

How to Read Your Unbundled Electricity Invoice from Change Energy

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

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

Electricity Account

Tax Invoice

Your Company Name
Your Company Address
Your Company Suburb WA 6000



Change Energy Pty Ltd (ABN 65 610 674 881)

ENQUIRIES	
Customer Service/Billing	1300 924 140
Web	www.changeenergy.com.au
Email:	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	\$ 5,996.00
Total Amount Due	\$ 5,996.00

Account Number	E1000999
Statement Number	2000-2000
Issue Date	1/05/2018
Amount Due	
\$5,996.00	
Due By	
15/05/2018	
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 \$5,996.00
Account: 40 786 3664	Due Date 15/05/2018
Please send remittance to billing@changeenergy.com.au	
Direct Debit:	
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.	

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)

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 kilowatt hours (kWh)

Your charges: retail electricity (peak and off-peak consumption, daily supply charge), network, capacity, environmental and market

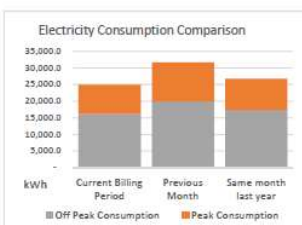
Subtotal, GST applicable and total amount payable for this NMI

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.

ACCOUNT DETAILS				
Supply Address	Your Site Address			
NMI	8001001001	Invoice No.	2000	
Billing Period	01-Apr-18 00:30 to 01-May-18 00:00	Reading Type	ACTUAL	
Meter Number(s)	999999999	Billing Days	30.00	
Peak Consumption kWh	8,706.73	Export - Peak kWh	71.42	
Off Peak Consumption kWh	16,222.80	Export - Off Peak kWh	68.11	
USAGE CHARGES				
Type/Description	Quantity	Unit Price	Loss Factors	Total
Retail Electricity				
Charge Period - 01-Apr-18 00:30 to 01-May-18 00:00				
Peak	8,706.73	0.082000 \$/kWh	1.0837 \$	773.69
Off Peak	16,222.80	0.055000 \$/kWh	1.0837 \$	966.91
Daily Supply Charge	30.00	2.990000 \$/Day	\$	89.70
Network				
Charge Period - 01-Apr-18 00:30 to 01-May-18 00:00				
Network Tariff - RT/16	24,929.53	0.081263 \$/kWh	\$	2,025.86
Capacity				
Charge Period - 01-Apr-18 00:30 to 01-May-18 00:00				
TDL - 12 Peaks Median KW		64.764 KW	\$	902.01
Environmental				
Charge Period - 01-Apr-18 00:30 to 01-May-18 00:00				
STC	24,929.53	0.006832 \$/kWh	1.0837 \$	184.57
LGC	24,929.53	0.013972 \$/kWh	1.0837 \$	377.47
Market Charges				
Charge Period - 01-Apr-18 00:30 to 01-May-18 00:00				
AEMO Market Fee	24,929.53	0.000918 \$/kWh	1.0837 \$	24.80
Ancillary Services	24,929.53	0.003920 \$/kWh	1.0837 \$	105.90
				Total
				\$ 5,450.91
				GST \$ 545.09
				Total Including GST \$ 5,996.00
Average Daily Consumption				830.98
Average Daily Cost (inc. GST)				\$ 199.87
Peak Demand this period (KW)				100.00
Peak Demand last 12 months (KW)				112.88
Power Factor at Peak Demand				0.79
IMPORTANT INFORMATION				
<p>Complaints - We are committed to handling your complaint in a courteous and efficient manner. If you have a complaint, please call us on 1300 924 140. If you are not satisfied with the resolution, you may contact the Ombudsman on 1800 754 004.</p> <p>Service Standards - When your electricity retailer or distributor fails to meet certain service standards, such as reconnection, wrongful disconnection and query or complaint response timeframes, you may be entitled to receive a payment under Part 14 of the Code of Conduct for the Supply of Electricity to Small Use Customers and under other state legislation. If you believe you may be eligible to receive such a payment, please call us on 1300 924 140.</p>				

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



Glossary

Capacity Charges

Your capacity charge is calculated based on your consumption as it relates to the overall system peak demand from the previous summer. These charges are paid to generators to ensure there is enough generation available at all times to meet demand.

Consumption

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

Daily Supply Charge

A fixed cost per day, per NMI, to cover the cost of your connection to the electricity grid.

Environmental Charges

The Clean Energy Regulator operates the market for small (STC) and large-scale (LGC) clean energy generation subsidisation. All electricity consumers must contribute to this scheme; the Regulator publishes annual rate updates which we will keep you informed about in due course.

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.

Network Charges

Western Power maintains the grid infrastructure and metering. The network charges cover the cost of providing those services. Each year, we will analyse your consumption patterns to ensure that you are paying the lowest network cost.

Market Charges

The Australian Energy Market Operator charges fees for their services managing and operating the supply of electricity throughout the grid.

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.
