

# 瞭解您的電費帳單

第1頁

## 1. 您的帳戶識別資料

帳戶號碼 (Account number) :

您的帳戶號碼是您電力帳戶的獨特識別碼。  
若您希望透過電話支付款項，請將帳戶號碼告知服務人員。

全國電表識別碼 (National Meter Identifier, 簡稱: NMI) :

我們及配電公司使用的獨特編號，能夠識別您物業上的電表。

服務地址 (Service address) :

服務地址是您的電表所在地址，亦是您電費帳單的收費地址。


發票號碼 (Invoice number) :

商業用戶可於此處看到其發票號碼。


## 2. 最佳方案

您會收到訊息，告知您的方案是否為最佳費率方案。如果您尚未使用最佳方案，您會收到最划算方案（一年至少節省\$22，含GST）的相關通知。

欲知詳情，請瀏覽[energyaustralia.com.au/better-bills](http://energyaustralia.com.au/better-bills)網頁。



Tax invoice  
EnergyAustralia Pty Ltd ABN 99 086 014 968



00010000000000  
Miss S Sample  
37 Sample Road  
SAMPLE SUBURB VIC 3000

1. **Your electricity account**

Account number:	1234 567 890
National Metering Identifier (NMI):	1234567890
Service address:	37 Sample Road SAMPLE SUBURB VIC 3000
Bill issue date:	04 Aug 2023

2. **Great choice**

Based on your past usage, Plan Name is the best plan for you. If this changes, we'll let you know. Or go to Victorian Energy Compare at [compare.energy.vic.gov.au](http://compare.energy.vic.gov.au)

The Victorian Default Offer is a reasonably priced electricity offer set by Victoria's independent regulator. Contact us on 133 466 to discuss the suitability of this plan for you.

3. **Need to get in touch?**

Enquiries and complaints: 133 466  
Online: [energyaustralia.com.au](http://energyaustralia.com.au)  
Faults or emergencies:  
Street Light or Power Failure (24 Hrs)  
United Energy 132 099

4. **Your bill**

Your Regular Pay Plan has ended


Amount due with a pay on time discount  
**\$538.77**


Bill due date  
**21 Aug 2023**


Refer to 'More information about this bill' section for more information


5. **Electricity payment options**


If your bill has been delayed, you are entitled to an extended amount of time to pay.

**Direct debit**  
Call 133 466

**Mail**  
Please post this payslip with your cheque payable to: **EnergyAustralia, GPO Box 4491, Melbourne, Victoria 3001**


**Phone**  
Call **1300 559 873** to pay by MasterCard, Visa or American Express for payment amounts up to \$10,000

**Billpay code: 3248**  
Ref: 0000 0000 0000 00  
Pay in person at any post office, phone **13 18 16** or go to **postbillpay.com.au**

**Billcode: 7410**  
Ref: 0000 0000 0000 0000 0000  
Make this payment via internet or phone banking.

Amount due with a pay on time discount **\$538.77**

Bill due date **21 Aug 2023**



\*0000 0000000000

Office use only

Trancode	User code	Payment reference
000	000000	0000000000000000

A merchant service fee may apply to credit card payments: MasterCard or Visa 0.36%, American Express 1.5%. Fee is calculated on the total payment amount.

## 3. 需要協助嗎？

您可在看到聯絡我們的最佳方式。我們亦附上配電公司（您所在地區電線桿及電線的所屬公司）的電話號碼，供您聯絡路燈或停電相關事項。

## 4. 您的帳單

帳單金額及到期日 (Amount due and bill due date) :

帳單總金額即為您的應付金額（含GST），必須於到期日前付清。

此金額計入先前入帳的款項，或自前期電費帳單移轉過來的餘額。

## 5. 付款方式

我們提供多種便捷的付款方式——請選擇最適合您的方式。請注意，若您選擇使用信用卡付費，可能須額外支付信用卡商戶手續費。

# 瞭解您的電費帳單

第2A頁

## 1. 方案概述 (Plan summary)

您的方案概述內容會包括方案名稱，並列出方案所有適用福利（例如：折扣）及特點（例如：Go Neutral）。


## 2. 帳單週期 (Billing period)

此處列出帳單的計費起始及結束日期，以及帳單所涵蓋的天數。我們會告知您本期帳單是根據您的電表讀數（「實際度數」）計算，或者我們必須以預估金額收費（讀表人員無法前往您的物業進行讀表）。

如果您收到預估費用帳單且沒有智能電表，可以將您自行讀表的電表度數發送至 [energyaustralia.com.au/submit-meter-reading](https://energyaustralia.com.au/submit-meter-reading)。

## 3. 太陽能回購電價 (Solar feed-in tariff)

此為您的太陽能系統產生電力之未使用部分送回電網後，您所能獲得的金額。請注意，住宅太陽能回購電價不含GST。

 EnergyAustralia

Page 2 of 4

## Plan summary

1. **Your current plan:** Secure Saver - Home  
Your energy rates are below. We'll let you know in advance before they change.

**Includes:** 30% discount on usage if you pay your bill on time.  
16% guaranteed discount on energy charges (we will let you know when your discount ends)

## Understanding your bill

**Billing period:** 30 Apr 2023 to 30 Jul 2023 (92 days). Charges based on an **actual** meter reading.

Energy charges	Total usage	Charge/ rate	\$
30/04/2023 - 30/07/2023 - 92 days			
*Secure Saver - Home Peak Consumption ( 67.31206 kWh/day)*	4,442.596 kWh	\$0.3836800 per kWh	\$1,704.54
*Secure Saver - Home Off Peak Consumption ( 33.57598 kWh/day)*	3,088.990 kWh	\$0.1661000 per kWh	\$513.08
*Secure Saver - Home Supply Charge	92 days	\$1.067000 per day	\$98.16

## Solar export

VIC Feed-In Tariff ( 0.17110 kWh/day)*	-15.741 kWh	\$0.12 per kWh	\$1.89Cr
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Government concessions or rebates	Total days	\$
*Annual Electricity Concession (30/04/2023 - 30/07/2023)	92 days	\$280.15Cr

Discounts	
*Additional Secure Saver - Home Discount - 16%	\$354.82Cr

<b>Total Current charges (incl. GST of \$152.63)</b>	<b>\$1,678.93</b>
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## Account summary

Opening Balance	\$203.39
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Payments received	Payment type	
Payment received thank you		\$432.00Cr
25 May 2023	Australia Post	\$112.00Cr
22 Jun 2023	Australia Post	\$120.00Cr
03 Aug 2023	Australia Post	\$200.00Cr

## Adjustments, other fees and charges incl GST

*3% Discount on Usage for Paying Your Last Bill by the due date (incl. GST)	\$24.64Cr
*27% Discount on Usage for Paying Your Last Bill by the due date (incl. GST)	\$221.72Cr
Balance carried forward	\$474.87Cr
Current Charges	\$1,678.93
<b>Total Amount (incl. GST)</b>	<b>\$1,204.06</b>
*3% discount on usage if you pay this bill by the due date (incl. GST \$6.05Cr)	\$66.53Cr
*27% additional campaign discount on usage if you pay this bill by the due date (incl. GST \$54.43Cr)	\$598.76Cr
<b>Total amount with discount (incl. GST)</b>	<b>\$538.77</b>

An \* means that the amount shown includes GST.

\* This figure is your usage shown as an average per day over the number of days that apply to this rate.

An \* means that the amount shown includes GST.

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## 4. 能源費用 (Energy charges)

您的電價與電表類型有關，電表類型亦決定您可選擇的方案、產品及費率。帳單上的收費分成兩個部分。

供電費 (Supply charge) :

供應電力至您物業的費用，按天收費。

用電費 (Usage charge) :

根據您於帳單週期內實際的用電量計算收費。您的用電量以「千瓦每小時」(kWh) 為單位計算。

欲知住宅用戶電價詳情，請瀏覽

[energyaustralia.com.au/tariffs](https://energyaustralia.com.au/tariffs)

網頁；欲知商業用戶電價詳情，請瀏覽

[energyaustralia.com.au/small-business-tariffs](https://energyaustralia.com.au/small-business-tariffs)網頁。

## 5. 政府優惠或補貼 (Government concessions or rebates)

我們向符合資格的帳戶提供政府優惠和補貼。

## 6. 折扣 (Discounts)

您方案的折扣顯示於此處。這些折扣已納入計算並從您的帳單中扣除。

# 瞭解您的電費帳單

第2B頁

## 7. 帳戶總覽 (Account summary)

期初餘額 (Opening balance) :  
上期帳單結算後之帳戶餘額或未付金額。

## 8. 入帳款項 (Payments received)


此處列出自前期帳單發佈以來，您的帳戶已收到的付款。

## 9. 包含GST之調整事項、其他費用和收費 (Adjustments, other fees and charges incl. GST)

調整事項可能包括按時繳費適用之折扣，搬遷費或額外服務之其他費用和收費，或帳單計算方式之調整。

前期帳單小結 (Balance carried forward) :  
在您支付前期電費帳單之後，仍未付清的金額或是多出的餘額。

本期收費 (Current charges) :  
您的帳單總額 (含GST) ——包括已計入和未計入適用折扣及調整項目的金額。

 EnergyAustralia

Page 2 of 4

## Plan summary

### Your current plan: Secure Saver - Home

Your energy rates are below. We'll let you know in advance before they change.

**Includes:** 30% discount on usage if you pay your bill on time.  
16% guaranteed discount on energy charges (we will let you know when your discount ends)

## Understanding your bill

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*Secure Saver - Home Supply Charge	92 days	\$1.067000 per day	\$98.16
<b>Solar export</b>			
VIC Feed-In Tariff ( 0.17110 kWh/day)*	-15.741 kWh	\$0.12 per kWh	\$1.89Cr
<b>Government concessions or rebates</b>		<b>Total days</b>	<b>\$</b>
*Annual Electricity Concession (30/04/2023 - 30/07/2023)		92 days	\$280.15Cr
<b>Discounts</b>			
*Additional Secure Saver - Home Discount - 16%			\$354.82Cr
<b>Total Current charges (incl. GST of \$152.63)</b>			<b>\$1,678.93</b>
<b>Account summary</b>			
Opening Balance			\$203.39
<b>Payments received</b>			
<b>Payment type</b>			
Payment received thank you		\$432.00Cr	
25 May 2023	Australia Post	\$112.00Cr	
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<b>Adjustments, other fees and charges incl GST</b>			
*3% Discount on Usage for Paying Your Last Bill by the due date (incl. GST)			\$24.64Cr
*27% Discount on Usage for Paying Your Last Bill by the due date (incl. GST)			\$221.72Cr
Balance carried forward			\$474.87Cr
Current Charges			\$1,678.93
<b>Total Amount (incl. GST)</b>			<b>\$1,204.06</b>
*3% discount on usage if you pay this bill by the due date (incl. GST \$6.05Cr)			\$66.53Cr
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<b>Total amount with discount (incl. GST)</b>			<b>\$538.77</b>

An \* means that the amount shown includes GST.

\* This figure is your usage shown as an average per day over the number of days that apply to this rate.

# 瞭解您的電費帳單

第3頁

## 1. 帳單詳情

此部分包括與本期帳單相關之重要訊息。  
例如：提醒您的能源費率已於此帳單週期內改變。

## 2. 用量數據

該圖表顯示您於不同時期的用電量及產生的溫室氣體。

**平均每日用量 (Average daily use)：**  
您在此帳單週期的平均每日用電量。

**去年同一時期 (Same time last year)：**  
去年同一時期您的平均每日用電量。

如果我們有累積12個月的數據，您將可看到相關百分比，顯示您的平均用電量是增加或減少（如適用）。

**平均每日費用 (Average cost per day)：**  
您的每日平均電費（含GST）。

**（僅適用維州）溫室氣體排放總量 (Total greenhouse gas emissions)：**  
您的用電於此帳單週期產生的溫室氣體排放量（噸）。



Page 3 of 4

1.

### More information about this bill

#### Annual Electricity Concession (AEC) and Excess Electricity Concession (EEC).

It's important to us that you receive any concessions you're entitled to and we've noticed that you're about to exceed the AEC cap for the period of 1 December to 30 November. To receive the AEC you'll need to apply for the EEC using the application form provided with your bill.

Please note that your eligibility to receive a concession on this account will be checked with Centrelink, Department of Veteran Affairs and/or other relevant organisations.

Discounts - Your total Electricity rewards and discounts received since May, 2015 are \$2622.86 Cr.

The discounts are calculated on usage charges only (incl. GST).

A fee of \$1.69 (incl. GST) may apply to some customers receiving paper bills. To change to eBilling at no charge, go to [energyaustralia.com.au/myaccount](http://energyaustralia.com.au/myaccount) to update your billing preference on each account.

The total amount due if you don't pay by the due date will be \$1,204.06. Please pay this bill or contact us for a new Regular Pay plan.

2.

### Electricity usage and green house gas emissions

Offpeak Peak Greenhouse gas emissions



Average daily use (kWh)

This account: **81.87**

Same time last year: **26.98**

Average peak cost per day (incl. GST): **\$18.53**

Average offpeak cost per day (incl. GST): **\$5.58**

Total greenhouse gas emissions (tonnes) this account: **9.04**

For more information visit [switchon.vic.gov.au](http://switchon.vic.gov.au)

To reduce your greenhouse gas emissions, call us on **133 466** to find out how you can support green energy.

203% increase in usage since the same time last year

3.

Average daily export (kWh)

This account: **8.9210**

Same time last year: **10.7524**

4.

### Need support?

#### Payment Assistance: 133 466

We can help you pay your energy account including:

- Extended Time to pay
- Regular Pay Instalment Plan
- Utility Relief Grant Scheme
- Help with Hardship or Payment Difficulty

#### Hearing and Speech Impairment Services: 133 677

Telephone Typing (TTY) service is available for the cost of local call.

#### Concessions and rebates:

If you are eligible for Victorian Government energy concessions or rebates, please ring **133 466** and quote your pensioner or benefits card number. To find out more, visit [energyaustralia.com.au/concessions](http://energyaustralia.com.au/concessions).

#### Contact Hours:

If you need to contact us, our customer service hours are: Monday to Friday: 8.00am to 7.00pm AEST.

#### Interpreter Service: 1300 622 718

خدمة الترجمة الشفهية Servizio Interpreti  
傳譯員服務 Υπηρεσία Διαμετρήσεων  
Dịch vụ Thông dịch Servicio de Intérpretes

#### Life Support: 133 466

To register life support on your account or for further information about life support please call us.

#### Written Enquiries

Please direct all correspondence to: EnergyAustralia Locked Bag 14060, Melbourne City Mail Centre, 8001 or fax to **1300 363 398**.

4294967198/R1.361/20.01.P/0497

## 3. 太陽能輸出數據

**每日平均太陽能輸出 (Average daily solar export)：**

如果您的屋頂裝有太陽能板，您會看到此帳單週期內太陽能每日向電網輸送的平均輸出電量。

**去年同一時期 (Same time last year)：**

去年同一時期，您每日向電網輸送太陽能的平均輸出電量。

## 4. 您需要協助嗎？

此部分為您提供取得額外協助之資訊，例如：付款支援、醫療生命相關器材、口譯服務、聽障和言語障礙幫助等等。

# 瞭解您的電費帳單

第4頁


## 1. 其他訊息

此處包含更多供您參考之詳細資訊，例如最佳方案的計費方式。商業用戶可於此處看到其澳洲商業號碼（Australian Business Number）。

## 2. 電表資料

如果您位於維州並擁有智能電表，可於此處看到您的電表號碼及由配電商（您所在地區電線桿及電線的所屬公司）提供的指數化電表讀數。如無可顯示資訊，數值可能顯示為0。

如您的電表為其他類型，此處會顯示您的電表號碼資料及下次讀表的日期區間。您應該會在此日期區間過後不久收到下期帳單。

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**Calling from overseas? Phone +61 3 9422 2968**

If you do not wish to receive information about EnergyAustralia's other products and services please call us on **1800 624 426**.

**Moving? Call us on 133 466**

Contact us at least 3 business days before moving so we can finalise your account and organise electricity and gas supply to your new address. Please have your new meter numbers handy, these are located on the front of your meter. You'll be glad we moved with you.

**Other messages**

1. **Estimated savings or best plan confirmation** shown on the front of your bill are based on your past 12 months usage, or your available usage data (if less than 12 months) and our current in market plans at the time this bill was issued. We update our plans from time to time. If you switch plans, the amount you may save will depend on the plan you choose and the amount of energy you use. Go to [energyaustralia.com.au/vic-changes](https://energyaustralia.com.au/vic-changes) to find out more.

For information on greenhouse gas emissions generated from your electricity consumption please refer to the graph. We've updated our market retail contract due to recent regulatory changes. Find out more at [energyaustralia.com.au/conditions-pricing](https://energyaustralia.com.au/conditions-pricing).

**Meter details**

2. **Your next meter read**

Your next meter reading is planned to occur during **24 Oct - 3 Nov 2023**. Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is used.


For this billing period the following index reads have been provided by your distributor. A value of zero may be the result of the information not being available.

Meter Number	Start Date	Reading	End Date	Reading
0898156	30/04/2023	4879.2	30/07/2023	4895
0898156	30/04/2023	70554.4	30/07/2023	78085.9

**My Account enables you to manage your energy online**

We have a range of self-serve options online for you, through My Account. It's easy to sign up, easy to use, and you can go online anytime, anywhere.

Find out more at [energyaustralia.com.au/myaccount](https://energyaustralia.com.au/myaccount)



## 我們很樂意提供協助

 線上諮詢

住宅用戶

[energyaustralia.com.au/livechat](https://energyaustralia.com.au/livechat)

(週一至週五上午8:00至晚間9:00，週六上午9:00至下午6:00)

商業用戶

[energyaustralia.com.au/business-chat](https://energyaustralia.com.au/business-chat)

(週一至週五上午8:00至下午6:30)

 電話

住宅用戶

**133 466**

(週一至週五上午8:00至下午7:00)

商業用戶

**1800 146 749**

(週一至週五上午8:00至下午6:30)

 瀏覽網頁

[energyaustralia.com.au/bill-guides](https://energyaustralia.com.au/bill-guides)