

QUARTERLY BILLS (CONCESSION)



Living energy is knowing what you're paying for.

At Red Energy, we like to make things as simple as possible – so we've put together this reference guide to help you understand your new bill. If you require any further information call us on **131 806**.

Enquiries No:

This is the number to call if you have any questions about your bill, payment arrangements or if you're moving house.

Due Date:

This is the date your bill is due. You must pay by this date to be entitled to your Pay On Time™ discount.

Graph:

This graph shows your average daily usage for the billing period (split into peak and off peak use if applicable). It also shows the greenhouse gas emissions associated with your electricity consumption.

Current Transactions:

These are the charges and credits which relate to this billing period.

Concessions details:

This shows the current concession details we hold for you.

Electricity account

Enquiries **131 806**
8am - 8:30pm Monday - Friday / 9am - 3:30pm Saturday (AEST/EDST)
redenergy.com.au
enquiries@redenergy.com.au

Red Energy Pty Ltd - ABN 60 107 479 372

Tax Invoice/Statement/Adjustment Note

Faults & Emergencies <small>24 hours</small>	XXX XXXX
Customer No.	123456
Due Date	15 OCT 10
Total Due	\$112.41

Customer Name
Address 1
Address 2
Address 3

Your average daily use at:
84 Fordham Ave Camberwell, VIC 3124

Average cost per day for this account: \$1.43
 Average daily usage for this account: 13.3kWh
 Your greenhouse gas emissions: 1.24 tonnes
 For more information see www.greenhousegas.gov.au

Thanks for supporting a 100% Australian owned and operated company.

ISSUE DATE	30 SEPT 10				
TRANSACTIONS SINCE PREVIOUS ACCOUNT					
Previous Invoice Amount	\$230.78				
Pay On Time™ Discount (incl GST of \$1.05 Cr)	\$11.54				
Concession (incl GST of \$4.48 Cr)	\$49.24 Cr				
Payments Received – Thank you	\$170.00 Cr				
Balance Brought Forward	\$0.00				
CURRENT TRANSACTIONS					
Electricity Charges	\$242.95				
Concessions	\$49.32 Cr				
Network Tariff Rebate	\$21.11 Cr				
Other Transactions	\$58.00 Cr				
TOTAL CURRENT TRANSACTIONS	\$114.52				
TOTAL AMOUNT DUE	\$114.52				
<small>Total GST for this account is \$11.97</small>					
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">5% PAY ON TIME™ DISCOUNT <small>If paid by 15 OCT 10</small></td> <td style="width: 40%; text-align: right;">\$5.73 Cr</td> </tr> <tr> <td>Total Amount Due with discount</td> <td style="text-align: right;">\$108.79</td> </tr> </table>		5% PAY ON TIME™ DISCOUNT <small>If paid by 15 OCT 10</small>	\$5.73 Cr	Total Amount Due with discount	\$108.79
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we've living energy

TYPE: Dept Veteran Affairs
 NUMBER: XXXXXXXXXX
 EXP: XXXXXXX

1 2 3 4 5 6 7 8 9 1 2 3 4 5 6 7

<00000137950000> <000-001:2345678900>

Payment slip

Customer Number: 123456
 Due Date: 15 OCT 10
 Amount Due: \$114.52
Amount Due if paid by 15 OCT 10: \$108.79

Faults No:

This Faults number will take you directly to the network who is responsible for the poles and wires in your area. This number should also be used to report any faults and outages.

Customer No:

This is the number we use to recognise your account. If you have any queries, it helps if you can quote this to us.

Transactions since previous account:

This shows any credits or debits since your last bill.

Pay On Time™ Discount:

This discount is only applicable if you pay your bill by the due date.

See overleaf for an explanation of Page 2 of your bill.

QUARTERLY BILLS (CONCESSION)



(cont)

Payments:

The details of any payments we have received since your last bill.

Electricity Charges:

This tells you whether the meter was able to be read or whether your consumption has had to be estimated. If it is an estimated bill, any adjustments will be made when the meter is next able to be read.

Your Plan:

This is the plan according to your meter.

From date to date:

This shows the start and finish dates for the current billing period.

Your Tariffs:

These are your tariff rates and the amount of electricity you've used (sometimes these can be estimated).

Methods of payment:

This explains the various payment options available to you.

Account details

Customer Number: 123456

Next Expected Meter Reading: 24 December 2010

Page 2 of 2

For supply at 84 Fordham Ave Camberwell, VIC 3124

Payments since your last account

25/07/2010	Australia Post	\$79.42 Cr
4/08/2010	BPay	\$90.58 Cr
5/08/2010	Dishonoured payment	\$90.58
6/08/2010	BPay	\$90.58 Cr
Total Payments Received		\$170.00 Cr

Payment Assistance
Call 131 806
Help us to help you. If you are having difficulty paying your account, please contact us to discuss payment assistance such as State Government Concessions, Utility Relief Grant Scheme or an extended time to pay or other payment frequency options.

Interpreter Service
Call 131 450
Υπερσώμα Διασύνθετων Σερβιζιό Intercrest
பேருயிர் திணர்ச்சி
傳譯員服務
خدمة الترجمة الشفهية
Hearing Impaired Service
Call 1300 368 536

Moving House?
Please notify us three working days before you move so that we can arrange a final meter reading at your old house plus connection to your new house.

Meter Access
Please allow easy access to your meter by removing obstacles such as locks on gates, dogs, overgrown grass, etc. This will help us give you an accurate account based on an actual read.

Concession Information
To obtain your State Government Concession present your Pension or Concession Card when paying this account through Australia Post Office or contact us on 131 806.

Complaints - Call 131 806
Red Energy is happy to assist with any complaints you may have about our service. If you are not satisfied with the outcome, you can contact the Energy and Water Ombudsman (Victoria) on freecall 1800 550 509.

Written Enquiries
Please direct all correspondence to: Red Energy, PO Box 4136, East Richmond 3121, or to 1300 661 086 or email enquiries@redenergy.com.au

Current Transactions

Electricity Charges

Charges based on actual read

Your plan: General Domestic Peak/OFF Peak NMI 1234567890

From 28 June 2010 to 21 September 2010 (86 days)

Tariff	Meter Number	Units Used	Rate	Charges
Peak	6336635:1	1070 kWh	11.370 c/kWh	\$121.66
Off Peak	6336636:1	800 kWh	5.950 c/kWh	\$47.60
Service to Property Charge	86 days	60,000 c/day		\$22.09
GST				\$22.09
Total Electricity Charges				\$242.95

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Concessions

Winter Energy Concession	17.5%	\$38.65 Cr
Off Peak Concession	13%	\$6.19 Cr
GST		\$4.48 Cr
Total Concession Entitlement		\$49.32 Cr

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Other Transactions

5/08/2010	Dishonour Fee	\$20.00
Network Service Guarantees - outage exceeding 12 hours*		\$80.00 Cr
GST		\$2.00
Total Other Transactions		\$58.00 Cr

*GST is not applicable

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How to pay

DIRECT DEBIT
Call us on 131 806 to set up a direct debit.

BY PHONE
Call 131 806 to pay by Visa, Mastercard and Bankcard (up to \$1500 per bill).

PAY IN PERSON
Pay by cash, EFTPOS or cheque at any Australia Post Office.

MAIL
Make your cheque payable to Red Energy and post to PO Box 4136, East Richmond 3121.

Bill Code: 3333 Ref No 123456789
Contact your participating Financial Institution for information on BPay.

Billpay Code: 3456 Ref No: 123456789
Call 131 816 to pay by credit card or go to www.postbillpay.com.au to pay on the internet.

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