

# Understanding an electricity bill

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

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

## A typical electricity bill

### Key

- 1 Amount payable and due date.** The total amount currently owing [\$494.79] and the date the payment is due [12 December 2011]. It includes any amounts that were overdue at the time the bill was printed.
- 2 Overdue amount.** Any money owing from previous bills [\$44.58]. This will always say *payable immediately*. 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.
- 3 Customer's address.** This is the current postal address. It may be different from the premises address.
- 4 Account summary.** This is a breakdown of the amount payable. It includes adjustments, Goods & Services Tax (GST), rebates, overdue amounts or credits from previous bills, and details of your last account including payments received.
- 5 Government energy rebate.** Any energy rebates from government programs appear in the breakdown of costs under the account summary.
- 6 Payment options.** This lists the most convenient ways to pay the energy account. Other ways to pay are sometimes listed on the back of the bill.
- 7 Customer number.** The unique number used by the retailer to identify the customer. This is the number to quote when making enquiries.
- 8 Contact details.** The phone numbers and web address of the retailer for enquiries and information.
- 9 Customer assistance.** Information about how to obtain financial assistance and government rebates. Centrelink and Energy Accounts Payment Assistance (EAPA) appear on some accounts under 'Help with Payment'.

### Example Electricity

ABN XX XXX XXX XXXX

MR & MRS SAMPLE  
48 SAMPLE STREET  
SAMPLEVILLE NSW 2999

**account summary**

<b>BALANCE LAST BILL</b>		\$44.58
we received		\$0.00
overdue – payable immediately		\$44.58

**THIS ELECTRICITY BILL**

48 Sample Street Sampleville NSW 2999  
90 days electricity supply from 13/07/11 to 13/10/11  
electricity charges \$450.21

government energy rebates \$50.00 CR  
Total GST payable 10% \$40.93

*see back for details »*

**INVOICE DATE: 14/11/2010**

Any payments made on or after this date will be shown on your next bill.

TAX INVOICE  
invoice no. 99999999

**please pay \$494.79**

by 12 December 2011

includes \$44.58 overdue payable immediately

customer number 11111-XXX

bill enquiries 13 XX XX

supply interruptions 13 XX YY

info online  
[www.exampleelectricity.com.au](http://www.exampleelectricity.com.au)

Did you know you can report damaged or non-operational streetlights online? This includes streetlights that are operating during the day. Simply visit: [www.exampleenergy.com.au/streetlight](http://www.exampleenergy.com.au/streetlight) to report the problem. Alternatively you can contact us on 13 XX YY. By reporting broken or faulty streetlights, you are helping to maintain a streetlighting system that is reliable, energy-efficient and safer for your community.

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**Example Electricity**

**please pay \$494.79**

**direct debit** Call 13 XX XX to arrange for payments to be made from your bank, credit union or building society account.

**BPAY** Bpay Biller Code: xxxxx  
Ref: xxxxx xx xxxxx xx xxxxxx

**BPAY\*** Contact your financial institution to pay from your cheque, savings or credit card account. When prompted, enter the reference number from the BPAY box.  
\*Minimum transaction of ten (10) dollars.

Other ways to pay on the back.

MR & MRS SAMPLE

**customer assistance**

**financial difficulties** If you have financial difficulties, call us on 13 XX XX. You may also be eligible for EAPA payment assistance vouchers. These are available from participating community organisations.

**Example Support** Helping customers in times of hardship: call 13 XX XX for assistance.

**rebates** For information on government energy rebates: call 13 XX XX

## 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](http://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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- 10 Average daily usage.** A bar graph showing electricity usage in kilowatt hours (kWh). This information can be used to compare current usage with usage from previous bills and track if the consumption is unusually large.
- 11 Greenhouse gas emissions.** A line graph showing the greenhouse gas emissions attributed to the electricity used.
- 12 Charges for this bill.** A detailed breakdown of the charges for electricity usage, covering the type of tariff (e.g. peak and off peak times), different meter charges, rebates, any GreenPower charges (such as "examplegreen 10%") and GST. (See Section 3 *Common questions about energy bills* of the Energy Assistance Guide for more information.)
- 13 Special note.** Outlines any price changes. If there are no price changes this will not appear on the bill. It is shown on this bill for reference.
- 14 Premises address.** The address to which the electricity is being supplied.
- 15 Premises no.** The number allocated to the address to which the electricity is being supplied.
- 16 NMI.** The National Meter Identifier (NMI) is a unique number assigned to each customer's residential address (where the electricity is supplied).
- 17 Charges & adjustments.** Lists the adjustments to the bill including any rebates and greenpower premiums. If there has been a price change during this billing period it will also appear here.
- 18 Next meter reading.** The (approximate) scheduled date for the next meter reading.
- 19 Interpreter services.** The number to call for interpreter services.
- 20 Other ways to pay.** Lists the other ways that a customer can pay their electricity account.

Example Electricity

Please pay  
**\$494.79**

By 12 December 2011  
Includes \$44.58 overdue  
Payable immediately

**10 Compare your usage**

Your average daily electrical usage

29.16 units (kWh) or 55.01 per day

Your average usage is up 7.08 units (kWh) per day from last year.

**11** greenhouse gas emissions produced by your electricity usage

2.61 tonnes per bill

Greenhouse gas emissions are up 0.46 tonnes this bill from last year.

**12 electricity charges based on actual reads**

Special note: not applicable

for 48 Sample Street Sampleville/premises no. 000000/NMI 4444444444

meter number	previous reading	this reading	units (kWh)		
271132	94808	97070	2262.00		
123456	5426	5789	363.00		
			<b>15</b> charges for this reading		
			5700: Residential	2262.00	16.3300 369.38
			5701: Residential-Controlled Load 1	363.00	6.2200 22.58
			5702: Service Availability	90	61.0000 54.90
			5701: Service Availability	90	5.1700 4.65
<b>14</b> Subtotal					\$451.51
<b>17</b> Miscellaneous charges and adjustments			401: Rebates (Low Income Household Rebate, Life Support Rebate, Medical Energy Rebate)		50.00CR
			15010: examplegreen 10%		7.77
<b>13</b> \$ this bill			new charges		\$409.28
			GST		\$40.93
			total new charges including including GST		\$450.21

**18** your next approximate meter reading date is 20/01/2012

**20 Other ways to pay**

**Bpay** Biller Code: xxxxxx  
Ref: xxxxx xx xxxxx xx xxxxxx

Receive, view and pay this bill using internet banking. Contact your bank/building society/credit union.

**VISA**

**Online:** Visit [www.exampleenergy.com.au](http://www.exampleenergy.com.au) to pay by direct debit or credit card. We accept Mastercard or Visa.

**By Phone:** We accept Mastercard or Visa. Call 13XXX XXX XX

**POST** Billpay Code: xxxxxx  
billpay Ref: xxxxx xx xxxxx xx xxxxxx

Phone 13 XXX XX or go to [postbillpay.com.au](http://postbillpay.com.au) to make a payment using your credit card. Alternatively payments can be made in person using cash or cheque at any Post Office.

**19 Interpreter service**

For interpreter service call xxxxxx.

**DIRECT DEBIT**

Save time by having your account paid automatically on the pay by date. Apply online at [www.exampleelectricity.com.au](http://www.exampleelectricity.com.au) or phone 13 XXX XX.

**By Mail:** Please make your cheque or money order payable to Example energy. Mail this slip with your payment to: Example Electricity Locked Bag xxxxx Sydney NSW 2010

**OVERDUE ACCOUNTS MAY ATTRACT A LATE PAYMENT FEE.**

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