



# My Home Electricity Account

Ergon Energy Queensland Pty Ltd ABN 11 121 177 802 Tax Invoice No. A-1645519E-003

LYNNETTE DERRY  
U 2 58-60 PRIMROSE ST  
BELGIAN GARDENS QLD 4810

## MY ACCOUNT DETAILS

Account number: **A-1645519E**  
For supply at:  
U 2 60 PRIMROSE ST  
BELGIAN GARDENS QLD 4810

National Metering Identifier (NMI): 30341919761  
Bill issue date: 20 JUN 2024

## HOW MUCH DO I OWE?

Total due this bill  
**\$51.69**

When is my payment due?  
10 JUL 2024

## NEED HELP?



### Enquiries and complaints

Ergon Energy Retail  
13 10 46 or  
[ergon.com.au/contact](http://ergon.com.au/contact)

### Energy and Water Ombudsman Qld

1800 662 837

### Faults enquiries

Ergon Energy Network  
13 22 96

### Life-threatening emergencies

Triple Zero (000) or  
Ergon Energy Network  
13 16 70

## IMPORTANT MESSAGES

The Queensland Government is providing a cost of living rebate to your household. The Australian Government is contributing funds for customers eligible under the Energy Price Relief Plan.

Compare plans from other retailers at Energy Made Easy [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

## HOW TO PAY YOUR BILL



**PAY ON OUR WEBSITE**  
Online at [ergon.com.au/paybpoint](http://ergon.com.au/paybpoint)  
Biller Code: 415067  
Ref: 40880500007



**PAY BY BPAY**  
Biller Code: 415067  
Ref: 408 805 000 07

Mobile & Internet Banking - BPAY\*  
Make this payment from your preferred bank account  
\* Registered to BPAY Pty Ltd ABN 69 079 137 518



**PAY IN PERSON**  
At any Post Office



**PAY BY PHONE**  
Call 1300 577 300  
Ref: 40880500007



**Post Billpay**  
Biller Code: 0468  
Ref: 7009 2443

Pay online at [auspost.com.au/postbillpay](http://auspost.com.au/postbillpay)  
Pay by phone 13 18 16



**PAY BY DIRECT DEBIT**  
Call 13 10 46



**PAY BY MAIL**  
Cheque or money order payable to:  
Ergon Energy Retail  
PO Box 959, Parramatta NSW 2124  
Cut this section off and post with payment



\*468 700924431

\$51.69



**PAY BY EFT**  
Call 13 10 46 to organise

DUE DATE: 10/07/2024

## MY METER READING AND ACCESS

This premises has a **basic meter**.  
This bill is **based on actual meter readings** obtained.

## MY PLAN SUMMARY

Tariff 11 - Residential Flat Rate (General Domestic)  
Tariff 33 - Controlled Supply (Economy)

## UNDERSTAND MY BILL

### 1 BALANCE PRIOR TO THIS BILL

Previous amount	\$144.06
Payments	\$144.06 CR
Balance brought forward	\$0.00

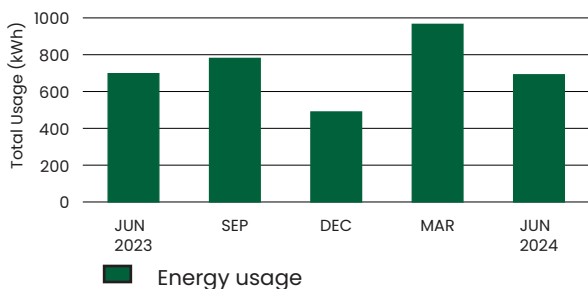
### 2 NEW CHARGES

Tariff Component	Start Read	End Read	Quantity (KW/kWh)	Days	Rate (GST Excl)	Total (GST Excl)	GST	Amount (GST Inc)
<b>Tariff 11 - Residential Flat Rate (General Domestic) (20/03/24 - 18/06/24)</b>								
All usage	66536	67011	475.00	90	\$0.30227	\$143.58	\$14.36	<b>\$157.94</b>
Service Fee				90	\$1.09521	\$98.57	\$9.86	<b>\$108.43</b>
<b>Tariff 33 - Controlled Supply (Economy) (20/03/24 - 18/06/24)</b>								
All Usage	22047	22263	216.00	90	\$0.2051	\$44.30	\$4.43	<b>\$48.73</b>
Service Fee				90	\$0.03385	\$3.05	\$0.31	<b>\$3.36</b>
<b>SUB-TOTAL</b>						<b>\$289.50</b>	<b>\$28.96</b>	<b>\$318.46</b>

### 3 NEW CREDITS

Tariff Component	Start Read	End Read	Quantity (KW/kWh)	Days	Rate (GST Excl)	Total (GST Excl)	GST	Amount (GST Inc)
<b>Other Credits</b>								
QLD government electricity rebate 20 Mar 24 - 17 Jun 24						\$83.43 CR	\$8.34 CR	<b>\$91.77 CR</b>
Queensland Govt Cost of Living Concessional Rebate						\$175.00 CR	\$0.00	<b>\$175.00 CR</b>
<b>SUB-TOTAL</b>						<b>\$258.43 CR</b>	<b>\$8.34 CR</b>	<b>\$266.77 CR</b>

### COMPARE YOUR USAGE OVER TIME



**Average daily usage this period**

Electricity usage (kWh) 7.68

### BILL SUMMARY 20/03/24 - 18/06/24

1 Balance prior to this bill	\$0.00
2 New Charges	
Electricity Charges	\$318.46
3 New Credits	
Rebates and Other Credits	\$266.77 CR
<b>TOTAL AMOUNT DUE</b>	<b>\$51.69</b>

## CONTACT INFORMATION

### Additional Assistance

Ergon Energy Retail offer hardship programs, Government rebates, access to financial assistance and drought relief for eligible customers. For more information, visit [ergon.com.au/supportprograms](https://ergon.com.au/supportprograms)

### Having difficulty paying?

Contact us to request a payment plan or extension. Call **13 10 46**

### Interpreter Service 1300 607 555

翻譯服務  
口译员服务

خدمات ترجمه شفاهی  
خدمات الترجمة الشفهية

Dịch vụ Thông dịch  
Serivisi y'Isemura  
Huduma ya Ukalimani  
Service d'interprétation au



### National relay service

TTY/voice calls 13 36 77 and Speak & Listen 1300 555 727

## BILL MESSAGES

**Next Meter Read Date (Approx)** 18 SEP 2024

**Security Deposit Held** N/A

**Moving Premises?** Contact us to arrange a final reading and/or a new application before you move. You are responsible for this account and electricity used until a final meter reading is obtained.

The balance of your bill will be paid by Direct Debit on 10/07/24.

## PAYMENTS RECEIVED

Payment Date	Amount Paid
16/04/2024	\$144.06



**ERGON ENERGY RETAIL** acknowledges the Traditional Custodians of the land on which we live and work, and recognise their continuing connection to land waters and community. We pay respect to Elders past and present.



### Cost of Living Rebate

You've received the quarterly instalment as part of the \$1072 Queensland Government Cost of Living Residential Rebate, as a credit on this account.

Thanks to the Queensland and Australian Governments.  
**For more information visit [ergon.com.au/rebate](https://ergon.com.au/rebate)**

