

# Demystifying electricity

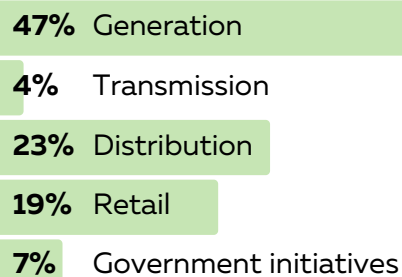


## How does electricity get to homes?



## What makes up an electricity bill?

Paying your electricity bill covers several different parts of our energy system. Each part represents an essential link in the supply chain providing electricity to your home.



## Where does Ausgrid fit in this?

Ausgrid is a distribution network service provider: we operate, maintain, repair and build the electricity network in Sydney, the Central Coast and the Hunter.

We distribute electricity to your home or business, maintain existing infrastructure, and invests in new technologies to make the network more sustainable, reliable and affordable.

## How can Ausgrid help?

As the distributor, you can contact us for assistance relating to power outages, hazards, electrical emergencies or connections.

**13 13 65**  
General Enquiries

**13 13 88**  
Outages & Emergencies (24/7)

## How we're investing in the future?

In addition to maintaining the network, we also need to make sure the network is ready for our customers future needs.

Ausgrid has several initiatives to support the uptake of more renewable energy, for example our investment in community batteries and electric vehicle charging infrastructure.



For more information visit  
[ausgrid.com.au/WaysToSave](https://ausgrid.com.au/WaysToSave)

