

Understanding my bill



ABN: 58 673 830 106



3 Sample Industries Pty Ltd
123 Sample Street
Sampletown WA 1234

Electricity Account Tax Invoice

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

1	Your account details
Account number	123 456 789
Invoice number	9876543210
Date of issue	05 Jan 2017
2	Account period 05 Dec 2016 – 05 Jan 2017 (32 days)

Your account summary

4	Opening balance	\$0.00
		+
5	New charges	\$126,369.15
	Due 06 Feb 2017	
6	Total	\$126,369.15

If you have trouble meeting this payment, please contact Synergy before 12 noon on the due date.

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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 Account period

This is the period from your last bill to the issue date of your current bill.

3 Customer details

This is the name and 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](#).

4 Opening balance

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

5 New charges

New charges include this bill's charges – the breakdown is detailed again on the back of the bill under 'New charges'. If you only have new charges, we'll include your due date here too.

6 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, so you know what needs to be paid first.

7 Customer alerts

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

8 Payment options

The payment slip features all the ways you can pay, including the convenient [Direct Debit](#) option.

9 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

8 **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

EFT
Electronic Funds Transfer
Please email remittance@synergy.net.au for details. A minimum payment of \$5,000 is required for EFT.

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

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

Post Billpay*
Pay in person at any post office.



26082345678910
Sample Industries Pty Ltd
Account number: 123 456 789

*Fees may apply.



9	Payment number	234 567 8910
	Due 15 Oct 2016	\$126,369.15

<0000104490> <000260> <000002345678910> >



Understanding my bill

How we've calculated your bill

Previous bill and payments

10	Last bill	\$287,911.10
	Payments and adjustments	\$287,911.10cr
	Opening balance	\$0.00

Your energy supply details

11 **Supply address:** 123 Sample St, Sampletown WA 1234
NMI: 56004027198
Next scheduled read date: 31 Jan 2017

Your usage summary for meter number: 012A23456

Supply period: 01 Dec 2016 - 31 Dec 2016	Previous meter reading	Current meter reading	Units imported (kWh)	Units exported (kWh)
On-peak	0	10	303932.8000	
Off-peak	0	10	385136.0000	

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

12 New charges

Custom Electricity Large Complex Calculation tariff

Charge period: 01 Dec 2016 - 31 Dec 2016

	Units	Unit of measure	Unit price (cents)	Amount
On-peak energy charge				\$21,262.92
Off-peak energy charge				\$17,963.95
Supply charge				\$1,058.17
Capacity charge: cap charge				\$28,161.88
Small-scale Renewable Energy Scheme charge				\$2,640.98
Large-scale renewable energy target charge				\$3,223.14
Network charge				\$40,570.01
Plus GST @ 10.00%				\$11,488.11
Total new charges				\$126,369.15

If you're having problems paying your account, assistance is available. Please contact us before the due date.

A \$4.75 fee may apply for additional reminder notices sent regarding overdue payment of this account.

Overdue balances may incur an interest charge equal to the Reserve Bank of Australia's cash rate plus 6.00% and will appear on your bill when applied.

15 Important information

Need a payment extension?

If you need a little more time to pay your bill, then we're here to help. Visit synergy.net.au/extension

Moving?

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

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 54.

Customer Charter

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

Complaints

If you have a complaint, please call 1800 208 987. If you're not satisfied with the resolution, you may contact the Energy and Water Ombudsman on 1800 754 004.

Faults

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

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We're here to help

synergy.net.au

13 13 54

TTY Service: (08) 9221 8608

Interpreter Service: 13 14 50

10 Payments and adjustments

This section features the details of your previous bill and any payments or adjustments made since.

This determines the opening balance from the front of your bill.

11 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.

12 New charges

Your new charges include any other charges or discounts and will always match the amount displayed on the front.

13 Energy product

This is the Synergy energy product you're currently on based on your Electricity Sales Agreement.

14 Charge period

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

15 Important information

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

16 How to contact us

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

Understanding my bill

17 Calculations

On-peak energy charge

On-peak kWh * CPI & line loss factored price = 303,932.80000 * 0.06996 = \$21,262.92

Off-peak energy charge

Off-peak kWh * CPI & line loss factored price = 385,136.00000 * 0.04664 = \$17,963.95

Supply charge

Charge * no. of billing days = 34.13452 * 31 = \$1,058.17

Capacity charge

CAP PRICE (N) * RCR (N) + SRCC (N) = \$28,161.88

Small-scale renewable energy scheme charge

T * DN * STC * STP * CPI adjustment = \$2,640.98

Large-scale renewable energy target charge

T * DN * B * C * CPI adjustment = \$3,223.14

Network charge

Network charge = \$40,570.01

Total GST charge

Standard rate * tax rate percentage Standard rate @ 10.00% = \$11,488.11

18 Variables used in calculations

Variable name	Description	Value	Period
A	CPI adjustment factor	1.0000	01 Dec 2016 - 31 Dec 2016
B	Renewable power	0.1275	01 Dec 2016 - 31 Dec 2016
C	CPI based large-scale renewable energy target price	35.0800	01 Dec 2016 - 31 Dec 2016
CAP PRICE	Capacity price/MW/per day	333.9420	01 Dec 2016 - 31 Dec 2016
CAP PRICE (N)	Capacity price * no. of billing days	10352.2020	01 Dec 2016 - 31 Dec 2016
RB1	Base On-peak charge/kWh	0.0644	01 Dec 2016 - 31 Dec 2016
RB2	Base Off-peak charge/kWh	0.0429	01 Dec 2016 - 31 Dec 2016
RB3	Base supply charge/day	33.1000	01 Dec 2016 - 31 Dec 2016
RCR (N)	MPL * IRCR R2 * IRCR R3	2.2112	01 Dec 2016 - 31 Dec 2016
RCT	Reserve capacity target (MW)	4557.0000	01 Dec 2016 - 31 Dec 2016
SRCC (N)	Shared reserved capacity cost (n)	5271.4819	01 Dec 2016 - 31 Dec 2016
STC	Small-scale technology certificate price	37.8600	01 Dec 2016 - 31 Dec 2016
STP	Small-scale technology percentage	0.0968	01 Dec 2016 - 31 Dec 2016
T	Total MWh for period = E/1000	689.0688	01 Dec 2016 - 31 Dec 2016
TAC	Total assigned capacity	5606.4420	01 Dec 2016 - 31 Dec 2016
TB	Base transmission loss factor	1.0000	01 Dec 2016 - 31 Dec 2016
TN	New transmission loss factor	1.0394	01 Dec 2016 - 31 Dec 2016
CPIN 01	CPI lagging quarter Perth	108.2000	01 Dec 2016 - 31 Dec 2016
CPIB	CPI base	104.9208	01 Dec 2016 - 31 Dec 2016
DB	Base distribution loss factor	1.0000	01 Dec 2016 - 31 Dec 2016
DN	New distribution loss factor	1.0141	01 Dec 2016 - 31 Dec 2016
E	Total kWh consumption	689068.8000	01 Dec 2016 - 31 Dec 2016
IRC R2	IRCR ratio 2: TDL ratio	1.2709	01 Dec 2016 - 31 Dec 2016
IRC R3	IRCR ratio 3: (RR/Y) total ratio	0.9967	01 Dec 2016 - 31 Dec 2016
MPL	Median Peak load MW @ premise: MDL	1.7456	01 Dec 2016 - 31 Dec 2016
PKMD	On-peak max demand (kW)	2102.4000	01 Dec 2016 - 31 Dec 2016
OFMD	Off-peak max demand (kW)	1715.2000	01 Dec 2016 - 31 Dec 2016
PKPF	On-peak Power Factor	0.9950	01 Dec 2016 - 31 Dec 2016
OFFP	Off-peak Power Factor	0.9940	01 Dec 2016 - 31 Dec 2016
MAX KW	Power Factor @ max kW	0.9950	01 Dec 2016 - 31 Dec 2016

17 Calculations

These are the calculations used to determine components of your invoice. Calculations shown here will vary based on the Electricity Sales Agreement you have with us.

18 Variables

This area lists variables used in the calculation of your electricity account. These will generally vary from site to site.

