

QUARTERLY BILLS



Living energy is making sense of your bill.

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.

Electricity account

Enquiries 131 806
8am - 8:30pm Monday - Friday / 9am - 3:30pm Saturday (AEST/MDST)
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	\$242.95

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.greenhousegases.gov.au

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
Payments Received - Thank you	\$219.24 Cr
Balance Brought Forward	\$0.00

CURRENT TRANSACTIONS

Electricity Charges	\$242.95
TOTAL CURRENT TRANSACTIONS	\$242.95
TOTAL AMOUNT DUE	\$242.95
<small>Total GST for this account is \$21.04</small>	

5% PAY ON TIME™ DISCOUNT \$12.15 Cr
if paid by 15 OCT 10

Total Amount Due with discount \$230.80

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

Payment slip

Customer Number:	123456
Due Date:	15 OCT 10
Amount Due:	\$242.95
Amount Due if paid by 15 OCT 10	\$230.80

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

<00000137950000> <000-001:2345678900>

Faults No:

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

Customer No:

If you have any queries about your account, quote this number to help us find your details.

Transactions since previous account:

This shows any credits or debits since your last bill.

Current Transactions:

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

Pay On Time™ Discount:

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

- Pay this amount if paying after the due date.
- Pay this amount if paying on or before the due date.

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

QUARTERLY BILLS



(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

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For supply at 84 Fordham Ave Camberwell, VIC 3124

Payments since your last account			
25/07/2010	Australia Post		\$128.66 Cr
4/08/2010	BPay		\$90.58 Cr
Total Payments Received			\$219.24 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
Υπερβολικά Διαγλυπόμενα
Servizo Interpreti
Dịch Vụ Thông Ngôn
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 at any 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, SA to 1300 661 086 or email enquires@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 Description	Meter Number	Previous Reading	Current Reading	Units Used	Rate	Charges
Peak	6336635-1	16760	17830	1070 kWh	11.370 c/kWh	\$121.66
Off Peak	6336636-1	56882	57482	800 kWh	5.950 c/kWh	\$47.60
Service to Property Charge				86 days	60.000 c/day	\$51.60
GST						\$22.09
Total Electricity Charges						\$242.95

PHOTO COURTESY: METER READING/SA

How to pay

<p>DIRECT DEBIT Call us on 131 806 to set up a direct debit.</p>	<p>PAY IN PERSON Pay by cash, EFTPOS or cheque at any Australia Post Office.</p>	<p>IB PAY Bill Code: 3333 Ref No 123456789 Contact your participating Financial Institution for information on BPay.</p>
<p>BY PHONE Call 131 806 to pay by Visa, Mastercard and Bankcard (up to \$1500 per bill).</p>	<p>MAIL Make your cheque payable to Red Energy and post to PO Box 4136, East Richmond 3121.</p>	<p>POST BILLY 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.</p>

Next Expected Meter Reading:

This tells you when your meter is next due to be read (and your bill should follow shortly after this).

NMI:

This is a unique number which identifies the electricity supply point to your specific property.

Service To Property Charge:

This is the cost to supply and maintain your property with electricity.