

Understanding my bill



ABN: 58 673 830 106



3 Sample Industries Pty Ltd
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	123 456 789
Invoice number	9876543210
Date of issue	03 Oct 2016
2	Account period 01 Sep 2016 – 30 Sep 2016 (30 days)

Your account summary

4	Opening balance	\$0.00
		+
5	New charges	\$57.25
	Due 15 Oct 2016	
6	Total	\$57.25

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

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

VISA
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.



26082345678910
Sample Industries Pty Ltd
Account number: 123 456 789

9	Payment number	234 567 8910
	Due 12 Oct 2016	\$57.25



<0000005725> <000260> <000234567891003> >

Understanding my bill

How we've calculated your bill

Previous bill and payments

10	Last bill	\$502.85
	Payments and adjustments	\$502.85cr
	Opening balance	\$0.00

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			\$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.

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 UMS 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 Supply charge

The supply charge is the cost Western Power charges to supply the electricity you buy from Synergy to your supply address. This is charged on a daily basis and whether you use electricity on that day or not.

16 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.

17 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

Current supply period

18

From	To	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
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

19

From	To	No. of days	Charge type	Equipment type	Cumulative wattage*	Price	Pre GST amount
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

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

UMS assets for which Synergy is the retailer of are listed on our website synergy.net.au/ums

19 Adjustment summary

This section displays the adjusted detailed usage information for previous periods.

