energy		TAX INV CovaU Pty Ltd ABN 54 090 1
		Solution Need help?
		Enquiries and Complaints 1300 689 866
Sample PTY LTD.		5 covau.com.au
1 Mr John Smith		Faults and Emergencies
120 Straight Street		JEMENA GAS NETWORK
Anytown NSW 0000		13 19 09
<b>Q</b> Your Gas acc	ount	Energy and Water Ombudsman 1800 246 545
Account Number:	1234567	
Invoice Issue Date:	08-May-2024	출 Your Bill
Delivery Point Identifier (DPI):	0000000000	
Supply Address:	120 Straight Street, Anytown NSW 0000	Invoice number 1235678
Comparing Plans		Total amount due
Could you save mone Based on your past usage, you	· ·	\$182.02 incl. GST
offer you. The Australian Ener include this information.		Invoice due date
To find out more		27 May 2024
Compare plans from other reta	ailers at Energy Made Easy	27-May-2024
www.energymadeeasy.gov.au		
		supporting customers to reduce bills. Cheo or concession. More information on rebate
understand your bill section to se concessions can be found on energy	y.gov.au BPAY To pay using Credit Card or arrange a	
Credit Card To pay using Credit Card, Call 1800 026 828. A 0.73% fee to all Credit Card payments.	t BPAY BPAY Day using Credit Card or arrange a BPAY payment via intermet or phone banking, please contact your bank. Biller Code: 231100 Reference: 12345678 bit Send your cheque along with this	a Make a Post Billpay payment. Online: www.postbillpay.com.au Phone: 13 18 16 In person at any Post Office Billpay code: 0848
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# Your COVAU gas bill explained

#### **1. Billing Address**

If you've opted for a paper bill, we will send it to the postal address you provided along with your account name.

#### 2. Energy Type

This indicates whether the bill is for electricity or gas. The title will say "FI-NAL INVOICE" if it's the last bill.

#### **3. Account Summary**

Account Number: This is your energy account number. Please quote this number when reaching out to us.

Delivery Point Identifier (DPI) / Meter Installation Registration Number (MIRN): It is the unique identification number assigned to identify the gas connection point at your premises. Allowing for tracking of energy usage and billing.

Supply Address: This is the physical address of the premises registered with the network where energy is consumed and billed for.

#### **4.** Comparing Plans

We'll compare your past energy usage with our available plans to see if you're already on CovaU's best plan. If there's a different CovaU plan with greater savings, you will be notified here with the plan details and the amount you could save in a year. A guide on how to compare plans can also be found here.

#### 5. Get In Touch

Our 24/7 Customer Support is available to assist you with any inquiries related to your energy account. In the event of supply failure at your premises, please refer to the contact details provided for your distributor. You can also reach us at covau.com.au/contact

### 6. Your Bill

It shows the invoice number for your current bill, along with the total amount due, including GST, that must be paid by the due date.

### 7. Payment Methods

We offer a range of easy payment options tailored to your needs as outlined in this section. You can also make payment through covau.com.au/myaccount



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Opening Balar								\$
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Energy Charge Daily Supply C Usage Charge Usage Charge	Gas hes charge - step 1 - step 2	Actual - 07/05/24 Period 06/02/24 - 07/ 06/02/24 - 07/	6738.00 05/24 05/24	6823.00 Days 92 92	1.0000 Quant 92.00 ( 1905.5	0.9707 ity 3 MJ	38.2900 <b>Rate</b> 66.00 c/day 3.82 c/MJ	Usa 31 Ar
IF0000000/1 Energy Charge Daily Supply C Usage Charge Usage Charge Discount	Gas	Actual - 07/05/24 Period 06/02/24 - 07/ 06/02/24 - 07/	6738.00 05/24 05/24 05/24	6823.00 Days 92 92	1.0000 Quant 92.00 ( 1905.5	0.9707 ity 3 MJ	38.2900 <b>Rate</b> 66.00 c/day 3.82 c/MJ	Usa 31

#### 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

9

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 is 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

This shows the start and end read dates, the total billing period in days, and the next scheduled read date.

#### **11. 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.

#### 12. Meter Details

In this section, you can find the details of your start and end meter readings which are used to calculate your energy bill. Your total gas usage (measured in MJ) is calculated by subtracting the start meter reading from the end reading, then multiplying the result by the heating value and Correction. The final result is obtained by multiplying this figure by the multiplier value.

A seasonal rate applies during the peak season (winter) and low season (non-winter). It may be applied as a uniform rate throughout these seasons or as a stepped rate, which calculates usage based on gas consumption.

In a non-seasonal rate tariff remains constant throughout the year, regardless of when you consume gas.

The energy plan using step rates are based on energy blocks and the depend on number of blocks of energy consumed during the billing period. Different rates are applied depending on the usage during the billing period.

## 14. 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

## **15. Account Balance**

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

#### **13. 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.

Natural gas units are measured in megajoules (MJ). 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 megajoules (MJ).

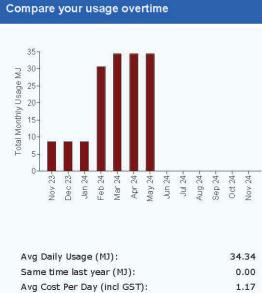
#### **1.Seasonal Gas Rate**

#### 2.Non Seasonal Gas Rate

#### **3.Single rate gas**

The same gas rate is applied to all usages during the billing period.

#### 4.Stepped rate gas



#### 16. 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.

032024 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 gas/hot water meters are open, safe, and accessible to ensure continuous ACTUAL Reading Data.

16

