



/9573

MS ZHEN RUAN  
93 Georgette CRES  
ENDEAVOUR HILLS, VIC 3802

## Your gas account

Account number:	4783637107
Meter Installation Registration Number (MIRN):	53103413162
Service address:	93 Georgette CRES ENDEAVOUR HILLS, VIC 3802
Bill issue date:	14 May 2024

## Need to get in touch?

Enquiries and Complaints: 133 466

Online: [energyaustralia.com.au](http://energyaustralia.com.au)

Faults or emergencies:

Gas Supply Faults Multinet Gas 132 083

Emergencies (24 Hrs) Multinet Gas 132 691

## Your bill

Amount due

**\$128.46**

Direct debit due date






**31 May 2024**

## Great choice

Based on your past usage, **Flexi Plan (Home) is the best plan for you.**^^ If this changes, we'll let you know. Or go to Victorian Energy Compare at [compare.energy.vic.gov.au](http://compare.energy.vic.gov.au)

## Gas payment options

If your bill has been delayed, you are entitled to an extended amount of time to pay.

 **Direct debit**  
Call **133 466** **Mail**  
Please post this payslip with your cheque payable to: EnergyAustralia, GPO BOX 4491, Melbourne, Victoria 3001 **Phone**  
Call **1300 559 873** to pay by MasterCard, Visa or American Express for payment amounts up to \$10,000. **Billpay code: 3248**  
**Ref: 1004 7836 3710 79**  
Pay in person at any post office, phone **13 18 16** or go to [postbillpay.com.au](http://postbillpay.com.au) **Bill code: 97410**  
**Ref: 1004 7836 3710 79**  
**BPAY®** - Make this payment via internet or phone banking.  
**BPAY View®** - Receive, view and pay this bill using internet banking.  
**BPAY View Registration No-4783637107**  
© Registered to BPAY Pty Ltd, ABN 69 079 137 518

Amount due

**\$128.46**  
(incl. GST)

Direct debit due date

**31 May 2024**

Office use only

Trancode	User code	Payment reference
831	067024	10047836371079

A merchant service fee may apply to credit card payments: MasterCard or Visa 0.36%, American Express 1.5%.

Fee is calculated on the total payment amount.

Any fees applied will be shown on your next bill and are GST inclusive. Some exemptions apply.

&lt;00000000012846&gt; &lt;067024&gt; &lt;010047836371079&gt; &gt;

## Plan summary

**Your current plan:** Flexi Plan (Home)

**Includes:** 21% guaranteed discount on energy charges (we'll let you know when your discount ends)

Your energy rates are below. We'll let you know in advance before they change.

## Understanding your bill

**Billing period:** 14 Mar 2024 to 13 May 2024. Charges based on an actual meter reading.

We last switched your plan on 03 Apr 2024.

Tariff	Bill days	Current reading	Previous reading	Base usage	Heating value	Pressure factor	Total MJ &/ or Lt
Balance Plan (Home)	20	6419	6386	33	x 37.9534	x 1.0109 =	1266.12 MJ
Flexi Plan (Home)	41	6441	6419	22	x 38.4000	x 1.0109 =	854.01 MJ

### Energy charges

#### Balance Plan (Home)

##### 14/03/2024 - 02/04/2024 - 20 Days

* Balance Plan (Home) Peak Consumption - Block 1 (50.00000 MJ/day)^	1,000.000 MJ	\$0.0428857 per MJ	\$42.89
* Balance Plan (Home) Peak Consumption - Block 2 (13.30600 MJ/day)^	266.120 MJ	\$0.0361471 per MJ	\$9.61
* Balance Plan (Home) Supply Charge	20 days	\$1.095424 per day	\$21.91
* Go Neutral - You have registered for carbon neutral gas at no additional cost. This takes up to 6 months to start on your account.			\$0.00

#### Flexi Plan (Home)

##### 03/04/2024 - 13/05/2024 - 41 Days

##### 03/04/2024 - 30/04/2024 - 28 Days

* Flexi Plan (Home) Peak Consumption - Block 1 (20.82950 MJ/day)^	583.226 MJ	\$0.0428857 per MJ	\$25.01
* Flexi Plan (Home) Supply Charge	28 days	\$1.095424 per day	\$30.67
* Flexi Plan (Home) Peak Consumption - Block 1 (20.82954 MJ/day)^	270.784 MJ	\$0.0455906 per MJ	\$12.34
* Flexi Plan (Home) Supply Charge	13 days	\$1.095424 per day	\$14.25

### Discounts

* Additional Balance Plan (Home) Discount - 11%	\$8.18 CR
* Additional Flexi Plan (Home) Discount - 21%	\$17.28 CR

### Government concessions or rebates

#### Total days

* Winter Gas Concession (01/05/2024 - 13/05/2024)	13 days	\$2.76 CR
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**Total current charges (incl. GST of \$11.68)**

**\$128.46**

### Account summary

Opening Balance	\$184.94
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### Payments received

#### Payment type

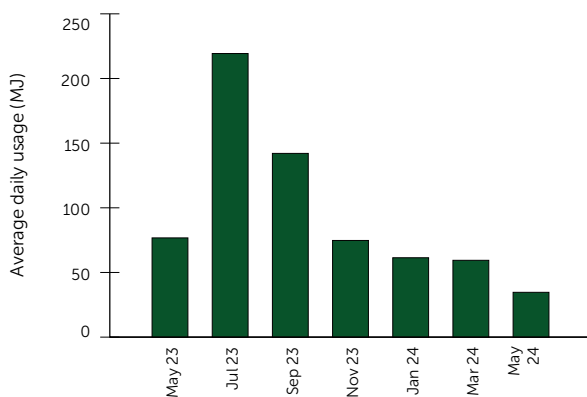
Payment received thank you	\$184.94 CR
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Payments received	Payment type	
04 Apr 2024	Direct Debit - Sav/Chq Account	\$184.94 CR
Balance carried forward		\$0.00
Current charges		\$128.46
<b>Total amount (incl. GST)</b>		<b>\$128.46</b>

An \* means that the amount shown includes GST.

^ This figure is your usage shown as an average per day over the number of days that apply to this rate.

## Gas usage



### Average Daily Use (Mj)

This account: **34.76**

Same time last year: **77.17**

Average cost per day (incl. GST): **\$2.11**

You can go to Victorian Energy Compare to compare other energy plans at [compare.energy.vic.gov.au](https://compare.energy.vic.gov.au)

**55% decrease in usage since the same time last year**

## Need support?

### Payment Assistance: 133 466

We can help you pay your energy account including:

- Extended Time to Pay
- Regular Pay Instalment Plan
- Help with Hardship or Payment Difficulty
- Utility Relief Grant Scheme

### Hearing and Speech Impairment Services: 133 677

Telephone Typing (TTY) service is available for the cost of local call.

### Concessions and rebates

If you are eligible for Victorian Government energy concessions or rebates, please ring **133 466** and quote your pensioner or benefits card number. To find out more, visit [energyaustralia.com.au/concessions](https://energyaustralia.com.au/concessions).

### Contact Hours:

If you need to contact us, our customer service hours are:  
Monday to Friday 8.00am to 7.00pm AEST.

Calling from overseas? Phone **+61 3 9422 2968**.

If you do not wish to receive information about EnergyAustralia's other products and services please call us on **1800 624 426**.

### Interpreter Service: 1300 622 718

هل أنت بحاجة إلى مترجم شفهي؟ Cần thông dịch viên?

需要传译员吗?

需要傳譯員嗎?

Χρειάζεστε διερμηνέα;

Hai bisogno di un interprete?

### Life Support: 133 466

To register life support on your account or for further information about life support please call us.

### Written Enquiries

Please direct all correspondence to: EnergyAustralia Locked Bag 14060, Melbourne City Mail Centre, 8001 or fax to **1300 363 398**.

### Moving? Call us on 133 466

Contact us at least 3 business days before moving so we can finalise your account and organise electricity and gas supply to your new address. Please have your new meter numbers handy, these are located on the front of your meter. You'll be glad we moved with you.


**Other messages**

^^ Estimated savings or best plan confirmation shown on the front of your bill are based on your past 12 months usage, or your available usage data (if less than 12 months) and our current in market plans at the time this bill was issued. We update our plans from time to time. If you switch plans, the amount you may save will depend on the plan you choose and the amount of energy you use. Go to [energyaustralia.com.au/vic-changes](http://energyaustralia.com.au/vic-changes) to find out more.

Please note that your eligibility to receive a concession on this account will be checked with Centrelink, Department of Veteran Affairs and/or other relevant organisations.

Direct debit to your bank/credit union account will take place on 31-05-2024.

Tariff	Meter number	Bill days	Current reading	Previous reading	Base usage	Heating value	Pressure factor	Total MJ &/ or Lt
Balance Plan (Home)	1257OH	20	6419	6386	33	x 37.9534	x 1.0109 =	1266.12 MJ
Flexi Plan (Home)	1257OH	41	6441	6419	22	x 38.4000	x 1.0109 =	854.01 MJ

**Next meter read**

Your next meter reading is planned to occur during 10 - 20 Jul 2024. Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is taken.

# Your account and personal information security is our priority

Read our updated tips for keeping your information safe online at [energyaustralia.com.au/onlinesecurity](http://energyaustralia.com.au/onlinesecurity)



**EnergyAustralia**  
LIGHT THE WAY