



ENERGY DETECTIVES

Lesson 6
How much
does
electricity
cost?

STUDENTS

Energy Detective Handbook

Name: _____

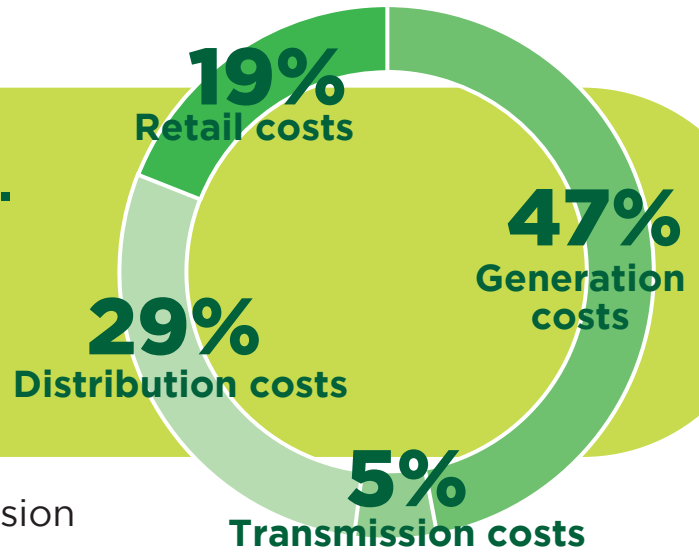
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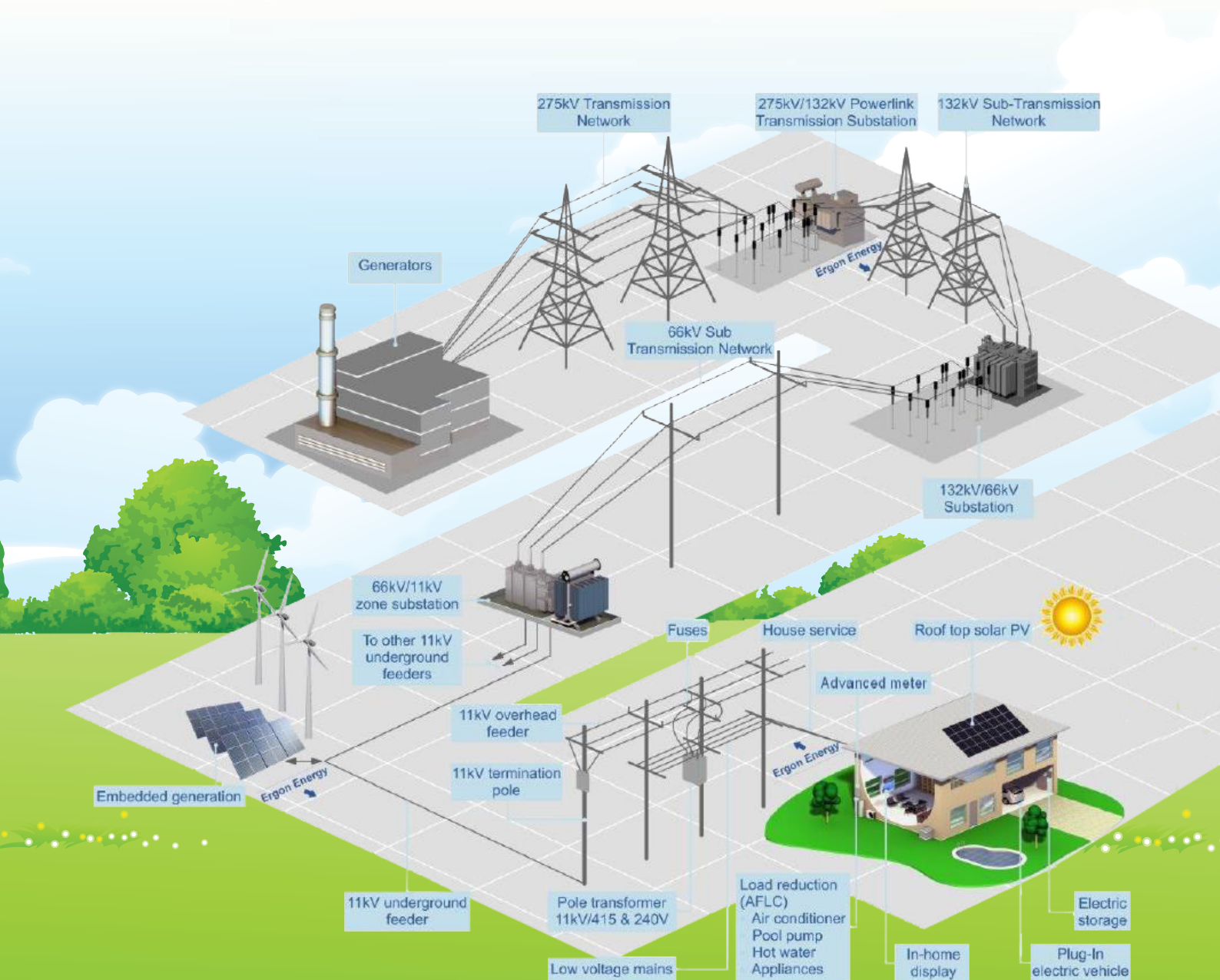
Using power costs money.

Let's find out why.

The price we pay for electricity is made up of:



Below shows the generation, transmission and distribution part of the electricity supply-chain.



ACTIVITY 6.1: UNDERSTANDING YOUR POWER BILL/POWER CARD

Understanding your power bill (Thursday Island)



My Home Electricity Account

Ergon Energy Queensland Pty Ltd ABN 11 121 177 802 Tax Invoice No. 352932510165

MISS A SAMPLE
123 AVENUE ST
TOWN QLD 4714

1

MY ACCOUNT DETAILS

Account number: **A-1234A123**
For supply at:
**123 AVENUE ST
TOWN QLD 4714**
National Metering Identifier (NMI): **3031234567**
Bill issue date: **21/12/2023**

2

HOW MUCH DO I OWE?

Total due
\$281.87
When is my payment due?
04/01/2024

3

NEED HELP?

Enquiries and complaints
Ergon Energy Retail
13 10 46 or
ergon.com.au/contact

Energy and Water Ombudsman Qld
1800 662 637

Faults enquiries
Ergon Energy Network
13 22 96

Life-threatening emergencies
Triple Zero (000) or
Ergon Energy Network
13 16 70

4

Compare plans from other retailers at Energy Made Easy www.energymadeeasy.gov.au

HOW TO PAY YOUR BILL

PAY ON OUR WEBSITE
Online at ergon.com.au/paypoint
Bill Code: 45067
Ref: 5023456789

PAY BY BPAY
Bill Code: 45067
Ref: 5023456789
Mobile & Internet Banking - BPAY*
*Registered to BPAY Pty Ltd ABN 68 078 077 018

PAY IN PERSON
At any Post Office

PAY BY PHONE
Call 1320 577 300
Ref: 5023456789

PAY BY MAIL
Cheque or money order payable to:
Ergon Energy Retail
PO Box 956, Parramatta NSW 2124
Cut this section off and post with payment

Post Billpay Bill Code: 0450
Ref: 5023456789
Pay online at auspost.com.au/postbillpay
Pay by phone 13 16 16
*450 5023456789 \$281.87

EFT PAY BY EFT
Call 13 10 46 to organise

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NEW CREDITS

Term	Component	Start	End	Quantity	Days	Rate	Amount	Amount
		Read	Read	(KVAHrs)	(987 End)	(987 End)	(987 End)	(987 End)
Solar Exports	Solar feed in for regional Queensland (21/02/22 - 19/12/22)						\$0.00	\$0.00
All Consumption		3000	4000	1000		\$0.1000	\$94.86CR	\$94.86CR
Rebates and Other Credits:								
	QLD Govt Electricity Rebate (30 days)					\$1.01	\$90.92	\$90.92
Sub-TOTAL:							\$90.92	\$90.92
Sub-TOTAL:							\$90.92	\$90.92

COMPARE YOUR USAGE OVER TIME

Energy usage (kWh) vs Solar exports (kWh) over 12 months. Average daily kWh this period: 18.21. Solar Exports: 15.38.

BILL SUMMARY 21/09/22 - 19/12/22

1 Balance prior to this bill	\$0.00CR
2 New Charges	
Electricity Charges	\$483.43
Other Charges	\$16.81
3 New Credits	
Solar Credits	\$94.86CR
Rebates and Other Credits	\$90.92CR
TOTAL AMOUNT DUE	\$281.87

1

Account details

Your account number is a unique identifier which helps us access your information, so please have this handy when you call us.

Your supply address, National Metering Identifier (NMI), and the issue date of your bill are also shown here.

2

How much do I owe?

Here you can see at a glance how much you owe (including GST) and the day on which the payment is due. If you are in credit, this will display as \$0.00 due, please see the bill summary to check your credit balance.

If you have money owing from a previous bill, this will only show the new bill amount due, please see the bill summary to check the total amount outstanding.

3

Need help?

You'll find all our important numbers here, so you can get in touch when you need to.

4

How to pay your bill

Everything you need to know about the various ways you can pay your bill and your reference number required for each payment option.

Please ensure that you check your reference number each time you make a payment as they may change.

5 Meter reading and access

Here you'll find your meter read type (basic or interval) and the type of reading that was used to calculate your bill.

6 Plan summary

Your plan summary outlines all tariffs active at your premise and your Clean Energy Subscription amount if applicable.

7 Understanding your bill

Here's where your bill is broken down into sections so you can better understand how we've worked out your charges and credits.

7a Previous balance and payments

Here you'll be able to see the balance of your previous bill, any payments made and the balance brought forward.

7b New charges

This section sets out your electricity tariff/s and any other charge details including:

- Previous and current meter readings
- How much electricity you've used in kilowatt hours or kilowatts (kWh/KW).
- Dollars per kWh/KW as well as the total cost of the electricity
- Daily supply service fee/s
- Your metering services charge
- Other charges including donations and subscriptions

7c New credits

Here you'll find details on any solar tariff/s and other credits you may have received over the billing period.

5

6

MY METER READING AND ACCESS

This premises has a basic meter
This bill is based on actual meter readings obtained.

MY PLAN SUMMARY

Tariff 11 - Residential Flat Rate
Tariff 33 - Controlled Supply
Solar Exports - Solar feed-in for Regional Queensland
Clean Energy Subscription 10%

PAGE 2 OF 3

UNDERSTAND MY BILL

1 BALANCE PRIOR TO THIS BILL

Previous Account	
Payments	\$200.00
Balance brought forward	\$200.00CR
	\$0.00

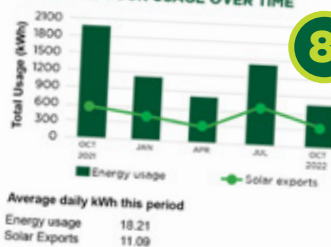
2 NEW CHARGES

Tariff Component	Start Read	End Read	Quantity (KWh)	Days	Rate (GST Excl)	Amount (GST Excl)	GST	Amount (GST Inc)	
Tariff 11 - Residential Flat Rate (General Domestic) (21/09/22 - 19/12/22)									
All Consumption	2000	2986	986		\$0.22135	\$218.25	\$21.82	\$240.07	
Service Fee				92	\$0.90408	\$83.17	\$8.32	\$91.49	
Tariff 33 - Controlled Supply (General Domestic) (21/09/22 - 19/12/22)									
All Consumption	1000	1689	689		\$0.17400	\$119.89	\$11.98	\$131.87	
Other Charges						SUB-TOTAL	\$421.31	\$42.12	\$463.43
Meter Services Charge						\$0.15333	\$14.10	\$1.41	\$15.51
						SUB-TOTAL	\$14.10	\$1.41	\$15.51

3 NEW CREDITS

Tariff Component	Start Read	End Read	Quantity (KWh)	Days	Rate (GST Excl)	Amount (GST Excl)	GST	Amount (GST Inc)	
Solar Exports - Solar feed-in for regional Queensland (21/09/22 - 19/12/22)									
All Consumption	3000	4020	1020		-\$0.09300			-\$94.86CR	
Rebates and Other Credits						SUB-TOTAL		\$94.86CR	
QLD Govt Electricity Rebate (92 days)						\$1.01	\$92.92	\$9.29	\$102.21CR
						SUB-TOTAL	\$92.92	\$9.29	\$102.21CR

COMPARE YOUR USAGE OVER TIME



8 Compare your usage

See how your current electricity usage and solar exports compare to previous bills. We've simplified this information with one bar for each bill. You can also see your electricity usage and solar exports as an average for the current billing period.

9 Bill summary

This is clear snapshot of all the information in your bill:

- Balance prior to the current bill
- New charges (including electricity charges and other charges)
- New credits (including solar credits and other credits)
- Total amount due

BILL SUMMARY 21/09/22 - 19/12/22

1 Balance prior to this bill	\$0.00CR
2 New Charges	
Electricity Charges	\$463.43
Other Charges	\$15.51
3 New Credits	
Solar Credits	\$94.86CR
Rebates and Other Credits	\$102.21CR
TOTAL AMOUNT DUE	\$281.87

CONTACT INFORMATION

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Additional Assistance

Ergon Energy Retail offer hardship programs. Government rebates, access to financial assistance and drought relief for eligible customers. For more information, visit ergon.com.au/supportprograms

Having difficulty paying?

Contact us to request a payment plan or extension. Call **13 10 46** or visit ergon.com.au/myaccount

Interpreter Service 1300 607 555

Servizi di interpretariato e traduzione
Domestischer und Übersetzungsdienst
Mga serbisyo sa pagpapaliwala
Talk-en vertaal diensten
Dinh vu thong dich va dich thuat
Jasa terjemahan sareng tarjemahan
LISER 和 话 译 服 务
Klaxay'i bi biy'i foma



National Relay Service

TTY/voice calls **13 36 77** and Speak & Listen **1300 555 727**

11

BILL MESSAGES

Next Meter Read Date (Approx) 20/03/2023 Security Deposit Held Nil

Moving Premises? Contact us to arrange a final reading and/or a new application before you move. You are responsible for this account and electricity used until a final meter reading is obtained.

The balance of your bill will be paid by Direct Debit on 04/01/2024.

PAYMENTS

12

Payment Date	Amount Paid
01/12/2022	\$50.00
03/12/2022	\$50.00
07/12/2022	\$50.00
10/12/2022	\$50.00

PREVIOUS BALANCES OWING

13

Previous Due Date	Amount Due
01/09/2022	\$643.11
01/06/2022	\$387.79
03/03/2022	\$689.79
01/01/2022	\$509.87



Simpler.
Easier.
Better.

REGISTER NOW AT
ergon.com.au/myaccount

10

Other contact information

You'll find our other contact information here such as additional assistance (support programs), interpreter service and national relay service.

11

Bill messages

Here is where we will display your next meter read date (if you have a basic meter), security deposit information, RFDS F/Y donations and any other applicable bill messages including direct debits.

12

Payments

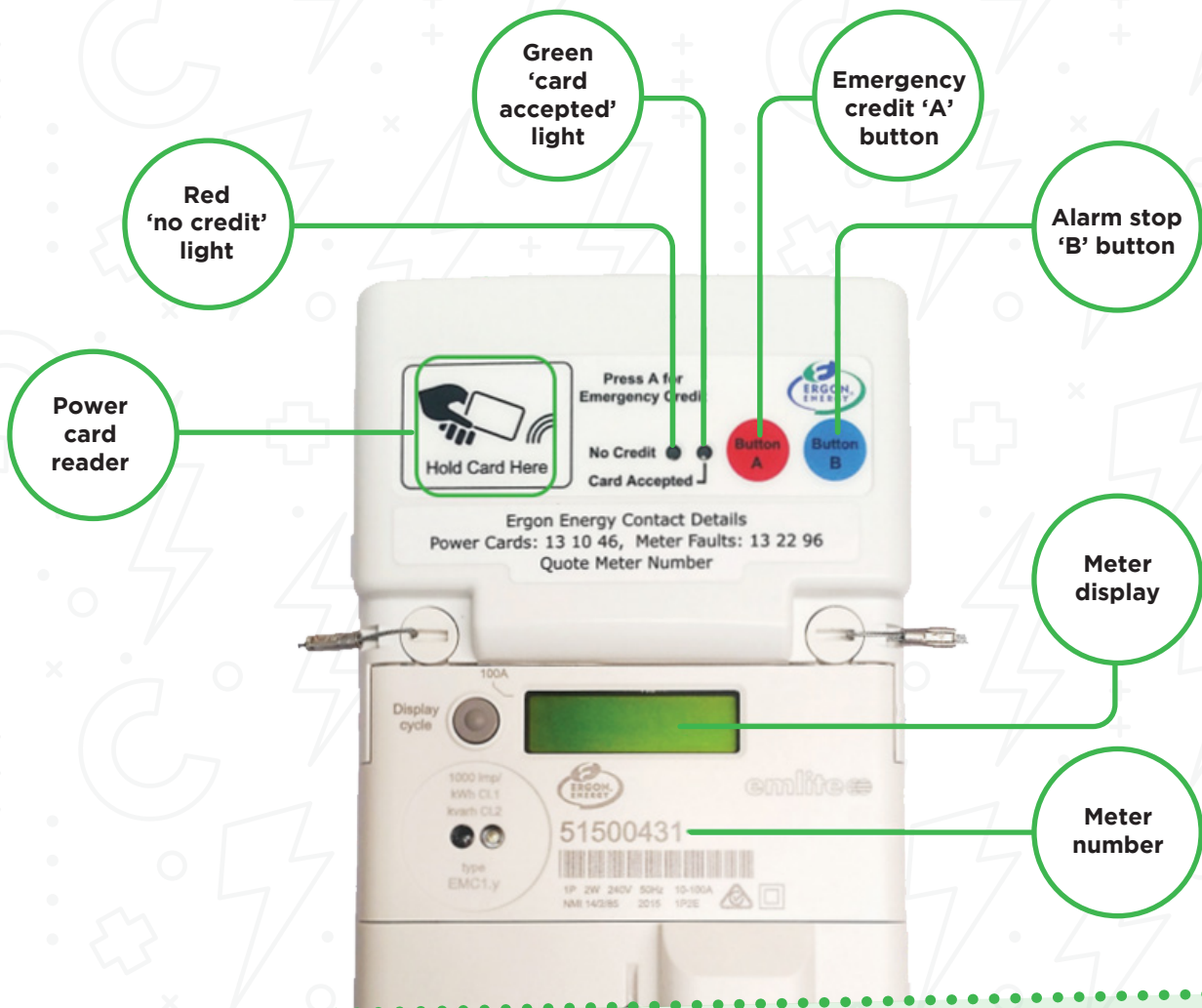
These are the payments you've made against your account since your last bill.

13

Previous balances owing

These are the amounts and balances owing for the current and previous bills, if you need more time to pay, please call us for assistance.

Understanding your Power Card Meter



Reading your meter display

Power supply is **on** —

You have **credit** available —

Amount of your **credit** or **debt** in dollars and cents —

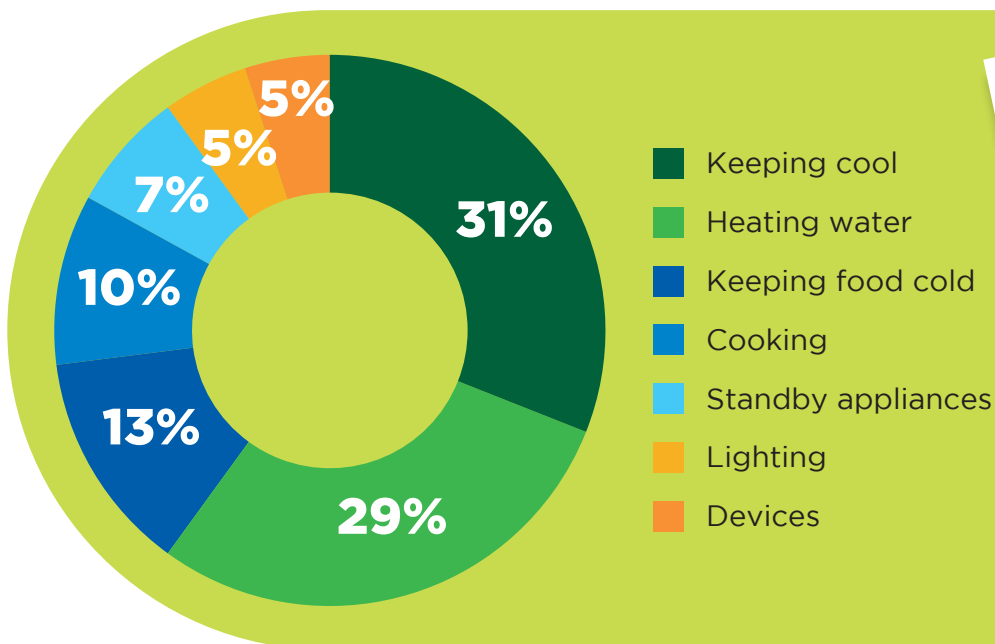
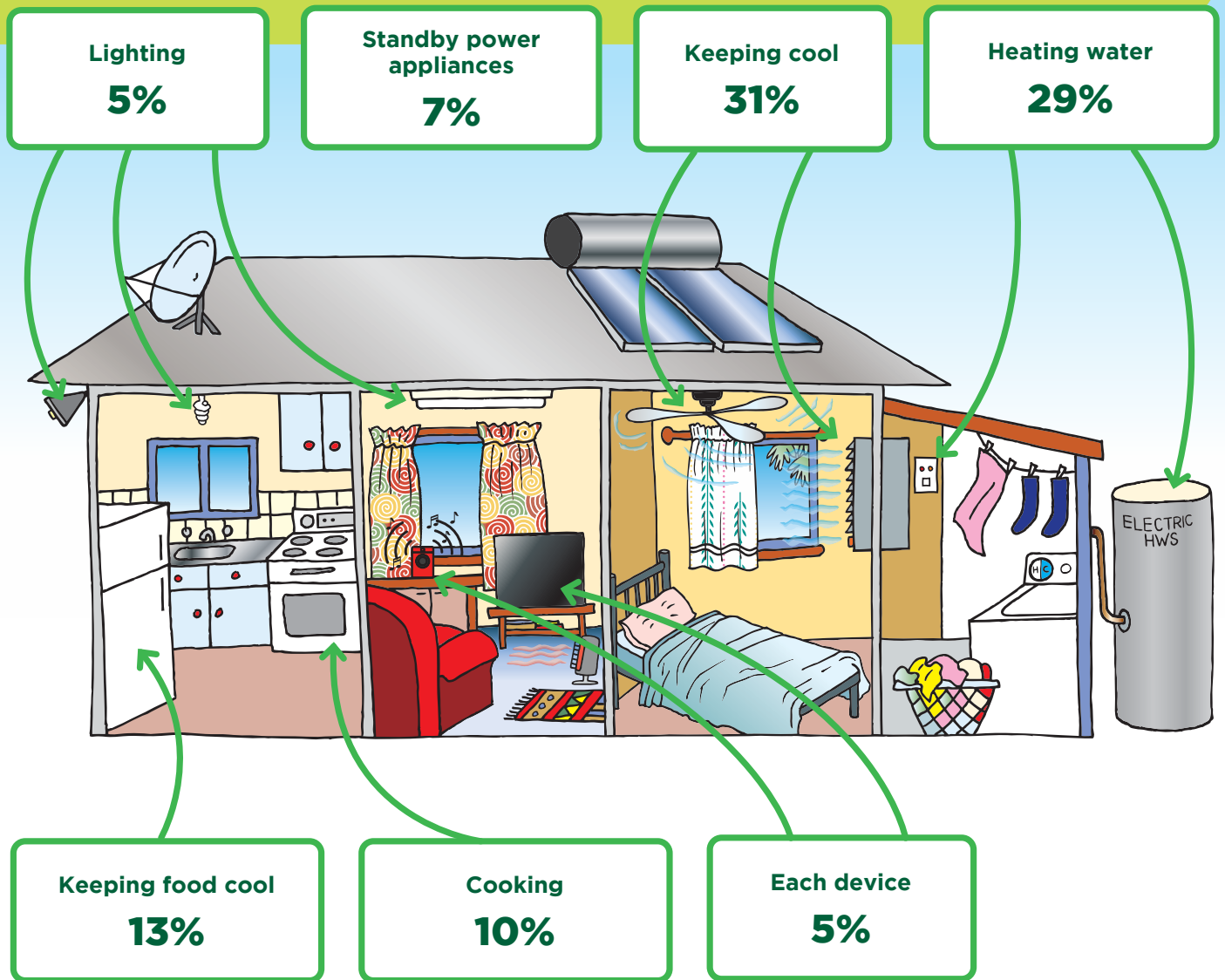
Power supply is **off** —

You have a **debt** to repay before topping up with credit —

— You are using **emergency credit**. The amount remaining is shown in dollars and cents.

— Your **emergency credit** has been used. Your **debt** to repay before topping up with credit is shown in dollars and cents.

Where do most of the power costs go?







Ergon Retail acknowledges the Traditional Custodians of the land on which we live and work, and recognise their continuing connection to land, waters and community. We pay respect to Elders past and present.

ENQUIRIES

1300 135 210
8am to 5pm, Mon - Fri

ergon.com.au



Part of Energy Queensland