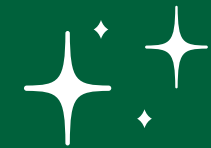




RETAIL

Understand your *home* bill



PAGE 1 OF 3



My Home Electricity Account

Ergon Energy Queensland Pty Ltd ABN 11 121 177 802 Tax Invoice No. 352932518165

MISS A SAMPLE
123 AVENUE ST
TOWN QLD 4714

MY ACCOUNT DETAILS

Account number: **A-1234A123**

For supply at:
123 AVENUE ST
TOWN QLD 4714

National Metering
Identifier (NMI): **3031234567**

Bill issue date: **21/12/2023**

HOW MUCH DO I OWE?

Total due
\$281.87

When is my payment due?
04/01/2024

NEED HELP?



Enquiries and complaints

Ergon Energy Retail
13 10 46 or
[ergon.com.au/contact](https://www.ergon.com.au/contact)

**Energy and Water
Ombudsman Qld**
1800 662 837

Faults enquiries
Ergon Energy Network
13 22 06

First page

PAGE 1 OF 3



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1

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2

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Total due

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When is my payment due?
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3

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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

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



Post Billpay
Pay online at auspost.com.au/postbillpay
Pay by phone 13 18 16



*468 5123456789 \$281.87



PAY BY PHONE
Call 1300 577 300
Ref: 50123456789



PAY BY DIRECT DEBIT
Call 13 10 46



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

EFT

PAY BY EFT
Call 13 10 46 to organise

<0000000000> <065328> <000050123456789> > >

1

Account details

Your Account number is a unique identifier which helps us access your information, so please have this handy when you call us.

Your supply address, National Metering Identifier (NMI), and the issue date of your bill are also shown here.

2

How much do I owe?

Here you can see at a glance how much you owe (including GST) and the day on which the payment is due. If you are in credit, this will display as \$0.00 due, please see the bill summary to check your credit balance.

If you have money owing from a previous bill, this will only show the new bill amount due, please see the bill summary to check the total amount outstanding.

3

Need help?

You'll find all our important contact numbers here, so you can get in touch when you need to.

4

How to pay your bill

Everything you need to know about the various ways you can pay your bill and your reference number required for each payment option.

Please ensure that you check your reference number each time you make a payment as they may change.

Second page

5

Meter reading and access

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

6

Plan summary

Your plan summary outlines all tariffs active at your premise and your Clean Energy Subscription amount if applicable.

7

Understanding your bill

Here's where your bill is broken down into sections so you can better understand how we've worked out your charges and credits.

7a

Previous balance and payments

Here you'll be able to see the balance of your previous bill, any payments made and the balance brought forward.

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 supply service fee/s
- Your metering services charge.
- Other charges including donations and 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 usage and solar exports compare to previous bills. We've simplified this information with one bar for each bill. You can also see your electricity usage and solar exports as an average for the current 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...

Your start and end readings will always display as zero. This is because we don't receive individual readings from smart meters. Instead, we receive the total amount of energy you've used during each billing period. See example below.

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.

5

MY METER READING AND ACCESS

This premises has a basic meter

This bill is based on actual meter readings obtained.

6

MY PLAN SUMMARY

Tariff 11 - Residential Flat Rate

Tariff 33 - Controlled Supply

Solar Exports - Solar feed-in for Regional Queensland

Clean Energy Subscription 10%

PAGE 2 OF 3

UNDERSTAND MY BILL 7

1 BALANCE PRIOR TO THIS BILL 7a

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

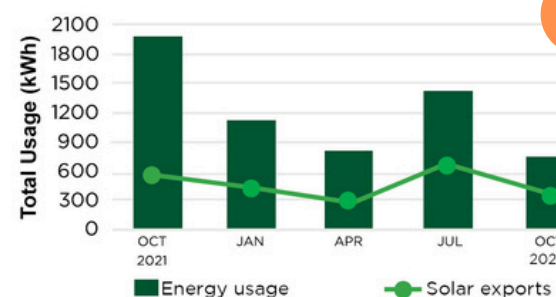
2 NEW CHARGES 7b

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) (21/09/22 - 19/12/22)								
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) (21/09/22 - 19/12/22)								
All Consumption	1000	1689	689		\$0.17400	\$119.89	\$11.98	\$131.87
SUB-TOTAL						\$421.31	\$42.12	\$463.43
Other Charges								
Meter Services Charge					\$0.15333	\$14.10	\$1.41	\$15.51
SUB-TOTAL						\$14.10	\$1.41	\$15.51

3 NEW CREDITS 7c

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 (21/09/22 - 19/12/22)								
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 8



Average daily kWh this period

Energy usage	18.21
Solar Exports	11.09

BILL SUMMARY 21/09/22 - 19/12/22

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
Kōuyì 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) 20/03/2023 **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.

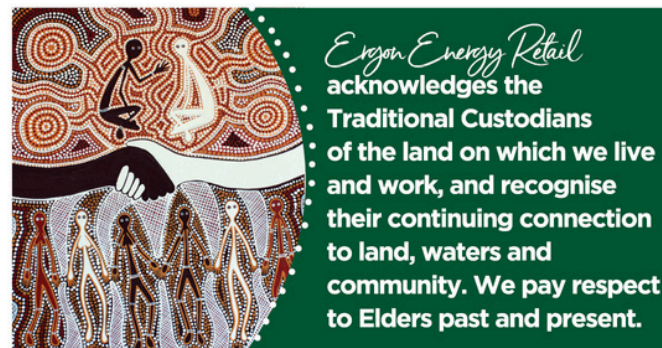
The balance of your bill will be paid by Direct Debit on 04/01/2024.

PAYMENTS 12

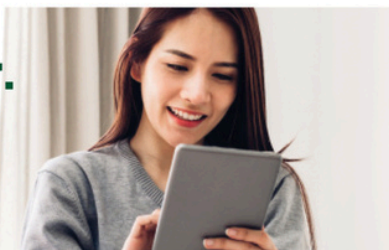
Payment Date	Amount Paid
01/12/2022	\$50.00
03/12/2022	\$50.00
07/12/2022	\$50.00
10/12/2022	\$50.00

PREVIOUS BALANCES OWING 13

Previous Due Date	Amount Due
01/09/2022	\$643.11
01/06/2022	\$387.79
03/03/2022	\$689.79
01/01/2022	\$509.87



**Simpler.
Easier.
Better.**



REGISTER NOW AT
ergon.com.au/myaccount

Third page

10**Other contact information**

You'll find our other contact information here such as additional assistance (support programs), interpreter service and national relay service.

11**Bill messages**

Here is where we will display your next meter read date (if you have a basic meter), security deposit information, RFDS F/Y donations and any other applicable bill messages including direct debits.

12**Payments**

These are the payments you've made against your account since your last bill.

13**Previous balances owing**

These are the amounts and balances owing for the current and previous bills, if you need more time to pay, please call us for assistance.



If you have any questions about your account, feel free to contact us.

Customer Service

13 10 46

8am – 5pm, Mon to Fri

PO Box 308 Rockhampton QLD 4700

ergon.com.au

ABN 11 121 177 802

Ergon Energy Queensland Pty Ltd

