

Understanding my bill



ABN: 58 673 830 106



- 000001

3 MR S SAMPLE
123 SAMPLE STREET
SAMPLE TOWN WA 1234

Electricity Account

Tax Invoice

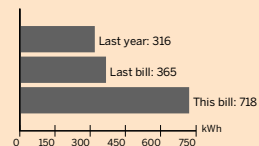
Need help with your bill? Visit synergy.net.au/help

1	Your account details	
	Account number	123 456 789
	Invoice number	1234567890
	Date of issue	08 Feb 2018
2	Account period	09 Jan 2018 - 08 Feb 2018 (31 days)

Your account summary

4	Opening balance	\$0.00
		+
5	New charges	\$244.95
	Due 26 Feb 2018	=
6	Total	\$244.95

How much energy have you used?



Your average daily usage **12.5965 units**
Your average daily cost **\$4.28 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

Payment options

11 **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.



*2608 9331868029

MRS L E WATSON
Account number: 933 186 800

BPAY®/BPAY View*
Billers Code: 2600
Reference: 933 186 8029
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

12	Payment number	12 345 6789
	Due 26 Feb 2018	\$244.95

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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 coloured box means you have an overdue amount that requires urgent attention.

5 New charges

New charges include this bill's adjusted charges. The breakdown is detailed again on the 'New charges' section at the back of the bill.

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 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 log in 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!



Understanding my bill

How we've calculated your bill

Previous bill and payments

Last bill	\$218.45
Payments and adjustments	\$218.45cr
Opening balance	\$0.00

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Your adjustment summary

Reversed invoice number	Date of issue	Reversed bill amount (excl GST)	Reversed bill GST	Reversal reason
1987654321	09 Jan 2018	\$198.59cr	\$19.86cr	Replacement readings provided

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Your energy supply details

Supply address: 123 Sample Street, Sample Town WA 1234
NMI: 1111111111
Next scheduled read date: 16 Feb 2018

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Your usage summary for meter number: 987654321

Supply period:	Previous meter reading	Current meter reading	Units imported (kWh)	Units exported (kWh)
19 Oct 2017 - 14 Dec 2017	32382	33100	718.0000	

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New charges

Home Plan (A1) tariff	Units	Unit of measure	Unit price (cents)	Amount
Charge period: 19 Oct 2017 - 14 Dec 2017				
Residential Anytime consumption	718.0000	kWh	24.0673	\$172.80
Supply charge	57	days	86.2780	\$49.18

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Other finance charges

Credit/Debit Card transaction fee	\$0.69
Plus GST @ 10.00%	\$22.27
Total new charges	\$244.95

If you're having problems paying your account, assistance is available. Please contact us before the due date.
 A \$5.00 fee may apply for additional reminder notices sent regarding overdue payment of this account.

22 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.

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We're here to help

- synergy.net.au
- 13 13 53
- TTY Service: (08) 9221 8608
- Interpreter Service: 13 14 50

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13 Payments and adjustments

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.

14 Your adjustment summary

This section details the amount that has been reversed on your bill and the reason why. If multiple bills have been reversed, these will be listed here. This is provided for your reference.

15 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.

16 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.

17 Supply period

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

18 New charges

Your new charges will include the revised bill charges for the period that is reversed. This reversed period

is displayed in 'Your adjustment summary.' If there are any other charges, concessions, rebates or discounts, these are also shown here. The total amount will always match the amount displayed on the front of the bill.

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

This 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, whether you use electricity on that day or not.

22 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.

23 How to contact us

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

