

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

4 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 22 Sep 2023

NEED HELP?

ENQUIRIES & COMPLAINTS
www.1stenergy.com.au
Ombudsman 1300 426 594
1800 001 170
FAULTS & EMERGENCIES
TasNetworks 13 20 04

BILL SUMMARY

Total Charges \$755.05
Due Date 06 Oct 2023
Amount Due \$755.05

Could you save money on another plan?

Based on your past usage, our 1st Plus plan may cost you up to \$151.42 (inc of GST)* less per year than your current plan.

The Australian Energy Regulator requires us to include this information.
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. Taxes apply.

Visit www.energymadeeasy.gov.au to compare offers.

The Australian Government and your State or Territory Government are supporting customers to reduce bills. Check the Understand Your Bill section to see whether you have received a rebate or concession. More information on rebates and concessions can be found on 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 or call 1300 426 594, pay via AMEX, Visa or MasterCard (Billers code: 183475 for phone payments).

In Person



Present this bill for payment at any Australia Post outlet.

BPay



Billers Code: 878876
Ref: 9582042

Telephone & Internet Banking - BPAY®
Pay from your chosen bank account.
More info: www.bpay.com.au

By Mail



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

Centrepay



Visit www.servicessaustralia.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 or call us on 1300 426 594

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.

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UNDERSTAND YOUR BILL

This bill is based on an estimation of your usage. To check your actual usage, you can find instructions for reading your electricity meter at: www.1stenergy.com.au/how-to-read-your-meter.

Account Summary

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Previous Balance

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SUMMARY OF YOUR PLAN

Plan Name RACT Saver

Includes 6% Guaranteed Discount on Usage Charges (We will let you know if this changes)

Payments received since your last bill
CBA Payments

12 Dec 2022

\$282.00

Credit & Adjustment applied since your last bill

Billing Details (Including GST)

Annual Electricity Concession

\$442.97 CR

Electricity charges

\$1145.99

6% Guaranteed Discount

\$48.94 CR

Re-energisation

\$100.97

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TOTAL DUE (incl GST charge of \$59.46)

\$755.05

Billing Period 23 November 2022 - 25 August 2023

Billing Days 276

Meter Reads

Start Read	End Read	Multiplier	Total Usage
22477.0000	24173.0000	1.0	1696.0000
15183.0000	17095.0000	1.0	1912.0000

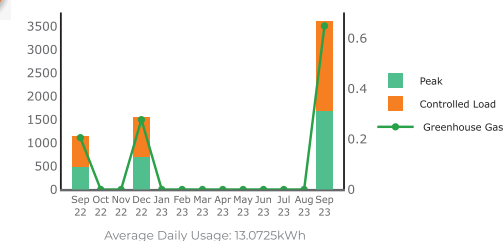
Billing Calculations

Description	Charge Period	Quantity	Unit	Rate \$	Total
Light & Power Usage (31) 7 Days a Week: 24 Hours a Day including public holidays	23 Nov 2022 to 04 Jul 2023	1376.4638	kWh	×	\$0.2480 = \$341.36
Light & Power Usage (31) 7 Days a Week: 24 Hours a Day including public holidays	05 Jul 2023 to 25 Aug 2023	319.5362	kWh	×	\$0.2720 = \$86.91
Daily Supply Charge	23 Nov 2022 to 04 Jul 2023	224	days	×	\$1.0560 = \$236.54
Daily Supply Charge	05 Jul 2023 to 25 Aug 2023	52	days	×	\$1.2260 = \$63.75
Heating & Hot Water (41) 7 Days a Week: 24 Hours a Day including public holidays	23 Nov 2022 to 04 Jul 2023	1551.7681	kWh	×	\$0.1610 = \$249.83
Heating & Hot Water (41) 7 Days a Week: 24 Hours a Day including public holidays	05 Jul 2023 to 25 Aug 2023	360.2319	kWh	×	\$0.1760 = \$63.40
Annual Electricity Concession	23 Nov 2022 to 30 Jun 2023				\$314.92 CR
Annual Electricity Concession	01 Jul 2023 to 25 Aug 2023				\$87.78 CR
Total Excluding GST					\$639.10
GST					\$63.91
TOTAL (INCLUDING GST)					\$703.01
Guaranteed Discount 6% (including GST)					-\$48.94
Total (Including GST less Discount)					\$654.07

*Not subject to GST

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COMPARE USAGE



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
口译服务
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

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Meter Reads

NMI: 93773198343

Meter Number	Start Date	Start Read	End Date	End Read	Multiplier	Total Usage
B1333333/1	23 Nov 2022	22477 kWh Actual	25 Aug 2023	24173 kWh Estimated	1.0	1696
Next Meter Read						
B1333333/2	23 Nov 2022	15183 kWh Actual	25 Aug 2023	17095 kWh Estimated	1.0	1912
Next Meter Read						
	23 November 2023					

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/paymentdifficulties 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 23 Nov 2023

CONCESSIONS & REBATES



You may be eligible for a TAS Government energy concession, Energy Hardship Fund or life support rebate – call us on 1300 426 594 to find out.

CLEAR ACCESS TO THE METER



To enable your electricity 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

Phone: 1300 426 594

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

Understand your bill: www.1stenergy.com.au/bill-explainer

COMPARE USAGE

Number of Household Members	Average
1	23.72
2	32.07
3	35.71
4	39.58
5	40.28

Your average daily usage (kwh): 13.0725
You use the same as a 5+ person household.
Visit www.energymadeeasy.gov.au to compare household usage and see where you fit.

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.*