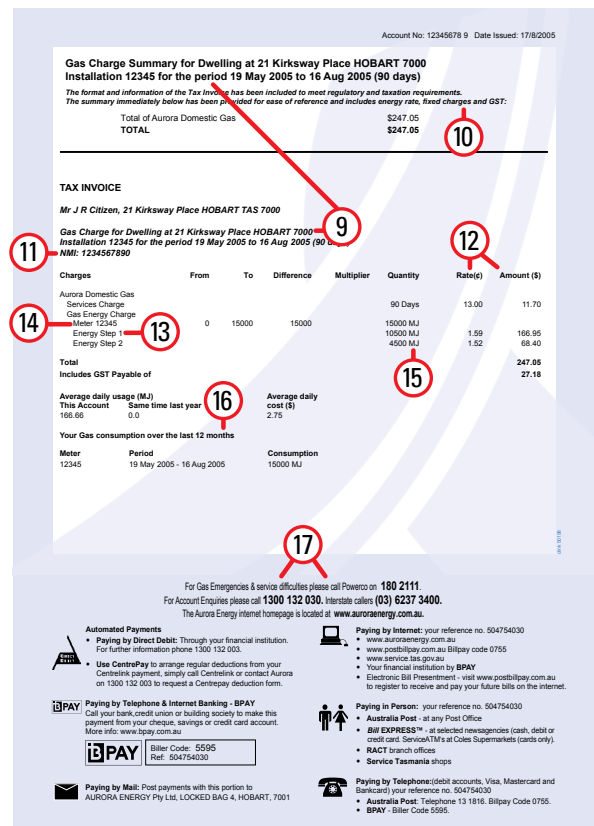
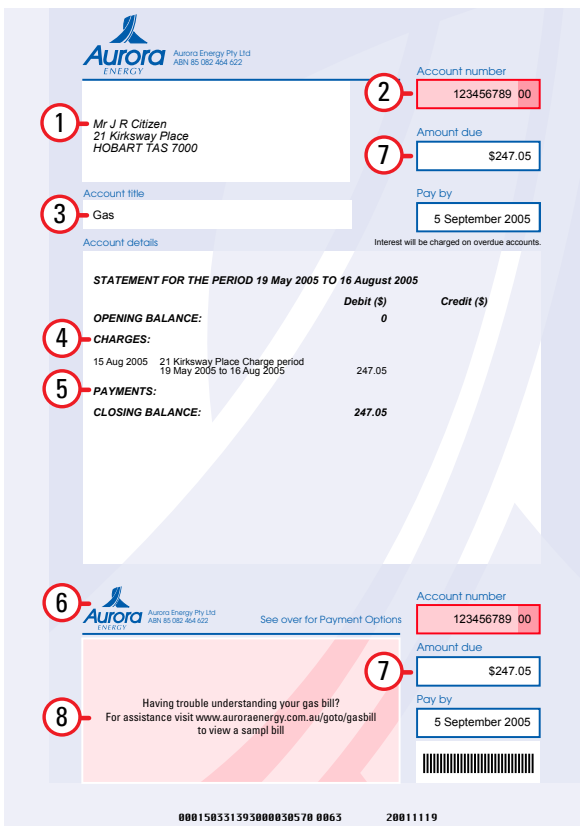


Understanding your natural gas bill

This is what your Aurora natural gas bill looks like, where to find things and what they mean.



Please note this is a sample bill only - figures are representative.

- 1 Your name and mailing address.
- 2 Your account number. This is the number you should quote when requiring more information about your account or logging in online.
- 3 The title of your account.
- 4 The total of all charges relating to the supply and use of Natural Gas at the premises to which this statement applies.
- 5 The payments made since your last statement, including the dates payments were made.
- 6 The payment slip shows account number, amount due and pay by date.
- 7 The amount due for payment. This will appear as the "Opening Balance" on your next statement.
- 8 This box may contain a message, which is specific to your particular account, or a general information message.
- 9 The premises to which the statement applies.
- 10 The summarised breakdown of charges.
- 11 National meter identifier – this number is allocated by your gas distributor to identify your home or business as having a natural gas connection. As long as you continue

- to have natural gas supplied to your home this number will never change.
- 12 The detailed breakdown of charges.
- 13 Your services charge, meter charge, demand or energy rate. Your energy rate may include 'steps' if applicable.
- 14 This number is used to identify the meter that is attached to your home or business. Each meter has its own number and if your meter is changed (e.g. due to maintenance or upgrades) the new meter will have its own identification number.
- 15 Megajoule – a joule is the basic unit of energy used in the natural gas industry. Your natural gas usage is calculated in megajoules (MJ). There are 1 000 000 joules in 1 MJ.
- 16 Your gas account will display your gas consumption over the past 12 months.
- 17 Details of payment methods available to Aurora Energy customers.

Residential customers **1300 13 2003**
 Small business **1300 13 2045**

