

Your electricity bill

11 May – 10 August 2020

Jo Citizen
123 Energy Street
Powerville SA 1234

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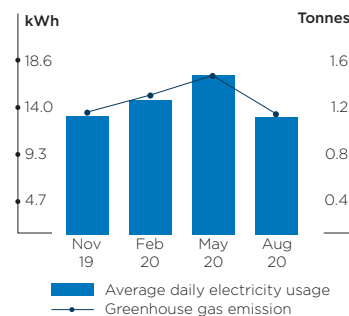
Your account summary	
Opening balance:	\$498.70
Payments received, thank you:	\$498.70CR
Balance carried forward:	\$0.00
New charges	
Usage and supply charges: <i>(see over for details)</i>	\$766.01
Credits and rebates: <i>(see over for details)</i>	\$380.19CR
GST included in new charges:	\$76.60
Total amount due:	\$462.42
OR pay by 28 August 2020 to receive a 5% pay on time discount	
Pay by 5pm	28 August 2020
and only pay:	\$439.30
<i>GST included in discount</i>	\$39.94

Your usage statistics (this account)

Average cost per day: \$3.10
Average daily usage: 13.7 kWh
Same time last year: N/A

Your indicative greenhouse gas emissions

Total for this bill: 1.2 tonnes
Same time as last year: N/A
Saved with GreenPower: N/A



For more information on greenhouse gas emissions visit thiscompany.com.au or call us on 13 xx xx.

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Your account details	
Issued:	12 August 2020
Account number:	12345678999
Tax invoice:	100000001234
Total amount due:	\$462.42
Due date:	28 August 2020
If you pay on time (5% discount):	\$439.30
Your current energy plan is:	Flexisaver (time of use)
Benefits applied to this account:	xxx Government energy concession

Where to call for help






Enquiries & moving home
(8am–6pm local time Mon–Fri)
13 xx xx

Faults & emergencies (24 hrs)
Call your distributor: Aussie Electricity Supplies
13 xx xx

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How you compare

Number of occupants	kWh per day
	10.4
	14.6
	17.6
	18.9
	20.8

Compare your average daily usage above with other households in your area using the table above.

To find out more about how the average household energy usage is calculated, get some energy efficiency tips and compare retail energy prices, visit energymadeeasy.gov.au

1. Your account summary

Your account summary contains a summary of your electricity charges. It can include the amount you owe, amounts you have recently paid, overdue amounts, adjustments, and discounts and rebates.

2. Tariff or plan name

This is the name of the tariff or plan you are on. If your plan name is shown on your bill, it will probably be on the front page. If you can't find this on your bill, contact your retailer.

3. Government energy concessions

If you are receiving a government energy concession, the concession amount will be displayed as a credit (an amount paid back to you) on your bill.

4. Retailer contact details

Your retailer is the company that bills you for your electricity. If you have a question about your electricity bill or contract, you should contact your retailer.

5. Distributor contact details

Some retailers will show your distributor's name and contact details. Other retailers show the distributor's phone number as the 'Faults and emergencies' contact number. Your distributor owns the poles and wires that connect you to the electricity network. Contact your distributor for any electricity faults or emergencies.


6. Electricity usage comparison and history

Your bill will include a graph or table of your electricity usage compared to other households in your area. Some retailers will also show you how information about how your usage has changed over time.

Your usage and supply details	
National Meter Identifier (NMI):	9999999999
Next scheduled read:	15 November 2020 (+/- 2 business days)
Last meter read:	10 May 2020
Tariff name:	Flexisaver (time of use)

Electricity usage and supply calculation				
Charges	Meter number	Previous reading	Current reading	Usage (kWh)
Peak:	9952463	68664(A)	69916(A)	1252.00
Off-peak:	9952463	33995(A)	34623(A)	628.00
Shoulder 1:	9952463	23665(A)	24120(A)	455.00
Shoulder 2:	9952463	20123(A)	20379(A)	256.00
Controlled load:	1256344	15426(A)	15834(A)	408.00
Solar generation:	9952463	1621(A)	2251(A)	630.00

Electricity charges: 11 May – 10 August 2020 (92 days)		Rate \$ per kWh	Total \$
Peak – first 411 kWh:		\$0.3124	\$128.40
Peak – next 452 kWh:		\$0.3245	\$146.67
Peak – next 389 kWh:		\$0.3455	\$134.40
Off-peak – 628 kWh:		\$0.1250	\$78.50
Shoulder 1 – 455 kWh:		\$0.2750	\$125.13
Shoulder 2 – 256 kWh:		\$0.2365	\$60.54
Controlled load – 408 kWh:		\$0.1050	\$42.84
Service to property charge – 92 days:		\$0.5384 per day	\$49.53
Total electricity charges (excluding GST):			\$766.01
Total electricity charges (including GST):			\$842.61
SA Solar Feed in Scheme – Block 1 (7.54945 kWh/day) – 630 kWh:	\$0.4400	\$277.20 CR	
SA electricity scheme Feed in Tariff – Retailer (7.54945 kWh/day) – 630 kWh:	\$0.0980	\$61.74 CR	
Government energy concession:	\$0.2750	\$41.25 CR	

Paying your account		
If you choose to pay using a credit card payment option, a 1% (GST inclusive) payment processing fee may apply.		
DIRECT DEBIT Save time by having your account paid automatically on the pay by date. Apply online at ourwebsite.com.au or phone 13 xx xx for an application form.	BPAY Biller code: 99999 Ref: 12345678999 › BPAY – Make this payment via internet or phone banking › BPAY View – Receive, view and pay this bill using internet banking › BPAY View Registration No – Please use your 11-digit account number.	CREDIT CARD Visit ourwebsite.com.au/payments or phone 1300 xxx xxx to pay your bill by credit card. Ref: 12345678999 Max \$4,000 per transaction.
Post BILLPAY Biller code: 99999 Ref: 12345678999 Pay in person at any Post Office, phone 13 18 16 or go to postbillpay.com.au	BPAY Your account number: 12345678999 Total amount due: \$462.42 Pay by 28 August 2020: \$439.30 	MAIL Send this portion with your cheque made payable to: Our company, Our mailing address, state postcode.

7. Electricity connection information

Your bill contains information about the electricity connection at your address and when your meter is read. You usually receive your bill a few days after your meter is read. An National Meter Identifier (NMI) is a unique 10 or 11 digit number assigned to the electricity connection at your address. Your NMI isn't the same as your electricity meter number(s).

8. Electricity usage

The usage information you see will depend on the type of electricity meter you have and the type of plan you are on. You may not see all of the information listed on this sample bill.

9. Meter readings

Your bill will usually show you a breakdown of your usage based on the meter readings. Your usage is measured in kilowatt hours (kWh). There may also be additional information about the quality of the meter reading information. In this sample bill, there is an A for 'actual' which means this usage was recorded from a meter read. If you see an E or similar, this usually means 'estimate' and that means your meter could not be read so the usage has been estimated for this bill. You should contact your retailer to find out why the read was estimated and how you can have this corrected.

10. Rates and charges

Electricity usage is usually charged at a rate (sometimes called a tariff) in cents per kilowatt hour. Your bill will show you the individual rates you pay for the electricity you use, and the total dollar amount in dollars. In this sample bill, usage at different times of the day is charged at a different rate.

11. Controlled load

If you see controlled load on your bill, it means electricity usage for one of your appliances, such as a hot water service or under floor heating, is charged at a different rate to your general usage. These rates are usually lower as they only apply to appliances that run overnight or in off-peak times. Controlled load can also be referred to as dedicated circuit consumption or off-peak. If you are unsure, contact your retailer.

12. Service to property (supply) charge

Also known as a 'fixed charge' or 'daily supply charge', this is an amount you pay for each day in your billing period regardless of how much electricity you use. This is the charge for supplying electricity to your property.

13. Solar feed-in tariffs

If you have solar panels connected and are on a solar plan, your bill will detail any amounts you receive from government solar feed-in and retailer schemes you are eligible for. These amounts will appear as credits (money paid back to you) on your bill.

14. Payment information

Your retailer will usually have a number of different ways that you can pay your bill. Some payment options will incur an additional fee, so make sure you read the fine print and understand the conditions for each option. If you are having difficulty paying your bills, you should call your retailer immediately to discuss your situation with them.