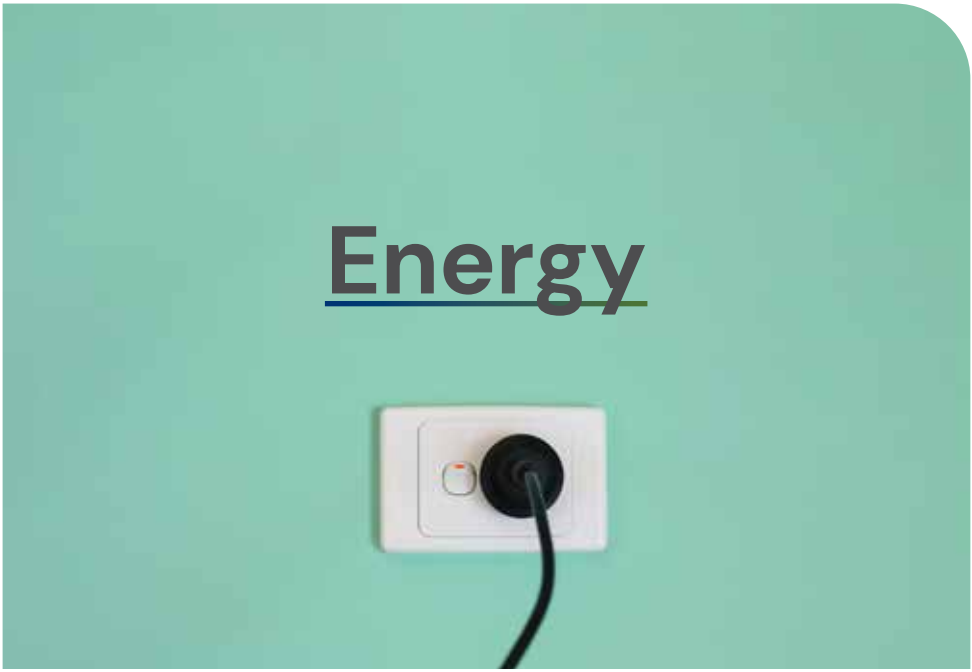
City of Kwinana

Sustainability for *Business*

Use this guide as a starting point on how to improve the sustainability of your energy use, water use and supply chain. Many of the suggestions in this guide also create cost savings over time.

Energy



Know where you are

To work out how you can improve your energy usage and efficiency, you need to know how much energy you are using and how much it is costing you.

Note: Synergy is the only supplier of electricity across the Perth metro area for sites using less than 50,000kWh electricity a year. Businesses who use more than this are eligible to approach other electricity retailers for the supply of electricity. For simplicity, we will look at an example Synergy bill and the online Synergy My Account portal.

How to use your electricity bill to determine usage

The front page of your electricity bill will look like the below. Here you will find:

- Your account number
- Invoice number
- Date of issue of bill and the date bill is due
- Current account charges
- Average daily use and cost are inside the lower orange box.

synergy

ABN: 58 673 830 106

Your account details

Account number
Invoice number
Date of issue 28 Aug 2025

- 012058
CITY OF KWINANA
PO BOX 21
KWINANA WA 6966

Your account summary

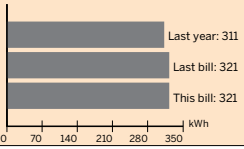
	Opening balance **$0.00**
	+
Due 17 Sep 2025	This bill **$291.14**
	=
	Total **$291.14**

Electricity Account

Tax Invoice

Need help with your bill? Visit synergy.net.au/help

How much energy have you used?



On the second page, you will find:

- Your supply address
- Meter and NMI number (these are unique to your account)
- Usage data
- Previous and current supply and usage charges
- Solar generation data if you have a solar system

Your supply charges are fixed, however you can make changes to reduce your energy usage, which would reduce your consumption charges.

You can use the electricity usage and charges from your bills to see how your energy usage changes over the course of the year.

How we've calculated your bill

Account summary

Last bill	$170.42
Payments	$170.42cr
Opening balance	**$0.00**

Your energy supply details

Supply address:
NMI:
Next scheduled read date: 27 Oct 2025

Your usage summary for meter number:

Supply period: 01 Jul 2025 - 27 Aug 2025	**Units imported (kWh)**	**Units exported (kWh)**
Residential Anytime consumption	691.4210	

†Your interval meter data is available online. Visit synergy.net.au/myaccount to login or register.

This bill

Home Plan (A1) tariff **Bill period:** 01 Jul 2025 - 27 Aug 2025	**Units**	**Unit of measure**	**Unit price (cents)**	**Amount**
Residential Anytime consumption	691.4210	kWh	29.4290	$203.48
Supply charge	58	days	105.5005	$61.19
Plus GST @ 10.00%				$26.47
Total				**$291.14**

Synergy also has a page on their website that explains the parts of your electricity bill:

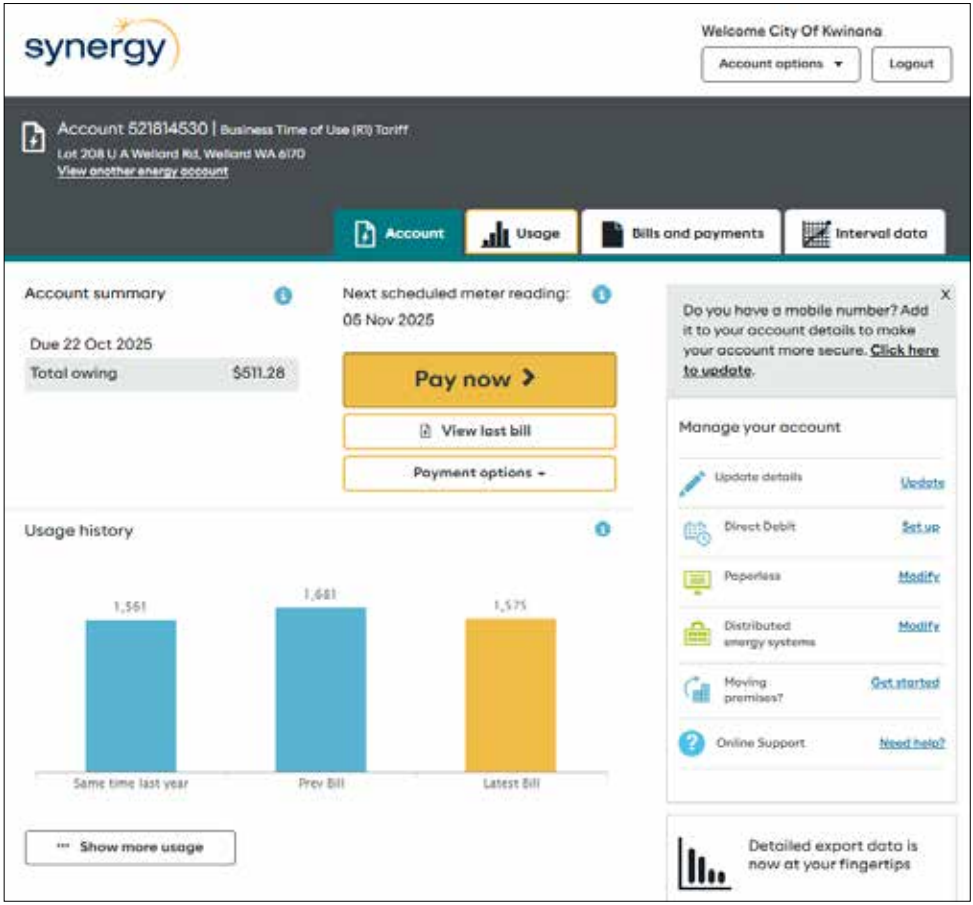
synergy.net.au/Your-home/Help-and-advice/Bills/Understandingmybill

How to use the Synergy My Account portal to determine usage

You can access more information if you log into the Synergy My Account portal. If you don't already have access to My Account, you can register using the button on the My Account login page.

The opening page looks like this. It displays:

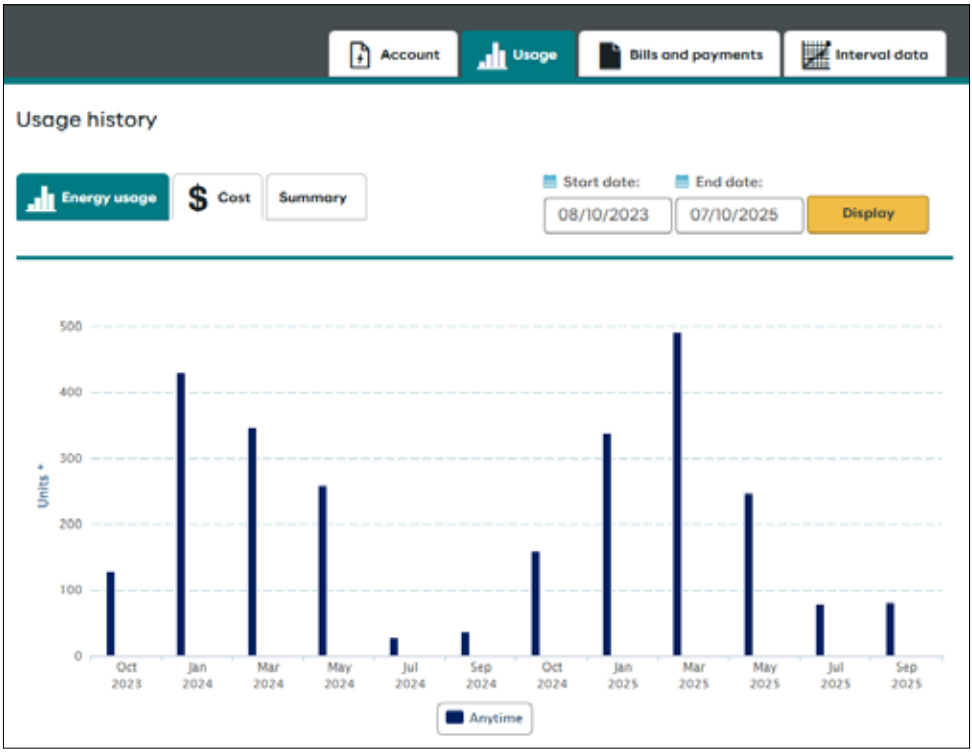
- Account number
- Supply address
- Current charges
- Total usage for your current bill cycle, previous bill cycle and the same bill cycle last year.



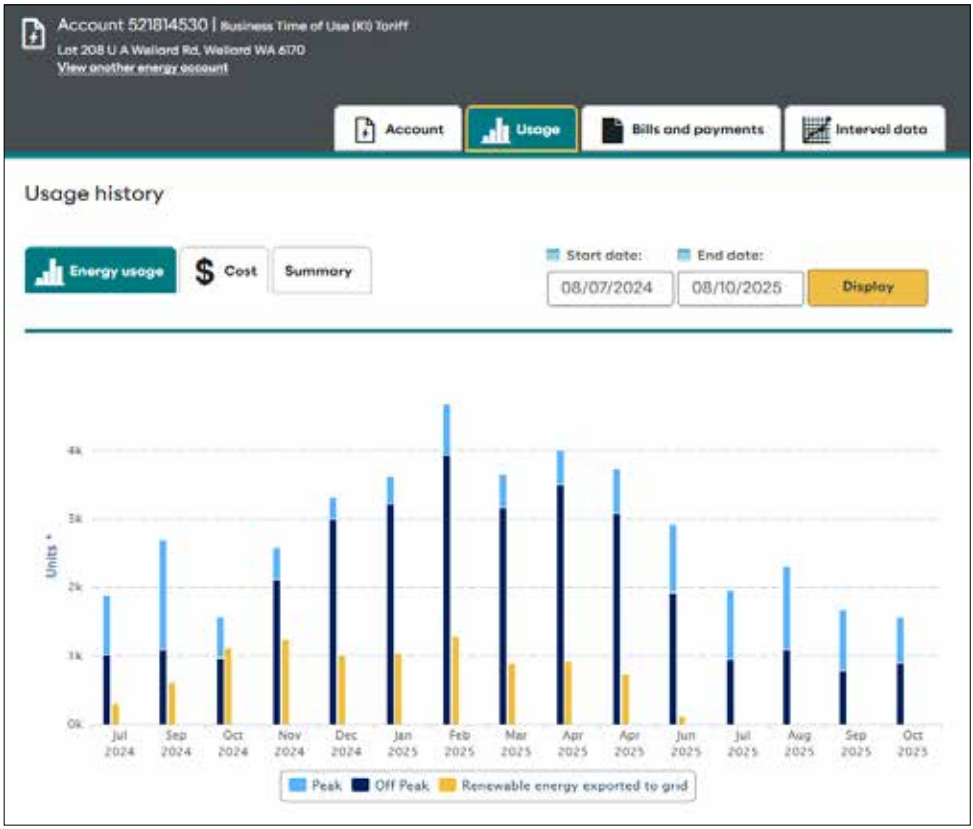
Usage view

When you select the Usage tab, it will load the Usage view as below.

In this example, usage is displayed for each of the bill cycles. You can see electricity usage changes through the year, following a roughly similar pattern. This example has a single 'anytime' tariff that applies at all times of day and all days of the week.



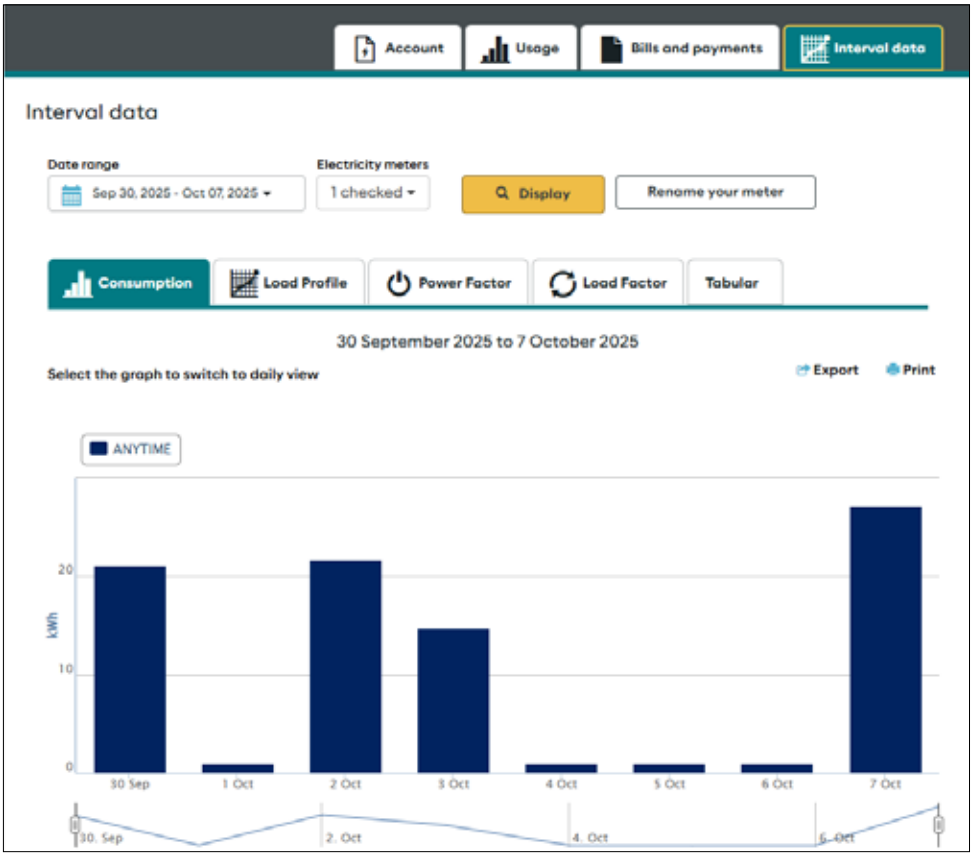
In the below example, the account has a smart meter and solar system. It also has two tariffs, 'peak' and 'off-peak'. Because a smart meter is attached to this account, usage (and solar export) data can be accessed down to a daily level. As you can see in this example, usage levels change through the year.



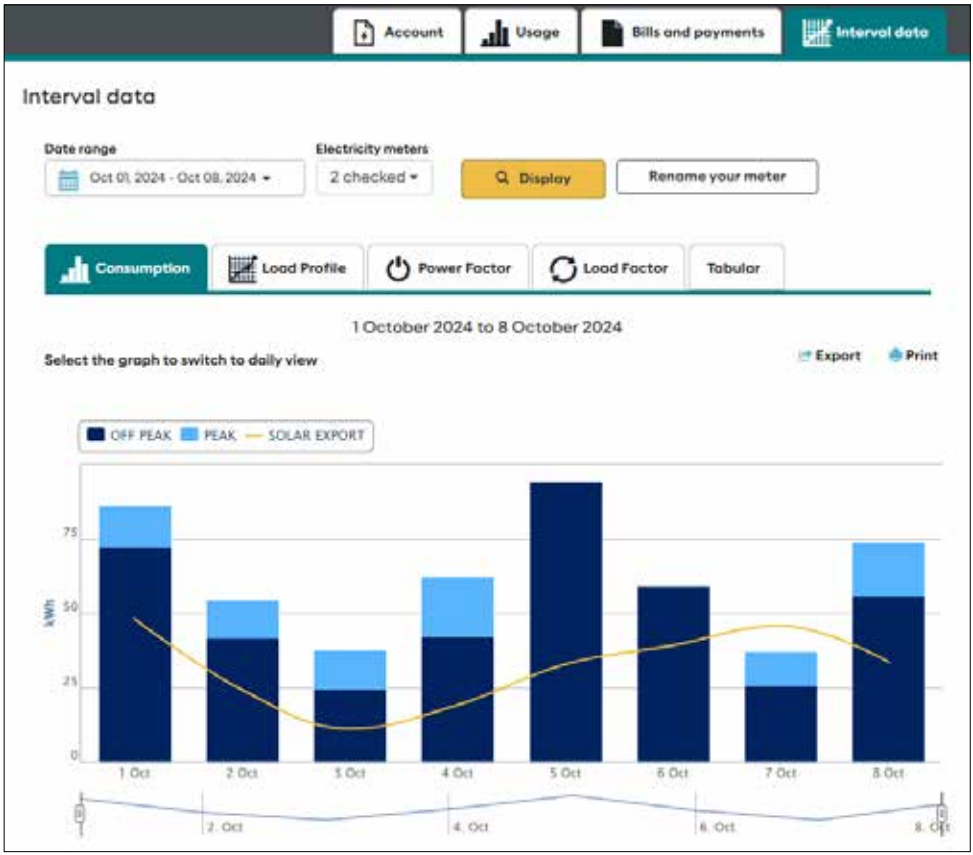
Interval data view

Interval data provides usage or cost data over selectable periods of time. If your account has a smart meter, you can access interval data.

Below is an example of a week of interval data with a single ‘anytime’ tariff.

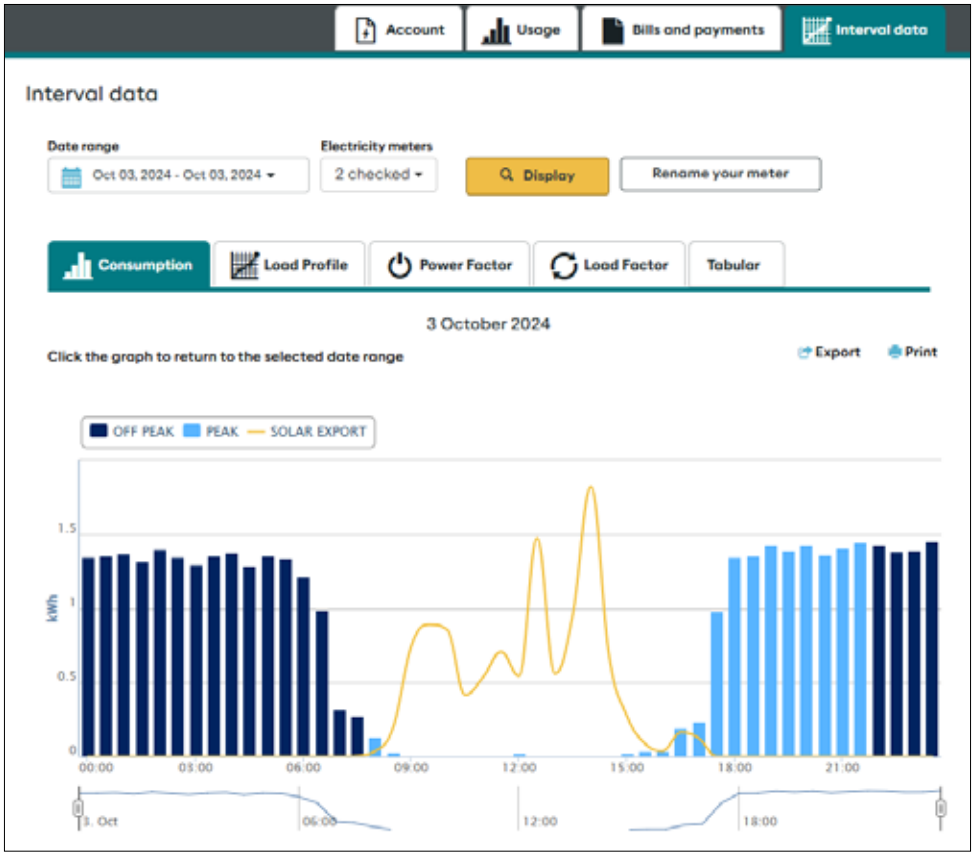


Below is an example of a week of interval data with ‘peak’ and ‘off peak’ tariffs, plus it also shows solar export to the electrical grid.



Smart meters collect usage data every half an hour. This means you can look at how usage varies over the course of each day. Below is an example of a day's worth of usage. You can see the solar system has powered most of this facility's daytime electricity needs.

Note: Synergy interval data appears on My Account approximately a week after usage occurs, so you will only be able to view usage retrospectively, not in real time. If you'd like to analyse or chart your usage or charges over time you can also export (download) usage data as a CSV (Excel) file from the Interval data section, just select the date range for the data you want before you export.



Business Energy audit

You've figured out how much energy you're using, but where is it being used? This is where an energy audit is helpful. You can undertake a basic energy audit yourself. There are three Energy Audit Kits available for loan from the Kwinana Library, complete with instruction guides to assist you.

Here is a link to the listing for the kits on the Kwinana Library online catalogue:

kwinana.spydus.com/cgi-bin/spydus.exe/FULL/WPAC/BIBENQ/18636612/5979646,1

Check all sources of energy use and note down the types of equipment you have, what model they are and what condition they are in:

- Lighting
- Heating, cooling and ventilation systems
- Hot water systems
- IT equipment: computers, printers, photocopiers etc
- Other equipment used in your operations

Older or damaged equipment may not work as efficiently as newer models. You can use the energy monitor inside the Energy Audit Kit to test how much energy each of your pieces of equipment is using and compare that to energy usage specifications on other models of equipment available. If you note that your equipment uses significantly more energy than other models available, it might be worth replacing them with higher efficiency models.

If you would prefer for an expert to conduct an energy audit for you, you can engage an energy consultant:

energy.gov.au/business/energy-management-business/1-understand-your-energy-use/conduct-energy-audit

A consultant will investigate all energy-using equipment at your business and send you a list of recommendations with approximate costings and payback periods to help you improve your energy efficiency.

Everyday changes you can make

Switch off

Switch off equipment at the power point during non-operating hours. Standby power (sometimes called vampire power) is the electricity used by devices, appliances and equipment when they are powered off but still connected to a switched-on power point. eg. *computers, printers, photocopiers, monitors, TV screens*

Switch off lights, air-conditioning and equipment when they aren't actively being used. Otherwise, you are paying to heat, cool or light empty spaces.

Seal gaps

Check for gaps around windows and under doors where hot air in summer or cold air in winter can enter. Use weather strips, gap sealer or draught stoppers to fill in these spaces to avoid additional heating and cooling costs.

The Energy Audit Kits available for loan from Kwinana Library have thermal imaging cameras that make it easier to check for gaps and other places where heat may be passing into and out of your workplace.

Use window coverings

In Summer, prevent sun coming in through windows by closing window blinds. This will reduce unwanted warming that can cost you more money in air-conditioning. Lighting a darkened space uses less electricity than cooling down a sun-warmed space.

In Winter, allow sun to enter through windows to help keep your indoor spaces warm and provide ambient light.

Optimise heating and cooling

Heating, cooling and ventilation (HVAC) – Aim to keep occupants comfortable, within a temperature range of 18 – 26°C for sedentary work. Note that each additional 1°C you heat or cool a space past the recommended ranges will incur 5-10% more in energy costs.

- Heating in Winter – set the temperature to a maximum of 18 – 20°C.
- Cooling in Summer – ideally use a fan as the first, cheapest option before switching on the air-conditioner. If you run a storefront or office and require a controlled temperature inside, set the temperature to 25°C.

Hot water system – Check your hot water temperature settings. Storage hot water systems require water to be heated to 60°C to prevent the growth of harmful bacteria. If you have a storage hot water system that heats water higher than this, keep it at 60°C to be energy efficient while staying safe.

Spending to save money

You can reduce energy use at your business by investing in energy efficient equipment eg. *LED lighting, printers, photocopiers, monitors, machinery*

How to estimate the running cost of equipment:

energy.gov.au/households/energy-rating

Look for Energy Rating labels, like these shown, when you purchase new equipment. The more stars, the more energy efficient.

Water

Observable leaks

Check toilets, taps and appliances for leaks – a tap that drips only 10 times a minute will waste 1000L of water a year and a trickling toilet can waste 9000L a year, water that you pay for but never use. Ensure that you fix leaks as soon as possible to avoid wasting water and money.

Hidden leaks

Check for hidden leaks using your water meter. Water Corporation show you step-by-step how to do this:

watercorporation.com.au/help-and-advice/water-issues/leaks/detect-a-leak

Water efficient fittings and appliances

Australia's Water Efficiency Labelling and Standards (WELS) scheme is used to rate the water efficiency of water fittings and appliances.

waterrating.gov.au

Check that yours are high WELS rated (4+ stars)

Supply chain

How and where do you purchase your supplies?

Think about where your supplies are coming from and how they're getting here.

Air freight is by far the worst form of shipping for our environment – making 1000g CO_2/tonne/km, compared with container ships that generate around 20g CO_2/tonne/km. Transport methods ranked from least to most emissions: container ships, rail, road, air. If you don't need to send or receive items urgently and where you have a choice, avoiding air freight can make a big difference.

Do you source any of your goods from locally based manufacturers or businesses?

What are your supplies made from?

More sustainable choices can include:

- Recycled content in products eg. *recycled paper, plastic, metal, rubber, foam, textiles*
- Timber and paper products that are Forest Stewardship Council (FSC) certified

Have you considered modern slavery?

Modern slavery is where people are exploited by others for personal or commercial gain. Whether tricked, coerced, or forced, they lose their freedom. This includes but is not limited to human trafficking, forced labour and debt bondage.

It can be tricky to identify whether modern slavery is involved in the supply chain of the products you use. However many larger businesses now monitor for modern slavery in their own supply chain and make this information available to customers.

Single use items

These are more costly and generate waste. Is it possible to replace any of the single use items used at your business with reusables? This can include ideas such as providing staff or customers with reusable items rather than supplying single-use ones.

Re-using or repurposing

Are there any items that you dispose of from your business that could be re-used or repurposed? If not within your business, there may be opportunities to donate items that are no longer useful to you but may be to other organisations. This may also include food organic recycling eg. *coffee grounds, waste oil etc*.

Waste segregation

Do you separate the waste streams made by your business? Appropriate waste separation results in much better outcomes for our environment and community. eg. *general waste, recycling, cardboard, metal, containers for change, food organics*.

Other resources and enquiries

City of Kwinana Business hub

kwinana.wa.gov.au/business-and-development/business-hub

Business Support Grants

These are grants available to businesses based within the City of Kwinana and could help support you to make changes to improve the sustainability of your business. Contact our friendly Economic Development team for more information.

ed@kwinana.wa.gov.au

Sustainability

If you have any questions about sustainability, please contact our sustainability team:

environmentwaste@kwinana.wa.gov.au