

# Understanding my bill



ABN: 58 673 830 106



- 000001

**3** SYNERGY  
219 ST GEORGES TERRACE  
PERTH WA 6000

## Electricity Account

### Tax Invoice

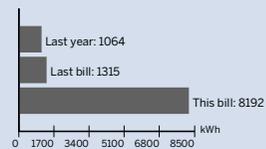
Need help with your bill? Visit [synergy.net.au/businesshelp](https://www.synergy.net.au/businesshelp)

<b>1</b> Your account details	Account number	012 345 678
	Invoice number	012345678
	Date of issue	16 Jun 2021
<b>2</b>	Account period	12 Jun 2021 - 16 Jun 2021 (5 days)

#### Your account summary

<b>4</b>	Opening balance	\$1,832.11cr
<b>5</b>	This Bill	\$2,605.40
<b>6</b>	Total	\$773.29

#### How much energy have you used?



Your average daily usage 65.5360 units  
Your average daily cost \$20.77 per day

To track your businesses' energy use and get access to a great range of energy management tools in one convenient spot, visit [synergy.net.au/myaccount](https://www.synergy.net.au/myaccount)

#### Payment options

**11** Direct Debit\*  
The set and forget way to pay.  
Visit [synergy.net.au/directdebit](https://www.synergy.net.au/directdebit)

**11** Credit/Debit Card\*  
Online: [synergy.net.au/payments](https://www.synergy.net.au/payments)  
Phone: 1300 650 900

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

\*Fees may apply

**12** BPAY®/BPAY View\*  
Billers Code: 2600  
Reference: 033 514 8021  
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account.

**12** Post Billpay\*  
Pay in person at any post office.



\*2608 0335148021

SYNERGY  
Account number: 012 345 678



Payment number 033 514 8021  
Due 06 Jul 2021 \$773.29

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<0000077329> <000260> <000033514802009> >

## 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 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](#).

## 4 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.

## 5 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.

## 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 the total, 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. 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.

## 9 Average cost

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

## 10 My Account

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

## 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

### 13 Account Summary

Last bill	\$1,273.29
Payments	\$0.00
Adjustments	\$2,605.40cr
Credits	\$500.00cr
<b>Opening balance</b>	<b>\$1,832.11cr</b>

### Adjustments

Reversed invoice number	Date of issue	Reversed bill amount (excl GST)	Reversed bill GST	Reversal reason
1000739140	12 Jun 2021	\$2,368.54cr	\$236.86cr	Bill adjustment

### 14 Credits

*WA Small Business and Charity Tariff Offset	\$500.00cr
Plus GST @ 10.00%	\$0.00
<b>Total</b>	<b>\$500.00cr</b>

### 15 Your energy supply details

**Supply address:** Synergy 219 St Georges Terrace, Perth WA 6000  
**NMI:** 109876543  
**Next scheduled read date:** 19 Jul 2021

**Your usage summary for meter number:** 0180004850

Supply period:	Previous meter reading	Current meter reading	Units imported (kWh)	Units exported (kWh)
13 Nov 2020 - 17 Mar 2021	327340	335532	8192.0000	

### 17 This Bill

#### Home Business Plan (K1) tariff

Bill period:	Units	Unit of measure	Unit price (cents)	Amount
13 Nov 2020 - 17 Mar 2021				
Business Anytime consumption	5692.0000	kWh	25.7957	\$1,468.29
Business Anytime consumption	2500.0000	kWh	27.3734	\$684.34
Supply charge	125	days	165.7645	\$207.21
Over counter payment fee DR				\$5.25
Paper Bill Fee Dr				\$3.45
Plus GST @ 10.00%				\$236.86
<b>Total</b>				<b>\$2,605.40</b>

\*GST free

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.

### 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)

**Moving?**  
Start, close or transfer your connection online. Visit [synergy.net.au/moving](http://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](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.

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



### 19 We're here to help

#### 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

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### 13 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.

### 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 based on meter readings provided by Western Power or if you're a self-reader, that captures your energy consumption between these dates.

### 17 This bill

Your new charges will include the revised bill charges for the period that is reversed. This reversed period is displayed in 'Adjustments.' If there are any other charges, concessions, rebates or discounts, these are also shown here.

### 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.

