

# 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](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 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](http://energyaustralia.com.au/meter-readings)

**Electricity account**

EnergyAustralia

1 Enquiries 133 466  
Street Light or Power Failure (24 Hrs) Your Distributor 131 799  
Internet [energyaustralia.com.au](http://energyaustralia.com.au)

3 Due date **16 Jul 2016**  
Total amount if paid after due date **\$214.18**  
Total amount with discount if paid by due date **\$207.89**

2 Customer number 2222 222 222  
Account number 3333 333 333  
Service address Sample Rd SAMPLEVILLE VIC 9999  
Tax invoice Issue date 27 Jun 2016

4 **This account is based on an estimated meter reading**  
**Electricity account summary 24 March 2016 to 25 Jun 2016**

Plan	Flexi Saver
Opening balance	\$169.00
Payment received thank you 17 Apr 2016 BPay	\$163.93Cr
<b>Adjustments</b>	
3% Discount on Usage for Paying Your Last Bill by the due date (inc. GST \$0.46Cr)	\$5.07Cr
<b>Balance carried forward</b>	<b>\$0.00</b>
Current charges (inc. GST \$23.43 - see over for details)	\$214.18
<b>Total amount due (inc. GST \$22.97)</b>	<b>\$214.18</b>
3% discount on usage if you pay this bill by the due date	\$6.29Cr
<b>Total amount due with discount</b>	<b>\$207.89</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 Electricity rewards and discounts received since September, 2014 are \$37.42 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](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' 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 1300-622-172  
Υπηρεσία Διερμηνείας 1300-622-172  
Служба за туменише 1300-622-172

**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

Billpay Code: 3248  
Ref: 1234 5678 9112 34

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

Billier Code: 97410  
Ref: 1234 5678 9112 35

**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 16 Jul 2016**  
**Total amount \$214.18**  
**if paid after due date**

**Total amount with \$207.89**  
**discount if paid by the due date**

Office use only	Trancode	User code	Payment reference
831	000000	12345678911234	

5

## 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 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](http://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](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 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](http://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](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.

## Your electricity usage and service calculation

Account number 3333 333 333 Billing period 24 March 2016 to 25 June 2016  
NMI 4444 444 444 Service address Sample Road, Sampleville, Vic 9999

Tariff	Meter number	Bill days	Current reading	Previous reading	Total Usage	Charge/Rate	\$ Ex GST	\$ Inc GST
Flexi Saver								
Flexi Saver Generated Peak	11111111	94	896	843	53.00 KWH			
Flexi Saver Generated Off Peak	11111111	94	298	285	13.00 KWH			
Flexi Saver Peak	11111111	94	5857	5331	526.00 KWH			
Flexi Saver Off Peak	11111111	94	4643	4230	413.00 KWH			

### Details

**Final Bill - 24/03/2016 - 25/06/2016 - 94 Days**  
**Energy Charges**

\* Flexi Saver Peak Consumption (7.96970 kWh/day)<sup>^</sup> 526.500 kWh \$0.285 per kWh \$149.91  
\* Flexi Saver Off Peak Consumption (4.3962 kWh/day)<sup>^</sup> 413.00 kWh \$0.145 per kWh \$59.89  
\* Flexi Saver Supply Charge 94 days \$0.89 per day \$83.66

**24/03/2016 - 31/03/2016 - 8 Days**

VIC Premium Solar Feed-in Tariff (0.70213 kWh/day)<sup>^</sup> -5.617 kWh \$0.60 per kWh \$3.37Cr

**01/03/2016 - 25/06/2016 - 86 Days**

VIC Premium Solar Feed-in Tariff (0.70213 kWh/day)<sup>^</sup> -60.383 kWh \$0.60 per kWh \$36.23Cr

EnergyAustralia Solar Buy Back Rate (0.70213 kWh/day)<sup>^</sup> -60.383 kWh \$0.60 per kWh \$36.23Cr

\* Off Peak Concession \$7.79Cr  
\* Annual Electricity Concession \$51.36Cr

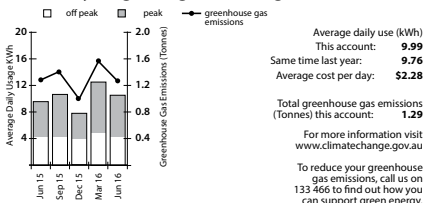
**Current Charge \$190.75**

**Total Current Charges including GST \$214.18**

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>^</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 16 - 26 Sep 2016.  
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



Your household daily consumption (kWh)	10.05	
Household size without swimming pool	Average daily consumption benchmark (kWh)	Rating
1 person	10.20	✓
2 people	14.00	✓
3 people	17.80	✓
4 people	21.60	✓
5 people	25.40	✓
6 people	29.20	✓

### 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](http://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](http://www.energymadeeasy.gov.au)