

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.

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

1. **Your gas account**

Account number:	1234 567 890
Meter Installation Registration Number (MIRN):	1234567890
Service address:	U 10, 8 Sample St SAMPLE SUBURB SA 5000
Bill issue date:	30 Aug 2023

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
The Australian Energy Regulator requires us to include this information.

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

Enquiries and complaints: 133 466
Online: energyaustralia.com.au
Your energy ombudsman:
Energy & Water Ombudsman SA
1800 500 509
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 2023

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
- 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 2023**

Barcode: *0000 0000000000

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

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.

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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 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.

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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.

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 or for business at energyaustralia.com.au/small-business-tariffs.


4. Government concessions or rebates

We apply government concessions and rebates to eligible accounts.

5. Discounts

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 2023 to 27 Aug 2023 (87 days). Charges based on an **actual** meter reading.

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

Energy charges

02/06/2023 - 27/08/2023 - 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

	Total days	Charge/rate	\$
*South Australia Government Concession 87 days (\$0.6974) per day	87 days	\$0.7282 per day	\$60.67Cr

Discounts

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

Account summary

Opening Balance	\$435.07
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Payments received

Payment type			
Payment received thank you			\$435.07Cr
28 Aug 2023	Payment	\$435.07Cr	

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
Total Amount (incl. GST)	\$724.95

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.

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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.

EnergyAustralia										
									Page 2 of 4	
Plan summary										
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^ This figure is your usage shown as an average per day over the number of days that apply to this rate.										

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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. Need support?

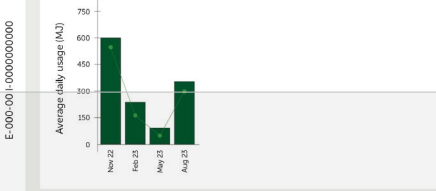
This section gives you more information to receive extra support if you need it such as payment assistance, life support, interpreter service, support for the hearing and speech impaired and more.

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1. More information about this bill

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

Gas usage



Average daily use (MJ)
This account: **356.35**
Same time last year: **0**
Average cost per day (incl. GST): **\$9.33**

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

Interpreter Service: 1300 622 718
خدمة الترجمة الشفهية Servizio Interpreti
傳譯員服務 Υπηρεσία Διαμεγμνέων
Dịch vụ Thông dịch Servicio de Interpretes

Hearing and Speech Impairment Services: 133 677
Telephone Typing (TTY) service is available for the cost of local call.

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

Concessions and rebates:
The South Australian Government Customer Concession Scheme for Energy is administered by the DHS. For details about concessions and how to apply please contact the Concessions hotline on 1800 307 758 or go to www.sa.gov.au/concessions. Your state Government concession has been credited to this account.

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

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

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.

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**.

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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).

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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 Australian Business Number in this section.

2. Meter details

You'll find your meter number details, along with your next meter read date range for when your next meter reading is scheduled to take place. You should receive your next bill shortly after this date range.

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1 Other messages

Customer ABN: 00 000 000 000

¹Estimated 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 to find out more.

2 Meter details

Tariff	Meter number	Bill days	Current reading	Previous reading	Base usage	Heating value	Pressure factor	Total MJ \$/or Lt
Total Plan (Home)	05120286	87	12100	11286	B14	x37.5644	x1.0139	=31002.46 MJ

Your next meter read
Your next meter reading is planned to occur during **18 - 28 Dec 2023**. Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is taken.

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