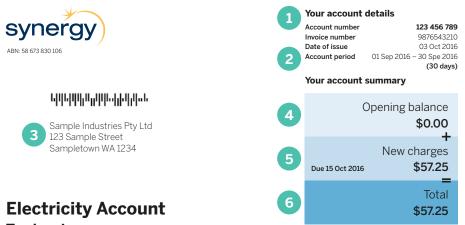
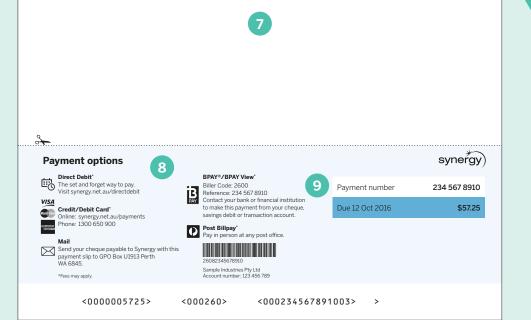
Understanding my bill



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

	How we've calculated your b	ill			
	Previous bill and payments				
	Last bill				\$502.85
10	Payments and adjustments				\$502.85cr
	Opening balance				\$0.00
11 12	Your energy supply details Total UMS assets for current period = 5 New charges Unmetered tariff Charge period: 01 Sep 2016 - 30 Sep 2016	Units	Unit of measure	Unit price (cents)	Amount
	Variable message sign				\$39.85
	Supply charge 15				\$12.21
	Plus GST @ 10.00%				\$5.21
	Total new charges				\$57.25

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. Energy data for this account is calculated in accordance with Electricity Industry Metering Code requirements. The current status of installations is shown on the following pages.

16 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



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synergy.net.au

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

10 Payments and adjustments

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

11) Energy supply details

(12) **New charges**

13 Energy product

(14) Charge period

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

15 Supply charge

you buy from Synergy to your supply basis and whether you use electricity

16 Important information

information relating to your Synergy Western Power fault line in the

How to contact us

17

details how to contact us if and



Understanding my bill

Current supply period

	From	То	No. of days	Charge type	Equipment type	Cumulative wattage*	Price	Pre GST amount
	01 Sep 2016	30 Sep 2016	30	Consumption	UMSL1 - Var message sign 24Hr	144.0000	26.7523	\$38.52
18	01 Sep 2016	30 Sep 2016	30	Supply charge	UMSL1 - Var message sign 24Hr		40.7048	\$12.21
	Total							\$50.73

Adjustments to previous supply periods

	From	То	No. of days	Charge type	Equipment type	Cumulative wattage*	Price	Pre GST amount
9	01 Aug 2016	31 Aug 2016	31	Consumption	UMSL1 - Var message sign 24Hr	-89.2800	0.2675	\$23.88cr
	01 Aug 2016	31 Aug 2016	31	Consumption	UMSL1 - Var message sign 24Hr	91.2000	0.2675	\$24.40
	01 Aug 2016	31 Aug 2016	31	Supply charge	UMSL1 - Var message sign 24Hr	0.0000	0.4070	\$37.86cr
	01 Aug 2016	31 Aug 2016	30	Supply charge	UMSL1 - Var message sign 24Hr	0.0000	0.4070	\$36.63
	01 Aug 2016	31 Aug 2016	1	Supply charge	UMSL1 - Var message sign 24Hr	0.0000	0.4070	\$2.04
	Total							\$1.33

*Cumulative totals over the billing period for the total number of assets and watts for the specified equipment types are used. Should you require a detailed breakdown of all un-metred assets please contact us.

Adjustments to your account are reflected on this invoice. These adjustments reflect changes to the unmetred supply assets recorded for this account as supplied by the Network Operator, Western Power over the supply period detailed on this invoice.

Where credited amounts are applicable, these will be applied to your account as per this invoice. If the credit value is greater than \$75.00, and you would like a cheque refund, please contact us within 20 business days from the date of this invoice.



18 Detailed usage information

retailer of are listed on our website synergy.net.au/ums



19 Adjustment summary

