

# 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

- 1 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.
- 2 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.
- 3 Account Summary**  
This is a clear snapshot of all of the information in your bill -
  - Previous amount 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 (9) overleaf for more detail
- 4 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.
- 5 Important**  
This is a dedicated space we'll use to give you important messages such as meter reads, pricing, industry or regulatory updates.

- 6 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 household usage stacks up against 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](http://energymadeeasy.gov.au)
- 7 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.
- 8 Supply Details**  
Information specific to your address where electricity is supplied is found here.
  - 8a** The National Metering Identifier (NMI) is a unique number for your premises.
  - 8b** Your address where your electricity meter/s is located.
  - 8c** Your network tariff class is determined by Ergon Energy Network. This determines your eligibility for Retail tariff/s options.



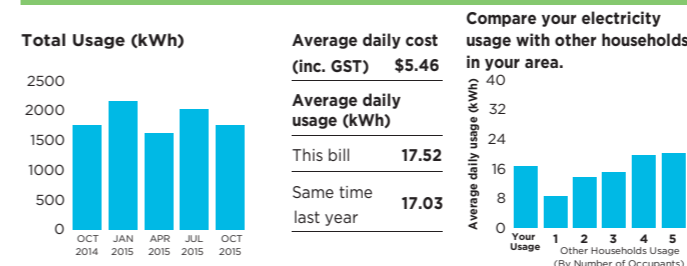
## Electricity Account

MRS A SAMPLE  
PO BOX 1234  
SAMPLETOWN QLD 1234

### 3 Account Summary

Previous Account	\$291.53
Payments Received	\$291.53 CR
<b>Opening Balance of this Account</b>	<b>\$0.00</b>
Electricity Charges	\$498.33
Queensland Solar Scheme	\$227.48 CR
Other Charges & Credits	\$11.41
<b>Total New Charges</b>	<b>\$280.68</b>
<b>Total Amount Due</b>	<b>\$280.68</b>

### 6 Compare Your Usage

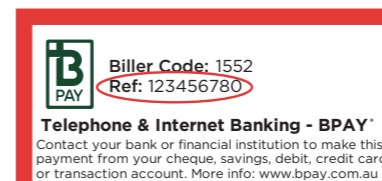


Electricity tariff rates, including minimum charges, service fees and conditions of supply, are available at [ergon.com.au](http://ergon.com.au) or by phoning 13 10 46.

Find out how average electricity usage of other households is calculated and ways to save electricity at [energymadeeasy.gov.au](http://energymadeeasy.gov.au)

### 7 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.



- 1** 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](mailto:customerservice@ergon.com.au) [ergon.com.au](http://ergon.com.au)

### 2 Account Details

Account Number	12345678
Issue Date	08/10/15
Billing Period (91 days)	08/07/15-07/10/15
Security Deposit Held	NIL
Next Meter Read (Approx)	06/01/16

**Total Due \$280.68**  
**Pay By 28 Oct 15**

### 8 Supply Details

- 8a National Metering Identifier (NMI)**  
12345678901
- 8b Premises Address**  
123 SAMPLE ST  
SAMPLETOWN QLD 1234
- 8c Tariff Class Description**  
Standard Asset Customer - Small (< 100 MWh p.a.) - East

## 9 Account Breakdown

METER NUMBER	PREVIOUS READING 05/08/15	CURRENT READING 25/08/15	TARIFF COMPONENT	DAYS	CENTS PER DAY (EXC GST)	KWH	CENTS PER KWH (EXC GST)	KW	CENTS PER KW (EXC GST)	GST	TOTAL (INC GST)
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### 9a Electricity Charges

Tariff 11 - Residential (08/07/15 - 07/10/15)											
123456	90886	92480	All Consumption			1594	22.238			\$35.45	\$389.92
			Service Fee	91	106.728					\$9.71	\$106.83
<b>TOTAL</b>										<b>\$45.16</b>	<b>\$496.75</b>

### 9b Queensland Solar Scheme

Tariff - SS (08/07/15 - 07/10/15)											
567890	2115	2632				517	-44.000				-\$227.48
<b>TOTAL</b>											<b>\$227.48 CR</b>

### 9c Other Charges & Credits

	Meter Services Charge									\$1.04	\$11.41
<b>TOTAL</b>										<b>\$1.04</b>	<b>\$11.41</b>

### 9d Payments Received

13/08/15	Payment Received										\$291.53 CR
<b>TOTAL</b>											<b>\$291.53 CR</b>

## 10 Other Information

### Concessions and Rebates 13 10 46

A QLD Government Electricity Rebate is available to eligible holders of a QLD Government Seniors Card, Pensioner Concession Card or Repatriation Health Card for All Conditions (Gold Card) in receipt of either of the following benefits - War Widow or Special Rate TPI. For information about the Government relief schemes, please contact us.

### Moving Premises 13 10 46

Call 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.

### Privacy 13 10 46

Please let us know if you would prefer not to receive any direct marketing material from Ergon Energy. For further information about Ergon Energy's Privacy Policy, please refer to the Privacy & Security Statement at [ergon.com.au](http://ergon.com.au).

### Meter Reading 13 10 46

Safe and convenient access is required. If we have trouble accessing your meter, e.g. a locked gate or dog present, we can only forward an estimated account. If this happens call us to make arrangements for future meter readings.

### Interpreter Service 13 14 50

Servizi di interpretariato e traduzione  
Dolmetscher- und Übersetzungsdienst  
Mga serbisyo sa pagsasalin-wika  
Tolk- en vertaal diensten  
通訳・翻訳サービス  
Ερμηνευτικές και Μεταφραστικές Υπηρεσίες  
傳譯與翻譯服務

### National Relay Service

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

## 11 Payment Options

<p><b>Online</b> (Visa or Mastercard) <a href="http://ergon.com.au/bpoint">ergon.com.au/bpoint</a> Ref: 12345678</p>	<p><b>11a</b> Biller Code: 1552 Ref: 12345678 6</p> <p><b>Telephone &amp; Internet Banking - BPAY*</b> Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: <a href="http://www.bpay.com.au">www.bpay.com.au</a></p> <p>Australia Post*468 12345678 3</p>	<p><b>Account Number</b> 12345678</p> <p><b>Due</b> \$280.68</p> <p><b>Pay By</b> 28 Oct 15</p> <p>If you are having difficulty paying this account, talk to us before the pay by date about payment options on 13 10 46.</p>
<p><b>Direct Debit</b> Call 13 10 46 to organise.</p> <p><b>Phone Pay</b> (Visa or Mastercard) Call 1300 363 214 Ref: 12345678</p> <p><b>By Mail</b> Post this slip with cheque/ Australia Post money order Payable to 'Ergon Energy' (do not staple) to <b>Locked Bag 3403, Brisbane QLD 4001.</b></p> <p><b>EFT Electronics Funds Transfer</b> Call 13 10 46 to organise.</p> <p><b>In Person</b> At any Post Office, or authorised agency.</p>	<p><b>POST billpay</b> Biller Code: 0468 Ref: 12345678 3</p>	

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# A guide to your household residential bill

## 9 Account Breakdown

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

### 9a 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/s 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.

## 9b 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.

## 9c 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](http://ergon.com.au/metercharges).

## 9d Payments Received

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

## 10 Other Information

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

## 11 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.

### 11a 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.

## 12 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.

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

Customer service

**13 10 46**

7am - 6.30pm, Mon to Fri  
[customerservice@ergon.com.au](mailto:customerservice@ergon.com.au)  
PO Box 308 Rockhampton QLD 4700

**ergon.com.au**

ABN 11 121 177 802  
Ergon Energy Queensland Pty Ltd



RETAIL