Understanding Your Electricity Bill

Page 1

1. Your account identifiers

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

National Meter Identifier (NMI):
A unique number used by us and your distribution company to identify the electricity meter at your premises.

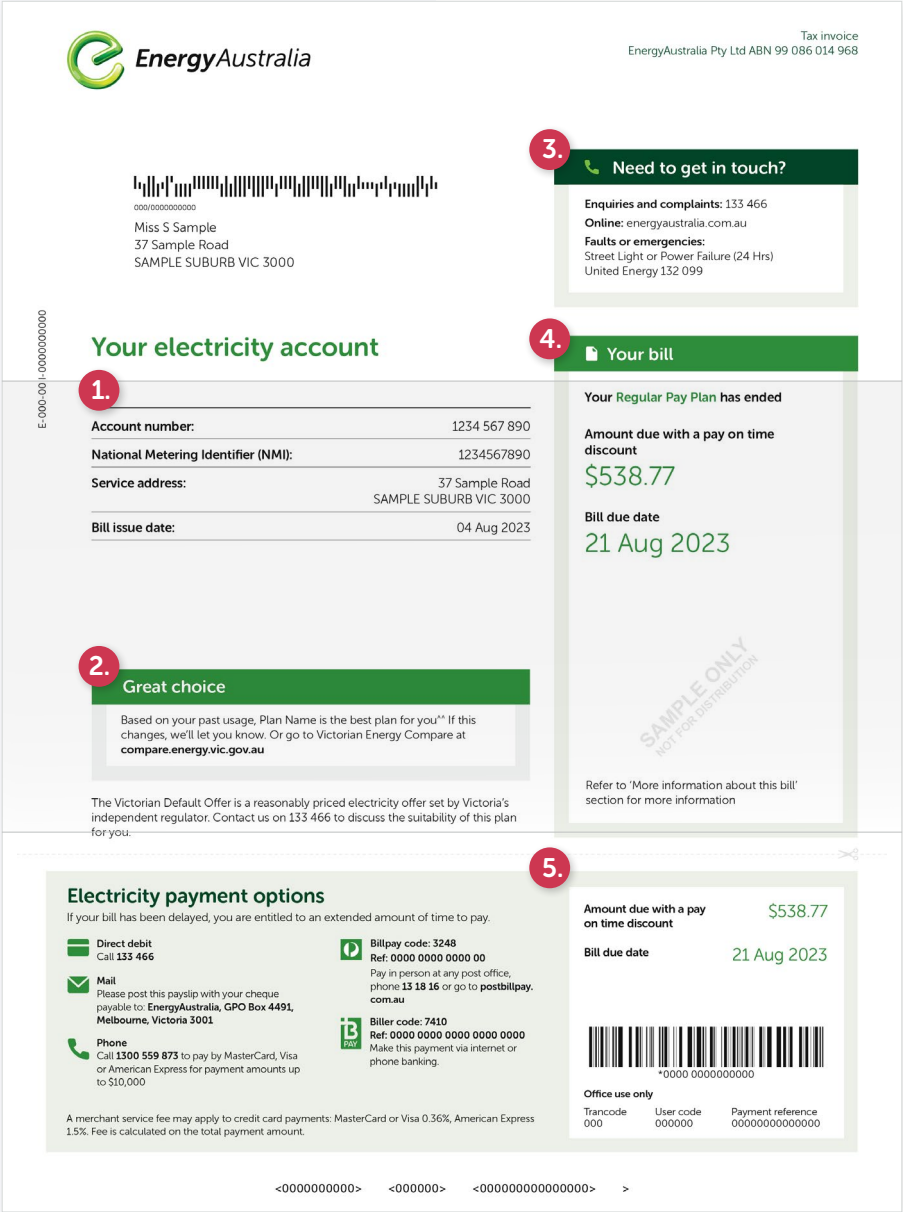
Service address:
The service address is where your electricity meter(s) is located and the address for which you will be billed.

Invoice number:
Business customers will find their invoice number in this section.

2. Best Offer

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.



EnergyAustralia

Tax invoice
EnergyAustralia Pty Ltd ABN 99 086 014 968

000/0000000000
Miss S Sample
37 Sample Road
SAMPLE SUBURB VIC 3000

E-000-00-0000000000

Your electricity account

1.

Account number:	1234 567 890
National Metering Identifier (NMI):	1234567890
Service address:	37 Sample Road SAMPLE SUBURB VIC 3000
Bill issue date:	04 Aug 2023

2. Great choice

Based on your past usage, Plan Name is the best plan for you** If this changes, we'll let you know. Or go to Victorian Energy Compare at **compare.energy.vic.gov.au**

The Victorian Default Offer is a reasonably priced electricity offer set by Victoria's independent regulator. Contact us on 133 466 to discuss the suitability of this plan for you.

3. Need to get in touch?

Enquiries and complaints: 133 466
Online: energyaustralia.com.au
Faults or emergencies:
Street Light or Power Failure (24 Hrs)
United Energy 132 099

4. Your bill

Your Regular Pay Plan has ended

Amount due with a pay on time discount
$538.77

Bill due date
21 Aug 2023

SAMPLE ONLY NOT FOR DISTRIBUTION

Refer to 'More information about this bill' section for more information

5. 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 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**

Biller code: 7410
Ref: 0000 0000 0000 0000 0000
Make this payment via internet or phone banking.

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.

Amount due with a pay on time discount	$538.77
Bill due date	21 Aug 2023

*0000 0000000000

Office use only

Trancode	User code	Payment reference
000	000000	00000000000000

<0000000000> <000000> <000000000000000> >

3. Need to get in touch?

Here you'll find the best ways to contact us. We've also included the number of the distribution company (which owns the poles and wires in your area) for street light or power failures.

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 electricity 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 Electricity Bill

Page 2A

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. Go Neutral) of your plan.

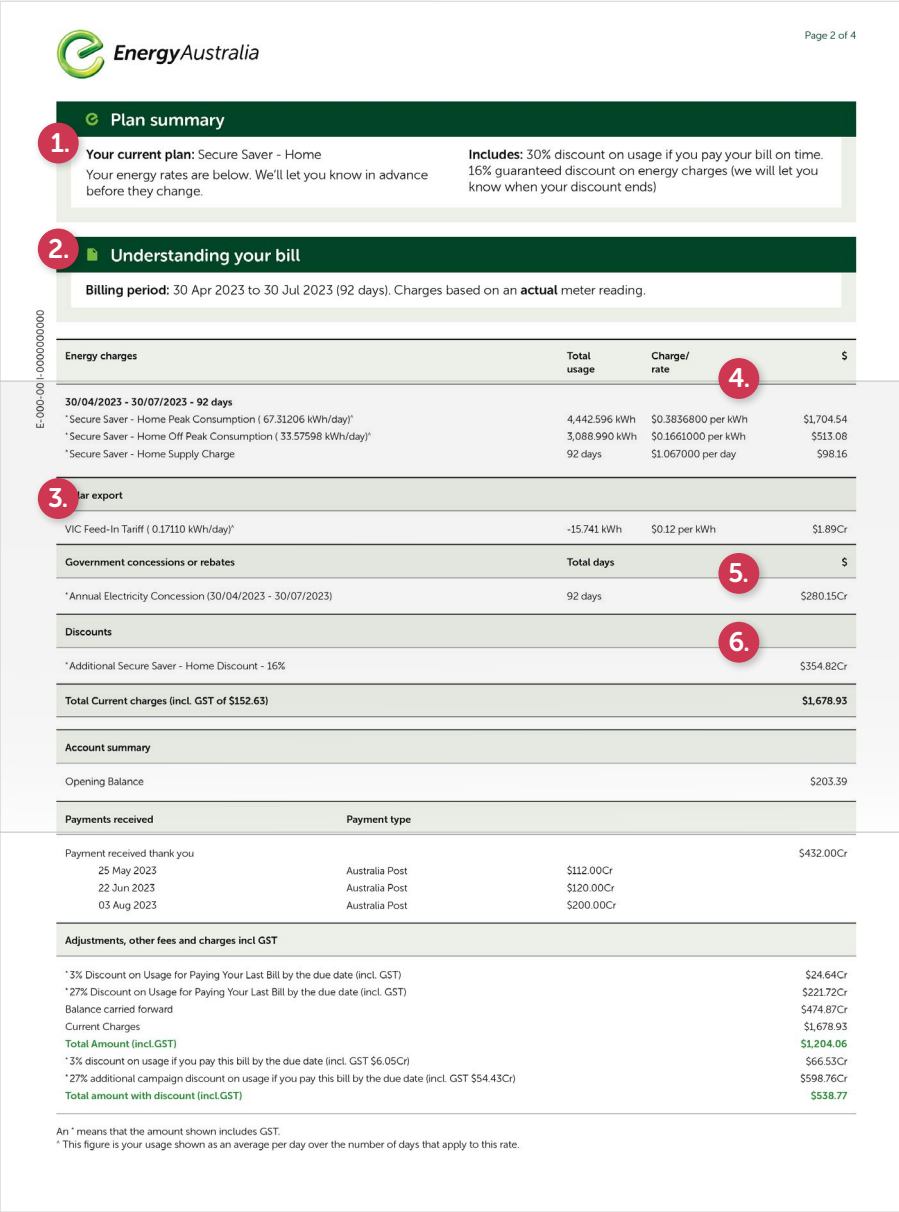
2. Billing period

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') 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 and you don't have a smart meter, then you can submit your own meter reading at energyaustralia.com.au/submit-meter-reading.

3. Solar feed-in tariff

The amount you receive for any unused electricity that your solar system generates and sends back into the electricity grid. Note, residential solar feed-in tariffs don't include GST.



EnergyAustralia

Page 2 of 4

1. **Plan summary**

Your current plan: Secure Saver - Home
Your energy rates are below. We'll let you know in advance before they change.

Includes: 30% discount on usage if you pay your bill on time. 16% guaranteed discount on energy charges (we will let you know when your discount ends)

2. **Understanding your bill**

Billing period: 30 Apr 2023 to 30 Jul 2023 (92 days). Charges based on an **actual** meter reading.

E-000-00 | 0000000000

Energy charges	Total usage	Charge/ rate	$
30/04/2023 - 30/07/2023 - 92 days			
Secure Saver - Home Peak Consumption (67.31206 kWh/day)	4,442.596 kWh	$0.3836800 per kWh	$1,704.54
Secure Saver - Home Off Peak Consumption (33.57598 kWh/day)	3,088.990 kWh	$0.1661000 per kWh	$513.08
*Secure Saver - Home Supply Charge	92 days	$1.067000 per day	$98.16
Solar export			
VIC Feed-In Tariff (0.17110 kWh/day)*	-15.741 kWh	$0.12 per kWh	$1.89Cr
Government concessions or rebates	**Total days**		**$**
*Annual Electricity Concession (30/04/2023 - 30/07/2023)	92 days		$280.15Cr
Discounts			
*Additional Secure Saver - Home Discount - 16%			$354.82Cr
Total Current charges (incl. GST of $152.63)			**$1,678.93**

Account summary			
Opening Balance			$203.39
Payments received	**Payment type**		
Payment received thank you			$432.00Cr
25 May 2023	Australia Post	$112.00Cr	
22 Jun 2023	Australia Post	$120.00Cr	
03 Aug 2023	Australia Post	$200.00Cr	

Adjustments, other fees and charges incl GST	
*3% Discount on Usage for Paying Your Last Bill by the due date (incl. GST)	$24.64Cr
*27% Discount on Usage for Paying Your Last Bill by the due date (incl. GST)	$221.72Cr
Balance carried forward	$474.87Cr
Current Charges	$1,678.93
Total Amount (incl.GST)	**$1,204.06**
*3% discount on usage if you pay this bill by the due date (incl. GST $6.05Cr)	$66.53Cr
*27% additional campaign discount on usage if you pay this bill by the due date (incl. GST $54.43Cr)	$598.76Cr
Total amount with discount (incl.GST)	**$538.77**

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.

4. Energy charges

Your electricity tariffs relate to the type of meter at your premise and determine the plans or products available and the rates charged. These charges are divided into two parts.

Supply charge:
A daily service charge to deliver electricity to your property.

Usage charge:
Charges based on the actual electricity you used during the billing period. Your usage is measured in Kilowatts per hour (kWh).

You can learn more about electricity tariffs for your home at energyaustralia.com.au/tariffs or for business at energyaustralia.com.au/small-business-tariffs.

5. Government concessions or rebates

We apply government concessions and rebates to eligible accounts.

6. Discounts

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

Understanding Your Electricity Bill

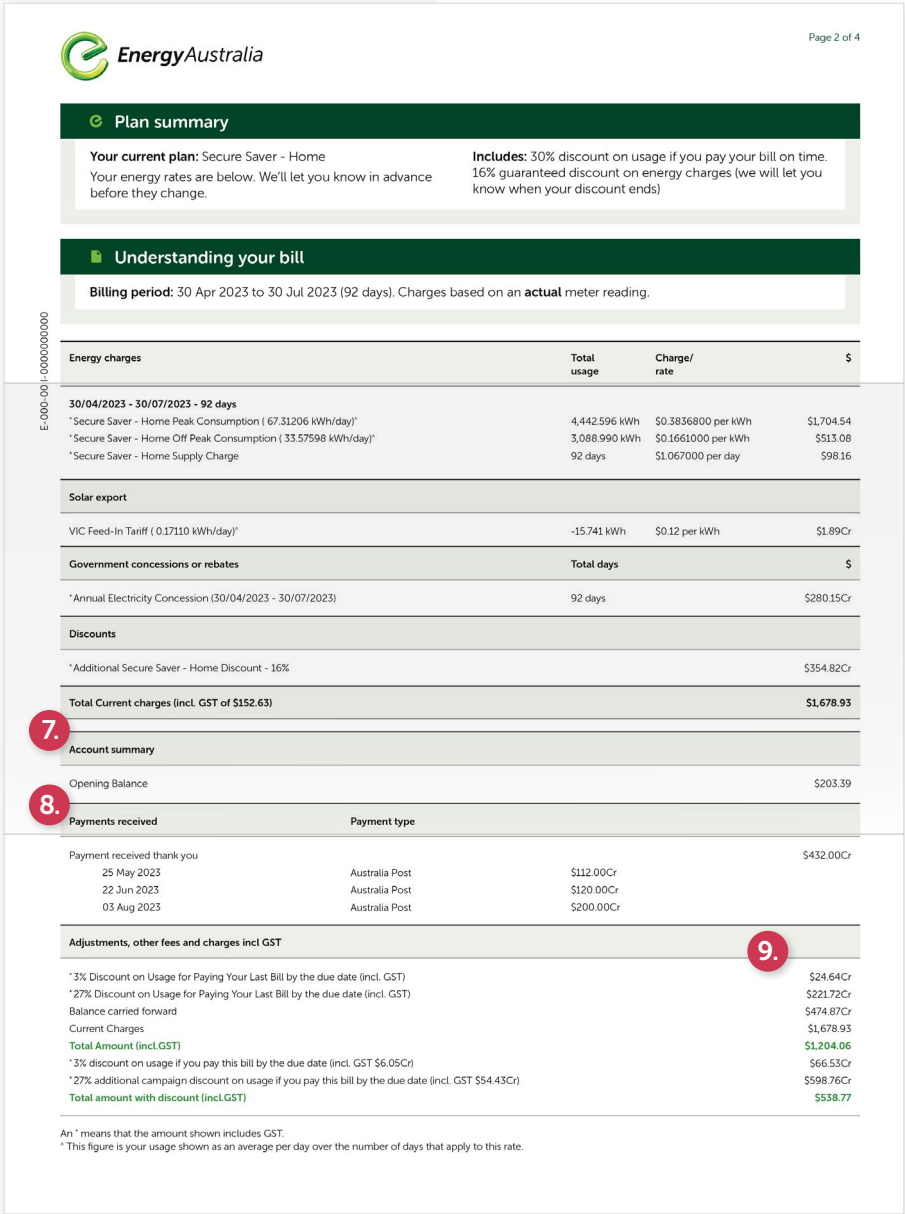
Page 2B

7. Account summary

Opening balance:
The amount due or credits from your last electricity bill.

8. Payments received

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



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Page 2 of 4

E-000-00 | 0000000000

Plan summary

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Understanding your bill

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*Additional Secure Saver - Home Discount - 16%			$354.82Cr
Total Current charges (incl. GST of $152.63)			**$1,678.93**

7.

Account summary			
Opening Balance			$203.39

8.

Payments received	Payment type		
Payment received thank you			$432.00Cr
25 May 2023	Australia Post	$112.00Cr	
22 Jun 2023	Australia Post	$120.00Cr	
03 Aug 2023	Australia Post	$200.00Cr	

9.

Adjustments, other fees and charges incl GST	
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*27% Discount on Usage for Paying Your Last Bill by the due date (incl. GST)	$221.72Cr
Balance carried forward	$474.87Cr
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Total Amount (incl.GST)	**$1,204.06**
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Total amount with discount (incl.GST)	**$538.77**

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.

9. Adjustments, other fees and charges incl. GST

Adjustments may include any pay on time discounts applying to your bill when it's 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 electricity bill.

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

Understanding Your Electricity Bill

Page 3

1. More information about this bill

This section has very important messages about this bill. For example, a reminder that your energy rates have changed within the billing period.

2. Usage data

The graph shows your electricity usage and greenhouse gas emissions produced over time.

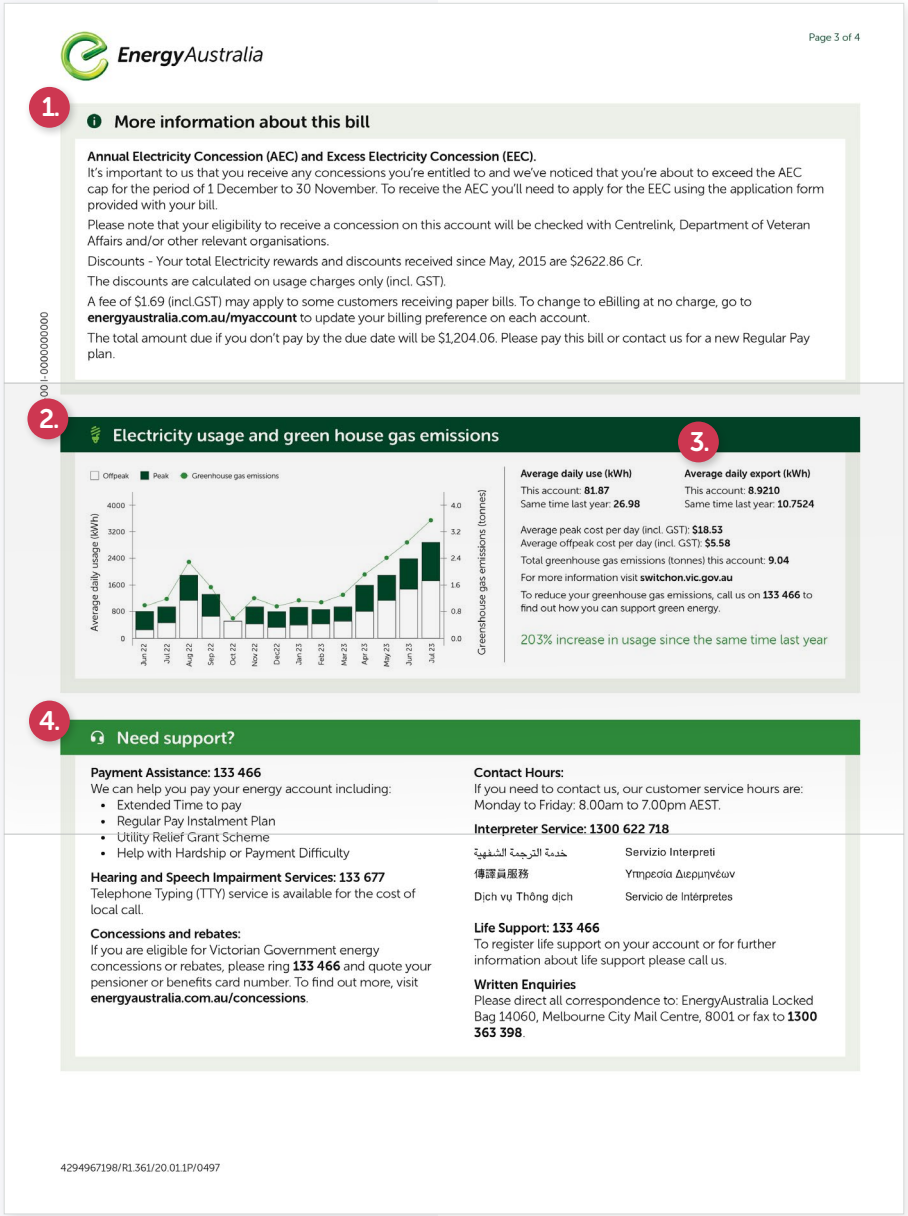
Average daily use:
The average amount of electricity you used each day for this billing period.

Same time last year:
The average electricity 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 electricity usage if this information is available.

Average cost per day:
The average cost of electricity you have used per day (incl. GST).

Total greenhouse gas emissions (VIC only):
How much greenhouse gas emissions, in tonnes, your electricity use has produced during this billing period.



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Page 3 of 4

1. More information about this bill

Annual Electricity Concession (AEC) and Excess Electricity Concession (EEC).
It's important to us that you receive any concessions you're entitled to and we've noticed that you're about to exceed the AEC cap for the period of 1 December to 30 November. To receive the AEC you'll need to apply for the EEC using the application form provided with your bill.

Please note that your eligibility to receive a concession on this account will be checked with Centrelink, Department of Veteran Affairs and/or other relevant organisations.

Discounts - Your total Electricity rewards and discounts received since May, 2015 are $2622.86 Cr.

The discounts are calculated on usage charges only (incl. GST).

A fee of $1.69 (incl.GST) may apply to some customers receiving paper bills. To change to eBilling at no charge, go to **energyaustralia.com.au/myaccount** to update your billing preference on each account.

The total amount due if you don't pay by the due date will be $1,204.06. Please pay this bill or contact us for a new Regular Pay plan.

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2. Electricity usage and green house gas emissions

3.

Offpeak Peak Greenhouse gas emissions

Average daily usage (kWh) 4000 3200 2400 1600 800 0

Greenhouse gas emissions (tonnes) 4.0 3.2 2.4 1.6 0.8 0.0

Jun 22 Jul 22 Aug 22 Sep 22 Oct 22 Nov 22 Dec 22 Jan 23 Feb 23 Mar 23 Apr 23 May 23 Jun 23 Jul 23

Average daily use (kWh)
This account: **81.87**
Same time last year: **26.98**

Average daily export (kWh)
This account: **8.9210**
Same time last year: **10.7524**

Average peak cost per day (incl. GST): **$18.53**
Average offpeak cost per day (incl. GST): **$5.58**
Total greenhouse gas emissions (tonnes) this account: **9.04**
For more information visit **switchon.vic.gov.au**
To reduce your greenhouse gas emissions, call us on **133 466** to find out how you can support green energy.

203% increase in usage since the same time last year

4. Need support?

Payment Assistance: 133 466
We can help you pay your energy account including:
- Extended Time to pay
- Regular Pay Instalment Plan
- Utility Relief Grant Scheme
- Help with Hardship or Payment Difficulty

Hearing and Speech Impairment Services: 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**.

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

Interpreter Service: 1300 622 718

خدمة الترجمة الشفهية
Servizio Interpreti
傳譯員服務
Υπηρεσία Διερμηνέων
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**.

4294967198/R1.361/20.01.1P/0497

3. Solar export data

Average daily solar export:
If you have roof top solar, you'll see the average amount of solar energy export you send out to the grid each day for this billing period.

Same time last year:
The average solar energy export you send out to the grid each day for the same time last year.

4. 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 and speech impaired and more.

Understanding Your Electricity Bill

Page 4

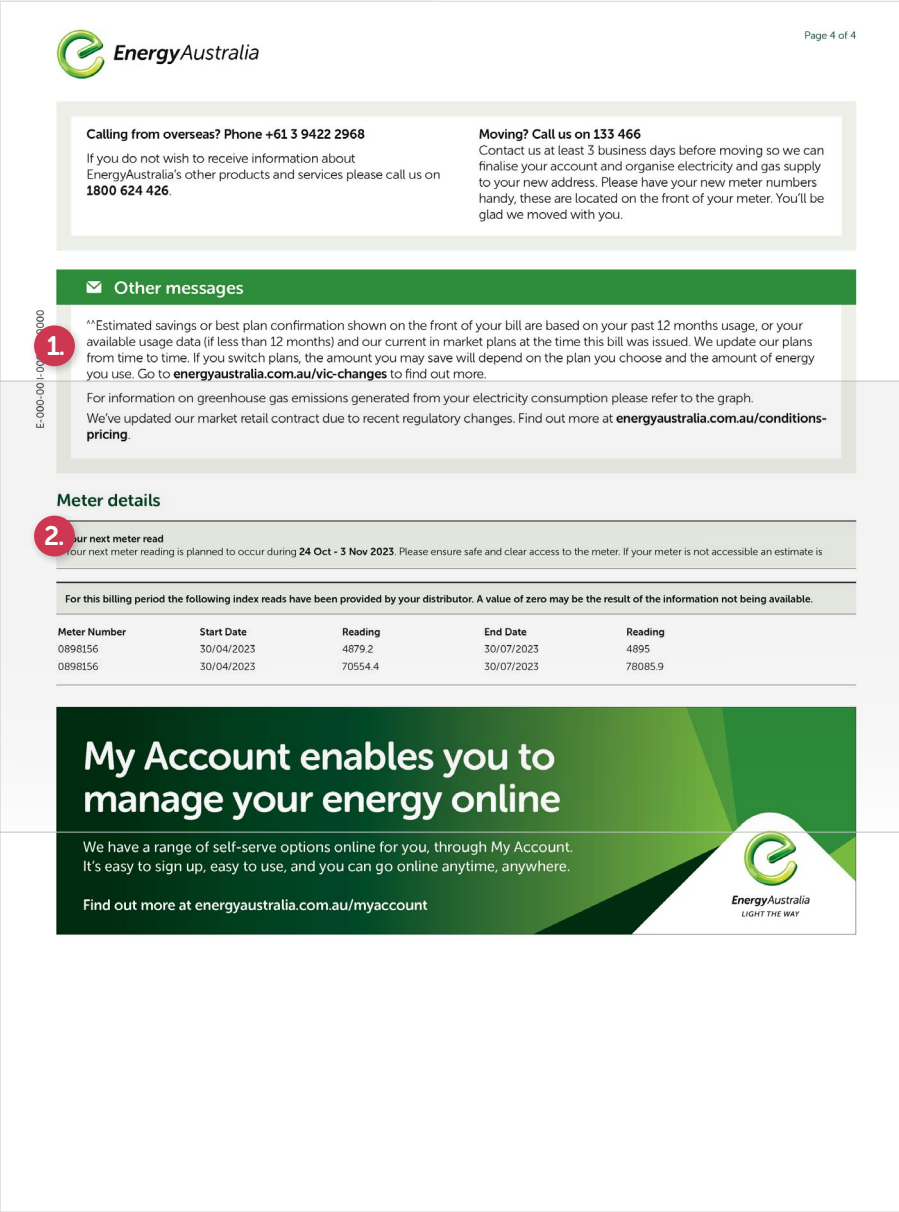
1. Other messages

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

2. Meter details

If you have a smart meter in Victoria, your meter number and indexed meter reads that were provided by your distributor (the company that owns the poles and wires in your area) can be found here. If there's no information provided, the value may appear as zero.

For other types of meters, you'll find your meter number details, along with your next meter read date range here instead. You should receive your next bill shortly after this date range.



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Page 4 of 4

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.

Other messages

1.

^^Estimated savings or best plan confirmation shown on the front of your bill 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. Go to **energyaustralia.com.au/vic-changes** to find out more.

For information on greenhouse gas emissions generated from your electricity consumption please refer to the graph.

We've updated our market retail contract due to recent regulatory changes. Find out more at **energyaustralia.com.au/conditions-pricing**.

Meter details

2.

Your next meter read

Your next meter reading is planned to occur during **24 Oct - 3 Nov 2023**. Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is

For this billing period the following index reads have been provided by your distributor. A value of zero may be the result of the information not being available.

Meter Number	Start Date	Reading	End Date	Reading
0898156	30/04/2023	4879.2	30/07/2023	4895
0898156	30/04/2023	70554.4	30/07/2023	78085.9

My Account enables you to manage your energy online

We have a range of self-serve options online for you, through My Account. It's easy to sign up, easy to use, and you can go online anytime, anywhere.

Find out more at energyaustralia.com.au/myaccount

EnergyAustralia LIGHT THE WAY

We're here to help

Chat

Residential customers
energyaustralia.com.au/livechat
(Monday to Friday 8.00am to 9.00pm and Saturday 9.00am to 6.00pm)

Business customers
energyaustralia.com.au/business-chat
(Monday to Friday 8.00am to 6.30pm)

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