

Understanding my bill



ABN: 58 673 830 106



3 Mr S Sample
123 Sample Street
Sampletown WA 1234

Grouped Electricity Tax Invoice

Need help with your bill? Visit synergy.net.au/help

1 Your account details

Account number 123 456 789
Invoice number 9876543210
Date of issue 03 Oct 2016
Account period 01 Aug 2016 – 30 Sep 2016
(61 days)

Your account summary

4	Opening balance	\$0.00
		+
5	New charges	
	Due 15 Oct 2016	\$452.15
		=
6	Total	\$452.15

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 now 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

Post Billpay*
Pay in person at any post office.



26082345678910

Mr S Sample
Account number: 123 456 789

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.

Centrepay
Eligible residential customers can use Centrepay to make voluntary, regular deductions from their Centrelink payments.
Visit humanservices.gov.au/centrepay and register using Synergy reference 555 015 042 S.

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

*Fees may apply.

9 Payment number 234 567 8910

Due 15 Oct 2016 \$452.15



<000045215> <000260> <000234567891003> >

Understanding my bill

How we've calculated your bill

Previous bill and payments

10	Last bill	\$1,677.50
	Payments and adjustments	\$1,677.50cr
	Opening balance	\$0.00

New charges

Summary of member accounts

11	Acct no.	Supply address	From	To	Amount (excl GST)
	123456791	124 Sample St, Samletown WA 1234	01 Aug 2016	30 Sep 2016	\$80.86
	123456792	125 Sample St, Samletown WA 1234	01 Aug 2016	30 Sep 2016	\$330.18

New charges

\$411.04

Plus GST @ 10.00%

\$41.11

This account is a grouped energy account which consolidates energy charges for the premises you have nominated. The balance of each member account has been transferred to the grouped account for billing purposes.

Consumption and charge details for each member account are provided on the following pages. This information is provided for your use and is not to be used for bill payment.

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.

12 Important information

Need more time to pay?

If you're on holidays or just a little short this month, we can help. Visit synergy.net.au/extension

Moving home?

Start, close or transfer your connection online. Visit synergy.net.au/moving

Concessions

Concession card holders may be eligible to receive a rebate on their residential electricity bill. For more information, visit synergy.net.au/concessions

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 53.

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.


13

We're here to help

 synergy.net.au

 13 13 53

 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 Account summary

The new charges member summary includes the member accounts listed under the grouped account. Specific member account information is contained in the following pages of the bill.

12 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.

13 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

Grouped account - member account details

Your energy supply details

Account number: 123 456 791
Invoice number: 001000150288
Supply address: 124 Sample St, Sampletown WA 1234
Next scheduled read date: 30 Nov 2016

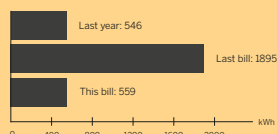
Your usage summary for meter number: 012A23456

Supply period: 01 Aug 2016 - 30 Sep 2016	Previous meter reading	Current meter reading	Units imported (kWh)	Units exported (kWh)
Off-peak	91799	92358	559.0000	

New charges

Hot Water Home Plan (B1) tariff	Units	Unit of measure	Unit price (cents)	Amount
Charge period: 01 Aug 2016 - 30 Sep 2016				
Residential Anytime consumption	559.0000	kWh	12.0805	\$67.53
Supply charge	61.0000	days	21.8675	\$13.34
Plus GST @ 10.00%				\$8.09
Total new charges				\$88.95

How much energy have you used?



Your average daily usage
Your average daily cost

9.1639 units
\$1.46 per day



To see how your usage compares with your suburb, similar sized homes, or to access popular energy saving tips, visit synergy.net.au/myaccount

14 Energy supply details

Here you'll find your supply address for the member account. The next scheduled read date is when Western Power will read this meter. If you're a self-reader, this is the date for you to supply these reading details to Western Power.

15 Meter number

The meter number is the unique identifier for each member account meter that records the usage. With multiple member accounts on a grouped account, you should always check the number on each member matches the number on the meter to ensure you're being billed for the right usage.

16 Supply period

The supply period is the date your meter was last read by Western Power, up to the current read date.

17 New charges

Your new charges include any other charges, concessions, rebates or discounts and the aggregate of the new charges on each member account will always match the 'New charges' displayed on the front of your grouped bill.

18 Energy product

This is the regulated tariff or Synergy energy product the member account is currently on and the rate by which we calculate the new charges.

19 Charge period

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

20 Supply charge

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

21 Usage graph

The usage graph compares the member account consumption across different billing periods, and is a great way to see how each member account is tracking.

22 Daily averages

The average daily cost includes consumption and any other charges ancillary to the consumption, such as the daily Western Power supply charge and GST.

23 My Account

For more detailed suburb or household comparisons, sign up for or login to [My Account](#) and complete your household profile. 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.

24 Customer alerts

Any important alerts or useful product and service messages are included at the bottom of the bill.

Understanding my bill

Grouped account - member account details

Your energy supply details

Account number: 123 456 792
Invoice number: 001000150289
Supply address: 125 Sample St, Sampletown WA 1234
NMI: 80015710750
Next scheduled read date: 30 Nov 2016

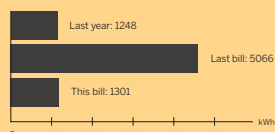
Your usage summary for meter number: 012A23457

	Previous meter reading	Current meter reading	Units imported (kWh)	Units exported (kWh)
Anytime usage	45061	46362	1301.0000	

New charges

Home Plan (A1) tariff	Units	Unit of measure	Unit price (cents)	Amount
Charge period: 01 Aug 2016 - 30 Sep 2016				
Residential Anytime consumption	1301.0000	kWh	23.3663	\$304.00
Supply charge	61.0000	days	42.8940	\$26.17
Plus GST @ 10.00%				\$33.02
Total new charges				\$363.20

How much energy have you used?



Your average daily usage
 Your average daily cost

21.3279 units
 \$5.95 per day



To see how your usage compares with your suburb, similar sized homes, or to access popular energy saving tips, visit synergy.net.au/myaccount

14 Energy supply details

Here you'll find your supply address for the member account and the NMI, which is the number for the member account connection point. The next scheduled read date is when Western Power will read this meter. If you're a self-reader, this is the date for you to supply these reading details to Western Power.

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