

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.

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



EnergyAustralia

1 Enquiries **133 466**
Gas Supply Faults
Your Distributor **132 083**
Emergencies (24 Hrs)
Your Distributor **132 691**

3 Internet **energyaustralia.com.au**

Gas account



SAMPLE CUSTOMER
LEVEL 1
123 SAMPLE ROAD
SAMPLE PARK NSW 1234

2 Customer number 12345678
Account number 87654321
Service address 123 SAMPLE ROAD, SAMPLE PARK NSW 1234
Tax invoice Issue date 09 Aug 2017

4 **This account is based on an estimated meter reading**
Gas account summary 08 Jun 2017 to 07 Aug 2017

Plan	Flexi Saver
Opening balance	\$107.50
Payment received thank you 24 Jun 2017 BPay	\$105.93Cr
Balance carried forward	\$1.57
Current charges (inc. GST \$5.30 - see over for details)	\$58.38
Total amount due (inc. GST \$5.30)	\$59.95
3% Discount on usage if you pay by the due date	\$1.75Cr
Total amount due with discount	\$58.20

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 October 2014 are \$37.42 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).



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 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
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 622 718

Dịch vụ Thông dịch
Υπηρεσία Διερμηνείας
Служба за тумачење

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.

Written Enquiries

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

Gas 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.

* 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.



Billpay Code: 3246
Ref: 1234 5678 9112 34

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



Billpay 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 - 1234567890
* Registered to BPAY Pty Ltd, ABN 69 079 137 518



*12345678901234567

Due date **28 Aug 2017**

Total amount if paid after due date **\$59.95**

Total amount with discount if paid by the due date **\$58.20**

Office use only	Trancode	User code	Payment reference
831	067024		12345678911234

<0000000001>

<000001>

<0000000000000001>

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

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

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.

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

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

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.



EnergyAustralia

Your gas usage and service calculation

Account number 87654321 Billing period 08 Jun 2017 to 07 Aug 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 &/or Lt	Charge/Rate	\$ Ex GST	\$ Inc GST
Flexi Saver	12345	61	3968	3926	42	x 38.8400 x	1.0109 =	1649.06 MJ			

Details

Final Bill - 08/06/2017 - 07/08/2017 - 61 Days
Energy Charges

08/06/2017 - 30/06/2017 - 23 Days

* Flexi Saver Peak Consumption - Block 1 (27.03378 MJ/day)^

* Flexi Saver Supply Charge

01/07/2017 - 07/08/2017 - 38 Days

* Flexi Saver Peak Consumption - Block 1 (27.03378 MJ/day)^

* Flexi Saver Supply Charge

Other

* Winter Energy Consumption

Current Charges

\$11.26Cr

\$53.08

Total Current Charges including GST

\$58.38

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.

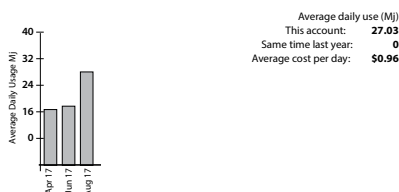
^ This figure is your usage shown as an average per day over the number of days that apply to this rate.

Next meter read

Your next meter reading is planned to occur during 30 Sep - 10 Oct 2017.

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

9 Gas usage



Average daily use (MJ)
This account: **27.03**
Same time last year: **0**
Average cost per day: **\$0.96**