

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
Υπηρεσία Διαρμηνείας

Summary of your plan

You are currently on our "Freedom Plus Jemena Residential" plan.

Your plan includes 3% Guaranteed Discount on Usage Residential.

9

10

Understand your bill

Gas 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)

Gas At All Times

Next Scheduled Meter Read Date: 05 Aug 2024. Please ensure safe and clear access to your meter on this day.

11

Account Activities

Opening Balance	\$16.63
Balance Carried Forward	\$16.63

12

Meter ID	Type	Read Type	Start Read	End Read	Multiplier	Correction	Heat Value	Usage MJ
IF0000000/1	Gas	Actual - 07/05/24	6738.00	6823.00	1.0000	0.9707	38.2900	3159.29

13

Energy Charges	Period	Days	Quantity	Rate	Amount
Daily Supply Charge	06/02/24 - 07/05/24	92	92.00 days	66.00 c/day	\$60.72
Usage Charge - step 1	06/02/24 - 07/05/24	92	1905.53 MJ	3.82 c/MJ	\$72.73
Usage Charge - step 2	06/02/24 - 07/05/24	92	1253.76 MJ	2.81 c/MJ	\$35.17
Total Charges					\$168.62

14

Discount

Discount (3% Guaranteed Discount on Usage) DPI: 00000000000	Cr \$3.23
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Total for this bill includes GST \$15.04	\$166.39
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15

Account Balance	\$182.02
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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 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.

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

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.

2. Non Seasonal Gas Rate

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

3. Single rate gas

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

4. Stepped rate 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

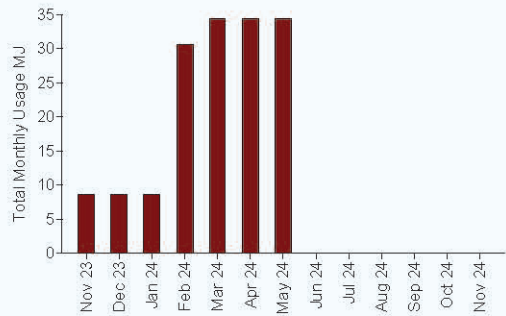
Any applicable discounts, promotional credit, rebates, concessions, and/or Solar Feed-in Tariff, and associated service charges will be calculated and adjusted to your bill.

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.

Compare your usage overtime



Avg Daily Usage (MJ):	34.34
Same time last year (MJ):	0.00
Avg Cost Per Day (incl GST):	1.17

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.

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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.