

Your guide to reading 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 household uses.



EnergyAustralia
LIGHT THE WAY

Electricity account



SAMPLE CUSTOMER
LEVEL 1
123 SAMPLE ROAD
SAMPLE PARK NSW 1234

1 Enquiries **133 466**

Street Light or Power Failure (24 Hrs) **131 999**

Your Distributor

Internet **energyaustralia.com.au**

2 Customer number 12345678

Account number 87654321

Service address 123 SAMPLE ROAD, SAMPLE PARK NSW 1234

Tax invoice Issue date 24 Dec 2016

3 Due date **15 Jan 2017**

Total amount if paid after due date **\$316.16**

Total amount with discount if paid by due date **\$248.41**

4 This account is based on an estimated meter reading
Electricity account summary 25 Sep 2016 to 23 Dec 2016

Plan	Flexi Saver
Opening balance	\$357.86
Payment received thank you	\$276.00Cr
05 Oct 2015 Australia Post \$250.00Cr	
09 Oct 2015 BPay \$26.00Cr	
Adjustments	
*32% Discount on Usage for Paying Your Last Bill by the due date (inc. GST \$6.80Cr)	\$74.84Cr
*3% Discount on Usage for Paying Your Last Bill by the due date (inc. GST \$0.64Cr)	\$7.02Cr
Balance carried forward	\$0.00
Current charges (inc. GST \$28.74 - see over for details)	\$316.16
Total amount due (inc. GST \$21.30)	\$316.16
3% discount on usage if you pay this bill by the due date	\$5.81Cr
32% additional campaign discount on usage if you pay this bill by the due date	\$61.94Cr
Total amount due with discount	\$248.41

An *indicates a GST applicable supply. Please refer to all pages of this invoice.
Please note that the total Service Charges may include non-GST applicable items.

Discounts - Your total Electricity rewards and discounts received since October, 2014 are \$294.02 Cr (including GST).

To light the way
we're striving
for a better way

A better way to manage your energy accounts with MyAccount

- Monitor and control your usage
- Set up direct debit, regular pay or eBilling
- View and pay your bills or update your account details

Register and take control,
visit energyaustralia.com.au/myaccount

1 Handy contact information

Here you'll find information on the best ways to get in contact with us.

We've also included the phone number to call for street light and power failures. This phone number will vary depending on your local distribution company. They own the poles, wires and meters that deliver the electricity to your home and are best equipped to help you with this type of enquiry.

2 Your account information

Your customer number links all your EnergyAustralia accounts together.

Your account number is a unique identifier for your electricity account. **This is the number to quote when you contact us or when you make a payment via the phone.**

The service address is where your electricity meter is located.

3 What to pay and when

The due date is the date by which your account must be paid.

The total amount due is the amount payable (including GST). This amount includes any payments made towards your account or balances that have been carried forward from your previous bill.

Any discounts that apply to your plan are calculated and deducted from your bill. Discounts may apply to your electricity charges or when you pay on time.* To find out more about your plan discounts, go to energyaustralia.com.au/plans

If you pay your bill by direct debit then your payment will be debited from your nominated bank account on the due date or as per the arrangements of your direct debit payment plan.

4 Estimated bill

If we can't access your electricity meter to obtain an actual meter read then we'll have to use estimated reads to calculate your bill. If we do this, the front page of your bill will state that your bill has been estimated.

To watch a short video on how you can help provide access to your meter, please go to energyaustralia.com.au/meter-readings

*Please note that any pay on time discounts are only applied to your account if you pay your bill by the due date. Your pay on time discount will appear in the 'Adjustments' sections on the front page of your next bill.

Contact information

Contact Hours
For all your enquiries, our customer service hours are:
Monday to Friday: 8:00am to 6:30pm AEST
Calling from overseas? Phone +61 3 9422 2968

Payment Arrangements 133 466
Please contact our Customer Service Advisers to discuss payment assistance and concessions including:
State Government Concession
Extended Time to Pay
Utility Relief Grant Scheme
Regular Pay Instalment Plan

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

Interpreter Service 1300 622 172

Dịch vụ Thông dịch
Ympwrdd Amgylwrdd
Служба по переводу
Pomoc tłumaczy

Hearing Impaired Service

Telephone Typing (TTY) service is available for the cost of a local call.
General Enquiries 1300 368 536, Network Faults 1800 305 043.

Life support

To register life support on your account or for further information about life support please call us on 133 466.

Moving? 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. Just call 133 466.

Written Enquiries

Please direct all correspondence to: EnergyAustralia
Locked Bag 14060 Melbourne City Mail Centre, 8001
or fax 10 1300 363 398

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 363 644 to pay by MasterCard, Visa or American Express for payment amounts up to \$10,000.



Billpay Code: 3248
Ref: 1234 5678 9123 34

Pay in person at any post office, phone 13 18 16 or go to postbillpay.com.au



Billier Code: 97410
Ref: 1234 5678 9123 34

BPAY* - Make this payment via internet or phone banking.
BPAY View** - Receive, view and pay this bill using internet banking.
BPAY View Registration No - 1234567891234
*Registered to BPAY Pty Ltd. ABN 69 079 137 518

* 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.

** A fee of \$1.91 may apply if you pay your bill in person. Any fees applied will be shown on your next bill and are GST inclusive. Some exemptions apply.



*12345678901234567

Due date 15 Jan 2017
Total amount if paid after due date \$316.16

Total amount with discount if paid by the due date \$248.41

Office use only	Trancode	User code	Payment reference
831	067024		1234567891234

<000031377> <000123> <0001234567890>

5 Easy ways to pay your bill

The payment options section lists the range of convenient ways you can pay your bill.

Some payment fees may apply if you pay with your credit card or over the counter

at Australia Post. To find out more about our payment fees and how to avoid them, go to energyaustralia.com.au/payment-options

6 What period your bill covers

Here you'll find the number of days covered in your bill.

7 How we calculate your bill

Your tariff relates to the type of meter at your premises. This determines the plans or products available and the rates at which you are charged for your electricity usage.

Different meters show usage information differently. For more information on meter types and how they record information, go to energyaustralia.com.au/your-meter

The total usage measures in kilowatts per hour (kWh) how much electricity you've used between your last bill and your current bill.

Your charge or rate is how much you pay for each kWh used.

The supply charge is the cost per day that is charged for providing you with electricity (including the maintenance of poles and wires).

If you have a qualifying solar panel system, the solar feed-in tariff is the amount paid for electricity fed back into the electricity grid.

The next meter read section shows you when your next meter reading is scheduled to take place.

If you're eligible, we apply government concessions to your account. For more information on concessions, go to energyaustralia.com.au/concessions-rebates

8 Final bill

This shows that this is your last bill for this account at this address. You will receive a final bill from us if you have closed your account, moved to another address or are no longer an EnergyAustralia customer.

9 Electricity usage and greenhouse gas emissions

In this section, you'll find your average daily electricity usage for this billing period as well as for the same period last year. The greenhouse gas emissions graph shows your energy usage and greenhouse gas emissions over time. The bill benchmark chart shows how much electricity you have used and how it compares with others in your community.

Making some simple changes to the way you use energy in your home could help you save. Plus, you'll reduce your greenhouse gas emissions. For more energy saving information, go to energyaustralia.com.au/energy-saving

Need more information?

If you need more information about your electricity account or want to know more about our plans and offers, please visit energyaustralia.com.au, call us on **133 466** or visit energyaustralia.com.au/livechat to speak with us online and we'll be happy to help.



Your electricity usage and service calculation

Account number 87654321 Billing period 25 Sep 2016 to 23 Dec 2016
NMI 12345678 Service address 123 Sample Road, Sample Park, NSW 1234

Tariff	Meter number	Bill days	Current reading	Previous reading	Total Usage	Charge/Rate	\$ Ex GST	\$ Inc GST
Flexi Saver	12345678	90	27574	26929.5	644.50 KWH			

Details

Final Bill - 25/09/2016 - 23/12/2016 - 90 Days

Energy Charges	Total Usage	Charge/Rate	\$ Ex GST	\$ Inc GST
* Flexi Saver Peak Consumption - Block 1 (7.16111 kWh/day) [^]	644.50 KWH	\$0.273035 per kWh	\$175.97	
* Flexi Saver Supply Charge	90 Days	\$1.2383 per day	\$111.45	
Current Charges			\$287.42	
Total Current Charges including GST				\$316.16

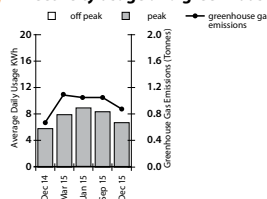
An * indicated a GST applicable supply. Please refer to all pages of this invoice. Please note that the total Service Charges may include non-GST applicable items.

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

Next meter read

Your next meter reading is planned to occur during 25 Mar - 4 Apr 2017.
Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is taken.

Electricity usage and greenhouse gas emissions



Average daily use (kWh)
This account: **7.16**
Same time last year: **6.09**
Average cost per day: **\$3.51**

Total greenhouse gas emissions (Tonnes) this account: **0.88**

For more information visit www.climatechange.gov.au
To reduce your greenhouse gas emissions, call us on 133 466 to find out how you can support green energy.

Your household daily consumption (kWh)	Average daily consumption benchmark (kWh)	Rating
Household size without swimming pool	7.16	
1 person	9.2	✓
2 people	11.6	✓
3 people	14.0	✓
4 people	16.4	✓
5 people	18.8	✓
6 people	21.2	✓

Compare your electricity usage with similar households in your area.

How it works:

- Select the household size that represents the number of people in your home.
- Compare the 'Average daily consumption benchmark' to 'Your household daily consumption'.

To find out more about how average household energy usage is calculated and get some energy efficiency tips, visit www.energymadeeasy.gov.au

This benchmark applies to residential electricity consumption. It is calculated based on figures provided by the Australian Energy Regulator (AER) and is indicative only. Consumption benchmarks exclude some large appliances, such as pool pumps, and generation systems (e.g. PV). For more information or useful energy efficiency tips, visit: www.energymadeeasy.gov.au