

Tax Invoice

Account Number

12 345 6



ABN: 57 955 011 697

GPO Box N1028
Perth, WA 6843

Enquiries

1800 267 926

TTY: 1800 461 499

Interpreter Services: 131 450
www.horizonpower.com.au

T 000437
649



Mr Joe Bloggs
1 Smith Street
ESPERANCE WA 6450

Date of Issue **02/03/2015**

Payable By

19 Mar 2015

Account Summary:

TOTAL DUE

\$358.70

(includes GST)

Total of Previous Bill

\$143.85

Payments & Adjustments

\$143.85 CR

Balance

\$0.00

Current Charges

\$358.70

See over for details

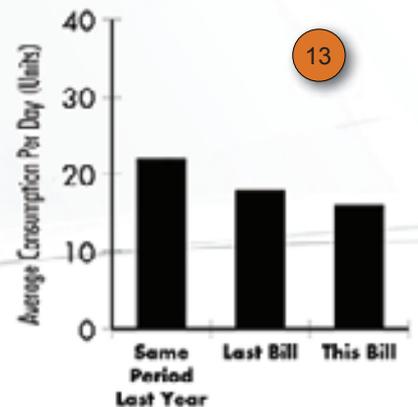
Invoice Number: 12 345 67 890

Supply Period: For 68 Days From: 20/12/2014 To: 25/02/2015

Supply Address: 1 SMITH STREET, ESPERANCE WA 6450

If you own power poles or powerlines on your property you are responsible for ensuring they are safe. If you are unsure whether you own them, please call your local Horizon Power office or go to www.horizonpower.com.au for more information.

Consumption Comparison



Average Daily Consumption **20 units**

Average Daily Cost **\$5.28**



PAYMENT SLIP

MR JOE BLOGGS
Account Number: 12 345 6

Direct Debit: Apply online at www.horizonpower.com.au or call 1800 267 926



Billers Code: 123321
Ref: 000 123 4567

Telephone & Internet Banking - BPAY®: Contact your bank or financial institution to make a payment from your cheque, savings or transaction account.



Pay in person: You can pay this account at any post office. Payments may be made by cash or cheque only.



Credit card: Call 1300 134 615 or visit www.horizonpower.com.au to pay (up to \$5,000) with your MasterCard, VISA or American Express card. A fee of 0.7% will apply.



Mail: Return this payment slip together with your cheque made payable to Horizon Power and mail to GPO Box N1028 Perth WA 6843.



Centrepay: A free direct bill paying service is available to customers who receive a Centrelink payment. To find out more phone Centrelink or visit www.centrelink.gov.au



1234 0001234560 POST billpay

Payment Number

000 123 4567

Payable By

19 Mar 2015

TOTAL DUE

\$358.70

<0000012345 >

<012345 >

<000000001234567 >

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1. Your account number is listed here. Please have this number close to hand if you need to speak to us.
 2. This shows how much your last bill was.
 3. This is the amount you have paid since the last bill was issued.
 4. This shows any outstanding amount from your last bill.
 5. This amount is for the electricity you have used in this billing period.
 6. This number is the bill or invoice number. This is not your account number which is listed above.
 7. Billing periods are approximately 60 days. This means you will receive a bill from us roughly every two months.
 8. This is the address for which we have supplied electricity and for which this bill relates to. In many cases, this will be the same as the address above but if you have multiple accounts, this will enable you to identify which property this bill relates to.
 9. If you have any questions, or are struggling to pay your bill, please call as soon as possible on this number to discuss. Business customers should call 1800 737 036.
 10. This shows the date your bill was printed, not the date the meter was read. Your meter read date is listed on page 2.
 11. This is the date that payment is due by.
 12. This is the total amount owing on your account.
 13. This graph shows the amount of electricity used (expressed as a unit of electricity) so you can more clearly determine how much more, or less, electricity you are using compared to your last bill and the same period last year (depending on supply period).
 14. You can see how many units (kilowatt hours) you have used on average each day.
 15. This is how much your electricity costs on average each day, based on your average daily use, the tariff rate and the number of days in this billing period.
 16. The payment slip details all your payment options.

Usage Calculations

Tariff	Reading Type	Meter Number	Reading Date	Current Meter Reading	Equals Total Units Used
17 NMI: XXXXXXXXXXXX 18 RE Buyback Esperance A2 Residential	19 Normal Normal	20 XXXXXXXXXXXX XXXXXXXXXXXX	21 05/02/2015 05/02/2015	22 1942 1430	23 205 585

Current Account Details
RE Buyback Esperance

24 205 units @ -10.4200 cent per unit from 20/12/2014	\$	21.36 CR	
Supply Charge from 20/12/2014	\$	27.91	
GST	\$	2.79	

Total \$ **9.34** ▶ \$ **9.34**

A2 Residential

27 1,585 units @ 22.3601 cents per unit from 20/12/2014	\$	354.41	
GST	\$	35.44	

Total \$ **389.85** ▶ \$ **389.85**

Plus Cost of Living Assistance Payment - State Govt from 20/12/2014

28 GST	\$	36.81 CR	
	\$	3.68 CR	

Total \$ **40.49 CR** ▶ \$ **40.49 CR**

Total Payable ▶ \$ **358.70**

Total Includes GST of \$ **34.55**

If you are having difficulties paying this account, please ring 1800 267 926 before the due date.

A \$4.75 fee may apply for additional reminder notices sent regarding overdue payment of this account

Moving? Please call 1800 267 926 five working days before you move.

Customer Charter - Visit www.horizonpower.com.au/charter or for a copy call 1800 267 926.

Are you a Concession Card holder? You can apply for rebates on your bill. To find out more visit www.horizonpower.com.au/rebates or call 1800 267 926.

Faults - Please call our 24-hour faults & emergency number **13 23 51**.

Complaints - We are committed to handling your complaint in a courteous and efficient manner. If you have a complaint, in the first instance, please call 1800 267 926. If you are not satisfied with the resolution, you may contact the Energy Ombudsman on 1800 754 004.

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17. If you have renewable energy installed at your premise, this line shows how many units of electricity you have fed back to the network since the last bill.
 18. This shows whether your meter has been read by a meter reader or estimated. 'Normal' means we have taken a reading from the meter, 'Estimated' means we have estimated your reading using historical data for your property.
 19. This is the unique identifier for the meter.
 20. This is the date when the reading was obtained.
 21. This is the reading taken from your meter on the date detailed to the left.
 22. This is the number of units used since the last bill was issued. Your bill comprises a cost for the number of units used, plus a daily supply charge.
 23. This shows the tariff applied to your account. In this example, the customer is on the A2 Residential Tariff.
 24. This section calculates the cost of your bill, based on the meter read information detailed above.
 25. This applies to customers with renewable energy installed. It calculates a credit for any units of electricity that have been fed back to the network. We buy each unit of electricity at a set price per town. The buyback price is detailed for your information.
 26. Every customer pays a daily supply charge. The supply charge depends on the tariff you are on.
 27. This section calculates the cost of the electricity you have used, based on the number of units used in this billing period and the cost per unit. GST is added as a separate line item.
 28. If you receive any rebates or subsidies, this will be detailed here and show as a credit on your account. In this example, the customer receives the Cost of Living Assistance Payment.
 29. This sum is the total amount owing. It includes an amount for the number of units you have used, the supply charge and credits such as rebates, subsidies and renewable energy buyback. It also includes GST.