

What you need to know about 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 business uses.

Match the green numbers on the bill with the corresponding numbers below.

- 1 Your company name and billing address.
- 2 The physical address where the electricity is supplied.
- 3 The amount due from your previous invoice.
- 4 The total charges for this invoice.
- 5 The total amount payable (including any overdue amounts and GST).
- 6 The due date for payment.
- 7 The unique number for the current invoice.
- 8 The period covered by this invoice.
- 9 The date the invoice is issued.
- 10 Purchase order number (if applicable).
- 11 The unique identifier for your electricity account. This is the number to quote when you make enquiries.
- 12 The NMI (National Metering Identifier) is the unique number assigned to your connection point by your distributor, which is registered in the National Electricity Market database.
- 13 This is your distributor's 24hr faults number. Please quote your NMI number located on your account in the event of a supply fault.
- 14 EnergyAustralia's contact phone number.

Electricity Tax Invoice

Customer invoice address

1 SAMPLE COMPANY NAME
LEVEL 1
123 SAMPLE ROAD
SAMPLE PARK NSW 1234

2 **Service address**
SAMPLE COMPANY NAME
LEVEL 1,
123 SAMPLE ROAD
SAMPLE PARK NSW 1234

SUMMARY OF CHARGES

3 Opening Balance	0.00
Energy Charges	4,020.91
Market Charges	30.03
Metering and Other Charges	152.87
Environmental Charges	713.01
Network Charges	3,417.02
Subtotal	8,333.84
Goods and Services Tax (GST)	833.38
CURRENT CHARGES (INCLUDING GST \$833.38)	\$9,167.22
4 TOTAL CHARGES	\$9,167.22

Any recent payments or payments made after this date will appear on your next bill.

EnergyAustralia Pty Ltd ABN 99 086 014 968

EnergyAustralia
LIGHT THE WAY

Total (\$) amount due

\$9,167.22

Due by 18 JUL 2018

Invoice number 1234564

Invoice period 01 JUN 2018 TO 30 JUN 2018

Invoice date 04 JUL 2018

P/O number

Account number 312345

NMI 1234567890-0

Supply emergency 13 13 88


Account enquiries 1300 36 24 66

This is a sample bill. All figures displayed are indicative only and do not reflect actual rates or charges.

What you need to know about your electricity bill


Match the green numbers on the bill with the corresponding numbers below.


- 1 There are a range of easy payment options – **simply choose the one that suits you best.** Note – a credit card merchant service fee may apply if you pay with your credit card.


EnergyAustralia
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How To Pay

1 **Electronic Funds Transfer**
Bank: Commonwealth Bank of Australia
Account Name: EnergyAustralia Pty Ltd
BSB: 067-974
Payment Account Number: xxxxxxx

BPOINT

Billers code: 858142
Ref: xxxxxxx
Credit card
Internet:
www.energyaustralia.com.au/creditcardpayment
Phone: 1300 328 959
Please note: A processing fee may apply


BPAY

Billers code: 858142
Ref: xxxxxxx
Telephone & Internet banking - BPAY®
Contact your bank or financial institution to make this payment from your bank account.
More info www.bpay.com.au
@Registered to BPAY Pty Ltd
ABN 69 079 137 518

Direct Debit
Ref: xxxxxxx
Save time by having your account paid automatically on the due date.
Apply online to set up Direct Debit via either your bank account or credit card at:
www.energyaustralia.com.au/directdebitregister

Mail
Please post this payment slip below with your cheque payable to:
EnergyAustralia
Locked bag 20000
Melbourne VIC 3001

Please send remittance advices to:
accounts.receivable@energyaustralia.com.au
or fax:
(03) 8628 4581

Fold and tear along perforated line



If paying by cheque please post this section with payment to:
EnergyAustralia
LOCKED BAG 20000
MELBOURNE VIC 3001

Customer No. 93xxxxxxx
Invoice No. 1234564


Trancode	Usercode	Customer Reference Number
831	066911	2222222222222222

EnergyAustralia Payment Slip
Total (\$) amount due
\$9,167.22

Due by 18 JUL 2018
Includes the opening balance and current invoice of \$9,167.22

Account number 312345

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EnergyAustralia
LIGHT THE WAY

What you need to know about your electricity bill

Match the green numbers on the bill with the corresponding numbers below.

1 The unique identifier for your electricity account. This is the number to quote when you make enquiries.

2 **Energy Charges**

Peak/Shoulder Energy – Typically, energy usage during daytime weekdays, when energy demand is higher.

Note: Peak hours may vary between states.

Off Peak Energy – Typically, energy usage overnight, weekends and public holidays.

Note: Off Peak hours may vary between states and network areas.

3 **Market Charges**

Participant Charge – An Australian Energy Market Operator (AEMO) charge for operating the National Electricity Market.

Ancillary Services – AEMO charge to manage the national electricity market grid's system, frequency and security.

Note: The Participant Charge is updated yearly on the 1st of July and Ancillary Charges are updated every month.

4 **Metering and Other Charges**

Meter Charge – A charge for the installation, maintenance and reading of your meter.

Retail Supply Charge – A charge for the ongoing account administration.

5 **Environmental Charges**

SRES Charge – Federal Government Small Scale Renewable Energy Scheme Charge. State-based government environmental charge. The following environmental schemes apply in each state:

VEET – VIC Government Energy Efficiency Scheme Charge.

NSW Energy Saving Scheme – NSW Government Energy Savings Scheme Charge.


ACT Energy Efficiency Scheme – ACT Government Energy Efficiency Scheme Charge.

LRET Charge – Federal Government Large Scale Renewable Energy Target Scheme Charge.

6 **Network Charges**

Your distributor charges for energy transmission and maintenance of poles and wires. There are typically three components to the charge: administration, electricity used – base charge (Peak, Shoulder and Off Peak) and demand charge (if applicable). These may vary between networks. These charges are passed on by the distributor.

7 Distribution loss factors (DLF) refer to energy losses incurred in the distribution network system. These loss factors are updated yearly on the 1st of July.



EnergyAustralia
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Electricity Charge Details

PERIOD: 01 Jun 2018 to 30 Jun 2018

Invoice Date: 04 Jul 2018 **Service Address:** LEVEL 1, 123 SAMPLE ROAD HIGHWAY SYDNEY, NSW 1234

1 NMI: N123456789-5

Account Number: 312345

Invoice Number: 1234564

	Contracted Rate x (DLF x MLF)		Metered Rate	Quantity	Cost
2 Energy Charges					
Peak Energy	14.0546 c/kWh	1.0479 1.0120	14.9046 c/kWh	5,886.19 kWh	\$877.31
Shoulder Energy	14.0546 c/kWh	1.0479 1.0120	14.9046 c/kWh	13,598.12 kWh	\$2,026.74
Off Peak Energy	9.3376 c/kWh	1.0479 1.0120	9.9023 c/kWh	11,278.85 kWh	\$1,116.86
Total Consumption Charges				30,763.16 kWh	\$4,020.91
3 Market Charges					
Participant Charge			0.0374 c/kWh	32,236.72 kWh	\$12.07
Ancillary Services			0.0557 c/kWh	32,236.72 kWh	\$17.96
					\$30.03
4 Metering and Other Charges					
Meter Charge			\$3.32/day	1 Meter(s)	\$99.45
Retail Supply Charge			\$1.78/day	30 days	\$53.42
					\$152.87
5 Environmental Charges					
SRES Charge			0.6550 c/kWh	32,236.72 kWh	\$211.15
NSW Energy Saving Scheme			0.1972 c/kWh	32,236.72 kWh	\$63.57
LRET Charge			1.3596 c/kWh	32,236.72 kWh	\$438.29
					\$713.01
6 Network Charges (EA-305)					
Network Access Charge			1,905.8449 c/day/AP	1 Access Point	\$571.75
Peak Energy			4.9482 c/kWh	7,525.73 kWh	\$372.39
Shoulder Energy			2.2725 c/kWh	11,958.59 kWh	\$271.76
Off Peak Energy			1.2625 c/kWh	11,278.85 kWh	\$142.40
Peak Capacity			35.7417 c/kVA/day	192.00 kVA/day	\$2,058.72
					\$3,417.02
				SUBTOTAL	\$8,333.84
				GST	\$833.38
				TOTAL THIS PERIOD	\$9,167.22
Additional Information: Actual Demand- 100.73 kW Actual Demand- 100.73 kVA					
DLF: Distribution loss factor MLF: Marginal loss factor					
11 Energy Periods (EST)			12 Network Periods		
Peak Energy	Mon-Fri 7am-9am 5pm-8pm		Peak Energy	Mon-Fri 2pm-8pm	
Shoulder Energy	Mon-Fri 9am-5pm: 8pm-10pm		Shoulder Energy	Mon-Fri 7am to 2pm: 8pm to 10pm	
Off Peak Energy	All Other Times 10pm-7am		Off Peak Energy	All Other Times 10pm-7am	

This is a sample bill. All figures displayed are indicative only and do not reflect actual rates or charges.

8 Marginal loss factors (MLF) refer to energy losses incurred in the transmission network system. Loss factors (DLF and MLF) – are applied to various line items on the invoice and are approved by federal and state regulators. These loss factors are updated yearly on the 1st of July.

9 The price paid for electricity used during a specific time. Contract rates have been adjusted to include loss factors where applicable.

10 The kilowatt hours (kWh) of electricity used.

11 **Energy Periods**
These time periods refer to energy usage.

Peak/Shoulder Energy – Typically, energy usage during daytime weekdays, when energy demand is higher.

Note: Peak hours may vary between states and network areas.

Off Peak Energy – Typically, energy usage overnight, weekends and public holidays.

Note: Off Peak hours may vary between states and network areas.

12 **Network Periods**

These time periods refer to charges from your distributor. These are the time periods for when your distributor charges.

Please note the time period differs for energy and network usage.

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Match the green numbers on the bill with the corresponding numbers below.

- 1 **Electricity usage and greenhouse gas emissions:**
This shows your electricity usage and greenhouse gas emissions produced over time. You may notice changes in your daily usage. There are several factors which could change your average daily usage, such as the installation of new electrical appliances, a change of season or a shift in your usage habits.
- 2 Average daily use is the average amount of electricity you used each day for this billing period.
- 3 Same time last year is the average electricity you used each day for the same time last year.
- 4 The total amount of greenhouse gas emissions (in tonnes) produced during this billing period.
- 5 This graph shows how much greenhouse gas emissions, in tonnes, your electricity use has produced during this billing period. It's important to use energy carefully to manage costs and reduce our impact on the environment.
- 6 The columns refer to your electricity usage by month in kilowatt hours (kWh) for the months shown.

