

# Your Alinta Energy small business 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](http://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](http://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](http://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 Business Name  
123 Smith Street  
SUBURB STATE 0000

2 Electricity account number: 123456789  
Customer number: 12345678

3 **Account Details:**  
Supply Address  
123 Smith Street Suburb STATE 0000  
Issue Date  
18 Sep 2023  
Invoice Number  
12345678  
National Metering Identifier (NMI)  
12345678900

4 **Need help?**  
For help, enquiries or complaints  
[alintaenergy.com.au/help](http://alintaenergy.com.au/help) or 13 39 08  
Faults and emergencies 13 10 03  
(Endeavour) 24 hours, 7 days  
Disputes Ombudsman  
1800 246 545 EWON

5 **Could you save money on another plan?**  
Based on your past usage, our **BusinessDeal** plan may cost you up to **\$71.91** including GST less per year than your current plan.  
To switch plans, visit [alintaenergy.com.au/switch-now](http://alintaenergy.com.au/switch-now) or call 13 39 08 conditions may apply.  
To compare offers from other retailers, visit Energy Made Easy at [energymadeeasy.gov.au](http://energymadeeasy.gov.au).  
The Australian Energy Regulator requires us to include this information.

6 **Total balance \$44.83**  
Due date 10 Oct 2023

7 **How to pay this bill**  
**MyAccount**  
Manage your bills and payments  
Including direct debit of  
[alintaenergy.com.au/myaccount](http://alintaenergy.com.au/myaccount)  
**Credit Card**  
REF: 000 000 000 00  
Online at [alintaenergy.com.au/paymybill](http://alintaenergy.com.au/paymybill)  
or call 13 39 08  
**By mail**  
Post this payment slip and your  
cheque made payable to:  
Alinta Energy GPO Box 1304,  
Melbourne VIC 3001

**Biller Code: 168930**  
Ref: 000 000 000 00

**In person**  
Pay in person at any Post Office,  
phone 13 18 16 or go to [postbillpay.com.au](http://postbillpay.com.au)

**Post Billpay**

**Amount due \$44.83**  
Due date 10 Oct 2023  
Reference number 000 000 000 00

The 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](http://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](http://alintaenergy.com.au/paymentassistance) or call 13 37 02.

**Need an Interpreter Service?**  
Call 1300 297 727

传呼服务，请致电  
需要翻译，请致电  
Cần dịch vụ thông dịch viên, gọi điện thoại số  
Per i servizi di interpretazione, chiamare

**National Relay Service**  
To use the Relay/paratext (TV) 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 NSW 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: [www.energysaver.nsw.gov.au/households/rebates-and-discounts](http://www.energysaver.nsw.gov.au/households/rebates-and-discounts) Alternatively, contact the NSW Department of Planning, Environment, Resources and Energy Information Line on 13 77 88.

**Moving?**  
Visit [alintaenergy.com.au/move](http://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](http://alintaenergy.com.au/energysaving).

**Like to set and forget?**  
To set up Direct Debit visit either [alintaenergy.com.au/myaccount](http://alintaenergy.com.au/myaccount) or [alintaenergy.com.au/direct](http://alintaenergy.com.au/direct)

### 9 About your current plan

**You are currently on our BusinessDeal Santos Electricity Plan**

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

**Your benefit**  
You're receiving the added benefit of earning Santos Points as a Santos Business Rewards member. For full Terms & Conditions visit [alintaenergy.com.au/qbrofferdetails](http://alintaenergy.com.au/qbrofferdetails)

**Your benefit period**  
Your benefit of earning Santos Points continues while you remain eligible for the Alinta Energy BusinessDeal Santos Points Offer.

### 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	700865896/E1	31 May 2023	Actual	54533.52
Usage, supply charges and applicable credits				
	Quantity			
Daily Charge	1 days			
Peak - Step 1	27,397 kWh			
Peak - Step 2	132,050 kWh			
Rounding Adjustment				
Total (inc. \$4.08 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
01 Sep - 31 Dec	Peak - Step 1	27,346 c/kWh
	Peak - Remaining balance	27,346 c/kWh
	Daily	122,298 c/Day
01 Jan - 31 Dec	Peak - Step 1	27,346 c/kWh
	Peak - Remaining balance	27,346 c/kWh
	Daily	122,298 c/Day

### 13 Understand your usage

**Your total monthly usage**

Daily usage: 159.45 kWh | This time last year: N/A

**Your greenhouse gas emissions**  
Total for this bill: 8.1 tonnes | Same time last year: N/A

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

Home 1	159.45 kWh
Home 2	8.09 kWh
Home 3	13.39 kWh
Home 4	16.34 kWh
Home 5	18.96 kWh

Average costs include contracted 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 [www.nrg.madeeasy.gov.au](http://www.nrg.madeeasy.gov.au) for more information.