

## If you have questions about the amount of your bill.

If for any reason you think your account could be incorrect, please contact us by:

- Calling **13 23 56**
- Visiting your nearest Customer Service Centre
- Writing to Country Energy, PO Box 718, Queanbeyan NSW 2620

Country Energy will look into your concerns and keep you informed of developments. As these investigations take time, we appreciate your patience and understanding.

### If you believe your meter is incorrect an investigation may involve:

- Visiting your premises and reading your meter. This may incur a charge of \$48.40\* if it shows your bill is accurate.
- Visiting your premises and testing your meter. If your meter is found to be inaccurate by no more than 2% Country Energy will replace your meter at no charge. If your meter is found to be accurate a charge of \$80.30\* may apply.

### If you are not satisfied with the outcome:

Country Energy will do everything possible to resolve any concerns you may have by clarifying issues, correcting an error or offering you a different payment plan.

However if you have given Country Energy the opportunity to resolve the situation and you are still not satisfied, you may choose to contact the Energy and Water Ombudsman NSW (EWON) on 1800 246 545 or [www.ewon.com.au](http://www.ewon.com.au) EWON is a free and independent service that will investigate your concerns and try to resolve the matter.

\* Figures correct as at November 2011.

## Understanding your energy usage.

Your Country Energy account provides you with helpful information about your energy usage, from your average daily energy consumption and cost to the amount of greenhouse gas emissions your energy use has generated.

For energy saving tips as well as more information on how much energy and water your appliances use, visit [www.countryenergy.com.au/calculator](http://www.countryenergy.com.au/calculator) where you'll find our energy efficiency calculator. If you don't have internet access, call **13 23 56** for our energy aware information pack.

### Payment options

You'll find a range of payment options on your energy account. To make your bill payment easier, you can arrange a direct debit by calling **13 23 56** or going to [www.countryenergy.com.au](http://www.countryenergy.com.au)

If you are having difficulty paying your energy bill, please call us on **13 23 56** to discuss your options. These include pay-as-you-go plans as well as our Country Support program, which can provide residential, farming and small business customers with long term payment solutions.

For more information, call **13 23 56** or visit [www.countryenergy.com.au](http://www.countryenergy.com.au)



## We're here to help.

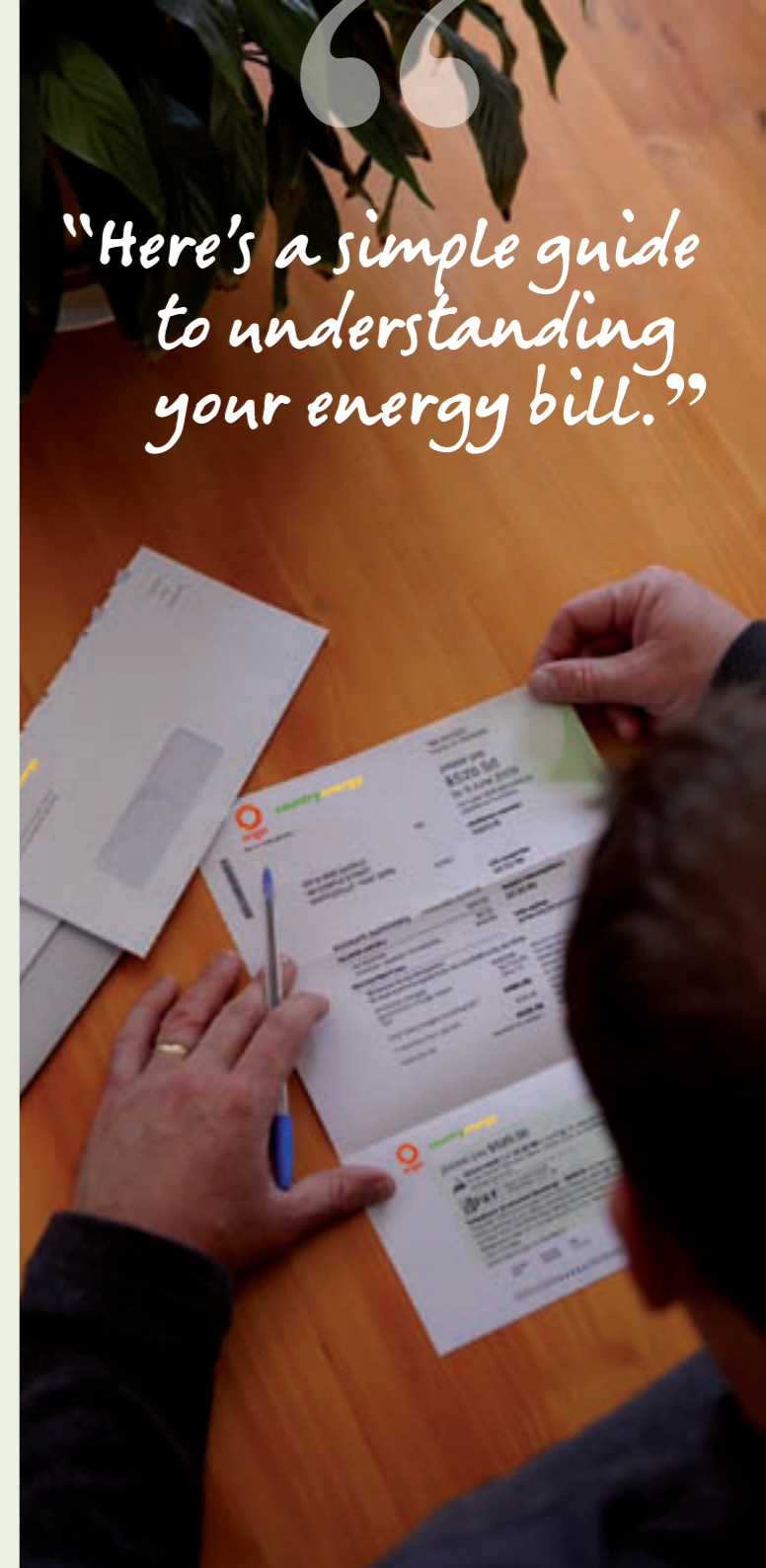
<b>Albury</b> 621 Dean Street	<b>Forster</b> 16 Breese Parade	<b>Oberon</b> 157 Oberon Street
<b>Armidale*</b> Galloway Street	<b>Goulburn</b> 148 Auburn Street	<b>Orange</b> 187 Summer Street
<b>Balranald</b> 90 Market Street	<b>Grafton</b> 17 Prince Street	<b>Parkes</b> Cnr Church and Clarinda Streets
<b>Batemans Bay</b> Shop 7 Bay Centre Plaza Orient Street	<b>Griffith</b> 310 Banna Avenue	<b>Port Macquarie</b> 140 Lake Road
<b>Bathurst</b> 151-153 George Street	<b>Gulgong</b> 102 Herbert Street	<b>Queanbeyan</b> Ground Floor City Link Plaza 30 Morisset Street
<b>Bega</b> 219-221 Carp Street	<b>Hay</b> 81 Lachlan Street	<b>Tamworth</b> Electra Street
<b>Broken Hill</b> 13 Chloride Street	<b>Hillston</b> 151 High Street	<b>Taree*</b> Whitbread Street
<b>Coffs Harbour*</b> 102 Thompsons Road	<b>Inverell*</b> Burtenshaws Road	<b>Trundle</b> Forbes Street
<b>Cooma</b> 138 Sharp Street	<b>Leeton</b> 19 Pine Avenue	<b>Tweed Heads</b> 39 Sunshine Avenue
<b>Cowra</b> Shop 12 Calare Building Kendal Street	<b>Lismore</b> 81-83 Molesworth Street	<b>Wagga Wagga</b> 2/209 Baylis Street
<b>Deniliquin</b> 26 Napier Street	<b>Moree</b> 223 Balo Street	<b>Wentworth</b> 24-26 Darling Street
<b>Dubbo</b> 168 Macquarie Street	<b>Moruya</b> 210 Araluen Road	<b>Young</b> 53 Boorowa Street
<b>Forbes</b> 91 Lachlan Street	<b>Mudgee</b> 102 Church Street	
	<b>Narrabri*</b> 1 Logan Street	
	<b>Narrandera</b> 113 East Street	

For more information call **13 23 56** or visit [www.countryenergy.com.au](http://www.countryenergy.com.au)




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"Here's a simple guide to understanding your energy bill."



# How to read your energy bill.

- 1 Total amount payable:** The amount you need to pay, which is the amount of your account balance at the time your bill was produced.
- 2 Payment due by:** The date by which your account should be paid.
- 3 Your postal address:** Your current postal address (which may be different from your billing address).
- 4 Account summary:** A breakdown of costs for your bill, including any adjustments, GST, overdue amounts or credits from previous bills, plus details of your last account.
- 5 Government energy rebate:** If you receive a government energy rebate, the amount is shown here.
- 6 How to pay:** The most convenient ways to pay your energy account. Other payment methods are listed on the back of your bill.
- 7 Your customer number:** Please quote this number when making enquiries.
- 8 Bill enquiries:** The number to call for any bill queries.
- 9 Supply interruptions:** The number to call if you experience any power interruptions.
- 10 Info online:** Country Energy's website, for any queries you have.
- 11 Marketing message:** Information about current campaigns or billing charges that could affect you.
- 12 Customer assistance:** Information about Government rebates and other financial assistance.



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ABN 37 428 185 226

TAX INVOICE  
invoice no. 38888888

please pay  
**\$186.93**

by 22 February 2011

customer number  
**300000-6**

bill enquiries  
**13 23 56**

supply interruptions  
**13 20 80**

info online  
**www.countryenergy.com.au**

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MRS SAMPLE  
19 SAMPLE ROAD  
SAMPLETOWN NSW 2000

000004

account summary invoice date 01/02/11

**BALANCE LAST BILL** \$230.44

we received - thank you balance \$230.44CR \$0.00

**THIS ELECTRICITY BILL**


19 Sample Road Sampletown  
95 days electricity supply from 28/10/2010 to 31/01/2011

electricity charges \$200.93  
government energy rebate \$30.99CR  
GST \$16.99



total new charges including GST **\$186.93**  
see back for details ▶

Life sometimes takes unexpected turns. But Country Support from Country Energy is here to help you stay connected by tailoring a practical plan to help you through. Call us on 13 23 56 to talk to a Country Support Advisor. We can also show you where and how you can improve your energy efficiency with our online calculator. Visit [www.countryenergy.com.au/calculator](http://www.countryenergy.com.au/calculator) to find out how you can be more energy aware.

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\*274 3000006

please pay **\$186.93**

direct debit Call **13 23 56** to arrange for payments to be made from your bank, credit union or building society account.

**BPAY** Biller Code: 5025  
Reference: 3000 006

Telephone & Internet Banking\* - **BPAY** Contact your financial institution to pay from your cheque, savings or credit card account. When prompted, enter the reference number from the BPAY box. More info [www.bpay.com.au](http://www.bpay.com.au)

\*Registered to BPAY PTY LTD ABN 69 079 137 518. \*\*Minimum transaction of ten (10) dollars.  
other ways to pay on the back ▶

bascode 831 user code 066604 CRN 3000007

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customer assistance


**financial difficulties** If you have financial difficulties call us on **13 23 56**. You may also be eligible for EAPA payment assistance vouchers. These are available from participating community organisations.

**Country Support** Helping customers in times of hardship - call **13 23 56** for assistance.

**rebates** For information on government energy rebates or life support call **13 23 56**.

amount paid \$ .

customer number 300000-6



countryenergy

ABN 37 428 185 226

please pay  
**\$186.93**

by 22 February 2011

compare your usage

your average daily electricity usage

10.92 units (kWh) (or \$1.97) per day

greenhouse gas emissions produced by your electricity usage

1.11 tonnes per bill

Greenhouse gas emissions are up 0.19 tonnes this bill from last year.

Visit [www.climatechange.gov.au](http://www.climatechange.gov.au) to find out how you can reduce greenhouse gas emissions.

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electricity charges based on actual reads

for 19 Sample Road Sampletown / premises no. 388888 / NMI 42042062817

meter number	previous reading	this reading	units (kWh)
7245	52167	52606	439.00
11143	8792	9391	599.00

charges for this reading

	cents per unit (kWh)	\$ amount
5000 : Residential	439.00	22.122 97.12
5001 : Residential - Controlled Load1	599.00	7.814 46.81
5000 : Service Availability	95	55.420 52.65
5001 : Service Availability	95	4.580 4.35

charges and rebates

401 : NSW Government Energy Rebate	30.99CR
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**\$ this bill**

new charges	\$169.94
GST	\$16.99
total new charges including GST	\$186.93

your next approximate meter reading date is 28/04/2011

other ways to pay

**online** Visit [www.countryenergy.com.au](http://www.countryenergy.com.au) to pay by direct debit or credit card\*.

**credit card\*** Call 1300 136 232. We accept Mastercard or Visa.

**mail** Please make your cheque or money order payable to Country Energy. Write your invoice number on the back of the cheque or money order. Mail this slip with your payment to Locked Bag W143 Sydney NSW 1292.

**in person** at any Country Energy Customer Centre, your nearest authorised agency, or at any Australia Post Office, or by

**BPAY** Billpay Code: 0274 Ref: 3000 006 Phone 13 18 16 or go to [postbillpay.com.au](http://postbillpay.com.au)

\*Minimum transaction of ten (10) dollars.

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interpreter services

for interpreter services call **13 14 50**

خدمات الترجمة الشفوية  
Servicios de interpretación  
傳譯員服務  
Dịch Vụ Thông Ngôn  
Υπηρεσίες Δεσφρμείων  
Servizi di interpretariato

amount paid \$ .

customer number 300000-6

- 13 Average daily usage graph:** A graph showing your energy usage in kilowatt hours (kWh) for electricity and megajoules (MJ) for natural gas. This compares your current usage with your previous usage.
- 14 Greenhouse gas emissions graph:** A graph showing gas emissions produced by your electricity usage, calculated by applying the Australian Greenhouse Office emission factor to the kilowatt hours (kWh) used.
- 15 Charges for this bill:** A breakdown of the charges for your energy usage, covering peak and off peak times, different meter charges, rebates, any countrygreen® charges and GST.
- 16 Premises address:** The address the energy is being supplied to.
- 17 Premises number:** The number we allocate to the address the energy is being supplied to.
- 18 NMI:** The unique National Meter Identifier assigned to your premises. If you have a gas account, the unique identifier is known as a Delivery Point Identifier, or DPI.
- 19 Next meter reading:** The approximate date for your next meter reading.
- 20 Other ways to pay:** Other ways you can pay your energy account.
- 21 Interpreter services:** The number to call for translator services in the languages listed.