

DISCONNECTION WARNING

Act now to avoid disconnection



/938

The Trustee For Accolade Avenue Unit Trust
4/7
Palm Tree RD
WYONG NSW 2259

Enquiries **133 466**
Street Light or
Power Failure (24 Hrs) **131 388**
Internet **energyaustralia.com.au**

TOTAL AMOUNT DUE

\$1,576.50

Due 07 Mar 2024

**If you're having
problems paying,
contact us now to
find out how we
can help.**

Electricity Account

Account number	2634530377
Service address	U 7 21 Donaldson ST Wyong NSW 2259
Issue date	28 Feb 2024
NMI	4104090526

Hello

We have previously sent you a reminder notice about your overdue account, but it still has not been paid.

To avoid disconnection, you must pay the total amount due (incl. GST) within the disconnection warning period, which ends on 07 Mar 2024.

What happens next?

If you do not pay your account by the due date then we may disconnect your electricity supply (which may be done remotely if you have a smart meter). If this happens, you will still have to pay the amount owing and any additional fees associated with the disconnection and/or reconnection (including those charged by your network service provider). **Act now to avoid these additional charges.**

Please turn the page for more information

HVSMEDWNLM

EnergyAustralia Pty Ltd ABN 99 086 014 968.



Electricity payment options

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



Direct Debit
call 133 466



Mail
Please post this payment slip
with your cheque payable to:
EnergyAustralia, GPO Box 4491,
Melbourne, Victoria 3001



Phone
Call 1300 559 873 to pay by
MasterCard, Visa or American Express
for payment amounts up to \$10,000.



Billpay Code: 3248
Ref: 10026345303773

Pay in person at any Post Office or
agency, or phone 13 18 16, or go to
www.postbillpay.com.au



Bill Code: 97410
Ref: 10026345303773

BPAY® - Make this payment via Internet or
phone banking.
BPAY View® - Review, view and pay this
bill using Internet banking.
BPAY View® Registration No - 2634530377
® Registered to BPAY Pty Ltd, ABN 69 079 137 518

*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.



*324810026345303773000157650

Due date
07 Mar 2024

Total amount due
\$1,576.50
(incl. GST)

Office use only		
Trancode	User code	Payment reference
831	067024	10026345303773

<0000157650> <067024> <010026345303773> >

Where to get help if you need it

If you need longer to pay, contact us immediately so we can discuss your payment options.

- Chat with us online at **energyaustralia.com.au/livechat** (Monday to Friday, 8am-9pm & Saturdays, 9am-6pm AEST) or
- Call **133 466** (Monday to Friday, 8am-6.30pm AEST).

If you have already spoken with us and believe you still have an unresolved dispute, you can call The Energy and Water Ombudsman New South Wales on 1800 246 545.

If you have paid in the last few days, thank you. You do not need to do anything further.

Regards



Lisa Mavrodīs
Head of Operations

Contact Information

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.

Payment Arrangements **133 466**

Please contact our Customer Service Advisers to discuss payment assistance and concessions including,
State Government Concession
Extended Time to Pay
Utility Relief Grant Scheme

Next Scheduled Reading

We will attempt to read your meter on the scheduled reading date. Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is taken.

Interpreter Service

傳譯員服務

Dịch vụ Thông dịch

1300 622 718

Servizio Interpreti

خدمة الترجمة الشفهية

Hearing Impaired Service

Telephone Typing (TTY) service is available for the cost of local call. General Enquiries 1300 368 536.

Network Faults 1300 305 043.

Life Support

To register life support on your account or for further information about life support please call us on 133 466.

EnergyAustralia Solar Power Solutions

131 898

Solar power systems
Battery storage solutions

Moving?

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. Just call 133 466.

Written Enquiries

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

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