



## How do you manage your energy bills?

When it comes to managing our energy usage and bills, different households may have different choices and options available to them. In this latest insight, read about what we've learned from a recent survey of our citizen scientists...

When it comes to managing our energy usage and bills, different households may have different choices and options available. Recently, we ran a quick survey through CSIRO Energise to better understand what things people can do, as well as what they have recently done, to help manage the costs of energy. Here's what we found based on a sample of more than 900 responses...

### What choices do we have available?

First, we asked our citizen scientists to think about how they manage their energy bills, then indicate which of the following they currently have the ability to do:

- Change to a better energy plan and/or provider
- Invest in alternative energy sources (e.g. solar panels, battery storage)
- Improve the home's building fabric (e.g. roof, floor, walls, windows, doors etc.)
- Improve the home's fixed appliances (e.g. oven, cooktop, hot water system)
- Buy more energy-efficient devices and plug-in appliances (e.g. TV, audio system, washing machine, clothes dryer)
- Modify one's energy-use behaviour (e.g. change the way energy is used)
- Reduce energy use in peak times (e.g. 6-9pm weekdays)

The majority of people – about 70% of all survey respondents – reported having the ability to change to a better energy plan or provider, with a slightly smaller proportion (67%) having the ability to modify their energy-use behaviour. Over half of all respondents were able to invest in alternative energy sources like solar power and battery storage (57%) or buy more energy-efficient devices and plug-in appliances (55%). Fewer people reported the ability to do other activities like improving the home's building fabric, fixed appliances, or reducing energy in peak times.

### What do we think would make the biggest different to our energy bills?

Next, we asked our citizen scientists what they thought would have the single biggest impact on their household's energy bills. By far the most common response was investing in alternative energy sources like solar panels and battery storage systems (42%).

Smaller proportions (about 15% in each case) thought that either modifying their energy-use behaviour or improving their home's building fabric would make the biggest difference, while 10% said that changing to a better energy plan or provider would matter the most.

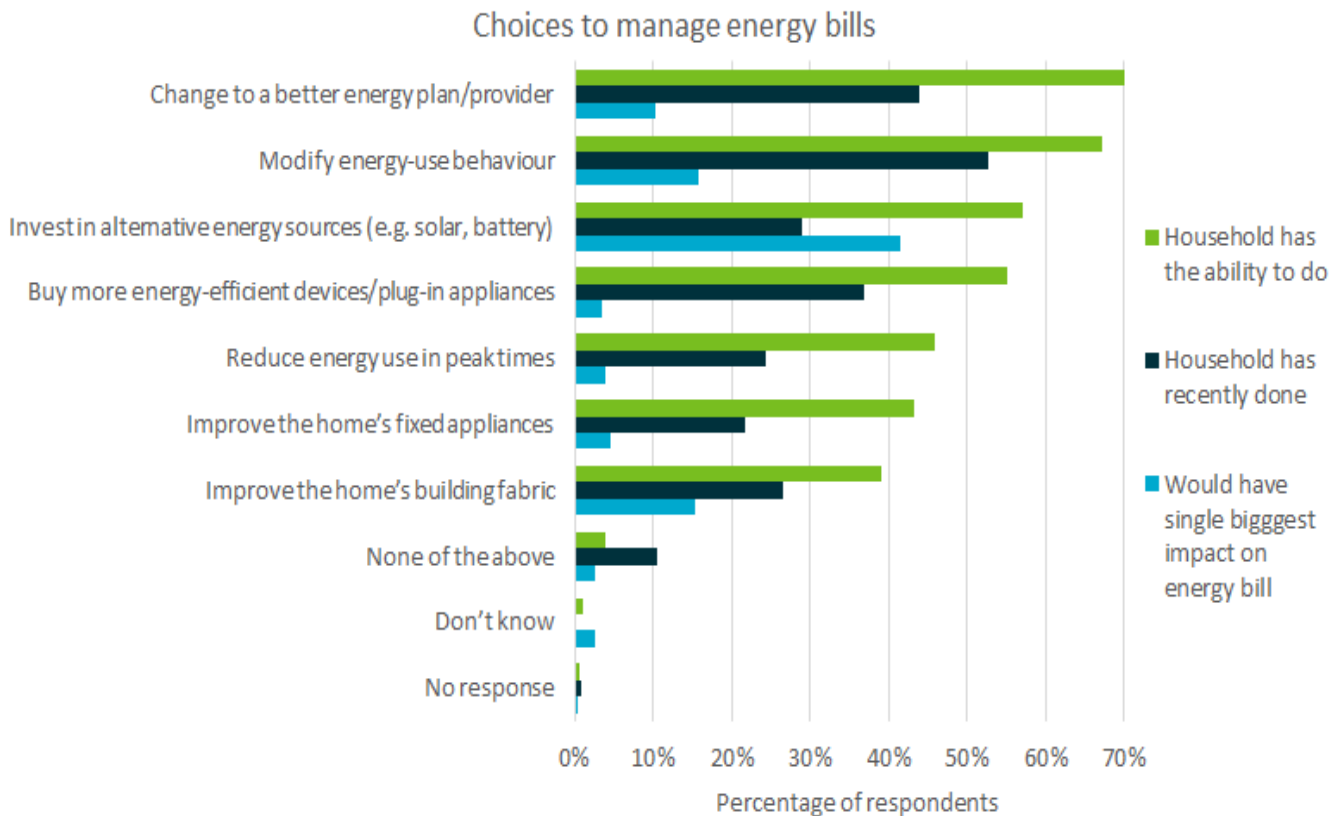


*Alternative energy sources like solar power and batteries may impact household energy bills.*

## What have people recently done to better manage energy bills?

Finally, we asked our citizen scientists to think about the past two years and indicate what actions their household had taken to better manage their energy bills. Just over half of all respondents (53%) reported that they had modified their energy-use behaviour, with slightly fewer (44%) changing to a better energy plan or provider.

Smaller numbers reported that they had bought more energy-efficient devices and plug-in appliances (37%), invested in alternative energy sources (29%), improved their home's building fabric (27%) or reduced energy use in peak times (24%). Only about one-in-ten people (10%) reported doing none of the listed options to better manage energy bills in the preceding two years.



## What does this mean?

It's clear that different households across the country have different choices available to manage energy costs. Understanding how these choices and options differ – and what actions people are taking in order to better control energy bills – can give us a deeper insight into energy consumer choices, decision-making and behaviour.

Survey snapshots provide a quick look at some of the results provided so far by our citizen scientists.

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