

# Understanding your electricity bill

## Account name and address

Your invoice is addressed to the Primary Account holder only and joint account holders appear below.

## Service Address

Property details of the site where the electricity is supplied

## Meter Read

Shows whether your bill is based on an estimated read or an actual read. If the meter read is estimated, a reason will appear on the back of the bill.

## National Meter Identifier (NMI)

Your National Meter Identifier (NMI) is used to identify the electricity connection point (your meter) that measures your consumption.

## Account summary

Detailed information about your payments and charges.

## Important information

Displays messages about changes that may affect your account.



SAM SAMPLE  
123 SAMPLE STREET  
SAMPLE TOWN SA 1234

**Joint Account Holders:** Sue Sample  
**Service Address:** 123 SAMPLE ST SAMPLE TOWN SA 1234  
**Meter Read:** Actual  
**National Meter Identifier (NMI):** 111111111

**Account Summary:** 25 Jan 11 to 26 Apr 11

|  |                 |
|--|-----------------|
| Opening Balance  | \$xxx.xx        |
| Payments Received - Thank You                                    | \$xxx.xx CR     |
| Balance Carried Forward  | \$xxx.xx        |
| <b>New Charges</b>   |                 |
| Other Charges & Adjustments (see over for details)               | \$xxx.xx        |
| Total Electricity Charges incl. Discounts (see over for details) | \$xxx.xx        |
| <b>Total Amount Due - incl. Overdue Amount</b>                   | <b>\$xxx.xx</b> |
| New Charges incl. GST Charges of                                 | \$xxx.xx        |

\*Payments received after the due date may incur a fee of \$xx.xx

**Important Information**  
For more information about energy efficiency and to compare energy retail prices, visit [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au) or call 1800 226 100.

Origin Energy Electricity Ltd ABN 33 071 052 287

**YOUR NEW LOOK BILL**

Introducing your new look Origin bill. You'll notice we've made it simpler and easier to read. To find out more about all the changes refer to the enclosed flyer or visit [originenergy.com.au/mybill](http://originenergy.com.au/mybill)

3112.Jan11SA

## Electricity

Tax Invoice: 10000001234 Issued: 27 Apr 11

|  |              |
|--|--------------|
| Enquiries & moving home (8AM - 6PM Local Time Mon - Fri)             | 13 24 61     |
| Faults or emergencies, call ETSA (24hrs)                             | 13 13 66     |
| Visa or MasterCard Payments (Processing fee may apply*, see reverse) | 1300 658 783 |

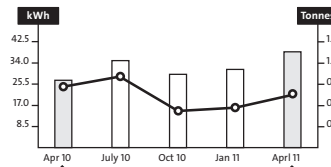
Account No: **123456789101**

|                   |                  |
|-------------------|------------------|
| Total Amount Due* | <b>\$xxx.xx</b>  |
| Due Date:         | <b>11 May 11</b> |
| Overdue Amount:   | <b>\$xx.xx</b>   |
| Due Date:         | <b>Now</b>       |

\*Total Amount Due includes an overdue amount which is due now.

**Your Current Energy Agreement Is:** FlexiChoice  
**Benefits Applied To This Account:**  
• XXX Gov Electricity Rebate

Your Average Daily Usage & Greenhouse Gas Emissions Graph



Graph Key: kWh (Average Daily Usage), Tonnes (Greenhouse Gas Emissions)

|   |            |
|---|------------|
| Average Cost Per Day:   | \$x.xx     |
| Average Daily Usage:  | xxx.xx kWh |
| Same Time Last Year:  | xxx.xx kWh |
| Total Greenhouse Gas Emissions (Tonnes) Generated For This Account:   | x.xxxxxT   |
| Same Time Last Year (Tonnes):   | x.xxxxxT   |
| Greenhouse Gas Emissions Saved With a Green Product For This Account: | N/A        |

For more information on greenhouse gas emissions visit [originenergy.com.au](http://originenergy.com.au) or call us on 13 24 61.

## Colour coding

Each bill is colour coded to identify the fuel the bill is for. Electricity bills have an orange panel. A red panel means that the bill is overdue.

## Account number

You need your account number when making payments or when you contact us.

## Total amount due

Shows the total amount payable (including any overdue amounts and GST). The due date for this amount is below it.

## Product details

Provides information about your energy agreement and any applicable benefits.

## Average daily usage and greenhouse gas emissions

The line on the graph shows your monthly greenhouse gas emissions in tonnes and the columns refer to your average daily energy use by month in kilowatt hours.



Together we can. make a difference.™

# Understanding your electricity bill

## Usage and service calculation

Please refer to this section for a detailed breakdown of energy usage and charges for electricity.

## Discounts and rebates

If applicable, all discounts, rebates and Government concessions are listed here.

## How to pay your account

Lists all the ways you can pay your bill. This is a detachable payment slip to use when posting your payment to us or paying at Australia Post.

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|  |                        |   |                            |                          |                  |
|--|------------------------|---|----------------------------|--------------------------|------------------|
| <b>Payments Received - Thank You</b>                               |                        |   |                            |                          |                  |
| 20 Jan 11  | BPay                   |   |                            |                          | xxx.xx CR        |
| <b>Total Payments Received</b>                                     |                        |   |                            |                          | xxx.xx CR        |
| <b>Other Charges &amp; Adjustments</b>                             |                        |   |                            |                          |                  |
| DD Mmm YY Meter Test (Incl. GST of \$x.xx)                         |                        |   |                            |                          | \$xx.xx          |
| <b>Total Other Charges &amp; Adjustments (incl. GST of \$x.xx)</b> |                        |   |                            |                          | \$xx.xx          |
| <b>Electricity Usage and Service Calculation</b>                   |                        |   |                            |                          |                  |
| Next Scheduled Read: 26 Jul 11 (+ 2 business days)                 |                        |   | Last Meter Read: 24 Jan 11 |                          |                  |
| Description: General Supply  |                        | Billing Period: 25 Jan 11 to 26 Apr 11<br>(92 Days) (A = Actual, E=Estimated) |                            |                          |                  |
| <b>Usage:</b>  |                        |   |                            |                          |                  |
| <b>Meter No.</b>   | <b>Current Reading</b> | <b>Previous Reading</b>   | <b>Usage kWh</b>           | <b>Total kWh</b>         | <b>Bill Days</b> |
| *1   | xxxx (A)               | xxxx (A)  | xxx                        | xxx                      | 92               |
| <b>Charges:</b>  |                        |   | <b>Usage kWh</b>           | <b>Charge/Rate c/kWh</b> | <b>Amount \$</b> |
| <b>Peak</b>  |                        |   |                            |                          |                  |
| First 0 - 1764   |                        |   | xxxx                       | xx.xx                    | xx.xx            |
| Balance 1765   |                        |   | xxxx                       | xx.xx                    | xx.xx            |
| <b>Off Peak</b>  |                        |   |                            |                          |                  |
| Off Peak   |                        |   | xxxx                       | xx.xx                    | xx.xx            |
| Service to Property  |                        |   |                            |                          | xx.xx            |
| <b>Sub-Total</b>   |                        |   |                            |                          | <b>xxx.xx</b>    |
| <b>Less Discounts &amp; Rebates</b>                                |                        |   |                            |                          |                  |
| xxx Gov Rebate   |                        |   |                            |                          | xx.xx CR         |
| <b>Sub-Total</b>   |                        |   |                            |                          | <b>xx.xx CR</b>  |
| <b>Sub Total Electricity Charges</b>                               |                        |   |                            |                          | <b>xxx.xx</b>    |
| GST  |                        |   |                            |                          | xx.xx            |
| <b>Total Electricity Charges</b>                                   |                        |   |                            |                          | <b>xxx.xx</b>    |

**Moving Home?**  
For a quick and simple way to disconnect and connect electricity and/or gas at your new property (allow 3 business days notice):

- Go online at [originenergy.com.au/movers](http://originenergy.com.au/movers)
- Call: **13 24 61**  
(8AM - 6PM Local Time Mon - Fri)

**Contacting Us**  
For any questions relating to your account:

- Write to us (not payments)  
**Origin Energy Customer Contact Centre**  
GPO Box 1199 Adelaide SA 5001  
Fax: 1800 242 921  
Email: [enquiry@originenergy.com.au](mailto:enquiry@originenergy.com.au)
- Call: **13 24 61**  
(8AM - 6PM Local Time Mon - Fri)

Replacement hot water and appliance servicing call **1300 791 468**.

**Origin Shop**  
Solar, Hot Water, Heating and Cooling sales and installation. 100 Pirie St, Adelaide or call **13 14 27**.

**Concessions**  
The South Australian Government Customer Concession Scheme for Energy is administered by Department for Families and Communities. For details about how to apply please call the State Government Concessions Hotline **1800 307 758**.

**Payment Assistance**  
To arrange a payment extension, special payment or instalment plan or to obtain information, call us on **13 24 61**.

**Interpreter Service** **13 14 50**  
خدمة الترجمة الهاتفية للغات غير الإنكليزية.  
Servicio Telefónico de Interpretes para otros idiomas.  
Per lingue oltre all'Inglese contattate il Servizio d'Interpretariato Telefónico  
Dịch vụ thông dịch qua điện thoại cho những ngôn ngữ khác không phải tiếng Anh.  
Τηλεφωνική Υπηρεσία Διαμετγμένων για άλλες γλώσσες εκτός της αγγλικής.  
非英語語言電話傳譯服務。

## How to pay your account

**Direct Debit:** Register online at [originenergy.com.au/myaccount](http://originenergy.com.au/myaccount) or call **13 24 61** to arrange automatic payment of future accounts.\*

**iPAY** Biller Code: XXXX  
Ref: 123456789101

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

Bill Code: XXXX  
Ref: 123456789101

To pay by Visa or MasterCard call **1300 658 783**  
(24 hrs, payment limits may apply).

**Mail:** Send this slip with your cheque# made payable to: Origin Energy Holdings Limited, [insert address]

**POST billpay** Biller Code: XXXX  
Ref: 123456789101

Visit any Post Office or go to [postbillpay.com.au](http://postbillpay.com.au)\*

\*Payments by Visa or MasterCard may incur a processing fee of 0.6% (Incl. GST) of the total payment amount. This will be shown on your next bill. Some exemptions apply.  
\*A payment processing fee may apply.



\*29581123456789101

Trancode User code Customer Reference Number  
nnnnnnnnnn 000000 123456789101

### Payment Slip

Due Date (New Charges only)  
**11 May**  
Total Amount Due (if paid by the due date)  
**xxx.xx**

Total Amount Due

**\$xxx.xx**

<nnnnnn> <nnnnnnnnnnnnnnnn> >

Origin Energy Retail Limited ABN 22 078 868 425 • Origin Energy (Vic) Pty Limited ABN 11 086 013 283 • Origin Energy Electricity Limited ABN 33 071 052 287 • Origin Energy LPG Limited ABN 77 000 508 369 • Sun Retail Pty Limited ABN 97 078 848 549287 • GPO Box 1199 Adelaide SA 5001  
• Telephone 13 24 63 • Facsimile 1800 132 463  
• Web Enquiries [originenergy.com.au/contactus](http://originenergy.com.au/contactus)



Together we can.  
make a difference.™