

Simply cleaner billing.

Look! It's a new look bill.

We listened to your feedback and made our bills simply easier to read and understand. It's the next logical step in our mission to make Australia's energy simpler in every way.

Take a look over the page and we'll explain what's changed for the better.



Ms Sample Smith
123 Example Street
Australia VIC 3000

Your Electricity Account

Tax Invoice

Simply Energy (ABN 57 269 341 283) is a partnership comprising Power Pty Ltd (ACN 111 367 278) and Power 2 Pty Ltd (ACN 010 374 293)

Simple Energy... Bill.

How do you like our cleaner, simpler, more informative billing? We think it's a great improvement. We hope you do too. After all - you asked, and we listened.

Get In Touch

Self serve: myaccount.simplyenergy.com.au
 Help centre: simplyenergy.com.au/help-centre
 Contact Us: simplyenergy.com.au/contact-us
 To report faults or emergencies, call your local distributor AusNet Services (24 hrs) **13 77 99**

Customer Number 12345678

Account Number: 00000000

Account Summary

Total amount of your last bill	\$177.62
Payment received - Thank You	\$177.62
Balance brought forward	\$0.00

New Charges (see over for details)

Energy Charges	\$330.37
Supply Service Charges	\$112.81
Discounts & Concessions (see over for details)	-\$195.04 Cr
Total of this invoice (incl. GST)	\$248.24
GST on this invoice	\$22.57
TOTAL AMOUNT PAYABLE (if paid after due date)	\$443.28
TOTAL AMOUNT PAYABLE with discount (if paid before the due date)	\$248.24

DUE DATE 31 March 2020

We've crunched the numbers for you

We've compared your current offer (e.g. current rates and any discounts) against our other generally available offers (excluding any credits) that don't require a paid membership or affiliation. To do this, we've taken your past 12 months usage (or an estimate) and have included any concessions, rebates and solar feed ins. The numbers show you're on the right plan. Simply great! You can review your plan at any time via MyAccount.

To access the Victorian Default Offer, please call Simply Energy on 1800 370 600.

Useful Information

Simply make billing simpler

With eBilling, you'll get your invoices over email, meaning they arrive quicker giving you more time to pay. Plus, you'll save paper and make electronic filing easier.

To switch to eBilling, simply log on to MyAccount, or give us a call.

Enquiries and complaints (8:00am-7:00pm Mon-Fri AEST) **13 88 08**

Simply find us here.

Top of the page you'll find all the best ways to get in touch with us. If you've got any queries or issues, here's where and how.

Your details.

Your account number and customer number are collected in this area, for easy reference, if you need to speak to us.

Charges.

Here's where we list the previous bill charges, new charges and breakdown the numbers so you understand what you're paying for.

Could you be on a better plan?

Always check this box. Here's where we'll alert you of better energy opportunities. We're constantly cross referencing your account with our other plans. So, if you could be on a better, cheaper plan, we'll let you know.

FYI.

You'll discover some useful tips and info here. Because we're always finding new ways to make energy simpler.

Per il servizio interpreti chiamare il numero indicato sopra.
 للخدمة على خدمات الترجمة الطويلة اتصل بالرقم المذكور أعلاه.
 Για υπηρεσίες διερμηνείας, τηλεφωνήστε στον παρακάτω αριθμό.
 Indicado arriba el servicio de interpretación llame al número
 Muốn liên lạc với số thông dịch, xin vui lòng số điện thoại trên đây.
 如需傳譯員服務，請撥以上電話。
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Invoice Details

Issue Date: 14 March 2020 Invoice ID: 12345678 NMI: 000000000 0
 Billing Period: 10 December 2019 - 9 March 2020 Expected next reading: 02 April 2020 Meter Read Type: Actual
 Site Address: 123 Example Street

Consumption Profile

For more information and tools on saving energy, visit: compare.energyvic.gov.au

Total greenhouse emissions for this bill: 1.00 tonnes
 Average daily usage (kWh): 8.36
 Same time last year: 0.00
 Average daily cost (inc. GST): \$4.87

Electricity Usage Benchmarks

Compare your electricity usage with similar households in your area.

Electricity Usage (kWh)
 Avg. usage by number of people in household
 Average daily cost: \$3.39
 Average daily usage: 10.95 kWh
 Same time last year: 11.75 kWh

To find out more about how the average household energy usage is calculated, visit compare.energyvic.gov.au.

For tips on how to save energy visit simplyenergy.com.au/tips

Concession Information

You may be entitled to a VICC State Government Concession, rebate or relief scheme. For further information on how to apply or to change your details please call us on **13 88 08**.

Payment Assistance

If you are unable to pay this invoice in full, you may be eligible for payment assistance such as:

- an extension of the due date of your invoice for one billing cycle;
- a payment plan under which you pay for your energy use in advance or;
- a payment plan which will enable you to pay your outstanding balance and expected future usage via fixed regular installments over an agreed period.

Please call us on **1800 065 475** to discuss these options or other options that may be available to you.

Payment Summary

ACCOUNT NUMBER: 00000000 DUE DATE: 31 March 2020

Customer No: 00000000 Name: Ms Sample Smith Total Amount Payable: \$ 248.24

Payment of \$248.24 will be made by Direct Debit on or around 31 Mar 2020. Please ensure that funds are available.

Credit Card Payments: Go to simplyenergy.com.au to pay by Visa, Mastercard or PayPal call 1300 654 238 to pay by Visa or Mastercard. Ref: 00000000

Post Billpay: Pay in person at any post office, by phone on **13 18 16** or go to postbillpay.com.au. Billpay Code: 0000 Ref: 0000 0000 0000 0000

Direct Debit: Automatically pay on the due date by setting up direct debit. For details and an application form, visit simplyenergy.com.au or call **13 88 08**.

Phone & Internet Banking: Contact your bank or financial institution to make this payment from your cheque, savings, credit card or transaction account. More info: www.bppay.com.au Biller Code: 000000 Ref: 0000 0000 00

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.

Daily averages.

You may not remember that really cold week back in July, but your bill does. Here's a quick glance at your energy profile. Knowing how you've used energy helps you manage usage in the future.

Suburban benchmarks.

We thought you'd like to know how you compare to similar households in your area. Maybe you're higher, maybe you're lower. Whichever it may be, it's useful to keep an eye on spend and see how you compare.

Payment summary.

We've tried to make this as clear as possible. All your different payment options, any concessions you may have, any unpaid balances and clearly labelled due dates are all housed in this section.

Break it down.

On the last page you'll find a complete breakdown of your usage in detail. All the information simply laid out for you explaining how we calculate your bill.