

Understanding my bill



ABN: 58 673 830 106



2 Mr S Sample
123 Sample Street
Sampletown WA 1234

Gas Account Tax Invoice

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

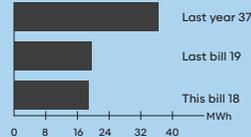
1 Your account details

Account number 123 456 789
Invoice number 9876543210
Date of issue 03 Jan 2023

Your account summary

3	Opening balance	\$000.00
		+
4	New charges	
	Due 23 Jan 2023	\$1,331.55
		=
5	Total	\$1,333.55

How much energy have you used:



Your average daily usage 211.7794 units
Your average daily cost \$15.31 per day

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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

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 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 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.

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.

8 Average cost

THE average daily cost includes your consumption and any other charges ancillary to the consumption.

9 My Account

For your businesses' energy use history and a great range of energy management tools, sign up for or login to **My Account**. If your bill has been estimated by ATCO, we'll let you know here and 'This bill' in the graph will change to white.

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!

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** 234 567 8910
Due 23 Jan 2023 \$1,331.55

<000041133> <000260> <000002345678910> >



Understanding my bill

12 How we've calculated your bill

Previous bill and payments

Last bill	\$1,370.05
Payments and adjustments	\$1,370.05cr
Opening balance	\$0.00

Your energy supply details

13 **Supply address:** 123 Sample St, Samletown WA 1234
NMI: 56004027198
Next scheduled read date: 28 Feb 2023

Your usage summary for meter number 012A23456

14 Energy plan	Previous meter reading	Current meter reading	GJ	Units (kWh)
Supply period: 26 Jul 2023 - 20 Oct 2023				
Anytime consumption	93075	94824	66.3240	18424 8072

†Your interval meter data is available online. Visit synergy.net.au/myaccount to login or register.

New charges

Small Use Gas tariff

Charge period: 26 Jul 2023 - 20 Oct 2023

	Units	Unit of measure	Unit price cents	Amount
15 Gas consumption charge				\$1,210.51
Plus GST @ 10.00%				\$121.05
Total new charges				\$1,331.55

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. Overdue balances may incur an interest charge equal to the Reserve Bank of Australia's cash rate plus 6.00% and will appear on your bill when applied.

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18 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.

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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

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
13 13 53
TTY Service 13 36 77
Interpreter Service 13 14 50



12 Payments and adjustments

This section features the details of your previous bill and any payments or adjustments made since. This determine the opening balance from the front or your bill.

14 Energy supply details

Here you'll find your supply address and the MIRN, which is the number to identify the gas meter at your premises. The next scheduled read date is when ATCO will read your meter.

15 New Charges

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

16 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..

17 Charge period

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

18 Important information

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

19 How to contact us

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



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20 Calculations

Total Gas units * price (flat rate)

Total Gas units * price (flat rate) = 18,424.80720 Units * 0.06570 = \$1,210.51

Total GST charge

Standard rate * tax rate percentage Standard rate @ 10.00% = \$121.05

20 Calculations

These are the calculations used to determine components of your Gas invoice.

