

What you need to know about your electricity bill

Your bill includes a lot of information about your electricity charges and usage. Our bill guide helps you understand your bill and may help with monitoring the amount of electricity your business uses.

Match the green numbers on the bill with the corresponding numbers below.

- 1 Your company name and billing address.
- 2 The physical address where the electricity is supplied.
- 3 The amount due from your previous invoice.
- 4 The total charges for this invoice.
- 5 The total amount payable (including any overdue amounts and GST).
- 6 The due date for payment.
- 7 The unique number for the current invoice.
- 8 The period covered by this invoice.
- 9 The date the invoice is issued.
- 10 Purchase order number (if applicable).
- 11 The unique identifier for your electricity account. This is the number to quote when you make enquiries.
- 12 The NMI (National Metering Identifier) is the unique number assigned to your connection point by your distributor, which is registered in the National Electricity Market database.
- 13 This is your distributor's 24hr faults number. Please quote your NMI number located on your account in the event of a supply fault.
- 14 EnergyAustralia's contact phone number.

Electricity Tax Invoice

Customer invoice address

1 SAMPLE COMPANY NAME
LEVEL 1
123 SAMPLE ROAD
SAMPLE PARK NSW 1234

2 **Service address**
SAMPLE COMPANY NAME
LEVEL 1
123 SAMPLE ROAD
SAMPLE PARK NSW 1234

SUMMARY OF CHARGES

3 Opening Balance	42,389.49
Energy Charges	4,411.19
Market Charges	45.80
Metering and Other Charges	70.92
Environmental Charges	1,452.19
Network Charges	8,089.20
Subtotal	14,069.30
Goods and Services Tax (GST)	1,406.93
CURRENT CHARGES (INCLUDING GST \$1,406.93)	\$15,476.23
4 TOTAL CHARGES	\$57,865.72

Any recent payments or payments made after this date will appear on your next bill.

EnergyAustralia Pty Ltd ABN 99 086 014 968

EnergyAustralia

LIGHT THE WAY

Total (\$) amount due

\$57,865.72

Due by 24 JUN 2022

Invoice number 1234564

Invoice period 01 MAY 2022 TO 31 MAY 2022

Invoice date 10 JUN 2022

P/O number

Account number
312345

NMI 7001000000-6

Supply emergency (24 Hrs) 13 10 93

Actew - EvoEnergy (ACTEWP)

Account enquiries 1300 362 466

My Account Large Business

Our new online portal makes it easier for you to manage your energy account with us

Account Status | Invoice Access | Site Details | Meter Data | Consumption Profile


Register at www.energyaustralia.com.au/business/my-account/large-business

This is a sample bill. All figures displayed are indicative only and do not reflect actual rates or changes.

What you need to know about your electricity bill

Match the green numbers on the bill with the corresponding numbers below.

- There are a range of easy payment options – **simply choose the one that suits you best.** Note – a credit card merchant service fee may apply if you pay with your credit card.



EnergyAustralia
LIGHT THE WAY

How To Pay


1 — Electronic Funds Transfer

Bank: Commonwealth Bank of Australia
Account Name: EnergyAustralia Pty Ltd

BSB: 067-974

Payment Account Number: XXXXXXX

BPAY



Billers code: 858142
Ref: xxxxxxx


Telephone & Internet banking - BPAY®
Contact your bank or financial institution to make this payment from your bank account.

More info www.bpay.com.au
®Registered to BPAY Pty Ltd
ABN 69 079 137 518

Mail

Please post this payment slip below with your cheque payable to:
**EnergyAustralia
LOCKED BAG 20000
MELBOURNE VIC 3001**

BPOINT



Billers code: 858142
Ref: xxxxxxx

Credit card
Internet:
www.energyaustralia.com.au/creditcardpayment
Phone: **1300 328 959**
Please note: A processing fee may apply

Direct Debit

Ref: xxxxxxx


Save time by having your account paid automatically on the due date.

Apply online to set up Direct Debit via either your bank account or credit card at:
www.energyaustralia.com.au/directdebitregister

Please send remittance advices to:
accounts.receivable@energyaustralia.com.au
or fax:
(03) 8628 4581

Fold and tear along perforated line

Please do not include pins or paper clips with the cheque



If paying by cheque please post this section with payment to:
**EnergyAustralia
LOCKED BAG 20000
MELBOURNE VIC 3001**

Customer No: **93XXXXXXX**
Invoice No: **1234564**

Trancode	Usercode	Customer Reference Number
831	066911	00000093XXXXXX

EnergyAustralia Payment Slip

Total (\$) amount due

\$57,865.72

Due by 24 JUN 2022
Includes the opening balance and current invoice of \$15,476.23

Account number 312345

<0001547623> <066911> <00000093XXXXXX> >

This is a sample bill. All figures displayed are indicative only and do not reflect actual rates or changes.

What you need to know about your electricity bill

Match the green numbers on the bill with the corresponding numbers below.

1 The unique identifier for your electricity account. This is the number to quote when you make enquiries.

2 Energy Charges

Peak/Shoulder Energy – Typically, energy usage during daytime weekdays, when energy demand is higher. Note: Peak hours may vary between states.

Off Peak Energy – Typically, energy usage overnight, weekends and public holidays. Note: Off Peak hours may vary between states and network areas.

Unaccounted for Energy – is made up of adjustments to the distribution loss factor (DLF), estimation errors from profiling meters and commercial losses and is calculated based on data provided by market operator.

3 Market Charges

Participant Charge and Full Retail Contestability (FRC) – An Australian Energy Market Operator (AEMO) charge for operating the National Electricity Market.

Ancillary Services – AEMO charge to manage the national electricity market grid's system, frequency and security. Note: The Participant Charge is updated yearly on the 1st of July and Ancillary Charges are updated every month.

4 Metering and Other Charges

Meter Charge – A charge for the installation, maintenance and reading of your meter.

Retail Supply Charge – A charge for the ongoing account administration.

5 Environmental Charges

SRES Charge – Federal Government Small Scale Renewable Energy Scheme Charge. State-based government environmental charge. The following environmental schemes apply in each state:

VEET – VIC Government Energy Efficiency Scheme Charge.

NSW Energy Saving Scheme – NSW Government Energy Savings Scheme Charge.

ACT Energy Efficiency Scheme – ACT Government Energy Efficiency Scheme Charge.

LRET Charge – Federal Government Large Scale Renewable Energy Target Scheme Charge.

6 Network Charges

Your distributor charges for energy transmission and maintenance of poles and wires. There are typically three components to the charge: administration, electricity used – base and demand charge (if applicable). These may vary between networks. These charges are passed on by the distributor.

Electricity Charge Details					
PERIOD: 01 May 2022 to 31 May 2022					
Invoice Date: 10 Jun 2022		Service Address:			
NMI: 7001000000-6		123 SAMPLE ROAD			
Account Number: 312345		SAMPLE PARK NSW 1234			
Invoice Number: 1234564					
		Contracted Rate x (DLF x MLF)	Metered Rate	Quantity	Cost
2	Energy Charges				
	Peak Energy	9.6083 c/kWh 1.0430	0.9683	9.7037 c/kWh	8,682.26 kWh \$842.50
	Shoulder Energy	9.6083 c/kWh 1.0430	0.9683	9.7037 c/kWh	16,691.77 kWh \$1,619.73
	Off Peak Energy	5.3892 c/kWh 1.0430	0.9683	5.4428 c/kWh	34,625.98 kWh \$1,884.61
	Unaccounted for Energy			885.02 kWh	\$64.35
	Total Consumption Charges			60,885.02 kWh	\$4,411.19
3	Market Charges				
	FRC Operations		0.0037 \$/Day	31 days	\$0.11
	Participant Charge	1.0430	0.0550 c/kWh	60,885.02 kWh	\$34.89
	Ancillary Services	1.0430	0.01700 c/kWh	60,885.02 kWh	\$10.80
					\$45.80
4	Metering and Other Charges				
	Meter Charge		695.0000 \$/pa	31 days	\$59.03
	Retail Supply Charge		140.0000 \$/pa	31 days	\$11.89
					\$70.92
5	Environmental Charges				
	ACT Energy Efficiency Scheme	1.0430	0.3990 c/kWh	60,885.02 kWh	\$253.40
	LRET Charge	1.0430	0.7851 c/kWh	60,885.02 kWh	\$498.59
	SRES Charge	1.0430	1.1026 c/kWh	60,885.02 kWh	\$700.20
					\$1,452.19
6	Network Charges (107)				
	Network Access Charge		53.2380 c/Day	31 days	\$16.50
	Flat Energy		8.8530 c/kWh	60,000.00 kWh	\$5,311.80
	Demand kW		49.9820 c/kW/Day	178.19 kW	\$2,760.90
					\$8,089.20
				SUBTOTAL	\$14,069.30
				GST	\$1,406.93
				TOTAL THIS PERIOD	\$15,476.23
Additional Information: Actual Demand- 179.12 kW DLF: Distribution loss factor (AL00 1.043)					
Actual Demand- 179.12 kVA MLF: Marginal loss factor (AAVT 0.9683)					
Power Factor (at Max kW) - 1.0					
11	Energy Periods	12	Network Periods		
	Peak: MonFri 7am-9am, 5pm-8pm		Flat rate		
	Shoulder: MonFri 9am-5pm, 8pm-10pm				
	OffPeak: All other Times.				
	Times are in AEST, holidays are treated as Sunday				

This is a sample bill. All figures displayed are indicative only and do not reflect actual rates or changes.

7 Distribution loss factors (DLF) refer to energy losses incurred in the distribution network system. These loss factors are updated yearly on the 1st of July.

8 Marginal loss factors (MLF) refer to energy losses incurred in the transmission network system. Loss factors (DLF and MLF) – are applied to various line items on the invoice and are approved by federal and state regulators. These loss factors are updated yearly on the 1st of July.

9 The price paid for electricity used during a specific time. Contract rates have been adjusted to include loss factors where applicable.

10 The kilowatt hours (kWh) of electricity used.

11 Energy Periods

These time periods refer to energy usage.

Peak/Shoulder Energy – Typically, energy usage during daytime weekdays, when energy demand is higher. Note: Peak hours may vary between states and network areas.

Off peak energy – Typically, energy usage overnight, weekends and public holidays. Note: Off Peak hours may vary between states and network areas.

12 Network Periods

These time periods refer to charges from your distributor. These are the time periods for when your distributor charges.

Please note the time period differs for energy and network usage.

What you need to know about your electricity bill

Match the green numbers on the bill with the corresponding numbers below.

1 Electricity usage and greenhouse gas emissions:

This shows your electricity usage and greenhouse gas emissions produced over time. You may notice changes in your daily usage. There are several factors which could change your average daily usage, such as the installation of new electrical appliances, a change of season or a shift in your usage habits.

2 Average daily use is the average amount of electricity you used each day for this billing period.

3 Same time last year is the average electricity you used each day for the same time last year.

4 The total amount of greenhouse gas emissions (in tonnes) produced during this billing period.

5 This graph shows how much greenhouse gas emissions, in tonnes, your electricity use has produced during this billing period. It's important to use energy carefully to manage costs and reduce our impact on the environment.

6 The columns refer to your electricity usage by month in kilowatt hours (kWh) for the months shown.

Electricity Charge Details



EnergyAustralia
LIGHT THE WAY

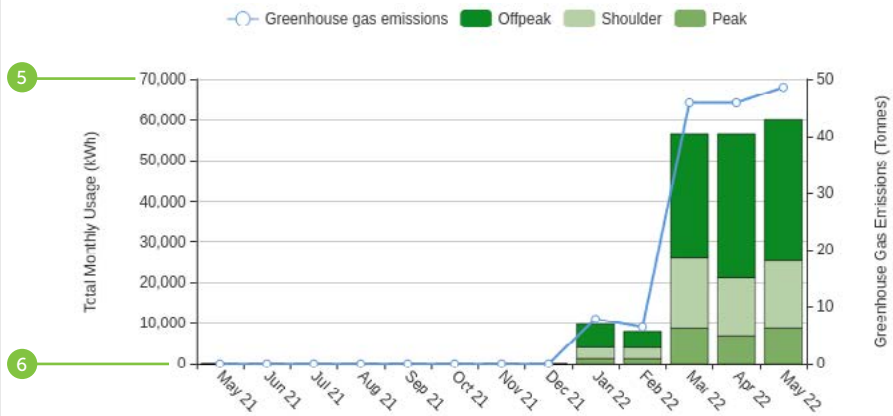
Metered consumption reads

For this billing period and prior ones, the following metered consumption reads have been provided by your Meter Data supplier.

1 Electricity usage and greenhouse gas emissions	
2 Average daily use this bill:	1,935.48 kWh
3 Average peak energy cost per day (Tax Inc):	\$29.90
4 Average shoulder energy cost per day (Tax Inc):	\$57.47
Average off peak energy cost per day (Tax Inc):	\$66.87
Total greenhouse gas emissions this bill:	48.60 tonnes

For more information visit www.climatechange.gov.au

To reduce your greenhouse gas emissions, call us on 1300 362 466 to find out how you can support green energy.



Interpreter Services 1300 622 718
 خدمة الترجمة الشفهية Υπηρεσία Διαμερμένων
 傳譯員服務 Servicio de Intérpretes
 Dịch vụ Thông dịch Tumacka sluzba
 Servizio Interpreti

This is a sample bill. All figures displayed are indicative only and do not reflect actual rates or changes.