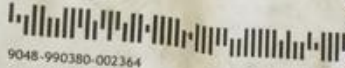


TIS Somali interpreter Ref No. xxxxxxx. Sherlock owes Origin \$739.11 due 19/6/18. Most is old debt transferred from previous address.
He pays \$720pf in rent and owns his car.
Over the past 12 months, he has spent \$300 on brake repairs and \$360 for new tyres.
Called Origin and arranged for them to send out HEEAS form and for them to process \$30pf payments via CentrePay beginning 3rd August.
Sherlock to return next week with receipts to complete form that Origin will Email to Anne



9048-990380-002364
Sherlock Holmes
5 Sample Street
UTOPIA. QLD 4XXX

Your electricity bill is overdue

Issue date: 7 Jun 18

Account number: [redacted]
Supply address: 5 Sample Street UTOPIA. QLD 4XXX

Hello [redacted]

Sometimes it can be easy to overlook a bill, and we've noticed that you haven't paid your recent electricity bill for the supply address above.

This means you now have a total of \$739.11 overdue on this account. You need to immediately pay the \$73.28 that's due now, and pay the \$665.83 that's due by 19 June 2018 to avoid further collections activity on your account.

OVERDUE AMOUNT
\$73.28 Due: Now
\$665.83 Due: 19 Jun 18
TOTAL AMOUNT DUE
\$739.11

Disconnection Advice

Date 28/10/18 Time 12:05

Address of Premises: _
Premises NMI number:

- The electricity supply to this address has been disconnected.
 - If you are the current occupant at this address, please contact your electricity retailer to arrange a reconnection.
 - If you are a new occupant at this address, please contact an electricity retailer to arrange a reconnection.
- Contact details for electricity retailers are available from:
www.energymadeeasy.gov.au and search "useful contacts; or
Yellow Pages and search for 'Electricity Retailers' in either the Phone Book or online www.yellowpages.com.au; or
Call 1234 or Call Connect on 12456 and ask for 'Electricity Retailers' details (please note: call charges apply)
- If you are a new occupant, please be aware that:
Your electricity retailer may need to arrange for a visual examination of your premises when supply is being reconnected. All areas of your home / property must be accessible for examination, including garages, sheds, granny flats, etc.
If there are any personal items within the premises, you or your representative must be on site for the visual examination.
Keep boxes and furniture away from walls and built-in wardrobes/cupboards so a full visual inspection can take place.
Your electricity retailer will make the necessary arrangements for the visual examination.
- The electricity supply to this premises has been rescheduled for immediate disconnection. To continue your power supply and avoid the inconvenience of a disconnection, you must act promptly.
 - If you are the current occupant at this address, please contact your electricity retailer to maintain supply.
 - If you are a new occupant at this address, please contact an electricity retailer to set up an account to maintain supply.
- Contact details for electricity retailers are available from:
www.energymadeeasy.gov.au and search "useful contacts; or
Yellow Pages and search for 'Electricity Retailers' in either the Phone Book or online www.yellowpages.com.au; or
Call 1234 or Call Connect on 12456 and ask for 'Electricity Retailers' details (please note: call charges apply)

Basic Budget (Fortnightly)







NAME _____







ADDRESS _____


CRN: _____

DATE: _____

INCOME		\$
HOUSEHOLD		
Centrelink payments (main)	_____	
Centrelink payments (partner)	_____	
Centrelink loan	_____	
Wages	_____	
Miscellaneous income	_____	
Other	_____	
	TOTAL	_____

EXPENSES	HOUSEHOLD	EXPENSES	LIVING	EXPENSES	TRANSPORT
					
Rent/Mortgage	Groceries	Car Loan Repayments	Groceries	Car Loan Repayments	
Electricity	Takeaway	Petrol	Takeaway	Petrol	
Gas	Medical	Car Registration	Medical	Car Registration	
Telephone	Clothes	Car Servicing/Repairs	Clothes	Car Servicing/Repairs	
Rates	Alcohol	Bus/Train fare	Alcohol	Bus/Train fare	
Water	Cigarettes	Taxi fares	Cigarettes	Taxi fares	
Other	Other	Other	Other	Other	
	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
	_____	_____	_____	_____	_____

EXPENSES	EDUCATION	EXPENSES	LOANS & FINES	EXPENSES	Other
					
Child Care	Centrelink loan	Centrelink loan	Centrelink loan	Centrelink loan	
Uniforms	SPER	SPER	SPER	SPER	
Excursions	Christmas Hampers	Christmas Hampers	Christmas Hampers	Christmas Hampers	
Tuckshop	Personal Loan	Personal Loan	Personal Loan	Personal Loan	
Sport	Appliance Rental	Appliance Rental	Appliance Rental	Appliance Rental	
Other	MILS loan	MILS loan	MILS loan	MILS loan	
	STEP UP loan	STEP UP loan	STEP UP loan	STEP UP loan	
	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
	_____	_____	_____	_____	_____

ELECTRICITY	AVE kWh/DAY
	T11 (Peak) T33 or T31
	SUMMER _____
	AUTUMN _____
	WINTER _____
	SPRING _____
kWh/year	0 0
current cost / kWh	_____
TOTAL usage est \$ / year	\$0.00 \$0.00
current supply cost/day	_____
TOTAL supply est \$ / year	\$0.00 \$0.00
est fortnightly cost \$	\$0.00 \$0.00
TOTAL est fortnightly cost \$ (incl GST)	\$0.00

Notes / Action: _____

OUTSTANDING ENERGY DEBT: \$ _____ ENERGY PROVIDER: _____

ENERGY SPEND % OF INCOME: _____ CONCESSION PAID? _____

Have there been any unforeseen unexpected expenses in the past 12 months (receipts may be require NAME OF SYDP WORKER _____

How to apply

[For more information, or to apply, contact your energy retailer. They will start the application process.](#)



Sample Only

Home Energy Emergency Assistance Scheme application form

The Queensland Government helps people who cannot pay their electricity and/or reticulated natural gas bills because of an unexpected short-term financial crisis in the past 12 months.

Do you need help to complete this form?

If you need help completing this form, please contact Concession Services on 13 QGOV (13 74 68) (local call charge) or (07) 3247 6204. If you require an interpreter, please telephone 131 450.

You can also ask an organisation, a financial counsellor or another representative to help you complete the application. If you do choose another person or organisation to help you complete and submit this form, please include their contact details below:

Name of your representative Anne Armansin

Organisation St Vincent de Paul Society Queensland

Telephone number or email 0407 623 079 anne@energyaid.com.au

Are you eligible to receive this assistance?

HEEAS is a one-off payment of up to \$720 to assist with a debt on an electricity or reticulated natural gas account. Households can only receive HEEAS once every two years.

To receive this help, you must be financially responsible for paying the energy bill in your household and:

- hold a current concession card (Health Care Card / Pensioner Card / DVA Gold Card) or
- be part of your energy retailer's hardship program or payment plan or
- have an annual combined income of \$75 000 or less (you and your partner's income), or \$49 000 or less if you are single.

You **must also** have experienced:

- a substantial decrease in your household income (e.g. loss of employment, family separation, illness, injury or disability) or
- high unexpected expenses on essential items.

Completing this application

If you are completing an electronic form, please email it to:

HEEAS@smartservice.qld.gov.au

or If you are completing a written form, please post it (in the prepaid envelope provided) to:

Home Energy Emergency Assistance Scheme
Concession Services
Department of Communities,
Child Safety and Disability Services
GPO Box 806
BRISBANE QLD 4001

You will need to complete all sections of this form so your application can be processed. The due date for your application is on page 2.

Privacy notice

The Queensland Government is collecting your personal information to administer and assess your eligibility for assistance under the Home Energy Emergency Assistance Scheme. This information may be provided to your energy retailer, Centrelink, the Department of Veterans' Affairs and Queensland Shared Services to assess whether you are eligible and to administer the scheme, and we will keep it for up to nine years. We will handle your personal information in accordance with the *Information Privacy Act 2009* (Qld). More information about this legislation and the Queensland Government's privacy policy is available at: <https://www.qld.gov.au/legal/privacy/>.

Energy account information and application due date

Sample Only

Please contact your electricity or natural gas retailer to complete this section.

Electricity

Application number

Company name

Account number

Reticulated natural gas

Application number

Company name

Account number

NB: all HEEAS applications must be generated by the energy provider.

They forward individual forms to companions with this section completed.

Concessions QLD will not process forms that do have pre-registered application numbers.

Application form due date

If you cannot return your form by the due date, please contact Concession Services on 13 QGOV (13 74 68) (local call charge) or (07) 3247 6204 to discuss your application.

If you don't return your form by the due date, your application will be cancelled and your energy retailer may take action to collect the amount outstanding on your account.

Account holder details (please include names of all energy account holders)

Account holder 1. Surname

Given names

Account holder 2. Surname

Given names

Current address of household

Postcode

Home phone

Mobile phone

Postal address (if different from above)

Postcode

Email

Household details

Number of adults in household (including you)

Number of dependent children

Type of housing

Rental property

Public housing
(through the Department of
Housing and Public Works)

Own your home

Buying home/mortgage

Boarding house

Eligibility

Please select at least one of the following options:

1. I am a concession card holder (please tick which card you hold below) or

Pensioner Concession Card

Health Care Card

DVA Gold Card (except 'Dependant')

Card number

2. I am registered with my energy retailer's hardship program or am on a payment plan or

3. My annual base income is less than \$49 000 (single) or \$75 000 (combined with partner)

Reason for your application

Why are you applying for HEEAS? Tick at least one of the following reasons below:

- My household income has decreased substantially, such as for loss of employment, family separation, illness, injury or disability (please complete section 1 below)
- I have had high unexpected expenses on essential items (please complete section 2 below)
- My household income has decreased substantially and I have had high unexpected expenses on essential items (please complete both sections 1 and 2 below)

For your application to be considered, the reason you select must have happened in the last 12 months.

Please note: We may ask you to provide documents or receipts for repairs/purchases to verify this information.

Section 1 (please complete if your household income has decreased substantially)

	Date	Fortnightly income before	Fortnightly income after
Change in Centrelink benefits	Date of change	\$	\$
Marriage/defacto separation	Date separated	\$	\$
Housemate or family member moved out	Date moved out	\$	\$
Death of immediate family member	Date of death	\$	\$
Child maintenance stopped or decreased	Date stopped/decreased	\$	\$
Decrease in hours of work	Date hours of work decreased	\$	\$
Loss of employment	Date stopped work	\$	\$
Unexpected illness, injury or disability resulting in decreased household income	Date of unexpected illness/injury/disability	\$	\$

Section 2 (please complete if you have had high unexpected expenses on essential items)

<input type="checkbox"/> Refrigerator repair or purchase	\$	Date
<input type="checkbox"/> Washing machine repair or purchase	\$	Date
<input type="checkbox"/> Hot water service repair or purchase	\$	Date
<input type="checkbox"/> Car repairs	\$	Date
<input type="checkbox"/> Direct funeral expenses	\$	Date
<input type="checkbox"/> Removalist expenses	\$	Date
<input type="checkbox"/> Once off medical expenses not covered by Medicare (including dental and optical)	\$	Date
<input type="checkbox"/> Other unexpected expenses	\$	Date

Please specify:

(General expenses such as car registration, car services, telephone bills, school expenses and other expected bills will not be considered)

Sources of household income and expenditure per fortnight

We will consider your household's income and expenditure to calculate whether you can contribute to a payment plan for your electricity account.

List details of the **total income** (after tax) for **all** members of your household **per fortnight** before Centrepay or any other automatic deductions.

Government benefits	\$	<input type="text"/>
<input type="checkbox"/> Pension		
<input type="checkbox"/> Newstart/Youth Allowance		
<input type="checkbox"/> Austudy/ABSTUDY		
Employment	\$	<input type="text"/>
Family Tax Benefit	\$	<input type="text"/>
Child maintenance payment(s)	\$	<input type="text"/>
WorkCover	\$	<input type="text"/>
Other	\$	<input type="text"/>
Total household income per fortnight	\$	<input type="text"/>

List details of expenditure **per fortnight**

Household rent	\$	<input type="text"/>
Household mortgage payment	\$	<input type="text"/>
Household electricity bill	\$	<input type="text"/>
Household gas bill	\$	<input type="text"/>

Declaration: this section must be signed so your application can be progressed

1. I consent to the Queensland Government asking Centrelink and/or Department of Veterans' Affairs to determine and confirm my concession card status.
2. I authorise the non-government organisation or representative, as identified on page 1, to discuss details of my circumstances with my energy retailer and/or the Queensland Government for the purpose of assessing my application under the Home Energy Emergency Assistance Scheme.
3. I declare that all information I have given is true and correct and I understand that any fraudulent information provided in the application to obtain this assistance may lead to prosecution.
4. I authorise the release of information regarding my energy account by the energy retailer to the Queensland Government for purposes of assessing my application under the Home Energy Emergency Assistance Scheme.
5. I authorise for any assistance provided to be paid directly to the energy retailer.

Applicant name

If completing this form as an e-document please select the tick box to indicate you have read and agree with the declaration above.

Date / /

or

If completing this form by hand please provide signature of the applicant

Your eligibility for assistance under the scheme will be determined on the information you have provided on this application form. Assistance cannot be provided if your reason outlined on the application is outside the scheme's eligibility criteria. Please ensure you have accurately completed all the required information.

End of application form

Direct Number for Origin's Hardship Dept (PowerOn Prog) - 1800 626 320

Origin CRN for payments via CentrePay: 555-083-960H



004:
Agatha Christie
26 Sample Street
UTOPIA QLD 4000



ACCOUNT SUMMARY

Previous activity	
Opening balance	\$1,429.61
Payments received	\$0.00
Balance carried forward	\$1,429.61
Your new charges	
Total electricity charges - incl discounts and rebates (incl GST of \$42.03)	\$462.29
Total amount due - incl overdue charges (incl net GST charges of \$42.03)	\$1,891.90

PAYMENTS RECEIVED

Total	\$0.00
-------	--------

TOTAL ELECTRICITY CHARGES

Your site details

Supply address	National Meter Identifier (NMI)
29 Sample Street UTOPIA QLD 4000	
Meter read	Last meter read date
Actual	22 Oct 19
	Next scheduled read date
	23 Jan 20 (+/- 2 business days)

Period: 26 Jul 19 - 22 Oct 19 (89 days)

Your rate: General Domestic

Meter no	Usage type	Previous read	Current read	Usage (kWh)	
628272	Peak	56533 (A)	58019 (A)	1486	
650850	T31 Night	34789 (A)	35542 (A)	753	
				Total kWh	2239

Charges	Usage (kWh)	Charge (incl GST)	Amount (incl GST)
Peak Usage	1486	26.62 c/kWh	\$395.57
T31-Night Rate(Super Economy)	753	17.138 c/kWh	\$129.05
Supply Charge		124.003 c/Day	\$110.36
Supply Charge - T31		2.992 c/Day	\$2.66
GreenPower Charges			
25% GreenPower \$1/Week	14.245		\$12.68

Discounts and Rebates	Amount (incl GST)
Origin Price Relief Credit	\$28.40 CR
Guaranteed usage discount (12%)	\$62.96 CR
Qld Govt Electricity Rebate	\$83.11 CR
Guaranteed supply discount (12%)	\$13.56 CR
Total for period 26 Jul 19 - 22 Oct 19	\$462.29

Your green electricity bill

29 Sample Street UTOPIA QLD 4000

26 Jul 19 - 22 Oct 19

Amounts include GST unless otherwise specified

YOUR ACCOUNT DETAILS

Account number	400 029 537 141
Tax invoice	152 001 550 181
Issue date	23 Oct 19
Total amount due	See the Account Summary on page 2

OVERDUE CHARGES

\$1,429.61
DUE: Now

NEW CHARGES

\$462.29
DUE: 6 Nov 19

\$12.00 (non-taxable, no GST) fee may apply if paid after due date unless you're on Predictable Plan

YOUR USAGE SUMMARY

Average cost per day	\$5.19 (\$73)
Average daily usage	25.16 kWh
Same time last year	N/A
Your indicative greenhouse gas emissions	
Total for this bill	1.5 tonnes
Same time last year	N/A
Saved with GreenPower	0.5 tonnes



For more information on greenhouse gas emissions visit: originenergy.com.au

YOUR ENERGY PLAN

Bill Saver ending 29 Nov 19
Benefits available on this energy plan
Origin Price Relief Credit
Guaranteed usage discount (12%)
Guaranteed supply discount (12%)
Qld Govt Electricity Rebate

GreenPower is a voluntary government program that allows energy retailers to buy green energy above and beyond the Renewable Energy Target (RET) requirements on behalf of their customers.

Agatha owes Origin \$1891.90. She has tried to reach a payment plan that she can afford but has been unable to pay over \$100 pf asked by Origin and has paid just under \$800 for car repairs in the last 12 months. AA called Origin. HEEA Appl No. 1099714, now on Hardship program paying \$70pf. Origin will match payment for payment while agreements are kept. New deal organised (15% off usage and supply g'teed), Sarah to return Wednesday with receipt for car work to complete HEEA application form. Total benefit over next 12 months estimated to be \$117 (new deal) and up to \$910 (Origin 13 payments of \$70) (Tot \$1027.) (plus HEEA tba)
NB: Suggest cancellation of Greenpower until Agatha can afford this cost.

Your total electricity charges (incl GST \$42.03)

\$462.29

YOUR USAGE BREAKDOWN

Average cost per day	\$5.19
Average daily usage	25.16 kWh
Same time last year	N/A
Your indicative greenhouse gas emissions	
Total for this bill	1.5 tonnes
Same time last year	N/A
Saved with GreenPower	0.5 tonnes

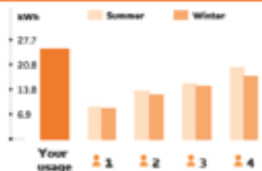
For more information on greenhouse gas emissions visit: originenergy.com.au



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



Account number
400 029 537 141

Tax invoice
152 001 550 181

Issue date
23 Oct 19

Issue date
23 Oct 19

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23 Oct 19



Direct number for Hardship Dept:
Resolutions Team - 1300 656 925

Proudly Australian since 1837.

AGL electricity account.


John Sample
2 Sample Street
UTOPIA QLD 4XXX

We can only advocate for the account holder or their authorised representative. Account holder may give permission over the phone to advocate on their behalf.

Account Number:
unique to this account holder for this address

Important numbers.

Enquiries: agl.com.au or 131 245
Faults: 136 262 (Energex Limited)
Emergencies: 131 962 (Energex Limited)

Your account details.

Name: John Sample
Account number: 1234 123 123
Supply address: 2 Sample Street
UTOPIA QLD 4XXX

How much energy are you using?

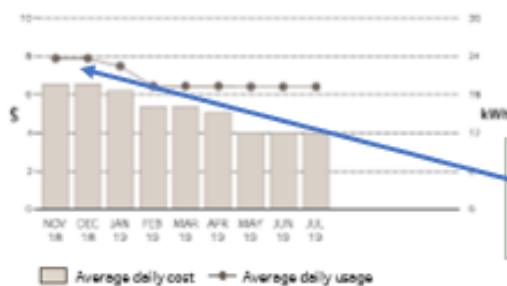
Bill period: 24 Apr 2019 to 23 Jul 2019 (91 days)

Compare with other homes in your area.



Average usage data supplied by Australian Energy Regulator based on homes without a pool during winter. Visit energymadeeasy.gov.au for more information.

Average daily cost and usage.



Ave nightly cost this bill \$4.01 x 14 days = \$56.14

Snapshot.

Average daily cost: **\$4.01**

Average daily usage: **19.20kWh**

comb of peak and off peak energy use

Higher kWh use during summer months - airconditioning use?

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$315.19**

=

Total due **\$315.19**

Discounted amount if paid by due date **\$303.25**

Due date **13 Aug 2019**

Thank you.

0010 6224 8210 20026-10120 1-2003 142212

Tax Invoice issued: 25 Jul 20 19
AGL Sales Pty Limited ABN 88 090 538 337

Total due **\$315.19**

Discounted amount if paid by due date **\$303.25**

Due date **13 Aug 2019**

Reference number **7042 0137 9294 0597 1398**

Post Billpay



*3201 70420137929405971398



Direct Debit*
Sign up to Direct Debit at agl.com.au/Payments or call 131 245.



Visa or Mastercard*
Online: agl.com.au/Payments
Phone: 1300 657 386
Bill Code: 208868



Mail
Send your cheque or money order along with this section of the bill to:
AGL Sales (Queensland Electricity) Pty Limited
GPO Box 2220, Sydney NSW 2001



Bill Code: 208868
Ref. Number: 7042 0137 9294 0597 1398



Post Billpay*
Make a Post Billpay® payment.
Online: postbillpay.com.au Phone: 131 816
In person at any Post Office™ Billpay Code: 32



Centrepay
Eligible residential customers can visit humanservices.gov.au/centrepay
AGL Centrepay CRN: 555-068-319-J



PayPal
To pay via PayPal visit agl.com.au/Payments

*A 0.45% fee (GST incl.) may apply if we incur a fee due to your payment method, including if you pay by credit or debit card.
-A fee of \$2.00 (incl. GST) may apply if you pay your bill over the counter.

Your electricity supply details.

Page 2 of 3

Supply address:

2 Sample Street UTOPIA QLD 4XXX

Supply period:

24 Apr 2019 to 23 Jul 2019 (91 days)

NMI:

NMI: Unique property code

QB123456789

Energy Plan:

24 Apr 19 to 1 May 19 (8 days)

Controlled load - off peak supply
hot water

Savers
Essentials Plus

2 May 19 to 23 Jul 19 (83 days)

plan change
to lower
rates = \$
savings

Meter no.	Read date	Read type	Rate description	Start read	End read	kWh
1207967	23 Jul 19	Actual	Controlled load	32,013	32,891	878
1207968	23 Jul 19	Actual	General usage	110,285	111,154	869

Your next meter read is due between 22 Oct 19 and 28 Oct 19. Please ensure easy access to your meter on these days.

General usage - peak supply everything else

How we've worked out your bill.

Previous balance and payments.

	Total
Previous balance	\$488.66
18 Jun 19 payment	\$438.66cr
18 Jun 19 payment	\$50.00cr
Balance brought forward	\$0.00

New charges and credits.

Usage and supply charges	Units	Price	Amount
General Usage	76kWh	\$0.255	\$19.38
Tariff 33 Controlled Load	77kWh	\$0.218	\$16.79
Supply charge	8 days	\$0.99	\$7.92
CL33 Supply Charge	8 days	\$0.03	\$0.24
Energy Plan & Price Change - 2 May 19 to 23 Jul 19 (83 days)			
General Usage	793kWh	\$0.191	\$151.46
Tariff 33 Controlled Load	801kWh	\$0.164	\$131.36
Supply charge	83 days	\$0.96	\$79.68
CL33 Supply Charge	83 days	\$0.029	\$2.41
Total charges			+ \$409.24

excl GST	incl GST
0.191	0.2101
0.164	0.1804
0.96	1.056
0.029	0.0319

Credits

QLD Gov Electricity Rebate	\$77.25cr
Qld Govt Asset Owner Dividend*	\$50.00cr
Total credits	- \$127.25cr

Rebate value \$0.93cr per day available for account holders with pension or health care cards

How we've worked out your bill (continued).

Page 3 of 3

New charges and credits (continued).

Total new charges and credits	=	\$281.99
Total GST	+	\$33.20
Total due (includes GST)	=	\$315.19
Discounted amount if paid by due date (includes \$10.85 Pay on Time Discount) (includes \$1.09 GST credit)	=	\$303.25

NB. Deals with low pricing or guaranteed discounts preferred for vulnerable companions

*Item is not subject to GST. All other items are subject to GST.



AGL electricity account.

Proudly Australian since 1837.



Jane Sample
25 Sample Street
UTOPIA QLD 4XXX

This companion is already on AGL's hardship program (Staying Connected)
2 Adults, 12 Children, 2 Adult Children

Important numbers.

Enquiries: **agl.com.au** or **131 245**
Faults: **136 262** (Energex Limited)
Emergencies: **131 962** (Energex Limited)

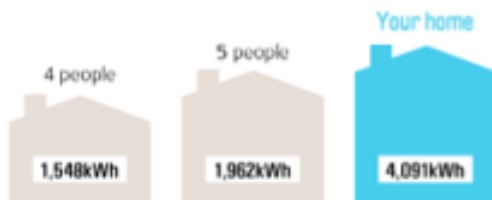
Your account details.

Name: Jane Sample
Account number: 1234 1234
Supply address: 25 Sample Street
UTOPIA QLD 4XXX

How much energy are you using?

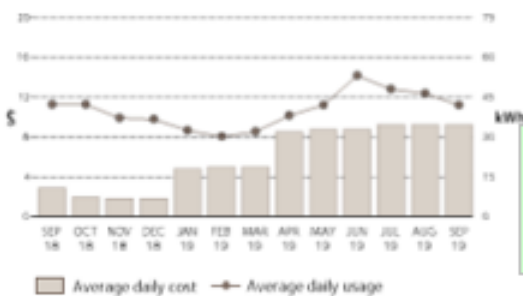
Bill period: 2 Jul 2019 to 29 Sep 2019 (90 days)

Compare with other homes in your area.



Average usage data supplied by Australian Energy Regulator based on homes without a pool during winter. Visit energymadeeasy.gov.au for more information.

Average daily cost and usage.



Ave fortnightly cost this bill $\$9.26 \times 14 \text{ days} = \129.64

Snapshot.

Average daily cost: **\$9.26**
Average daily usage: **45.46kWh**
Same time last year: **42.44kWh**

Higher kWh use during winter months - hot water ?

Your bill overview.

Balance brought forward **\$3,684.56**

+

New charges **\$833.63**

=

Account balance **\$4,518.19**

Fortnightly payment **\$80.00**

The above figure includes GST. Missed payments and/or a cancellation of your arrangement will deem your account balance due in full on 21 Oct 2019.

Thank you.

Your electricity supply details.

Page 2 of 3

Supply address: 25 Sample Street UTOPIA QLD 4XXX
 Supply period: 2 Jul 2019 to 29 Sep 2019 (90 days)
 NMI: QBninedigits
 Energy Plan: smart meter No. Savers

Meter	Read type	Start reference ¹	End reference ¹	kWh
700012345	Actual	913	1,007	94.043
700012345	Actual	17,241	19,231	1,990.725
700012345	Actual	11,378	13,479	2,100.694

Solar PV generation
 Peak Supply - Tariff 11
 Contolled Load - Tariff 33

¹These reference reads are a guide only and may not reflect the total energy consumption for this billing period. Your next meter read is due between **28 Dec 2019**. Please ensure easy access to your meter on these days.

How we've worked out your bill.

Previous balance and payments.

	Total
Previous balance	\$4,164.56
9 Jul 19 payment Centrepay	\$80.00cr
23 Jul 19 payment Centrepay	\$80.00cr
6 Aug 19 payment Centrepay	\$80.00cr
20 Aug 19 payment Centrepay	\$80.00cr
3 Sep 19 payment Centrepay	\$80.00cr
17 Sep 19 payment Centrepay	\$80.00cr
Balance brought forward	\$3,684.56

Client maintaining agreed payment schedule via CentrePay

New charges and credits.

Usage and supply charges	Units	Price	Amount	rate calculation	
				excl GST	incl GST
General Usage	1990.725kWh	\$0.255	\$507.63	\$0.255	\$0.281
Tariff 33 Controlled Load	2100.694kWh	\$0.218	\$457.95	\$0.218	\$0.240
Supply charge	90 days	\$0.99	\$89.10	\$0.990	\$1.089
CL33 Supply Charge	90 days	\$0.03	\$2.70	\$0.030	\$0.033
Solar metering Service Charge	90 days	\$0.07	\$6.30	\$0.070	\$0.077
Total charges			+ \$1,063.68		
Credits					
Feed-in Tariff*	94.043kWh	\$0.086	\$8.09cr		
QLD Gov Electricity Rebate			\$76.40cr		
23% Pay On Time Discount			\$222.08cr		
Total credits			- \$306.57cr		

NB: pay on time discount processed as customer maintaining agreed payment schedule

How we've worked out your bill (continued).

Page 3 of 3

New charges and credits (continued).

Total new charges and credits	=	\$757.11
Total GST	+	\$76.52
Account balance (includes GST)	=	\$4,518.19

*Item is not subject to GST. All other items are subject to GST.

Tax Invoice

Direct Number for Alinta Hardship Dept - 1300 282 613

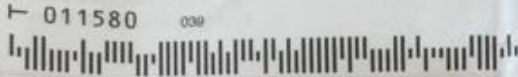


Need to get hold of us?

For enquiries call 133 702 Mon to Fri 8am to 6pm (local time) or go to [alintaenergy.com.au](#)
 For faults and emergencies call 13 19 62

Alinta staff may ask for either customer No. or Reference No. to identify account

This is a pay on time discount. No Fuss Plan is a low pricing, no discount option



Sam Spade
 27 Sample Street
 UTOPIA QLD 4XXX

Alinta CRN for payments via CentrePay: 555-100-520K

combined tariff load

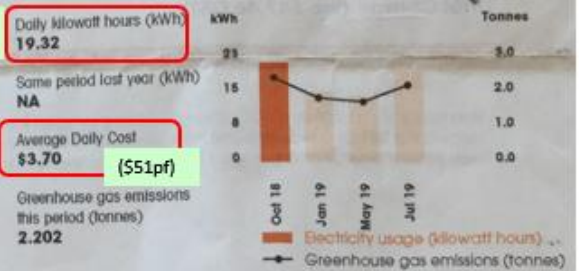
Your customer number
 Your electricity reference number
 Your plan **Home SaverPlus 28**

Total amount \$440.84
 Due date 16 AUG 2019
 Pay on time discount Inc GST \$10.81 \$118.92 Cr

Discounted total if paid on or before the due date **\$321.92**

Usage summary table

EXT TO: 30th Aug



Your Electricity Bill

Supply address:	[Redacted]
Issue date:	29 Jul 2019
Dates this account covers:	30 Apr 2019 to 25 Jul 2019
Number of days:	87 days
Previous Balance	\$312.48
Payment Received (22/05/2019) - Thank you	\$215.85 Cr
Pay on time discount received on previous account	\$96.63 Cr
Balance brought forward	\$0.00
Electricity charges (Inc GST) (more details over the page)	\$522.07
QLD Gov Electricity Rebate NM: QB086311825 (Inc GST)	\$81.24 Cr
Total amount due	\$440.84
Discount - Pay on time (Inc GST \$10.81)	\$118.92 Cr
Amount due if paid on or before 16 Aug 2019	\$321.92
GST included in new charges	\$29.27

Compare your usage to other households in your area				
No. of person/household	1	2	3	4
Average Daily Consumption	9	12	15	17

Average daily consumption data is provided for customers to compare their energy consumption against a benchmark for their household size and area. For more information on how average household energy usage is calculated and energy efficiency please visit [www.energymadeeasy.gov.au](#)

Your daily consumption **19**

Your electricity bill in detail

Page 2/2

Electricity Charges

NMI: [REDACTED]
Supply address: 27 Sample Street UTOPIA QLD 4XXX
Tariff: Domestic Single Rate with Controlled Load 2
Billing Period: 30 Apr 2019 to 25 Jul 2019

When you'll receive your next bill

For quarterly bills: your electricity meter will be next read on approximately **28 Oct 2019**. Please ensure safe access is available. If you receive monthly bills, you will receive your next bill in approximately 30 days.

Tariff Description	Meter Number	Bill Days	Current Reading	Reading Type	Previous Reading	Multiplier	Total Usage (kWh)	Charge inc GST	Total inc GST
Any Time Usage	483200/1	87	85879	Actual	85250	1	629		
Any Time Usage							629.0000	\$0.28028	\$176.30
Controlled Load Usage 2	435986/1	87	53803	Actual	52751	1	1052		
Controlled Load Usage 2							1052.0000	\$0.23617	\$248.45
Supply Charge		87						\$1.11870	\$97.33
Total Charge (inc \$47.46 GST)									\$522.08

Previously we calculated bills using goods and services tax (GST) exclusive rates and added the GST as a separate line item. However, to make it easier to understand the full cost of your energy charges, your bills will now reflect GST inclusive rates.

PAYMENT OPTIONS

Do not attach anything to this payment slip ▾



Telephone or Internet - Credit Card

To make a payment from your MasterCard, VISA or American Express card, visit www.alintaenergy.com.au or call 133 702.

Ref:



Billers Code: 168 930

Ref:

Telephone and Internet Banking - BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au.



Direct Debit

Like to set and forget? Sign up to Direct Debit from your cheque, savings, transaction or credit card account by calling us on 133 702.



In Person

Take this account to any Post Office to pay by cash, cheque or EFTPOS.



By Mail

Post this payment slip and your cheque made payable to:
Alinta Energy
GPO Box 1304,
Melbourne VIC 3001



Direct Number for Energy Aust Hardship Dept - 1800 558 643

Energy Aust CRN for payments via CentrePay: 555 062 748H



EnergyAustralia

Electricity account



04014294967197

Harry Bosch
29 Sample Street
UTOPIA QLD 4XXX

Customer number	6821 810 395
Account number	95 12 693 615
Service address	29 Sample Street UTOPIA QLD 4XXX
Tax Invoice	Issue date 07 Jun 2019

Electricity account summary 07 Mar 2019 to 06 Jun 2019

Plan	Flexi Saver
Opening balance	\$2,826.98
Payment received thank you	\$2,142.70Cr
03 May 2019 BPay	\$250.00Cr
09 May 2019 Australia Post	\$1,867.70Cr
07 Jun 2019 Centrepay	\$25.00Cr
Adjustments	
*CREDIT: Qld Government asset ownership dividend (inc. GST \$0.00)	\$50.00Cr
Balance carried forward	\$634.28
Current charges (inc. GST \$45.71 - see over for details)	\$502.77
Total amount due (inc. GST \$45.71)	\$1,137.05
3% discount on usage if you pay this bill by the due date	\$12.56Cr
7% additional campaign discount on usage if you pay this bill by the due date	\$29.32Cr
Total amount due with discount	\$1,095.17

An * indicates a GST applicable supply. Please refer to all pages of this invoice.
Please note that the total Service Charges may include non-GST applicable items.

Discounts - Your total Electricity rewards and discounts received since December, 2016 are \$202.22 Cr (including GST).

The discounts are calculated on usage charges only (inc. GST)

For information on greenhouse gas emissions generated from your electricity consumption please refer to the graph overleaf.

Enquiries	133 46
Loss of supply (24 Hrs) Energen	13 62 6
Emergency (24 Hrs) Energen	13 19 6

Internet energyaustralia.com.au

Please follow your Regular Pay plan

Account balance with discount
if payment plan met
\$1,095.17

If payment plan not met
Amount owing - \$1,137.05
Due date - 27 Jun 2019

The power
of energy
is nothing
without
the power
of ideas

energyaustralia.com.au

0294967198/01202/2547

EnergyAustralia Pty Ltd ABN 99 006 014 968.

Your electricity usage and service calculation

Account number 9512 693 615
NMI QI

Billing period 07 Mar 2019 to 06 Jun 2019
Service address 29 Sample Street UTOPIA QLD 4XXX

Tariff	Meter number	Bill days	Current reading	Previous reading	Total Usage	Charge/Rate	\$ Ex GST	\$ Inc GST
Flexi Saver								
Flexi Saver Controlled Load	745669	92	23865	23090	775.00 KWH			
Flexi Saver Peak	745671	92	14763	13846	917.00 KWH			

Details

07/03/2019 - 06/06/2019 - 92 Days

Energy Charges

07/03/2019 - 06/06/2019 - 92 Days

				rate calculation	
				excl GST	incl GST
* Flexi Saver Peak Consumption (9.96739 kWh/day) [^]	917.000 kWh	\$0.247 per kWh	\$226.50	\$0.247	\$0.272
* Flexi Saver Dedicated Circuit 2 Consumption (8.42391 kWh/day) [^]	775.000 kWh	\$0.1989 per kWh	\$154.15	\$0.199	\$0.219
* Flexi Saver Supply Charge	92 days	\$1.172 per day	\$107.82	\$1.172	\$1.289
* QLD Government Electricity Rebate	37 days	(\$0.8489) per day	\$31.41	\$0.849	\$0.934

Current Charges

\$457.06

Total Current Charges Including GST

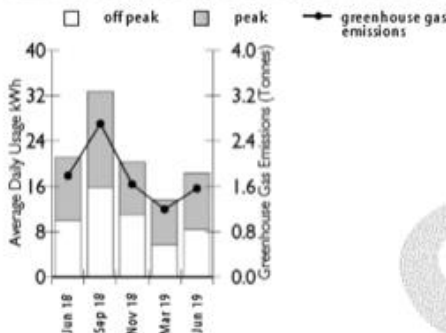
\$502.77

An * indicates a GST applicable supply. Please refer to all pages of this invoice. Please note that the total Service Charges may include non-GST applicable items.
^ This figure is your usage shown as an average per day over the number of days that apply to this rate.

Next meter read

Your next meter reading is planned to occur during 31 Aug - 10 Sep 2019.
Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is taken.

Electricity usage and greenhouse gas emissions



Average daily use (kWh)

This account **18.39**

Same time last year: **21.11**

Average cost per day: **\$5.46**

(\$76)

Total greenhouse gas emissions

(Tonnes) this account **1.56**

For more information visit
www.climatechange.gov.au

To reduce your greenhouse gas emissions, call us on 133 466 to find out how you can support green energy.

13% decrease in usage since the same time last year



Electricity payment options

If your bill has been delayed, you are entitled to an extended amount of time to pay.



Direct Debit

Call 133 466



Billpay Code:

Ref: 1009 5126

Pay in person at any post office, phone 13 18 16 or go to postbillpay.com.au



Mail

Please post this payslip with your cheque payable to: EnergyAustralia, GPO BOX 4491, Melbourne, Victoria 3001



Billpay Code:

Ref: 1009 51

BPAY® - Make this payment via internet or phone banking.

BPAY View® - Receive, view and pay this bill using internet banking.

BPAY View Registration No - 9512693615

® Registered to BPAY Pty Ltd, ABN 69 079 137 518

Phone

Call 1300 559 873 to pay by MasterCard, Visa or American Express for payment amounts up to \$10,000.

*A merchant service fee may apply to credit card payments: MasterCard or Visa - 0.36%; American Express - 1.5%. Fee is calculated on the total payment amount.



*3248 10095126936150

Please follow your Regular Pay plan

Account balance with discount if payment plan met **\$1,095.17**

If payment plan not met Amount owing **\$1,137.05**
Due date **27 Jun 2019**

Office use only
Trancode Usercode Payment reference

Authority to Act (Individual)

Important: This form authorises Anne Armansin to:

- Act with limited authority to make billing and usage enquiries on behalf of the account holder and receive billing and service information for preparation of home energy audit, energy efficiency and budgeting advice
- Request valid concessions be made available to account holder
- Act as account holder advocate to
 - request account holder entry to energy provider's hardship program
 - request application for Home Energy Emergency Assistance Scheme funds
 - instigate CentrePay arrangements (suitable to energy provider and account holder)
 - request reduction in fees and charges where appropriate (e.g. GreenPower)

This authority will remain valid for a period of six months unless withdrawn by account holder.

NB: energyaid is a service offered by Anne Armansin, sole proprietor of Home Energy Help. This business is contracted to work with individuals seeking free energy account assistance from St Vincent de Paul Society Queensland's Inala Family Support Centre.

I (account holder's full name):	
of (account holder's address):	
Telephone No.:	
Email:	
Authorise Anne Armansin, Energy Consultant, Home Energy Help. E. anne@energyaid.com.au	
working with St Vincent de Paul Society Queensland's Inala Family Support Centre 5 Lupin Street, Inala 4077. (07) 3714 6300	
To act on my behalf with my energy supplier:	
Name on account:	
Account Number:	
Signature:	
Date:	