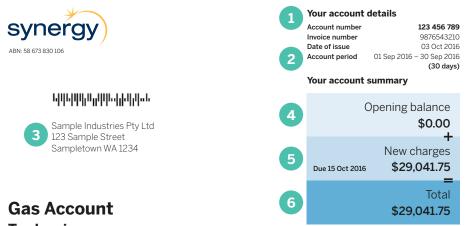
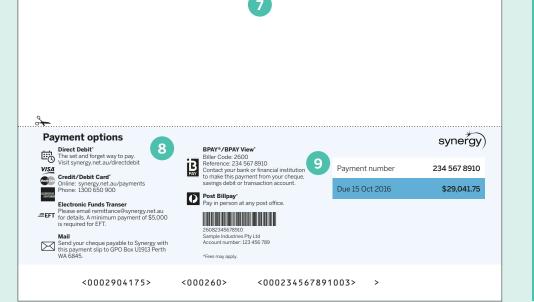
# **Understanding my bill**



### Tax Invoice

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



# 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 <u>My Account</u>.

# 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 <u>Direct Debit</u> 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!

# **Understanding my bill**

Previous bill and payments				
Last bill				\$208.547
Payments and adjustments				\$208,547.
Opening balance				\$(
Your energy supply details				
Supply address: 123 Sample St, Sampletown W/ MIRN: 56004027198	A 1234			
Next scheduled read date: 31 Oct 2016				
Your usage summary for meter nu	<b>mber:</b> 012A23456	5		
Energy plan Supply period: 01 Sep 2016 - 30 Sep 2016	Previous meter reading	Current meter reading	GJ	Units (k
Anytime consumption	0	†Ο	122.9500	34155.5
Anytime consumption <sup>t</sup> Your interval meter data is available online. Visit synergy.net.au <b>New charges</b> Custom Gas Large Complex Calculation	u/myaccount to login or registe		122.9500 Unit price (cents)	34155.5 <b>Am</b>
New charges Custom Gas Large Complex Calculation	u/myaccount to login or registe	Unit of	Unit	
Vour interval meter data is available online. Visit synergy.net.au New charges Custom Gas Large Complex Calculation	u/myaccount to login or registe	Unit of	Unit	Am

\*GST free

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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.

### **10** Payments and adjustments

your previous bill and any payments or from the front of your bill.

#### Account summary 11

### **12** New charges

### **13** Energy product

This is the Synergy energy product

#### 14 Important information

#### (15) How to contact us

details how to contact us if and

#### 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 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.

If you smell gas Call the ATCO Gas 24hr emergency line on 13 13 52.



### synergy.net.au

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13 13 54 TTY Service: (08) 9221 8608 Interpreter Service: 13 14 50



# Understanding my bill

### 16

### Calculations Gas consumption charge based on CPI

Gas consumption charge based on CPI				
Gas consumption GJ * CPI factored price	=122.950000000 * 16.507707676	=25,938.47		
GST charge				
Standard rate * tax rate percentage	Standard rate @ 10.00%	=2593.85		

### Variables used in calculations 17

Variable name	Description	Value	Period
A	CPI adjustment factor 'A'	1.0000	01 Sep 2016 - 30 Sep 2016
CPIB	CPI base	190.2000	01 Sep 2016 - 30 Sep 2016
CPIN 8	CPI_8 weighted average of 8CC	191.8000	01 Sep 2016 - 30 Sep 2016

# **16** Calculations

17	Variab	e

