


# Your guide to reading your gas bill.



EnergyAustralia  
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.



## Gas account

012/1  
SAM SAMPLE  
SAMPLE DRIVE  
SAMPLE PARK NSW 9999

**1** Enquiries **133 466**  
Gas Supply Faults  
Jemena **132 083**  
Emergencies (24 Hrs)  
Jemena **131 909**

Internet **energyaustralia.com.au**

**2** Customer number 3333 333 333  
Account number 2222 222 222  
Service address Sample Drive, Sample Park, NSW 9999  
Tax Invoice Issue date 15 Feb 2019

**3** Due date **28 Feb 2019**  
Total amount if paid after due date **\$257.32**  
Total amount with discount if paid by due date **\$250.35**

**4** This account is based on an estimated meter reading  
**Gas account summary 22 Nov 2018 to 10 Feb 2019**

Plan	Flexi Saver
Opening balance	\$366.86
Payment received thank you	\$357.44Cr
06 Dec 2018 Australia Post	\$357.44Cr
<b>Adjustments</b>	
* 3% Discount on Usage for Paying Your Last Bill by the due date	\$9.42Cr
<b>Balance carried forward</b>	<b>\$0.00</b>
Current charges (see over for details)	\$257.32
<b>Total amount due (incl. GST)</b>	<b>\$257.32</b>
* 3% discount on usage if you pay this bill by the due date (incl. GST 0.69Cr).	\$6.97Cr
<b>Total amount due with discounts (incl. GST)</b>	<b>\$250.35</b>


An \* means that the amount shown includes GST.  
Discounts - Your total Gas rewards and discounts received since February, 2015 are \$232.05 Cr.  
Overdue bills may incur a late payment fee. For more information, go to [energyaustralia.com.au/latefees](http://energyaustralia.com.au/latefees)

000001/R1.283/2.94-088  
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](http://energyaustralia.com.au/app)



## 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 (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](http://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](http://energyaustralia.com.au/meter-readings)

\*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.

**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:  
Extended Time to Pay  
Regular Pay Instalment Plan  
Energy Account Payment Assistance  
If you do not wish to receive information about EnergyAustralia's other products and services please call us on 1300 624 426.

**Interpreter Service 1300 622 718**  
خدمة الترجمة اللغوية  
傳譯員服務  
Dịch vụ Thông dịch  
Servizio Interpreti  
Υπηρεσία Διαμετρώσεων  
Servicio de Intérpretes

**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.

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

**Written Enquiries**  
Please direct all correspondence to: EnergyAustralia Locked Bag 1 4560, Melbourne City Mail Centre, 8001 or fax to 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 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.

**BPAY®** - Make this payment via Internet or phone banking.  
**BPAY View®** - Receive, view and pay this bill using Internet banking.  
**BPAY View Registration No.** - 001 2065 123  
\* Registered to BPAY Pty Ltd, ABN 69 079 137 518

\* A merchant service fee may apply to credit card payments: MasterCard or Visa - 0.36%; American Express - 1.5%.  
Fees is calculated on the total payment amount.  
Any fees applied will be shown on your next bill and are GST inclusive. Some exemptions apply.

### 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](http://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 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](http://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](http://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](http://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](http://energyaustralia.com.au), chat with us online at [energyaustralia.com.au/livechat](http://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 gas usage and service calculation**

Account number 3333 333 333 Billing period 22 Nov 2018 to 10 Feb 2019  
DPI 4444444444 Service address Sample Dr, Sample Park, NSW 9999

Tariff	Meter number	Bill days	Current reading	Previous reading	Base usage	Heating value	Pressure factor	Total MJ &/or Lt	Charge/Rate	\$
Flexi Saver	12345	81	3588	3388	200	x 33.0000	x 1.1000	7260.00 MJ		

**Details**

**Final Bill 22/11/2018 - 10/02/2019 - 81 Days**

Energy Charges	22/11/2018 - 10/02/2019 - 81 Days		
* Flexi Saver - Peak Consumption - Block 1 ( 20.71200 MJ/day) <sup>^</sup>	1,677.672 MJ	\$0.0438900 per MJ	\$73.63
* Flexi Saver - Peak Consumption - Block 2 ( 20.38400 MJ/day) <sup>^</sup>	1,651.104 MJ	\$0.0293700 per MJ	\$48.49
* Flexi Saver - Peak Consumption - Block 3 ( 48.53363 MJ/day) <sup>^</sup>	3,931.224 MJ	\$0.0280500 per MJ	\$110.28
* Flexi Saver - Supply Charge	81 days	\$0.639100 per day	\$51.77
* NSW Government Gas Rebate	81 days	\$0.331507 per day	\$26.85Cr
<b>Total Current Charges (incl. GST of \$25.73)</b>			<b>\$257.32</b>

<sup>^</sup> An \* means that the amount shown includes GST.  
<sup>^</sup> 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 25 May - 4 Jun 2019.  
Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is taken.

**Gas usage**

Average daily use (MJ)

This account: **89.63**  
Same time last year: **71.98**  
Average cost per day (incl. GST): **\$2.83**

**25% increase in usage since the same time last year**