

Helpful information

Did you know that My Account is the easy way to manage your account?

You can use **My Account** to update your account details, view and pay your bills and submit a gas or electricity meter reading or view your meter reading history. You can also view and compare your energy usage if you have a smart meter.

Visit lumoenergy.com.au/myaccount to login or register today!

Why does your energy bill seem high?

There can be all sorts of reasons for a high energy bill. These include:

- The type of bill - is this bill for electricity and gas combined, or for only one fuel type?
- A longer billing cycle – how many days is this bill for compared to your last bill?
- What type of bill is this? Is it an estimation or actual read?
- Are you comparing your current bill with last month's bill, or for the same billing period as last year?
- Being at the property more this month compared to previous months
- Purchasing new equipment and appliances, such as spa pools or coffee machines
- Having additional people at the property. More people = more usage
- Renovations or using electric tools more often
- Using the air-conditioning or heating more due to dramatic weather changes. Just one week of extreme temperatures can affect your bill significantly

References. The advice provided in this guide is indicative only and individual circumstances will affect results. For further information on energy saving tips, please refer to the following helpful links: ewov.com.au/_data/assets/pdf_file/0005/4919/Fact-Sheet-01-High-Bills.pdf and ewov.com.au/complaints/billing/billing-energy/understanding-your-bill/why-is-my-electricity-or-gas-bill-so-high

Where does your money go?

We have created a handy information sheet that explains how the industry works as well as providing you with a breakdown of a typical electricity bill. You can view this at lumoenergy.com.au/moneygo.

Lumo Energy Pty Ltd PO Box 632 Collins St West VIC 8007
We're here to help! P: 1300 115 866 W: lumoenergy.com.au

Lumo Energy Australia Pty Ltd ABN 69 100 528 327 Lumo Energy (NSW) Pty Ltd ABN 92 121 155 011
Lumo Energy (QLD) Pty Ltd ABN 63 114 356 642 Lumo Energy (SA) Pty Ltd ABN 61 114 356 697



Understanding your Lumo Energy bill

Here's something that's really useful ...

a few pointers on how to read your energy bill

1 Electricity & Gas
Tax Invoice 123456/12345678 Issued 02 Mar 15
Lumo Energy Australia Pty Ltd ABN 69 100 528 327

2 Client Service / Complaints 1300 11 5866
8am-8pm Mon-Fri, 8am-5pm Sat
Electricity Faults - 24 Hours 13 20 99
United Energy
Gas Faults - 24 Hours 1800 676 300
Ervestra Gas Network

3
Mr Valued Customer
100 Sample Street
City, STATE 1234

Previous Account	Payments / Adjustments	Balance	New Charges
\$35.69	- \$35.69 cr	= \$0.00	+ \$89.23

4 Account Details
Account Number 123456-78
Total Amount Due **\$89.23**
New Charges Due **24 Mar 2015**
OR
Receive an Early Bird Discount and save
Simply pay by 5pm **24 Mar 2015** and only pay **\$74.47**
Includes 13% Electricity discount \$8.97
Less EBD Concession amount (1.57)
Includes 15% Gas discount \$7.36
Less EBD Concession amount 0.00
You SAVE on this Invoice \$14.76

5 Usage and Supply See over page for details
Electricity charges (30 Jan 2015 to 27 Feb 2015) \$39.51
Gas charges (25 Dec 2014 to 26 Feb 2015) \$49.72
Total new charges due (incl. Rebates & GST) \$89.23
GST included in new charges \$10.36
GST included in net Early Bird Discount \$1.34

1 Type of bill

The type of fuel you're being billed for

- Electricity
- Gas
- Electricity & Gas

2 Getting in touch

Important numbers you might need in a hurry.

For queries about your electricity or gas account, call our Client Services team during the specified hours.

If you wish to report an emergency or you experience a disruption to your energy supply, we have made it easy for you to find the name and contact number of your electricity and gas distributors. Your electricity and gas distributor contact details can also be found under "your electricity/gas usage" information on the back of your bill.

3 Your account summary

This is a quick overview of your last bill, payments received and new charges for your current bill.

4 Account details

This is where you will find important account details. Your account number, total amount due, due date and any discounts and concessions (if applicable).

Your account number is good to have handy when you contact us with any queries or when you log into lumoenergy.com.au/myaccount

If you receive an Early Bird Discount* (EBD) and pay by 5pm on the specified 'New Charges Due' date, you will receive a discounted rate.

Eg. If Mr Valued Customer pays his bill by 5pm on 24 March 2015, he will receive the EBD and only have to pay \$74.47.

5 Usage and supply

This is a brief overview of your energy charges for the specified billing period.

Billing Cycles

Did you know: It will depend on the state that you live in as to when you receive your energy bills. You will receive your electricity bill each month if you have an active smart meter and your gas bill every two months. Otherwise, you will receive your electricity bill every three months and your gas bill every two months. So some months you may receive your electricity and gas bill together.

*Early Bird Discounts are only applicable on some residential products.

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 Page 2 of 3

6 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

Your Electricity Usage

100 Sample Street, City, STATE 1234
Electricity Faults: United Energy 24 Hours 13 20 99

b Meter Reading

NMI	Meter	Description	Start Date	End Date	Usage	Total Units
A12345678901	A12345678	Actual usage this period	30 Jan 15	27 Feb 15	109.17	109.17
Off Peak	A12345678	Actual usage this period	30 Jan 15	27 Feb 15	93.14	93.14
Peak	A12345678	Actual usage this period	30 Jan 15	27 Feb 15	88.45	88.45
Solar Rebate	A12345678	Actual usage this period	30 Jan 15	27 Feb 15		

Next Meter Read: 01 May 2015 ± 2 days

d Electricity Charges

Usage kWh	Rate \$	Total \$
Energy Charges		
Peak	0.280600	26.14
Off Peak	0.108400	11.83
Service to Property Charge (No. of days)	0.854200	24.77
Solar Rebate	-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

Usage kWh	Rate \$	Total \$
Average cost per day (incl GST)		
Peak	\$0.99	
Off Peak	\$0.45	
Shoulder	\$0.00	
Service to Property	\$0.94	

Meter Read	Start	End
A12345678/B1	1587.20	1675.60
A12345678/E1	4521.30	4723.50

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).
lumoenery.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: lumoenery.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).

This page is about your **gas**

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Your Gas Usage

100 Sample Street, City, STATE 1234
Gas Faults: Envestra Gas Network 24 Hours 1800 676 300

b Meter Reading

MIRN	Last Actual Reading	Prev Read (Actual)	Curr Read (Actual)	m ³	Correction Multiplier	Heating Value	Usage MJ
MIRN 123456789	26 Feb 15	3200	3192	3200	8	1.0272 ₁	316.87
Meter 1234567							

Next Meter Read: 01 May 2015 ± 2 days

d Gas Charges

Usage MJ	Rate \$	Total \$
Summer Usage - step 1 (25 Dec 14 - 30 Dec 14)	0.017703	0.53
Summer Usage - step 1 (31 Dec 14 - 26 Feb 15)	0.018578	5.33
Service to Property Charge (No. of days) (25 Dec 14 - 30 Dec 14)	0.621500	3.73
Service to Property Charge (No. of days) (31 Dec 14 - 26 Feb 15)	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

Usage MJ	Rate \$	Total \$
Average cost per day (incl GST)		
Peak	\$0.10	
Service to Property	\$0.68	

7 Paying Your Account



Online
Visit lumoenery.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



Bill Code: 150722
Ref: 1234 5678 9101

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

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.

Payment Slip

Concessions

Have a valid concession card? You may be eligible for energy concessions. Just contact us to learn more.

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

8

Direct debit payment information (please do not pay this account)

\$26.46 will be direct debited from your account on 02/12/2014 unless we hear from you at least 5 working days before the date your account is due to be debited.

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.