


# Easier, simpler, clearer billing.





## Electricity invoice


Mr Sam Sample  
123 Sample Street  
SAMPLETOWN VIC 3000

**3 How much energy are you using?**  
Bill period: 19 Dec 2015 to 19 Mar 2016 (92 days)  
Compare with other homes in your area.

Household	People	Usage (kWh)
4 people	4	1,755
6 people	6	2,178
Your home	-	4,183

Average usage data supplied by Australian Energy Regulator. Visit [energymadeeasy.gov.au](http://energymadeeasy.gov.au) for more information.

**Average daily cost and usage.**



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


**1 Important numbers.**  
Enquiries: 1300 307 966  
Faults: 1300 307 966  
Emergencies: 1800 676 300 (Envestra Limited)

**2 Your account details.**  
Name: Mr Sam Sample  
Account number: 8777 7878  
Supply address: 123 Sample Street, SAMPLETOWN VIC 3000

**5 Your bill overview.**  
Balance brought forward: \$0.00  
New charges: \$355.06  
Total due: **\$355.06**  
Due date: **20 June 2016**  
To avoid a late payment fee of \$12.73, please pay by the due date.  
Thank you.

**6 Useful information.**  
For any questions relating to your account. We are here to help.  
Call us on 1300 307 966 (8:30am - 6pm, Monday to Friday)

**Introducing your new look bill.**  
Head online to [powerdirect.com.au/BillExplainer](http://powerdirect.com.au/BillExplainer) for a guided tour of your new look bill.



## Your household electricity bill explained.

### 1. Here's who to call for help.

Find the important numbers you might need, fast.

For queries about your electricity account, or tailored assistance and advice, call or visit us online at [powerdirect.com.au](http://powerdirect.com.au).

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.

It's easy to see your account details at a glance.

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. See your average daily usage and costs at a glance.

In this section, it's clear to 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.

We've made it simple to see how much you need to pay and by 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.

If you're eligible for a Pay on Time Discount, you'll see the full amount due followed by the discounted amount if you pay by the due date.

### 6. Find more useful information.

Staying informed about changes that may affect your account is simple.

We'll keep you up-to-date with additional Powerdirect product and service information, as well as any pricing, industry or regulatory changes here.

# Easier, simpler, clearer billing.



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**Important information.**

**Payment assistance.** There are a number of options available to eligible customers, including Victorian Government energy concessions and rebates, Powerdirect payment plans and the Centrepay scheme. To find out more, call us on **1300 307 966**.

**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.

**Your electricity supply details.** Page 2 of 2

**Supply address:** 123 Sample Street SAMPLETOWN VIC 3000  
**Supply period:** 19 Dec 2015 to 19 Mar 2016 (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 16 and 24 Jun 16**. 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 16 payment	\$396.35cr
<b>Balance brought forward</b>	<b>\$0.00</b>

**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	+	\$32.28

**Total due**  
(includes GST) = **\$355.06**

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**Total due \$355.06**

**Due date 20 June 2016**

Reference number **6047 1222 9999 6666 17**

**Post Billpay**

\*7023 5983239153276330

**Direct Debit\***  
Sign up to Direct Debit at [powerdirect.com.au/Payments](http://powerdirect.com.au/Payments) or call **1300 307 966**.

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

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

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

**Post Billpay\***  
Make a Post Billpay payment. Online: [postbillpay.com.au](http://postbillpay.com.au) Phone: **131 816**  
In person at any Post Office. Billpay Code: **0758**

\*A 0.6% (GST incl.) fee may apply if we incur a fee due to your payment method, including if you pay by credit or debit card.

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## 7. Important information is listed here.

Need further assistance?

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

## 8. 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.

## 9. 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.

## 10. Here's how we 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.

## 11. 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.

## 12. See all our payment options here.

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.

For more information about all Powerdirect can offer, visit [powerdirect.com.au](http://powerdirect.com.au)