

VIC small/medium business 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.

Need to get in touch?

Here's our contact details.



Return undelivered mail only to:
PO Box 353
FLINDERS LANE VIC 8009

SMITH ENTERPRISES PTY LTD

ATT: JOHN SMITH
123 MAIN STREET
SUBURB VIC 3000

Electricity Account Tax Invoice

Momentum Energy Pty Ltd ABN 42 100 569 159

Customer Care

1300 662 778
Mon-Fri 8am-7pm AEST

Online

momentum.com.au/myaccount

Email

info@momentum.com.au

Electricity faults 24hrs

Powercor
13 24 12

Post

P.O. Box 353
FLINDERS LANE
VIC 8009

Account number

123456

Invoice No

2222222

Issue date

22 October 2019

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.)

Your account details

Your account number, your invoice number and the date this invoice was issued. (Don't use these for bill payments – see 'payment options' for the correct numbers.)

Your Electricity Account

Current Plan: Smile Power Flexi

ACCOUNT SUMMARY

Opening Balance 23/09/2019	\$ 1,107.71
Payment Received (thank you) 26/09/2019	-\$ 800.85
Balance before this period's charges	\$ 306.86
Electricity charges (please see over for details)	\$ 213.95
(GST included on the invoice \$ 19.45)	
Total charges this period (GST incl)	\$ 213.95
Total Amount Due	\$ 520.81

Amount due:

\$ 520.81

Due date: **14 November 2019**

Based on our records of your annual usage, you're already on the lowest cost plan we currently have available for you. To compare your plan with electricity and gas offers from other retailers, go to Victorian Energy Compare at compare.energy.vic.gov.au.

Your bill amount

Here's the amount you have to pay and when it's due. (If we ever owe you money that'll appear here too, as will information about your payment plan, if you're on one.)

Lowest-cost plan message

This blue panel will let you know if you're on our lowest cost generally available plan. If you're not, it'll tell you which of our plans is cheapest for you, and how you can switch to it.

You are also eligible for the default rates under our standing offer. Standing offers are generally more expensive than advertised plans. Call us to access our standing offer, or visit momentum.com.au/standingoffer to find out more.



It's energy, not rocket science.

That's why we ditch big words and industry jargon when we talk about it.

Could you save money on another plan? Based on your past usage, our Smile Power Flexi plan may cost you up to \$ 73.35 (GST incl) less per year than your current plan. ^ To switch to this plan for your future energy needs, log into MyAccount or visit momentum.com.au/products/switch.

Your account summary

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

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Site details

This shows exactly where the electricity is being supplied. The NMI (National Meter Identifier) number identifies the connection point to your property. This section also shows the period of time this invoice applies to.

Index read

An 'index read' shows a meter's total accumulated energy usage since its installation. (This read isn't used to calculate your electricity charges.)

Supply charges

In a bundled invoice, charges for your account will look like this example. In an unbundled invoice, you'll see a detailed description of the charges broken down into various areas including energy, network (relating to the 'poles and wires'), metering costs and other industry costs.

Energy usage

Compare your energy use over different periods.

Greenhouse gas emissions

This shows the greenhouse gas emissions your electricity usage produced over this period.

Payment options

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

Payment reference codes

Your payment reference codes are very (very) similar to your account number – just one digit longer. So be careful when you key them in, otherwise the payment can go to the wrong place.

Meter details

Your meter is read by a metering company – either remotely or by physically visiting your premises. This section shows the dates of your latest read and next scheduled read. Next to your 'Latest Read' you'll see one of the following letters:

A (Actual) – the consumption shown is based on an actual reading of your meter
S (Substitute) – your metering company hasn't been able to read your meter and has given us substitute consumption data
E (Estimated) – your metering company hasn't given us an actual read, so the consumption shown is an estimate based off your past usage patterns.

Site Details

NMI	Supply address	Bill start date	Bill end date	Days	Total cost (GST incl)
12345678901	LOT1 123 MAIN STREET SUBURB VIC 3000	17-Sep-2019	16-Oct-2019	30	\$ 213.95

Meter Details

Meter Number	Tariff	Previous read	Latest read	Multi	Next read date	Total usage		
1234567	P13R	16-Sep-2019	0.0A	16-Oct-2019	229.065A	1.00	27-Nov-2019	229.0650 kWh
1234567	P13R	16-Sep-2019	0.0A	16-Oct-2019	202.514A	1.00	27-Nov-2019	202.5140 kWh
1234567	P13R	16-Sep-2019	0.0A	16-Oct-2019	432.984A	1.00	27-Nov-2019	432.9840 kWh
1234567	GENR13	16-Sep-2019	0.0A	16-Oct-2019	0.0A	1.00	27-Nov-2019	0.0000 kWh
1234567	GENR13	16-Sep-2019	0.0A	16-Oct-2019	0.0A	1.00	27-Nov-2019	0.0000 kWh

A= Actual, S = Substitute, E = Estimate

Index Read for A1265127

From: 13827.943

To: 14692.506

Supply Charges (GST incl)

Description	Average cost per day	Start date	End date	Usage	Unit price	Total price (GST incl)
Charge	\$ 1.34	17-Sep-2019	16-Oct-2019	30.0000	\$ 1.335950	\$ 40.08
Off Peak	\$ 0.95	17-Sep-2019	16-Oct-2019	229.0650	\$ 0.123860	\$ 28.37
Peak - step 1	\$ 1.73	17-Sep-2019	16-Oct-2019	197.2600	\$ 0.263120	\$ 51.90
Peak - step 2	\$ 0.04	17-Sep-2019	16-Oct-2019	5.2540	\$ 0.254320	\$ 1.34
Shoulder	\$ 3.08	17-Sep-2019	16-Oct-2019	432.9840	\$ 0.213070	\$ 92.26
					Total Cost	\$ 213.95

Average usage cost per day (GST incl)

\$ 5.800

Average usage per day

28.819 kWh

For more information on energy usage and efficiency, visit

compare.energy.vic.gov.au

YOUR USAGE

GHG Emissions

Total Usage for this period: 864.563 kWh

Same time last year: 612.697 kWh

Previous 12 months Usage: 10,040.361 kWh

Total greenhouse gas emissions (Tonnes): 1.10

For more information, visit climatechange.gov.au

Concession

Are you a residential customer eligible for a State Government concession?

A list of all State government concessions are available at [momentum.com.au/concessions](#)

If you live in South Australia, please contact Department for Communities and Social Inclusion for Momentum to be notified of an eligible concession.

All other states, please call Momentum on 1300 662 778 for your concession details to be added onto your account.

Interpreter services

Per assistenza di interpretariato, La preghiamo di telefonare 1300 662 778

Para la asistencia de un intérprete llame al 1300 662 778

Αν χρειάζεστε διαμετρητή, τηλεφωνήστε στο 1300 662 778

Để được trợ giúp từ phiên dịch viên, vui lòng gọi điện thoại 1300 662 778

如需翻译协助，请致电 1300 662 778

للاستشارة بخدمة الترجمة الحكومية يرجى الاتصال بالرقم 1300662778

Customer Service

If you would like more information or assistance with your account, payment methods, moving premises, lodging a complaint, or the use of an interpreter service, please call our friendly customer service team on 1300 662 778.

Account Number

123456

Account Holder

Smith Enterprises PTY LTD

Total Amount Due

\$ 520.81

PAYMENT OPTIONS

Electronic Funds Transfer

Transfer directly to:
BSB: 037 841
Acct: 1234560

Direct Debit

Save time by having your account paid automatically on the due date. Setup direct debit at [momentum.com.au](#)

Credit Card

Phone 1300 662 778 or visit [momentum.com.au](#) to use your credit card to make a payment.
Ref: 1234560

Mail

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

BPAY

Make this payment via the internet or phone banking.
Billers Code: 363937
Ref: 1234560

In Person

Pay in person at any post office, phone 13 18 16 or go to [postbillpay.com.au](#)
Billers Code: 3034
Ref: 1234561