



A guide to your home bill



My Home Electricity Account

Ergon Energy Queensland Pty Ltd ABN 11 121 177 802

MRS A SMITH
123 POWER ST
TOWNSVILLE QLD 4810

MY ACCOUNT DETAILS

Account number: **12345678**
For supply at:
123 POWER ST
TOWNSVILLE QLD 4810
National Metering
Identifier (NMI): **3031234567**
Bill issue date: **24 FEB 2026**

HOW MUCH DO I OWE?

Total due
\$281.87

When is my payment due?
12 MAR 2026

NEED HELP?

 **Enquiries and complaints**
Ergon Energy Retail
13 10 46 or
ergon.com.au/contact

Energy and Water Ombudsman Qld
1800 662 837

Faults enquiries
Ergon Energy Network
13 22 96

Life-threatening emergencies
Triple Zero (000) or
Ergon Energy Network
13 16 70

Compare plans from other retailers at Energy Made Easy www.energymadeeasy.gov.au

HOW TO PAY YOUR BILL

 **PAY ON OUR WEBSITE**
Online at
ergon.com.au/bpoint
Ref: 81422911

 **PAY BY PHONE**
Call 1300 363 214
Ref: 12345678

 **PAY BY DIRECT DEBIT**
Call 13 10 46 or login or
register at My Account
ergon.com.au/myaccount

 **PAY BY BPAY**
Billers Code: 1552
Ref: 123456780

 **PAY BY MAIL**
Cheque or money order payable to:
Ergon Energy Retail
PO Box 959, Parramatta NSW 2124

EFT **PAY BY EFT**
Call 13 10 46 to organise

 **PAY IN PERSON**
At any Post Office

 **Post Billpay** **Billers Code: 1552**
Ref: 123456780
Pay online at auspost.com.au/postbillpay
Pay by phone 13 18 16

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My Home Electricity Account

Ergon Energy Queensland Pty Ltd ABN 11 121 177 802

MISS A SAMPLE
123 AVENUE ST
TOWN QLD 4714

1	2	3
MY ACCOUNT DETAILS	HOW MUCH DO I OWE?	NEED HELP?
Account number: A-1234A123 For supply at: 123 AVENUE ST TOWN QLD 4714 National Metering Identifier (NMI): 3031234567 Bill issue date: 24 FEB 2026	Total due \$281.87 When is my payment due? 12 MAR 2026	Enquiries and complaints Ergon Energy Retail 13 10 46 or ergon.com.au/contact Energy and Water Ombudsman Qld 1800 662 837 Faults enquiries Ergon Energy Network 13 22 96 Life-threatening emergencies Triple Zero (000) or Ergon Energy Network 13 16 70

Compare plans from other retailers at Energy Made Easy www.energymadeeasy.gov.au

4 HOW TO PAY YOUR BILL		
PAY ON OUR WEBSITE Online at ergon.com.au/paybpoint Bill Code: 415067 Ref: 50123456789	PAY BY BPAY Bill Code: 415067 Ref: 501 234 567 89 Mobile & Internet Banking - BPAY* Make this payment from your preferred bank account * Registered to BPAY Pty Ltd ABN 69 079 137 518	PAY IN PERSON At any Post Office
PAY BY PHONE Call 1300 577 300 Ref: 50123456789	PAY BY MAIL Cheque or money order payable to: Ergon Energy Retail PO Box 959, Parramatta NSW 2124 Cut this section off and post with payment	Post Billpay Pay online at auspost.com.au/postbillpay Pay by phone 13 18 16
PAY BY DIRECT DEBIT Call 13 10 46	EFT PAY BY EFT Call 13 10 46 to organise	

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1 Account details

Your account number is your unique ID that helps us find your details quickly, so keep it handy when you call.

You'll also see your supply address, National Metering Identifier (NMI) and your bill's issue date here.

2 How much do I owe?

Here you can quickly see how much you owe (including GST) and the date your payment is due. If you're in credit, it will show as \$0.00 due, and you can check your credit balance in the bill summary.

If you still have money owing from a previous bill, this section only shows the new bill amount, so check the bill summary for the full total owing.

3 Need help?

You'll find all our key contact numbers here, making it easy to reach out whenever you need us.

4 How to pay your bill

Everything you need to know about the different ways you can pay your bill and the reference number needed for each option.

Please check your reference number every time you make a payment, as these details can change.

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5

Meter reading and access

Here you'll see your meter type (basic or smart) and the type of reading that was used to calculate your bill.

6

Plan summary

Your plan summary shows all active tariffs at your place and your Clean Energy subscription amount, if it applies to you.

7

Understanding your bill

Here's where your bill is split into clear sections so you can easily understand how we've worked out your charges and credits.

7a

Previous balance and payments

Here you can see your previous bill's balance, any payments you've made and the amount that's been carried over to this bill.

7b

New charges

This section sets out your electricity tariff/s and any other charge details including:

- Previous and current meter readings (if you have a basic meter)
- How much electricity you've used in kilowatt hours or kilowatts (kWh/kW)
- Dollars per kWh/kW as well as the total cost of the electricity
- Daily service fee/s
- Other charges including any RFDS donations and/or subscriptions.

7c

New credits

Here you'll find details on any solar tariff/s and other credits you may have received over the billing period.

8

Compare your usage

See how your current electricity use and solar exports stack up against previous bills. We've made it simple with one bar for each bill. You can also view your electricity use and solar exports as an average for this billing period.

9

Bill summary

This is a clear snapshot of all the information in your bill:

- Balance prior to the current bill
- New charges (including electricity charges and other charges)
- New credits (including solar credits and other credits)
- Total amount due.

If you have a smart meter...

If you have a smart meter, start and end readings will display as zero. This is because smart meters record and send detailed usage data across the whole billing period. That means your bill is based on the total energy recorded over time, rather than two individual meter reads.

2 NEW CHARGES								
Tariff Component	Start Read	End Read	Quantity (KW/kWh)	Days	Rate (GST Excl)	Total (GST Excl)	GST	Amount (GST Inc)
Tariff 11 - Residential Flat Rate (General Domestic) (25/11/24 - 25/12/24)								
All usage	0	0	557.81	30	\$0.30972	\$172.76	\$17.28	\$190.04
Service Fee				30	\$1.24243	\$37.27	\$3.73	\$41.00
Tariff 33 - Controlled Supply (Economy) (25/11/24 - 25/12/24)								
All Usage	0	0	126.28	30	\$0.19185	\$24.23	\$2.42	\$26.65
Service Fee				30	\$0.03372	\$1.01	\$0.10	\$1.11
SUB-TOTAL						\$235.27	\$23.53	\$258.80

For a detailed breakdown of your usage, simply log in or sign up for My Account at ergon.com.au/myaccount

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MY METER READING AND ACCESS

This premises has a basic meter

This bill is based on actual meter readings obtained.

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MY PLAN SUMMARY

Tariff 11 - Residential Flat Rate

Tariff 33 - Controlled Supply

Solar Exports - Solar feed-in for Regional Queensland

Clean Energy Subscription 10%

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UNDERSTAND MY BILL

1 BALANCE PRIOR TO THIS BILL

Previous Account	\$200.00
Payments	\$200.00CR
Balance brought forward	\$0.00

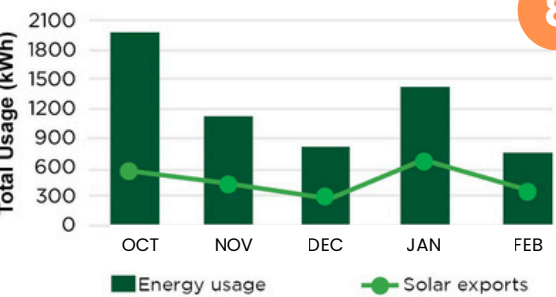
2 NEW CHARGES

Tariff Component	Start Read	End Read	Quantity (KW/kWh)	Days	Rate (GST Excl)	Amount (GST Excl)	GST	Amount (GST Inc)
Tariff 11 - Residential Flat Rate (General Domestic) (23/01/26 - 23/02/26)								
All Consumption	2000	2986	986		\$0.22135	\$218.25	\$21.82	\$240.07
Service Fee				92	\$0.90408	\$83.17	\$8.32	\$91.49
Tariff 33 - Controlled Supply (General Domestic) (23/01/26 - 23/02/26)								
All Consumption	1000	1689	689		\$0.17400	\$119.89	\$11.98	\$131.87
SUB-TOTAL						\$421.31	\$42.12	\$463.43

3 NEW CREDITS

Tariff Component	Start Read	End Read	Quantity (KW/kWh)	Days	Rate (GST Excl)	Amount (GST Excl)	GST	Amount (GST Inc)
Solar Exports - Solar feed-in for regional Queensland (23/01/26 - 23/02/26)								
All Consumption	3000	4020	1020		-\$0.09300			\$94.86CR
SUB-TOTAL								\$94.86CR
Rebates and Other Credits								
QLD Govt Electricity Rebate (92 days)					\$1.01	\$92.92	\$9.29	\$102.21CR
SUB-TOTAL						\$92.92	\$9.29	\$102.21CR

COMPARE YOUR USAGE OVER TIME



Average daily kWh this period

Energy usage	18.21
Solar Exports	11.09

BILL SUMMARY

23/01/26 - 23/02/26

1 Balance prior to this bill	\$0.00CR
2 New Charges	
Electricity Charges	\$463.43
Other Charges	\$15.51
3 New Credits	
Solar Credits	\$94.86CR
Rebates and Other Credits	\$102.21CR
TOTAL AMOUNT DUE	\$281.87

CONTACT INFORMATION**10****Additional Assistance**

Ergon Energy Retail offer hardship programs, Government rebates, access to financial assistance and drought relief for eligible customers. For more information, visit ergon.com.au/supportprograms

Having difficulty paying?

Contact us to request a payment plan or extension. Call **13 10 46** or visit ergon.com.au/myaccount

Interpreter Service 1300 607 555

Servizi di interpretariato e traduzione
Dolmetscher- und Übersetzungsdienst
Mga serbisyo sa pagsasalin-wika
Tolk- en vertaal diensten
Dịch vụ thông dịch và dịch thuật
Jasa tarjamahan sareng tarjamahan
口译和笔译服务
Kǒuyì hé bǐyì fúwù

**National Relay Service**

TTY/voice calls 13 36 77 and Speak & Listen 1300 555 727

11**BILL MESSAGES**

Next Meter Read Date (Approx) 23/03/2026 **Security Deposit Held** Nil

Moving Premises? Contact us to arrange a final reading and/or a new application before you move. You are responsible for this account and electricity used until a final meter reading is obtained.

The balance of your bill will be paid by Direct Debit on 12/03/2026.

PAYMENTS**12**

Payment Date	Amount Paid
01/12/2025	\$50.00
02/12/2025	\$50.00
03/12/2025	\$50.00
07/12/2025	\$50.00

PREVIOUS BALANCES OWING**13**

Previous Due Date	Amount Due
01/01/2025	\$643.11
01/09/2025	\$387.79
01/06/2025	\$689.79
01/03/2025	\$509.87

Ergon Energy Retail acknowledges the Traditional Custodians of the land on which we live and work, and recognise their continuing connection to land, waters and community. We pay respect to Elders past and present.



Want to better manage your home *energy* use?

Visit ergon.com.au/homeenergytips

Are you eligible for the Queensland Government Rebate?

Visit ergon.com.au/supportprograms



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10**Other contact information**

You'll find our other contact details here, including support programs, interpreter services and the National Relay Service if you need them.

11**Bill messages**

Here's where we show your next meter read date (for basic meters), any security deposit details, and other bill messages that apply, including information about direct debits.

12**Payments**

These are the payments you've made on your account since your last bill was issued.

13**Previous balances owing**

These are the amounts and balances owing for your current and previous bills.

Need a hand? We've got you

Find all the ways to get in touch at ergon.com.au/contact

**RETAIL**

ergon.com.au/retail

ABN 11 121 177 802
Ergon Energy Queensland Pty Ltd

