



RETAIL

# Business bill DESIGN



PAGE 1 OF 3



RETAIL

## My Business Electricity Account

Ergon Energy Queensland Pty Ltd ABN 11 121 177 802 Tax Invoice No. 352932518165

A & B BUSINESS PTY LTD  
123 AVENUE ST  
TOWN QLD 4714

### 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**

### HOW MUCH DO I OWE?

Total due  
**\$765.44**

When is my payment due?  
**04/01/2024**

### NEED HELP?



#### Enquiries and complaints

Ergon Energy Retail  
1300 135 210 or  
[ergon.com.au/contact](http://ergon.com.au/contact)

**Energy and Water  
Ombudsman Qld**  
1800 662 837

**Faults enquiries**  
Ergon Energy Network



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1800 662 837

**Faults enquiries**  
Ergon Energy Network  
13 22 96

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

Compare plans from other retailers at Energy Made Easy [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

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### HOW TO PAY YOUR BILL

**PAY ON OUR WEBSITE**  
Online at [ergon.com.au/paypoint](http://ergon.com.au/paypoint)  
Bill Code: 415067  
Ref: 50123456789

**PAY BY BPAY**  
Bill Code: 415067  
Ref: 501 234 567 89

Mobile & Internet Banking - BPAY\*  
Make this payment from your preferred bank account  
\*Registered to BPAY Pty Ltd ABN 69 079 137 518

**PAY IN PERSON**  
At any Post Office

**PAY BY PHONE**  
Call 1300 577 300  
Ref: 50123456789

**Post Billpay**  
Bill Code: 0468  
Ref: 512345678

**PAY BY DIRECT DEBIT**  
Call 1300 135 210

**PAY BY MAIL**  
Cheque or money order payable to:  
Ergon Energy Retail  
PO Box 959, Parramatta NSW 2124  
Cut this section off and post with payment.

Pay online at [auspost.com.au/postbillpay](http://auspost.com.au/postbillpay)  
Pay by phone 13 18 16

\*468 5123456789 \$765.44

**EFT PAY BY EFT**  
Call 1300 135 210 to organise

<0000018179> <065328> <00008 50123456789 >

# FIRST page

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 contact 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.

# SECOND page

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## Meter reading and access

Here you'll find your meter read type (basic or smart) 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.

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.

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## Bill summary

This is a 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.

## If you have a smart meter...

Your start and end readings will always display as zero. This is because we don't receive individual readings from smart meters. Instead, we receive the total amount of energy you've used during each billing period. See example below.

Tariff Component	Start Read	End Read	Quantity (kW/kWh)	Days	Rate (GST Excl)	Total (GST Excl)	GST	Amount (GST Inc)
<b>2 NEW CHARGES</b>								
Tariff 20 - Business General Supply (08/11/24 - 08/12/24)								
All Usage	0	0	4407.55	30	\$0.33264	\$1,466.13	\$146.61	\$1,612.74
Service Fee				30	\$1.4992	\$44.98	\$4.50	\$49.48
<b>SUB-TOTAL</b>						<b>\$1,511.11</b>	<b>\$151.11</b>	<b>\$1,662.22</b>

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## METER READING AND ACCESS

This premises has a basic meter

This bill is based on actual meter readings obtained.

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## PLAN SUMMARY

Tariff 20 - Business (General Supply)

Clean Energy Subscription 10%

Solar Exports - Solar feed-in for Regional Queensland

## UNDERSTAND THIS BILL

### 1 BALANCE PRIOR TO THIS BILL

Previous Account	\$2,035.35
Payments	\$2,035.35CR
<b>Balance brought forward</b>	<b>\$0.00</b>

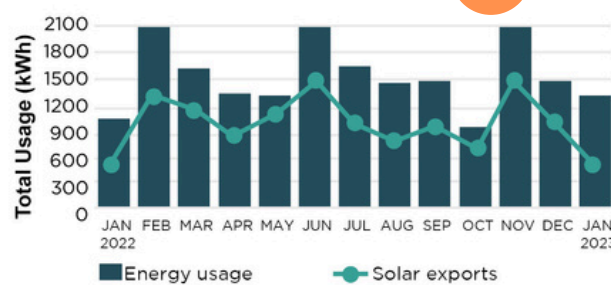
### 2 NEW CHARGES

Tariff Component	Start Read	End Read	Quantity (KW/kWh)	Days	Rate (GST Excl)	Amount (GST Excl)	GST	Amount (GST Inc)
Tariff 20 - Business (General Supply) (01/02/2023 - 03/03/2023)								
All Consumption	2000	4986	2986		\$0.25408	\$758.68	\$75.86	\$834.54
Service Fee				30	\$1.23133	\$36.94	\$8.32	\$40.64
<b>SUB-TOTAL</b>						<b>\$795.62</b>	<b>\$84.18</b>	<b>\$875.18</b>
Other Charges								
Meter Services Charge					\$0.1080	\$3.24	\$0.32	\$3.56
Royal Flying Doctor Service Donations								\$6.05
Clean Energy Subscription						\$8.03	\$0.81	\$8.84
<b>SUB-TOTAL</b>						<b>\$11.27</b>	<b>\$1.13</b>	<b>\$18.45</b>

### 3 NEW CREDITS

Tariff Component	Start Read	End Read	Quantity (KW/kWh)	Days	Rate (GST Excl)	Amount (GST Excl)	GST	Amount (GST Inc)
Solar Exports - Solar feed-in for regional Queensland (01/02/2023 - 03/03/2023)								
All Consumption	3000	4020	1020		-\$0.09300			\$94.86CR
<b>SUB-TOTAL</b>								<b>\$94.86CR</b>
Rebates and Other Credits								
QLD Govt Electricity Rebate (30 days)					\$1.01	\$30.30	\$3.03	\$33.33CR
<b>SUB-TOTAL</b>						<b>\$30.30</b>	<b>\$3.03</b>	<b>\$33.33CR</b>

## COMPARE USAGE OVER TIME



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## BILL SUMMARY 01/02/23 - 03/03/23

<b>1 Balance prior to this bill</b>	<b>\$0.00</b>
<b>2 New Charges</b>	
Electricity Charges	\$875.18
Other Charges	\$18.45
<b>3 New Credits</b>	
Solar Credits	\$94.86CR
Rebates and Other Credits	\$33.33CR
<b>TOTAL AMOUNT DUE</b>	<b>\$765.44</b>

**CONTACT INFORMATION** 10**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](https://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](https://ergon.com.au/myaccount)

**Interpreter Service 1300 607 555**

Servizi di interpretariato e traduzione  
Dolmetscher- und Übersetzungsdienst  
Mga serbisyo sa pagsasalin-wika  
Tolk- en vertaal diensten  
Dịch vụ thông dịch và dịch thuật  
Jasa tarjamahan sareng tarjamahan  
口译和笔译服务  
Kǒuyì hé bǐyì fúwù

**National Relay Service**

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

11 **BILL MESSAGES**

**Next Meter Read Date (Approx)** 20/03/2024

**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.

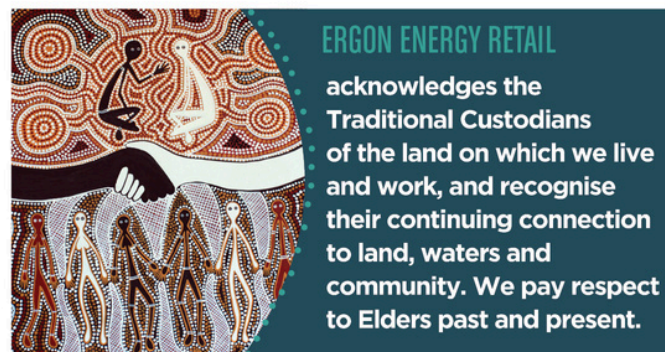
The balance of your bill will be paid by Direct Debit on 04/01/2024.

**PAYMENTS** 12

Payment Date	Amount Paid
01/12/2023	\$2,035.35

**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

**THIRD** page

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**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.



**If you have any questions about your account, feel free to contact us.**

Customer Service

**1300 135 210**

8am - 5pm, Mon to Fri

PO Box 308 Rockhampton QLD 4700

**[ergon.com.au](https://ergon.com.au)**

ABN 11 121 177 802

Ergon Energy Queensland Pty Ltd



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