

# Understanding my bill



ABN: 58 673 830 106



**3** Sample Industries Pty Ltd  
123 Sample Street  
Sampletown WA 1234

## Gas Account Tax Invoice

Need help with your bill? Visit [synergy.net.au/businesshelp](http://synergy.net.au/businesshelp)

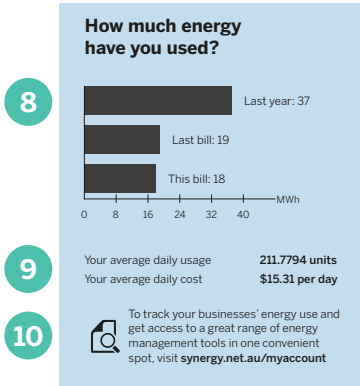
**1 Your account details**

Account number	123 456 789
Invoice number	9876543210
Date of issue	21 Oct 2016

**2 Account period** 26 Jul 2016 – 21 Oct 2016 (88 days)

**Your account summary**

<b>4</b>	Opening balance	\$0.00
<b>5</b>	New charges	+
	Due 08 Nov 2016	\$1,331.55
<b>6</b>	<b>Total</b>	<b>\$1,331.55</b>



### Payment options

- 11** **Direct Debit\***  
The set and forget way to pay. Visit [synergy.net.au/directdebit](http://synergy.net.au/directdebit)
- VISA**  
**Credit/Debit Card\***  
Online: [synergy.net.au/payments](http://synergy.net.au/payments)  
Phone: 1300 650 900
- EFT**  
**Electronic Funds Transfer**  
Please email [remittance@synergy.net.au](mailto: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.

**12** **BPAY®/BPAY View\***  
Billers 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.



<b>12</b>	Payment number	234 567 8910
	Due 08 Nov 2016	\$1,331.55

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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 Usage graph**  
The usage graph compares your consumption across different billing periods, and is a great way to see how you're tracking.
- 9 Average cost**  
The average daily cost includes your consumption and any other charges ancillary to the consumption.
- 10 My Account**  
For your businesses' energy use history and a great range of energy management tools, sign up for or login to [My Account](#). If your bill has been estimated by ATCO, we'll let you know here and 'This bill' in the graph will change to white.
- 11 Payment options**  
The payment slip features all the ways you can pay, including the convenient [Direct Debit](#) option.
- 12 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

## How we've calculated your bill

### Previous bill and payments

<b>13</b>	Last bill	\$1,370.05
	Payments and adjustments	\$1,370.05cr
	<b>Opening balance</b>	<b>\$0.00</b>

### Your energy supply details

**14** **Supply address:** 123 Sample St, Sampletown WA 1234  
**MIRN:** 56004027198  
**Next scheduled read date:** 18 Jan 2017

### Your usage summary for meter number: 012A23456

Energy plan	Previous meter reading	Current meter reading	GJ	Units (kWh)
<b>Supply period:</b> 26 Jul 2016 - 20 Oct 2016				
Anytime consumption	93075	94824	66.3240	18424.8072

\*Your interval meter data is available online. Visit [synergy.net.au/myaccount](http://synergy.net.au/myaccount) to login or register

<b>15</b> <b>New charges</b>	<b>16</b>	<b>17</b>	Units	Unit of measure	Unit price (cents)	Amount
<b>Small Use Gas tariff</b>						
<b>Charge period:</b> 26 Jul 2016 - 20 Oct 2016						
Gas consumption charge						\$1,210.51
Plus GST @ 10.00%						\$121.05
<b>Total new charges</b>						<b>\$1,331.55</b>

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.

## **18** 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](http://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](http://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.

## **19** We're here to help

[synergy.net.au](http://synergy.net.au)

13 13 54

TTY Service: (08) 9221 8608

Interpreter Service: 13 14 50

## **13** 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.

## **14** Energy supply details

Here you'll find your supply address and the MIRN, which is the number to identify the gas meter at your premises.

The next scheduled read date is when ATCO will read your meter.

## **15** New charges

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

## **16** Energy product

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

## **17** Charge period

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

## **18** Important information

This section details further important information relating to your Synergy account, including how to make a payment extension, and the ATCO 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.

# Understanding my bill

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## Calculations

### Total Gas units \* price (flat rate)

Total Gas units \* price (flat rate) = 18,424.80720 Units \* 0.06570 = \$1,210.51

### Total GST charge

Standard rate \* tax rate percentage Standard rate @ 10.00% = \$121.05

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## Calculations

These are the calculations used to determine components of your Gas invoice.

