

# Understanding my bill



ABN: 58 673 830 106



**3** Mr S Sample  
123 Sample Street  
Sampletown WA 1234

## Electricity Account Tax Invoice

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

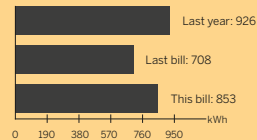
- 1 Your account details**
- |                |             |
|----------------|-------------|
| Account number | 123 456 789 |
| Invoice number | 9876543210  |
| Date of issue  | 03 Oct 2016 |
- 2 Account period** 04 Aug 2016 – 30 Sep 2016 (58 days)

### Your account summary

<b>4</b>	Opening balance	\$0.00
		+
<b>5</b>	New charges	185.75
	Due 15 Oct 2016	
		=
<b>6</b>	Total	\$185.75

**7**

### How much energy have you used?



**8**

**9** Your average daily usage **14.7069 units**  
Your average daily cost **\$3.77 per day**

**10**

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

## 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 Usage graph

The usage graph compares your consumption across different billing periods, and is a great way to see how you're tracking.

## 9 Average cost

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

## 10 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.

## 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!



### Payment options

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

**VISA**  
**Credit/Debit Card\***  
Online: [synergy.net.au/payments](http://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](http://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.

**12**

Payment number **234 567 8910**

Due 15 Oct 2016 **\$185.75**



<000018575> <000260> <000234567891003> >



# Understanding my bill

## How we've calculated your bill

### Previous bill and payments

<b>13</b>	Last bill	\$143.55
	Payments and adjustments	\$143.55cr
	<b>Opening balance</b>	<b>\$0.00</b>

### Your energy supply details

**14** **Supply address:** 123 Sample St, Sampletown WA 1234  
**NMI:** 80019728509  
**Next scheduled read date:** 01 Dec 2016

### Your usage summary for meter number: 012A23456

<b>16</b>	<b>15</b>	<b>17</b>		
Supply period: 04 Aug 2016 - 30 Sep 2016	Previous meter reading	Current meter reading	Units imported (kWh)	Units exported (kWh)
Renewable Energy Buyback Scheme	3885	4109		224.0000
Anytime usage	17224	18077	853.0000	

### 18 New charges

#### Home Plan (A1) tariff

**19** **Charge period:** 04 Aug 2016 - 30 Sep 2016

<b>20</b>	Units	Unit of measure	Unit price (cents)	Amount
*Consumption amount Renewable Energy Buyback Scheme	224.0000	kWh	7.1350	\$15.98cr
Residential Anytime consumption	853.0000	kWh	22.3601	\$190.73
Supply charge	58.0000	days	41.0469	\$23.81
WA Government Cost of Living payment				\$31.40cr

### 22 Other finance charges

Credit/Debit Card transaction fee	\$0.25
Plus GST @ 10.00%	\$18.33
<b>Total new charges</b>	<b>\$185.75</b>

\*GST free

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.

### 23 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](http://synergy.net.au/extension)

#### Moving home?

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

### 24

#### We're here to help

[synergy.net.au](http://synergy.net.au)

13 13 53

TTY Service: (08) 9221 8608

Interpreter Service: 13 14 50

### 13 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.

### 14 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.

### 15 Meter number

The meter number is your unique identifier for the meter that records your usage, so always check the number on your bill matches the number on your 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 REBS

As this account is eligible for the Renewable Energy Buyback Scheme, any units that have been exported back to the grid are detailed here, with the corresponding credit detailed in the 'New charges' section.

### 18 New charges

Your new charges include any other charges, concessions, rebates or discounts and will always match the amount displayed on the front.

### 19 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. The A1 rate is an anytime product, meaning you pay the same no matter what time you're consuming electricity.

### 20 Charge period

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

### 21 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.

### 22 Other Charges

Other finance charges include any other charges you may have incurred since your last billing period and are included within your new charges total.

### 23 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.

### 24 How to contact us

We're always here to help, and this details how to contact us if and when you need to.

