

# Understanding your bill on a payment plan

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**Account summary**  
Information detailed in this section is for reference as you are on a payment plan. To check your scheduled payments or the balance owing, please call us on **1300 132 003**.

**Energy usage and supply charges**  
When you are on a payment plan arrangement these charges will not appear as a dollar amount. To check your energy usage and supply charges view "Your Supply Details" page of your bill.

**Other items**  
The amount listed here relates to charges applied to your account since your previous bill.

**Closing balance**  
The amount that is currently due for payment. If you are up to date with your scheduled payments, the closing balance will be \$0.00.

## Your Energy Account



135958924/000169 FR-VIC  
Mr J Citizen  
123 Sample Street  
SUBBURB TOWN TAS 7000

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**ACCOUNT SUMMARY**  
**STATEMENT FOR THE PERIOD: 5 Oct 2016 to 5 Jan 2017**

Opening balance	\$0.00
Payments received thank you	\$190.00 CR
<b>Balance brought forward</b>	<b>\$190.00 CR</b>
Energy usage and supply charges	\$0.00
Other items	\$285.00
<b>Closing Balance</b>	<b>\$95.00</b>

**Your electricity cost breakdown July 2016\***



- **27.1% Generation:** energy generated through local hydro and gas plants and from the mainland. This does not include any cost for carbon.
- **5.6% Renewable Energy Certificate charges:** Australian Government charges to support renewable energy generation.
- **0.4% Market charges:** fees payable by all customers to participate in the National Energy Market.
- **52.0% Network:** costs to manage and maintain the poles and wires that deliver power from generators to customers premises.
- **2.7% Metering:** the provision, installation, maintenance and reading of meters.
- **12.2% Retail:** covers costs for billing, customer service and provision of information services.

For more information visit [auroraenergy.com.au](http://auroraenergy.com.au)  
\*This cost breakdown applies only to regulated standing offer electricity prices.

**YOUR PAYMENT OPTIONS**  
See over for more payment options

**DIRECT DEBIT**  
Choose automatic payments through your financial institution or call us on **1300 132 003** to set up Direct Debit on your account.

**CENTREPAY**  
Use Centrepay to make regular voluntary deductions from your Centrelink payments. Call us on **1300 132 003** to set up a Centrepay deduction.

**BPAY**  
 **Biller Code: 5595**  
 **Ref: 12345678 9**  
 BPAY\* this payment via internet or phone banking.  
 BPAY View\* – View and pay this bill using internet banking.  
 BPAY View Registration Ref: **12345678 9**

 **Post Billpay**  
  
 \*755 72449182 7



**CONTACT US**  
**1300 132 003 (Home)**  
**1300 132 045 (Business)**  
 Monday to Friday  
 8am-6pm  
[auroraenergy.com.au](http://auroraenergy.com.au)  
 Aurora Energy Pty Ltd  
 ABN 85 082 464 622  
 Tax Invoice No:  
 001222000111

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Amount Due:  
**\$95.00**

Due Date:  
**24 Jan 2017**

Account No:  
**12345678 0**

Issue Date:  
**05 Jan 2017**

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Amount Due:  
**\$95.00**

Due Date:  
**24 Jan 2017**

Account No:  
**12345678 0**

+00000000000000000000> +000788+ <07007461,85> <0000021,844> +444+

**Contact us**  
How to contact us and our Customer Service Centre operating hours.

**Amount due**  
This shows how much you are due to pay in relation to your scheduled payments, not the balance of your debt. If you are up to date with your payments, this amount will be \$0.00.

**Due date**  
If you are behind on your scheduled payments, this will show the date by which you need to pay the outstanding amount. If you are up to date with your payments, no date will be shown.

**Account number**  
You need to quote this number when you contact us or use it to log into Aurora Online.

Please note: Figures are for sample purposes only.



**Payments**

Details all payments we have received from you during the statement period.

**Charges**

On a payment plan this figure defaults to \$0.00; details of your actual energy use in this billing period are listed on page 3 of your bill.

**Other items**

This includes the transactions that show your payment as credits and their transfer towards your payment plan as debits. Scheduled payments are to show you the date and amount agreed to by you on this payment plan.

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Account No: 12345678 9

DETAILS OF PAYMENTS AND CHARGES		AMOUNT (\$)
<b>PAYMENTS</b>		
24 Oct 2016	BILLPAY PHONE/INTNET Post Office	95.00 CR
24 Nov 2016	BILLPAY PHONE/INTNET Post Office	95.00 CR
<b>Total Payments:</b>		<b>190.00 CR</b>
<b>ENERGY USAGE AND SUPPLY CHARGES</b>		
05 Jan 2017	NMI 8000000000 5 Sample Ave, Sample Town, TAS, 7000 Charge Period 04 Oct 2016 to 03 Jan 2017	0.00
<b>Total Charges</b>		<b>0.00</b>
<b>OTHER ITEMS</b>		
25 Oct 2016	Payment Plan overpayment transfer	95.00
25 Oct 2016	Payment Plan overpayment transfer	95.00 CR
25 Oct 2016	Scheduled Payment	95.00
25 Nov 2016	Payment Plan overpayment transfer	95.00 CR
25 Nov 2016	Payment Plan overpayment transfer	95.00
25 Nov 2016	Scheduled Payment	95.00
29 Dec 2016	Payment Plan overpayment transfer	95.00
29 Dec 2016	Payment Plan overpayment transfer	95.00 CR
29 Dec 2016	Scheduled Payment	95.00
<b>Total Other</b>		<b>285.00</b>

**CONTACT US**  
 1300 132 003 (Home)  
 1300 132 045 (Business)  
**Monday to Friday**  
**8am-6pm**  
[auroraenergy.com.au](http://auroraenergy.com.au)

**MOVING? WE CAN HELP**  
 You can arrange connection or disconnection of your energy supply simply and easily on our website.

**CONCESSIONS**  
 To find out if you are eligible for a Government concession or rebate, visit [www.concessions.tas.gov.au](http://www.concessions.tas.gov.au)  
 You can apply for a concession on our website or call us to update your details.

**PAYMENT ASSISTANCE**  
 We have many options available if you need help to pay your bill. Visit our website for more details.

**NATIONAL RELAY SERVICE**  
 Speak and listen users call  
**1300 555 727**  
 TTY users call  
**133 677**

**TRANSLATING & INTERPRETING SERVICES (TIS)**  
 Phone 131 450  
 للحصول على المساعدة الرجاء الاتصال بخدمة TIS  
 如需帮助, 请致电TIS  
 برای کمک با TIS تماس بگیرید

**YOUR FEEDBACK**  
 If you have a complaint or compliment relating to your account, we are always happy to speak to you.  
**1800 800 753** (Customer feedback)  
 Online at [auroraenergy.com.au](http://auroraenergy.com.au)  
 Or write to us:  
 Aurora Energy  
 GPO Box 191  
 Hobart TAS 7001

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**MORE PAYMENT OPTIONS**

**ONLINE**  
 Pay securely at [auroraenergy.com.au](http://auroraenergy.com.au)  
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**PAY IN PERSON**  
 Present this account at any Service Tasmania shop.

**MAIL**  
 Post payment with this portion to:  
 AURORA ENERGY  
 LOCKED BAG 4  
 HOBART TAS 7001

**LATE PAYMENTS**  
 There is a late payment fee of \$5 for accounts not paid in full by the fifth day past the due date. In addition, interest will be applied on all overdue accounts calculated from the due date.

**AUSTRALIA POST**

Billpay Code: 0755  
Ref: 12345678 9

Pay in person at any post office, by phone 131 816 or go to [postbillpay.com.au](http://postbillpay.com.au) to pay by credit card or PayPal.

Please note: Figures are for sample purposes only.