



# Understanding your bill

## ➤ How to read your bill using a sample Aurora bill.

### Back of bill

#### NMI

This is the code assigned to your site. On gas bills this is a MIRN.

#### Transmission loss factor and distribution loss factor

These are multipliers that appear on all electricity customer bills. They have already been applied to tariffs, which means they do not change the charges of tariff bills.

#### Contact information

Phone number and website address details for any account enquiries, or if you are having trouble paying.

Account No: 36159200 8 Date Issued: 08/06/2012

**Electricity Charge for Dwelling at 3 Sample Street, Sample Town, TAS, 7000**  
**NMI 8000999999 for the period 29-Feb-2012 to 02-Jun-2012 (95 Days)**  
*The format and information of the Tax Invoice has been included to meet regulatory and taxation requirements. The summary immediately below has been provided for ease of reference and includes energy rate, fixed charges and GST:*

Total of Residential Light and Power - Tariff 31	405.63
Total of HydroHeat - Tariff 42	529.01
<b>TOTAL</b>	<b>934.64</b>

METERING INFORMATION					
	From	To	Units	Multiplier	Quantity
<b>Residential - 31</b>					
Meter B1059999	68,557.00	69,834.00	1,277.00		1,277.00 kWh
<b>HydroHeat - 42</b>					
Meter C899999	108,914.00	112,296.00	3,382.00		3,382.00 kWh

**TAX INVOICE**  
**Mr A Sample, 3 Sample Street, Sample Town TAS 7000**  
*Electricity Charge for Dwelling at 3 Sample Street, Sample Town, TAS, 7000*  
*NMI 8000999999 for the period 29-Feb-2012 to 02-Jun-2012 (95 Days)*  
*For Emergencies and service difficulties, please call 132004 24 hours a day.*

\*Transmission Loss Factor: 1.0000000  
 \*Distribution Loss Factor: 1.0000000

Charges	Quantity	Rate(\$)	Amount
<b>Residential light and power - Tariff 31</b>			
Fixed Charges	95.00 Day/s	0.89145	84.69
Energy Charge	1,277.00 KWH	0.25132	320.94
<b>HydroHeat - Tariff 42</b>			
Fixed Charges	95.00 Day/s	0.17266	16.40
Energy Charge	3,382.00 KWH	0.15157	512.61
<b>Total</b>			<b>934.64</b>
<b>Includes GST payable of</b>			<b>84.99</b>

Average Daily Consumption (KWH)	Same time last year	Average Daily Cost(\$)	Approximate next reading date
This Account			
49.042105	41.571429	9.84	07/09/2012

For account enquiries or for customers experiencing payment difficulties, please call 1300 132003. (Business customers call 1300 132045). Interstate callers (03) 62373400 or visit [www.auroraenergy.com.au](http://www.auroraenergy.com.au). For emergencies & service difficulties, please call 132 004 24 hours a day.

**AUTOMATED PAYMENTS**  
 Paying by Direct Debit: Through your financial institution. For further information phone 1300 132 003.  
 Paying by Telephone & Internet Banking - BPAY  
 Call your bank, credit union or building society to make this payment from your cheque, savings or credit card account. More info: [www.bpay.com.au](http://www.bpay.com.au)

**Billpay** Biller Code: 5595 Ref: 36159200 8

**POST billpay** Biller Code: 0755 Ref: 36159200 8

**Pay by Mail:**  
 Post payments with this portion to  
 AURORA ENERGY Pty Ltd, LOCKED BAG 4, HOBART, 7001

**Pay by Telephone:** (debit accounts, Visa and Mastercard your reference no. 36159200 8  
 • Australia Post: Telephone 13 18 16. Billpay code 0755.

**Pay by Internet:** reference no. 36159200 8  
 • [www.auroraenergy.com.au](http://www.auroraenergy.com.au)

**Pay in Person:** your reference no. 36159200 8  
 • Australia Post  
 • Service Tasmania shops

#### Charges and metering information

A summary of charges, discounts (including pensioner discounts), details of your meter reads and the number of units recorded. If your bill has been estimated it will be shown here.

#### Information about account use and charges

This includes a breakdown of charges, your services charges, demand or energy rate.

#### Approximate next meter reading date

#### Payment methods

Details the ways that you can pay and includes relevant biller codes and reference numbers.

Please note: Figures are for sample purposes only.

## Want to view your bill online, predict your next bill and monitor your use? You can and more with Aurora Online.

To register for Aurora Online, you will need your account number, name as it appears on your bill and your registered email address and driver's licence number or phone password.

For more information visit [www.auroraenergy.com.au](http://www.auroraenergy.com.au) or call 1300 13 2003

