


WELCOME

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UNDERSTANDING YOUR BILL


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Roll over section numbers  
for more information.



0042

HOPE ISLAND QLD 4212





### Your electricity bill

HOPE ISLAND QLD 4212

15 Jul 20 - 14 Oct 20  
Amounts include GST unless otherwise specified

YOUR ACCOUNT DETAILS	ACCOUNT BALANCE	NO PAYMENT NEEDED
<b>Account number</b> 123456789	<b>\$1,289.90CR</b>	You're in credit - no direct debit required
<b>Tax invoice</b>		
<b>Issue date</b> 15 Oct 20		
<b>Total amount due</b> See the Account Summary on page 2		

YOUR USAGE SUMMARY	YOUR ENERGY PLAN
<b>Average cost per day</b> \$6.45 CR <b>Average daily usage</b> 15.42 kWh <b>Same time last year</b> N/A	<b>Origin Solar Boost ending 22 Jan 21</b>
<b>Your indicative greenhouse gas emissions</b>	<b>Benefits available on this energy plan</b> Qld Govt Asset Dividend Total Feed-in Tariff 15.00 c/kWh
<b>Total for this bill</b> 1.3 tonnes <b>Same time last year</b> N/A <b>Saved with GreenPower</b> N/A	
<small>For more information on greenhouse gas emissions visit <a href="http://originenergy.com.au">originenergy.com.au</a></small>	
 <b>\$-6.45</b> COST PER DAY	 <b>15.42</b> DAILY USAGE

NEED TO GET IN TOUCH?	Supply faults: 13 62 62	Help & support online
<b>Enquiries &amp; moving address: 13 24 61</b>	Call Energex 24 hrs	Got a question about your bill? We've got answers: <a href="http://originenergy.com.au/help-support">originenergy.com.au/help-support</a>
	<b>Emergencies: 13 19 62</b> Call Energex 24 hrs	

HOW TO PAY	MAIL	TELEPHONE & INTERNET BANKING - BPAY®
<b>DIRECT DEBIT</b> Register online at <a href="http://originenergy.com.au/myaccount">originenergy.com.au/myaccount</a> or call <b>13 24 61</b> to arrange automatic payment of future accounts*	Send this slip with your cheque made payable to: Origin Energy Holdings Limited, GPO Box 2951 SYDNEY NSW 2001	Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: <a href="http://www.bpay.com.au">www.bpay.com.au</a>
<b>VISA OR MASTERCARD**</b> Call <b>1300 658 783</b> or visit <a href="http://originenergy.com.au/paynow">originenergy.com.au/paynow</a>	<b>IN PERSON</b> Pay at any Post Office**	
<input type="text"/>	<input type="text"/>	<input type="text"/>

\*Card payment fee may apply to the total payment amount (incl GST): debit card (Visa 0.26%, Mastercard 0.20%), credit card (Visa 0.60%, Mastercard 0.72%), for NSW customers 0.49% if payment made at Australia Post. Fees on next bill. Conditions apply. \*\*Payment processing fee of the higher of \$2.00 or 0.49% may apply (excl NSW).

Roll over section numbers for more information.

ACCOUNT SUMMARY	
<b>Previous activity</b>	
Opening balance	\$696.93 CR
Payments received	\$0.00
<b>Balance carried forward</b>	<b>\$696.93 CR</b>
<b>Your new charges</b>	
Total electricity charges - incl discounts and rebates (incl GST of \$40.76)	\$398.37
<b>Your solar contribution</b>	
Total solar feed-in credit	\$991.34 CR
<b>Current balance</b> (incl net GST charges of \$40.76)	<b>\$1,289.90 CR</b>

PAYMENTS RECEIVED	
<b>Total</b>	<b>\$0.00</b>

TOTAL ELECTRICITY CHARGES			
<b>Your site details</b>			
<b>Supply address</b>		<b>National Meter Identifier (NMI)</b>	
ISLAND QLD 4212	HOPE		
<b>Meter read</b>		<b>Next billing date</b>	
Actual		3 month(s)	
<b>Period: 15 Jul 20 - 14 Oct 20 (92 days)</b>			
Your rate: General Domestic			
<b>Meter no</b>	<b>Usage type</b>	<b>Usage (kWh)</b>	
	Peak	1418.949	
<b>Total kWh</b>		<b>1418.949</b>	
	<b>Usage (kWh)</b>	<b>Charge (incl GST)</b>	<b>Amount (incl GST)</b>
<b>15 Jul 20 - 30 Aug 20 (47 days)</b>			
<b>Charges</b>			
	Peak Usage	902.806	23.935 c/kWh \$216.09
	Solar Meter Charge	6.70 c/Day	\$3.15
	Supply Charge	111.498 c/Day	\$52.40
<b>31 Aug 20 - 31 Aug 20 (1 days)</b>			
<b>Charges</b>			
	Peak Usage	16.997	23.935 c/kWh \$4.07
	Solar Meter Charge	6.70 c/Day	\$0.07
	Supply Charge	111.498 c/Day	\$1.11
Continued on the next page...			

**NEED TO GET IN TOUCH?**

**Moving address?**  
 1 Go online [originenergy.com.au/movers](http://originenergy.com.au/movers) (allow 3 business days notice)

**Contact us**  
 We're happy to help - any questions or complaints:  
 1 My Account login [originenergy.com.au/myaccount](http://originenergy.com.au/myaccount)  
 2 Call us **13 24 61**  
 3 Go online [originenergy.com.au/rescontact](http://originenergy.com.au/rescontact)  
 4 Write to us (no payments) **Origin Energy Customer Contact Centre, GPO Box 1199, Adelaide SA 5001**

**Solar, storage and maintenance**  
 For solar and battery sales, installation, service and billing enquiries call **1300 791 468**

**Concessions and rebates**  
 You may be eligible for the QLD Electricity Government rebate - call us on **13 24 61** for details.

**Payment assistance**  
 Payment extensions, special payments, instalment plans and the Home Energy Emergency Assistance scheme are available if you need it - call us on **13 24 61** for details.

**National Relay Service**  
 If you have a hearing or speech impairment, contact us through the National Relay Service. For more information, visit [www.relayservice.gov.au](http://www.relayservice.gov.au)

**Need an interpreter?**  
 Call **1300 137 427**

أصل الفاتورة  
 Origin Energy  
 13 24 61  
 1300 137 427



No payment required

User code	Customer reference number
<input type="text"/>	<input type="text"/>

Roll over section numbers for more information.

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**Discounts and Rebates**

Qld Govt Asset Dividend (non-taxable, no GST)			\$50.00 CR
	Usage (kWh)	Charge (incl GST)	Amount (incl GST)

**1 Sep 20 - 14 Oct 20 (44 days)**

<b>Charges</b>			
Peak Usage	499,146	23,935 c/kWh	\$119.47
Solar Meter Charge		6.70 c/Day	\$2.95
Supply Charge		111,498 c/Day	\$49.06

**Total for period 15 Jul 20 - 14 Oct 20** **\$398.37**

**Your total electricity charges (incl GST \$40.76)** **\$398.37**

**Account number**

**Tax invoice**  
176 001 333 191  
**Issue date**  
15 Oct 20



**YOUR SITE DETAILS**

**Supply address**

**National Meter Identifier (NMI)**

**Meter read**

Actual

**Next billing date**  
3 month(s)

**TOTAL SOLAR FEED-IN CREDIT**

**Period: 15 Jul 20 - 14 Oct 20 (92 days)**

<b>Meter no</b>	<b>Export (kWh)</b>		
6608,998			

	Export (kWh)	Rate (credit)	Amount
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**15 Jul 20 - 30 Aug 20 (47 days)**

Feed-in Tariff (incl GST, if any)			
First 0-12877	3010,288	15.00 c/kWh	\$451.54 CR

**31 Aug 20 - 31 Aug 20 (1 days)**

Feed-in Tariff (incl GST, if any)			
First 0-274	89,084	15.00 c/kWh	\$13.36 CR

**1 Sep 20 - 14 Oct 20 (44 days)**

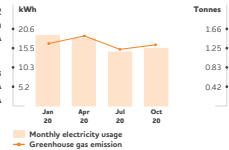
Feed-in Tariff (incl GST, if any)			
First 0-12055	3509,626	15.00 c/kWh	\$526.44 CR

**Your total solar feed-in credit** **\$991.34 CR**

**YOUR USAGE BREAKDOWN**

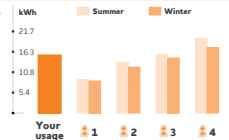
Average cost per day	<b>\$6.45 CR</b>		
Average daily usage	<b>15.42 kWh</b>		
Same time last year	N/A		
<b>Your indicative greenhouse gas emissions</b>			
Total for this bill	<b>1.3 tonnes</b>		
Same time last year	N/A		
Saved with GreenPower	N/A		

For more information on greenhouse gas emissions visit [originenergy.com.au](http://originenergy.com.au)



**HOW YOU COMPARE**

Using the table on the right, you can compare your average daily electricity consumption to other households in your area. Note the different usage bands for summer and winter, and be aware that these comparisons relate to households without a pool. For more information on electricity usage and energy efficiency visit [energymadeeasy.gov.au](http://energymadeeasy.gov.au)



## AVERAGE DAILY ELECTRICITY

Here is the average daily electricity usage costs for your supply address - this doesn't include any discounts and supply charges.

\$3.69  
Peak

## Account number

## Tax invoice

Issue date  
15 Oct 20



## Important Information

### Good news on QLD electricity prices

On 1 July 2020, our electricity charges went down for most Queensland residential and small business customers. Our GreenPower electricity charges also reduced on 1 July, for customers with GreenPower. You would have received a letter or email from us in June, if any changes apply to you. You'll also see any new charges on this bill. Find more at [originenergy.com.au/qldpricechange](https://originenergy.com.au/qldpricechange).

### Mastercard debit card fee change 1 July 2020

We reduced the Mastercard debit card payment fee from 0.32% (incl GST) to 0.20% (incl GST) on 1 July 2020. You can find more at [originenergy.com.au/feesandcharges](https://originenergy.com.au/feesandcharges).

We've applied a \$50 Queensland Government Asset Ownership Dividend Payment (non-taxable, no GST) to your account. You'll see this listed on your bill under Discounts and Rebates. For more information, head to [www.qld.gov.au](http://www.qld.gov.au).

### We've amended your Market Agreement Terms 1 January 2021

We've made a change to the 'Digital Meters and energy supply interruption' clause in your Terms, so that if Origin needs to replace your existing electricity meter with a digital meter as part of a new meter deployment, you agree to this meter replacement under the Terms. It means you can't opt out of receiving the new meter. Your updated Terms will be available from 1 January 2021 and can be viewed at [originenergy.com.au/termsandconditions](https://originenergy.com.au/termsandconditions).

### Fee changes 1 January 2021

Some fees will be changing from 1 January 2021 for most residential and small business customers on a market contract. Along with this Bill, we've included some information called 'Upcoming fee changes', to notify you of the fee changes that will apply from this date. Please read this information. Other exclusions may also apply. You'll also find more in our FAQ at [originenergy.com.au/feesandcharges](https://originenergy.com.au/feesandcharges).

## YOUR SITE DETAILS

### Supply address

### National Meter Identifier (NMI)

### Meter read

Actual

### Next billing date

3 month(s)

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## COMMON QUESTIONS AT BILL TIME



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