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Understanding your Lumo Energy bill (continued)

Moving Home? Just call us a week before your move. We'll get you set up and connected at your new place.

This page is about your **electricity**

Usage and Supply Details

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6

a

Payments and Adjustments

Payment Received (thank you)	29.29	cr
Concession Early Bird Discount Inc GST	1.36	
Early Bird Discount	7.76	cr
Total Payments and Adjustments	\$35.69	cr

c

d

Your Electricity Usage

100 Sample Street, City, STATE 1234

Electricity Faults: United Energy 24 Hours 13 20 99

b

Meter Reading

Next Meter Read: 01 May 2017 ± 2 days

NMI 12345678901	Meter	Description	Start Date	End Date	Usage	Total Units
Off Peak	A12345678	Actual usage this period	30 Jan 17	27 Feb 17	109.17	109.17
Peak	A12345678	Actual usage this period	30 Jan 17	27 Feb 17	93.14	93.14
Solar Rebate	A12345678	Actual usage this period	30 Jan 17	27 Feb 17	88.45	88.45

c

d

Electricity Charges

30 Jan 2017 - 27 Feb 2017 (29 days)

Energy Charges	Usage kWh	Rate \$	Total \$
Peak	93.14	0.280600	26.14
Off Peak	109.17	0.108400	11.83
Service to Property Charge (No. of days)	29.00	0.854200	24.77
Solar Rebate	88.45	-0.280600	24.82 cr
Sub Total			37.92
Concession			4.25 cr
Total Electricity Charges (excluding GST)			\$33.67
Total Electricity Charges (including GST)			\$39.51

f

Your Usage Detailed

100 Sample Street, City, STATE 1234

Electricity

Greenhouse Gas Emissions

Your daily usage (kWh)

Same time last year

Average cost per day (incl GST)

Average daily use (kWh)

Meter Read

Start

End

Total greenhouse gas emissions (Tonnes) this account: 0.28

For more information visit www.switchon.vic.gov.au

6 Your account charges in detail

This provides a detailed breakdown of your meter readings and energy charges including solar rebates and concessions (if applicable).

a Payments and adjustments

This shows your previous payments, discounts and adjustments.

b Meter reading

Your National Meter Identifier (NMI) is a unique number assigned to the electricity meter/s at your address and is used to track your usage. The Meter Identification Registration Number (MIRN, for Victorian customers) or Delivery Point Identifier (DPI, for New South Wales customers), is a unique number assigned to gas meter/s at your address.

Your meter reading indicates your energy usage and whether your bill is based on an actual or estimate meter read. **Your distributor needs safe and easy access to your meter in order to get an actual meter reading.**

If you do not have a smart meter, you will also find the nominated date of your next meter read, give or take two business days.

If you are registered for My Account you can submit a gas or electricity meter reading and view your meter reading history (not available for smart meters or solar).

lumoenergy.com.au/myaccount

c Your billing period

The start and end date of the billing period and the number of days you have been billed. It is normal for the number of days per billing period to vary between your electricity and gas accounts because of the billing cycle in your state (refer to **Billing Cycles** on front page).

d Your energy charges

This outlines your rates and service to property charges and takes into account any solar rebates and/or concessions you might have (if applicable). If you are on a product that includes Green Power, your usage will also be detailed in this section.

During a price change event you will see two lots of energy charges and service to property charges with a date period in brackets. For more information about Price Change, please go to: **lumoenergy.com.au/price-change**

e Service to property charge

This is a daily cost that is charged for providing you with energy. It includes the costs for ongoing maintenance and upgrade of gas mains and electricity wires and poles that deliver energy to your property.

f Your usage detailed

In this section, it is easy to see how much electricity or gas you are using

- It shows your month by month energy usage and greenhouse gas emissions across a 13 month period.
- Summarises your average daily costs and usage for the specific billing period and your average usage for the same billing period last year (if applicable).
- Compares your energy usage to other households in your postcode, broken down into number of occupants, to see how you're tracking (for residential electricity accounts only).
- Shows the meter readings for electricity (if you have an active smart meter) and solar (if applicable).

7 Paying Your Account



Online
Visit lumoenergy.com.au and use payment number 1234567890 to pay by VISA or MasterCard



Phone
Call 1300 553 615 to pay by VISA or MasterCard



Direct Debit
Call 1300 115 866 to arrange direct debit from your bank or financial institution



In Person
You can present this invoice for payment at any Australia Post outlet



Mail
Send cheque payable to Lumo Energy with your Account Number on the back of the cheque to:
Lumo Energy
GPO Box 870
Melbourne VIC 3001



Biller Code: 150722
Ref: 1234 5678 9101

Telephone & Internet Banking - BPay*
Contact your bank or financial institution to make the payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

Payment Slip

Concessions

Have a valid concession card? You may be eligible for energy concessions. For payment assistance such as Utility Relief Grant Scheme, or a payment extension or other payment frequency options, call us on 1300 115 866.

Correspondence (not payments)
PO Box 632, Collins St West VIC 8007
Fax: 1300 136 891
Email: info@lumoenergy.com.au

Interpreter Service

传译服务
الترجمة خدمة
Dịch vụ thông dịch
خدمات ترجمة
Υπηρεσία Διερμηνείας
傳譯服務
Call 1300 171 764

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Direct debit payment information (please do not pay this account)
\$74.88 will be direct debited from your account on 24/03/2017 unless we hear from you at least 5 working days before the date your account is due to be debited.

7 How to pay your account

Pay your bills the way you want. There are so many options for paying your bill; choose the one that suits you. You can pay online via either our online payment portal or by logging into My Account, by phone, at Australia Post, mail and BPay. You can even set up your direct debit to ensure you receive your Early Bird Discount* every time.

8 Direct debit

Should you pay your account by Direct Debit, this section will state "Direct Debit" and the date the amount due will be debited from your account is shown in the Payment Slip area of your bill.

This page is about your **gas**

Usage and Supply Details

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d

Your Gas Usage

100 Sample Street, City, STATE 1234

Gas Faults: Envestra Gas Network 24 Hours 1800 676 300

b

Meter Reading

Next Meter Read: 01 May 2017 ± 2 days

MIRN 123456789	Last Actual Reading	Prev Read (Actual)	Curr Read (Actual)	m³	Correction Multiplier	Heating Value	Usage MJ
Meter 1234567	26 Feb 17	3200	3192	3200	8	1.0272	316.87

c

d

Gas Charges

25 Dec 2016 - 26 Feb 2017 (64 days)

Gas Charges	Usage MJ	Rate \$	Total \$
Summer Usage - step 1 (25 Dec 16 - 30 Dec 16)	29.71	0.017703	0.53
Summer Usage - step 1 (31 Dec 16 - 26 Feb 17)	287.16	0.018578	5.33
Service to Property Charge (No. of days) (25 Dec 16 - 30 Dec 16)	6.00	0.621500	3.73
Service to Property Charge (No. of days) (31 Dec 16 - 26 Feb 17)	58.00	0.614000	35.61
Total Gas Charges (excluding GST)			\$45.20
Total Gas Charges (including GST)			\$49.72

f

Your Usage Detailed

100 Sample Street, City, STATE 1234

Gas

Your daily usage (MJ)

Same time last year

Average cost per day (incl GST): \$0.10

Service to Property: \$0.68