

# Your gas bill



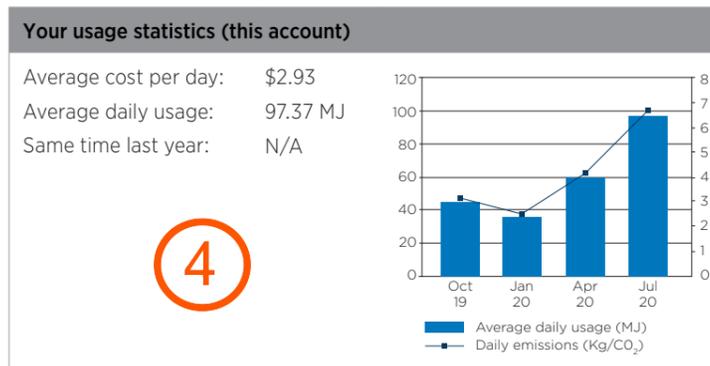
22 April – 20 July 2020

Jo Citizen  
123 Energy Street  
Powerville SA 1234

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Your account summary	
Opening balance:	\$99.25
Payments received:	\$99.25CR
Balance carried forward:	\$0.00
<b>New charges</b>	
Usage and supply charges:	\$264.02
GST included in new charges:	\$26.40
<b>Total amount due:</b>	<b>\$290.42</b>
<b>OR pay by 13 August 2020 to receive a 5% pay on time discount</b>	
Pay by 5pm	13 August 2020
and only pay:	\$275.90
<i>GST included in discount</i>	\$25.08

Your account details	
Issued:	22 July 2020
Account number:	12345678999
Tax invoice:	100000001234
<b>Total amount due:</b>	<b>\$290.42</b>
<b>Due date:</b>	<b>13 August 2020</b>
If you pay on time (5% discount):	\$275.90



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**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 Gas Supplies  
13 xx xx

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Paying your account		
If you choose to pay using a credit card payment option, a 1% (GST inclusive) payment processing fee may apply.		
<p><b>DIRECT DEBIT</b></p> <p>Save time by having your account paid automatically on the pay by date.</p> <p>Apply online at <a href="http://ourwebsite.com.au">ourwebsite.com.au</a> or phone 13 xx xx for an application form.</p>	<p><b>BPAY</b></p> <p>Bill code: 99999 Ref: 12345678999</p> <ul style="list-style-type: none"> <li>BPAY – Make this payment via internet or phone banking</li> <li>BPAY View – Receive, view and pay this bill using internet banking</li> <li>BPAY View Registration No – Please use your 11-digit account number.</li> </ul>	<p><b>CREDIT CARD</b></p> <p>Visit <a href="http://ourwebsite.com.au/payments">ourwebsite.com.au/payments</a> or phone 1300 xxx xxx to pay your bill by credit card.</p> <p>Ref: 12345678999 Max \$4,000 per transaction.</p>
<p><b>Post BILLPAY</b></p> <p>Bill code: 99999 Ref: 12345678999</p> <p>Pay in person at any Post Office, phone 13 18 16 or go to <a href="http://postbillpay.com.au">postbillpay.com.au</a></p>	<p>Your account number: 12345678999 Total amount due: \$290.42 Pay by 13 August 2020: \$275.90</p> 	<p><b>MAIL</b></p> <p>Send this portion with your cheque made payable to:</p> <p>Our company, Our mailing address, state postcode.</p>

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## 1. Your account summary

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

## 2. Retailer contact details

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

## 3. 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 gas distributor manages the gas pipelines that deliver gas to your home or small business. Contact your distributor for any faults and emergencies relating to your gas supply.

## 4. Gas usage

Your bill will usually include information about your current average daily gas usage and cost. Some retailers will also include a graph or table to show how your gas usage has changed over time.

## 5. 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.

Your usage details	
Supply address:	123 Energy St, Powerville, SA, 1234
MIRN:	1234567890
Plan:	Flexichoice
Reading type:	Actual read on 20 Jul 2020 for 90 days
Tariff Description:	Residential Domestic - C
Meter number:	9999AB

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Previous reading	Current reading	Cubic meters		Heating value		Pressure factor		Usage MJ
5087	5311	224	x	38.7000	x	1.0109	=	8763

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Gas charges: 22 April - 20 July 2020 (90 days)		Rate \$ per MJ	Total \$
Gas consumption - first 4000 MJ	9	\$0.025240	\$100.96
Gas consumption - next 4763 MJ		\$0.023240	\$110.69
Daily supply charge (90 days):		0.581888 per day	\$52.37
GST:			\$26.40
<b>Total usage and supply charges:</b>			<b>\$290.42</b>

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## 6. Gas connection information

Your bill contains information about the gas connection at your address. Your Meter Installation Registration Number (MIRN) is a unique number assigned to your gas service by your distributor and used by your distributor and retailers to identify your connection point. Your MIRN isn't the same as your gas meter number(s).

Other information in this section may include the name of your gas tariff or plan, when your meter was read and whether it was an actual or estimated reading. You usually receive your bill a few days after your meter is read. If it was an estimated reading, 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.

## 7. Meter readings

Your bill will usually show you a breakdown of your usage based on the meter readings. Your usage is measured in megajoules (MJ). There may also be other information to show you how the MJ usage was calculated from your meter readings.

## 8. Rates and charges

Gas usage is usually charged at a rate (sometimes called a tariff) in cents per megajoule (MJ). Your bill will show you the individual rates you pay for the gas you use, and the total amount in dollars. In this sample bill, there is more than one rate and this is sometimes called a block tariff. Depending on your plan, you may not see all of these types of charges on your bill.

## 9. Tariff blocks

Some plans have block tariffs, where one block or quantity of usage is charged at a different rate to the next. For example, with the plan on this sample bill, the first 4000 MJ have been charged at 2.52 cents per MJ, while the remaining 4763 MJ have been charged at 2.32 cents per MJ.

## 10. Daily supply charge

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