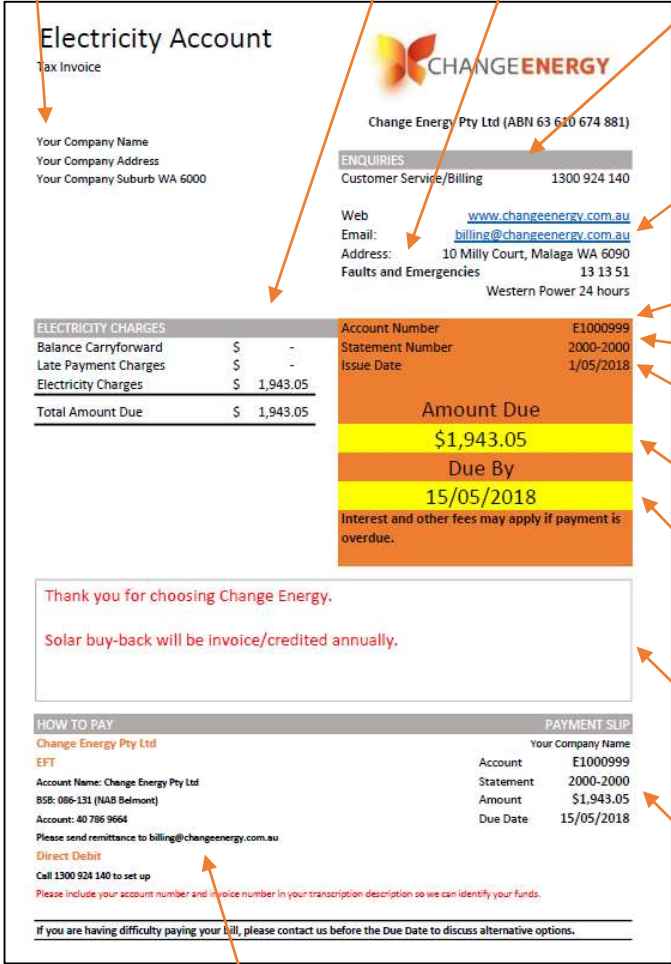


## How to Read Your Bundled Electricity Invoice from Change Energy

The first page of your monthly invoice shows our contact details, your account details, payment information and a summary of your current charges and other amounts that may be owing.



**Electricity Account**  
Tax Invoice

Your Company Name  
Your Company Address  
Your Company Suburb WA 6000

Change Energy Pty Ltd (ABN 63 620 674 881)

**ENQUIRIES**  
Customer Service/Billing 1300 924 140

Web [www.changeenergy.com.au](http://www.changeenergy.com.au)  
Email: [billing@changeenergy.com.au](mailto:billing@changeenergy.com.au)  
Address: 10 Milly Court, Malaga WA 6090  
Faults and Emergencies 13 13 51  
Western Power 24 hours

ELECTRICITY CHARGES	
Balance Carryforward	\$ -
Late Payment Charges	\$ -
Electricity Charges	\$ 1,943.05
<b>Total Amount Due</b>	<b>\$ 1,943.05</b>

Account Number	E1000999
Statement Number	2000-2000
Issue Date	1/05/2018
<b>Amount Due</b>	
<b>\$1,943.05</b>	
<b>Due By</b>	
<b>15/05/2018</b>	
Interest and other fees may apply if payment is overdue.	

Thank you for choosing Change Energy.  
Solar buy-back will be invoice/credited annually.

HOW TO PAY	PAYMENT SLIP
Change Energy Pty Ltd	Your Company Name
EFT	Account E1000999
Account Name: Change Energy Pty Ltd	Statement 2000-2000
BSB: 086-131 (NAB Belmont)	Amount \$1,943.05
Account: 40 786 9664	Due Date 15/05/2018
Please send remittance to <a href="mailto:billing@changeenergy.com.au">billing@changeenergy.com.au</a>	
<b>Direct Debit</b>	
Call 1300 924 140 to set up	
Please include your account number and invoice number in your transaction description so we can identify your funds.	

If you are having difficulty paying your bill, please contact us before the Due Date to discuss alternative options.

**Annotations:**

- How to contact Western Power in case of fault or emergency
- Your current electricity charges and any other outstanding amounts
- Your company name and address
- Change Energy contact information – please contact us with any feedback or questions about your account
- Our billing email address; please send your remittance advice here and add this address to your approved email contacts; we will email your invoices from this address
- Your unique account number
- Your invoice number
- The issue date of your invoice
- The total amount payable
- The date this invoice is due
- Additional explanatory comments and updates may be shown here
- Your invoice summary and payment slip
- Change Energy account details for your payment via electric funds transfers

The second and subsequent pages of your invoice detail your consumption and charges for each site of your account. The charges for each site will be shown on a separate page. Each site will have at least one (sometimes more) meters associated with it; your meter number(s) will be displayed with the related site address and National Meter Identifier (NMI).

Electricity supply site address as registered with Western Power (this sometimes differs from your postal address due to the location of your connection)

National Meter Identifier (NMI); this is unique to your site

Billing Period for this NMI

Invoice Number

Reading type (either 'actual' or 'estimated')

Number of days in this billing period

Meter number(s)

Export - Any electricity you generated and exported back into the grid

Your peak and off-peak consumption in kilo watt hours (kWh)

Your electricity consumption charges, separated into peak and off-peak consumption, and daily supply charge

Subtotal, GST applicable and total amount payable for this NMI

Statistics describing your peak demand, average daily consumption and cost, and power factor

Information about how to resolve concerns or complaints – we are committed to handling your complaints in a courteous and efficient manner; we invite you to contact us if you have any concerns

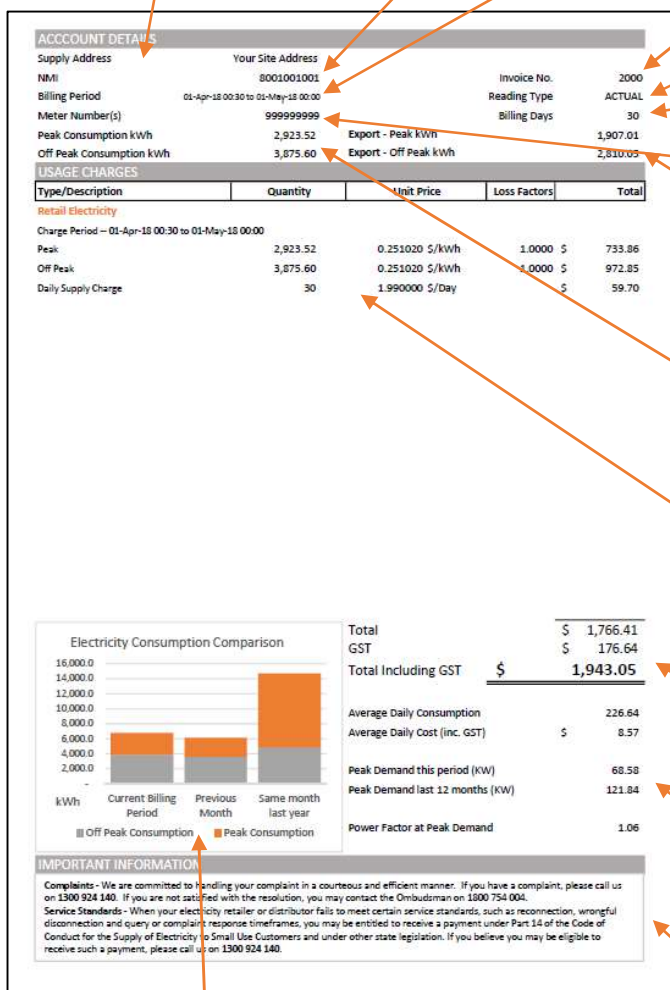


Chart showing your consumption (divided in to peak (orange) and off-park (grey)) compared to the last billing period and the same billing period last year

## Glossary

### Consumption

The quantity of electricity you consumed, measured in kilowatt hours (kWh).

### Daily Supply Charge

A fixed cost per day, per NMI, to cover some of the fixed costs of associated with supplying electricity.

### Peak and Off-Peak Charges

Peak hours are from 8:00am-10:00pm Monday to Friday; all other hours are off-peak. Your pricing may include different rates for peak and off-peak consumption as shown in the Commercial Terms of your Electricity Supply Agreement.

### Power Factor

Power factor is an expression of the efficiency of how you use electricity. Some Western Power network tariffs (which are a component in your overall costs) are affected by the power factor and improving it (getting closer to 1) can result in cost savings. If it is below 0.8 Western Power may require you to make improvement before allowing any type of connection upgrades or solar PV installations. Please contact us if you have further questions.

### Reading Type

From time-to-time, Western Power may provide meter data that is an estimate of your consumption, rather than your actual consumption. Subsequently, this amount may be adjusted to reflect your actual consumption. We will reconcile these readings and your following invoice may show any amendments required.

**If you have any further questions, please contact us. Thank you for choosing Change Energy.**

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