

Your guide to reading your electricity bill

Your bill contains information about your electricity price rate and usage. The bill guide helps you understand your bill and may help with monitoring the amount of electricity your household uses.

Tax Invoice: 201810/100044
Issue Date: 03 Oct 2018

DISCOVER ENERGY

ABN 20 619 204 750

Mr Account
Holder 10 Queen Street
Melbourne VIC 3000

Important Contact Information

Enquiries:

www.discoverenergy.com.au

Phone Enquiries:

02 9968 7500

Ausgrid:

131 388

Your account details

Name:

Max Peng

Customer Number:

1810000x

Supply address:

15 Waterline Crescent
Bulimba QLD 4171

ELECTRICITY ACCOUNT

Issue date:

13 May 2019

Bill period:

25 Jan 2019 to 28 April 2019

Number of days:

94 days

Previous Balance

\$ 0.00

Old Govt Asset Ownership Dividend

\$ 0.00 Cr

Balance brought forward

\$ 0.00 Cr

Electricity charges (more details over the page)

\$ 524.86

GST

\$ 39.44

Solar Import

\$ 0.00 Cr

Total amount due

\$ 564.3

Discount-Pay on time (inc GST \$2.88)

\$ 130.38 Cr

Amount due if paid on or before 30 May 2019

\$ 433.92

Your Bill Overview

Balance brought forward

\$0.00

New charges

\$433.92

Total due

\$433.92

Discounted amount
if paid by due date

\$433.92

Due date

30 May 2019

To avoid a late payment fee of \$10.21, please pay
by the due date.

-Thank you.

Your plan will automatically change if we
notice your usage is best suited for another
plan. Further information can be found in the
Energy Fact Sheet.

Why you will love Discover Energy

An energy retailer that puts green at the forefront of our business. With a focus on Solar & Storage to create greater savings, and a greener future for generations to come.

Discover Energy

1 Important contact information

Contact customer service for faults and emergencies such as power failures. This number will vary depending on your local distribution company. They own electricity poles, wires and meters that connect the electricity to your home and are best equipped to help you with this type of enquiry.

2 Your account details

Displayed here is your name, customer number and supply address.

Your customer number is generally 8 digits long. Quote this number when you contact us or make a payment. Your supply address is the property at which energy is provided to.

3 Your bill overview

The new charge is the total amount due for your current electricity bill. The due date indicates when your account must be paid. The amount due is the total amount payable (including GST).

4 Billing address

Your electricity bills are posted to this address. You can opt to have your mail sent to an alternative address.

5 Your account, usage and supply summary

This summary section includes any payments made towards your account or balances that have been carried forward from your previous bill. Discounts that apply to your plan are calculated and deducted from your bill. Discounts may apply to your electricity charges or when you pay on time. Please visit our website for more information regarding energy plan discounts. If you pay your bill by direct debit then your payment will be debited from your nominated bank account on the due date or as per the arrangements of your direct debit payment plan.

See the following pages for details of your electricity usage and service calculation.

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Contact information

Contact Hours

For all enquiries, please contact our customer service team:
Monday to Friday: 8.00am to 6.30pm AEST
Calling from overseas? Phone +613 000 0000.

Payment Arrangements 133 000

Please contact our Customer Service Advisers to discuss payment assistance and concessions including:

State Government Concession
Extended Time to Pay
Regular Pay Instalment Plan

If you do not wish to receive information about Energy Australia's other products and services please call us on 000 000 000.

Interpreter Service

1300 000 000

Dịch vụ Thông dịch
傳譯員服務
Servicio de intérpretes
የተገናኝተው አገልግሎት
Ympiedia dyspnyv
Servizio Interpreti

Hearing Impaired Service

Telephone Typing (TTY) service is available for the cost of local call.
General Enquiries 1300 000 000.

Life Support

To register Life Support on your account or for further information about life support please call us on 133 000.

Moving?

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. We make switching energy companies easy, especially when moving house. Just call 133 000.

Written Enquiries

Please direct all correspondence to: EnergyAustralia
GPO Box 756, Brisbane QLD 4171
or fax to 1300 000 000

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Contact information

Important contact details are listed for inquiries regarding payment, concession, moving house. Interpreter and hearing impaired service contact information is available.

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How to pay



Direct Debit^{*}

Set up automatic payments through My Account



Visa/Mastercard^{*}

Online: discoverenergy.com.au/payments
Phone: 1300 000 000



Scan QR code

To pay by Wechat or Alipay



Mail/In Person

Send a cheque with this payment slip to PO Box 665 North Sydney NSW 2059



Bill Code: 98400
Ref: 1000x

Telephone & Internet Banking - BPAY^{*}

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account.
More info: www.bpay.com.au
©Registered to BPAY Pty Ltd ABN 69 079 137 518

Total due \$433.92
Discounted amount if paid by due date **\$433.92**

Due date **30 May 2019**
Reference number **9103 3911 16**

^{*}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.
Any fees applied will be shown on your next bill and are GST inclusive. Some exemptions apply.

8 Your electricity supply information

This section displays your Service Address and NMI details, Supply period and Next Scheduled Read Date. The Next Scheduled Read Date shows you when your next meter reading is scheduled to take place.

9 How's your bill calculated

- Your tariff relates to the type of meter at your premises. This determines the plans or products available and the rates at which you are charged for your electricity usage. Different meters show usage information differently. Further information regarding meter types and how they record data; please visit our website www.discoverenergy.com.au

- The total usage is measured in kilowatts per hour (kWh). Your electricity usage is calculated from your last bill up until your current bill. Your rate is how much you pay per kWh used. The supply charge is the cost per day which covers the electricity connection and maintenance of the poles and wires to your residence.

- If you have a qualified solar panel system installed; the solar feed-in tariff, displays the amount of electricity that is fed back into the grid. This is a credit which is deducted from your electricity bill.

- If you're eligible, we apply government concessions to your account. Information regarding concession eligibility can be found on our website www.discoverenergy.com.au

Need more information?

If you need more information about your electricity account or want to know more about our plans and offers, please visit www.discoverenergy.com.au call us on **1300 663 568**.

8 Electricity Supply

Supply address:	15 Waterline CrescentBulimba QLD 4171
NMI:	63012345678
Supply Period:	25/01/2019 – 28/04/2019
Unit Of Measurement:	kWh
Offering:	10% Pay On Time Discount on non-occupier usage charges
Next Scheduled meter Read Date (+/- 2 days):	29/07/2019

9 Meter Reads

Meter Number	Start Date	Start Read	Read End Date	End Read	Total Usage
148312/B1	25/01/2019	0.00(A)	28/04/2019	813.466(A)	813.466(A)
148312/E1	25/01/2019	0.00(A)	28/04/2019	337.248(A)	337.248(A)
148312/E1	25/01/2019	0.00(A)	28/04/2019	442.46(A)	442.46

Usage Charges

Description	Bill period	Quantity	Unit	Rate	Total
Peak Usage	25/01/2019 to 28/04/2019	337.248	kWh x	\$0.539	= \$181.78
Premium Solar Feed-in	25/01/2019 to 28/04/2019	442.46	kWh x	\$0.1495	= \$66.15
Shoulder	25/01/2019 to 28/04/2019	94	kWh x	\$0.2295	= \$186.69
Daily Supply Charge	25/01/2019 to 28/04/2019	813.466	days x	\$0.96	= \$90.24
Total(Excl.GST)					\$524.86
Credits					
Pay On Time Discount					\$130.38 Cr
Total New Charges and Credits					\$394.48
Total GST					\$39.44
Total(Incl.GST)					\$433.92

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Usage Summary

This Period: **604.02kWh**
Average Daily Usage:**19.48kWh**
Average Cost Per Day (incl GST):**\$2.05**

■ Average Daily Usage
— Average Cost Per Day



Compare Usage

Average daily usage:**19.48kWh**
Your usage is similar to that of a 5 person household. Visit www.energymadeeasy.gov.au to compare household usage and see where you fit.

Greenhouse Gas Emissions

Total greenhouse gas emissions (Tonnes)for account 10000:0.83.
For more information please visit www.climatechange.gov.au



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10 Your usage summary and greenhouse gas emissions

You'll find your average daily electricity usage for this billing period; as well as the same period last year. The greenhouse gas emissions graph displays your energy consumption and greenhouse gas emissions over time. The bill benchmark chart displays your energy consumption compared with others in your community.