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.

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

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*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.
Your electricity usage and service calculation

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

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.