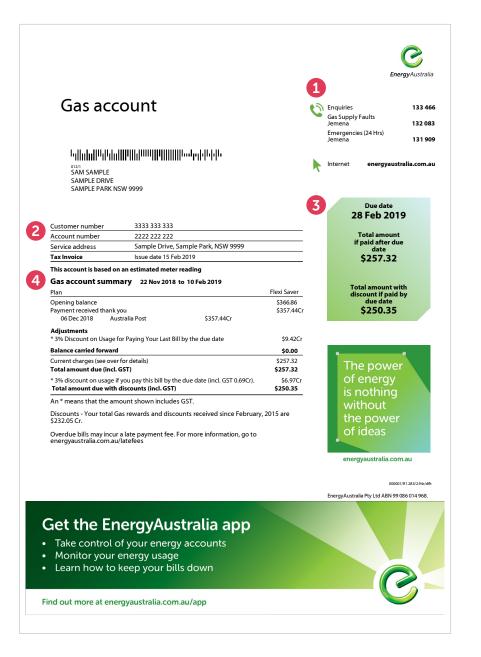
# Your guide to reading your gas bill.

**Energy**Australia LIGHT THE WAY

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.



\*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.

### 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.

#### 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

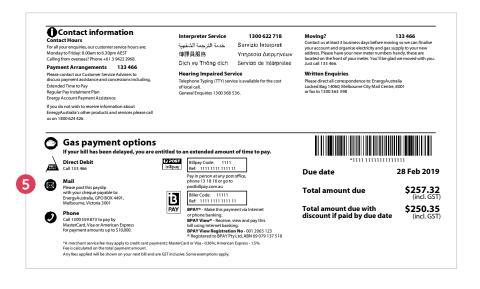
If you pay your bill by direct debit, then your payment will be debited from your nominated bank account on the due date or as per the arrangements of your direct debit payment plan.

#### 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 vour 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/meterreadings

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#### 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.

#### How we calculate your bill

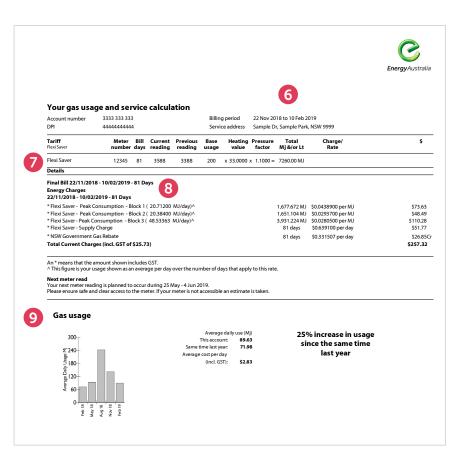
Your tariff relates to the type of meter at your premises. This determines the plans or products available and the rates at which you are charged for your gas usage. Different meters show usage information differently. For more information on meter types and how they record information, go to energyaustralia.com.au/your-meter

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 (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 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 (incl. GST) that is charged for providing you with gas (including the maintenance of pipes and meters).

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 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**, 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).