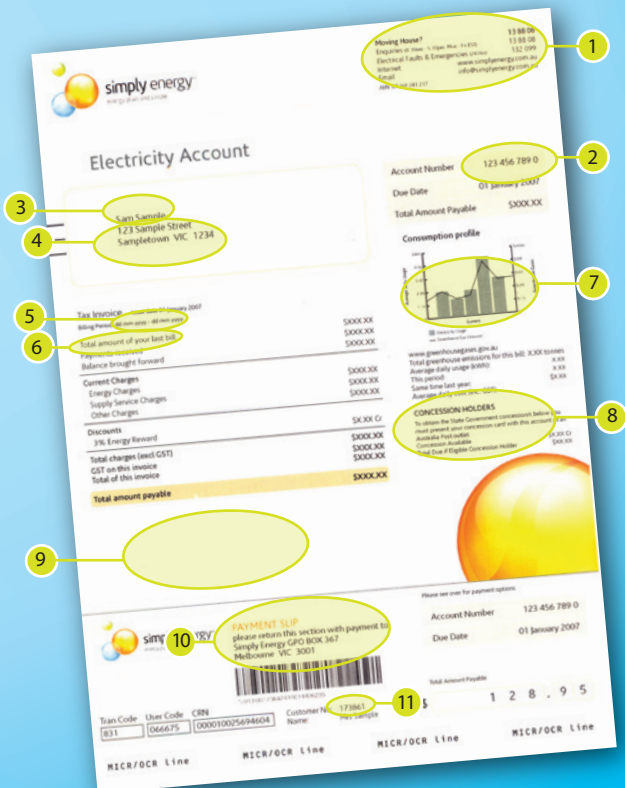


How to read your bill

plain and
simple



- Contact details for our Customer Care team for faults and emergencies. You can also email us or visit our website. If you are moving house please notify us 3 business days prior to have your services changed.
- Your Account Number - please have this number ready when you contact us. Your bill's 'Due Date' is when your payment must be paid by (at least 12 business days from the date the bill is issued). Your 'Total Amount Payable' includes GST and excludes any concessions or discount you may be eligible for.
- Name of the primary account holder for this energy account.
- All correspondence related to your account will be sent to this address. It will not necessarily be the same as the energy supply address.
- Your bill will be for the energy consumed during this billing period.
- Your billing history - see how much your last bill was, how much you paid of that bill and what balance, if any, is remaining to be paid. If you paid your last bill in full you will see a zero balance.
- See how much energy you have used and the greenhouse gas emissions your electricity usage produces. For more information about greenhouse gas emissions visit the website listed here, as hosted by Sustainability Victoria and the NSW Department of Energy, Utilities and Sustainability.
- Concessions are available for particular cards issued by the Department of Veteran Affairs and Centrelink. Forms can be downloaded from our website or call us to have one mailed. Once we receive your completed signed concession form we can apply a concession to your bill.
- Watch this space for exciting and important updates!
- To pay by cheque, either include this payment slip (do not staple it) or take it with you to an Australia Post store.
- Your customer number is used to create your customer web account.



- 12 The address your energy is being supplied to. It will not necessarily be the same as your mailing address.
- 13 NMI' is your unique National Meter Identification number for electricity. This number is used to track your usage. (Your NMI number is different to the number on your actual meter, however we can use either numbers to identify your property. On your gas bills a MIRN will be displayed here (Meter Installation Registration Number).
- 14 Proposed date of your next meter reading. Please provide access to the meter on this date if you have locked it for security.
- 15 **Energy Charges** This displays your usage for the billing period including your type of meter (basic or interval), meter number, current and previous reading for basic meters, the number of days in this billing period and finally, how much energy you have consumed in kWhs (kilowatt hours if you have electricity) and Mjs (megajoules for gas). If you have an interval meter only the total consumption of the reads will be displayed. Our bills show consumption unit price as cents per kWh or Mjs. While comparing bills, please note some retailers may reflect unit price as dollar per kWh or Mjs. The total of the bill is in dollars and cents.
- 16 **Supply Service charges** The fixed daily charge for having supply connected to your premise. This is calculated by multiplying the number of billable days by a daily rate. Our bills show unit price as cents per day. While comparing bills, please note some retailers may reflect unit price as dollar per day.
- 17 **Other Charges** Any ad hoc charges that may be applicable to your account such as requests for special meter reads are listed here.
- 18 **Discounts** A discounts section only appears if we have your concession details, your plan has an applicable discount, or you have been given a credit.
- 19 **Customer Care details** This is the best place to start with any enquiries, feedback or changes to your account such as moving house.
- 20 **Payment options** Simply Energy couldn't have made it easier, from direct debit, online, in person to a 24 hour telephone payment service. All options are listed here.

Intercept Service 131 450 (Mon-Fri 9am-5pm)

التصميم على خدمات الترميم بالتمويل الميسر
 02 93 28 116 11 02 93 28 116 11
 02 93 28 116 11 02 93 28 116 11

State: 02 93 28 116 11 or 02 93 28 116 11
 02 93 28 116 11
 For a service request or to report a problem, please call 131 450

For a payment or a service interruption, please call 131 450
 For a service request or to report a problem, please call 131 450

12 Electricity Usage and Service Calculation
 Site address: 123 Sample Street, Sampletown VIC 3238
 Billing Period: 05-May-2007 to 05-Aug-2007
 NMI: 6305334635 1

14 Next scheduled reading
 04 November 2007

15 **Energy Charges**

| Meter Type | Meter Number | Previous Date | Previous Reading | Current Date | Current Reading | Bill Days | Usage kWhs |
|------------|--------------|---------------|------------------|--------------|-----------------|-----------|------------|
| Basic | 148227 | 04-May | 2155 A | 05-Aug | 20505 E | 93 | 430.00 |
| Basic | 151487 | 04-May | 49391 A | 05-Aug | 49704 E | 93 | 313.00 |

16 **Supply Service Charges**

| Description | Consumption | Unit Price | Total Incl. GST |
|------------------------------|-------------|------------|-----------------|
| Electricity 05-May to 05-Aug | 430.00 kWh | 0.134000 | \$57.88 |
| Electricity 05-May to 05-Aug | 313.00 kWh | 0.072800 | \$22.79 |

17 **Other Charges**

| Description | Unit Price | Total Incl. GST |
|---------------------------|------------|-----------------|
| Special Read Fee (1.0000) | 0.409600 | \$38.09 |
| Discounts | 20.660000 | \$20.00 |

18 **Discounts**

| Description | Unit Price | Total Incl. GST |
|---------------------------------------|-------------------------|-----------------|
| Discount Plan: 3% Energy Reward | | |
| Electricity | | |
| Supply Charges | \$57.88 at fixed 3% off | \$1.74 Cr |
| | \$38.09 at fixed 3% off | \$1.14 Cr |
| Total for 6305334635 1 | | \$133.24 |
| GST Standard rate at 10.00% | | \$13.33 |
| Total for Electricity Products | | \$146.57 |

19 **Account Enquiries**
 For information about your current account or payment options please call us on 13 88 08.
Payment Assistance
 To organise special payment plans simply call us on 13 88 08.
For Your Information?
 You may be entitled to a pensioner or life support rebate under the VIC Government funded energy rebates scheme. For details and to apply call 13 88 08.
Moving House?
 For a convenient way to disconnect and connect your electricity and/or gas at a new property call us on 13 88 08. Please provide at least 3 business days to arrange the move.

20 **Electricity payment options**

Direct Debit
 Automatically pay on the due date by direct debit from your bank/ building or any other online account/credit card. For details and an application form, visit www.simplyenergy.com.au or call 13 88 08.

By Mail
 Post payment slip with your cheque made payable to Simply Energy, GPO Box 367, Melbourne VIC 3001. Please do not staple or attach the payment slip.

By Card
 Pay with cash, savings, cheque or credit card at any Read Office or by phone 13 88 08 24 hours a day or on the internet www.paywithsimply.com.au

Billpay Code 2013
 Ref: 0031 8731 0000 3700 4100

Address Code: 000004
 Ref: 0031 8731 0000 3700 4100

Telephone & internet banking: 13 88 08
 Call your bank, credit union or building society to make the payment from your cheque, savings or credit card account.