



What is a XLSX file and what it is used for?

An XLSX file is a Microsoft Excel spreadsheet that is used to store information, data and text in a tabular format. It's an XML-based spreadsheet file created by Microsoft Excel version 2007 and later.

| | A | B | C | D | E | F | G | H | I | J | K |
|---|----------------|----------------|----------------|---------------|---------|---------------------------|-------------------------|--------------|--------------------|------------------|-----------|
| 1 | Account_Number | Invoice_Number | Payment_Number | Customer_Name | Address | Account_Period_Start_Date | Account_Period_End_Date | Invoice_Days | Invoice_Issue_Date | Invoice_Due_Date | Last_Bill |
| 2 | | | | | | | | | | | |



What is a CSV file?

A Comma Separated Value (CSV) is similar to the XLSX file as it is used to store information, data and text in a tabular format. The difference in a CSV file is each line of data represents a record and each record consists of one or more fields separated by comma.

The comma is used as a field delimiter to separate different data. CSV files can be opened in Microsoft Excel with the first row being the table headings and successive rows containing the corresponding data.



What is a XML file?

An Extensible Markup Language (XML) file has been developed to create a common information format that is both human and machine readable. Data in a XML file is a string of characters that are divided into markup and content using markup tags.

```
File Edit Format View Help
<?xml version="1.0" ?>
-<BillDataExport>
-<lineltems>
<Account_Number>
<Invoice_Number>
<Payment_Number>
<Customer_Name>SAMPLE INDUSTRIES PTY LTD</Customer_Name>
<Address>123 SAMPLE STREET SAMPLETOWN WA 1234</Address>
<Account_Period_Start_Date>2017
<Account_Period_End_Date>20
<Invoice_Days>65</Invoice_Days>
<Invoice_Issue_Date>20170426</Invoice_Issue_Date>
```



Why would I need to download these file formats?

The XLSX, CSV and XML files are provided as an addition to the PDF format to provide the ability to download billing data in an easy to use format for financial systems or reporting. Many financial systems, such as MYOB or QuickBooks, support the use of these file formats to import or export data. Please refer to the user manual on which format is required for your system.



Who has access to download their bill in these formats?

The XLSX, CSV and XML files are available to all residential and business customers via MyAccount on the below products:

- Home Plan A1 tariff
- Smart Home Plan
- Home Business Plan K1 tariff
- Charity Accommodation Plan D1 tariff
- Community Service Plan C1 tariff
- Business Time of Use R1 tariff
- Business Time of Use Fifty R3 tariff
- Business Plan L3 tariff
- Business Plan Fifty L3 tariff
- Business Plan
- Business Saver
- Business Flexi
- Business Fixed
- Large Business Demand tariff
- Large Business Demand LV tariff
- Large Business Demand HV tariff
- ESA (Unbundled)
- GSA (Unbundled GAS)
- Business Gas Flexi
- Business Gas Fixed Mid-west/ South-west Non-residential Gas Supply
- NaturalPower
- Grouped invoicing (*please note all products in the collective must be compatible for the additional download options to be available*)

Log in or register for My Account at synergy.net.au/myaccount



Do the XLSX, CSV and XML have the same information as the PDF bill?

The CSV, XLS or XML files include a summary of all customer data contained in the PDF. The PDF may additionally show data calculations as well as service notifications, payment options, marketing messages, important information and Synergy details.



Can I group multiple bills into a single file?

No, for now you can only download one bill at a time.

| Field name | Definition | Data type |
|--------------------------------------|---|------------------|
| Account_Number | Synergy account number or grouped account number for grouped billing | Number |
| Invoice_Number | Number specific to each bill | Number |
| Payment_Number | Number used to make payments using BPAY, to set up BPAY View or to make a payment by Credit or Debit Card | Number |
| Customer_Name | Synergy account holder name | Text |
| Address | Synergy account holder mailing address | Text |
| Account_period_Start_Date | This is the period from your last bill to the issue date of your current bill | Date |
| Account_period_End_Date | This is the period from your last bill to the issue date of your current bill | Date |
| Account_period_Days | Number of days covered by bill | Number |
| Invoice_Issue_Date | Issue date of your current bill | Date |
| Invoice_Due_Date | Bill payment due date | Date |
| Last_Bill | Last bill value | \$ Value |
| Payments_& Adjustments | Payment and adjustments received since last bill (CR credit for DB Debit) | \$ Value |
| Opening_Balance | Opening balance (last bill minus payment received) | \$ Value |
| New_Charges | New charges incurred for the billing period (GST exclusive) | \$ Value |
| New_Charges_GST | GST on new charges incurred for billing period | \$ Value |
| New_Charges_Total | New charges incurred for billing period (GST inclusive) | \$ Value |
| Invoice_Amount | Total bill amount (GST exclusive) - this includes any credits or outstanding amounts you may have, plus any new charges. | \$ Value |
| Invoice_GST | GST on total bill amount | \$ Value |
| Invoice_Total | Total amount due (GST inclusive) - this includes any credits or outstanding amounts you may have, plus any new charges. | \$ Value |
| Overdue_Notice_Fee | Overdue notice fee due for late payment of previous bill (GST exclusive) | \$ Value |
| Overdue_Notice_Fee_Refund | Overdue notice fee refund (GST exclusive) | \$ Value |
| Late_Payment_Charge | Charges incurred for late payment (GST free) | \$ Value |
| Other_Charges | Any other charges not specifically itemised in file (GST exclusive) - information is available on PDF bill | \$ Value |
| Child_Account_Number | Synergy account number for child account (grouped billing only) | Number |
| Child_Invoice_Number | Number specific to each bill for child account (grouped billing only) | Number |
| Fuel_Type | Electricity or Gas | Text |
| Meter_Number | Electricity or Gas meter number (field will be blank if a change of meter has occurred during the billing period. New meter number will show on next bill) | ID Number |
| NMI/MIRN | NMI: unique identifier for network connection point for Electricity MIRN: unique identifier for network connection point for Gas | ID Number |
| Site_Supply_Address | Address of supply site | Text |
| CO2_Emission | CO2 emission expressed in Kg (information not a charge) | Number |
| Tariff/Plan_Name | Product name | Text |
| Tariff/Plan_Period_Start_Date | Period start date on product for calculating charges related to supply and energy | Date |
| Tariff/Plan_Period_End_Date | Period end date on product for calculating charges related to supply and energy | Date |
| Meter_Charge | Meter rental charge - only applicable to some gas and electricity tariffs | \$ Value |
| Supply_Rate | Supply charge base rate | \$ Value |
| Supply_Rate_Unit | Supply charge unit of measure (Cents/Day) | Text |
| Supply_Quantity | Number of units within the supply period | Number |
| Supply_Quantity_Unit | Unit of measure for Supply charge quantity (Days) | Text |
| Supply_Cost | Supply charges incurred for the billing period (GST exclusive) | \$ Value |
| Add_Supply_Cost | Additional supply charges for billing period (GST exclusive) - includes charges for additional supply (A1), additional Beds (D1) and charges for Sub-meter rental | \$ Value |
| Minimum_Charge | Minimum charge per day averaged over a billing period - only applicable to Large Business Demand LV and HV tariffs | \$ Value |
| Demand_Charge | Charge in dollars per day per kW max demand for a billing period - only applicable to Large Business Demand LV and HV tariffs | \$ Value |
| Power_Factor_charge | Charge applied where power factor is below 0.8 in On peak period - only applicable to Large Business Demand LV and HV tariffs | \$ Value |

| Field name | Definition | Data type |
|--|--|-----------------|
| Peak/Anytime_Rate | On Peak or Anytime rate per unit for energy | \$ Value |
| Peak/Anytime_Rate_Unit | On peak or Anytime unit of measure such as \$/kWh | Text |
| Peak/Anytime_Quantity | Number of On peak or Anytime units | Number |
| Peak/Anytime_Quantity_Unit | On peak or Anytime energy consumption unit of measure (kWh) | Text |
| Peak/Anytime_Cost | On peak or Anytime energy consumption cost (excluding GST) | \$ Value |
| Off_Peak_Rate | Off peak rate per unit for energy | \$ Value |
| Off_Peak_Rate_Unit | Off peak unit of measure such as \$/kWh | Text |
| Off_Peak_Quantity | Number of Off peak units | Number |
| Off_Peak_Quantity_Unit | Off peak energy consumption unit of measure (kWh) | Text |
| Off_Peak_Cost | Off peak energy consumption cost (GST exclusive) | \$ Value |
| Shoulder1_Rate | Shoulder1 rate per unit for energy - only applicable for Smart Home Plan | \$ Value |
| Shoulder1_Rate_Unit | Shoulder1 unit of measure such as \$/kWh | Text |
| Shoulder1_Quantity | Number of Shoulder1 units | Number |
| Shoulder1_Quantity_Unit | Shoulder1 Energy consumption Unit of measure (kwh) | Text |
| Shoulder1_Cost | Shoulder1 energy consumption cost (GST exclusive) | \$ Value |
| Shoulder2_Rate | Shoulder2 rate per unit for energy - only applicable for Smart Home Plan | \$ Value |
| Shoulder2_Rate_Unit | Shoulder2 unit of measure such as \$/kWh | Text |
| Shoulder2_Quantity | Number of Shoulder2 units | Number |
| Shoulder2_Quantity_Unit | Shoulder2 energy consumption unit of measure (kwh) | Text |
| Shoulder2_Cost | Shoulder2 energy consumption cost (GST exclusive) | \$ Value |
| Rate_Block1 | Block1 (stepped) rate per unit for energy | \$ Value |
| Unit_Block1 | Block1 (stepped) unit of measure such as \$/kWh | Text |
| Quantity_Block1 | Number of Block1 (stepped) or Anytime units | Number |
| Quantity_Unit_Block1 | Block1 (stepped) energy consumption unit of measure (kWh) | Text |
| Cost_Block1 | Block1 (stepped) energy consumption cost (GST exclusive) | \$ Value |
| Rate_Block2 | Rate for energy Block2 (stepped) | \$ Value |
| Unit_Block2 | Block2 (stepped) rate per unit for energy | Text |
| Quantity_Block2 | Block2 (stepped) unit of measure such as \$/kWh | Number |
| Quantity_Unit_Block2 | Number of Block2 (stepped) or Anytime units | Text |
| Cost_Block2 | Block2 (stepped) energy consumption unit of measure (kWh) | \$ Value |
| Rate_Block3 | Rate for energy Block3 (stepped) | \$ Value |
| Unit_Block3 | Block3 (stepped) rate per unit for energy | Text |
| Quantity_Block3 | Block3 (stepped) unit of measure such as \$/kWh | Number |
| Quantity_Unit_Block3 | Number of Block3 (stepped) or Anytime units | Text |
| Cost_Block3 | Block3 (stepped) energy consumption unit of measure (kWh) | \$ Value |
| Capacity_Charge | Unbundled charge for individual reserve capacity requirement in the wholesale electricity market (WEM) | \$ Value |
| LFAS | Load Following Ancillary Service | \$ Value |
| LRET | Large Scale renewable Energy target charges cost (GST exclusive) | \$ Value |
| SRES | Small Scale renewable Energy target charges cost (GST exclusive) | \$ Value |
| Excess_Demand_Charge | Excess demand charge - only applicable to specific tariffs | \$ Value |
| ENUC_Excess_Network_Usage_Charge | Charge for customer demand in excess of contracted maximum demand in a billing period - only applicable for agreements with maximum demand component | \$ Value |
| Network | Network charges if applicable (GST exclusive) | \$ Value |
| Gas_Distribution_Standing_Charges | Gas distribution specific charges | \$ Value |
| Gas_Distribution_Demand_Charges | Gas distribution specific charges | \$ Value |
| Gas_Distribution_usage_Charges | Gas distribution specific charges | \$ Value |
| Gas_Distribution_USDF_Charges | Gas distribution specific charges | \$ Value |
| Gas_overrun_charges_in_MDQ | Gas distribution specific charges | \$ Value |
| Natural_Power_Charge | NaturalPower charge | \$ Value |