# 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.



ABN 20 619 204 750

Mr Account
Holder 10 Queen Street

Melbourne VIC 3000

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
Qld Govt Asset Ownership Dividend	\$ 0.00 Cr
Balance brought forward	\$ 0.00 Cr
Electricity charges (more details over the pag	e) \$ 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 Ma	ay 2019 \$ 433.92

Important Contact Information
Enquiries: www.discoverenergy.com.au
Phone Enquiries: 02 9968 7500
Ausgrid: 131 388

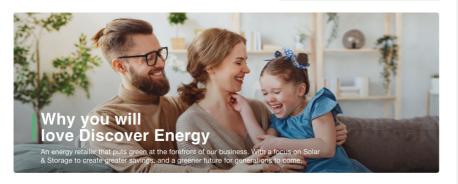
Tax Invoice: 201810/100044

Your account details

Name: Max Peng
Customer Number: 1810000x
Supply address: 15 Waterline Crescent
Bulimba QLD 4171

Your Bill Overview		
Balance brought forw	ard <b>\$0.00</b>	
New charges	\$433.92	
Total due Discounted amount if paid by due date	\$433.92 <b>\$433.92</b>	
Due date	30 May 2019	
To avoid a late payment for by the due date.	ee of \$10.21, please pay	

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.



### 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).

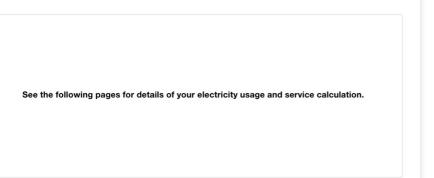
# 4 Billing address

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.





1300 000 000

6 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 0000 0000.

### Please contact our Customer Service Advisers to discu

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

Dịch vụ Thông dịch 傳譯員服務 Servicio de intérpretes خداعات عذره

#### Υπηρεσία διερμηνέων 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

#### 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 contact the properties stay, especially when moving house. Just call 133 over

#### Written Enquiries

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

Direct Debit ^ Mail/In Person Set up automatic payments through My Account Send a cheque with this payment slip to PO Box 665 North Sydney NSW 2059 \$433.92 Visa/Mastercard ^ Biller Code: 98400 Ref: 1000x Discounted amount \$433.92 Online: discoverenergy.com.au/ payments Phone: 1300 000 000 if paid by due date Telephone & Internet Banking - BPAY \*
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transation account.
More into: www.bpay.com.au @Registered to BPAY Pty Ltd ABN 69 079 137 518 Scan QR code To pay by Wechat or Alipay Due date 30 May 2019 9103 3911 16 Reference number 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 examptions apply.

Page 2 of 3

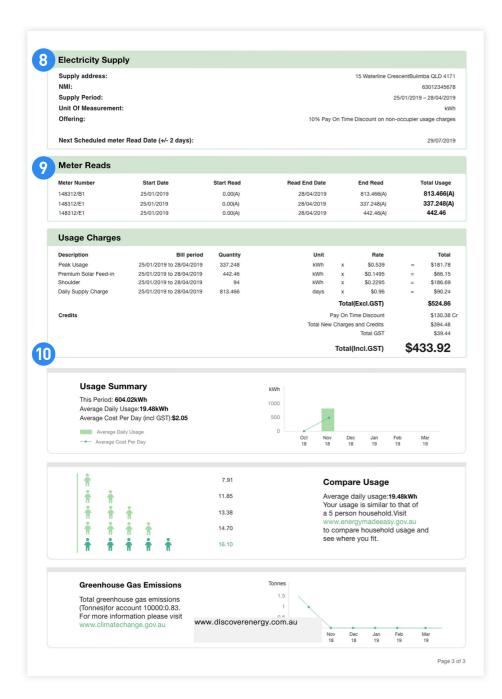
# **6** Contact information

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

# **7** How to pay

The payment options section lists the range of convenient ways you can pay your bill. You can also pay online by logging into My Account at www.discoverenergy.com.au





# 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.

### 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 <a href="https://www.discoverenergy.com.au">www.discoverenergy.com.au</a>

#### Need more information?

If you need more information about your electricity account or want to know more about our plans and offers, please visit <a href="www.discoverenergy.com.au">www.discoverenergy.com.au</a> call us on 1300 663 568.

