

How To Read My Bill

We've prepared this reference guide to help you understand your new bill. If you require any further information, please call us on (02) 5622 1700

Electricity Invoice

Thanks SO much for supporting Enova - after all, it's YOUR Energy Company!

Test Test
1 Test Street
TESTVILLE
NSW 2001

Amount Due

\$296.79

Due Date 19 Apr 2018

The amount shown above will be deducted from your nominated account on 19 Apr 2018

Billing Period: 28 Feb 2018 - 02 Apr 2018
Bill issue date: 05 Apr 2018

Enquiries: (02) 5622 1700
Faults and Emergencies: 13 20 80
(Essential Energy 24 hours)

Tax Invoice: 123456
Issue Date: 05 Apr 2018
Customer Number: 1234567

How to pay

DIRECT DEBIT Call us on (02) 5622 1700 to arrange automatic payment from your account.

INTERNET BANKING from a bank account or credit card
Bill Code: 256446
Reference: 12345673

PHONE using Visa or Mastercard Call (02) 5622 1700 during business hours

IN PERSON at any Westpac branch:
Account Name: Enova Energy
BSB: 032573 Account No: 336712
Include reference number: 1234567 with payment.

A fee of \$1.82 (\$2.00 incl GST) applies for over the counter at Westpac.

Payments by Visa or Mastercard will incur a processing fee of 0.6% (incl GST) of the total amount.
Direct debit payments are exempt from this fee.

1 Amount Due

Key information in this section includes:

- Amount due
- Due date
- Billing period (i.e. the time period this bill relates to)
- Bill issue date

If you're on a plan with a pay-on-time discount, you'll see that here too.

There are lots of different scenarios including accounts that:

- Are in credit or don't have an amount owing
- Have an overdue amount, outstanding amount or payment plan
- Are being paid by direct debit

You'll see this all here if it's relevant to you.

2 Important Contact Details

Our contact phone number and number to call in case of energy faults or emergencies.

3 How to Pay

All your payment methods are shown here, including any payment fees that may be applicable.

If you're paying by BPAY, over-the-counter or electronic transfer into Enova's bank account, the reference number which you need to include when you pay is also shown here.

Account Summary 4

Last Bill Balance	\$249.01
Payments Received	\$249.01 CR
Charges Received	\$0.00
Balance carried forward	\$0.00
THIS BILL	
Electricity charges (please see over for details)	\$310.17
Green Product Charges (please see over for details)	\$9.71
Solar Feed-in Credit	\$55.08 CR
Subtotal (excl GST)	\$264.80
GST	\$31.99
Total (incl GST)	\$296.79
Balance Carried Forward	\$0.00
Total due	\$296.79

\$ Payments 5

Payments received - thanks

Date	Method	Amount
15 Mar 2018	Direct Debit	\$249.01 CR
Total		\$249.01 CR

+ Other Charges 6

Date	Method	Amount
Total		\$0.00

Other Important Information 7

Do you require a translator or other special assistance? Call 131450.
 Servicio Interpreti
 servicio de interpretation
 Dịch vụ phiên dịch
 خدمات الترجمة الشفوية
 口译服务
 διεμνητέα υπηρεσίες

Concessions
 The NSW Government offers a number of Energy & Life Support rebates. For details on eligibility or to apply, please visit <https://enovaenergy.com.au/billing-accounts/pay-a-bill/rebates/> or contact us on (02) 5622 1700

Energy Accounts Payment Assistance (EAPA)
 Applications for EAPA can be made to authorised welfare groups. For details visit <https://enovaenergy.com.au/billing-accounts/pay-a-bill/rebates/> or contact us on (02) 5622 1700

Energy Made Easy
 To find out more about how the average household energy usage is calculated, get some energy efficient tips and compare retail energy prices, visit www.energymadeeasy.com.au

Complaints
 If you have concerns or issues, please call us on 1300 247 048

4 Account Summary

The activity on your account for this billing period is summarised here. This includes:

- Payments received
- Rebates received
- New electricity charges
- Solar feed-in credits
- Pay-on-time discounts
- Any overdue amounts, other charges and adjustments

This section also shows how the payment due on the bill has been calculated and the GST applicable.

5 Payments

All the payments which you have made during the billing period are listed here.

6 Other Charges

Charges such as special meter reads, late payment fees, credit card fees or adjustments on your account are included here.

7 Other Important Information

Includes details on:

- How to access interpreter services
- Concessions
- Payment assistance

Tax Invoice: 123456 Account Number: 1234567
 Issue Date: 05 Apr 2018 NMI: 40123456789
 Due Date: 19 Apr 2018 Billing Period: 28 Feb 2018 - 02 Apr 2018
 Amount Due: \$296.79 Days in Billing Period: 34
 If Paid by Due Date \$296.79

Your Energy Plan: Solar 16 Plus with RDI
 Plan Benefits: 16c Feed in Tariff and RDI Contribution
 Please note if your property is smart metered the metering charge of 0.2273 per day (\$0.25 incl. GST) will be added to your invoiced Daily Charge.

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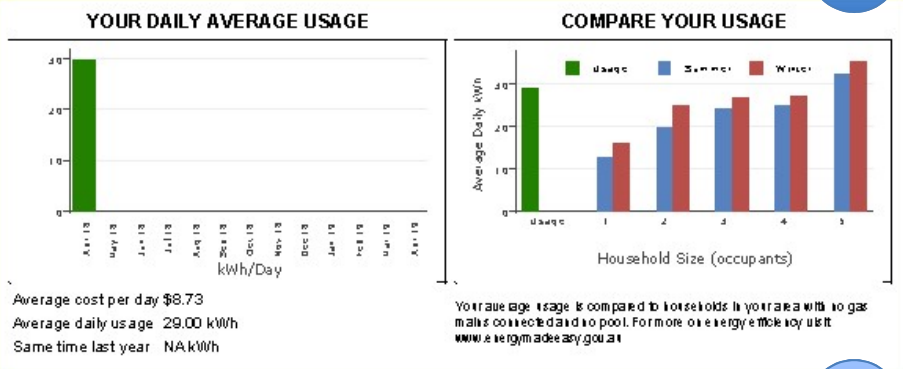
Current Usage and Charges

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Billing period	28 Feb 2018 - 02 Apr 2018
Supply address	1 Test Street, TESTVILLE NSW 2001
National Meter Identifier	40123456789
Last meter read	02 Apr 2018
Next scheduled read	19 Apr 2018

Your Usage

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Usage Information

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Meter Number	Previous Date	Previous Reading	Current Date	Current Reading	Reading Delta	Multiplier	Usage (kWh)
40123456789/E1	28 Feb 2018	0.0000 (A)	02 Apr 2018	985.8420 (A)	985.8420	1	985.8420

(Meter Reading Type: A = actual reading, S = substitute reading, E = estimated reading)

New Charges	From	To	Quantity	Rate	Amount
Renewable Development Initiative Contribution	28 Feb 2018	02 Apr 2018	34 days	0.2857	\$9.71
Daily Charge	28 Feb 2018	02 Apr 2018	34 days	1.6473	\$56.01
Domestic Time of Use: peak usage	28 Feb 2018	02 Apr 2018	151.1750 kWh	0.3600	\$54.42
Domestic Time of Use: shoulder usage	28 Feb 2018	02 Apr 2018	257.2090 kWh	0.3500	\$90.02
Domestic Time of Use: off-peak usage	28 Feb 2018	02 Apr 2018	577.4680 kWh	0.1900	\$109.72

Charges for this period (excl GST) \$319.89

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8 Account Details

Includes your account number, tax invoice number, the billing period and bill issue date. At the bottom of this section are details about your Energy Plan.

9 Current Usage and Charges

Includes information about the property being supplied such as the supply address, National Meter Identifier (NMI) and estimated next scheduled read date for your meter.

10 Your Usage

The left graph shows your average daily usage and how much energy you've used in previous periods. If there is no information for the previous period, it's because you have just switched to Enova and your usage history is held by your previous electricity retailer. There's also a summary of your usage compared to last year and your average cost per day. The right graph shows how your average daily electricity usage compares to other households in your area.

11 Meter Readings

Your meter number(s) and reading(s) are listed here. You may have more than one meter read per meter depending on your tariff.

12 Usage Information

Includes a comprehensive breakdown of your electricity use and charges. Charges include:

- Supply Charge:** A fixed charge which applies regardless of the amount of electricity you use. It covers costs that do not depend on actual energy usage (e.g. those associated with maintaining the poles and wires).
- Anytime:** A flat rate tariff with no peak or off-peak periods. This means that you pay the same rate regardless of the time of day you use energy.
- Time of Use:** A tariff where the electricity cost differs at different times of the day.
- Controlled Load:** Tariffs for a specific appliance such as hot water heaters or swimming pool pumps. Supply for a controlled load is only available at certain hours of the day. The difference between Controlled Load 1 and 2 is the hours for which supply is available.

For more details on specific times of the day and rates for 'Time of Use' and 'Controlled Load' tariffs, see our Price Fact Sheets at enovaenergy.com.au/price-fact-sheet/

 Solar Feed-in Meter Data

Meter Number	Previous		Current		Reading		Quantity (kWh)
	Date	Reading	Date	Reading	Delta	Multiplier	
40123456789/81	28 Feb 2018	0.0000 (A)	02 Apr 2018	344.2370 (A)	344.2370	1	344.2370

(Meter Reading Type: A = actual reading, S = substitute reading, E = estimated reading)

 Solar Feed-in Credits Details

New Charges	From	To	Quantity	Rate	Amount
Solar Feed-in Credit	28 Feb 2018	02 Apr 2018	344.2370 kWh	-0.1600	\$55.08 CR
Total					\$55.08 CR

Solar Feed-In

Includes a comprehensive breakdown of solar electricity that your solar PV system has fed into the grid for sale and the amount paid for it.