

8

Important Information

Payment assistance

Call 1300 689 866. If you are having difficulty paying your account, please contact us to discuss payment assistance. For eligible residential customers you may be entitled to concessions & rebates, Centrepay & Government assistance schemes.

National Relay Service

To use Teletypewriter (TTY) service or hearing and speech impairment service call 1300 555 727.

Interpreter service

Call 131 450
Servizio interpreti
Servicio de Intérpretes
Dịch vụ phiên dịch
خدمة المترجم الفوري
口译服务
Υπηρσία Διερμηνεία

Summary of your plan

9

You are currently on our "Freedom Ausgrid Residential EA025" plan.

Your plan includes NSWResidential 25% Guaranteed Discount on Daily Supply Charge and Usage.

10

Understand your bill

Electricity charges are based on an Actual meter reading.
You can find instructions on how to read your gas and electricity meters at covau.com.au/meter-information.

11

Bill Period: 06 Feb 2024 - 07 May 2024 (92 days)

Shoulder Usage - Weekdays 06:00 AM-12:00 PM and 08:00 PM-10:00 PM, Weekends 06:00 AM-10:00 PM
Peak Usage - Weekdays 12:00 PM-08:00 PM
Off Peak Usage - Whole Week 12:00 AM-06:00 AM and 10:00 PM-12:00 AM

12

Account Activities	
Opening Balance	\$310.47
Payment	
Payment Received - 27/02/2024	Cr \$310.47
Balance Carried Forward	\$0.00

13

Meter ID	Meter Type	Read Type	Total Read	Multiplier	Usage kWh
000000/E1	Peak	Actual - 07/05/24	161.23	1.0000	161.23
	Shoulder	Actual - 07/05/24	358.66	1.0000	358.66
	Off Peak	Actual - 07/05/24	363.59	1.0000	363.59

14

Energy Charges	Period	Days	Quantity	Rate	Amount
Daily Supply Charge	06/02/24 - 07/05/24	92	92.00 days	118.80 c/day	\$109.30
Off Peak Usage	06/02/24 - 07/05/24	92	363.59 kWh	36.30 c/kWh	\$131.98
Peak Usage	06/02/24 - 07/05/24	92	161.23 kWh	86.90 c/kWh	\$140.11
Shoulder Usage	06/02/24 - 07/05/24	92	358.66 kWh	46.75 c/kWh	\$167.67
Total Charges					\$549.06
Rounding Adjustment					Cr \$0.01
Discount					
Discount (25% Guaranteed Discount) NMI: 000000000000					Cr \$137.27
Total for this bill includes GST \$37.44					\$411.78
Account Balance					\$411.78

~This energy charge includes an adjustment of your previous invoice(s) meter data from 01/11/2023 to 05/02/2024.

8. Important Information

This section assists if you're experiencing difficulty paying your bill, including interpreter services in your language and support for the hearing and speech impaired. For more information, you can visit covau.com.au/financial-assistance

9. Plan Summary

This summarizes your plan, including the name of your current plan and any applicable guaranteed discount.

10. Understand your bill

We'll let you know whether your bill is based on actual or estimate meter read with the next scheduled meter read date.

Actual read- is based on the reading received directly from your meter

Estimate read- this is because the technician was unable to access your meter. We've provided an instruction link on how to submit your own meter read so that you can be billed on actual usage covau.com.au/submit-your-own-meter-reading

11. Plan summary

This shows the start and end read date, along with the total billing period in days. Energy charges are broken down into charging windows based on your usage.

12. Account Activities

You'll find all the activities since your last bill.

Opening Balance - This is the account balance on your last bill.

Payment Received - This shows the date and amount of payment received on your account since the issuance of your last bill.

Balance Carried Forward - This indicates the remaining balance or any credits following your recent payments for your most recent electricity bill.

13. Meter Details

This section provides your meter read details used for calculating your energy bill. If you have a Deemed Meter, you will see the start and end read, along with the accumulated total for the current billing period.

If you have a Smart Meter, the reading data will be received daily from the network, and

there will be no start and end read; there will be an accumulated total for the current billing period.

14. Energy Charges

Your energy tariff depends on the meter type of your premises. Here you'll find the energy tariff segmented into units, rates, and amount of energy consumed during the billing period.

For electricity, units are measured in kilowatt-hours (kWh). In the given example, Daily Supply Charge- is a daily service charge for supplying energy to your premises. Usage Charge - Charges based on energy consumption during the billing period measured in Kilowatts per hour (kWh).

1. Single Rate

The electricity rate remains consistent regardless of the time of day in which you consume it. Certain customer's tariffs may include demand charges.

2. Time of Use (TOU)

With time-of-use pricing, varying rates are applied to the electricity consumed at different times: off-peak, shoulder, and peak. Additionally, for certain customers, time-of-use rates may include a demand charge. Typically the shoulder and off peak rates are cheaper than peak rates.

3. Demand Charges

Demand charges are charged based on your high electricity demand measured in kilowatts (kVa).

These charges are structured to encourage reduced electricity consumption during peak demand, when the grid experiences more pressure.

4. Controlled Load

Controlled load electricity is the power consumed by specific appliances, such as electric hot water systems, electric slab heating, and irrigation pumps. These loads are measured separately by dedicated meters and can be charged at controlled load rates.

5. Solar Feed in Tariff

The unused electricity generated by your home's solar power system is sent back to the grid and is credited to your bill after you've been billed for your electricity consumption when you are on an eligible plan. The credited amount varies depending on your state and the size of your solar power system.

Important Information

Payment assistance

Call 1300 689 866. If you are having difficulty paying your account, please contact us to discuss payment assistance. For eligible residential customers you may be entitled to concessions & rebates, Centrepay & Government assistance schemes.

National Relay Service

To use Teletypewriter (TTY) service or hearing and speech impairment service call 1300 555 727.

Interpreter service

Call 131 450
Servizio interpreti
Servicio de intérpretes
Dịch vụ phiên dịch
خدمة المترجم الفوري
口译服务
Υπηρεσία Διερμηνείας

Summary of your plan

You are currently on our "Freedom Ausgrid Residential EA025" plan.

Your plan includes NSWResidential 25% Guaranteed Discount on Daily Supply Charge and Usage.

Understand your bill

Electricity charges are based on an Actual meter reading.

You can find instructions on how to read your gas and electricity meters at covau.com.au/meter-information.

Bill Period: 06 Feb 2024 - 07 May 2024 (92 days)

Shoulder Usage - Weekdays 06:00 AM-12:00 PM and 08:00 PM-10:00 PM, Weekends 06:00 AM-10:00 PM

Peak Usage - Weekdays 12:00 PM-08:00 PM

Off Peak Usage - Whole Week 12:00 AM-06:00 AM and 10:00 PM-12:00 AM

Account Activities

Opening Balance	\$310.47
Payment	
Payment Received - 27/02/2024	Cr \$310.47
Balance Carried Forward	\$0.00

Meter ID	Meter Type	Read Type	Total Read	Multiplier	Usage kWh
000000/E1	Peak	Actual - 07/05/24	161.23	1.0000	161.23
	Shoulder	Actual - 07/05/24	358.66	1.0000	358.66
	Off Peak	Actual - 07/05/24	363.59	1.0000	363.59

Energy Charges	Period	Days	Quantity	Rate	Amount
Daily Supply Charge	06/02/24 - 07/05/24	92	92.00 days	118.80 c/day	\$109.30
Off Peak Usage	06/02/24 - 07/05/24	92	363.59 kWh	36.30 c/kWh	\$131.98
Peak Usage	06/02/24 - 07/05/24	92	161.23 kWh	86.90 c/kWh	\$140.11
Shoulder Usage	06/02/24 - 07/05/24	92	358.66 kWh	46.75 c/kWh	\$167.67
Total Charges					\$549.06
Rounding Adjustment					Cr \$0.01
Discount					
Discount (25% Guaranteed Discount) NMI: 000000000000					Cr \$137.27
Total for this bill includes GST \$37.44					\$411.78
Account Balance					\$411.78

~This energy charge includes an adjustment of your previous invoice(s) meter data from 01/11/2023 to 05/02/2024.

15. Other Charges

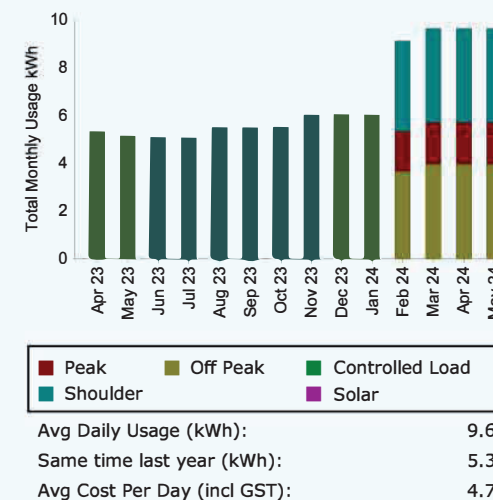
Any applicable discounts, promotional credit, rebates, concessions, and/or Solar Feed-in Tariff, and associated service charges will be calculated and adjusted to your bill.

For more information you can visit covau.com.au/concessions

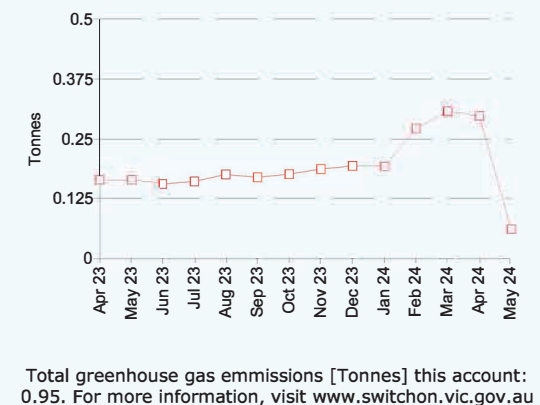
16. Account Balance

This is the final total amount for the current billing period including GST to be paid after all the calculations.

Compare your usage overtime



Greenhouse Gas Emissions



17. Compare your usage over-time

This feature shows you a graphical representation of your monthly energy consumption. Average Daily Usage- It's the average amount of energy you consume every day at your premises during the billing period. Same time last year- It's the average energy consumption at your premise for the same billing period last year.

Average cost per day- It's the average cost of energy you consume per day at your premises. (incl. GST)

*Disclaimer: Please note that these readings are based on your consumption. It's your responsibility to ensure electricity/hot water meters are open, safe, and accessible to ensure continuous ACTUAL Reading Data.

18. Greenhouse Gas

This indicates the amount of greenhouse gas that your energy has produced in tonnes during the billing period.