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The Trustee for Accolade Avenue Unit Trust F 4,7 Palm Tree RD WYONG,NSW 2259

## Need to get in touch?

Enquiries and Complaints: 1800 146 749

Online: energyaustralia.com.au Your energy ombudsman:

Energy & Water Ombudsman NSW 1800 246 545

Faults or emergencies:

Street Light or Power Failure (24 Hrs)

Ausgrid 131 388

## Your electricity account

Account number:	0303628926
Invoice number:	030874352343
National Metering Identifier (NMI):	41040905234
Service address:	U 4,21 Donaldson ST
	Wyong,NSW 2259
Bill issue date:	30 Jan 2024

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

#### Your bill

#### Payment not required

**Amount due** 

\$0

## Could you save money on another plan?

Based on your past usage, our Solar Max (Home) may cost you up to \$225 incl. GST less per year than your current plan. ^^ Go to **energyaustralia.com.au** or call us on 133 466 to find out more. Compare other plans at **energymadeeasy.gov.au** 

The Australian Energy Regulator requires us to include this information.

## **Electricity payment options**

If your bill has been delayed, you are entitled to an extended amount of time to pay.



## **Direct debit**Call **1800 146 749**



#### Mail

Phone

Please post this payslip with your cheque payable to: EnergyAustralia, GPO BOX 4491, Melbourne, Victoria 3001



#### Call **1300 936 107** to pay by

MasterCard, Visa or American Express for payment amounts up to \$10,000.



Billpay code: 3248 Ref: 1000 3036 2892 64

Pay in person at any post office, phone **13 18 16** or go to **postbillpay.com.au** 



Biller code: 97410

Ref: 1000 3036 2892 64

**BPAY®** - Make this payment via internet or phone banking.

**BPAY View®**- Receive, view and pay this bill using internet banking.

**BPAY View Registration No**-0303628926 ® Registered to BPAY Pty Ltd, ABN 69 079 137 518

A merchant service fee may apply to credit card payments: MasterCard or Visa 0.36%, American Express 1.5%. Fee is calculated on the total payment amount.

Any fees applied will be shown on your next bill and are GST inclusive. Some exemptions apply.

#### Payment not required



Office use only

Trancode 831 User code 067024 Payment reference 10003036289264



## **6** Plan summary

Your current plan: Basic - Home

Your energy rates are below. We'll let you know in advance before they change.

## Understanding your bill

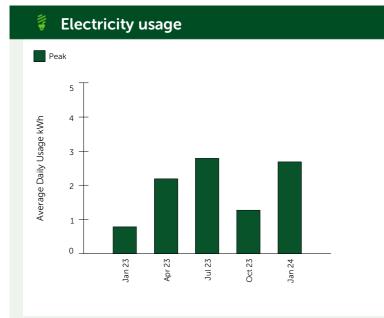
Billing period: 27 Oct 2023 to 26 Jan 2024 (92 days). Charges based on an actual meter reading.

Energy charges	Total usage	Charge/Rate	\$
Basic - Home			
27/10/2023 - 26/01/2024 - 92 Days			
* Basic - Home Peak Consumption (2.70386 kWh/day)^	248.755 kWh	\$0.377575 per kWh	\$93.93
* Basic - Home Supply Charge	92 days	\$0.957000 per day	\$88.04
Solar Export			
Retailer Solar Buy Back Rate (25.15930 kWh/day)^	-2,314.656 kWh	\$0.076 per kWh	\$175.91 CR
Total current charges (incl. GST of \$16.54)			\$6.06
Account summary			
Opening Balance			\$26.43 CR
Opening Balance Balance carried forward			\$26.43 CR \$26.43 CR

An \* means that the amount shown includes GST.

<sup>^</sup> This figure is your usage shown as an average per day over the number of days that apply to this rate.





Average daily use (kWh) Av

Average daily export (kWh)

This account: **2.70**Same time last year: **0.79** 

Same time last year: 0.00

This account: 25.16

Average cost per day (incl. GST): **\$0.07** 

242% increase in usage since the same time last year

## • Need support?

#### Payment Assistance: 1800 146 749

We can help you pay your energy account including:

- Extended Time to Pay
- Regular Pay Instalment Plan
- Help with Hardship or Payment Difficulty
- Energy Account Payment Assistance

#### Hearing and Speech Impairment Services: 133 677

Telephone Typing (TTY) service is available for the cost of local call.

#### Concessions and rebates

If you are eligible for New South Wales Government energy concessions or rebates, please ring **133 466** and quote your pensioner or benefits card number. To find out more, visit **energyaustralia.com.au/concessions.** 

#### Contact Hours

For all your enquiries, our customer service hours are: Monday to Friday 8.00am to 6.30pm AEST.

Calling from overseas? Phone +61 3 9422 2968.

If you do not wish to receive information about EnergyAustralia's other products and services please call us on **1800 624 426**.

#### Interpreter Service: 1300 622 718

?cần thông dịch viên هل أنت بحاجة إلى مُترجم شفهى؟

需要传译员吗? 需要傳譯員嗎?

Kailangan mo ba ng interpreter? क्या आपको दुभाषिए की आवश्यकता है?

#### Life Support: 133 466

To register life support on your account or for further information about life support please call us.

#### **Written Enquiries**

Please direct all correspondence to: EnergyAustralia Locked Bag 14060, Melbourne City Mail Centre, 8001 or fax to **1300 363 398**.

#### Moving? Call us on 1800 146 749.

Contact us at least 3 business days before moving so we can finalise your account and organise electricity and gas supply to your new address. Please have your new meter numbers handy, these are located on the front of your meter. You'll be glad we moved with you.

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## Other messages

#### Customer ABN: 76890583233

^^Estimated savings or best plan confirmation shown are based on your past 12 months usage, or your available usage data (if less than 12 months) and our current in market plans at the time this bill was issued. We update our plans from time to time. If you switch plans, the amount you may save will depend on the plan you choose and the amount of energy you use. If you're on a demand tariff, we'll estimate demand charges based on your usage data, if available, or use the average demand charge of other demand customers in your distribution area. Demand charges can vary significantly and what you may pay will depend on how you use energy during the period when the demand charge applies. Visit energyaustralia.com.au/better-bills to find out more.

Your account has a credit balance of \$20.37Cr.

The NSW Government offers rebates to help customers with the cost of electricity. These include the NSW Gvt Household Rebate, NSW Gvt Rebate for Life Support, NSW Medical Energy Rebate, NSW Family Energy Rebate, NSW Seniors Energy Rebate and Energy Accounts Payment Assistance (EAPA). To find out more about these rebates and how to apply for them, visit energyaustralia.com.au/nsw-concessions

Direct debit to your bank/credit union account will take place on 16-02-2024.

No payment required for this account - As your account is in credit, payment on this occasion is not required. The credit will be deducted from your next account.

#### Next meter read

Your next meter reading is planned to occur during 21 Apr - 01 May 2024. Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is taken.

## UC. BI 0923

# We've made changes to our terms and conditions

Here's some important information about our updated market retail contract terms and conditions that will take affect from 1 February 2024. The summary of the key changes below will help you understand how the changes may affect you.

#### What's changed?

If you were on our market retail contract before 1 February 2024, these terms and conditions will be replaced on 1 February 2024 by our updated market retail contract terms and conditions. We've listed some of the key clauses to take note of.

- Clause 1.7: We may amend this contract by notice to you to reflect changes in laws or regulations, or make variations that are reasonably necessary to protect our legitimate business interest.
- Clauses 2.1 and 2.2: You must provide us accurate information that we need to supply you energy, and update us when that information changes.
- Clause 3.1: To the extent permitted by law, we make no representations about the condition or suitability of the energy we supply.
- Clause 3.2: The energy laws exclude our liability for failure to supply energy to your premises or because of the defective supply of energy, unless we've acted in bad faith or negligently. We are also not liable for a failure to supply gas if the failure arises out of any accident or cause beyond our control.
- Clause 4.8: We may charge you an exit fee if that is included in your Energy Plan Details.
- Clause 5.2: You agree that we may change your plan if you are or become ineligible for the plan, and may transfer you to your previous retailer if that is possible and you were ineligible for your plan at the start of this contract.
- Clause 10.2: We may vary the tariffs and charges set out in your Energy Plan Details, or introduce new tariffs and charges, in certain circumstances. We will give you notice before doing that and you may notify us that you wish to end the Contract within 20 business days of receiving that notice.
- Clause 12: We may disconnect your energy supply in certain circumstances.
- **Privacy Act Notice:** We will collect and use your personal information in accordance with our Privacy Policy, which may allow us to share your personal information with third parties to the extent required to sell, deliver and market energy to you, to provide you with information on other products and services we have available, and for customer analysis purposes.

Our terms and conditions contain details of the rights and obligations you have when we supply energy to you, please read them fully. Our full market retail contract terms and conditions can also be found at **energyaustralia.com.au/conditions-pricing**.

