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 and wires 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 (incl. 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. 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 the meter reader can’t access your meter, we’ll receive an estimated read to calculate your bill, rather than a confirmed read. This will be clearly stated on the front page of your bill.

To watch a short video on how you can help provide clear and safe access to your meter, please go to energyaustralia.com.au/meter-readings
The total usage measures in kilowatt hours (kWh) how much electricity you’ve used or (an estimate of how much you’ve used) between your last bill and your current bill. Your charge or rate (incl. GST) is how much you pay for each kWh used. The supply charge is the cost per day (incl. GST) 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. Note - residential solar feed-in tariffs exclude GST.

The next meter read section shows you a date range for 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.

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

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, chat with us online at energyaustralia.com.au/livechat (Monday to Friday 8.00am to 9.00pm and Saturday 9.00am to 6.00pm AEST) or call us on 133 466 (Monday to Friday 8.00am to 8.00pm AEST).