

# UNDERSTANDING YOUR ENERGY BILL

## 4. YOUR DETAILS

Your **Customer Number** is a unique identifier for your electricity account. If you contact us regarding your account or to make a payment by phone, quote this number.

The **National Meter Identifier (NMI)** is a unique number we and your distribution company use to identify the electricity meter at your premises.

The listed **Supply Address** is the location of your electricity meter and the address for billing.

If you have meters at multiple addresses, these will all be listed here and may overflow to the the next page.

*\*Note this information was located on Page 2 of previous bills.*

## 5. PAYMENT OPTIONS

There are a range of ways to pay your bill.



Joe Sample  
12 Smith Street  
MELBOURNE VIC 3000

### CUSTOMER DETAILS

Customer Number: 123456  
National Metering Identifier (NMI): 93773198343  
Supply Address: 12 SMITH STREET, MELBOURNE VIC 3000

### YOUR ELECTRICITY BILL

1st Energy ABN 71 604 999 706  
Tax Invoice 202309/1234567  
Issue Date 19 Nov 2024

### NEED HELP?

**ENQUIRIES & COMPLAINTS**  
www.1stenergy.com.au  
Ombudsman 1300 426 594  
1800 500 509

**FAULTS & EMERGENCIES** 13 17 99  
AusNet Services 24/7 Phone Number

### BILL SUMMARY

Total Charges	\$142.60
Due Date	04 Dec 2024
Amount Due	\$142.60

### Victorian Default Offer

The Victorian Default Offer is a reasonably priced electricity offer set by Victoria's independent regulator. Contact us on 1300 426 594 to discuss the suitability of this plan for you.

The Australian Government and your State Government are supporting customers to reduce bills. Check the understand your bill section to see if you have received a rebate or concession. More information at [energy.gov.au](http://energy.gov.au).

### PAYMENT SLIP



#### Direct Debit



Call 1300 426 594 to organise direct debit from your bank, financial institution or credit card.

#### Online or Call



Visit [www.1stenergy.com.au](http://www.1stenergy.com.au) or call 1300 426 594, pay via AMEX, Visa or MasterCard (Bill code: 183475 for phone payments).

#### In Person



Present this bill for payment at any Australia Post outlet.

#### BPay



Bill Code: 878876  
Ref: 9582042

Telephone & Internet Banking - BPAY®  
Pay from your chosen bank account.  
More info: [www.bpay.com.au](http://www.bpay.com.au)

#### By Mail



Send your Cheque or Money Order with this payment slip to PO Box 16029, Collins St West, VIC 8007

#### Centrepay



Services Australia

Visit [www.servicesaustralia.gov.au/centrepay](http://www.servicesaustralia.gov.au/centrepay) or Contact Centrelink on 1800 658 521

1st Energy's CRN - 555117312V  
Ref - 229581

## 1. YOUR ELECTRICITY BILL

Here you will find our ABN, your Tax Invoice number for this bill and the date it was issued.

## 2. NEED HELP?

If you need any help with your account, visit [www.1stenergy.com.au](http://www.1stenergy.com.au) or call us on 1300 426 494.

In case of any power outages in your area or unexpected power loss to your property, we have provided the name and contact number of your electricity distribution company.

## 3. YOUR BILL SUMMARY

This is the total payment amount and the date by which this must be paid.

Here you will also find details of discounts you may receive depending on your plan.

## 6. UNDERSTAND YOUR BILL

Your bill will either be based on 'actual' usage (a reading direct from your meter) or 'estimated' usage.

'Estimated' usage is used to calculate your bill if your meter could not be read for any reason by a meter reader or on an estimated billing cycle.

## 8. ACCOUNT SUMMARY

This is the breakdown of how your **Amount Due** is calculated.

Your **Previous Balance** is the amount or credits due from your previous bill. We will also list any **Payments** and **Credits & Adjustments** received since your last bill.

The **Billing Details** section shows a summary of energy charges, concessions, solar feed-in and benefits/discounts in the current billing period.

From these figures your **Total Due** amount is calculated and includes the applicable GST.

*\*Note this information was located on Page 1 of previous bills.*

## 9. BILLING PERIOD

The length of time in which you are being charged for your energy usage for your current bill.

## 12. COMPARING YOUR USAGE

This graph shows a monthly comparison of your energy usage.

### 6 UNDERSTAND YOUR BILL

This bill is based on actual reads.

### 8 Account Summary

Previous Balance	\$0.00
Payments received since your last bill	
Credit & Adjustment applied since your last bill	
Billing Details (Including GST)	
Electricity charges (please see over for details)	\$156.79
15% Guaranteed Discount on Usage Charges	\$14.19 CR
<b>TOTAL DUE (incl GST charge of \$12.96)</b>	<b>\$142.60</b>

Billing Period 2 July 2024 - 17 August 2024

Billing Days 47

### Meter Reads

NMI: 93773198343

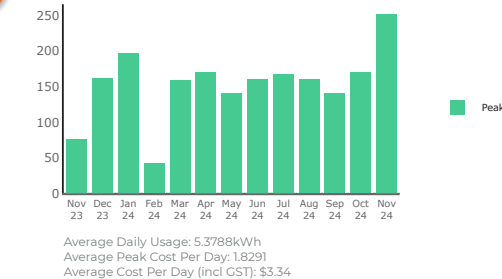
Meter Number	Description	Start Date	End Date	Multiplier	Total Usage
4008622/1	Actual	02 Jul 2024	17 Aug 2024	1.0	252.8030
Next Meter Read 4 December 2024					

### Billing Calculations

Description	Charge Period	Quantity	Unit	Rate	Total
Anytime Usage - Step 1 7 days a week: 24 hours a day including public holidays	02 Jul 2024 to 31 Jul 2024	166.2170	kWh	\$0.3850	= \$64.00
Daily Supply Charge	02 Jul 2024 to 31 Jul 2024	30	days	\$1.3200	= \$39.60
Anytime Usage - Step 1 7 days a week: 24 hours a day including public holidays	01 Aug 2024 to 17 Aug 2024	86.5860	kWh	\$0.3531	= \$30.57
Daily Supply Charge	01 Aug 2024 to 17 Aug 2024	17	days	\$1.3310	= \$22.63
<b>TOTAL (INCLUDING GST)</b>					<b>\$156.79</b>
Guaranteed Discount 15% (including GST)					-\$14.19
<b>Total (including GST less Discount)</b>					<b>\$142.60</b>

\*Not subject to GST

### 12 COMPARE USAGE



### SUMMARY OF YOUR PLAN

Plan Name	1st Saver
Includes	15% Guaranteed Discount on Usage Charges (We will let you know if this changes)

### IMPORTANT INFORMATION

Payment assistance  
1300 426 594

If you are having difficulty paying your account, please contact us to discuss payment assistance.

National Relay Service  
Call 1300 555 727

Interpreter Service  
Call 13 14 50

Servizio Interpreti  
Dịch Vụ Thông Ngôn  
口譯服務  
خدمة مترجم  
Услуги переводчика

## 7. YOUR PLAN SUMMARY

Here you will find the name of your plan, the benefits you receive and the end date of these benefits (if applicable.)

## 10. METER READS

Listed here is your usage read directly from your meter for the current billing period.

## 11. BILLING CALCULATIONS

A detailed breakdown of your energy charges, solar generation, and concession calculation. Showing your usage over the billing period and the rates at which you have been billed.

## 13. IMPORTANT INFORMATION

This section provides contact details for assistance services and extra support.

## FURTHER INFORMATION

### Meter Reads

Meter Read 4008622/E1	Start 22731.4450	End 22984.2480
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### PAYMENT ASSISTANCE



If you need help paying your bill, let us know or you can read about available help & find our hardship policy here [www.1stenergy.com.au/payment-difficulties](http://www.1stenergy.com.au/payment-difficulties) or call 1300 426 594 weekdays between 9am-5pm AEST to discuss.

### MOVING PREMISES



Please call us 3 days prior to your move on 1300 426 594 weekdays between 9am-5pm AEST. We will gladly arrange disconnection at your old premises and connect you at your new premises.

### LIFE SUPPORT



If someone at your property relies on life support equipment, call us on 1300 426 594.

### NEXT SCHEDULED READ DATE



NMI: 93773198343 04 Dec 2024

### CONCESSIONS & REBATES



Services  
Australia

You may be eligible for a VIC Government energy concession, Utility Relief Grant or life support rebate – call us on 1300 426 594 to find out.

### CLEAR ACCESS TO THE METER



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

### CONTACT US



Website: [www.1stenergy.com.au](http://www.1stenergy.com.au)

Phone: 1300 426 594

Postal address: PO Box 16029  
Collins St West, VIC 8007

Understand your bill: [www.1stenergy.com.au/bill-explainer](http://www.1stenergy.com.au/bill-explainer)

### COMPARE USAGE

Number of Household Members	Average
1	10.08
2	16.22
3	17.45
4	19.79
5	24.40

Your average daily usage (kwh): 5.3788  
You use the same as a 1 person household.

Visit Victorian Energy Compare at: [compare.energy.vic.gov.au](http://compare.energy.vic.gov.au) to compare offers that are generally available in your area.

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## 14. FURTHER INFORMATION

A detailed list of your meter reads are found here. Your meter number along with the readings taken for the current billing period are shown. These are used to calculate your total bill cost.

Below this is a list of other handy contacts for if you require more assistance and support. Here, you can see when your meter will be read next and compare your usage to average households of the same size.

*\*Note this information was located on Page 2 of previous bills.*