

瞭解您的煤氣帳單

第1頁

1. 您的帳戶識別資料

帳戶號碼 (Account number) :

您的帳戶號碼是您煤氣帳戶的獨特識別碼。如果您欲透過電話支付款項，請將此帳戶號碼告知服務人員。

儀表安裝登記號 (Meter Installation Registration Number, 簡稱：MIRN) :

我們及煤氣配送公司使用的獨特編號，能夠識別您物業上的煤氣表。首都領地及新南威爾士州將此獨特編號稱為**服務點識別碼 (Delivery Point Identifier, 簡稱：DPI)**。

服務地址 (Service address) :

服務地址是您的煤氣表所在地址，亦是您煤氣帳單的收費地址。

發票號碼 (Invoice number) :

商業用戶可於此處看到其發票號碼。

2. 最佳方案

您會收到訊息，告知您的方案是否為最佳費率方案。如果您尚未使用最佳方案，您會收到最划算方案（一年至少節省\$22，含GST）的相關通知。

欲知詳情，請瀏覽energyaustralia.com.au/better-bills網頁。

EnergyAustralia Tax invoice
EnergyAustralia Pty Ltd ABN 99 086 014 968

1. Account number: 1234 567 890
Meter Identification Reference Number (MIRN): 1234567890
Service address: U 10, 8 Sample St
SAMPLE SUBURB SA 5000
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
The Australian Energy Regulator requires us to include this information.

3. Need to get in touch?
Bill enquiries: 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: \$785.01
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
Billpay code: 97410 Ref: 0000 0000 0000 0000
Make this payment via internet or phone banking.

Amount due: \$785.01
Bill due date: 16 Sep 2021

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

<0000000000> <000000> <0000000000000000> >

3. 需要協助嗎？

您可在這裡看到聯絡我們的最佳方式。我們亦附上煤氣配送公司（您所在地區煤氣管的所屬公司）的電話號碼，供您聯絡煤氣配送故障相關事項。

4. 您的帳單

帳單金額及到期日 (Amount due and bill due date) :

帳單總金額即為您的應付金額（含GST），必須於到期日前付清。

此金額計入先前入帳的款項，或自前期煤氣帳單移轉過來的餘額。

5. 付款方式

我們提供多種便捷的付款方式——請選擇最適合您的方式。請注意，若您選擇使用信用卡付費，可能須額外支付信用卡商戶手續費。

瞭解您的煤氣帳單

第2A頁

1. 方案概述 (Plan summary)

您的方案概述內容包括方案名稱，並列出方案所有適用福利（例如：折扣）及特點（例如：Carbon Neutral）。

2. 帳單週期 (Billing period)

此處列出帳單的計費起始及結束日期，以及帳單所涵蓋的天數。

我們會告知您帳單是根據煤氣表讀數（「實際度數」）計算，或者我們必須以預估金額收費（讀表人員無法前往您的物業進行讀表）。

如果您收到預估費用帳單，可以將您自行讀表的煤氣表度數發送至energyaustralia.com.au/submit-meter-reading



Page 2 of 4

1. Plan summary

1. 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

Total Current charges (incl. GST of \$73.76) \$750.66

Account summary			\$
Opening Balance			\$435.07

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.

3. 能源費用 (Energy charges)

煤氣帳單上的收費分成兩個部分。

配送費 (Supply charge) :

配送煤氣至您物業的費用，按天收費。

煤氣使用費 (Usage charge) :

根據您於帳單週期內實際的煤氣使用量計算收費。

冬季和夏季的煤氣費率可能不同，而不同的使用級距費率亦不同，以兆焦耳 (MJ) 為單位計算。當您的使用量超出原本的級距，超出部分將以次個級距的費率計費。

欲知住家煤氣費用詳情，請瀏覽energyaustralia.com.au/tariffs網頁；
欲知商家煤氣費用詳情，請瀏覽energyaustralia.com.au/small-business-tariffs網頁。

4. 政府優惠或補貼 (Government concessions or rebates)

我們向符合資格的帳戶提供政府優惠和補貼。

5. 折扣 (Discounts)

您方案的折扣顯示於此處。這些折扣已經納入計算並從您的帳單中扣除。

瞭解您的煤氣帳單

第2B頁

6. 帳戶總覽 (Account summary)

期初餘額 (Opening balance) :

上期煤氣帳單結算後之帳戶餘額或未付金額。

7. 入帳款項 (Payments received)

此處列出自前期帳單發佈以來，您的帳戶已收到的付款。

8. 包含GST調整事項、其他費用和收費 (Adjustments, other fees and charges incl GST)

調整事項可能包括按時繳費時適用之折扣，搬遷費或額外服務之其他費用和收費，或帳單計算方式之調整。

前期帳單小結 (Balance carried forward) : 您於支付前期煤氣帳單後，仍未付清的金額或是多出的餘額。

本期收費 (Current charges) : 您的帳單總額 (含GST) ——包括已計入和未計入適用折扣及調整項目的金額。

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Plan summary

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Energy charges

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Discounts

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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 28 Aug 2023	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
Total Amount (incl. GST)	\$724.95

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瞭解您的煤氣帳單

第3頁


1. 帳單詳情

此部分包括與本期帳單相關之重要訊息。

例如：提醒您的能源費率已於此帳單週期內改變。

2. 您需要協助嗎？

此部分為您提供取得額外協助之資訊，例如：付款支援、醫療生命相關器材、口譯服務、聽障和言語障礙幫助等等。

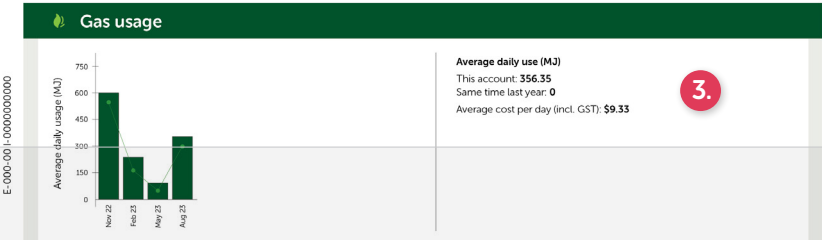
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1. More information about this bill

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

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

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.

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**.

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

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**.

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.

4294967198/R1.385/20.01.1P/dtt

3. 用量數據

此圖表顯示您在不同時期的煤氣用量，有助您瞭解煤氣的使用量。

平均每日用量 (Average daily use) :
您在本帳單週期的平均每日煤氣用量。

去年同一時期 (Same time last year) :
去年同一時期您的平均每日煤氣用量。

如果我們有累積12個月的數據，您將可看到相關百分比，顯示您的平均煤氣用量是增加或減少（如適用）。

平均每日費用 (Average cost per day) :
您的每日平均煤氣費（含GST）。

瞭解您的煤氣帳單

第4頁

1. 其他訊息

此處包含更多供您參考之詳細資訊，例如最佳方案的計費方式。商業用戶可於此處看到其澳洲商業號碼 (Australian Business Number)。

2. 煤氣表資料

此處列出您的煤氣表號碼資料，以及安排進行下次讀表的日期區間。您應該會在此日期區間過後不久收到下期帳單。

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1. Other messages

Customer ABN: 00 000 000 000
**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 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	814	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

我們樂意提供協助

線上諮詢

住宅用戶

energyaustralia.com.au/livechat

(週一至週五上午8:00至晚間9:00，
週六上午9:00至下午6:00)

商業用戶

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

(週一至週五上午8:00至下午6:30)

電話

住宅用戶

133 466

(週一至週五上午8:00至下午7:00)

商業用戶

1800 146 749

(週一至週五上午8:00至下午6:30)

瀏覽網頁

energyaustralia.com.au/bill-guides