

NSW, SA & QLD customers:

How to read your electricity bill.

Your mailing address

The postal address shown here may not be the same as the address the energy is supplied to.



John Smith
123 Sample Street
SUBURB VIC 3000

Your bill amount

This is the amount you have to pay and when it's due. (If you're on direct debit, a payment plan, or SmoothPay those details will be here too.)

TOTAL AMOUNT DUE

\$ 128.24

Total charges for this period are due on 3 October 2023

This is a statement ONLY for your tax purposes. Please do not pay the account. The amount mentioned above will be Direct Debited from your account as per the above Due Date.

COULD YOU SAVE MONEY ON ANOTHER PLAN?

Based on your past usage, you are on the best plan we can offer you. To compare your plan with electricity offers from other retailers, go to Energy Made Easy energymadeeasy.gov.au. The Australian Energy Regulator requires us to include this information.

ELECTRICITY ACCOUNT TAX INVOICE

Invoice No: 10123456
Issue date: 8 September 2023

Electricity Faults

Call Endeavour Energy (24hrs):
13 10 03

Account details

Account number: 1234567
Account name: John Smith

Site details

National Metering Identifier (NMI):
98765432100
Supply address:
123 Sample Street SUBURB VIC 3000

Issues with your account?

For enquiries and complaints, call us on 1300 662 778 or visit momentum.com.au/myaccount

Energy and Water Ombudsman (VIC)
1800 500 509

Compare plans from other retailers at Energy Made Easy:
www.energymadeeasy.gov.au

Invoice details

The invoice number and the date this invoice was issued.

Got power problems?

Call this number – it's the faults and emergencies hotline for your area. (Unless you're in an embedded network, in which case, call your Embedded Network Manager.)

Account details

Your account number, and name of the person(s) who holds the account with us.

Site details

This is where the electricity is being supplied to. The NMI number identifies the connection point to the property.

Need to get in touch?

Contact us on this phone number. If we can't resolve your issue, there's also the contact details of the ombudsman in your state.

Other plans

We're required to give you this information about other plans that might be cheaper for you.

Payment options

This area shows your payment options the info you need to pay your invoice. Some plans include card payment fees – you can check this in MyAccount (under My Plans).

PAYMENT OPTIONS



Electronic Funds Transfer

Transfer directly to:
BSB: 037 841
Acc: 12345678



Credit Card

Visit momentum.com.au/paynow or phone 1300 662 778
Credit card reference: 12345678



Direct Debit

Pay your account automatically on the due date. Set up direct debit at momentum.com.au/myaccount



Mail

Post this section with a cheque or money order to
Momentum Energy
GPO Locked Bag 2930
Melbourne VIC 3001



BPAY

Pay via internet or phone banking.
Bill Code: 363937
BPAY reference: 12345678



In Person

Pay at any post office using the barcode below.

*30342155075



Payment reference code

Your payment reference code is very (very) similar to your account number – just one digit longer. So be careful if you're typing it in.

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Assistance

Here's how you can access additional help. We can provide assistance if you're having financial difficulty, speak a language other than English, or are hearing impaired.

Your account summary

This shows the status of your account on the date the invoice was issued. You'll see any previous balance, payments or adjustments, payment processing fees, concessions and/or solar rebates, plus new charges.

Billing period

The period of time these charges apply to.

Supply charges

This is how we calculate the charges on your bill. Each part of your tariff is listed here, with the amount used and price, all including GST.

Time of use period

If you have peak, off-peak, or shoulder tariff rates, the time periods will be shown here.

Energy usage

This graph compares your energy use over different periods. If you have solar it will also show the energy that you exported.

UNDERSTAND YOUR BILL

ACCOUNT SUMMARY

Plan name: Smile Power Flexi	
Opening Balance 17/07/2023	\$ 156.46
Payment Received (thank you) 08/08/2023	-\$ 156.46
Balance before this period's charges	\$ 0.00
Electricity charges (please see below for details) (GST included on this invoice \$ 11.66)	\$ 128.24
Total charges this period (GST incl) due on 3 October 2023	\$ 128.24
Total Amount Due	\$ 128.24

ELECTRICITY CHARGES

BILLING PERIOD: 19 Jan 2023 - 18 Apr 2023 (90 days)
Find out how to provide your own meter read by calling us or visiting momentum.com.au/readingmeters.

Meter reads			
Previous read	Latest read	Multi	Total usage
19,201 (Actual) on 18/01/2023	19,301 (Actual) on 18/04/2023	1,000	100,000 kWh

Supply Charges (GST incl)					
Description	Avg cost/day	Charge period	Usage	Unit Price	Total price (GST incl)
Daily Charge	\$ 1.10	19/1/23 - 18/4/23	90.0000	\$ 1.100000	\$ 99.00
Peak	\$ 0.32	19/1/23 - 18/4/23	100.0000	\$ 0.292380	\$ 29.24
Total Cost					\$ 128.24

Peak: basic meter all day.

YOUR USAGE

METER DETAILS

Meter number/s: 7654321/12 Estimated next read date: 19/07/2023

Customer Care 1300 662 778 (Mon-Fri, 8am-6pm AET) Momentum Energy Pty Ltd ABN 42 100 569 159

Payment Assistance

If you're experiencing payment difficulty, we can help. Visit momentum.com.au/paymentassistance or call 1300 662 778 (Mon-Fri, 8am-6pm AET) to find out more.

Interpreter services

For customer assistance in languages other than English, call **1800 497 170**.

如需語言協助，請致電 1800 497 170。
若需語言方面的幫助，請致電 1800 497 170。
برای دریافت کمک به زبان های دیگر، لطفاً با شماره
1800 497 170 تماس بگیرید
للحصول على مساعدة في اللغة، يرجى الاتصال على الرقم 1800 497 170
Để được giúp đỡ về ngôn ngữ, vui lòng gọi số 1800 497 170

Hearing assistance

The National Relay Service: **1300 555 727**
Voice Relay (Speak and Listen)

TTY (teletypewriter): **13 36 77**
Speak and Read/Type and Read/Type and Listen

Meter details

Meter number/s: 7654321/12 Estimated next read date: 19/07/2023

Meter read details

Your meter is read by a metering company – either remotely or by physically visiting your premises. Here you'll see what the latest read was and the date it was read. It also shows the type of meter read:

(Actual) – the consumption shown is based on an actual reading of your meter.

(Substitute) – your metering company hasn't been able to read your meter and has given us substitute consumption data.

(Estimate) – your metering company hasn't given us an actual read, so the consumption shown is an estimate based off your past usage patterns.

(Final Substitute) – your metering company hasn't been able to read your meter and can't get an actual read for this period. That means this substitute consumption data is final and will not be replaced.