

# Understanding your residential electricity bill

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

**1** Mr I. M Residential  
30 Electric Drive  
HOBART TAS 2000

**2** Account number  
98765432 1 00

**7** Amount due  
\$367.00

**3** Account title  
Pay by  
29 October 2008

**4** STATEMENT FOR THE PERIOD 15 JULY 2008 TO 10 OCTOBER 2008

	Debit (\$)	Credit (\$)
OPENING BALANCE:	357.00	
<b>CHARGES:</b>		
09 Oct 2008 30 Electric Drive Charge period 12 Jul 2008 to 8 Oct 2008	367.00	
<b>PAYMENTS:</b>		
30 Jul 2008 Hobart Post Office		357.00
<b>OTHER ITEMS:</b>		
<b>CLOSING BALANCE:</b>	367.00	

**6** Account number  
98765432 1

**7** Amount due  
\$367.00

**8** Pay by  
29 October 2008

**10** Electricity Charge Summary for Dwelling  
at 30 Electric Drive Hobart 7000  
Installation 1234 for the period 12 Jul 2008 to 08 Oct 2008 (89 days)

Charges	From	To	Units	Multiplier	Quantity	Rate(\$)	Amount
<b>Residential light and power - Tariff 31</b>							
Fixed Charges					89 Days	0.664140	59.11
Meter ID 123456	57988	58908	920		920kWh		94.06
Energy Step 1					489kWh	0.192360	94.06
Energy Step 2					431kWh	0.183240	78.98
<b>Hot Water - Tariff 41</b>							
Fixed Charges					89 Days	0.125890	11.20
Meter ID54321	80134	81253	1119		1119kWh		123.65
Energy Step 1					1119kWh	0.11050	123.65
<b>Total</b>							<b>367.00</b>
<b>Includes GST Payable of</b>							<b>33.36</b>

**11** The NMI for this supply is 0000000000.

**13** Average daily usage (kWh)  
This Account 22.9  
Same time last year 19.1  
Average daily cost (\$) 4.12  
Approximate next reading date 09-Jan-2009

**14** For Account Enquiries 1300 132 003. Interstate callers (03) 6237 3400. The Aurora Energy internet homepage is located at [www.auroraenergy.com.au](http://www.auroraenergy.com.au) For emergencies & services difficulties, please call 13 2004 24 hours a day.

**15** AUTOMATED PAYMENTS  
 • Paying by Direct Debit: Through your financial institution. For further information phone 1300 132 003.  
 • Use CentrePay to arrange regular deductions from your Centrelink payment, simply call Centrelink or contact Aurora on 1300 132 003 to request a CentrePay deduction form  
 PAYING BY TELEPHONE & INTERNET BANKING - BPAY  
 Call your bank, credit union or building society to make the payment from your cheque, savings or credit card account.  
 More info: [www.bpay.com.au](http://www.bpay.com.au)

PAYING BY INTERNET: Your reference no. 987654321  
 • [www.auroraenergy.com.au](http://www.auroraenergy.com.au)  
 Paying in Person: Your reference no. 987654321  
 • Australia Post  
 • Service Tasmania shops

PAYING BY MAIL: Post payments with this portion to AURORA ENERGY Pty Ltd, LOCKED BAG 4, HOBART, 7001

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

- Your name and mailing address.
- Your account number. This is the number you should quote when requiring more information about your account or logging in online.
- The title of your account.
- The total of all charges relating to the supply and use of electricity at the premises to which this statement applies.
- The payments made since your last statement, including the dates payments were made.
- The payment slip shows account number, amount due and pay by date.
- The amount due for payment. This will appear as the "Opening Balance" on your next statement.
- This box may contain a message, which is specific to your particular account, or a general information message.
- The premise(s) to which the statement applies.
- Your installation number. This is the unique number assigned to your property.
- The summarised breakdown of charges.

- The detailed breakdown of charges.
- Your services charge, meter charge, demand or energy rate. Your energy rate may include 'steps' if applicable.
- Our Customer Service Centre's phone number should you have any further queries relating to your statement.
- Details of payment methods available to Aurora Energy customers.

For more information about electricity for your home please contact Aurora on:  
 Residential customers **1300 13 2003**  
 Website [www.auroraenergy.com.au](http://www.auroraenergy.com.au)

