

# Understanding your actual read invoice


You asked and we listened!

Covau have taken your feedback seriously and have been working hard to produce a new simplified invoice that is both easy to read and contains all the information that is required to assess your energy usage and charges. The new account summary section makes it simple to track your account activities. Post Billpay is now available online, over the phone or in person at any Post Office for your convenience.

**Contact Details**

**Enquiries/Complaints**  
1300 689 866  
(24 Hours/7 Days)

**www.covau.com.au**  
**support@covau.com.au**



Po Box R241  
Royal Exchange  
SYDNEY NSW 1225

**Sam Sample**

Sample Road  
SAMPLE NSW 2000

**Account number** 0000000

**CovaU promise**

Everyday more people are trusting us with their electricity and gas accounts. Why?

Because we're giving Australians the power to save like never before, with the lowest possible rates and the highest possible discounts, for households and businesses alike.

**Your electricity tax invoice**

**Account Summary**

1	Opening Balance	\$108.84
2	Adjustments	\$0.00
3	Payment Received	-\$108.84
4	Balance Carried Forward	\$0.00
5	Current Charges (GST Inclusive)	\$175.91
6	Discount (Pay on Time 25%)	-\$48.44
7	Other Charges	\$0.00
<b>Total</b>		<b>\$127.47</b>
		incl. net GST charges of \$11.59

**Payment Summary**

<b>Invoice Issue Date</b>	25-ug-2020
<b>Invoice Number</b>	138322
<b>Invoice Due Date</b>	<b>11-Sep-2020</b>
<b>Total Amount</b> if paid after due date	<b>\$175.91</b>
<b>Total Amount</b> with discount if paid on time	<b>\$127.47</b>


\*Pay by 11/09/2020 to ensure you only pay the discounted amount above.

**Payment methods**

**Amount Due**  
\$127.47

**Date Due**  
11-Sep-2929

Post Billpay



\*849 9876530001 965894830

**Credit Card/ Direct Debit**  
To pay using Credit Card or arrange your account to be paid automatically via Direct Debit, Call 1800 026 828

**Post Billpay**  
Make a Post Billpay payment.  
Online: www.postbillpay.com.au  
Phone: 13 18 16  
In person at any Post Office  
Billpay code: 0848  
Reference: XXXXXXXX

**Electronic Funds Transfer (EFT)**  
Bank: Westpac  
Account Name: COVAU PTY LTD  
BSB: 032-090 A/C: 357607  
Fund Transfer Reference: XXXXXXXX

**By mail**  
Send your cheque or money order along with this section to:  
COVAU PTY LTD  
PO BOX R241, ROYAL EXCHANGE, NSW, 1225

**Account Number** 0000000

**BPAY**  
Make a BPAY payment via internet or phone banking, please contact your bank.  
Biller Code: 231100  
Reference: XXXXXXXX

**Service Interpreter 131 450**  
Servizio interprete  
service d'interprétation  
Dịch vụ phiên dịch  
خدمة الترجمة الفورية  
Υπηρεσία Διερμηνέων

**Concession**  
If you are eligible for a concession on this bill, please contact us with your concession details on 1300 689 866. We may need to contact Centrelink or DVA to confirm your eligibility.

**Moving House?**  
Call us on 1300 689 866, at least five days before you move so that we can arrange your energy supply to your new home.

- What is actual read invoice?**

It is an invoice based on reading(s) we receive from the meter at your premise(s).
- 1

**Opening balance**

The amount payable from your last invoice.

2

**Adjustments**

Discounts and adjustment.

3

**Payment Received**

Payments made towards your last invoice.

4

**Balance Carried Forward**

Unpaid amount carried over from your last Monthly Instalment or actual read invoice.

5

**Current Charges**

The total amount charged for this invoice period (GST included).

6

**Discount**

The total amount of discount that is applicable to your Service Plan which will be deducted from this invoice.

7

**Other Charges**

Other miscellaneous charges over invoicing period.

8

**Invoice Due Date**

The date by which this invoice should be paid.

9

**Total Amount (if paid after due date)**

The total amount due by this invoice if you miss pay on time discount.

10

**Total Amount (with discount if paid on time)**

The total amount due with a discount if you paid on time.

# Understanding your actual read invoice

Account number : 0000000

## Your account details

### Account Activities

Opening Balance	\$108.84
Adjustments	
Adjust- Early bird discount - 01/09/2020	-\$9.50
Adjust- Dishonoured payment charge - 01/09/2020	\$9.50
Balance Carried Forward	\$0.00
Current Charges (GST inclusive)	\$175.91
Discount	
Discount (Pay on Time 25%) NMI: 00000000000	-\$48.44
Other Charges	
Paper bill fee	\$0.00
Credit card fee	\$0.00
Total	\$127.47

## Your electricity usage

### Service Details - NMI: 00000000000

Fault and Emergencies: Essential Energy 13 20 80 (24 Hours)

14 Billing Period	23/07/2020 to 23/07/2020	16 Service Plan	Freedom Saver
15 Service Address	SAMPLE Road SAMPLE	Contract Term	24 Month
Energy Type	Electricity		

### Usage Details

Meter ID	Meter Type	Read Type	Current Read	Multiplier	Usage kWh
60060352/001	Peak	Actual - 21/08/20	82,24	1	82,24
	Shoulder	Actual - 23/08/20	155,41	1	155,41
	Off Peak	Actual - 23/08/20	406,84	1	406,84
60060352/002	Standard FIT	Actual - 23/08/20	53,78	1	53,78

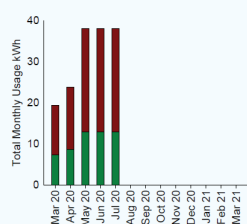
Pricing Details	Period	Quantity	Rate	Days	Total
Daily Supply charge	24/07/20 to 23/08/20	31,00 days	96,80c/day	31	\$30,01
Off Peak Usage	24/07/20 to 23/08/20	406,84 kWh	19,80c/kWh	31	\$80,55
Peak Usage	24/07/20 to 23/08/20	82,24 kWh	57,20c/kWh	29	\$47,04
Shoulder Usage	24/07/20 to 23/08/20	155,41 kWh	25,85c/day	31	\$40,17

\*NSW Low Income Household Rebate \$-21.86

Current Charges (GST Inclusive \$55.69) \$612.59

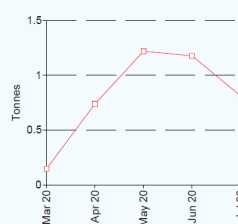
- This energy charge includes an adjustment of your previous invoice(s) meter data from 16/06/2020 to 30/06/2020

### Recent Usage



Avg Daily Usage (kWh): 40.16  
Same time last year (kWh): 0.00  
Avg Cost Per Day (incl GST): 11.91

### Greenhouse gas



Total greenhouse gas emissions [Tonnes] this account: 3.82. For more information, visit [www.switchon.vic.gov.au](http://www.switchon.vic.gov.au)

### Compare Usage

Compare your average daily electricity usage with similar households in your area.

Avg Daily Usage (kWh): 40.16

#### Average Daily Usage Benchmark\* :

No. of Occupants	Avg Daily kWh
1	12.4
2	14.8
3	17.1
4	19.5
5	21.8
6	24.2

\*This benchmark provided by Australian Energy Regulator (AER) is based on households without a pool.

To find out more about energy usage and energy efficiency tips, visit: [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

- Discount**  
A list of your discounts, applicable to your billing period.
- Service Details**  
A unique number assigned to the meter at your premise(s). You can quote this number in the event of outage and emergency.
- Fault and Emergencies**  
Fault and emergency number that you can call.
- Billing Period**  
Number of days covered in this invoice.
- Service Address**  
The address where your energy meter is located.
- Service Plan**  
The name of the rate plan you subscribe.
- Consumption Details**  
This section breaks down your consumption according to the Service Plan.
- Charges Detail**  
This section breaks down the charges according to your consumption and supply charges.
- Concessions and rebates**  
The amount received from state government concession and rebate, which will be credited to this invoice.
- Recent energy usage**  
This section shows your average daily energy usage for this billing period as well as the same period last year.
- Greenhouse gas emission**  
This graph shows your greenhouse gas emissions over time.

- Compare energy usage with the energy benchmarks**  
(apply to Electricity invoice only)  
This section shows how much electricity you have used and how it compares with other households in your community.