

Understanding your gas 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 gas 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.

MIRN/DPI number

Your Meter Installation Reference Number (MIRN) or Distribution Point Identifier (DPI) is used to identify the natural gas 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: Estimated
Meter Installation Register Number (MIRN): 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
New Charges	
Other Charges & Adjustments (see over for details)	\$xxx.xx
Total Natural Gas Charges incl. Discounts (see over for details)	\$xxx.xx
Total Amount Due - incl. Overdue Amount	\$xxx.xx
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 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

3112.Jan11SA

Natural Gas

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*: \$xxx.xx

Due Date: 11 May 11

Overdue Amount: \$xx.xx

Due Date: Now

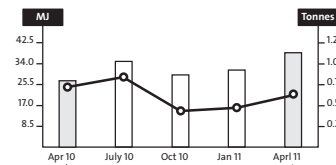
*Total Amount Due includes an overdue amount which is due now.

Your Current Energy Agreement Is: FlexiChoice

Benefits Applied To This Account:

- XXX Gov Natural Gas Rebate

Your Average Daily Usage & Greenhouse Gas Emissions Graph



Graph Key: MJ (Bar), Tonnes (greenhouse gas emissions) (Line)

Average Cost Per Day:	\$x.xx
Average Daily Usage:	xx.xx MJ
Same Time Last Year:	xx.xx MJ
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 or call us on 13 24 61.

Colour coding

Each bill is colour coded to identify the fuel the bill is for. Gas bills have a blue 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 megajoules.



Together we can. make a difference.™

Understanding your gas bill

Usage and service calculation

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

Estimated bill reason

If your bill is estimated the reason will appear here.

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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Payments Received - Thank You	
20 Jan 11 BPay	xxx.xx CR
Total Payments Received	xxx.xx CR
Other Charges & Adjustments	
DD Mmm YY Meter Test (Incl. GST of \$x.xx)	\$xx.xx
Total Other Charges & Adjustments (incl. GST of \$x.xx)	\$xx.xx

Natural Gas Usage and Service Calculation						
Next Scheduled Read: 26 Jul 11 (+ 2 business days)			Last Meter Read: 24 Jan 11			
Description: Domestic General		Billing Period: 25 Jan 11 to 26 Apr 11 (92 Days) (A = Actual, E=Estimated) Estimated Reason: Locked & No Answer				
Usage:						
Meter No.	Current Reading	Previous Reading	Volume	Correction * Factor	Heating *Value	Usage MJ
*1	xxx (E)	xxx (A)	xx	x.xxxx	xx.xxx	xxxx
Charges:						
First 0 - 4981			xxx	xxxx	x.xxx	xx.xx
Service to Property						xx.xx
Sub-Total						xxx.xx
Less Discounts & Rebates						
xxx Gov Rebate						xx.xx CR
Sub-Total						xx.xx CR
Sub Total Natural Gas Charges						xxx.xx
GST						xx.xx
Total Natural Gas Charges						xxx.xx

How to pay your account	
Direct Debit: Register online at originenergy.com.au/myaccount or call 13 24 61 to arrange automatic payment of future accounts.*	Mail: Send this slip with your cheque# made payable to: Origin Energy Holdings Limited, [insert address]
iPAY: Biller Code: XXXX Ref: 123456789101	BPAY®: Make this payment via internet or phone banking.*
Card: Biller Code: XXXX Ref: 123456789101	Post: Visit any Post Office or go to postbillpay.com.au *
<small>*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.</small>	

			Payment Slip		Total Amount Due
*29581123456789101			Due Date (New Charges only)		
Trancode User code Customer Reference Number			11 May		
nnnnnnnnnn 000000 123456789101			Total Amount Due (if paid by the due date)		\$xxx.xx
			xxx.xx		
<nnnnnn> <nnnnnnnnnnnnnnnn> >					

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
- 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
- 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**.

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 Telefonico
Dịch vụ thông dịch qua điện thoại cho những ngôn ngữ khác không phải tiếng Anh.
Τηλεφωνική Υπηρεσία Διαμεγμένων για άλλες γλώσσες εκτός της αγγλικής.
非英語語言電話傳譯服務。

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
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• Web Enquiries originenergy.com.au/contactus



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