

Understanding my bill



ABN: 58 673 830 106



2 Mr S Sample
123 Sample Street
Sampletown WA 1234

Electricity Account Tax Invoice

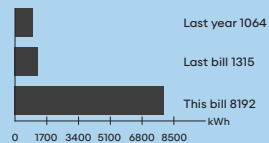
Need help with your bill? Visit synergy.net.au/help

1 **Your account details**
Account number 012 345 678
Invoice number 012345678
Date of issue 16 Jun 2023

Your account summary

3 Opening balance
\$1,832.11cr +
4 New charges
Due 23 Jan 2023 \$2,605.40 =
5 Total
\$773.29

How much energy have you used:



Your average daily usage 65.5360 units
Your average daily cost \$20.77 per day

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9 Data is from the same or similar billing period last year. To see how your usage compares with your suburb, similar sized homes, or to access popular energy saving tips, visit synergy.net.au/myaccount

Payment options

10 **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

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.

11 **Payment number** 033 514 8021
Due 23 Jan 2023 \$773.29

<000041133> <000260> <000002345678910> >

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 Customer details

This is the name and mailing 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**.

3 Opening balance

The opening balance details any credit amount, outstanding or overdue amounts you may have on your account. A darker coloured box means you have an overdue amount that requires urgent attention.

4 This bill

The total of any new charges, adjustments and consumption for this billing period will be displayed here. The breakdown is also detailed under the 'This bill' section of your bill.

5 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 the total, so you know what needs to be paid first.

6 Customer alerts

Any important alerts or useful product and service messages are included in the middle of the bill.

7 Usage graph

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

8 Average cost

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

9 My Account

Gain insights into your business energy usage, update your details, pay your bill and check your historical payments through **My Account**.

10 Payment options

The payment slip features all the ways you can pay, including the convenient **Direct Debit** option.

11 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

12 How we've calculated your bill

Account Summary

Last bill	\$1,273.29
Payments	\$0.00
Adjustments	\$2,605.40cr
Credits	\$500.00cr
Opening balance	\$1,832.11cr

Adjustments

Reversed Invoice number	Date of Issue	Reversed bill amount (excl GST)	Reversed bill GST	Reversal reason
1000739140	12 Jun 2023	\$2,368cr	\$236.86cr	Bill adjustment

13 Credits

*WA Government Household Electricity Credit Offset	\$500.00cr
Plus GST @ 10.00%	\$0.00
Total	\$500.00cr

14 Your energy supply details

Supply address: 123 Sample St, Sampletown WA 1234

NMI: 109876543

Next scheduled read date: 19 Jul 2023

Your usage summary for meter number 0180004850

Supply period: 13 Nov 2023 - 17 Mar 2023	Previous meter reading	Current meter reading	Units imported kWh	Units exported kWh
Anytime usage	327340	335532	8192.0000	

16 This Bill

Home Business Plan (K1) tariff

Bill period: 13 Nov 2023 - 17 Mar 2023

	Units	Unit of measure	Unit price (cents)	Amount
Business Anytime consumption	5692.000	kWh	25.7957	\$1,468.29
Business Anytime consumption	2500.000	kWh	27.3734	\$684.34
Supply charge	125	days	165.7645	\$207.21
Over counter payment fee DR				\$5.25
Paper Bill Fee Dr				\$3.45
Plus GST @ 10.00%				\$236.86
Total				\$2,605.40

*GST free

If you're having problems paying your account, assistance is available. Please contact us before the due date.

A \$6.15 fee may apply for additional reminder notices sent regarding overdue payment of this account.

17 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](https://www.synergy.net.au/extension)

Moving home?

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

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Customer Charter

For information on our products and services, and our obligations under the Customer Service Code, visit [synergy.net.au/charter](https://www.synergy.net.au/charter)

Complaints

At Synergy, we're here to help. If you have a complaint, please call 1800 208 987 to speak with our Customer Service Representative. If they're unable to resolve your complaint, our Complaints Team may be able to help. If your complaint remains unresolved, you can 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](https://www.synergy.net.au)
- 13 13 53
- TTY Service 13 36 77
- Interpreter Service 13 14 50

12 Account Summary

This section features the details of your previous bill and any payments or adjustments made since. If you have a bill reversal, your reversed charges will be included in this line item. This section determines the opening balance from the front of your bill. The total amount will always match the amount displayed on the front of the bill.

13 Credits

This section displays credits that have been applied to your electricity account. If there is overdue debt on your account, the credit will be applied to this amount first.

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 Supply period

The supply period is based on meter readings provided by Western Power or if you're a self-reader, that captures your energy consumption between these dates.

16 This bill

Your new charges will include the revised bill charges for the period that is reversed. This reversed period is displayed in 'Adjustments.' If there are any other charges, concessions, rebates or discounts, these are also shown here.

17 Important Information

This section details further important information relating to your Synergy account, including how to request a payment extension, and the Western Power fault line in the case of an emergency.

18 How to contact us

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

