



HOW TO READ YOUR BILL



My Home Electricity Account

Energy Company, 123 Energy St, Energy Town QLD 4001

Sally Pearson
123 Anderson St
Cairns 4870

1

MY ACCOUNT DETAILS

Account number:
For supply at:

National Metering Identifier (NMI):
Bill issue date: 13 AUG 2024

2

HOW MUCH DO I OWE?

Total due this bill
\$416.32

When is my payment due?
02 SEP 2024

3

NEED HELP?

Enquiries and complaints
Energy Retail
13 or
energy.com.au/

Energy and Water Ombudsman Qld
1800 662 837

Faults enquiries
Energy Network
13 22 96

Life-threatening emergencies
Triple Zero (000) or

4

Compare plans from other retailers at Energy Made Easy www.energymadeeasy.gov.au

HOW TO PAY YOUR BILL

PAY ON OUR WEBSITE Online at energy.com.au/paybpoint Billers Code: Ref:	PAY BY BPAY Billers Code: Ref: Mobile & Internet Banking - BPAY* <small>Make this payment from your preferred bank account *Registered to BPAY Pty Ltd ABN 69 079 127 816</small>	PAY IN PERSON At any Post Office Post Billpay Billers Code: 0123 Ref: Pay online at auspost.com.au/postbillpay Pay by phone 13 16 16 *488 50352871
PAY BY PHONE Call 1300 123 456 Ref:	PAY BY MAIL Cheque or money order payable to: Energy Retail PO Box 958, Parramatta NSW 2124 Cut this section off and post with payment	EFT PAY BY EFT Call 133 123 to organise DUE DATE: 02/09/2024

1 Account Information

This shows us your account number, your address and your National Metering Identifier (NMI).

2 How much \$\$ do I owe?

In this section you can see how much you owe and when the payment is due. If you are in credit, it will display as \$0.00 due.

If you have money owing from your previous bill you must check the bill summary to find the balance.

3 Looking for assistance?

In this section you can find important contact details so you can get in touch when you need to.

4 Ways to pay your bill?

Everything you need to know about the various ways you can pay your bill, and your reference number required for each payment option. Please ensure that you check your reference number each time you make a payment as they may change. This section shows all of the ways you can pay. At the Post Office, online on the Ergon website, pay by phone, direct debit, Centrepay or BPAY (remember BPAY takes 3 days to clear)



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5 MY METER READING AND ACCESS
This premises has an **interval meter**. This bill is based on **actual meter readings** obtained.

6 MY PLAN SUMMARY
Tariff 11 - Residential Flat Rate (General Domestic)
Tariff 33 - Controlled Supply (Economy)

UNDERSTAND MY BILL

1 BALANCE PRIOR TO THIS BILL

Previous amount	750.55
Payments	650.55
Balance brought forward	100.00

2 NEW CHARGES

Tariff Component	Start Read	End Read	Quantity (kW/kWh)	Days	Rate (GST Excl)	Total (GST Excl)	GST	Amount (GST Inc)
Tariff 11 - Residential Flat Rate (General Domestic) (12/07/24 - 12/08/24)								
All usage	0	0	825.27	31	\$0.30972	\$255.60	\$25.56	\$281.16
Service Fee				31	\$1.24243	\$38.52	\$3.85	\$42.37
Tariff 33 - Controlled Supply (Economy) (12/07/24 - 12/08/24)								
All Usage	0	0	434.19	31	\$0.19185	\$83.30	\$8.33	\$91.63
Service Fee				31	\$0.03372	\$1.05	\$0.11	\$1.16
SUB-TOTAL						\$378.47	\$37.85	\$416.32

3 NEW CREDITS

Tariff Component	Start Read	End Read	Quantity (kW/kWh)	Days	Rate (GST Excl)	Total (GST Excl)	GST	Amount (GST Inc)
Other Credits								
QLD government electricity rebate 12 Jul 24 - 11 Aug 24						\$28.74 CR	\$2.87 CR	\$31.61 CR
SUB-TOTAL						\$28.74 CR	\$2.87 CR	\$31.61 CR

8 COMPARE YOUR USAGE OVER TIME

Average daily usage this period
Electricity usage (kWh) 40.61

9 BILL SUMMARY 12/07/24 - 12/08/24

1 Balance prior to this bill	750.55
2 New Charges Electricity Charges	416.32
3 New Credits Rebates and Other Credits	31.61 CR

Total amount due \$516.32

5 Meter read and access

Here you'll find your meter type basic or digital. It will either say actual read or estimate if it's an older meter.

Actual reading is when they were able to read the exact amount from the meter and estimated is if they had no access to the meter and estimated from the data they have about your account.

6 What tariffs

Your plan summary outlines all tariffs active on your premises

7A Old balance and new payments

Here you'll be able to see the balance of your previous bill, any payments made, and the balance brought forward.

7B Charges

This section sets out your electricity tariff/s and any other charge details including previous and current meter readings. How much electricity you've used in kilowatt hours or kilowatts (kWh/KW), dollars per kWh/KW as well as the total cost of the electricity, daily supply service fee/s and your metering services charge.

7C New credits

Here you'll find credits you may have received over the billing period.

8 Compare

See how your current electricity usage compares to previous bills.

9 Bill Summary

This is a summary of all the information in your bill including balance prior to the current bill, new charges including electricity charges and other charges and the total amount due.

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CONTACT INFORMATION

Additional Assistance

Energy Retail offer hardship programs, Government rebates, access to financial assistance and drought relief for eligible customers. For more information, visit energy.com.au/supportprograms

Interpreter Service 1300 607 555

翻譯服務
口譯員服務

خدمات الترجمة شفاهي
خدمات الترجمة الشفهية
Dịch vụ Thông dịch
Serwis i Ysemura
Huduma ya Ukallimani
Service d'interprétation au



10

Having difficulty paying?

Contact us to request a payment plan or extension. Call 13 10 46

National relay service

TTY/voice calls 13 36 77 and Speak & Listen 1300 555 727

BILL MESSAGES

Next Meter Read Date (Approx) N/A

Security Deposit Held N/A

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Moving Premises? Contact us to arrange a final reading and/or a new application before you move. You are responsible for this account and electricity used until a final meter reading is obtained.

You're on a fixed payment plan. The next amount \$350.00 will be paid by Direct Debit on 16/08/24.

12 PAYMENTS RECEIVED

Payment Date	Amount Paid
19/07/2024	\$350.00
02/08/2024	\$350.00

13 PREVIOUS BALANCES OWING

Previous Due Date	Amount Due
01/09/2022	\$643.11
01/06/2022	\$387.79
03/03/2022	\$689.79
01/01/2022	\$509.87

10 Make contact

Here you will find the contact information for additional assistance, Ergon hardship programs, interpreter service, national relay service and Ergon customer retail line to arrange payment plans.

11 Bill messages

Here is where we will display your next meter read, any deposits and any other bill messages such as information about any direct debits or payment plans.

12 Payments

Payments made to your account since your last bill was issued.

13 Previous balances owing

This shows the Total amount of the previous and new bill combined.