

Simpler bills that help you save

Energy bills can be complex and confusing, which can prevent customers from getting the best deal. The Better Bills guideline will ensure simple, well-designed bills that give energy customers the essential information they need at first glance. Under the guideline, energy providers will need to make sure their bills use simple language, are presented in a way that is easy to understand, and gives priority to the most important information. Energy bills will also need to be designed using customer testing and feedback to ensure they reflect customer needs.

BETTER OFFER

Energy bills will now include a 'better offer' message and a link to the government energy comparison website Energy Made Easy. This will give customers the power to quickly and easily take steps to reduce their energy bills.

Important information

Payment assistance
Call 131 131

Help us to help you. If you are having difficulty paying your account, please contact us to discuss payment assistance.

Hearing impaired service
Call 1300 368 536

Interpreter service
Call 131 132

Servizio Interpreti
Dịch Vụ Thông Ngôn
■ 翻譯服務
خدمة مترجم
Услуги переводчика

About your plan

Simple Saver

Your plan includes 15% usage discount (expires 31 March 2022)

Your plan includes 20% GreenPower

Understand your bill

Electricity charges based on an actual meter reading 1 March 2022 – 31 March 2022

	Previous reading	Current reading	Quantity	Rate	Amount
Supply charge			31 days	\$1.02 / day	\$31.62
Peak usage 6 am – 10 pm	20189	20704	515 kWh	\$0.29 / kWh	\$149.35
Off-peak usage 10 pm – 6 am	10093	10145	52 kWh	\$0.13 / kWh	\$6.76
GST (10%)					\$18.77
Usage discount (15%)					-\$25.76
Solar exports Feed-in tariff	8763	9226	463 kWh	-\$0.09 / kWh	-\$41.67
Government energy rebate					\$24.00
TOTAL BILL					\$114.87
Balance carried forward					-\$36.19
TOTAL DUE					\$78.68

Understand your usage

Average daily usage for this bill: 18.3 kWh
Average daily usage for March 2021: 15.1 kWh

Retailer Name
ABN: 11 222 333 444

Jane Citizen
PO Box 123
Anytown STATE 0000

Account number: 123456
Bill issue date: 1 April 2022
For supply at: 1 Street Road, Anytown STATE 0000
National Metering Identifier (NMI): 0123456789

TAX INVOICE

Need help?

Enquiries
Retailer 131 131

Faults and emergencies
Distributor 11 22 33

Ombudsman 1800 111 222

Your bill

Your amount due is

\$78.68

due on

27 April 2022

Could you save money on another plan?

Based on your past usage, our **Better plan** may cost you up to **\$81.45** less per year than your current plan.

Contact us to switch to our **Better plan**. Conditions may apply.

The Australian Energy Regulator requires us to include this information.

Compare more plans at Energy Made Easy
www.energymadeeasy.gov.au

How to pay

DIRECT DEBIT
Call us on 131 131 to set up a direct debit.

PAY IN PERSON
Pay by cash, EFTPOS or cheque at any Australia Post Office

MAIL
Make your cheque payable to EnergyCo and post to PO Box 412, East Richmond 3121

BY PHONE
Call 138 675 to pay by Visa, Mastercard and Bankcard (up to \$1500 per bill).

POST billpay
Bill Code: 3456
Reference Number: 351932
Call 131 816 to pay by credit card or go to www.postbillpay.com.au to pay on the internet.

PLAN SUMMARY

Energy bills will now include a simple plan summary with the plan name and the benefits or discounts agreed to, including when they expire if applicable.

The information included here is not, and should not be regarded as, legal advice. The information made available is solely intended to provide a general understanding of the subject matter and to assist a retailer in preparing bills.