

# Your guide to reading your gas bill

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

## Gas account

**2** Customer number 12345678  
Account number 87654321  
Service address 123 SAMPLE ROAD, SAMPLE PARK NSW 1234  
Tax invoice Issue date 12 Jan 2017

**4** This account is based on an estimated meter reading  
**Gas account summary 30 Sep 2016 to 11 Jan 2017**

Plan	Flexi Saver
Opening balance	\$316.97
Payment received thank you 02 Nov 2016 BPay	\$316.97Cr
<b>Balance carried forward</b>	<b>\$0.00</b>
Current charges (inc. GST \$24.74 - see over for details)	\$272.11
<b>Total amount due (inc. GST \$24.74)</b>	<b>\$272.11</b>
*3% Discount on usage if you pay by the due date	\$5.20Cr
*18% additional campaign discount on usage if you pay this bill by the due date.	\$31.19Cr
<b>Total amount due with discount</b>	<b>\$235.72</b>

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 Gas rewards and discounts received since August 2016 are \$6.65 Cr (including GST).

Moving? Call us and we'll make your next move smoother by taking care of your energy connections with no fuss. You'll be glad we moved with you.

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

**3** Due date 01 Feb 2017  
Total amount if paid after due date \$272.11  
Total amount with discount if paid by due date \$235.72

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](http://energyaustralia.com.au/myaccount)

\*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' section on the front page of your next bill.

## 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 gas supply faults and emergencies. This phone number will vary depending on your local distribution company. They own the pipes and meters that deliver the gas 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 gas 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 gas 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 gas charges or when you pay on time.\* To find out more about your plan discounts, go to [energyaustralia.com.au/plans](http://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 gas 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 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](http://energyaustralia.com.au/meter-readings)

## 1 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 Advisors to discuss payment assistance and concessions including:  
State Government Concession  
Extended Time to Pay  
Regular Pay Instalment Plan

If you do not wish to receive information about EnergyAustralia's other products and services please call us on 133 466

### Interpreter Service

Dịch vụ Thông dịch Servizio Interpreti  
Yayıncılık Duyuruları Pomoc tłumaczy  
Czyniąca dla Tłumacza

### 131 450

### Hearing Impaired Service

Telephone Typing (TTY) service is available for the cost of a local call.  
General Enquiries 1300 368 536.

### Moving?

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.

### 133 466

### Written Enquiries

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

## 2 Gas payment options

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

### 5 Direct Debit

Call 133 466

### 6 Mail

Please post this payment slip or attach it to your bill. Address: EnergyAustralia, GPO Box 4491, Melbourne, Victoria 3001

### 7 Phone

Call 1300 363 644 to pay by MasterCard, Visa or American Express for payment amounts up to \$10,000.

\* 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.

### 8 iPOST

Billpay Code: 3248  
Ref: 1234 5678 9112 34

### 9 BPAY

Biller Code: 97410  
Ref: 1234 5678 9112 34

**BPAY®** - Make this payment via Internet Banking. **BPAY View®** - Receive, view and pay this bill using internet banking.

\* 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 01 Feb 2017

Total amount \$272.11

if paid after due date

Total amount with \$235.72  
discount if paid by the due date

Office use only  
Transcode: 0811  
User code: 067024  
Payment reference: 12345678911234

<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](http://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 gas 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](http://energyaustralia.com.au/your-meter)

The heating value is used to calculate the amount of mega joules (MJ) in natural gas. The heating value is impacted by the temperature and pressure at different geographical locations.



### Your gas usage and service calculation

Account number	87654321	Billing period	30 Sep 2016 to 11 Jan 2017
MIRN	12345678	Service address	123 Sample Road, Sample Park, NSW 1234

Tariff	Meter number	Bill days	Current reading	Previous reading	Base usage	Heating value	Pressure factor	Total MJ & Lt	Charge/Rate	\$ Ex GST	\$ Inc GST
Flexi Saver	12345678	104	1745	1643	102	x 37.3655 x	1.0272	3943.24 MJ			

### 7 Details

#### Final Bill - 30/09/2016 - 11/01/2017 - 104 Days

#### Energy Charges

* Flexi Saver Peak Consumption - Block 1 (27,40000 MJ/day)*	2849,600 MJ	\$0.04 per MJ	\$113.98
* Flexi Saver Peak Consumption - Block 2 (10,51576 MJ/day)*	1,093,639 MJ	\$0.0398 per MJ	\$43.53
* Flexi Saver Supply Charge	104 Days	\$0.864 per day	\$89.96

#### Current Charges

#### Total Current Charges including GST

### 8

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.

<sup>A</sup> This figure is your usage shown as an average per day over the number of days that apply to this rate.

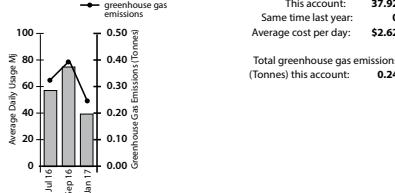
#### Next meter read

Your next meter reading is planned to occur during 6 - 16 April 2017.

Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is taken.

### 9

## Gas usage



We calculate your bills with the heating value that is supplied by your local distribution company.

The pressure factor, also provided by your local distribution company, is used to calculate your gas consumption. The pressure and speed of the natural gas delivered to your premises will often vary and is based on environmental factors, such as temperature and the appliance that is consuming the gas.

The total usage measures in mega joules per hour (MJ) how much gas you've used between your last bill and your current bill.

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

Due to energy market demands, the cost of natural gas will vary depending on the season. As a result, we have both winter and summer rates for gas. If your gas bill covers the period during the season change-over, then you may see both rates on your bill.

The supply charge is the cost per day that is charged for providing you with gas (including the maintenance of pipes and meters).

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](http://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 Gas usage

In this section, you'll find your average daily gas usage for this billing period as well as for the same period last year. Depending on how and when you use gas will determine how much your bill will be. You may notice that during winter your gas bill is higher due to increased use of gas heating, hot water or cooking appliances.

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](http://energyaustralia.com.au/energy-saving)

## Need more information?

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