

Understanding my bill



ABN: 58 673 830 106



3 Sample Industries Pty Ltd
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 Oct 2016
2	Account period 01 Sep 2016 – 30 Sep 2016 (30 days)

Your account summary

4	Opening balance	\$0.00
		+
5	New charges	\$29,041.75
	Due 15 Oct 2016	
6	Total	\$29,041.75

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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 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 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 Payment options

The payment slip features all the ways you can pay, including the convenient [Direct Debit](#) option.

9 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

8 **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

EFT
Electronic Funds Transfer
Please email remittance@synergy.net.au for details. A minimum payment of \$5,000 is required for EFT.

Mail
Send your cheque payable to Synergy with this payment slip to GPO Box U1913 Perth WA 6845.

9 **BPAY®/BPAY View***
Biller Code: 2600
Reference: 234 567 8910
Contact your bank or financial institution to make this payment from your cheque, savings debit or transaction account.

Post Billpay*
Pay in person at any post office.



26082345678910
Sample Industries Pty Ltd
Account number: 123 456 789

*Fees may apply.



Payment number **234 567 8910**
Due 15 Oct 2016 **\$29,041.75**

<0002904175> <000260> <000234567891003> >



Understanding my bill

How we've calculated your bill

Previous bill and payments

10	Last bill	\$208,547.50
	Payments and adjustments	\$208,547.50cr
	Opening balance	\$0.00

Your energy supply details

Supply address: 123 Sample St, Sampletown WA 1234

MIRN: 56004027198

11 **Next scheduled read date:** 31 Oct 2016

Your usage summary for meter number: 012A23456

Energy plan	Previous meter reading	Current meter reading	GJ	Units (kWh)
Supply period: 01 Sep 2016 - 30 Sep 2016				
Anytime consumption	0	10	122.9500	34155.5100

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

12 New charges

Custom Gas Large Complex Calculation tariff

Units	Unit of measure	Unit price (cents)	Amount
Gas consumption charge based on CPI			\$25,938.47

Other finance charges

*Late Payment charge	\$509.43
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Plus GST @ 10.00% \$2,593.85

Total new charges \$29,041.75

*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.

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.

14 Important information

Need a payment extension?

If you need a little more time to pay your bill, then we're here to help. Visit synergy.net.au/extension

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 54.

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.

If you smell gas

Call the ATCO Gas 24hr emergency line on 13 13 52.

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We're here to help

synergy.net.au

13 13 54

TTY Service: (08) 9221 8608

Interpreter Service: 13 14 50

10 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.

11 Account summary

The new charges member summary includes the member accounts listed under the grouped account. Specific member account information is contained in the following pages of the bill.

12 New charges

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

13 Energy product

This is the Synergy energy product you're currently on based on your Gas Sales Agreement.

14 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.

15 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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16 Calculations

Gas consumption charge based on CPI

Gas consumption GJ * CPI factored price =122.950000000 * 16.507707676 =25,938.47

GST charge

Standard rate * tax rate percentage Standard rate @ 10.00% =2593.85

17 Variables used in calculations

Variable name	Description	Value	Period
A	CPI adjustment factor 'A'	1.0000	01 Sep 2016 - 30 Sep 2016
CPIB	CPI base	190.2000	01 Sep 2016 - 30 Sep 2016
CPIN 8	CPI_8 weighted average of 8CC	191.8000	01 Sep 2016 - 30 Sep 2016

16 Calculations

These are the calculations used to determine components of your Gas invoice. Calculations shown here will vary based on the Gas Sales Agreement you have with us.

17 Variables

This area lists variables used in the calculation of your gas account. These will generally vary from site to site.

