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.

<table>
<thead>
<tr>
<th>Plan</th>
<th>Fixed Saver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening balance</td>
<td>$316.97</td>
</tr>
<tr>
<td>Payment received thank you</td>
<td>$316.97Cr</td>
</tr>
<tr>
<td>Balance carried forward</td>
<td>$0.00</td>
</tr>
<tr>
<td>Current charges inc GST</td>
<td>$24.74 (see note)</td>
</tr>
<tr>
<td>Total amount due inc GST</td>
<td>$272.11</td>
</tr>
<tr>
<td>*3% Discount on usage if you pay by the due date</td>
<td>$5.20Cr</td>
</tr>
<tr>
<td>*18% additional campaign discount on usage if you pay this bill by the due date</td>
<td>$31.19Cr</td>
</tr>
<tr>
<td>Total amount due with discount</td>
<td>$235.72</td>
</tr>
</tbody>
</table>

*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

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 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
Gas payment options

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

Payment Methods

- Direct Debit
- Credit card
- Email Account
- Phone

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

Due date: 01 Feb 2017

Total amount if paid after due date: $272.11

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

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.

Thoughtful advice on how to lower your bills.

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

This account is based on an estimated read because we didn’t receive an actual read on the last scheduled read date.

Energy Australia is pleased to help if you have a concern regarding your electricity account. Call us on 133 466. If we can’t resolve it, we refer it to the Australian Energy Regulator (AER).

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

We calculate your bills with the heating value that is supplied by you 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 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

Your gas usage and service calculation

<table>
<thead>
<tr>
<th>Account number: 8764021</th>
<th>Billing period: 10 Sep 2016 to 11 Jan 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill number: 12345678</td>
<td>Billing address: 123 Sample Road, Sample Park, NSW 1234</td>
</tr>
</tbody>
</table>

Flexi Saver 12345678 104 1745 1643 102 x 37.3655  x 1.0272 3943.24 MJ

Your gas usage and service calculation

<table>
<thead>
<tr>
<th>Service:</th>
<th>Previous reading</th>
<th>Current reading</th>
<th>Temperature</th>
<th>Heating value</th>
<th>Pressure factor</th>
<th>Total MJ</th>
<th>Charge/ Rate</th>
<th>$ Ex GST</th>
<th>$ Inc GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base usage</td>
<td>104 Days</td>
<td>50.0486</td>
<td>50.0486</td>
<td>2.00</td>
<td>1.0272</td>
<td>244.38</td>
<td>8.25</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Current Charges including GST: $272.11

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, call us on 133 466 or visit energyaustralia.com.au/livechat to speak with us online and we’ll be happy to help.