

# UNDERSTANDING YOUR ENERGY BILL

## 4. YOUR DETAILS

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

The **Meter Installation Registration Number (MIRN)** is a unique number we and your distribution company use to identify the gas meter at your premises.

The listed **Supply Address** is the location of your gas 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.

**1st ENERGY**  
Powering your day.

Joe Sample  
12 Smith Street  
MELBOURNE VIC 3000

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

**2 NEED HELP?**  
**ENQUIRIES & COMPLAINTS** 1300 426 594  
www.1stenergy.com.au 1800 500 509  
Ombudsman  
**FAULTS & EMERGENCIES** 1800 676 300  
Envestra Gas Network 24/7 Phone Number

**3 BILL SUMMARY**  
Total Charges \$40.17  
Due Date 04 Dec 2024  
Amount Due \$40.17

Could you save money on another plan?  
Based on your past usage, our 1st Saver Plus plan may cost you up to \$67.14\* less per year than your current plan. To switch plans, call 1300 426 594  
\*Estimate only. Actual savings will vary depending on usage and discounts, as well as changes to pricing or concessions. T&C's apply.

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

**4 CUSTOMER DETAILS**  
Customer Number: 123456  
Meter Installation Registration Number (MIRN): 93773198343  
Supply Address: 12 SMITH STREET, MELBOURNE VIC 3000

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).

**5 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 (Biller code: 183475 for phone payments).

**In Person**  
Present this bill for payment at any Australia Post outlet.

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

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

**BPay**  
Biller 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)

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

## 1. YOUR GAS 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 gas leaks, outages or unexpected faults at your property or in your area, we have provided the name and contact number of your gas 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.

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#### Account Summary

Previous Balance	\$413.65 CR
Payments received since your last bill	
Credit & Adjustment applied since your last bill	
Billing Details (Including GST)	
Gas charges (please see over for details)	\$453.82
<b>TOTAL DUE (incl GST charge of \$41.26)</b>	<b>\$40.17</b>

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Billing Period 14 May 2024 - 12 July 2024

Billing Days 60

#### Meter Reads

MIRN: 93773198343

Meter Number	Start Date	Start Read	End Date	End Read	m3	Pressure Factor	Heating Value	Total Usage
746QM/1	14 May 2024	8006 m3 Actual	12 Jul 2024	8245 m3 Actual	239	1.0109	38.5000	9301.7964

Next Meter Read 1 December 2023

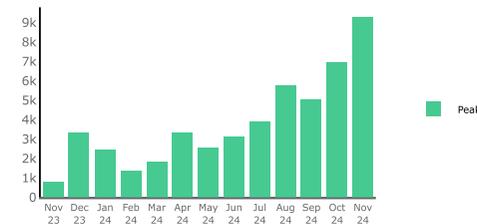
#### Billing Calculations

Description	Charge Period	Quantity	Unit	Rate	Total
Daily Supply Charge	14 May 2024 to 12 Jul 2024	60	days	×	\$0.8690 = \$52.14
Gas Usage - Step 1	14 May 2024 to 12 Jul 2024	1800	MJ	×	\$0.0517 = \$93.06
Gas Usage - Step 2	14 May 2024 to 12 Jul 2024	3000	MJ	×	\$0.0451 = \$135.30
Gas Usage - Step 3	14 May 2024 to 12 Jul 2024	4501.7964	MJ	×	\$0.0385 = \$173.32
<b>TOTAL (INCLUDING GST)</b>					<b>\$453.82</b>

\*Not subject to GST

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#### COMPARE USAGE



Your daily usage (MJ): 155.0299  
Same time last year: 20.432818  
Average Cost Per Day (incl GST): 7.56

### SUMMARY OF YOUR PLAN

Plan Name	Standing Offer
Includes	Not Applicable (We will let you know if this changes)

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## 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.

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## 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.

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## 13. IMPORTANT INFORMATION

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

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#### 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

## FURTHER INFORMATION

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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



MIRN: 93773198343 04 Dec 2024

### CONCESSIONS & REBATES



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)

## 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.*