

Understanding Your Electricity Bill

Page 1

1. Your account identifiers

Account number:

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

National Meter Identifier (NMI):

A unique number used by us and your distribution company to identify the electricity meter at your premises.

Service address:

The service address is where your electricity meter(s) is located and the address for which you will be billed.

Invoice number:

Business customers will find their invoice number in this section.

2. Best Offer

You'll get one of two messages letting you know if you're on our best priced plan. If you're not you'll get a message about which plan is best for you.

More information can be found at energyaustralia.com.au/best-offer



EnergyAustralia

Tax invoice
EnergyAustralia Pty Ltd ABN 99 086 014 968



MRS S SAMPLE
U 10, 8 SAMPLE ST
SAMPLE SUBURB STATE 3000

Your electricity account

Account number:	1234567890
National Metering Identifier (NMI):	1234567890
Service address:	U10, 8 Sample St SAMPLE SUBURB STATE 3000
Bill issue date:	01 Jul 2026

The Australian Government and your State Government are supporting customers to reduce bills. Check the understand your bill section to see if you have received a rebate or concession. More information at energy.gov.au

Could you save money on another plan?

Based on your past usage, our **Flexi Plan (Home)** may cost you up to \$407 incl. GST less per year than your current plan.^{AA} Compare and switch at energyaustralia.com.au/compare or call us on 133 466*. Compare other plans at energymadeeasy.gov.au

If this plan has the same name as your current plan, you are on an older version of the plan which has different rates. You can still save money by switching to a newer version.

The Australian Energy Regulator requires us to include this information.

Need to get in touch?

Bill enquiries: 133 466
Online: energyaustralia.com.au
Your energy ombudsman:
Energy Ombudsman STATE
1000 000 000
Faults or emergencies:
Your Network's Street Light or Power Failure:
123 456

Your bill

Amount due
\$798.05
Bill due date
20 Jul 2026

Amount due with a pay **\$798.05**
(incl. GST)
Bill due date **20 Jul 2026**



Office use only
Trancode 000 User code 000000 Payment reference 0000000000000000

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

Bill code: 7410
Ref: 0000 0000 0000 0000 0000
BPAY® - Make this payment via internet or phone banking.
BPAY View® - Receive, view and pay this bill using internet banking.
BPAY View Registration No - 2367521000
® Registered to BPAY Pty Ltd, ABN 69 079 137 518

3. Need to get in touch?

Here you'll find the best ways to contact us. We've also included the number of distribution company (which owns the poles and wires in your area) for street light or power failures.

4. Your bill

Amount due and bill due date:

The total amount due is the amount payable (incl. GST) and must be paid by the due date.

This amount includes any payments made towards your account or balances that have been carried forward from your previous electricity bill.

5. Payment options

These are a range of easy payment options – simply choose the one that suits you best.

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Understanding Your Electricity Bill

Page 2

1. Plan summary

Your plan summary will include the name of your plan and lists any applicable benefits (e.g. discounts) and features of your plan.

2. Billing period

This shows the start and end dates of the period as well as the number of days covered in your bill. We'll let you know if the bill is based on a reading from your meter ('actual') or if we had to estimate your bill because the meter reader could not access your meter to take a reading.

If you received an estimated bill and you don't have a smart meter, then you can submit your own meter reading at energyaustralia.com.au/submit-meter-reading

3. Solar feed-in tariff

The amount you receive for any unused electricity that your solar system generates and sends back into the electricity grid (if applicable).

Note, residential solar feed-in tariffs don't include GST.

4. Discounts

Discounts that apply to your plan will appear here. These discounts are calculated and deducted from your bill.

EnergyAustralia

Page 2 of 4

1.

Plan summary

Your current plan: Flexi Plan (Home)

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

Includes: 10% discount on energy charges (we'll let you know when your discount ends).

2.

Understanding your bill

Billing period: 39 Mar 2026 to 27 Jul 2026 (91 days). Charges based on an actual meter reading.

Time of use - Summer (1 Nov-31 Mar) - Peak: 2pm to 8pm (Mon-Fri*), Off Peak: 12am to 7am / 10pm to 12am (Mon-Sun#), Shoulder: All other times. #excl. public holidays. **Controlled load / dedicated circuit:** At all times.

Time of use - Autumn (1 Apr-31 May) & Spring (1 Sep-31 Oct) - Shoulder: 7am to 10pm (Mon-Sun), Off Peak: All other times. **Controlled load / dedicated circuit:** At all times.

Time of use - Winter (1 Jun-31 Aug) - Peak: 5pm to 9pm (Mon-Fri*), Off Peak: 10pm to 7am (Mon-Sun), Shoulder: All other times. #excl. public holidays. **Controlled load / dedicated circuit:** At all times.

Solar buyback - Peak: At all times.

Energy charges	Total usage	Charge/Rate	\$
Flexi Plan (Home)			
29/03/2026 - 27/06/2026 - 91 Days			
29/03/2026 - 31/03/2026 - 3 Days			
* Flexi Plan (Home) Peak Consumption (3.00800 kWh/day)^A	6.016 kWh	\$0.7065190 per kWh	\$4.25
* Flexi Plan (Home) Shoulder Consumption (5.50133 kWh/day)^A	16.504 kWh	\$0.3733070 per kWh	\$6.16
* Flexi Plan (Home) - Home Supply Charge	16.367 kWh	\$0.2960650 per kWh	\$4.85
* Flexi Plan (Home) - Home Supply Charge	3 days	\$0.2960650 per kWh	\$3.76
01/04/2026 - 31/05/2026 - 61 Days			
* Flexi Plan (Home) Shoulder Consumption (10.94811 kWh/day)^A	667.835 kWh	\$0.3733070 per kWh	\$249.30
* Flexi Plan (Home) Off Peak Consumption (5.22039 kWh/day)^A	318.444 kWh	\$0.2960650 per kWh	\$94.28
* Flexi Plan (Home) Supply Charge	61 days	\$1.254000 per kWh	\$76.49
01/06/2026 - 27/06/2026 - 27 Days			
* Flexi Plan (Home) Peak Consumption (7.55279 kWh/day)^A	143.504 kWh	\$0.7065190 per kWh	\$101.39
* Flexi Plan (Home) Shoulder Consumption (9.95300 kWh/day)^A	268.731 kWh	\$0.3733070 per kWh	\$100.32
* Flexi Plan (Home) Off Peak Consumption (6.41422 kWh/day)^A	173.184 kWh	\$0.2960650 per kWh	\$51.27
* Flexi Plan (Home) Supply Charge	27 days	1.254000 per day	\$33.86
* Flexi Plan (Home) Dedicated Circuit Consumption (16.60687 kWh/day)^A	1,511.225 kWh	\$0.1780020 per kWh	\$269.01
Solar export			
Flexi Plan (Home)			
29/03/2026 - 27/06/2026 - 91 Days			
Solar Buyback (7.65185 kWh/day)^A	-696.318 kWh	\$0.04 per kWh	\$27.85 CR
Discounts			
* Additional Flexi Plan (Home) Discount - 10%			\$179.09 CR
Government concessions or rebate			
* Annual Electricity Concession (29/03/2026 - 27/06/2026)			\$120.95 CR
Total Current charges (incl. GST of \$185.06)			\$788.00
Account summary			
Opening Balance			\$808.05

5. Energy charges

Your electricity tariffs relate to the type of meter at your premise and determine the plans or products available and the rates charged. These charges are divided into two parts.

Supply charge:

A daily service charge to deliver electricity to your property.

Usage charge:

Charges based on the actual electricity you used during the billing period. Your usage is measured in Kilowatts per hour (kWh).

You can learn more about electricity tariffs for your home at energyaustralia.com.au/tariffs or for business at energyaustralia.com.au/small-business-tariffs

6. Government concessions or rebates

We apply government concessions and rebates to eligible accounts (if applicable).

7. Account summary

Opening balance:

The amount due or credits from your last electricity bill.

Understanding Your Electricity Bill

Page 3

1. Payments received

This lists payments received on your account after your last bill was issued.

2. Adjustments, other fees and charges incl. GST

Adjustments may include any pay on time discounts applying to your bill when it's been paid on time, any other fees and charges such as moving fees and additional services, or changes to the bill calculation.

Balance carried forward:

An amount still owing or credits after the payments you've made towards your last electricity bill.

Current charges:

This is the total amount charged (incl. GST) – with and without any applicable discounts and adjustments.



Page 3 of 4

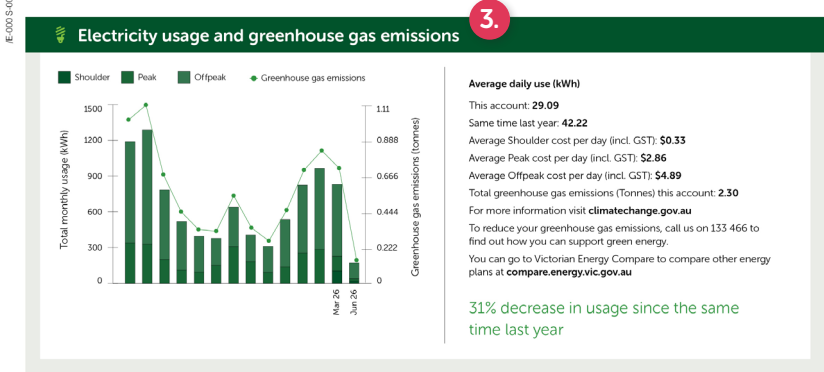
1.

Payments received	Payment type		
Payment received thank you			\$810.00 CR
01 May 2026	BPay	\$410.00 CR	
05 May 2026	BPay	\$400.00 CR	

2.

Adjustments, other fees and charges incl GST	
Late Payment Fee	\$12.00
Balance carried forward	\$10.05
Current charges	\$788.00
Total Amount (incl. GST)	\$798.05

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.



3. Usage data

The graph shows your electricity usage and greenhouse gas emissions produced over time.

Average daily use:

The average amount of electricity you used each day for this billing period.

Same time last year:

The average electricity you consumed each day for the same time last year.

If we have 12 months of data, you'll see a percentage showing you if there has been an increase or decrease in your average electricity usage if this information is available.

Average cost per day:

The average cost of electricity you have used per day (incl. GST).

Total greenhouse gas emission (VIC only):

How much greenhouse gas emissions, in tonnes, your electricity use has produced during this billing period.

Understanding Your Electricity Bill

Page 4

1. Need support?

This section gives you more information to receive extra support if you need it such as payment assistance, life support, interpreter service, support for the hearing and speech impaired and more.

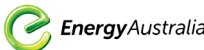
2. Other messages

This contains further details for your information, such as how the best offer is calculated. **Business customers** will find their Australian Business Number in this section.

3. Meter details

If you have a smart meter in Victoria, your meter number and indexed meter reads that were provided by your distributor (the company that owns the poles and wires in your area) can be found here. If there's no information provided, the value may appear as zero.

For other types of meters, you'll find your meter number details, along with your next meter read date range here instead. You should receive your next bill shortly after this date range.



Page 4 of 4

1

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 Impaired Service General Enquiries: 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.

Contact Hours:

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

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**.

Interpreter Service: 1300 622 718

هل أنت بحاجة إلى مترجم شفهي؟ Cần thông dịch viên?

需要传译员吗？需要傳譯員嗎？

Kailangan mo ba ng interpreter? क्या आपको टुभालिए की आवश्यकता है?

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.

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.

IE-000 S-000 14003

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Other messages

^^Estimated savings or best plan confirmation shown 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. If you're on a demand tariff, we'll estimate demand charges based on your usage data, if available, or use the average demand charge of other demand customers in your distribution area. Demand charges can vary significantly and what you may pay will depend on how you use energy during the period when the demand charge applies. Visit energyaustralia.com.au/best-offer to find out more.

For information on greenhouse gas emissions generated from your electricity consumption please refer to the graph overleaf.

The tariff structure that applies to your time of use tariffs changed from 1 July 2026. Visit energyaustralia.com.au/rate-changes to learn more.

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.

3

Next meter read

Your next meter reading is planned to occur during **21 Sep - 01 Oct 2026**. Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is taken.

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
C2277243	07/05/2026	72410.700	06/08/2026	75086.700

We're here to help



Chat

Residential customers

energyaustralia.com.au/live-chat

(Monday to Friday 8.00am to 9.00pm and Saturday 9.00am to 6.00pm)

Business customers

energyaustralia.com.au/business-chat

(Monday to Friday 8.00am to 6.30pm)



Call

Residential customers

133 466

(Monday to Friday 8.00am to 7.00pm)

Business customers

1800 146 749

(Monday to Friday 8.00am to 6.30pm)



Visit

energyaustralia.com.au/bill-guides