A guide to
your household
residential bill

We’ve set out your billing information in clearly labelled sections, which all come together in an account summary on the front.

This guide explains each of these sections and more - bill account details, the amount to pay and when to pay by, your usage information and graphs to help you compare your usage with previous bills and other households.

Unfold this guide to better understand your electricity bill

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

If you experience a power outage or unexpected loss of supply contact your Distributor, Ergon Energy Network, who is responsible for the poles, wires and reliability of supply in your area.

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

The number of days covered by this bill as well as the approximate next scheduled meter read date are shown here. Please ensure safe access is available to your meter around this date.

Account Summary
This is a clear snapshot of all of the information in your account basics.

• Previous account invoiced on your last bill;
• Payments received since your last bill was issued;
• Opening balance of this account should you have any amounts outstanding from your last bill;
• Electricity charges for this bill;
• Queensland Solar Scheme credits (if applicable);
• Other charges and credits for this bill;
• Total amount due for this account including GST.*

* Please see Account Breakdown (3) overleaf for more detail

Total Due and Pay By Date
Here you can see at a glance what you owe including GST and the day on which payment is due. We understand that sometimes it’s hard to pay for everyday essentials like electricity. But we also know you can’t live without it, so we’d like to help if we can. Please call us on 13 10 46 before the pay by date about payment options.

Important
This is a dedicated space we’ll use to give you important messages such as meter reads, pricing, Industry or regulatory updates.

Compare Your Usage
Total Usage and Average daily cost
See how your current electricity usage compares to previous bills. We’ve simplified the information with one bar for each bill. You can see how much your energy costs daily as well as compare your daily usage in kilowatt hours (kWh) with the same time last year.

Compare your electricity usage with other households in your area
This graph gives you an easy way to see how your electricity use compares to other households. Your usage is shown in the left bar and the other bars compare how your usage is against the average usage for households based on the number of occupants.

The average electricity usage of other households and ways to save electricity can be found at energymadeeasy.gov.au

Message
This is where to look for information that may assist in managing your electricity bill, as well as help you take control of your energy usage and save money.

Supply Details
Information specific to your address where electricity is supplied is found here.

The National Metering Identifier (NMI) is a unique number for your premises.

Your address where your electricity meter(s) is located.

Your network tariff class is determined by Ergon Energy Network. This determines your eligibility for Retail tariff(s) options.

When paying with BPAY
Using the right BPAY reference number ensures we credit your account on time. Please turn over the page to update yours.

Account enquiries and complaints 13 10 46 (7am-6:30pm Mon-Fri)
Faults Ergon Energy 13 22 96 (24 hrs, 7 days)
Life-threatening emergencies (24 hrs, 7 days)
Triple Zero (000) or Ergon Energy 13 16 70
customerservice@ergon.com.au
ergon.com.au

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**Queensland Solar Scheme**

If you have a solar PV system, this lists the previous and current readings of your solar meter and the amount paid to you for the solar electricity generated as part of the scheme. In this example, the customer is on the 44c solar feed in tariff.

**Other Charges & Credits**

Here you'll find details including your Clean Energy subscription, Royal Flying Doctor Service donation or Queensland Government Electricity Rebate. Your Metering Services Charge is set out here also. These charges may be different to your neighbours’ depending on the type of tariff/s you have at your house. For more information on these charges go to ergon.com.au/metercharges.

**Payments Received**

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

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**A guide to your household residential bill**

**Account Breakdown**

Here’s where your charges are broken down into sections so you can better understand how we’ve worked out your bill.

**Electricity Charges**

This section sets out your tariff/s electricity charges:
- meter number/s - a unique number for the meter on your property. The meter measures the amount of energy you use over any given period; previous and current meter readings;
- how much electricity you’ve used in kilowatt hours (kWh) between your last reading and current bill;
- cents per kWh as well as the total dollar cost of the electricity;
- your daily supply service fee/shown in cents per day as well as a total;
- number of days billed.

If you are on economy Tariffs 31 or 33, you will see them listed here also.

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**Other Information**

Details on things like concessions, moving premises, providing safe and convenient meter access, and interpreter and national relay services.

**Payment Options**

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

**BPAY Information**

You’ll find your up-to-date BPAY reference number here. It has one extra number to your Account Number so please check your bill before your next BPAY.

**Payment details**

Here you can see at a glance your Account Number, what you owe (including GST) and the day on which payment is due. Your Account Number is your reference number for most payment options - BPOINT, Phone Pay and Bill Pay.