

Understanding a gas bill

The information on your gas bill tells you how much gas you use as well as your patterns of usage. You can therefore use this information to manage your energy use better.

Gas bills vary from retailer to retailer. But to explain their main features, we've created a typical gas bill. Information specific to your own retailer's gas bills may be available on their website.

A typical gas bill

Key

- 1 **Customer's Address.** This is the current postal address. It may be different from the service address.
- 2 **Customer Service.** Phone numbers and web address of the retailer for enquiries and for use in the event of a fault or emergency.
- 3 **Account Name.** The name of the person who holds the account.
- 4 **Service Address.** The address of the premises to which the gas is supplied. It may also be referred to as the Supply Address.
- 5 **Account Summary.** This is a breakdown of the amount payable. It includes adjustments, Goods & Services Tax (GST), overdue amounts (amount carried forward) or credits from previous bills and details of your last account including payments received. Note that no government rebates are available for gas accounts. Energy Accounts Payment Assistance (EAPA) can be applied to gas accounts after assessment.
- 6 **Total Amount Due.** The total amount currently owing [\$326.74].
- 7 **Account Number.** The unique number used to identify the account.
- 8 **Due Date.** The date payment is due.
- 9 **Overdue Balance Due Now.** Any money owing from previous bills. Even if an overdue amount has already been paid, it may appear on the current bill if it was paid *after* the current bill was printed.
- 10 **Payment Assistance.** Information about how to obtain financial assistance. Centrelink and EAPA appear on some bills under 'Help with Payment'. Payment Assistance may also appear at number 27.
- 11 **Date of Issue.** The date that the bill was issued.
- 12 **Account Number.** The unique number used by the retailer to identify the customer. Quote this number when making enquiries.

ExampleGas

ABN XX XXX XXX XXX

MR & MRS SAMPLE
1 SAMPLE STREET
SAMPLEVILLE NSW 2999

TAX INVOICE
invoice no. 9999999


Customer Service 1300 xxx xxx
Faults and emergencies 131 xxx
Gas assist 131 xxx
Examplegas shops 131 xxx
Visit us at www.examplegas.com.au

Account Name Mr Bill Sample	Account Number 9999 9999
Service Address 1 SAMPLE STREET SAMPLEVILLE NSW 2999	Due Date 12 Dec 2011
Account Summary	
Opening Balance	\$233.64
Payment received	\$0.00
Amount Carried Forward	\$233.64
Usage and service charges (see over for details)	\$93.10
Current Charges (including GST of \$8.46)	
Total Amount Due	\$326.74

Payment Assistance - Energy Account Payment Assistance (EAPA) may be sought from participating welfare organisations. Alternatively please contact our Customer Service Centre on 1300 xxx xxx

Total amount \$326.74 includes overdue amount \$233.64 payable now.

how to pay your bill-see over



Account Number 9999 9999	Due Date 12 Dec 2011
Total Amount Due \$326.74	

Estimated bills

In certain circumstances a retailer is allowed to produce an estimate of the energy used in a quarter, and charge the customer accordingly. For information about these estimated bills, see page 18 of the *Energy Assistance Guide*.

FOR MORE INFORMATION

- Visit our website: www.resourcesandenergy.nsw.gov.au
(Copies of this fact sheet can be downloaded from the website.)
- Contact Service NSW on 13 77 88

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- 13 Total Amount Due.** The total amount currently owing [\$326.74].
- 14 Supply Period.** The period that the current bill covers.
- 15 Service Address.** The address of the premises to which the gas is supplied. It may also be referred to as the Supply Address.
- 16 Tariff Description.** Gives details of meters and meter readings. Customers may have a gas meter for their hot water usage and a separate meter for all other gas usage. The megajoules (MJ) are the result of the units of gas recorded multiplied by the Heating Value and the Conversion Factor.
- 17 Bill Days.** The number of days that the bill covers. This number varies, and you should expect that the usage is higher if this number is higher. Consider this number when comparing this bill to your other gas bills.
- 18 DPI.** The Delivery Point Identifier (DPI) is a unique number assigned to each premises.
- 19 Gas Consumption.** The total gas usage in megajoules (MJ) for the supply period.
- 20 Your Gas Usage.** A bar graph showing gas usage in megajoules (MJ). This information can be used to compare current usage with usage from previous bills.
- 21 Average Cost Per Day.** The average cost of the gas the customer uses each day.
- 22 Average Usage Per Day.** Average amount of gas the customer uses each day measured in megajoules (MJ).
- 23 Greenhouse Gas Emissions.** A graph showing the greenhouse gas emissions corresponding to the amount of gas used by the customer.
- 24 Next Scheduled Reading.** The (approximate) scheduled date for the next meter reading.
- 25 Charges for this bill.** A detailed breakdown of the charges for gas usage, covering the consumption and service charges, any GreenPower charges (such as "Example green power") and GST. (See Section 3 *Common questions about energy bills in the Energy Assistance Guide.*)
- 26 Moving Premises.** This gives details on what to do and who to contact if a customer is relocating to another address.
- 27 Payment Assistance.** Information about how to obtain financial assistance. Payment Assistance may also appear at number 10.
- 28 Correspondence.** The address and fax number of the retailer for written correspondence.
- 29 Payment Options.** This lists the most convenient ways to pay the energy account.

ExampleGas

Account Number: xxxxxxxx
Total amount due: \$326.74

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Usage Details

Supply Period: 12 Jul 2011 to 13 Oct 2011

Service address: 1 Sample St SAMPLEVILLE NSW 2999

Tariff Description	Meter number	Reading Type	Bill Days	Current Reading	Previous Reading	Units	Mult	Heating Value	Conversion Factor	Megajoules
Everytime Plus	12345	Actual	91	267.4	261.4	6.0	1	38	1.138	260
Everytime Plus	678901	Actual	91	326097.8	319601.9	6495.9	1	n/a	0.367	2384

Miscellaneous Charges and Adjustments

EAPA	\$0.00
Example green power	\$0.00
Gas Consumption 2644 MJ @ 1.611c	\$42.59
Service Charge (91 days x 46.20879c)	\$42.05
Sub Total	\$84.64
GST (10%)	\$8.46
Usage and Service Charges	\$93.10

Your Gas Usage

Average cost per day: \$1.02
Average usage per day: 29.05MJ
Same time last year: 19.52MJ
Greenhouse gas emissions for this bill: 0.17 tonnes from 2644MJ

For information on how to reduce your greenhouse gas emissions visit: www.greenhousexxxxx.gov.au

Next Scheduled Reading: 20 Jan 2012 to 26 Jan 2012

Moving Premises 1300 xxx xxx
Please call us at least three days prior to vacating your premises, or moving to a new address, to arrange a final meter reading. This will ensure you are not charged for gas used after your departure.

Payment Assistance 1300 xxx xxx
If you are having difficulty paying this bill, please call us to find out if you qualify for any payment plans, relief schemes or government funded concessions.

Correspondence
PO Box xxxxx ABCD Sydney NSW 2000, or Fax 1300 xxx xxx

Payment Options

Direct Debit
Save time by having your account paid automatically on the due date. Apply online at www.examplegas.com.au or phone 1300 xxx xxx for an application form.

Bpay BPAY
Billercode: xxxxxx
Ref: xxxxx xx xxxxx xx xxxxxxxx

Credit Card
visit www.examplegas.com.au payments or phone 1300 xxx xxx to pay your bill by Visa or Mastercard
Ref: xxxxx xx xxxxx xx xxxxxxxx

Post Billpay
Billpay Code: xxxxxx
Ref: xxxxx xx xxxxxx xx xxxxxxxx
Or pay in person at any Postoffice, phone 131816 or go to postbillpay.com.au

Mail
Send this portion with your cheque made payable to: Examplegas PO Box xxxxx ABCD Sydney NSW 2000

Interpreter service
For interpreter service call xxxxxx.

OVERDUE ACCOUNTS MAY ATTRACT A LATE PAYMENT FEE.

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