

How to read your electricity bill

Page 1



Electricity Bill

1 Customer Name
XXX Whitehorse Road,
City, State XXXX

SAMPLE ONLY

6 Tax Invoice: 202011/12XXXX

Issue Date: 11 Nov 2020

7 Customer Number: X902XXX

Account Enquiries
1300 500 500
www.energylocals.com.au

Office Hours
Monday to Friday 8:30am – 6:00pm (AEST)
Email hello@energylocals.com.au

Faults & Emergencies
SP Ausnet
Call 13 17 99 (24 Hrs)

8 Thank you for your energy supply to help strengthen Australian communities

2 Your Account

Previous Balance \$0.00 + Payments Received \$0.00 = Opening Balance \$0.00 + New Charges \$81.35 =

3 Energy Charges For the Period 5 October 2020 – 18 November 2020

Electricity Charges (please see over for details)	\$81.35
GST	\$8.14
Total new charges	\$89.49

Solar FIT	\$29.64 CR
Members Energy Trading Credit	\$27.12 CR

4 **Amount Due \$32.73**

Invoice Summary

10 Amount Due **\$32.73**

11 Due Date **25 Nov 2020**

If you've already set up direct debit or a credit card with us, thank you.

There's nothing else you need to do.

Thanks for helping to change energy for the better

By choosing an energy service that's taking on the big guys, you can be confident you're getting great rates with none of the usual nonsense. You can compare available offers online by visiting Victorian Energy Compare at compare.energy.vic.gov.au

How To Pay

Pay by Direct Debit – the fee free way to go.
Credit and debit card payments incur a 1% incl GST processing fee.
Please pay by the due date to avoid a late payment fee.
For details, visit www.energylocals.com.au/fees

Direct Debit



Call us on 1300 500 500 to set up a Direct Debit.



Billers Code:
Ref:

Telephone & Internet Banking – BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account.
More info: www.bpay.com.au

Credit Card



Visit energylocals.com.au/pay and use your customer number to make payment via your VISA or Mastercard.

12 Energy Locals ABN 23606408879

Customer Number X902XXX

Due Date 22 Nov 2020

Amount Due \$32.73



- 1 Your name and the address where your electricity meter is located will appear here. Please notify us immediately if we ever need to update these.
- 2 A summary of your account showing previous opening balances (if any) and the new charges for this billing cycle.
- 3 The list of all charges and credits for your account in the billing cycle specified.
- 4 If you have participated in any VPP trading events with spot prices higher than the minimum feed-in guarantee, you will find your credit here. There is no limit to the amount of trading events you can participate in; as long as you have excess energy to sell, and your battery's Intelligent Controller identifies you're better off selling at the spot price instead of keeping the charge for yourself.
- 5 These are your options to pay your bill.
- 6 Starting with the date of issue (YYYYMM), this is a unique identifier for each bill you get.
- 7 Every time we refer to "your account" or "your reference number", we mean this – a unique number that identifies you as a Members Energy customer. **Should you ever need to speak with us, quoting this number makes it easier to help you and keep track of your electricity account.**
- 8 You can find here different ways of getting in contact with us.
- 9 Your electricity distributor. They own the physical power lines and poles that carry electricity to your home – the grid's infrastructure. There are different distributors for each state and territory, so this will change depending on where you live. **In case of emergencies, streetlight or power failures, call your distribution company to the 24hr number displayed here.**
- 10 The amount owing for this invoice's billing cycle, after considering all charges, taxes, feed-ins, trading credits, rebates, etc.
- 11 Make sure to pay the amount due no later than the date showed here to avoid late fees. If you've set up direct debit or automatic payment with a credit card, there's nothing else you need to do.
- 12 You are being powered by Energy Locals, the Green Energy Retailer of 2020. Be proud 100% of your usage is carbon-offset at no extra cost to you.

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Page 2

13

Customer Name	Xxx Xxxxxx	Supply Address	XXX Whitehorse Road, Box Hill, Vic 3128	Billing Days	13
Customer Number	X902XXX	Billing Period	06/03/2020 – 18/03/2020	Total Charges	\$56.62
NMI	XXXXXXXXXX	Next Read Date	03/04/2021		

14

15

Meter Reads

Meter Number	Start Date	Start Read	End/Read Date	End Read	Multi	Total Usage
XXXXXX	XXXXXX	XXXXXX	XXXXXX	XXXXXX XXXXXX	XXXXXX	XXXXXX
XXXXXX	XXXXXX	XXXXXX	XXXXXX	XXXXXX	XXXXXX	XXXXXX

A = Actual, S = Substitute, E = Estimate

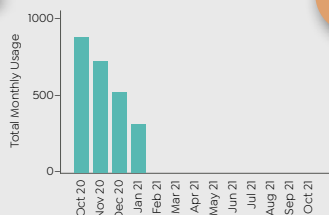
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Usage Charges

Type	Description	Charge Period	Quantity	Unit	Rate	Total
Retail	Peak Usage	06/03/2020 – 18/03/2020	XX.XX	kWh	x \$X.XXXX =	\$X.00
	Off Peak Usage	06/03/2020 – 18/03/2020	XX.XX	days	x \$X.XXXX =	\$X.00
	Shoulder Usage	06/03/2020 – 18/03/2020	XX.XX	kWh	x \$X.XXXX =	\$X.00
	Supply Charge	06/03/2020 – 18/03/2020	XX.XX	kWh	x \$X.XXXX =	\$X.00
	Membership (\$33.46 p/m)	06/03/2020 – 18/03/2020	XX.XX	kWh	x \$X.XXXX =	\$X.00
	Solar FIT	06/03/2020 – 18/03/2020	XX.XX	kWh	x \$X.XXXX =	\$X.00
Total EXCLUDING GST						\$56.47
GST						\$8.07
Total Including GST						\$64.54

17

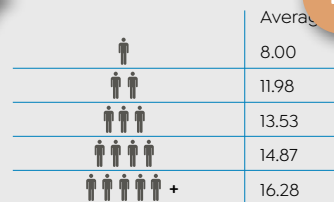
USAGE SUMMARY



Average daily usage (kWh): 75.44
 Average Peak: 20.86kWh
 This Period Electricity: 3,394.84 kWh
 Average Cost Per Day (incl GST): \$21.06

18

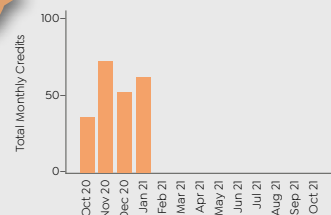
COMPARE USAGE



Your average daily usage (kWh): 75.44
 You use the same as a 5+ person household. Visit www.energymadeeasy.gov.au to compare household usage and see where you fit.

19

TRADING CREDIT SUMMARY



On days of peak demand, we will sell your excess solar power on the spot market – passing 100% of the profits above the standard FIT to you.

20

Concessions

To obtain your State Government Concession, please contact us on **1300 693 637**. Concession details may be validated with Centrelink or other parties.

Meter Access

To enable your electricity meter to be read on your next schedule read date please ensure there is safe and clear access. Refer to your invoice for the next read date.

Payment Difficulty?

If you are having difficulty paying your account, please visit our website energylocals.com.au/hardship or call **1300 693 637** weekdays between 9am–5:00pm AEST to discuss.

Complaints

If you wish to speak to us to provide us with feedback or to lodge a complaint, please contact us **1300 693 637**. For details on how we handle complaints visit our website: energylocals.com.au/complaints

Moving Premises

Please call us 3 days prior to your move on **1300 693 637** weekdays between 9am–5:00pm AEST. We will gladly arrange disconnection at your old premises and connect you at your new premises.

National Relay Service

If you are deaf, or have a hearing or speech impairment: Contact us through the National Relay Service (TTY) on 133 677. Give them Energy Locals number **1300 693 637** to call for more information, visit: www.relayservice.gov.au

Interpreter Services

Servicio Interpreti
 servicio de interpretaci
 Dħch vħ phiħn dħch
 دħويفر لافيفر دħل دħل
 口口服
 διεερμν α υττηρεσ ε
 Call 13 14 50



13

A summary of your account, which also includes your NMI, the next scheduled meter read, current billing period and total charges.

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The National Meter Identifier, or NMI, is used to identify your supply address, meters and meter types – unique to the electricity connection point at your home or business. This is not the same as your meter number.

15

The information of your usage as per your meter reads. Depending on the type of meter you have, sometimes we may need to estimate your usage or arrange for substitute reads (like we needed access to your meter and no one was home to let us in).

16

Based on your meter reads and your electricity rates, we will calculate your charges according to your ToU (Time of Use) – peak, shoulder and off peak times and rates will vary depending on your distribution company and where you live.

Your daily membership fee of \$1.10 will also show here. Remember this fee lets you enjoy the benefits of the battery's Intelligent Controller and our unique energy offering:

- Optimising your storage usage 24/7 no matter the weather.
- Maximising your excess energy trading potential.
- Approaching energy as a membership, which means we don't profit from the energy you use.

17

An intuitive graph displaying a year's worth of your electricity usage. The more you know how you have used energy in the past, the better you can manage future energy usage at home.

18

Based off national data, how does your daily avg. usage compare to similar households in your area.

19

An intuitive graph displaying a year's worth of your trading credit data.

20

Useful information about concessions, meter reads, complaints, moving, payment difficulties and interpreter services available to you.