

A guide to your household residential bill

We've set out your billing information in clearly labelled sections, which all come together in an account summary on the front.

This guide explains each of these sections and more – bill account details, the amount to pay and when to pay by, your usage information and graphs to help you compare your usage with previous bills and other households.

Unfold this guide to better understand your electricity bill

- 1 Contact us**
You'll find all our important contact numbers here, so you can get in touch when you need to.

If you experience a power outage or unexpected loss of supply contact your Distributor, **Ergon Energy Network**, who is responsible for the poles, wires and reliability of supply in your area.
- 2 Account Details**
Your Account Number is a unique identifier which helps us access your information, so please have this handy when you call us.

The number of days covered by this bill as well as the approximate next scheduled meter read date are shown here. Please ensure safe access is available to your meter around this date.
- 3 Account Summary**
This is a clear snapshot of all of the information in your bill -
 - Previous amount invoiced on your last bill;
 - Payments received since your last bill was issued;
 - Opening balance of this account should you have any amounts outstanding from your last bill;
 - Electricity charges for this bill;
 - Queensland Solar Scheme credits (if applicable);
 - Other charges and credits for this bill*;
 - Total amount due for this account including GST*.

* Please see Account Breakdown (9) overleaf for more detail
- 4 Total Due and Pay By Date**
Here you can see at a glance what you owe including GST and the day on which payment is due. We understand that sometimes it's hard to pay for everyday essentials like electricity. But we also know you can't live without it, so we'd like to help if we can. Please call us on 13 10 46 before the pay by date about payment options.
- 5 Important**
This is a dedicated space we'll use to give you important messages such as meter reads, pricing, industry or regulatory updates.

- 6 Compare Your Usage**
Total Usage and Average daily cost

See how your current electricity usage compares to previous bills. We've simplified the information with one bar for each bill. You can see how much your energy costs daily as well as compare your daily usage in kilowatt hours (kWh) with the same time last year.

Compare your electricity usage with other households in your area

This graph gives you an easy way to see how your electricity use compares to other households. Your usage is shown in the left bar and the other bars compare how your household usage stacks up against households based on the number of occupants.

The average electricity usage of other households and ways to save electricity can be found at energymadeeasy.gov.au
- 7 Message**
This is where to look for information that may assist in managing your electricity bill, as well as help you take control of your energy usage and save money.
- 8 Supply Details**
Information specific to your address where electricity is supplied is found here.
 - 8a** The National Metering Identifier (NMI) is a unique number for your premises.
 - 8b** Your address where your electricity meter/s is located.
 - 8c** Your network tariff class is determined by Ergon Energy Network. This determines your eligibility for Retail tariff/s options.



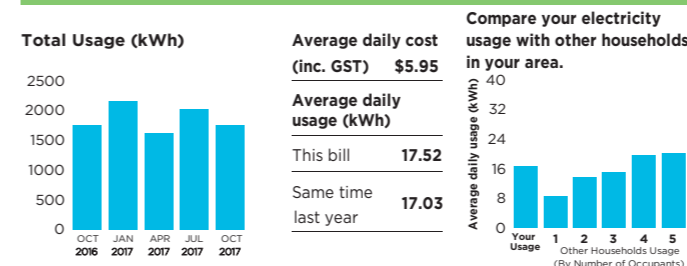
Electricity Account

MRS A SAMPLE
PO BOX 1234
SAMPLETOWN QLD 1234

3 Account Summary

Previous Account	\$291.53
Payments Received	\$291.53 CR
Opening Balance of this Account	\$0.00
Electricity Charges	\$541.18
Queensland Solar Scheme	\$227.48 CR
Other Charges & Credits	\$15.64
Total New Charges	\$329.34
Total Amount Due	\$329.34

6 Compare Your Usage

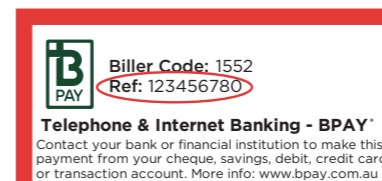


Electricity tariff rates, including minimum charges, service fees and conditions of supply, are available at ergon.com.au or by phoning 13 10 46.

Find out how average electricity usage of other households is calculated and ways to save electricity at energymadeeasy.gov.au

7 When paying with BPAY

Using the right BPAY reference number ensures we credit your account on time. Please turn over the page to update yours.



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

- 1** Account enquiries and complaints 13 10 46 (7am-6:30pm Mon-Fri)
- 2** Faults Ergon Energy 13 22 96 (24 hrs, 7 days)
- 3** Life-threatening emergencies (24 hrs, 7 days) Triple Zero (000) or Ergon Energy 13 16 70
- 4** customerservice@ergon.com.au ergon.com.au

2 Account Details

Account Number	12345678
Issue Date	08/10/17
Billing Period (91 days)	08/07/17-07/10/17
Security Deposit Held	NIL
Next Meter Read (Approx)	06/01/18

Total Due \$329.34
Pay By 28 Oct 17

8 Supply Details

- 8a National Metering Identifier (NMI)**
12345678901
- 8b Premises Address**
123 SAMPLE ST
SAMPLETOWN QLD 1234
- 8c Tariff Class Description**
Standard Asset Customer - Small (< 100 MWh p.a.) - East

