as quickly as possible. Victorian customers who have a smart meter installed will typically transfer to Click Energy within a matter of days. Residential customers in Victoria, Queensland, and some regions of New South Wales who do not have a smart meter installed will have a special meter read booked and Click Energy will typically complete the transfer within 4 weeks.

There are some regions of NSW within which special meter reads cannot be booked. In these cases, customers will need to wait until after the next scheduled meter read before the transfer can take place. Depending on when your meter was last read, it may take up to 3 months for the transfer to complete.

3. Will I receive my electricity and gas charges on the same invoice?

No. Electricity and gas meters are read at separate intervals and will be invoiced separately.

4. How often will I be invoiced?

Click Energy customers default to a monthly invoice based on bill smoothing. This process estimates your invoice and assists in mitigating bill shock. Customers have the ability to set their monthly invoice increments by contacting Click Energy after receiving their first invoice.

5. I receive a concession on my energy bill with my current provider. Can I receive the same concessions from Click Energy?

Yes. Your eligibility for a concession is independent of your choice of provider and all providers (including Click Energy) are required to provide concessions to eligible customers. Customers in NSW, QLD and VIC can register their concession details during the quoting process.

6. I need my service connected within 3 business days. Can I apply for an ACN offer?

If you need to be connected within 3 business days, we recommend you contact Click Energy directly on 1300 567 236. A Click Energy operator can provide quote information and confirm your connection.

7. Do I need any information when I sign up?

You should have your most recent energy invoice(s) on hand when you start the online sign-up process in order to provide your meter information. This information is displayed on an electricity invoice as the National Meter Identifier (NMI) and on Gas invoices as the Meter Installation Reference Number (MIRN) or Delivery Point Identifier (DPI). You will also need to provide identification details, so we can recommend that you have your driver's license or Medicare card ready as well.

8. What is a distributor?

An electricity or gas distributor is the company that handles the distribution of energy in a particular geographic region. These companies are responsible for the maintenance of "poles and wires", and monitoring energy usage across their networks. For example there are 3 electricity distributors in NSW: Ausgrid, Endeavour Energy and Essential Energy. Each has a network servicing a set area in the state. The only time a customer should contact a distributor is to report network outages or to obtain information on current outages and restoration times.

9. What is a Default Market Offer (DMO)?

Each electricity retailer operating in NSW, QLD, and SA has a Default Market Offer, or DMO. This is a base plan provided if customers do not select another plan. DMOs are available for both residential and small business customers.

10. What is a Reference Bill?

A Reference Bill is used in states where a DMO is available (NSW, QLD, SA). A Reference Bill is calculated based on the Australian Energy Regulator (AER) customer profiles and is intended for use as a basis for comparison between energy retailers.

This will make it easier for customers to compare electricity deals. When a retailer promotes a headline discount, it must be calculated from the Reference Bill price.

11. What is the Victorian Default Offer (VDO)?

In Victoria, the Essential Services Commission (ESC) will determine the Victorian Default Offer (VDO) which will specify the prices charged to consumers on standing offer electricity plans.

Each electricity retailer operating in Victoria has a Victorian Default Offer. This is a base plan provided if customers do not select another plan. VDOs are available to residential and small business customers.