

Understanding my bill



ABN: 58 673 830 106



3 Shire of Sample
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 000 123 456
	Invoice number 9876543210
	Date of issue 01 Oct 2016
2	Account period 01 Sep 2016 – 30 Sep 2016 (30 days)

Your account summary

4	Opening balance	\$0.00
		+
5	New charges	
	Due 12 Oct 2016	\$1,523.45
		=
6	Total	\$1,523.45

7

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

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

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

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

*Fees may apply.

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.

Post Billpay*
Pay in person at any post office.



Shire of Sample
Account number: 123 456 789

9	Payment number	234 567 8910
	Due 12 Oct 2016	\$1,523.45



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Understanding my bill

How we've calculated your bill

Previous bill and payments

10	Last bill	\$1,512.50
	Payments and adjustments	\$1,512.50cr
	Opening balance	\$0.00

Your energy supply details

Total number of streetlights = 135

New charges

12	13	14			
	Streetlights tariff				
	Charge period: 01 Sep 2016 - 30 Sep 2016				
		Units	Unit of measure	Unit price (cents)	Amount
	50W Mercury Vapour - M				\$157.18
	80W Mercury Vapour - A				\$11.13
	80W Mercury Vapour - C				\$122.47
	80W Mercury Vapour - M				\$435.51
	125W Mercury Vapour - C				\$139.29
	125W Mercury Vapour - M				\$53.86
	250W Mercury Vapour - M				\$33.42
	150W High Pressure Sodium - C				\$31.68
	42W CFL SE - C				\$148.13
	42W CFL SE - M				\$38.24
	150W High Pressure Sodium - M				\$192.56
	250W High Pressure Sodium - C				\$21.50
	Plus GST @ 10.00%				\$138.50
	Total new charges				\$1,523.45

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.
Energy data for this account is calculated in accordance with Electricity Industry Metering Code requirements.

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




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.

16

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

This section contains a summary of the charges, which includes detailed information on the total number of streetlight assets for this account bill period.

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

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

Account number: 123 456 789

17

Current supply period

Supply period: 01 September 2016 - 30 September 2016

No. of days	SL asset type	No. of lamps	kWh	Cost \$/lamp/day	Cents/kWh	Newtwork charge	Pre GST amount
3	150W High Pressure Sodium - M	16	0.0000	0.4115	0.0000	\$0.00	\$19.75
31	125W Mercury Vapour - C	9	0.0000	0.4993	0.0000	\$0.00	\$139.29
31	125W Mercury Vapour - M	4	0.0000	0.4344	0.0000	\$0.00	\$53.86
31	150W High Pressure Sodium - C	2	0.0000	0.5110	0.0000	\$0.00	\$31.68
31	250W Mercury Vapour - M	2	0.0000	0.5390	0.0000	\$0.00	\$33.42
31	42W CFL SE - C	14	0.0000	0.3413	0.0000	\$0.00	\$148.13
31	42W CFL SE - M	4	0.0000	0.3084	0.0000	\$0.00	\$38.24
31	50W Mercury Vapour - M	17	0.0000	0.2982	0.0000	\$0.00	\$157.18
31	80W Mercury Vapour - A	1	0.0000	0.3591	0.0000	\$0.00	\$11.13
31	80W Mercury Vapour - C	10	0.0000	0.3951	0.0000	\$0.00	\$122.47
31	80W Mercury Vapour - M	40	0.0000	0.3512	0.0000	\$0.00	\$435.51
28	150W High Pressure Sodium - M	15	0.0000	0.4115	0.0000	\$0.00	\$172.81
28	250W High Pressure Sodium - C	1	0.0000	0.7679	0.0000	\$0.00	\$21.50
Total		135					\$1,384.95

18

17

Supply period

The supply period is the date Synergy supplied electricity to the supply address the invoice relates to.

18

Detailed usage information

This section displays the detailed usage information for the account and assists you in identifying any charges related to the current bill period.

