



Electricity invoice

Important numbers.

Enquiries: 1300 307 966
 Faults and Emergencies: 131 280 (CitiPower)

Your account details.

Name: Mr Sam Sample
 Account number: 8777 7878
 Supply address: 123 Sample Street
 SAMPLETOWN VIC 3000

1

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5

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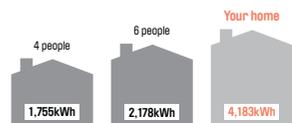
Mr Sam Sample
 123 Sample Street
 SAMPLETOWN VIC 3000

3

How much energy are you using?

Bill period: 19 Dec 2019 to 19 Mar 2020 (92 days)

Compare with other homes in your area.



Average usage data supplied by Australian Energy Regulator. Visit energymadeeasy.gov.au for more information.

Average daily cost and usage.



4

Snapshot.
 Average daily cost: **\$3.86**
 Average daily usage: **9.83kWh**

Your bill overview.

Balance brought forward	\$0.00
+	
New charges	\$355.06
=	
Total due	\$355.06
Due date	20 June 2020

The above figures include GST.

Thank you.

Your household electricity bill explained

1. Here's who to contact for help

For queries about your electricity account, or tailored assistance and advice, visit powerdirect.com.au or call us.

If you experience a power outage or an unexpected loss of energy supply to your property, we've made it easy for you to find the contact number for your distribution company. Your Distributor is responsible for the poles, wires and reliability of energy supply in your area, and is best placed to provide assistance.

2. Your account details for handy reference

Your account number shown here is specific to your electricity account, and you should quote it when you contact us with any queries.

3. How do you compare to nearby homes?

This graph provides a comparison of your electricity usage with other homes in your area.

We work out this comparison based on average usage data supplied by the Australian Energy Regulator.

4. Your average daily usage and costs

In this section, you can see how much electricity you're using.

The graph displays your average electricity usage and costs over the past 13 months. The Snapshot shows a summary of your average daily costs and usage for the specific billing period, and your average usage at the same time last year so you can see if it has changed.

Notice a difference in your average daily usage? There are several factors which could change your average daily usage, such as the installation of new electrical appliances or a shift in your usage habits.

5. Clearly see what to pay and when

Your bill overview shows the balance brought forward (any amount carried over from previous bills, which may include any unpaid balance or credits). This is added to your new charges for this billing period to arrive at the total amount due.

Please note that overdue amounts from previous bills may have a different due date, which will be shown in this section and on the back of your bill.

If you make your payments by Direct Debit or Bill Smoothing, you'll see your payment date, amount and frequency listed.

6. Helpful information

This is where you'll find useful information about our products and services.

7. Compare energy plans

We'll regularly check our generally available plans against your past energy use to see if you're on one of our low-cost plans.

We'll let you know if another Powerdirect plan could save you more and how much you may save by switching. If you're already on one of our low-cost plans, we'll let you know that too.

6

Make bill time easier with Direct Debit

Paying your bill with Direct Debit saves you time - and maybe even money! It's the instant, hassle-free way to pay your Powerdirect bills. And once it's set up, it automatically pays your bills for you.

To find out if switching to Direct Debit will get you a discount, give us a call on 1300 307 966.



You're on one of our low-cost plans

Having reviewed your annual usage, you're on one of our low-cost plans.*

To compare other available plans, visit the Victorian Energy Compare website at compare.energy.vic.gov.au

If you're looking to access the Victorian Default Offer, call us on 1300 307 966.

The above message is required by Victorian energy regulations.

8

Important information.

Payment assistance. If you are having difficulty paying this bill, please call us on **1300 307 966** to find out about available payment options

Need an interpreter? Call **1300 307 245**.
需要传译员吗? 请电上述号码。
هل تحتاج لمترجم؟ اتصل على الرقم أعلاه.
Cần có thông dịch? Gọi số trên đây.

Hearing impaired (TTY). Call **133 677** and quote 1300 664 358.

Compare energy plans Visit compare.energy.vic.gov.au to compare other plans available in your area.

*This comparison is based on the rates and/or discounts applicable to your current plan and our generally available offers as at 1 June 2020. If we don't have 12 months of usage data, we've estimated your usage based on a similar sized household. This comparison does not factor in one-off benefits, fees and other charges such as green or ancillary charges.

9

Your electricity supply details.

Page 2 of 2

Supply address: 123 Sample Street SAMPLETOWN VIC 3000
Supply period: 19 Dec 2019 to 19 Mar 2020 (92 days)
NMI: 41023399361

Meter no.	Read type	kWh
647774	Actual	451.988
647774	Actual	293.195
647774	Actual	226.176
647774	Actual	384.567

Your electricity usage is measured by an interval meter, this means that you will not see a start or end reading on your bill. Instead, the total amount of your electricity usage is shown. Your next meter read is due between **20 Jun 20** and **24 Jun 20**. Please ensure easy access to your meter on these days.

How we've worked out your bill.

Previous balance and payments.		Total
Previous balance	\$396.35	
24 Mar 20 payment	\$396.35CR	
Balance brought forward		\$0.00

New charges and credits.

Usage and supply charges	Units	Price	Amount
Peak	293.195kWh	\$0.3908	\$114.58
Off Peak	293.195kWh	\$0.3908	\$114.58
Shoulder	451.988kWh	\$0.1569	\$70.92
Controlled load 1	384.567kWh	\$0.1129	\$43.42
Supply charge	92 days	\$0.8123	\$74.73
Other charges			
Total charges			+ \$322.78
Total new charges and credits			= \$322.78
Total GST included in new charges and credits			+ \$32.28
Total due (includes GST)			= \$355.06

All items subject to and inclusive of GST.

10

8. Important information

Here you'll find information about payment assistance, interpreters, moving your electricity to a new home and other important service messages in this section.

9. View your electricity supply details

You'll find your electricity supply details clearly listed in one place.

This includes information about your electricity supply for the supply period (the period covered by this bill), and the specific Energy Plan you're on. Plus, this is where you'll find the NMI (National Meter Identifier), a unique identifier linked to your supply address. You may be required to quote this number if you have work carried out on your supply.

10. Find your meter read details here

In this section, you'll find your meter read details, including whether an actual or estimated read has been taken.

These are used to calculate your electricity bill for the billing period. If you have a smart meter, the reading will be a guide only and may not reflect

the total amount of electricity you have used in this billing period. Your bills will be calculated using half hourly intervals of data provided to us.

Under this table, you may also find important messages about your meter, including your next scheduled meter read date, or any issues encountered when gaining access to your property.

11. How we've worked out your bill

We've broken down your electricity charges into a simple structure, so you can better understand how we've worked out your bill.

Under the **previous balance and payments** section, we list any payments you've made, and any discounts we've applied, to show the final balance brought forward to this bill.

The **new charges and credits** section is divided into units and prices for this billing period, according to your electricity rates. We list your new charges for your electricity supply and usage, plus any credits, discounts, concessions and adjustments we've applied to this bill.

The final total amount shown here includes the applicable GST.

12. Find your payment details here

Under the payment amount and due date, you'll see your reference number. You'll need to quote this, when requested, for most payment methods.

If you're paying in person at a post office, simply present your bill so the code here can be scanned to record your payment.

13. Easy payment options

We offer several convenient ways to pay your electricity bill including Direct Debit, which takes the hassle out of paying your bills and helps you ensure you always pay your bills on time.

12

Total due

Due date 20 June 2020

Reference number 6047 1222 9999 6666 17

Post Billpay

*7023 5983239153276330

\$355.06

Direct Debit*
Sign up to Direct Debit at powerdirect.com.au/Payments or call **1300 307 966**

Visa or Mastercard*
Phone: **1300 307 966**

Mail
Send your cheque or money order along with this section of the bill to:
Powerdirect Pty Ltd
Locked Bag 20024, Melbourne VIC 3001

BPAY*
Make a BPAY payment via internet or phone banking. Biller Code: **254714**

Post Billpay**
Make a Post Billpay® payment. Online: postbillpay.com.au Phone: **131 816** In person at any Post Office. **Billpay Code: **0758**

Centrepay
Eligible residential customers can visit humanservices.gov.au/centrepay Powerdirect Centrepay CRN: **555-080-698-H**

*A 0.45% fee (GST incl.) may apply if we incur a fee due to your payment method, including if you pay by credit, debit, prepaid or charge cards.
**A fee of \$2.00 (incl GST) may apply if you pay your bill over the counter.

13

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