

# Your Electricity Bill Explained

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## Issued Date

Information on this bill is valid as of the issued date. Any payments on or after this date will not appear.

## Helpful Numbers

Who to call for help. For blackouts, or other faults please call the network company shown on the faults and emergencies number.

## Account Summary

This section shows at a glance the summary of your account, including how much is due for payment.

## Account Transactions

This presents a summary of transactions on your account, including charges, payments and adjustments. More details can be found on the back page.

## Your Pay-On-Time Discount

If you pay your bill on time this shows the value of the credit on your next bill.

## Electricity Usage

See and compare your electricity usage to previous billing periods. Electricity and greenhouse emissions are both measured.

## Special Information

From time to time we will present special messages here to keep you informed about special offers, your energy use and other useful information.

## Electricity Account

TAX INVOICE Number 351271 Issued 9 March 2011



MR JOHN CITIZEN  
NEW BILL ST  
TESTTOWN VIC 3000

Service Address NEW BILL ST,  
TESTTOWN, VIC 3000  
NMI Number 1234 56789  
Billing Period Quarterly

Bill Enquiries: **1300 764 860**  
For Faults and Emergencies call: **XX XX XX**  
Your Network Company is: XXXXXX

Email: customerservice@neighbourhood.com.au  
Web: www.neighbourhood.com.au

Account Number **1234 5678 9123**

Opening Balance	-\$X.XX	Payments/Adjustments	-\$X.XX	=	Balance	\$0.00	+	This Bill	\$X.XX	=	Total Amount Due	\$X.XX
								Due Date	25 Mar 2011			

## Your Electricity Charges Summary

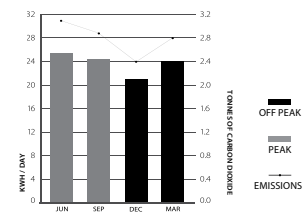
Account summary from 9 January 2011 to 5 March 2011

Opening balance	\$X.XX
Payment received (see over)	\$X.XX CR
Adjustments (see over)	\$X.XX
Balance carried forward	\$X.XX
Current charges inc GST (see over)	\$X.XX
Includes GST of	\$X.XX
<b>Total Amount Due</b>	<b>\$X.XX</b>

## How Your Pay-On-Time Discount works

Pay this bill **in full** by the due date and earn a 12% Pay-On-Time discount of \$XX.XX which will appear **as a credit on your next bill**.

## Your Recent Usage



Average electricity use between meter reads (kWh/day)  
Latest metered period XX.XX  
Corresponding period last year N/A  
Average cost per day (inc GST) \$X.XX  
Greenhouse gas emissions (tonnes) for latest metered period XX.XX

For more information on climate change visit: [www.climatechange.vic.gov.au](http://www.climatechange.vic.gov.au)



**Congratulations!**  
As a Neighbourhood Energy customer you receive  
**12% OFF** **GUARANTEED FOR 2 YEARS!**  
when you pay your electricity bills on time

Neighbourhood Energy Pty Ltd ABN 97 109 118 578



# Your Electricity Bill Explained

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## Charges and Supply Details

These sections present a breakdown of all your charges and supply details, including the amount of power used during the billing period.

(Note: Some meter types do not provide previous and current meter readings - only a net usage figure)

## Happy to Help

If you have any questions give us a call – we're happy to help you.

## Our Services

Useful information regarding some of the services we provide.

## Ways to Pay

We offer a variety of convenient ways to pay your bill.

### Your Electricity Usage Summary (cont.)

Account summary from 9 January 2011 to 5 March 2011

Tariff Type	Meter Number	Reading Type	Bill Days	Usage (Kwh)	Previous Reading	Current Reading
Residential - General Purpose	XXXXX	Ordinary reading	XX	XXXX	XXXXXX	XXXXXX

Next anticipated meter reading scheduled on or near to 11 June 2011. Safe and easy access to your meter is required.

Please note that any monthly bills issued before this date will be based on an estimate of your electricity use.

### Summary of Electricity and Service Charges, Payments and Adjustments

#### Electricity and Service Charges

Description	Days	Usage kWh	Unit Rate ex. GST	Total
2009 Home Rate (peak)		XXXX	XX.XX	\$XXX.XX
Domestic Single Rate Standing Charge	XX	XX.XX	XX.XX	\$XX.XX
Includes GST of				\$XX.XX
<b>Electricity and Service Charges</b>				<b>\$XXX.XX</b>

#### Payments and Adjustments

Description	Amount	Date	Total Payments Received
xxxxxxx	\$XXX.XX CR	XX/XX/XXXX	\$XXX.XX CR

### Give us a call

Neighbourhood Energy is pleased to help you if you have a concern about your electricity services. Please call us on 1300 764 860

#### Important Information

If you are eligible for State Government Concessions on energy charges, contact us with your concession or health-care card details.

- If you are moving premises, please notify us 3 business days prior to the date required for connection or disconnection.
- Please note that we may need to contact Centrelink or DVA to confirm your eligibility.

**Did you know Neighbourhood Energy offers a 100% Accredited Greenpower Product? Call us or visit our website for more details.**

### Interpreter Services 131 450

Aby skorzystać z usług tłumacza ustnego proszę dzwonić pod numer znajdujący się powyżej

По вопросам устных переводов, пожалуйста, обращайтесь по указанному выше телефону

如需口译服务，请拨打以上的联系电话

Vui lòng gọi số liên lạc ở trên cho dịch vụ thông dịch

للحصول على خدمات الترجمة الفورية يرجى الاتصال برقم الاتصال المذكور أعلاه

### How to Pay



Billers Code: 75390  
Reference: 0000 0000 0000

Contact your participating financial institution to make a payment from your cheque, savings or credit card account. Visit: [www.bpay.com.au](http://www.bpay.com.au)



Billers Code: 3009  
Reference: 0000 0000 0000

Phone 13 18 16 or go to [www.postbillpay.com.au](http://www.postbillpay.com.au)



#### BY INTERNET

Use your credit card and our secure web payment service at [www.neighbourhood.com.au](http://www.neighbourhood.com.au)



#### BY TELEPHONE

Use your credit card and our telephone payment service on 1300 764 865



#### BY DIRECT DEBIT

If you would like to set up a direct debit arrangement please call us on 1300 764 860 or download the form from our website at: [www.neighbourhood.com.au](http://www.neighbourhood.com.au)



#### BY PAYMENT IN PERSON

Take this bill to any branch of Australia Post to pay by cash, cheque or credit card. If you want to pay in person and you do not have a printed bill from us, please print it yourself using a good quality printer and paper. If you do not have access to a suitable printer please request a printed bill from our call centre on 1300 764 860. There is a charge of \$2 (inc GST) for this service which will be added to your next bill.

