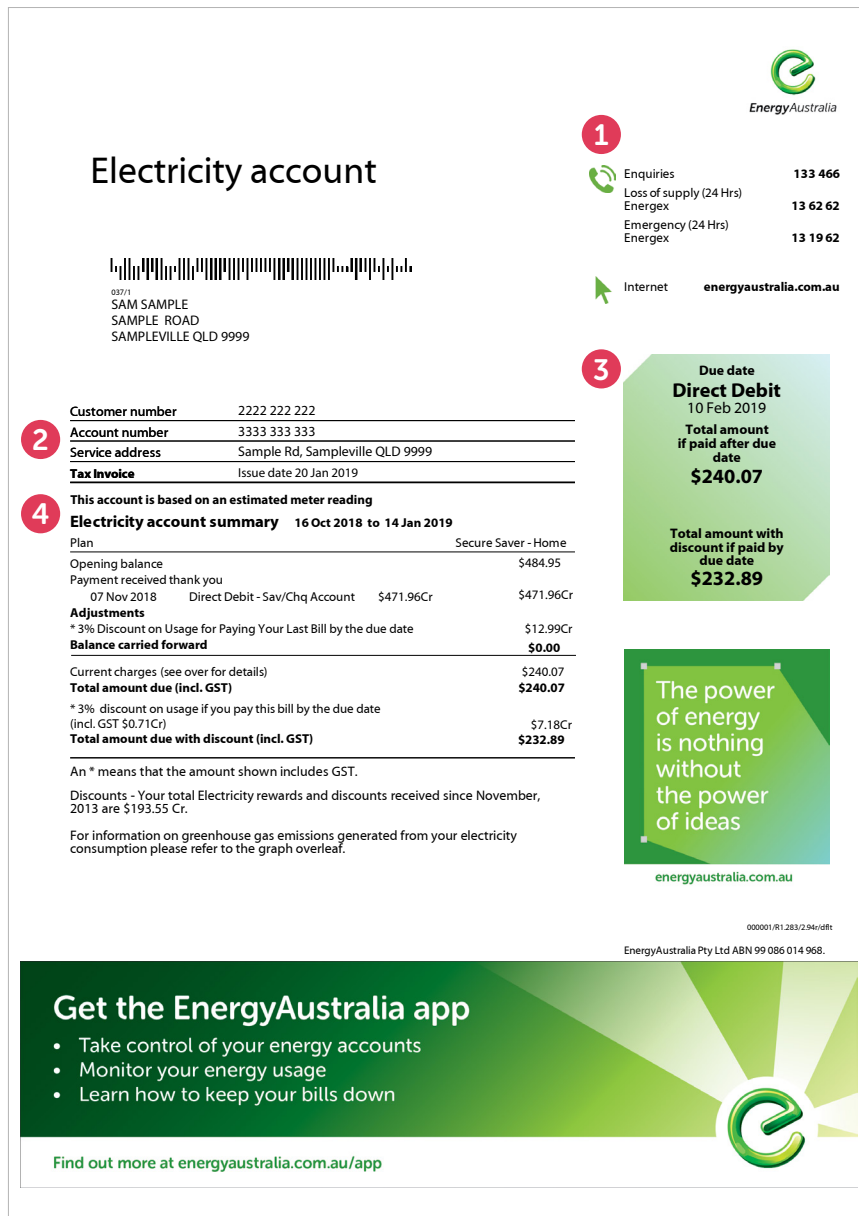


Your guide to reading your electricity bill.



EnergyAustralia
LIGHT THE WAY

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

Enquiries 133 466
Loss of supply (24 Hrs) Energyx 13 62 62
Emergency (24 Hrs) Energyx 13 19 62
Internet energyaustralia.com.au

2 Your account information

Customer number 2222 222 222
Account number 3333 333 333
Service address Sample Rd, Sampleville QLD 9999
Tax Invoice Issue date 20 Jan 2019

3 What to pay and when

Due date **Direct Debit** 10 Feb 2019
Total amount if paid after due date **\$240.07**
Total amount with discount if paid by due date **\$232.89**

4 Estimated bill

This account is based on an estimated meter reading

Electricity account summary 16 Oct 2018 to 14 Jan 2019

Plan	Secure Saver - Home
Opening balance	\$484.95
Payment received thank you	
07 Nov 2018 Direct Debit - Sav/Chq Account	\$471.96Cr
Adjustments	
* 3% Discount on Usage for Paying Your Last Bill by the due date	\$12.99Cr
Balance carried forward	\$0.00
Current charges (see over for details)	\$240.07
Total amount due (incl. GST)	\$240.07
* 3% discount on usage if you pay this bill by the due date (incl. GST \$0.71Cr)	\$7.18Cr
Total amount due with discount (incl. GST)	\$232.89

An * means that the amount shown includes GST.
Discounts - Your total Electricity rewards and discounts received since November, 2013 are \$193.55 Cr.
For information on greenhouse gas emissions generated from your electricity consumption please refer to the graph overleaf.

000001/R1/283/2/94e/085
EnergyAustralia Pty Ltd ABN 99 086 014 968.

Get the EnergyAustralia app

- Take control of your energy accounts
- Monitor your energy usage
- Learn how to keep your bills down

Find out more at energyaustralia.com.au/app

*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.

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

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 EnergyAustralia's other products and services please call us on 1800 624 426.

Interpreter Service 1300 622 718
خدمة الترجمة اللغوية
Служба переводов
Υπηρεσία Διασύνδεσης
Dịch vụ Thông dịch
Servizio Interpreti
Υπηρεσία Διασύνδεσης
Servicio de Interpretes

Hearing Impaired Service
Telephone Typing (TTY) service is available for the cost of local call.
General Enquiries: 1300 368 536.

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
GPO Box 756, Brisbane QLD 4001
or fax to 1300 363 398

2 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

Mail
Please post this pay slip 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.

MESOS Billpay
Billpay Code: 11111
Ref: 1111 1111 1111 11

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

FAY
Bill Code: 11111
Ref: 1111 1111 1111 11

Due date **Direct Debit**

Total amount if paid after due date **\$240.07** (incl. GST)

Total amount with discount if paid by due date **\$232.89** (incl. GST)

*A 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.
Any fees applied will be shown on your next bill and are GST inclusive. Some exemptions apply.

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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

This shows the start and end dates of the period of time 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

The total usage measures in kilowatts per hour (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

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

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).

Your electricity usage and service calculation

Account number 3333 333 333 Billing period 16 Oct 2018 to 14 Jan 2019
NMI 4444444444444 Service address Sample Rd, Sampleville, QLD 9999

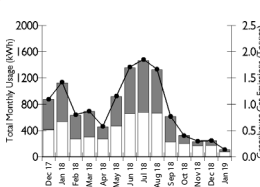
Details	Meter number	Bill days	Current reading	Previous reading	Total Usage	Charge/Rate	\$
Secure Saver - Home	12345	91					
Final Bill - 16/10/2018 - 14/01/2019 - 91 Days							
Energy Charges							
16/10/2018 - 14/01/2019 - 91 Days							
* Secure Saver - Home Peak Consumption			5860	5348	511,236 kWh	\$0.3927000 per kWh	\$200.76
* Secure Saver - Home Off Peak Consumption			4953	4749	204,495 kWh	\$0.1884300 per kWh	\$38.53
* Secure Saver - Home Supply Charge					91 days	\$1.276000 per day	\$116.12
Retailer Solar Buy Back Rate (3.37078 kWh/day) [^]					-306,741 kWh	\$0.099 per kWh	\$30.37Cr
* QLD Government Electricity Rebate					91 days	\$0.93379 per day	\$84.97Cr
Total Current Charges (incl. GST of \$29.14)							\$240.07

An * means that the amount shown includes GST.
[^] 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 9 - 19 Apr 2019.
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

Offpeak Peak greenhouse gas emissions



Average daily use (kWh)
This account: **7.87**
Same time last year: **27.68**
Average Peak cost per day (incl. GST): **\$2.21**
Average Offpeak cost per day (incl. GST): **\$0.42**
Total greenhouse gas emissions (Tonnes) this account: **0.90**
For more information visit www.climatechange.gov.au
To reduce your greenhouse gas emissions, call us on 133 466 to find out how you can support green energy.

72% decrease in usage since the same time last year

Your household daily consumption (kWh)	Average daily consumption benchmark (kWh)	Rating
14.96	20.21	✓
25.79	28.69	✓
28.69	28.69	✓

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

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



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