

读懂您的电费账单

第1页

1. 您的账户识别码

账户编号：

您的账户编号是您的电力账户的唯一识别码。当您联系我们或者在电话中付款时，需要提供这个编号。

全国电表识别码（National Meter Identifier, 英文简称NMI）：

我们和您的配电公司用于识别您物业电表的唯一编号。

供电地址：

是电表所在地以及因用电而会收到账单的地址。


发票编号：

商业顾客的发票编号列在这一部分。

2. 最佳优惠

您会收到信息，告诉您自己正在使用的计划是否价格最优。如果您使用的计划不是价格最优，则您会收到信息，告诉您哪个计划最适合您（每年最少节省22澳元，其中包含消费税GST）。

请登录网站energyaustralia.com.au/better-bills查询更多信息。



Tax invoice
EnergyAustralia Pty Ltd ABN 99 086 014 968

0000/0000000000
Miss S Sample
37 Sample Road
SAMPLE SUBURB VIC 3000

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

E-000-001-0000000000

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 Victoria 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.

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

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

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. 需要与我们联系?

以下是联系我们的最佳方式。我们也列出了配电公司（即您所在地区杆线的所有者）的联系电话，方便您在路灯和电力故障时与他们联系。

4. 您的账单

待付金额和账单到期日：

待付金额总额是应付金额（含消费税GST），必须在到期日前支付。

该金额包含转入您账户的付款或者此前电费单中的结转余额。

5. 付款选择

有几种付款选择都很简单——选择最适合您的一种即可。请注意，如果您使用信用卡支付，可能会收取商家服务费。

读懂您的电费账单

第2A页

1. 计划小结

您的计划小结中包含计划的名称并列出现所有适用的优惠（例如，折扣）以及计划的一些特色（例如，碳中和计划）。

2. 计费期

这项信息显示了该期间的起始日期以及您的账单涵盖的天数。我们会告诉您，您的账单是否是基于您的电表的读数（“实际读数”），还是因读表人员无法接近您的电表时做出的估计读数。

如果您收到了估计读数的账单并且您没有智能电表，可以在energyaustralia.com.au/submit-meter-reading上提交自己的电表读数。

3. 太阳能回购价格

太阳能产生的未用完电力且输送回电网后获得的回购价。请注意，住宅的太阳能回购价不含消费税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.

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
3. 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. 能源收费

您的电力收费与您物业的电表类型有关，这也决定了可用的计划或产品以及收取的费率。这些收费分成两个部分。

供应费：

向您的物业输送电力每日收取的服务费。

用量费：

在计费期内，对您实际使用的电量的收费。用电量按照千瓦时 (kWh) 计算。

请登录网站energyaustralia.com.au/tariffs了解更多电力收费的信息，商业用户可登录网站energyaustralia.com.au/small-business-tariffs查询。

5. 政府优惠或返现

我们对符合条件的账户给予政府优惠和返现。

6. 折扣

您的计划适用的折扣将在这一栏列出。您的账单将扣除计算出来的折扣部分。

读懂您的电费账单

第2B页

7. 账户小结

期初余额：

您上一期电费账单的未付金额或结转余额。

8. 已付的金额

这一项列出了上一期账单发出后您的账户收到的付款。

EnergyAustralia Page 2 of 4

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9. 调整项目以及其它费用 (含消费税GST)

调整项目可能包括按时付账的折扣、迁移费和额外服务等其它收费、或账单的计费变更等。

结转余额：

支付上一期电费账单后仍然欠费或盈余的金额。

当前收费：

这项信息指收取的费用总额（含消费税GST），其中不一定包含适用的折扣和调整。

读懂您的电费账单

第3页

1. 有关这份账单的更多信息

这一部分包含账单中非常重要的信息。例如，提醒在计费周期内您的能源费率发生了变化。

2. 用量数据

图例反映了您过去的用电量以及温室气体排放量。

平均每日用量：

在计费期内，您平均每日用电量。

去年同期：

去年同期您平均每日用电量。

如果我们有12个月的数据，您就会看到平均用电量的上升或下降的百分比（如果该信息可用）。

平均每日开支：

您每日用电的平均开支（含消费税GST）。

温室气体排放总量（仅维多利亚州）：

在计费期间，您用电所产生的温室气体排放，以吨为单位计量。

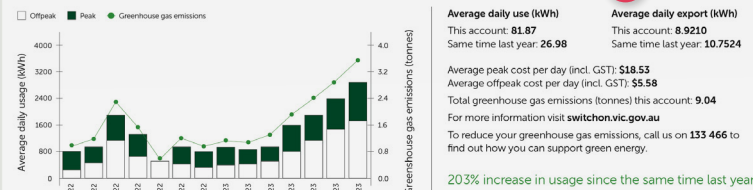


Page 3 of 4

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.

2. Electricity usage and green house gas emissions



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 Διαμερμύσεων
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. 太阳能输出数据

每日平均太阳能输出：

如果您有屋顶太阳能，您会看到在计费周期内平均每天向电网输出的太阳能电量。

去年同期：

去年同期您平均每日向电网输出的太阳能电量。

4. 需要帮助？

这一部分提供了您需要额外支持的更多信息，例如，付款协助、生命支持、口译员服务、听力和言语障碍支持等等。

读懂您的电费账单

第4页

1. 其它信息

这一部分包含了其它供您查阅的信息，例如，最佳优惠的计算方式。商业顾客的澳大利亚商业编号（ABN）信息列在这一部分。

2. 电表信息

如果您在维多利亚州有智能电表，您的电表编号和累计电表读数将由您的配电公司（您所在地的杆线所有者）提供。如果没有提供信息，该数值可能显示为零。

对于其它类型的电表，您将在这一栏看到电表编号以及下一次的读表期间。您应该在这一读表期间后不久就会收到下一次账单。

EnergyAustralia 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 used.

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

我们乐意为您效劳

网上咨询

住宅顾客

energyaustralia.com.au/livechat

(周一至周五上午8.00至下午9.00 周六上午9.00至下午6.00)

商业顾客 energyaustralia.com.au/business-chat

(周一至周五上午8.00至下午6.30)

电话

住宅顾客

133 466

(周一至周五上午8.00至下午7.00)

商业顾客

1800 146 749

(周一至周五上午8.00至下午6.30)

访问

energyaustralia.com.au/bill-guides