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DE NEEFE ESTATES PTY LTD
PO BOX 454
KEW EAST, VIC 3102

Your electricity account

Account number:	9180476721
Invoice number:	918521351026
National Metering Identifier (NMI):	63055890471
Service address:	COLES RD WOODFIELD, VIC 3715
Bill issue date:	08 Oct 2024

The Australian Government and your State Government are supporting customers to reduce bills. Check the understand your bill section to see if you have received a rebate or concession. More information at energy.gov.au

Could you save money on another plan?

Based on your past usage, our latest **Business Balance Plan 12** may cost you up to **\$360 incl. GST less per year** than your current plan.^{^^} Compare and switch at energyaustralia.com.au/compare or call us on **1800 146 749***.

Plan and estimated savings current at time of issue.

The Victorian Default Offer is a reasonably priced electricity offer set by Victoria's independent regulator. Contact us on **1800 146 749** to discuss the suitability of this plan for you.

Need to get in touch?

Enquiries and Complaints: 1800 146 749**Online:** energyaustralia.com.au**Faults or emergencies:**

Street Light or Power Failure (24 Hrs)






AusNet Elec Services 131 799

Your bill

Amount due**\$203.70****Direct debit due date****25 Oct 2024**

Electricity payment options

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

 **Direct debit**
Call **1800 146 749** **Mail**
Please post this payslip with your cheque payable to: EnergyAustralia, GPO BOX 4491, Melbourne, Victoria 3001. **Phone**
Call **1300 936 107** to pay by MasterCard, Visa or American Express for payment amounts up to \$10,000. **Billpay code: 3248**
Ref: 1009 1804 7672 15
Pay in person at any post office, phone **13 18 16** or go to postbillpay.com.au **Bill code: 97410**
Ref: 1009 1804 7672 15
BPAY® - Make this payment via internet or phone banking.
BPAY View® - Receive, view and pay this bill using internet banking.
BPAY View Registration No-9180476721
® Registered to BPAY Pty Ltd, ABN 69 079 137 518**Amount due****\$203.70**
(incl. GST)**Direct debit due date****25 Oct 2024****Office use only**

Trancode	User code	Payment reference
831	067024	10091804767215

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. Any fees applied will be shown on your next bill and are GST inclusive. Some exemptions apply.

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Plan summary

Your current plan: At Work

Your energy rates are below. We'll let you know in advance before they change.

Understanding your bill

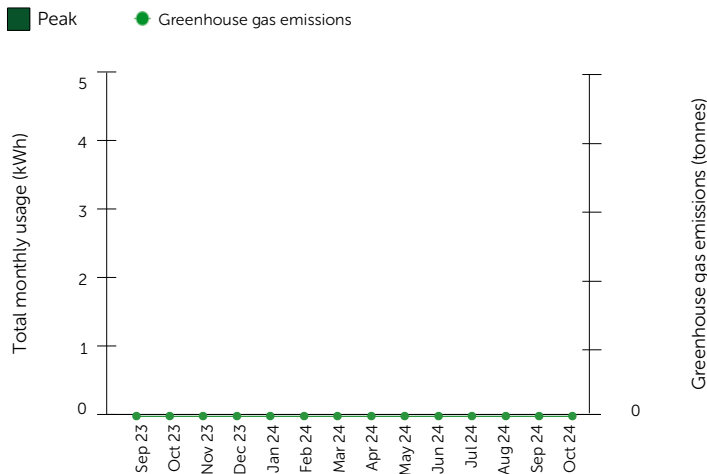
Billing period: 04 Jul 2024 to 03 Oct 2024 (92 days). Charges based on an actual meter reading.

Energy charges	Total usage	Charge/Rate	\$
At Work			
04/07/2024 - 03/10/2024 - 92 Days			
04/07/2024 - 31/07/2024 - 28 Days			
* At Work Supply Charge	28 days	\$2.223441 per day	\$62.26
01/08/2024 - 03/10/2024 - 64 Days			
* At Work Supply Charge	64 days	\$2.257200 per day	\$144.46
Discounts			
* Direct Debit Rewards			\$3.03 CR
Total current charges (incl. GST of \$18.52)			\$203.70
Account summary			
Opening Balance			\$111.53
Payments received			
Payment type			
Payment received thank you 25 Jul 2024	Direct Debit - Sav/Chq Account	\$111.53 CR	\$111.53 CR
Balance carried forward			\$0.00
Current charges			\$203.70
Total amount (incl. GST)			\$203.70

An * means that the amount shown includes GST.

^ This figure is your usage shown as an average per day over the number of days that apply to this rate.

Electricity usage and greenhouse gas emissions



Average daily use (kWh)

This account: **0.00**

Same time last year: **0.00**

Total greenhouse gas emissions (Tonnes) this account: **0.00**

For more information visit climatechange.gov.au

To reduce your greenhouse gas emissions, call us on 1800 146 749 to find out how you can support green energy.

You can go to Victorian Energy Compare to compare other energy plans at compare.energy.vic.gov.au

Need support?

Payment Assistance: 1800 146 749

We can help you pay your energy account including:

- Extended Time to Pay
- Regular Pay Instalment Plan
- Help with Hardship or Payment Difficulty
- Utility Relief Grant Scheme

Hearing and Speech Impairment Services: 133 677

Telephone Typing (TTY) service is available for the cost of local call.

Contact Hours:

For all your enquiries, our customer service hours are:
Monday to Friday 8.00am to 6.30pm AEST.

Calling from overseas? Phone **+61 3 9422 2968**.

If you do not wish to receive information about EnergyAustralia's other products and services please call us on **1800 624 426**.

Interpreter Service: 1300 622 718

هل أنت بحاجة إلى مترجم شفهي؟ Cần thông dịch viên?

需要传译员吗?

需要傳譯員嗎?

Χρειάζεστε διερμηνέα;

Hai bisogno di un interprete?

Life Support: 1800 146 749

To register life support on your account or for further information about life support please call us.

Written Enquiries

Please direct all correspondence to: EnergyAustralia Locked Bag 14060, Melbourne City Mail Centre, 8001 or fax to **1300 363 398**.

Moving? Call us on 1800 146 749.

Contact us at least 3 business days before moving so we can finalise your account and organise electricity and gas supply to your new address. Please have your new meter numbers handy, these are located on the front of your meter. You'll be glad we moved with you.

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Other messages

Customer ABN: 98625971327

^^ Estimated savings or best plan confirmation shown on the front of your bill are based on your past 12 months usage, or your available usage data (if less than 12 months) and our current in market plans at the time this bill was issued. We update our plans from time to time. If you switch plans, the amount you may save will depend on the plan you choose and the amount of energy you use. Go to energyaustralia.com.au/vic-changes to find out more.

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

From 29 August 2024, our Market Retail Contract terms and conditions have been updated. Find out more at energyaustralia.com.au/conditions-pricing.

Reminder that your electricity rates changed from 1 August 2024. We let you know in July that they were going to change. Your new electricity rates now appear on your bills from 1 August 2024. Find out more about these changes at energyaustralia.com.au/ratechanges.

Direct debit to your bank/credit union account will take place on 25-10-2024.

Next meter read

Your next meter reading is planned to occur during **28 Dec 2024 - 07 Jan 2025**. Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is taken.

For this billing period the following index reads have been provided by your distributor. A value of zero may be the result of the information not being available.

Meter Number	Start Date	Reading	End date	Reading
4674168	04/07/2024	0.216	03/10/2024	0.216

Your account and personal information security is our priority

Read our updated tips for keeping your information safe online at energyaustralia.com.au/onlinesecurity



EnergyAustralia
LIGHT THE WAY