



- 011588

NUTRIEN AG SOLUTIONS LIMITED
120 GARDINER ST
MOORA WA 6510

Account number: 364 336 750
Date of issue: 29 Nov 2021

NUTRIEN AG SOLUTIONS LIMITED, here's your updated Synergy bill

We'd like to let you know that we recently adjusted your account. This was done in line with Western Australian regulatory law, based on updated meter information from the network operator, Western Power, updated or corrected information provided by Synergy or information you have provided to us.

Adjustment / Reversal Summary

Reversed invoice number	Reversed period	Reversed charges	Adjusted charges	Date of issue	Reversal reason
002001245286	29 Mar 2021 - 20 Apr 2021	\$500.27cr (incl \$45.48 GST)	\$187.95 (incl \$17.09 GST)	22 Apr 2021	Replacement readings
002021321553	18 Jun 2021 - 17 Aug 2021	\$1,376.82cr (incl \$123.31 GST)	\$427.21 (incl \$38.84 GST)	20 Aug 2021	Replacement readings
002041360756	18 Aug 2021 - 18 Oct 2021	\$737.91cr (incl \$67.01 GST)	\$435.62 (incl \$39.60 GST)	20 Oct 2021	Replacement readings
002057262681	21 Apr 2021 - 17 Jun 2021	\$1,273.35cr (incl \$115.76 GST)	\$400.38 (incl \$36.40 GST)	23 Jun 2021	Replacement readings
Total adjustment: \$2,437.19cr (incl \$219.63 GST)					

Your updated bill is enclosed and replaces the previous one you received. Here is some important information about your new bill:

- If the enclosed bill is higher than your previous one, please contact us if you would like to discuss a payment arrangement.
- If the balance of this invoice is in credit, we will carry the amount forward to your next bill. If you would like to arrange a full refund for this credit instead, please contact us on **13 13 54** within 5 business days from the date you receive this letter.
- Since we've reissued this bill, you may receive your next bill sooner than usual.



To help you understand your adjusted bill, visit synergy.net.au



If you have any questions, feel free to contact us on **13 13 54** between 8am and 5pm, Monday to Friday (except public holidays).

Yours sincerely,

Colin Smith
General Manager Customer
Experience, Retail



ABN: 58 673 830 106



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120 GARDINER ST
MOORA WA 6510

Electricity Account Tax Invoice

Need help with your bill? Visit synergy.net.au/businesshelp

5th estimate



Please note this is your fifth consecutive estimate and the Network Operator will require access to read your meter before the next scheduled read date. Please contact us to discuss alternative arrangements.

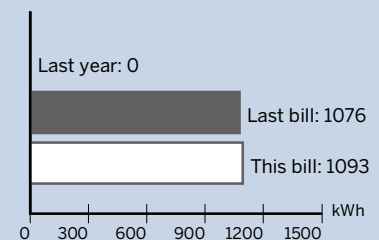
Your account details

Account number	364 336 750
Invoice number	1000873753
Date of issue	27 Nov 2021
Account period	27 Nov 2021 - 27 Nov 2021 (1 day)

Your account summary

Opening balance	\$2,872.81cr
	+
No payment required	This bill \$435.62
	=
Total	\$2,437.19cr

How much energy have you used?



Your average daily usage 17.6290 units

Your average daily cost \$7.03 per day

This bill has been estimated which means the Network Operator was unable to access your meter or you're a self-reader and the details weren't provided in time. Find out more, visit synergy.net.au/estimatedbill

Payment options



Direct Debit*

The set and forget way to pay.
Visit synergy.net.au/directdebit



Credit/Debit Card*

Online: synergy.net.au/payments
Phone: 1300 650 900



Mail

Send your cheque payable to Synergy with this payment slip to GPO Box U1913 Perth WA 6845.

*Fees may apply



BPAY®/BPAY View*

Bill Code: 2600
Reference: 524 735 4219
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account.



Post Billpay*

Pay in person at any post office.



*2608 5247354219

NUTRIEN AG SOLUTIONS LIMITED
Account number: 364 336 750



Payment number	524 735 4219
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No payment required	\$2,437.19cr
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No payment is required as your account is in credit.

How we've calculated your bill

Account summary

Last bill	\$2,872.81cr
Payments	\$0.00
Opening balance	\$2,872.81cr

Your energy supply details

Supply address: 120 Gardiner St, Moora WA 6510

NMI: 80018414663

Next scheduled read date: 14 Dec 2021

Your usage summary for meter number: 0380009090

Supply period: 18 Aug 2021 - 18 Oct 2021	Previous meter reading	Current meter reading	Units imported (kWh)	Units exported (kWh)
Anytime usage	275449	^276542	1093.0000	

^Your current meter reading has been estimated by the Network Operator.

This bill

Business Plan (L1) tariff

Bill period: 18 Aug 2021 - 18 Oct 2021

	Units	Unit of measure	Unit price (cents)	Amount
Business Anytime consumption	1093.0000	kWh	26.5536	\$290.23
Supply charge	62	days	170.6348	\$105.79
Plus GST @ 10.00%				\$39.60
Total				\$435.62

Important information

Need a payment extension?

If you need a little more time to pay your bill, then we're here to help. Visit synergy.net.au/extension

Moving?

Start, close or transfer your connection online. Visit synergy.net.au/moving

If your account has been estimated

If you wish to find out how or why it was estimated, or if you would like to request a meter reading, call us on 13 13 54.

Customer Charter

For information on our products and services, and our obligations under the Customer Service Code, visit synergy.net.au/charter

Complaints process


At Synergy, we're here to help. If you have a complaint, please call 1800 208 987 to speak with our Customer Service Representative. If they're unable to resolve your complaint, our Complaints Team may be able to help. If your complaint remains unresolved, you can contact the Energy and Water Ombudsman on 1800 754 004.

Faults

Call the Western Power 24hr emergency line on 13 13 51.

We're here to help

 synergy.net.au

 13 13 54

 TTY Service: 13 36 77

 Interpreter Service: 13 14 50





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NUTRIEN AG SOLUTIONS LIMITED
120 GARDINER ST
MOORA WA 6510

Account number: **364 336 750**
Date of issue: **29 Nov 2021**

Dear NUTRIEN AG SOLUTIONS LIMITED,

Important - please provide safe access to your meter

The network operator, Western Power, has not been able to access or read the meter at your premises. This means your account has been estimated.

We want to ensure the amount you're being charged is an accurate reflection of your electricity use, so we need Western Power to obtain an actual meter read. The more time between actual readings, the greater the adjustments may be on your account. We want you to avoid a larger than normal bill, so please provide access as soon as possible.

Please take one of these actions within 20 business days:

- **Provide safe access to your meter.** This is generally the easiest option. Please make sure your meter location is safe and not restricted by dogs or warning signage such as 'Beware of the dog', 'Do not enter' or 'Enter at own risk'. Your meter should not be behind locked gates or with any obstacles preventing meter access, including locking your meter box.

OR

- **Become a self-read customer.** Please contact us if you would like to register to read your own meter. You will then receive a self-read notification every two months and record and provide your own meter readings through the Western Power self-read portal.

Western Power will try to read your meter again on your next scheduled read date, so please take one of these actions before then. After we receive what's known as a validated actual reading from Western Power, we'll make any necessary adjustments to your next bill.

If your meter is now safe to access and you would like to have it read earlier than scheduled, please call us on **13 13 54** so we can arrange for Western Power to take a special meter reading. This will cost \$17.60, and will be added to your next bill. You can find more information on our fees and charges at synergy.net.au/prices



If you have any questions, feel free to contact us on **13 13 54** between 8am and 5pm, Monday to Friday (except public holidays).

Yours sincerely,

Colin Smith
General Manager Customer
Experience, Retail

