

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.

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
08 Sep 2023
Invoice Number
12345678
National Metering Identifier (NMI)
0000000000

4 **Need help?**
For help, enquiries or complaints
alintaenergy.com.au/help or 13 37 02
Faults and emergencies 13 13 66
(SA Power) 24 hours, 7 days
Disputes Ombudsman
1800 665 565 EWOSA

5 **Could you save money on another plan?**
Based on your past usage, our **HomeDeal** plan may cost you up to **\$157.44** including GST less per year than your current plan.
To switch plans, visit alintaenergy.com.au/switch-now or call 13 37 02 conditions may apply.
To compare offers from other retailers, visit Energy Made Easy at energymadeeasy.gov.au.
The Australian Energy Regulator requires us to include this information.

6 **Total balance \$47.12**
Due date 29 Sep 2023

7 **How to pay this bill**
MyAccount Manage your bills and payments including direct debit at alintaenergy.com.au/myaccount
Credit Card REF: (103 519 262 02) 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 Biller Code: 168930 Ref: 103 519 262 02
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 \$47.12
Due date 29 Sep 2023
Reference number 103 519 262 02

Post Billpay *2675 1035192620 2

Tax Invoice issued: 08 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 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](#).

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 31 02.

Need an Interpreter Service?
Call 1300 977 727

有需要者，請致電
خدمات الترجمة المتكاملة
傳譯服務，請致電
Cần dịch vụ thông dịch viên, gọi điện thoại số
Dịch vụ phiên dịch, chi nhánh

National Relay Service
To use the Telo typewriter (TY) 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 South Australian Government offers variety of concessions and rebates to help customers with the cost of energy. To find out more or check your eligibility visit: www.sa.gov.au/concessions alternatively contact the Concessions Hotline on 1800 307 758.

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 Deal 20 Electricity Plan

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

Your benefit!
This plan has a 20% 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				
Billing Adjustment Credit				
Balance brought forward				
Meter type	Meter number	Read date	Read type	Start read
Interval	700235502/E1	06 May 2023	Actual	0.0
Interval	700235502/E1	09 May 2023	Actual	0.0
Interval	700235502/E1	18 May 2023	Actual	0.0
Interval	700235502/E1	26 May 2023	Actual	0.0
Interval	700235502/E1	31 May 2023	Actual	0.0
Usage, supply charges and applicable credits				Quantity
Daily Charge				30 day
Off Peak				5,506 kWh
Peak				35,370 kWh
Shoulder				5,138 kWh
Total (inc. \$4.29 GST)				
Amount due				

For an interval meter, Usage kWh may not exactly match End read - Start read

12 Charging Period

Charging Period	Charge Item	Rate	Weekdays	Weekends	Holidays
01 Jun - 31 Oct	Controlled	19.481c/kWh	All day	All day	All day
	Off Peak	23.925c/kWh	1am to 6am	1am to 6am	1am to 6am
	Shoulder	19.679c/kWh	10am to 3pm	10am to 3pm	10am to 3pm
	Peak	42.900c/kWh	Midnight to 1am and 6am to 10am	Midnight to 1am and 6am to 10am	Midnight to 1am and 6am to 10am
	Daily	98.736c/Day	All day	All day	All day
01 Nov - 31 Oct	Off Peak	23.925c/kWh	1am to 6am	1am to 6am	1am to 6am
	Shoulder	19.679c/kWh	10am to 3pm	10am to 3pm	10am to 3pm
	Controlled	19.481c/kWh	All day	All day	All day
	Daily	98.736c/Day	All day	All day	All day
	Peak	42.900c/kWh	Midnight to 1am and 6am to 10am	Midnight to 1am and 6am to 10am	Midnight to 1am and 6am to 10am

13 Understand your usage

Your total monthly usage

Daily cost **\$1.57** This time last year **N/A**

Daily usage **1.53 kWh** This time last year **N/A**

Your greenhouse gas emissions
Total for this bill **0.0 tonnes** Same time last year **N/A**

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

Home 1	Home 2	Home 3	Home 4	Home 5
1.53 kWh	7.66 kWh	12.91 kWh	15.67 kWh	17.95 kWh

Average costs include contract discounts (if applicable) but exclude other discounts, rebates, concessions or other charges and credits.
The 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 energymadeeasy.gov.au for more information.