

Understanding an electricity bill

The information on your electricity bill tells you how much electricity you use as well as your patterns of usage. You can therefore use this information to manage your energy use better.

Electricity bills vary from retailer to retailer. But to explain their main features, we've created a typical electricity bill. Information specific to your own retailer's electricity bills may be available on their website.

A typical electricity bill

Key

- 1 Amount payable and due date.** The total amount currently owing [\$494.79] and the date the payment is due [12 December 2011]. It includes any amounts that were overdue at the time the bill was printed.
- 2 Overdue amount.** Any money owing from previous bills [\$44.58]. This will always say *payable immediately*. Even if an overdue amount has already been paid, it may appear on the current bill if it was paid after the current bill was printed.
- 3 Customer's address.** This is the current postal address. It may be different from the premises address.
- 4 Account summary.** This is a breakdown of the amount payable. It includes adjustments, Goods & Services Tax (GST), rebates, overdue amounts or credits from previous bills, and details of your last account including payments received.
- 5 Government energy rebate.** Any energy rebates from government programs appear in the breakdown of costs under the account summary.
- 6 Payment options.** This lists the most convenient ways to pay the energy account. Other ways to pay are sometimes listed on the back of the bill.
- 7 Customer number.** The unique number used by the retailer to identify the customer. This is the number to quote when making enquiries.
- 8 Contact details.** The phone numbers and web address of the retailer for enquiries and information.
- 9 Customer assistance.** Information about how to obtain financial assistance and government rebates. Centrelink and Energy Accounts Payment Assistance (EAPA) appear on some accounts under 'Help with Payment'.

Example Electricity

ABN XX XXX XXX XXX

MR & MRS SAMPLE
48 SAMPLE STREET
SAMPLEVILLE NSW 2999

account summary

BALANCE LAST BILL	\$44.58
we received	\$0.00
overdue – payable immediately	\$44.58

THIS ELECTRICITY BILL

48 Sample Street Sampleville NSW 2999
90 days electricity supply from 13/07/11 to 13/10/11

electricity charges	\$450.21
government energy rebates	\$50.00 CR
Total GST payable 10%	\$40.93

see back for details »

INVOICE DATE: 14/11/2010

Any payments made on or after this date will be shown on your next bill.

TAX INVOICE
invoice no. 9999999

please pay \$494.79

by 12 December 2011

includes \$44.58 overdue payable immediately

customer number
11111-XXX

bill enquiries
13 XX XX

supply interruptions
13 XX YY

info online
www.exampleelectricity.com.au

Did you know you can report damaged or non-operational streetlights online? This includes streetlights that are operating during the day. Simply visit: www.exampleenergy.com.au/streetlight to report the problem. Alternatively you can contact us on 13 XX YY. By reporting broken or faulty streetlights, you are helping to maintain a streetlighting system that is reliable, energy-efficient and safer for your community.

Example Electricity

please pay \$494.79

direct debit Call 13 XX XX to arrange for payments to be made from your bank, credit union or building society account.

B Bpay Biller Code: xxxxx
PAY Ref: xxxxx xx xxxxx xx xxxxxx

BPAY* Contact your financial institution to pay from your cheque, savings or credit card account. When prompted, enter the reference number from the BPAY box.
**Minimum transaction of ten (10) dollars.*

Other ways to pay on the back.

MR & MRS SAMPLE

customer assistance

financial difficulties If you have financial difficulties, call us on 13 XX XX. You may also be eligible for EAPA payment assistance vouchers. These are available from participating community organisations.

Example Support Helping customers in times of hardship: call 13 XX XX for assistance.

rebates For information on government energy rebates: call 13 XX XX

Estimated bills

In certain circumstances a retailer is allowed to produce an estimate of the energy used in a quarter, and charge the customer accordingly. For information about these estimated bills, see page 18 of the *Energy Assistance Guide*.

FOR MORE INFORMATION

- Visit our website: www.energy.nsw.gov.au
(Copies of this fact sheet can be downloaded from the website.)
- Contact the Energy Info Line on 1300 136 888
- See Appendix A of the *Energy Assistance Guide*. (Copies can be downloaded from the website.)

Issued: November 2011

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- 10 Average daily usage.** A bar graph showing electricity usage in kilowatt hours (kWh). This information can be used to compare current usage with usage from previous bills and track if the consumption is unusually large.
- 11 Greenhouse gas emissions.** A line graph showing the greenhouse gas emissions attributed to the electricity used.
- 12 Charges for this bill.** A detailed breakdown of the charges for electricity usage, covering the type of tariff (e.g. peak and off peak times), different meter charges, rebates, any GreenPower charges (such as "examplegreen 10%") and GST. (See Section 3 *Common questions about energy bills* of the Energy Assistance Guide for more information.)
- 13 Special note.** Outlines any price changes. If there are no price changes this will not appear on the bill. It is shown on this bill for reference.
- 14 Premises address.** The address to which the electricity is being supplied.
- 15 Premises no.** The number allocated to the address to which the electricity is being supplied.
- 16 NMI.** The National Meter Identifier (NMI) is a unique number assigned to each customer's residential address (where the electricity is supplied).
- 17 Charges & adjustments.** Lists the adjustments to the bill including any rebates and greenpower premiums. If there has been a price change during this billing period it will also appear here.
- 18 Next meter reading.** The (approximate) scheduled date for the next meter reading.
- 19 Interpreter services.** The number to call for interpreter services.
- 20 Other ways to pay.** Lists the other ways that a customer can pay their electricity account.

Example Electricity

Please pay
\$494.79

By 12 December 2011
Includes \$44.58 overdue
Payable immediately

Compare your usage

10 Your average daily electrical usage

Units

Same time last year This bill

Your average usage is up 7.08 units (kWh) per day from last year.

11 greenhouse gas emissions produced by your electricity usage

Tonnes of CO₂

Same time last year This bill

Greenhouse gas emissions are up 0.46 tonnes this bill from last year.

12 electricity charges based on actual reads

Special note: not applicable **13**

for 48 Sample Street Sampleville/premises no. 000000/NMI 4444444444

meter number	previous reading	this reading	units (kWh)	cents per unit (kWh)	\$ amount
271132	94808	97070	2262.00	16.330	369.38
123456	5426	5789	363.00	6.220	22.58
charges for this reading					
5700: Residential			2262.00	16.330	369.38
5701: Residential-Controlled Load 1			363.00	6.220	22.58
5700: Service Availability			90	61.000	54.90
5701: Service Availability			90	5.170	4.65
Subtotal					\$451.51
Miscellaneous charges and adjustments					
401: Rebates (Low Income Household Rebate, Life Support Rebate, Medical Energy Rebate)					50.00CR
15010: examplegreen 10%					7.77
<hr/>					
\$ this bill					\$409.28
new charges					\$409.28
GST					\$40.93
total new charges including including GST					\$450.21

18 your next approximate meter reading date is 20/01/2012

20 Other ways to pay

B Bpay Biller Code: xxxxx
PAY Ref: xxxx xx xxxxx xx xxxxxx

Receive, view and pay this bill using internet banking. Contact your bank/building society/credit union.

VISA **MEASUR**

Online: Visit www.exampleenergy.com.au to pay by direct debit or credit card. We accept Mastercard or Visa.

By Phone: We accept Mastercard or Visa. Call 13XX XX XX

POST Billpay Code: xxxxx
billpay Ref: xxxx xx xxxxx xx xxxxxx

Phone 13 XX XX or go to postbillpay.com.au to make a payment using your credit card. Alternatively payments can be made in person using cash or cheque at any Post Office.

19 Interpreter service

For interpreter service call xxxxxx.

Save time by having your account paid automatically on the pay by date. Apply online at www.exampleelectricity.com.au or phone 13 XX XX.

By Mail: Please make your cheque or money order payable to Example Energy. Mail this slip with your payment to: Example Electricity Locked Bag xxxx Sydney NSW 2010

OVERDUE ACCOUNTS MAY ATTRACT A LATE PAYMENT FEE.

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