Your Alinta Energy residential electricity bill explained

(NSW, SA, QLD)

1. Your details

Bills will be addressed to the Account holder and the postal address supplied. The postal address may differ from the supply address.

2. Your Alinta Energy details

Your account and customer numbers can be found in the top right of both gas and electricity bills. Account numbers are usually 9 to 11 digits and are used for billing purposes. You should only have one Customer number regardless of the number of accounts you have with Alinta Energy.

3. Account details

The Supply Address is the address where you are receiving electricity or gas from Alinta Energy. The issue date is the date that your bill was sent out. If you have an electricity account, you will have a National Metering Identifier (NMI). If you have a gas account, you will have a Meter Identification Reference Number (MIRN). If you need to make any changes to your personal details, you can do so any time at alintaenergy.com.au/myaccount

4. If you need help

We're here to help you with your queries but if you have any questions about your distributor or a dispute about your account, these are the phone numbers to get in contact, or visit alintaenergy.com.au/contactus

5. Are you on the best plan?

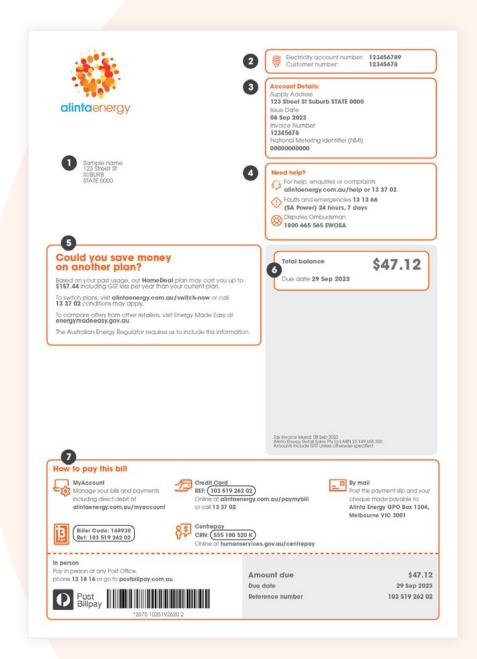
We'll let you know if you are on the best plan for your situation or whether you could save money on another plan.

6. What to pay and when

The amount shown here is what you need to pay and when payment or your direct debit is due.

7. Your payment options

We have a few payment options to help make paying your bill easy and on time. You can pay online at alintaenergy.com.au/paymybill or through MyAccount. You can also pay in person at any Post Office by presenting your bill and scanning the barcode.



8. Need a hand?

You'll find all the important information in this section if you need any assistance with paying your bill, checking your concessions eligibility, moving or interpreter services.

9. About your current plan

Here you'll find a summary of your plan and its benefits. You can view your plan by logging in to your MyAccount at alintaeneray.com.au/myaccount

10. Understand your bill

This section shows you how much it costs to use your energy depending on the time of day you use it. Understanding how the price of your energy can change depending on when you use it, could help you save money.

11. Meter read type

If you see under your Read type "Estimate" it means your bill is based on an estimation of your usage. If you would like a more accurate read you can easily submit a self meter read **here**.

12. Understanding your charges and credits

This table shows you how we've calculated your usage, supply charges and any applicable credits. You can also see how much energy you use in peak and off peak times. Sometimes this section may continue onto the next page if there are many items to list.

13. Understanding your usage

This graph is useful for comparing your current energy usage versus the same time last year. For a more detailed view, visit **MyAccount**.

