

Understanding my bill



ABN: 58 673 830 106



2 Mr S Sample
123 Sample Street
Sampletown WA 1234

Electricity Account Tax Invoice

Need help with your bill? Visit synergy.net.au/help

1 **Your account details**
Account number 000 111 222
Invoice number 1000762313
Date of issue 03 Jan 2023

Your account summary

3	Opening balance	\$223.00
		+
4	New charges	\$188.33
	Due 23 Jan 2023	
5	Total	\$411.33

How much energy have you used:



Your average daily usage 16.5920 units
Your average daily cost \$4.98 per day

8
9
Data is from the same or similar billing period last year. To see how your usage compares with your suburb, similar sized homes, or to access popular energy saving tips, visit synergy.net.au/myaccount

1 Account details

This includes your Synergy account number, which you'll need to keep handy if you contact us, as well as the invoice number to help us identify which bill you're discussing.

2 Customer details

This is the name and mailing address details of the Synergy account holder. You'll need to use this name exactly as it appears on your bill when signing up for **My Account**.

3 Opening balance

The opening balance details any credit amount, outstanding or overdue amounts you may have on your account. A darker coloured box means you have an overdue amount that requires urgent attention.

4 This bill

The total of any new charges, adjustments and consumption for this billing period will be displayed here. The breakdown is also detailed under the 'This bill' section of your bill.

5 Total

The total includes any credits or outstanding amounts you may have, plus any new charges. If your total includes an opening balance of outstanding and overdue amounts, this will affect when the different amounts are due. We'll always break this down in more detail underneath the total, so you know what needs to be paid first.

6 Customer alerts

Any important alerts or useful product and service messages are included in the middle of the bill.

7 Usage graph

The usage graph compares your consumption across different billing periods, and is a great way to see how you're tracking. If your bill has been estimated by Western Power, we'll let you know here and 'This bill' in the graph will change to white.

8 Average cost

Your average daily cost includes your consumption and any other charges such as the daily Western Power supply charge and GST.

9 My Account

For more detailed suburb or household comparisons, sign up for or log in to **My Account** and complete your household profile.

10 Payment options

The payment slip features all the ways you can pay, including the convenient **Direct Debit** option.

11 Payment number

You'll need your payment number to make payments using BPAY, to set up BPAY View, or to make a payment by Credit or Debit Card – so keep this handy!

Payment options

10 **Direct Debit**
The set and forget way to pay. Visit synergy.net.au/directdebit

VISA
Credit/Debit Card
Online: synergy.net.au/payments
Phone: 1300 650 900

Post Billpay
Pay in person at any post office.



26082345678910
Mr S Sample
Account number: 123 456 789

BPAY®/BPAY View
Bill Code: 2600
Reference: 234 567 8910
Contact your bank or financial institution to make this payment from your cheque, savings debit or transaction account.

Centrepay
Eligible residential customers can use Centrepay to make voluntary, regular deductions from their Centrelink payments. Visit humanservices.gov.au/centrepay and register using Synergy reference 555 015 042 S.

Mail
Send your cheque payable to Synergy with this payment slip to GPO Box U1913 Perth WA 6845. *Fees may apply.

11 **Payment number** 234 567 8910

Due 23 Jan 2023 \$411.33

<000041133> <000260> <000002345678910> >



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12 How we've calculated your bill

Account Summary

Last bill	\$808.47
Payments	\$0.00
Adjustments	\$185.47cr
Credits	\$400.00cr
Opening balance	\$223.00

13 Adjustments

Reversed Invoice number	Date of Issue	Reversed bill amount (excl GST)	Reversed bill GST	Reversal reason
100076312	03 Jan 2023	\$164.19cr	\$21.28cr	Bill adjustment

14 Credits

Community Energy	Units	Unit of measure	Unit price cents	Amount
Bill period: 01 Nov 2022 - 30 Dec 2022				
*WA Government Household Electricity Credit Offset				\$400.00cr
Plus GST @ 10.00%				\$0.00
Total				\$400.00cr

15 Your energy supply details

Supply address: 123 Sample St, Sampletown WA 1234
NMI: 80013583158
Next scheduled read date: 28 Feb 2023

Your usage summary for meter number 012A23456

16 Supply period: 01 Nov 2022 - 30 Dec 2022	Units imported kWh	Units exported kWh
Super Off Peak	208.2760	
17 Super Off Peak Zero Charge	359.2440	
Standard Home Consumption	428.0000	

*Your interval meter data is available online. Visit synergy.net.au/myaccount to login or register.

18 Important information

Need more time to pay?
If you're on holidays or just a little short this month, we can help. Visit synergy.net.au/extension

Moving home?
Start, close or transfer your connection online. Visit synergy.net.au/moving

Concessions
Concession card holders may be eligible to receive a rebate on their residential electricity bill. For more information, visit synergy.net.au/concessions

If your account has been estimated
If you wish to find out how or why it was estimated, or if you would like to request a meter reading, call us on 13 13 53.

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Customer Charter
For information on our products and services, and our obligations under the Customer Service Code, visit synergy.net.au/charter

Complaints
At Synergy, we're here to help. If you have a complaint, please call 1800 208 987 to speak with our Customer Service Representative. If they're unable to resolve your complaint, our Complaints Team may be able to help. If your complaint remains unresolved, you can contact the Energy and Water Ombudsman on 1800 754 004.

Faults
Call the Western Power 24hr emergency line on 13 13 51.

We're here to help

synergy.net.au
13 13 53
TTY Service 13 36 77
Interpreter Service 13 14 50



12 Account Summary

This section features the details of your previous bill and any payments or adjustments made since. If you have a bill reversal, your reversed charges will be included in this line item. This section determines the opening balance from the front of your bill. The total amount will always match the amount displayed on the front of the bill.

13 Adjustments

This section details the amount that has been reversed on your bill and the reason why. If multiple bills have been reversed, these will be listed here. This is provided for your reference.

14 Credits

This section displays credits that have been applied to your electricity account. If there is overdue debt on your account, the credit will be applied to this amount first.

15 Energy supply details

Here you'll find your supply address and the NMI, which is the number for your connection point. The next scheduled read date is when Western Power will read your meter. If you're a self-reader, this is the date for you to supply your reading details to Western Power.

16 Supply period

The supply period is the date your meter was last read by Western Power or if you're a self-reader, up to the current read date.

17 Usage Summary

'Super Off Peak Zero Charge' displays the amount of units of electricity you have used between 9am and 3pm to a maximum of 10 units per day. The 'Super Off Peak Zero Charge' usage incurs no cost. Any electricity used between 9am and 3pm that is over that 10 unit daily maximum will appear under 'Super Off Peak'. Electricity used at all other times outside of 9am and 3pm are displayed under 'Standard Home Consumption'.

18 Important Information

This section details further important information relating to your Synergy account, including how to request a payment extension, and the Western Power fault line in the case of an emergency.

19 How to contact us

We're always here to help, and this details how to contact us if and when you need to.



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20 This bill

21	Community Energy	22	Units	Unit of measure	Unit price cents	Amount
	Bill period: 01 Nov 2022 - 30 Dec 2022					
	Super Off Peak		208.2760	kWh	27.3277	\$56.92
	Standard Home		428.0000	kWh	27.3277	\$116.96
23	Supply charge		60	days	163.6364	\$98.18
	x1 Dependent Child rebate					\$51.69cr
	WA Government Energy Assistance Payment					\$49.16cr
	Plus GST @ 10.00%					\$17.12
	Total					\$188.33

*GST

If you're having problems paying your account, assistance is available. Please contact us before the due date.
A \$6.15 fee may apply for additional reminder notices sent regarding overdue payment of this account.

20 This bill

This will include bill charges for the supply period. If there are any other charges, concessions, rebates or discounts, these are also shown here.

21 Energy product

This is the Synergy energy product you're currently on and the rate by which we calculate your new charges.

22 Charge period

This is your billing period and includes all charges, concessions, rebates or discounts since your last bill.

23 Supply charge

This is the cost Western Power charges to supply the electricity you buy from Synergy to your supply address. This is charged on a daily basis, whether you use electricity on that day or not.

