

Your Alinta Energy residential electricity bill explained

(VIC)

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.

alintaenergy

1 Sample name
123 Street St
SUBURB
STATE 0000

2 Electricity account number: 123456789
Customer number: 12345678

3 Account Details:
Supply Address
123 Street St Suburb STATE 0000
Issue Date
18 Sep 2023
Invoice Number
12345678
National Metering Identifier (NMI)
00000000000

4 Need help?
For help, enquiries or complaints
alintaenergy.com.au/help or 13 37 02
Faults and emergencies 13 24 12
(Powercor) 24 hours, 7 days
Disputes Ombudsman
1800 500 509 EWOW

5 Could you save money on another plan?
Based on your past usage, our latest HomeDeal plan may cost you up to \$213.13 including GST less per year than your current plan.
To switch plans, call 13 37 02.
To view all the energy offers applicable to you, visit Victorian Energy Compare at compare.energy.vic.gov.au.

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Balance brought forward	\$0.00
New charges	\$86.86
Total balance	\$86.86
Pay on time discount if paid by the due date	\$6.90 cr
Due date 10 Oct 2023	\$79.96

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How to pay this bill

MyAccount
Manage your bills and payments
Including direct debit at
alintaenergy.com.au/myaccount

Credit Card
REF: (000 000 000 00)
Online at alintaenergy.com.au/paymybill
or call 13 37 02

By mail
Post this payment slip and your
cheque made payable to:
Alinta Energy GPO Box 1304,
Melbourne VIC 3001

Billpay
Billier Code: 168930
Ref: 000 000 000 00

Centrepay
CRN: (555 100 520 K)
Online at humanservices.gov.au/centrepay

In person
Pay in person at any Post Office,
phone 13 18 16 or go to postbillpay.com.au

Amount due with discount **\$79.96**
Due date 10 Oct 2023
Reference number 000 000 000 00

Post Billpay *0000 0000000000 0

Tax Invoice Issued: 18 Sep 2023
Alinta Energy Retail Sales Pty Ltd ABN 22 149 658 300
Amounts include GST unless otherwise specified

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 alintaenergy.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 estimate 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](#).

8 Important Information

Payment Assistance
If you need some help paying your bill, please contact us as soon as possible. For more information on how we can help visit alintaenergy.com.au/paymentassistance or call 13 37 02.

Need an Interpreter Service?
Call 1300 297 727

傳呼服務，請致電
خدمات الترجمة الصل على
傳呼服務，請致電
Cần dịch vụ thông dịch viên, gọi điện thoại số
Per i servizi di interpretazione, chiamare

National Relay Service
To use the Relaywriter (TTY) service, please call 13 36 77. This is available for the cost of a local call. To use the Speak & Listen service, please call 1300 555 727.

Concession Eligibility
The Victorian Government offers a variety of concessions and rebates to help customers with the cost of energy. To find out more or check your eligibility visit services.dfh.vic.gov.au/about-concessions alternatively, contact the Department of Family, Fairness and Housing Information Line on 1800 658 521.

Moving?
Visit alintaenergy.com.au/move to arrange an energy connection to your new premises.

Energy efficiency
For information about all things energy including energy efficiency tips and advice visit alintaenergy.com.au/energysaving.

Like to set and forget?
To set up Direct Debit visit either alintaenergy.com.au/myaccount or alintaenergy.com.au/directdebit.

9 About your current plan

You are currently on our Fair Go 15 Electricity Plan

Your plan features
This plan has variable rates with no lock in contract.

Your benefit!
This plan has a 15% Pay on Time discount off electricity usage charges when you pay on time and in full.

10 Understand your bill

Opening balance and payments received				
Opening balance				
21 Feb 23 Payment				
11 Aug 23 Payment				
Pay on time discount (2)				
Billing Adjustment				
Pay on time discount reversal				
Balance brought forward				
Meter type	Meter number	Read date	Read type	Start read
Smart	A0000000/81	28 Feb 2023	Actual	0.00
Smart	A0000000/E2	28 Feb 2023	Actual	0.00
Smart	A0000000/E1	28 Feb 2023	Actual	0.00
Usage, supply charges and applicable credits		Quantity		
Controlled Load		64,352 kWh		
Daily Charge		29 days		
Standard Solar		32,116 kWh		
Off Peak		96,461 kWh		
Peak - Step 1		32,188 kWh		
Total (inc. \$8.09 GST)				
Pay on time discount				
Amount due with all applicable discounts				
Total balance if not paid by due date				

For an interval meter, Usage kWh may not exactly match End read - Start read
Solar rebates for residential customers are exempt from GST

12 Changing Period

Changing Period	Charge Item	Rate	Weekdays	Weekends	Holidays
01 Aug - 31 Dec	Peak - Step 1	38,555 c/kWh	3pm to 9pm	3pm to 9pm	N/A
	Peak - Remaining balance	38,555 c/kWh	3pm to 9pm	3pm to 9pm	N/A
	Off Peak	19,437 c/kWh	Midnight to 3am and 9pm to Midnight	Midnight to 3am and 9pm to Midnight	All day
	Controlled	23,100 c/kWh	All day	All day	All day
	Daily	148,291 c/Day	All day	All day	All day
01 Jan - 31 Dec	Peak - Step 1	38,555 c/kWh	3pm to 9pm	3pm to 9pm	N/A
	Peak - Remaining balance	38,555 c/kWh	3pm to 9pm	3pm to 9pm	N/A
	Off Peak	19,437 c/kWh	Midnight to 3am and 9pm to Midnight	Midnight to 3am and 9pm to Midnight	All day
	Controlled	23,100 c/kWh	All day	All day	All day
	Daily	148,291 c/Day	All day	All day	All day

Solar Payment & Feed-in Tariff
The following will apply only if applicable and confirmed by your network provider

Rate Plan	Unit	Feed-in Tariff
Standard Solar	c/kWh	6.70
Standard Solar	c/kWh	6.70

13 Understand your usage

Your total monthly usage

Your greenhouse gas emissions
Total for this bill 0.2 tonnes Same time last year 0.3 tonnes

Compare with other homes in the area
Daily consumption (kWh)

Your home	6.66 kWh	7.49 kWh	12.35 kWh	12.70 kWh	14.71 kWh
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Average costs include contracted discounts (if applicable) but exclude other discounts, rebates, concessions or other charges and credits.
This information has been provided to help you compare your electricity usage with other households in your postcode and may vary based on your individual circumstances. Visit compare.energy.vic.gov.au for more information.