

# Understanding Your Gas Bill

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## 1. Your account identifiers

### Account number:

Your account number is a unique identifier for your gas account. This is the number to quote if you contact us or make a payment by phone.

### Meter Installation Registration Number (MIRN):

A unique number used by us and your distribution company to identify the gas meter at your premises. In ACT and NSW this unique number is referred to as the **Delivery Point Identifier (DPI)**.

### Service address:

The service address is where your gas meter(s) is located and the address you'll be billed for.

## 2. Best Offer (Victorian customers only)

You'll get one of two messages letting you know if you're on our best priced plan. If you're not you'll get a message about which plan is best for you (based on a minimum saving of \$22 incl. GST a year).

More information can be found at [energyaustralia.com.au/better-bills](http://energyaustralia.com.au/better-bills).

**EnergyAustralia** Tax invoice  
EnergyAustralia Pty Ltd ABN 99 086 014 968

Miss S Sample  
U 10, 8 Sample St  
SAMPLE SUBURB VIC 3000

**1. Your gas account**

Account number:	1234 567 890
Meter Identification Reference Number (MIRN):	1234567890
Service address:	U 10, 8 Sample St SAMPLE SUBURB VIC 30000
Bill issue date:	30 Aug 2021

**2. Could you save money on another plan?**

Based on your past usage, you are on the best plan we can offer you.\*\*  
Compare other plans at [energymadeeasy.gov.au](http://energymadeeasy.gov.au)  
The Australian Energy Regulator requires us to include this information.

**3. Need to get in touch?**

Bill enquiries: 133 466  
Online: [energyaustralia.com.au](http://energyaustralia.com.au)  
Faults or emergencies:  
Australian Gas Networks 1800 898 220  
Emergencies (24 Hrs) Australian Gas Networks  
1800 427 532

**4. Your bill**

Amount due  
**\$724.95**

Bill due date  
**16 Sep 2021**

**5. 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 payslip 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
- Billpay code: 3248**  
Ref: 0000 0000 0000 00  
Pay in person at any post office, phone **13 18 16** or go to [postbillpay.com.au](http://postbillpay.com.au)
- Bill code: 97410**  
Ref: 0000 0000 0000 0000  
Make this payment via internet or phone banking.

Amount due **\$724.95**

Bill due date **16 Sep 2021**

Barcode: \*0000 0000000000

Office use only  
Trancode: 000 User code: 000000 Payment reference: 00000000000000

<00000000000> <000000> <000000000000000000> >

## 3. Need to get in touch?

Here you'll find the best ways to contact us. We've also included the number of distribution company (which owns the gas pipes in your area) for gas faults.

## 4. Your bill

### Amount due and bill due date:

The total amount due is the amount payable (incl. GST) and must be paid by the due date.

This amount includes any payments made towards your account or balances that have been carried forward from your previous gas bill.

## 5. Payment options

These 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.

# Understanding Your Gas Bill

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## 1. Plan summary

Your plan summary will include the name of your plan and lists any applicable benefits (e.g. discounts) and features (e.g. Carbon Neutral) of your plan.

## 2. Billing period

This shows the start and end dates of the period as well as the number of days covered in your bill.

We'll let you know if the bill is based on a reading from your meter ('actual') based on your meter reading or if we had to estimate your bill because the meter reader could not access your meter to take a reading.

If you received an estimated bill you can submit your own meter reading at [energyaustralia.com.au/submit-meter-reading](https://energyaustralia.com.au/submit-meter-reading).

## 3. Energy charges

On your bill you'll see that gas tariffs are divided into two parts.

### Supply charge:

A daily service charge to deliver gas to your property.

### Usage charge:

Charges based on the actual gas you used during the billing period.

Gas rates can be different for winter and summer and are billed in blocks calculated in Megajoules (MJ). Once you've reached the threshold of that block, you may be charged a different rate for the next block.

You can learn more about gas tariffs for your home at [energyaustralia.com.au/tariffs](https://energyaustralia.com.au/tariffs) or for business at [energyaustralia.com.au/small-business-tariffs](https://energyaustralia.com.au/small-business-tariffs).


## 4. Government concessions or rebates

We apply government concessions and rebates to eligible accounts.

## 5. Discounts

Guaranteed discounts that apply to your plan will appear here. These discounts are calculated and deducted from your bill.

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1. **Plan summary**

**Your current plan:** Total Plan (Home)  
Your energy rates are below. We'll let you know in advance before they change.

**Includes:** 3% discount if you pay on time. 15% guaranteed discount on energy charges (we will let you know when your discount ends)

2. **Understanding your bill**

**Billing period:** 02 Jun 2021 to 27 Aug 2021 (87 days). Charges based on an **actual** meter reading.

Tariff	Meter number	Bill days	Current reading	Previous reading	Base usage	Heating value	Pressure factor	Total MJ &/or Lt	Charge/Rate	\$	
Total Plan (Home)	05120286	87	12100	11286	814	x37.5644	X1.0139	~31002.46 MJ			
<b>Energy charges</b>											
<b>02/06/2021 - 27/08/2021 - 87 Days</b>											
<b>Energy Charges</b>											
<b>02/06/2021 - 27/08/2021 - 87 Days</b>											
*Total Plan (Home) Peak Consumption - Block 1 (27.40000 MJ/day)*									2,383.800 MJ	\$0.0494450 per MJ	\$117.87
*Total Plan (Home) Peak Consumption - Block 2 (21.90000 MJ/day)*									1,905.300 MJ	\$0.0427240 per MJ	\$81.40
*Total Plan (Home) Peak Consumption - Block 3 (307.05011 MJ/day)*									26,713.360 MJ	\$0.0253880 per MJ	\$678.19
*Total Plan (Home) Supply Charge									87 days	\$0.885500 per day	\$77.04
<b>Government concessions or rebates</b>											
*Winter Gas Concession ( 02/06/2021 - 27/08/2021)										\$60.67Cr	
<b>Discounts</b>											
*Additional Total Plan (Home) Discount - 15%										\$143.18Cr	
<b>Total Current charges (incl. GST of \$73.76)</b>										<b>\$750.66</b>	
<b>Account summary</b>											
Opening Balance										\$435.07	
<b>Payments received</b>											
<b>Payment type</b>											
Payment received thank you 28 Aug 2021										Payment \$435.07Cr	
<b>Adjustments, other fees and charges incl GST</b>											
Total Plan (Home) Discount on usage - 3%										\$26.32Cr	
*Credit Card Merchant Service Fee (incl. GST)										\$0.61	
Balance carried forward										\$0.61	
Current Charges										\$750.66	
<b>Total Amount (incl. GST)</b>										<b>\$724.95</b>	

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.

# Understanding Your Gas Bill

Page 2B

## 6. Account summary

### Opening balance:

The amount due or credits from your last gas bill.

## 7. Payments received

This lists payments received on your account after your last bill was issued.

## 8. Adjustments, other fees and charges incl GST

Adjustments may include any pay on time discounts that apply to your bill that has been paid on time, any other fees and charges such as moving fees and additional services, or changes to the bill calculation.


### Balance carried forward:

An amount still owing or credits after the payments you've made towards your last gas bill.

### Current charges:

This is the total amount charged (incl. GST) – with and without any applicable discounts and adjustments.

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**Plan summary**

**Your current plan:** Total Plan (Home) **Includes:** 3% discount if you pay on time. 15% guaranteed discount on energy charges (we will let you know when your discount ends)

Your energy rates are below. We'll let you know in advance before they change.

**Understanding your bill**

**Billing period:** 02 Jun 2021 to 27 Aug 2021 (87 days). Charges based on an **actual** meter reading.

Tariff	Meter number	Bill days	Current reading	Previous reading	Base usage	Heating value	Pressure factor	Total MJ 6/or Lt	Charge/Rate	\$
Total Plan (Home)	05120286	87	12100	11286	814	x37.5644	X1.0139	~31002.46 MJ		

**Energy charges**

**02/06/2021 - 27/08/2021 - 87 Days**

**Energy Charges**

**02/06/2021 - 27/08/2021 - 87 Days**

*Total Plan (Home) Peak Consumption - Block 1 ( 27.40000 MJ/day)*	2,383.800 MJ	\$0.0494450 per MJ	\$117.87
*Total Plan (Home) Peak Consumption - Block 2 ( 21.90000 MJ/day)*	1,905.300 MJ	\$0.0427240 per MJ	\$81.40
*Total Plan (Home) Peak Consumption - Block 3 ( 307.05011 MJ/day)*	26,713.360 MJ	\$0.0253880 per MJ	\$678.19
*Total Plan (Home) Supply Charge	87 days	\$0.885500 per day	\$77.04

**Government concessions or rebates**

* Winter Gas Concession ( 02/06/2021 - 27/08/2021)	\$60.67Cr
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**Discounts**

* Additional Total Plan (Home) Discount - 15%	\$143.18Cr
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**Total Current charges (incl. GST of \$73.76)** **\$750.66**

**6. Account summary**

Opening Balance	\$435.07
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**7. Payments received**

Payment type	
Payment received thank you	\$435.07Cr
28 Aug 2021	Payment \$435.07Cr

**8. Adjustments, other fees and charges incl GST**

Total Plan (Home) Discount on usage - 3%	\$26.32Cr
* Credit Card Merchant Service Fee (incl. GST)	\$0.61
Balance carried forward	\$0.61
Current Charges	\$750.66
<b>Total Amount (incl. GST)</b>	<b>\$724.95</b>

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.

# Understanding Your Gas Bill

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## 1. More information about this bill

This section has very important messages about this bill.


For example, if we have or haven't applied government concessions and rebates to your account or a reminder that your energy rates have changed within the billing period.

### Next meter read:

This shows a date range for when your next meter reading is scheduled to take place. You should receive your next bill shortly after this date range.

## 2. Need support?

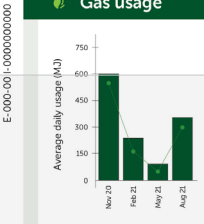
This section gives you more information to receive extra support if you need it such as payment assistance, life support, interpreter service, support for the hearing impaired and more.

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**1. More information about this bill**

**Next meter read**  
Your next meter reading is planned to occur during 18 - 28 Dec 2021.  
Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is taken.  
Discounts - Your total Gas rewards and discounts received since September, 2018 are \$880.82 Cr.  
Overdue bills may incur a late payment fee. For more information, go to [energyaustralia.com.au/latefees](http://energyaustralia.com.au/latefees)

**Gas usage**



This account: <b>356.35</b>
Same time last year: <b>0</b>
Average cost per day (incl. GST): <b>\$9.33</b>

**3. Usage data**

**2. Need support?**

**Payment Assistance: 133 466**  
We can help you pay your energy account including:

- Extended Time to pay
- Regular Pay Instalment Plan
- Help with Hardship or Payment Difficulty

**Hearing Impaired Service General Enquiries: 133 677**  
Telephone Typing (TTY) service is available for the cost of local call.

**Concessions and rebates:**  
If you are eligible for Victorian Government energy concessions or rebates, please ring 133 466 and quote your pensioner or benefits card number. To find out more, visit [energyaustralia.com.au/concessions](http://energyaustralia.com.au/concessions).

**Contact Hours:**  
If you need to contact us, our customer service hours are:  
Monday to Friday: 8.00am to 7.00pm AEST.

**Calling from overseas? Phone +61 3 9422 2968**  
If you do not wish to receive information about EnergyAustralia's other products and services, please call us on **1800 624 426**.

**Moving? Call us on 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.

**Interpreter Service: 1500 622 718**  
Interpreter  
傳譯員服務  
Υπηρεσία Διαμετρήσεων  
Dịch vụ Thông dịch  
Servicio de Intérpretes

**Life Support: 133 466**  
To register life support on your account or for further information about life support please call us.

**Written Enquiries**  
Please direct all correspondence to: EnergyAustralia Locked Bag 14060, Melbourne City Mail Centre, 8001 or fax to **1300 363 398**.

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## 3. Usage data

This graph shows your gas usage over time. It may help you understand how much gas you have used.

### Average daily use:

The average amount of gas you used each day for this billing period.

### Same time last year:

The average gas you consumed each day for the same time last year.

If we have 12 months of data, you'll see a percentage showing you if there has been an increase or decrease in your average gas usage if this information is available.

### Average cost per day:

The average cost of gas you have used per day (incl. GST).

# Understanding Your Gas Bill

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## 1. Other messages

This contains further details for your information, such as how the best offer is calculated. **Business customers** will find their invoice number in this section.

The screenshot shows the EnergyAustralia logo at the top left and 'Page 4 of 4' at the top right. Below the logo is a green header with a white envelope icon and the text 'Other messages'. A red circle with the number '1' is to the left of this header. Below the header is a white box containing the following text: 'Estimated savings or best plan confirmation shown are based on your past 12 months usage, or your available usage data (if less than 12 months) and our current in market plans at the time this bill was issued. We update our plans from time to time. If you switch plans, the amount you may save will depend on the plan you choose and the amount of energy you use. Visit [energyaustralia.com.au/better-bills](http://energyaustralia.com.au/better-bills) to find out more.'

Below the message box is a promotional banner with a green background. The banner features a kitchen scene with a kettle, a mug, and a power outlet. The text on the banner reads: 'A bit of good with every cuppa'. Below this text is the message: 'Over 250,000 customers are choosing carbon neutral energy at home for no extra cost.' and the URL 'energyaustralia.com.au/go-neutral'. The EnergyAustralia logo and tagline 'LIGHT THE WAY' are in the bottom right corner of the banner. On the left side of the banner, there is a vertical string of numbers: 'E:000-001-0000000000'.

## We're here to help



Chat

Residential customers

[energyaustralia.com.au/livechat](http://energyaustralia.com.au/livechat)

(Monday to Friday  
8.00am to 6.30pm)

Business customers

[energyaustralia.com.au/  
business-chat](http://energyaustralia.com.au/business-chat)

(Monday to Friday 8.00am to  
9.00pm and Saturday 9.00am  
to 6.00pm)



Call

Residential customers

**133 466**

(Monday to Friday  
8.00am to 7.00pm)

Business customers

**1800 146 749**

(Monday to Friday  
8.00am to 6.30pm)



Visit

[energyaustralia.com.au/bill-guides](http://energyaustralia.com.au/bill-guides)